

FINAL REPAIR OPPORTUNITY NOTICE

This constitutes my notice as a consumer, pursuant to the Georgia Lemon Law, O.C.G.A. Section 10-1-784(a)(2), that the manufacturer's authorized agent has been unable to repair or correct the nonconformity or nonconformities (defects) listed below in the new motor vehicle described below, and that you as the manufacturer have an opportunity for a final repair attempt.

Defect # 1 My dashboard goes black + blink on and off for no reason

Defect # 2 My Fog Lights goes off when the steering wheel is turning + sometimes it does not come on

Defect # 3 My radio LED screen goes out on it own + sometime I'm unable to click on knobs

Defect # 4 Backup camera does not display on radio as it is black, it comes on after driving

Defect # 5 A/C blow warm Air, however when I turn it up, cool air comes out

Knob to dim inside does not always work. I believe I have an electrical issue + mud underneath the Jeep when I purchased it. (see attached letter). Thanks

Vehicle Make Jeep

Model WRANGLER

Year 2019

Vehicle identification number (VIN) [REDACTED]

Name/address of selling/leasing dealer LANDMARK Dodge Chry JP LLC

Morrow, GA

Date of delivery 01-13-19

Date registered in GA if bought/leased in another state N/A

Odometer reading on delivery date 5 miles

Current odometer reading 5,000 miles

Name/address of facility/facilities where repairs were made and date/s of repairs Landmark

Morrow, GA (3-11-19 repair), Courtesy 1890 Dogwood Dr SE, Conyers, GA 30003
(3-19-19, 4-26-19 + 5-29-19 repairs). I took my vehicle to Courtesy on two other occasions
which the Division did not document it (once in April 2019 + 5-21-19)
which I stated we would discuss it with FCA representative if needed. see attached letter.

I am requesting that you make a final attempt to correct the defect(s) reported above. My contact information is:

Consumer name [REDACTED]

Home phone N/A

Street address [REDACTED]

Cell phone [REDACTED]

City/State/ZIP McDonough, GA

Work phone Retired

Consumer signature [REDACTED]

Today's date 6-8-19

Instructions to consumer: On this form you should only list defects that have met the required "reasonable number of repair attempts." 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 a copy to the Georgia Department of Law, Consumer Protection Division at the address listed on the first page, or fax it to us at 404-656-3569.

A



miles - 5,000

Date: 6-8-2019

To: FCA US LLC, Customer Center

From: [REDACTED]

RE: Final Repair Opportunity Notice

To Whom It May Concern:

My Jeep Journey,

I decided to purchase my 2019 Jeep Wrangler Sahara which only had 5 miles on it when I purchased it, as a retirement gift for working 30 years in Law Enforcement.

I purchased this Jeep on 01-13-19 and I was very happy with my purchase at that time. This was a long time dream of mine to purchase this Jeep. My concerns with my Jeep started on February 26, 2019, after my brother in law pointed out mud underneath my vehicle, which I have included pictures taken at that time. I informed Don Ugonabo my Salesperson at Landmark Dodge Ram Chrysler Jeep of Morrow, Ga, and he stated it was normal to have mud underneath a new Jeep, at purchased. The mud is still there after six months which I have tried to wash it off, with no success.

On 03-8-2019, after attending a movie matinee and returning to my Jeep I noticed the radio went black. I tried to turn it on with no success. I decided to take it back to Landmark so they could look at it. Prior to arriving I received a phone call and the radio screen phone connection came on the screen. Once I arrived at Landmark service department, my Service Advisor Brian looked at it and instructed me to bring it back the following Monday, to leave it. On 3-11-19, I dropped my vehicle off to be repaired. Since I did not hear from Brian I decided to text him (on 3-13-19) to get a follow up which he did not respond. On 3-15-19, I finally communicated with Brian and decided to pick the vehicle up as he stated, "they could not locate the problem". He asked me to bring the vehicle back on 3-20-19 so they could replace the steering wheel which had problems as well. When my steering wheel was replaced they did not connect the wire up correctly, so I had to return (after sitting there for several hours initially), to get that corrected. So I have no faith in Landmark Service Department.

On 3-19-19, I went by Courtesy Dodge Ram Chrysler Jeep of Conyers, Ga and met with Service Advisor Reggie Mitchell, as my vehicle dashboard was still going black when I drove it. He had their Tech Vinh to look at it, Vinh stated, "he reset the radio and that should fix the problem". Vinh told me to make sure I press update when the radio ask me to up date it and that should repair the problem. I have never received a message asking me to update the radio nor software since purchasing this vehicle. A couple of days after leaving the service department I still had the same problem with the radio, along with other issues including the Dimmer Controls knobs and the lights which light up the dashboard.

So I returned to Courtesy Dealership Service Department as instructed by Service Advisor Reggie Mitchell. He drove my vehicle and he noticed the issues with the dash. He position the Dimmer Knobs and instructed me not to touch them and to return in a couple of weeks. Reggie

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wanted to see if that would repair the problems. He did not check my vehicle in he just made the adjustment. I drove the vehicle for a couple of weeks and the problem returned. I never touched the knobs that he had adjusted.

On 4-26-19, I returned to Courtesy Dealership Service Department. Again I met with Service Advisor Reggie Mitchell as the dashboard started Dimming once again and the A/C was not blowing cool air on low. When I put the vehicle in a different gear the dashboard lights would dim down to black (as the screen is dark). When I drove the vehicle (especially at night) the dashboard would go black. At night the whole dashboard would go black which is a safety issue. You can not tell the miles because the odometer goes black while you are driving, the gas gauge does not show, the backup camera is affected because it should come up on the radio screen which is not normal and unacceptable. The invoice repair ticket states they repaired a recall which was under warranty and that everything is working normally. Which is incorrect.

On 5-21-19, I stopped by Courtesy Dealership Service Department because one of the Dimmer knobs was not working. I met with Service Advisor Kristen Landress as Reggie Mitchell was not at his desk. Kristen went to my vehicle and tried to get the knob to work. After several minutes she realized it was not working, I provided her my vehicle history. We walked around the dealership looking for Reggie, he was sitting in the sales lobby. He did not get up to write a ticket to have a service guy to look at the problem, nor did he go to my vehicle to check out the problem. He stated he was tired of my vehicle and then provided me the number to Jeep Customer Care. He instructed me to give them a call because he didn't know why this vehicle was doing what it is doing. He said he think it is an electrical problem.

On 05-23-19, I made contact with Fiat Chrysler Automobiles (FCA) and my case was assigned to Jaclyn. I explained my situation and displeasure with my 2019 Jeep Wrangler Sahara and with Jeep Service department as they can not get my vehicle issues resolved. Jaclyn informed me they are not willing to buy it back, however she would assistance in getting the vehicle repaired. I agreed with her assisting me with getting it repaired. She reached out to Service Advisor Reggie Mitchell at Courtesy Dealership to schedule an appointment and to get Reggie to reach out to their enhanced technical resources for additional assistance. Jaclyn also offered me a rental vehicle while my vehicle is in the shop, however Jaclyn informed me that I would have to pay the rental cost and FCA would reimburse me. Which is not fair because it would tie my money up until I'm reimbursed. I declined their offer.

On 05-29-19, once again I dropped my vehicle off at Courtesy Dealership Service Department, Jaclyn said she will work directly with Service Advisor Reggie Mitchell to get these problems resolved. On 5-30-19, I received a text on my phone from Reggie Mitchell stating, "the Tech checked your vehicle unable to duplicate concern". I called Reggie to speak with him about it

while I was waiting on him to reach out to Jaclyn so she could get their Enhanced Technical to assistance which was not done. Reggie stated when I pick my vehicle up that their Tech would like to go over the vehicle with me. I informed him I would pick it up the following day.

On 5-30-19, I got a ride to Courtesy Dealership Service Department to meet with Reggie and their Tech. Tech Vinh met with me at my vehicle to go over my concerns. I showed him the issues and he stated he needed to put the vehicle back in the service bay to look over it again. This was a waste of my time as it was obvious they never looked over my vehicle when they had it. The Fog Lights, would not come on, and when Vinh turned the steering wheel the Fog Lights would come on. He got another Tech to help with the assignment of my Fog Light malfunction. They still did not come up with a reason why they were not working properly. While in the service bay, Reggie, my niece, Tech Vinh, and myself were standing in the front of my vehicle while the vehicle was on. We were discussing the issues and the Fog Light went out by itself with no one in the vehicle. Tech Vinh got in the vehicle and could not determine why the lights went out. I explained to him about the mud that was underneath the vehicle when I purchased it. Tech Vinh looked underneath the vehicle and the mud and rust was still there and Vinh whispered something to Reggie Mitchell as he walked off. I asked Reggie what was next since they see what the Fog Lights did and the other problems were not repaired. He stated if I have anymore problems with it just bring it back in. He then changed the service document to reflect the Fog Light issues which they did not offer to repair it. Also they left my vehicle in the bay expecting me to move it out, since Tech Vinh had walked off. Another service female moved it out for me after Reggie asked her to do so.

In closing, I have been to Landmark several times about issues with this Jeep which they never documented. The last time I spoke with Jeremy Sanders, Service Manager he wanted to take the dash off. Mr. Sanders stated this may or may not determine the problem. I had no faith in Mr. Sanders's statement. Prior to dropping it off at Landmark (he told me to bring it to him the following week), we had death in our family, so I decided not to follow through at that time. One time I went to Landmark, I spoke with Sean Goodwin the Business Manager and he told me to come back the following day with all my paperwork from my purchase and they would give me another vehicle. He walked me to Don Ugonabo my Salesperson and told him I would return tomorrow. When I returned the following day, it was brought to my attention that I was going to trade the vehicle in and purchase another one. That was not my thought because that would put me upside down on this vehicle and they had my trade-in vehicle which would not be a good solution. At this point, I want my money back (a buyback) or another vehicle at the same interest rate and loan period. I know I have to go through the Final Repair Opportunity Notice, but I have no faith that the electrical will be repaired on a local level, but if it is repaired I would appreciate it. Thank you for Your Time.

Respectfully,

J 9 6 0 1 1

From: US Customer Care uscustomer@fcagroup.com
Subject: Jeep Electrical Concerns [ref: [REDACTED]
Date: May 23, 2019 at 9:33:59 AM
To: [REDACTED]



Dear [REDACTED]

Thank you for allowing JEEP Customer Care an opportunity to address your concern. Our primary focus is your satisfaction.

My name is Jaclyn and I will be your advocate to ensure all questions and issues are addressed. Here is some information that will be helpful for you to have:

- Your case number is [REDACTED]
- The Jeep Case Management telephone number: 1-844-533-7928
- My direct extension: 4060768
- My work hours are: 8:30am to 5:00pm Eastern Standard Time Monday-Friday
- I will be out of the office 5/24-5/27

I did go ahead and contact the dealer. I spoke with the service advisor Reggie that has been working with your vehicle. He stated that you will need to go ahead and bring the vehicle in to him and leave it there. He will get an electronic tech involved and will also reach out to our enhanced technical resources to allow them to assist as well. He stated you can drop it off anytime next week Tues-Friday (Monday is a Holiday).

Please let me know once you have dropped off the vehicle so I may keep you updated regarding the repair. Thank you for your patience and understanding in this matter.

Please don't hesitate to make contact if you have any questions or concerns. Thank you for your patience and co-operation!

Jaclyn, Jeep Wave Specialist



ref: [REDACTED]

From: US Customer Care uscustomercare@fcagroup.com
Subject: RE: Jeep Electrical Concerns

[ref: [REDACTED]

Date: May 28, 2019 at 3:27:41 PM

To: [REDACTED]

Good Afternoon Ms. [REDACTED]

As we discussed on the phone, go ahead and obtain a rental if you need to. When you are finished with it and have paid for it, submit the receipt and I will reimburse the rental cost. I am able to approve up to \$45 per day for up to 10 days.

Jaclyn, Jeep Wave Specialist

ref [REDACTED]



DODGE - CHRYSLER - Jeep - RAM

6850 Mt. Zion Blvd.
Morrow, GA 30260
Direct Line: (678) 251-2270
(770) 968-4900

Always The Best Deal... Always

LandmarkService.com

CUSTOMER NO.	ADVISOR BRIAN BREWER	215620	TAG NO.	INVOICE DATE 03/20/19	INVOICE NO.
	LABOR RATE	LICENSE NO.	MILEAGE 1,982	COLOR BLK CLEARCO	STOCK NO.
	YEAR / MAKE / MODEL 19/JEEP/WRANGLER UNLIMI/4DR 4WD SAHA		DELIVERY DATE 01/13/19	DELIVERY MILES 5	
	VEHICLE ID NO.		SELLING DEALER NO.	PRODUCTION DATE	
	R.T.E. NO.	P.O. NO.	R.O. DATE 03/11/19		
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS	MO:		

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE
LABOR & PARTS					
J# 11080021 ELECTRICAL TECH(S) 586 WARRANTY					
CUSTOMER STATES THE RADIO WILL GO BLACK WHILE DRIVING AND THE JEEP SIGN DOESN'T APPEAR ON SCREEN WHEN DOOR IS OPEN RADIO OPERATING AS DESIGNED					
JOB # 1 TOTAL PARTS					0.00
JOB # 1 TOTAL LABOR & PARTS					0.00
J# 12108007 ELECTRICAL TECH(S) 586 WARRANTY					
CUSTOMER STATES WHEN THE RADIO IS ON IT IS CONSTANTLY BUFFERING RADIO IS OPERATING AS DESIGNED AT THIS TIME					
JOB # 2 TOTAL PARTS					0.00
JOB # 2 TOTAL LABOR & PARTS					0.00
J# 13108007 GENERAL CONCERN TECH(S) 586 WARRANTY					
CUSTOMER STATES THE STITCHING ON THE STEERING WHEEL IS COMING APART COMING APART REPLACE STEERING WHEEL					
JOB # 3 TOTAL PARTS					0.00
JOB # 3 TOTAL LABOR & PARTS					0.00

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE
JOB # 3	1		6RN501A3-AA	WHEEL STE 19030004	WARRANTY
JOB # 3	1		SOP B/O LEE NO ETA AS OF NOW		
JOB # 3	1		6511578-AA	NUT HEX L 19015005	WARRANTY
JOB # 3	1		SOP ATL LEE		
JOB # 3 TOTAL PARTS					0.00
JOB # 3 TOTAL LABOR & PARTS					0.00

LIMITED WARRANTY

LABOR:
We guarantee our service labor for 12 months or 12,000 miles, whichever comes first. If our repair or replacement fails in normal service within that period we'll fix it free of labor charges.

PARTS:
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.



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CUSTOMER NO.	ADVISOR	215620	TAG NO.	INVOICE DATE	INVOICE NO.
	BRIAN BREWER			03/20/19	
	LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
			1,982	BLK CLEARCO	
	YEAR / MAKE / MODEL			DELIVERY DATE	DELIVERY MILES
	19/JEEP/WRANGLER UNLIMI/4DR 4WD SAHA			01/13/19	5
MCDONOUGH, GA	VEHICLE ID NO.			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.		R.O. DATE	
				03/11/19	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS			
					MO: [REDACTED]

TOTALS

SCHEDULE YOUR NEXT VISIT AT WWW.LANDMARKSERVICE.COM 24/7

WE AT LANDMARK DODGE CHRYSLER JEEP HOPE YOU HAD A GREAT SERVICE VISIT! IF YOU HAVE ANY QUESTIONS OR CONCERNS- PLEASE SEE YOUR SERVICE ADVISOR

THANK YOU FOR CHOOSING LANDMARK DODGE CHRYSLER JEEP!

CUSTOMER PAY COLLISION REPAIRS CARRY A LIFETIME WARRANTY TO THE ORIGINAL OWNER. CALL OUR COLLISION CENTER AT 678-251-2295 FOR AN ESTIMATE TODAY.

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 WARRANTY

LABOR:

We guarantee our service labor for 12 months or 12,000 miles, whichever comes first. If our repair or replacement fails in normal service within that period we'll fix it free of labor charges.

PARTS:

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.

CUSTOMER SIGNATURE



1890 Dogwood Dr SE
Conyers, GA 30013
(678) 210-2489

SERVICE DEPARTMENT HOURS
7:00 a.m. to 7:00 p.m.
Monday - Friday
8:00 a.m. to 4:00 p.m. Saturday

R/O Open Date	3/19/19	R/O Number	
R/O Close Date	3/19/19	Status	Pre-Invoice
Mileage In	2102	Mileage Out	2105
Service Advisor / Tag #	REGGIE MITCHELL / 2101		
Vehicle Identification Number			
Delivery Date		In Service Date	
Year	2019	Make	JEEP
Model	WRANGLER UNLT		
Body		Color	
License Number			

MCDONOUGH, GA		Work Phone	
		Home Phone	
Year	2019	Make	JEEP
Model	WRANGLER UNLT		
Body		Color	
License Number			

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
Email: [REDACTED]	
#1 - INSP23: 23 POINT INSPECTION MULTI-POINT INSPECTION (ACCORDING TO MAINTENANCE INTERVAL) Tech: VINH TO (376) Sub Total: .00	
#2 - 06: BODY EXTERIOR TRIM CUSTOMER STATES RADIO SCREEN DOES NOT DISPLAY CORRECTLY JEEPS DOES NOT SHOW UP Tech: VINH TO (376) WITECH TEST, RESET RADIO. RETEST OK. NO SOFTWARE UPDATE AVAILABLE AT THIS TIME.	Warranty

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.	LABOR	.00
DISCLAIMER OF WARRANTIES. 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 assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.	PARTS	.00
	DEDUCTIBLE	.00
	SUBLET	.00
	SHOP SUPPLIES	.00
	HAZARDOUS MATERIALS	.00
	SALES TAX OR TAX I.D.	.00
	SPECIAL ORDER DEPOSIT	.00
	DISCOUNTS	.00
	TOTAL DUE	.00
	NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.	
X		



1890 Dogwood Dr SE
Conyers, GA 30013
(678) 210-2489

SERVICE DEPARTMENT HOURS
7:00 a.m. to 7:00 p.m.
Monday - Friday
8:00 a.m. to 4:00 p.m. Saturday

R/O Open Date	R/O Number
5/29/19	
R/O Close Date	
5/31/19	Pre-Invoice
Mileage In	Mileage Out
4849	4849
Service Advisor / Tag #	
REGGIE MITCHELL/2440	
Vehicle Identification Number	

MCDONOUGH, GA			Work Phone	Vehicle Identification Number	
			Home Phone	Delivery Date	In-Service Date
Year	Make	Model	Body	Color	License Number
2019	JEEP	WRANGLER UNLI			

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
Email: [REDACTED]	
#1 - INSP23: 23 POINT INSPECTION MULTI-POINT INSPECTION (ACCORDING TO MAINTENANCE INTERVAL) Tech: VINH TO (376) Sub Total: .00	
#2 - 20: ELECTRICAL REPAIRS ELECTRICAL/NON PCM FLASHES CONCERN CUSTOMER STATES DASH LIGHTS ARE VERY DIM CAN'T SEE RADIO OR BACK UP CAMERA CHECK AND ADVISE Tech: VINH TO (376) TEST DROVE VEHICLE FOUND FOG COMING ON AND OFF WHEN TURNING STEERING WHEEL NO CODES IN SYSTEM Sub Total: .00	

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

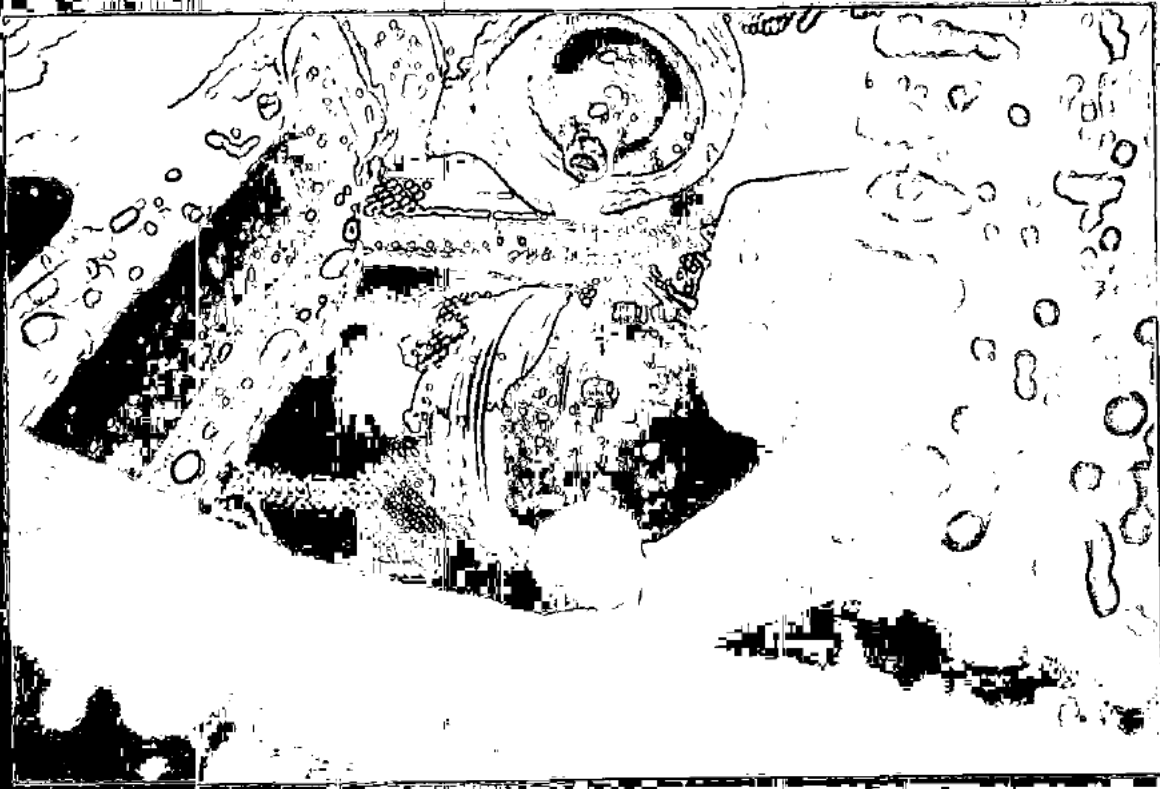
DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

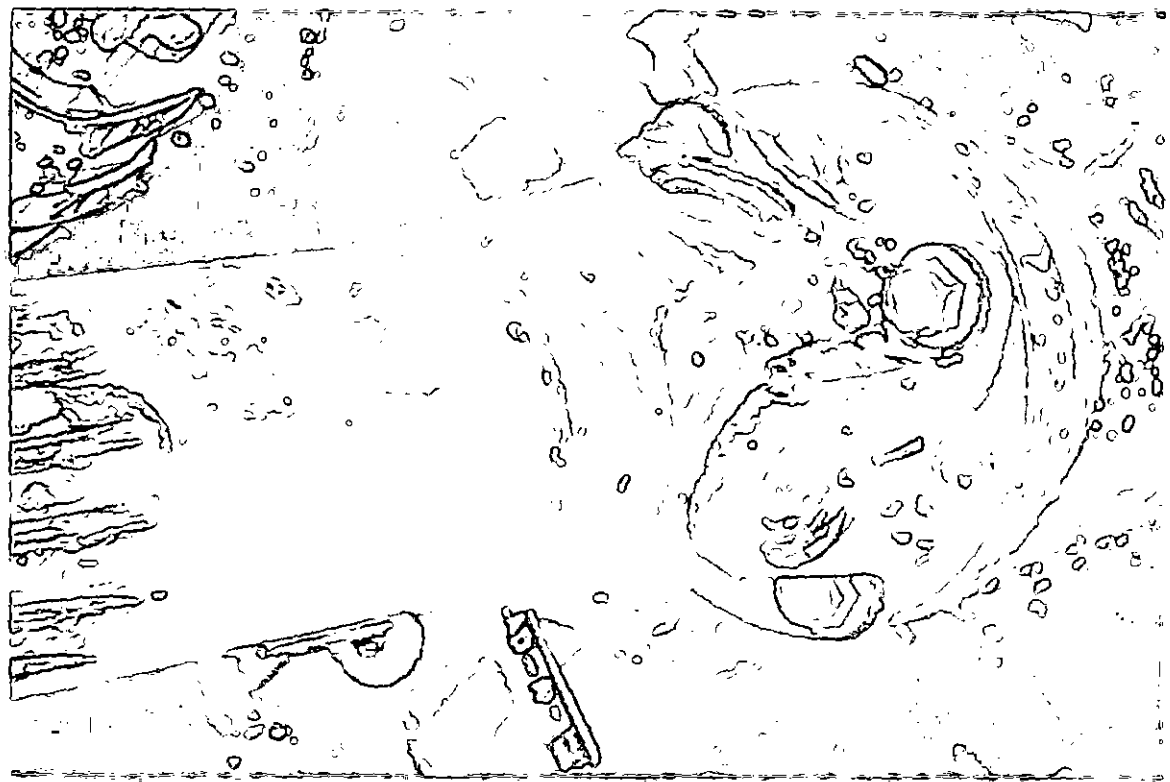
LABOR	.00
PARTS	.00
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	.00
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	.00

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

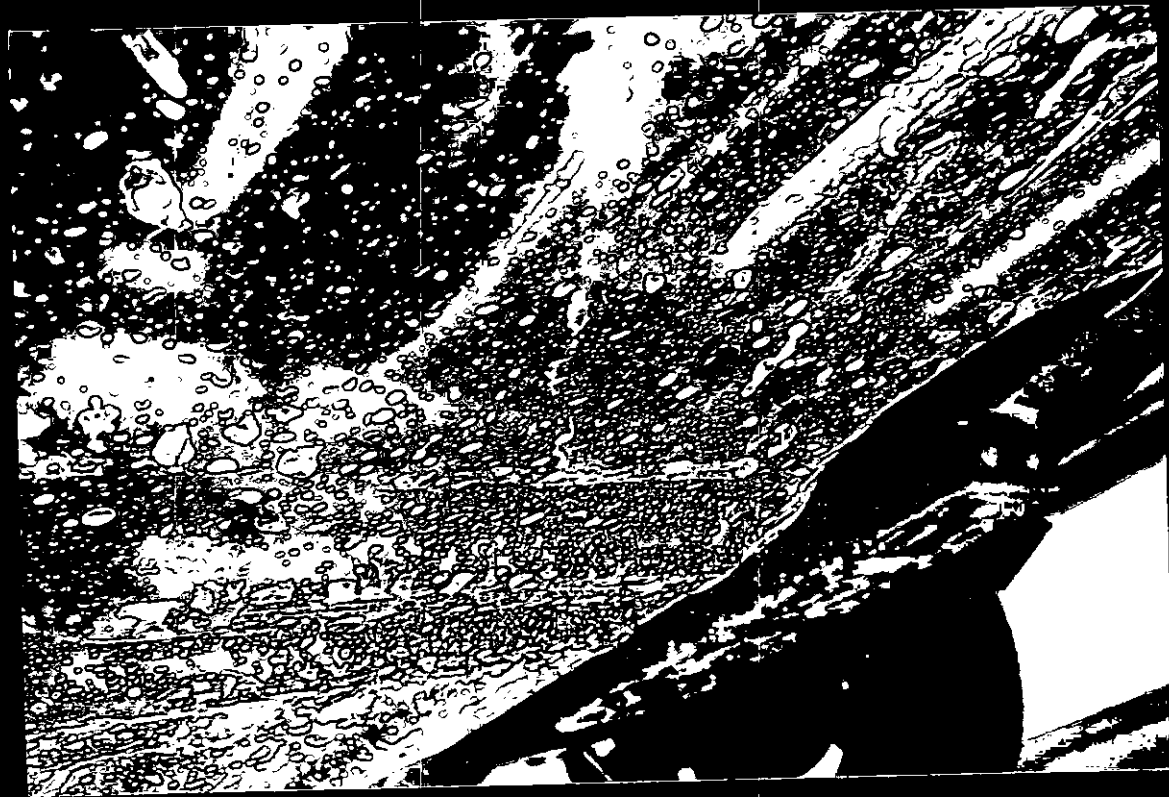
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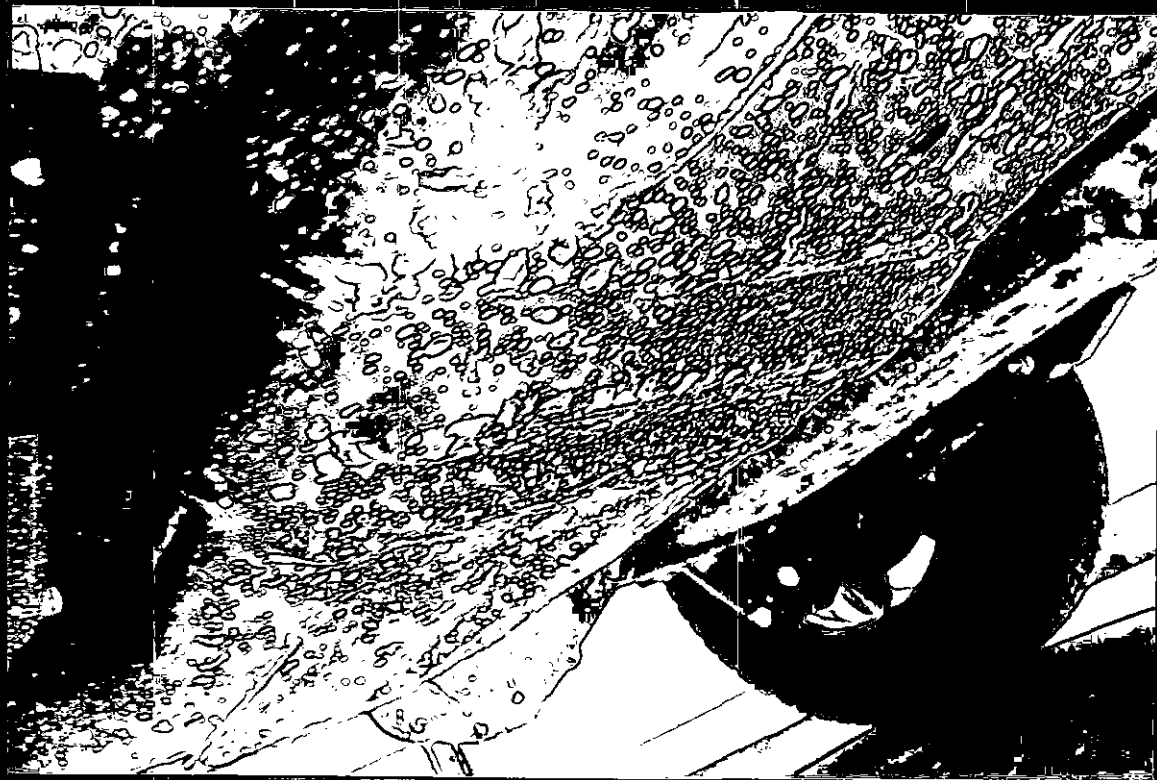


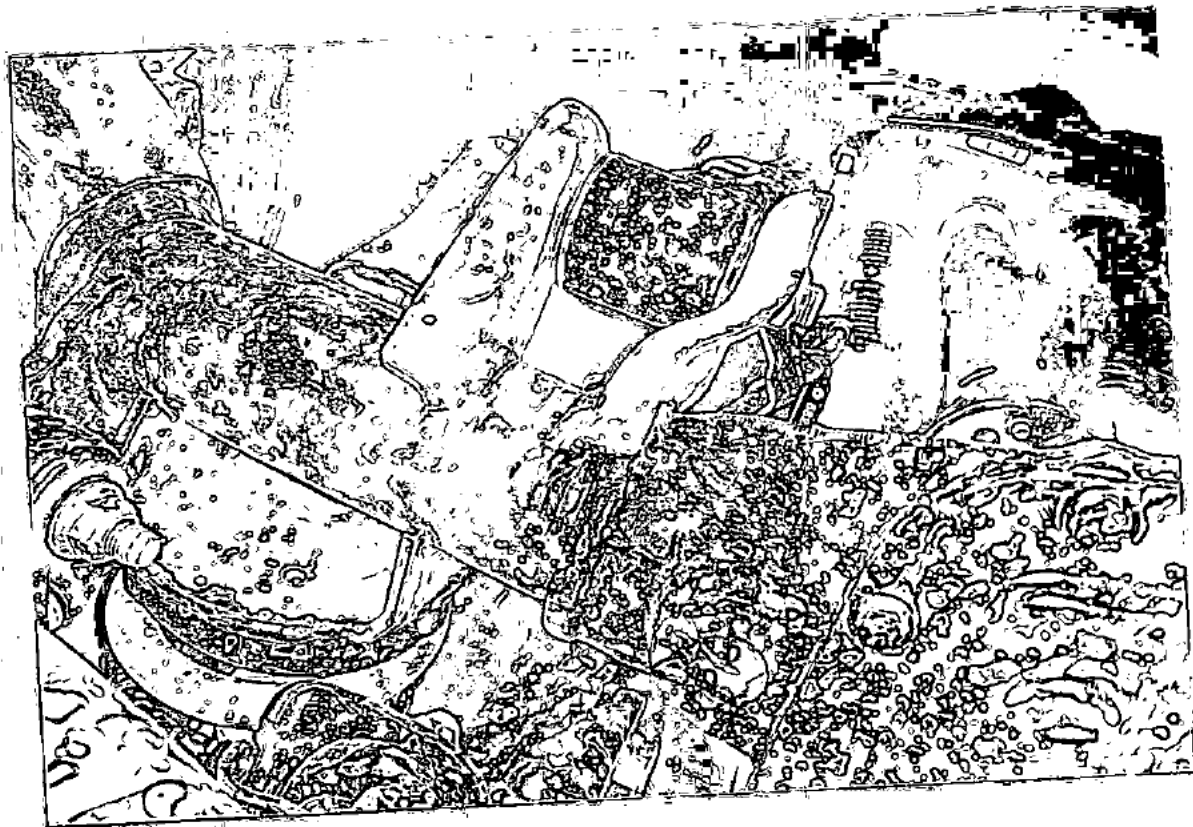




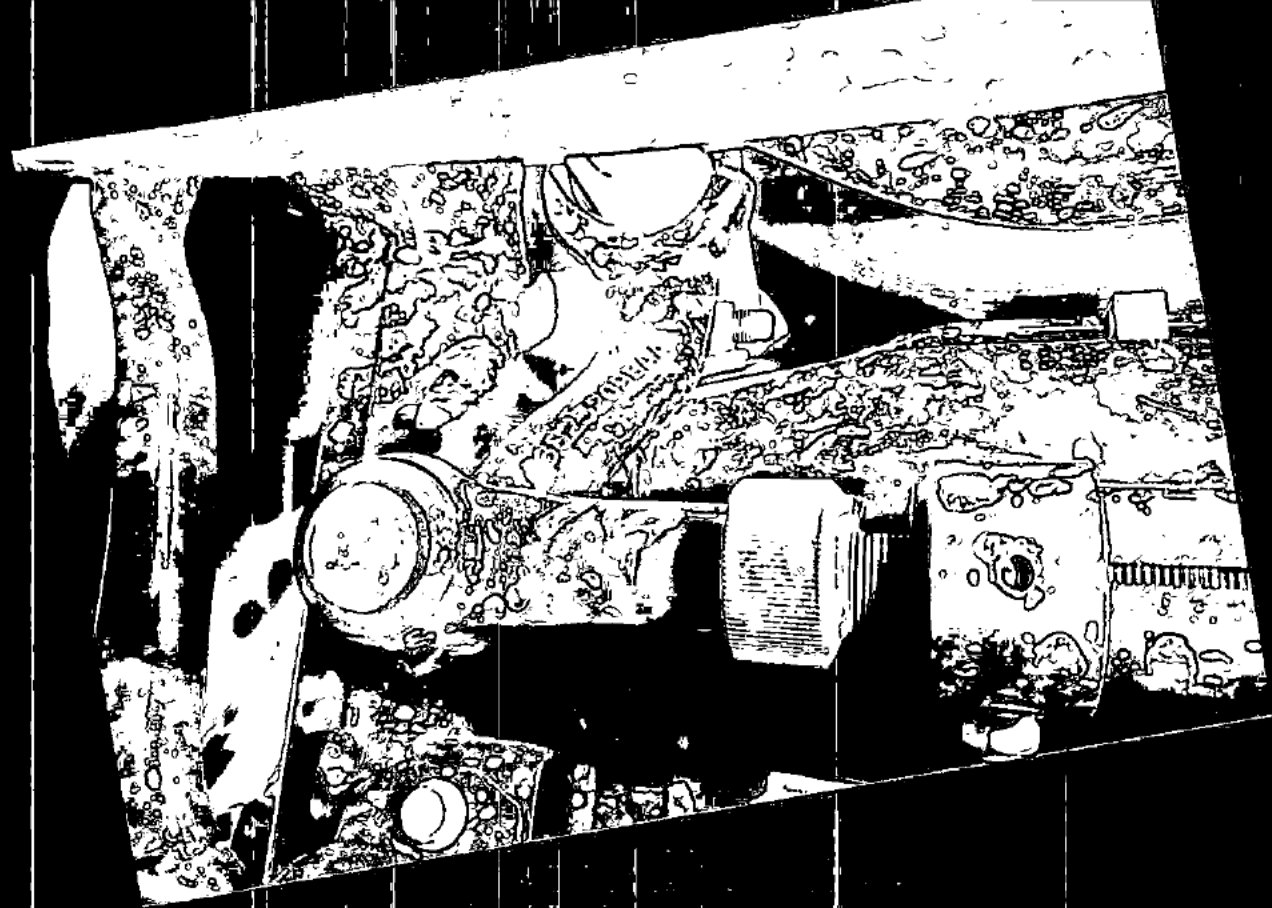


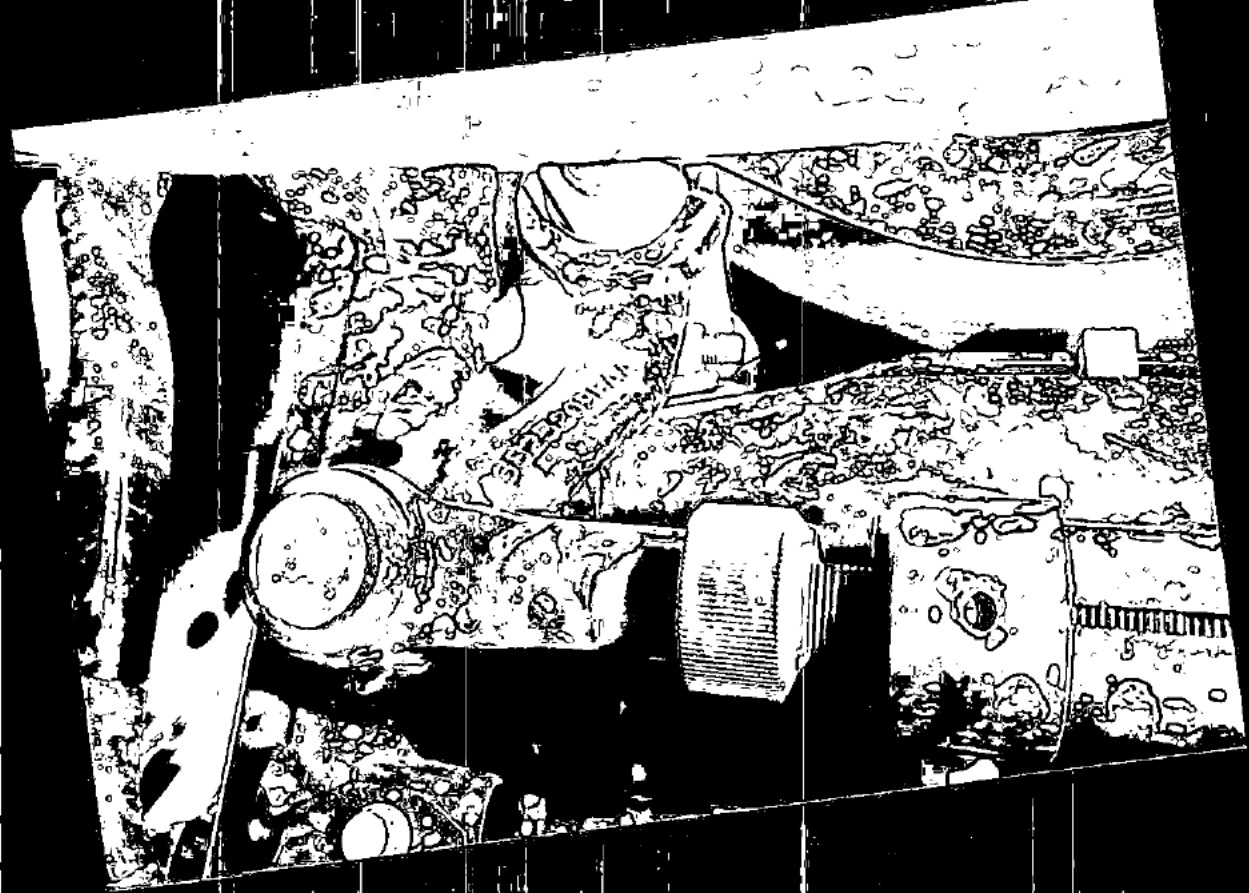


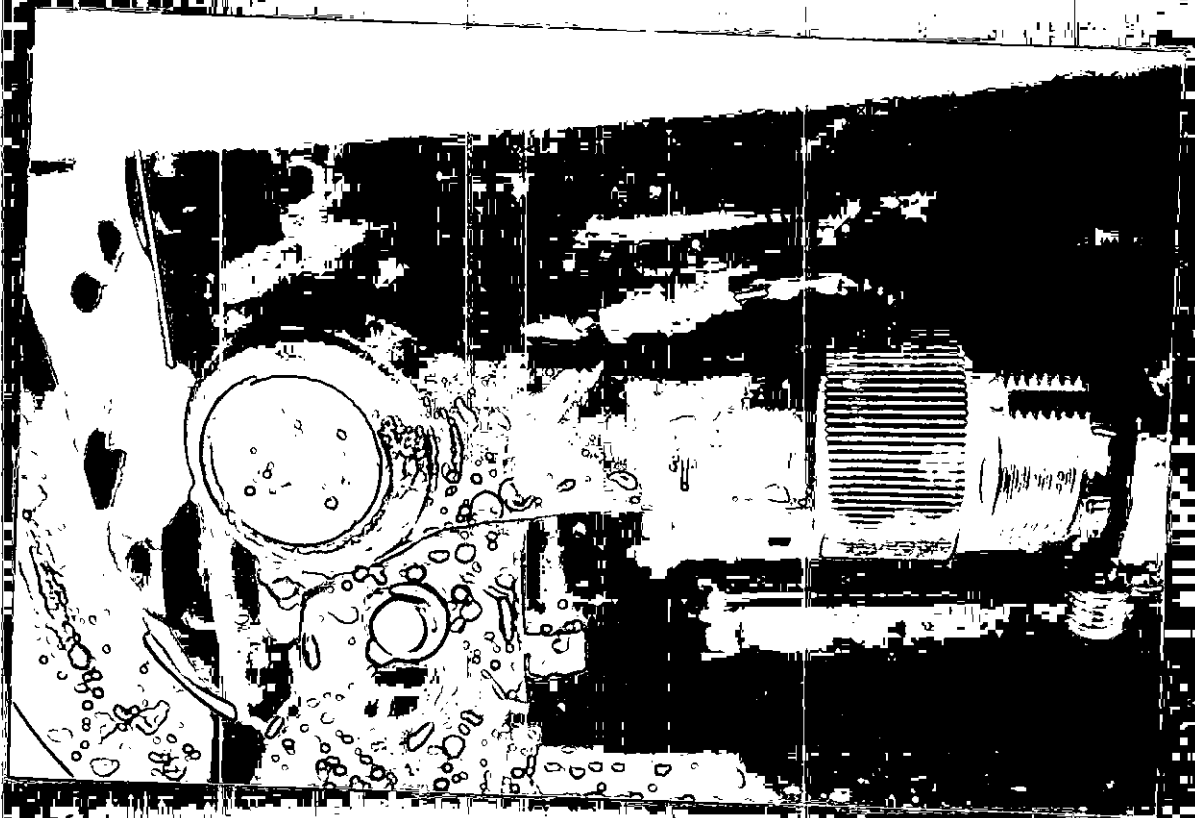




7-11-68

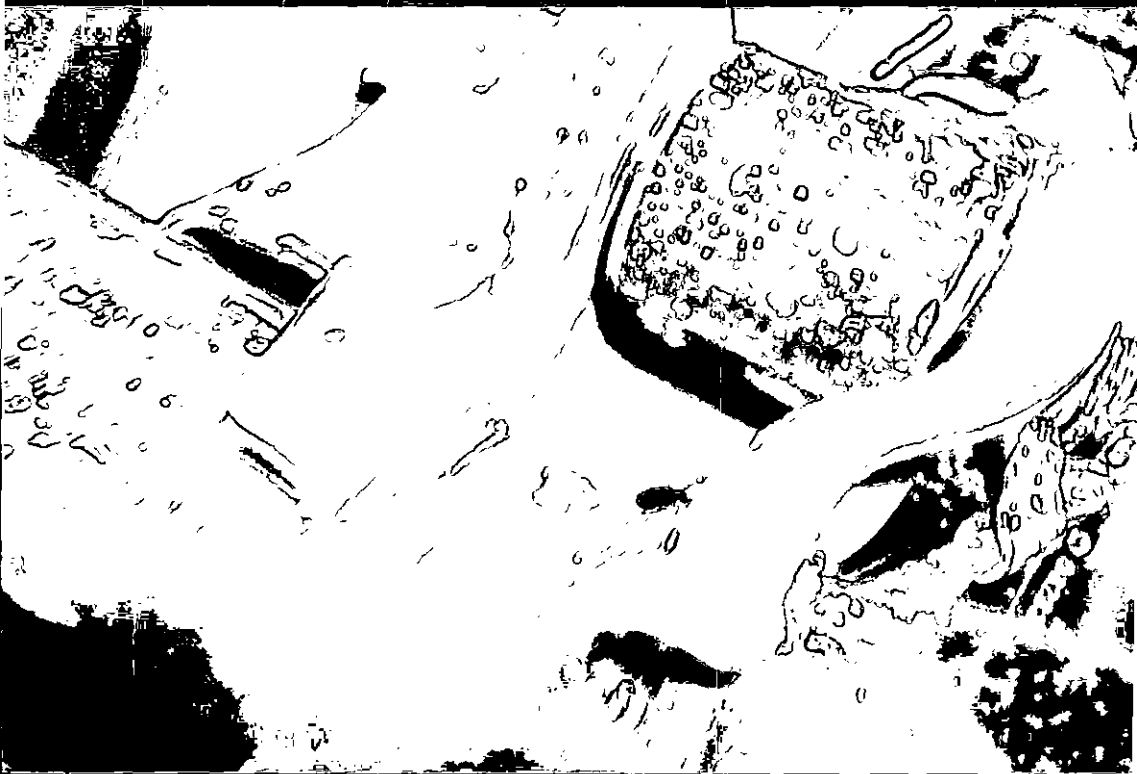












McDonough, GA



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

