

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 Jeep Model Wrangle Year 2019

Vehicle identification number (VIN) [REDACTED]

Name/address of selling/leasing dealer Landmark Dodge Chry JP LLC, 6850 Mt. Zion Blvd, Morrow, GA 30260 770-968-4900

Vehicle was: ☒ purchased ☐ leased (check one) Date of delivery 1-13-19

Odometer reading on delivery date 5 miles Odometer reading at first repair visit for defect 1,982

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

Date final repair attempt request was received by manufacturer after received by EPA 6-19-19, final repair attempt was 7-1-19, returned to me after final repair 7-8-19

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 7-8-19 and name of the facility where the final repair attempt took place:

Courtesy CDJR, 1890 Dogwood Dr SE, Conyers, GA 30013 ph: 844-776-0751

Was the defect corrected on the final repair attempt? ☐ Yes ☒ No

AND/OR

Date N/A and odometer reading N/A on 30th day vehicle was out of service for repair

I am requesting that you ☐ replace ☒ repurchase (check one) the vehicle described above within 20 days from the receipt of this notice. 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 7-10-19

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 a copy to the Georgia Department of Law, Consumer Protection Unit at the address listed on the first page, or fax it to us at 404-656-3569.

Date: July 10, 2019

To: Jessica Gardner, Customer Relations for FCA

From: [REDACTED]

Re: Issues not Resolved on my 2019 Jeep

On June 19, 2019, I received a letter from Jessica Gardner, Customer Relations in reference to the Final Repair Opportunity request. Jessica scheduled a vehicle inspection/repair attempt with Courtesy CDJR, 1890 Dogwood Drive SE, Conyers, Ga 30013 for July 1, 2019, by 12 noon. The letter instructed me to make contact with the service manager and inform the manager of any and all existing concerns requiring attention.

On July 1, 2019, I arrived around 10:30am, and met with Keith Black, Service Manager at Courtesy CDJR. Mr. Black informed me that he received an email from Jessica Gardner about my vehicle. He informed me that he would be on vacation and he would assign my repairs to Kristen Landress as she will be responsible for any issues that I have. I provided a letter explaining all my vehicle issues and asked Mr. Black to sign my letter acknowledging he had received my letter (Kristen Landress made a copy). I forgot to include the Jeep Logo illuminate sign not coming on the radio when I open the door. Kristen added that to the bottom of my letter as issue number 12. Mr. Black stated the email he received informed him to reach out to Fiat/Chrysler for additional assistance if needed, however Mr. Black assured me his staff should be able to locate the problem with no assistance. Kristen provided a silver loaner 2019 Jeep Wrangler Unlimited. She informed me she would contact me once my vehicle is completed.

On July 7, 2019, I noticed the loaner vehicle had a return date of July 8, 2019, at 11:30am. Since I had not heard from Kristen Landress nor Courtesy CDJR, I decided to email Kristen to get a status update and inform her about the loaner return date/time. I wanted to get directions on how she wanted me to proceed as I did not want to keep the vehicle past the due/return date.

On July 8, 2019, I called Kristen Landress several times before I finally made contact with her around 11:12AM. She informed me to continue using the loaner vehicle because my vehicle was not ready. She stated she would get with her tech to see what they have determined, however it may take a couple more days. I told her I had no problem with that because I want it repaired. I just did not want to violate the loaner vehicle agreement. She said she would draft another agreement and I could pick it up or I can just keep it until my vehicle is completed. I asked her to just respond to my email stating she gave me permission to continue using the loaner vehicle. Which she did.

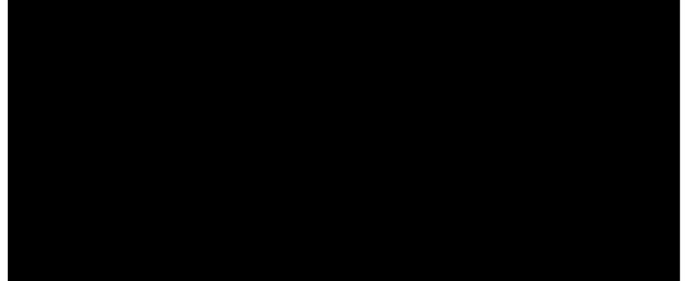
On July 8, 2019, around 2:06PM, I received a call from Kristen Landress informing me my vehicle was ready for pick up. I asked her if they found the issues and she stated they did not. Kristen stated they could not duplicate the concerns at this time. I first stated I would pick the vehicle

up the following day, then I decided to pick it up on 7-8-19.

When I arrived at the dealership Kristen instructed me to pick my keys up from the same desk (payment desk) that I got the loaner vehicle from. When I got my vehicle the lady stated it should be in the front. My vehicle was still in the back in the service parking lot area and I had to go search for it. One of the service advisors, (Christy Vassey) stated she wished she knew I was picking it up as she would have drove it around to me. Once I located my vehicle and open the passenger door I noticed the Jeep Logo illuminate sign was not coming on when I open the driver door (which was one of my issues). Also when I was driving the loaner 2019 Jeep Wrangle the Jeep Logo illuminate sign came on each time I opened the doors. Before getting into vehicle I noticed one of the service reps smoking a cigarette out back and I asked her to come over (her name is Christy Vassey) to my vehicle. I told her my concerns and she agreed the Jeep Logo illuminate sign should show up on the radio when I open the door. I opened my vehicle door and there was no sign. Christy Vassey said she have never seen this happen before, so I asked her would she please inform Kristen Landress, because previously Karen stated they could not duplicate my vehicle issues. I drove my vehicle to the front of the service drop off area. Prior to getting out of my vehicle I notice someone put 61 miles on my vehicle and the gas hand was below what I left it at (full tank of gas). I entered the service area and notice Christy Vassey talking to Kristen Landress about my issues. I informed Kristen about my mileage and gas. She stated they had to test drive it, which should not have taken that many miles/gas to do. She stated they would replace my gas and she will reach out to the Chrysler Representative, to see what they think/want to do about my vehicle. While waiting on the Rep to call back, I asked Kristen about not being able to duplicate the issues as she was present on 5-21-19 when my dimmer knob would not work and their computer should have the issues with the fog light as their service advisor Reggie Mitchell/Tech Vinh was present on 5-30-19, when it was not working correctly as Reggie wrote it up on their service department form. Kristen stated she remembered the knob incident and that Reggie is on medical leave. Kristen kept saying she knew something was going on and it was not my imagination. Kristen further stated they can not fix it if it is not doing it when it is in the shop. She stated she is waiting on the Chrysler rep to call her back for additional info which the call never came in. I also took Kristen to the loaner vehicle to show her that the Jeep Logo illuminate sign come on when the door is open. Which she said nothing.

Later that afternoon, me, my sister and niece were in my vehicle when the vehicle dashboard lights started dimming again. I took a picture of it. The sun was going down when this happened. My lights are on AUTO so I don't know if that have something to do with the dimming of the dashboard. When I turned the vehicle off and turned it back on the dashboard lights came on normally. Shortly after cutting it back on they started dimming again. I tried to locate a Jeep dealership that was open so I could have them to document it, however they were closed.

I have done everything I have been asked to do to get these issues repaired with no success. My new vehicle is still having the same issues that I have reported since I purchased the vehicle. Action is needed on my vehicle ASAP as I'm paying my car note on a vehicle that is not working correctly. Thank you for your attention in this matter.





June 18, 2019



RE: Request for Inspection/Repair Attempt

VIN: [REDACTED]

Dear Ms. [REDACTED]

This letter will acknowledge receipt of your correspondence.

FCA US LLC (f/k/a Chrysler Group LLC) has scheduled the vehicle inspection / repair attempt on:

Date: JULY 1, 2019
Location: COURTESY CDJR
1890 DOGWOOD DRIVE SE
CONYERS, GA 30013
Phone: 844-776-0751

Please arrange to have your vehicle dropped off at the dealership by 12:00 noon.

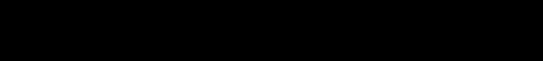
If there is any confusion or questions regarding the drop off please ask for the service manager as he has been notified of the appointment.

Upon arrival please notify the service personnel of any and all existing concerns requiring attention.

Should alternative transportation be needed, FCA US LLC has made arrangement with the dealership for a rental vehicle. You may be required to endorse the applicable rental agreement and pay for any additional insurance and fuel expenses.

We appreciate your patience in this matter and look forward to bringing this matter to a satisfactory conclusion. **Should you not be able to keep this appointment or have any questions please contact me at (407) 826-7035.**

Sincerely,



Jessica Gardner
Customer Relations

Sent by UPS next day delivery and regular mail.

From: Kristen Landress KLandress@courtesyautogrp.com
Subject: RE: Loaner Vehicle
Date: Jul 8, 2019 at 8:42:02 AM
To: [REDACTED]

Good Morning, You are permitted to stay in the loaner vehicle until further notice.

Thank you,
Kristen Landress
Courtesy CDJR

-----Original Message-----

From: [REDACTED]
Sent: Sunday, July 07, 2019 7:51 PM
To: Kristen Landress <KLandress@courtesyautogrp.com>
Subject: Loaner Vehicle

Good Sunday Evening,

I just noticed the loaner vehicle have a return date for 7-8-19 at 11:30am. I have not heard from you about my vehicle being ready for pickup (repaired). Please provide an update on my vehicle and if I need to return the loaner vehicle back to your dealership as stated on the loaner vehicle rental agreement. I don't want to violate any policy with this loaner vehicle. Thanks in advance

Sent from my iPhone

Date: July 1, 2019

To: Courtesy CDJR Service Manager/Designee

From: [REDACTED]

Re: 2019 Jeep Wrangle Repair Concerns

In reference to the letter that I received from FCA Rep Jessica Gardner, Customer Relations. Ms. [REDACTED] instructed me to provide all existing concerns/needed repairs to my 2019 Jeep Wrangle Sahara VIN: [REDACTED] to Courtesy CDJR Service Manager on 7-1-19 by 12:00 noon. Please refer to below concerns and issues that I have had with my vehicle. I have tried to get below issues repaired on several different occasions with no success.

- 1) The inside dimmer knob (1st knob on the left on the dashboard) does not work sometimes
- 2) The fog lights don't come on when you turn them on, however when you turn the steering wheel they come on. It goes out sometime by itself when the vehicle is just sitting idle
- 3) When the A/C is on low warm air comes out. I have to turn the blower up to the highest level to get air to circulate throughout the vehicle
- 4) When I'm driving the dashboard goes dark and sometimes it dim down by itself while I'm driving and I can not see the odometer miles or gas level
- 5) When the radio goes dark I can not see out the back-up camera
- 6) Sometimes the radio screen goes dark which does not allow the screen to work correctly. When that happens the screen does not react to my touch as it does not respond period
- 7) Sometimes when I turn the vehicle on and shift it into gear the dashboard dim down to dark
- 8) After driving my vehicle and parking it I hear a popping noise/ticking sound coming from underneath the hood of my vehicle. It does not do it all the time, but it does it a lot. I asked Reggie (Courtesy CDJR service rep) about it and he stated it is normal. I have friends that have the same vehicle and their Jeep does not make that sound. So it can't be that normal
- 9) When I'm driving the radio screen goes dark I can not turn it back on with the knobs, the only thing that make it comes back on is when I receive a phone call and I'm connected to Uconnect. The screen will pop back on
- 10) Some mornings when I get in my vehicle and crank it up the dashboard lights will take a while to come on. It like it freezes up or have a delay malfunction response on it
- 11) When I turn my regular lights on the fog lights does not come on

12) Jeep Logo will Not Come on when you open Driver Door But will come on when you open (F) Passenger Door

Lastly the mud that is underneath my vehicle need to be pressure wash off as it appears to be salt (white mud) as I provided pictures with my final repair letter to FCA. This substance was on my vehicle when I purchased it and I have tried to get it off with no success

Thanks in Advance



7/1/19

Received by Courtesy CDJR Service Manager/Designee

PLACE STICKER AT TOP OF ENVELOPE TO THE RIGHT
OF THE RETURN ADDRESS, FOLD AT DOTTED LINE
CERTIFIED MAIL®

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

U.S. POSTAGE PAID
FCM LETTER
MCDONOUGH, GA
30253
JUL 10, 19
AMOUNT
\$7.00
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