

CHRYSLER

7-29-2011

Enclosure 4

Field Data

Field Reports

Legal PG 75

CHRYSLER

7-29-2011

Enclosure 4

Field Data

Field Reports

# QNA - Quality Narrative Analyzer Detail Report

## Customer Promoter Score Report#: AL22877003

### Vehicle Information

### Repair Information

### Dealer Information

**VIN:** 1J4AA2D10AL [REDACTED]  
**Model Year:** 2010  
**Make/Model:** JEEP  
 WRANGLER X 4X4  
 JKJL72  
**Engine:** EGT-3.8L V6 SMPI Engine (Ser #:1202000700)  
**Transmission:** DEH-6-Speed Manual NSG370 Transmissi (Ser #:Y165070122)  
**Plant:** TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)  
**MDH:** 072716

**Report#:** AL22877003  
**Open Date:** 10/29/2010  
**Mileage:** 0  
**Warr Built Dt:** 07/27/2010  
**Supplier RP:**

**Zone/Cd:** 42-67002  
**Name:** SIEMANS CHRYSLER PRODUCTS  
**Address:** 8961 RED ARROW HIGHWAY  
 BRIDGMAN, MI 491069524  
**Phone:** 269 465-5344

### Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

### Labor Information

LOP	LOP Description	Cost	Fail Cd
** No Labor Information Available			

### CPS Narrative Information

**Narrative Information:** Q1. How willing are you to recommend JEEP to a friend or colleague?

Score: 05 (Detractor)

007. Negative experience / problems with CURRENT vehicle

Vehicle performance.

Q2. Please rate your satisfaction with your WRANGLER X 4X4 on a scale of 0 to 10.

Score: 07 (Neutral)

Q3. Please rate your satisfaction with your experience at SIEMANS CHRYSLER PRODUCTS on a scale of 0 to 10.

Score: 04 (Detractor)

001. Negative/rude treatment by staff

005. Lack of communication

024. Parts not in stock

I thought the service personnel, the guy that I particularly dealt with was kind of rude and they didn't even call me to let me know that it was a warranty issue, the air bags aren't functioning and the air bag light was going on. I took it in and they actually started my ticket and asked me to please wait and they took somebody else and it was just not a very professionally handled situation and they didn't even call me to let me know anything. I dropped it off in the morning and I don't hear anything. The next day I have to call them and said what is going on with my vehicle? and they said well it needs a part, it could take a week, it could take a day, we don't know. I am like well ok I am going to pick it up anyway, I need it and I can still drive it. They made me sign something that said that I understood that the air bags probably wouldn't be working. I said that's OK, whatever. It's been doing that since I bought it in August. Just the whole thing. They did call me and said... It actually only took three days for the parts to come in, then they called me and said the parts are in. I took it in and it didn't seem to be a problem, it was just take it in, they put the new part in and it seemed to be fine, however I haven't driven it since. My husband has been driving it and he said that something is wrong, he said they must not have hooked up a vacuum hose right because it's not running quite right. I have to call and take it back again.

Q14. Do you want someone from Chrysler LLC to contact you?

02 - No

002. Dealer

SURVEY COMPLETED 2010-10-29 17:44:20, CUSTOMER ID: [REDACTED] RO: [REDACTED] CONTACT METHOD:PHONE, SPEAKING TO NAME FROM SAMPLE, WISHES NO FURTHER CONTACT, LANGUAGE:00

# QNA - Quality Narrative Analyzer Detail Report

## Vehicle Problem Tracking Report#: SSV011032699

### Vehicle Information

### Repair Information

### Dealer Information

**VIN:** 1J4BZ3H1XAL [REDACTED]  
**Model Year:** 2010  
**Make/Model:** JEEP  
 WRANGLER UNLIMITED X 4X4 RHD  
 JKUM74  
**Engine:** EGT-3.8L V6 SMPI Engine (Ser #:1295901190)  
**Transmission:** DGV-4-Spd. Automatic VLP 42RLE Trans (Ser #:K2959E4351)  
**Plant:** TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)  
**MDH:** 102918

**Report#:** SSV011032699  
**Open Date:** 01/18/2011  
**Mileage:** 28765  
**Warr Built Dt:** 10/29/2009  
**Supplier RP:**

**Zone/Cd:** 63-26750  
**Name:** LANDERS-MCLARTY DODGE CHRYSLER  
**Address:** 2609 S WALTON BLVD  
 BENTONVILLE, AR 727127558  
**Phone:** 479 273-9022

### Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

### Labor Information

LOP	LOP Description	Cost	Fail Cd
** No Labor Information Available			

### Service Narrative Information

**Customer Comment:** C/S AIR BAG LIGHT WILL FLASHON AND ESP LIGHT IS ON; CAME ON AFTER LAST SERVICE REPLCAED TIPPM MODULE AND AFTER REPLACEMENT HAD CODES DIRECTING ME THAT HAD A BAD CCN REPLCED CLUSTER AND TEST DROVE NO OTHER CODES SET AT THIS TIME!! REPLACED CLOAK SPRING AND NO OTHER CODES WHERE SET

**Service Action:** NOTHING COMMON SO TEST RELATED CKTS TO THE SCCM AND REPLACE AGAIN IF OK. OK, CLOSE THE CASE ON YOUR END IF THE VEHICLE IS REPAIRED. OK, BE SURE TO CLOSE THIS CASE IF THE VEHICLE HAS BEEN REPAIRED. BAD CLOAK SPRING

**Correction:**

# QNA - Quality Narrative Analyzer Detail Report

## Vehicle Problem Tracking Report#: SSV010161659

### Vehicle Information

### Repair Information

### Dealer Information

**VIN:** 1J4FA24127L [REDACTED]

**Report#:** SSV010161659

**Zone/Cd:** 63-43906

**Model Year:** 2007

**Open Date:** 07/28/2009

**Name:** TEXAS DODGE LP

**Make/Model:** JEEP

**Mileage:** 29276

**Address:** 7800 I-40 WEST

WRANGLER X 4X4

**Warr Built Dt:** 12/20/2006

AMARILLO, TX 79106

JKJL72

**Supplier RP:**

**Phone:** 806 353-6343

**Engine:** EGT-3.8L V6 SMPI Engine (Ser #:1340602059)

**Transmission:** DGV-4-Spd. Automatic VLP 42RLE Trans (Ser #:K3476E0845)

**Plant:** TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)

**MDH:** 122018

### Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
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\*\* No Parts Information Available

### Labor Information

LOP	LOP Description	Cost	Fail Cd
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\*\* No Labor Information Available

### Service Narrative Information

**Customer Comment:** CUSTOMER STATES THE AIRBAG LAMP IS ON. TECH STATES THERE IS AN ACTIVE CODE, TECH STATES HE IS TRYING TO ORDER A CLOCKSPRING, AND IT IS ON NATIONAL BACK ORDER, TECH STATES HE FOUND A TECH TIP TO CONTACT A PERSON IF THIS CODE IS PRESENT, TECH CONTACTED NUMBER AND CANNOT REACH ANYONE. TECH INSTALLED THE LOAD TOOL AT THE CLOCK SPRING AND CODE WENT STORED.

**Service Action:** ADVISED TECH TO PROCEED WITH REPAIR, REPLACE THE CLOCK SPRING.

**Correction:**

# QNA - Quality Narrative Analyzer Detail Report

## Vehicle Problem Tracking Report#: SSV009599376

### Vehicle Information

### Repair Information

### Dealer Information

**VIN:** 1J4FA24137L [REDACTED]

**Report#:** SSV009599376

**Zone/Cd:** 66-45026

**Model Year:** 2007

**Open Date:** 07/22/2008

**Name:** ABERNETHY CHRY-JEEP-DODGE INC

**Make/Model:** JEEP

**Mileage:** 15886

**Address:** 1442 E MAIN ST

WRANGLER X 4X4

**Warr Built Dt:** 04/23/2007

LINCOLNTON, NC 280923902

JKJL72

**Supplier RP:**

**Phone:** 704 732-1890

**Engine:** EGT-3.8L V6 SMPI Engine (Ser #:1107701203)

**Transmission:** DGV-4-Spd. Automatic VLP 42RLE Trans (Ser #:K1027E2219)

**Plant:** TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)

**MDH:** 042315

### Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
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\*\* No Parts Information Available

### Labor Information

LOP	LOP Description	Cost	Fail Cd
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\*\* No Labor Information Available

### Service Narrative Information

**Customer Comment:**CUSTOMER STATES THE AIRBAG LAMP, TURN SIGNALS, A/C SELECTOR CONTROL, AND THE HEADLAMPS ARE INOP. TECH IS ASKING WHAT VOLTAGE THE LIN BUS SHOULD HAVE.

**Service Action:**ADVISED TECH THAT THE LIN BUS VOLTAGE SHOULD BE 0 TO 12 VOLTS, DEPENDING ON WHAT IS COMMUNICATING. THE TECH NEEDS TO REPLACE THE CLUSTER. THE CLUSTER HAS BEEN REPLACED THE CONCERN IS STILL THERE. THE TECH NEEDS TO REPLACE THE STEERING CONTROL MODULE SWITCHES. POSSIBLE TIPM CONCERN.

**Correction:**

# QNA - Quality Narrative Analyzer Detail Report

## Vehicle Problem Tracking Report#: SSV010113467

### Vehicle Information

### Repair Information

### Dealer Information

**VIN:** 1J4FA24138L [REDACTED]

**Report#:** SSV010113467

**Zone/Cd:** 74-45388

**Model Year:** 2008

**Open Date:** 06/23/2009

**Name:** WOLF'S JACKSON DODGE CHRYSLER

**Make/Model:** JEEP

**Mileage:** 21753

**Address:** 920 W BROADWAY

WRANGLER 2-DR BASE 4X4

**Warr Built Dt:** 10/29/2007

JACKSON, WY 83001

JKJL72

**Supplier RP:**

**Phone:** 303 733-6777

**Engine:** EGT-3.8L V6 SMPI Engine (Ser #:1298701159)

307 733-6777

**Transmission:** DGV-4-Spd. Automatic VLP 42RLE Trans (Ser

#:K2057E0634)

**Plant:** TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)

**MDH:** 102910

### Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
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\*\* No Parts Information Available

### Labor Information

LOP	LOP Description	Cost	Fail Cd
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\*\* No Labor Information Available

### Service Narrative Information

**Customer Comment:**CUSTOMER CONCERN IS AIR BAG LAMP ON WITH A B1B06 CODE FOUND IN THE ORC. TECH STATES THAT WHEN HE DISCONNECTS THE BAG THE CODE GOES TO OPEN.

TECH CALLING FOR ASSISTANCE.

**Service Action:**ADVISED THE TECH TO REPLACE THE BAG AND TEST THE SYSTEM. TECH TO CALL BACK AS NEEDED.

**Correction:**

# QNA - Quality Narrative Analyzer Detail Report

## Customer Promoter Score Report#: 9L73470304

### Vehicle Information

**VIN:** 1J4FA24149L [REDACTED]  
**Model Year:** 2009  
**Make/Model:** JEEP  
WRANGLER 2-DR BASE 4X4  
JKJL72  
**Engine:** EGT-3.8L V6 SMPI Engine (Ser #:1310801683)  
**Transmission:** DEH-6-Speed Manual NSG370 Transmissi (Ser  
#:Y260870103)  
**Plant:** TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)  
**MDH:** 110708

### Repair Information

**Report#:** 9L73470304  
**Open Date:** 08/21/2009  
**Mileage:** 0  
**Warr Built Dt:** 11/07/2008  
**Supplier RP:**

### Dealer Information

**Zone/Cd:** 66-42243  
**Name:** DAYTONA DODGE CHRYSLER JEEP  
**Address:** 1450 N TOMOKA FARMS RD  
DAYTONA BEACH, FL 321247606  
**Phone:** 386 274-0571

### Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

### Labor Information

LOP	LOP Description	Cost	Fail Cd
** No Labor Information Available			

### CPS Narrative Information

**Narrative Information:** Q1. How willing are you to recommend JEEP to a friend or colleague?

Score: 10 (Promoter)

Q2. Please rate your satisfaction with your WRANGLER 2-DR BASE 4X4 on a scale of 0 to 10.

Score: 02 (Detractor)

F51. Airbag/SRS Light-Broken/NW

F57. Horn-Broken/NW

I was looking for a particular vehicle and the salesman and sales manager assured me that it wasn't available. I went back a week later and they had the one that I wanted. Why would they tell me it's not available to me and then have one on order? I had to take mine back for service a few times, because they sold it to me with the air bag not working and the horn not working. Weird things.

Q3. Please rate your satisfaction with your experience at DAYTONA DODGE CHRYSLER JEEP on a scale of 0 to 10.

Score: 08 (Neutral)

SURVEY COMPLETED 2009-08-24 18:09:31, CUSTOMER ID [REDACTED] RO:0 [REDACTED] CONTACT METHOD:PHONE, SPEAKING TO NAME FROM SAMPLE

# QNA - Quality Narrative Analyzer Detail Report

## Vehicle Problem Tracking Report#: SSV011387033

### Vehicle Information

### Repair Information

### Dealer Information

**VIN:** 1J4FA24167L [REDACTED]  
**Model Year:** 2007  
**Make/Model:** JEEP  
 WRANGLER X 4X4  
 JKJL72  
**Engine:** EGT-3.8L V6 SMPI Engine (Ser #:1341601148)  
**Transmission:** DGV-4-Spd. Automatic VLP 42RLE Trans (Ser #:K3426E2140)  
**Plant:** TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)  
**MDH:** 121300

**Report#:** SSV011387033  
**Open Date:** 05/19/2011  
**Mileage:** 55217  
**Warr Built Dt:** 12/13/2006  
**Supplier RP:**

**Zone/Cd:** 51-68817  
**Name:** FEDERICO CHRYSLER-DODGE-JEEP  
**Address:** 1875 E EDWARDSVILLE RD  
 WOOD RIVER, IL 620952275  
**Phone:** 618 254-1000

### Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

### Labor Information

LOP	LOP Description	Cost	Fail Cd
** No Labor Information Available			

### Service Narrative Information

**Customer Comment:** AFTER CLOCKSPrING WAS REPLACED, NOW HORN DOESNT WORK

**Service Action:** AFTER CLOCKSPrING WAS REPLACED, NOW HORN DOESNT WORK DUPLICATED : YES - HORN INOP REPAIRS AND TESTS PERFORMED : REPLACED CLOCKSPrING FOR AIR BAG LIGHT ON AND CRUISE CONTROL INOP. NOW HORN WILL NOT WORK. NO INPUTS TO CCN OR TIPM BUT CAN ACTUATE HORNS THROUGH TIPM. CAN ALSO GROUND HORN WIRE GOING INTO CLOCKSPrING ON STEERING WHEEL SIDE AND HORNS WILL BLOW TSB APPLIED : N/A TECHCONNECT SEARCH : HORN INOP AFTER REPLACING CLOCK SPRING.... [REDACTED] CHECK THE RETURN CIRCUIT THROUGH THE CLOCKSPrING PINS 2 OF THE C2 ON THE BACK SIDE OF CLOCKSPrING TO PIN2 OF THE C8 ON THE FRONT SIDE OF THE CLOCKSPrING. SOUNDS LIKE THIS CIRCUIT IS OPEN OR THERE IS A LOOSE CONNECTIONS NOT SUPPLYING A GROUND TO THE HORN SWITCH. REPLACED HORN BUTTONS

**Correction:**

# QNA - Quality Narrative Analyzer Detail Report

## Vehicle Problem Tracking Report#: SSV010371846

### Vehicle Information

### Repair Information

### Dealer Information

**VIN:** 1J4FA24177L [REDACTED]  
**Model Year:** 2007  
**Make/Model:** JEEP  
 WRANGLER X 4X4  
 JKJL72  
**Engine:** EGT-3.8L V6 SMPI Engine (Ser #:1101702718)  
**Transmission:** DEH-6-Speed Manual NSG370 Transmissi (Ser #:Y015770196)  
**Plant:** TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)  
**MDH:** 050510

**Report#:** SSV010371846  
**Open Date:** 01/14/2010  
**Mileage:** 23402  
**Warr Built Dt:** 05/05/2007  
**Supplier RP:**

**Zone/Cd:** 74-67899  
**Name:** PRESTIGE CHRYSLER DODGE JEEP I  
**Address:** 200 ALPINE STREET  
 LONGMONT, CO 805016033  
**Phone:** 303 651-3000

### Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

### Labor Information

LOP	LOP Description	Cost	Fail Cd
** No Labor Information Available			

### Service Narrative Information

**Customer Comment:** C121A SAS NOT INITIALIZED. INSTALLED NEW CLOCKSPRING FOR AIRBAG LAMP. PERFORMED SYSTEM INITIALIZATION. KEEP GETTING NEGATIVE RESPONSE CONDITIONS NOT CORRECT/NOT RIGHT SEQUENCE. PERFORMED INITALIZATION 4 TIMES. ALL SAME RESPONSE. NO FILES FOUND FOR FLASH. ANOTHER WAY TO INITIALIZE SAS SO THE ESP AND BAS LIGHT STAY OFF.

**Service Action:** [REDACTED] WHAT MODULE HAS THE FAULT CODE. IF THE FAULT IS IN THE COLUMN MODULE YOU SHOULD INSPECT THE HARD PARTS FOR PROPER INSTALLATION. IF THE FAULT IS IN THE ABS MODULE THIS COULD BE A CONNECTION AT THE COLUMN MODULE. TECH STATES HE HAS 620 DEGRESS FULL LEFT, 640 DEGREES FULL RIGHT, AND 2 DEGREES AT CENTER. TECH STATES THIS ISSUE BECAME PRESENT ABOUT 200 MILES AFTER CLOCK SPRING WAS REPLACED. ADVISED TECH TO REPLACE THE SAS/CLOCK SPRING AGAIN.

**Correction:**

# QNA - Quality Narrative Analyzer Detail Report

## Vehicle Problem Tracking Report#: SSV008807063

### Vehicle Information

### Repair Information

### Dealer Information

**VIN:** 1J4FA29116 [REDACTED]  
**Model Year:** 2006  
**Make/Model:** JEEP  
 WRANGLER SE  
 TJJL77  
**Engine:** ED1-2.4L I4 DOHC 16V SMPI Engine (Ser  
 #:6082600634)  
**Transmission:** DEH-6-Speed Manual NSG370 Transmissi (Ser  
 #:Y048680237)  
**Plant:** TOLEDO ASSEMBLY PLANT II (STICKNEY)  
**MDH:** 042610

**Report#:** SSV008807063  
**Open Date:** 04/13/2007  
**Mileage:** 7100  
**Warr Built Dt:** 04/26/2006  
**Supplier RP:**

**Zone/Cd:** 32-42762  
**Name:** BONNEVILLE & SON INC  
**Address:** 625 HOOKSETT RD  
 MANCHESTER, NH 031042642  
**Phone:** 603 627-7831  
 603 624-9280

### Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

### Labor Information

LOP	LOP Description	Cost	Fail Cd
** No Labor Information Available			

### Service Narrative Information

**Customer Comment:** CUSTOMER STATES AIRBAG LIGHT ON, TECH HAS NO COMMUNICATION AND HIS DRB STATES USE SUPERCARD OR NO RESPONSE. DRB 64.0, TECH IS UNABLE TO COMMUNICATE WITH ANY MODULE ON THE PCI BUS

**Service Action:** ADVISED TO LAB SCOPE THE PCI BUS

**Correction:**

# QNA - Quality Narrative Analyzer Detail Report

## Vehicle Problem Tracking Report#: SSV008536433

### Vehicle Information

**VIN:** 1J4FA29136F [REDACTED]  
**Model Year:** 2006  
**Make/Model:** JEEP  
WRANGLER SE  
TJL77  
**Engine:** ED1-2.4L I4 DOHC 16V SMPI Engine (Ser  
#:9111111111)  
**Transmission:** DEH-6-Speed Manual NSG370 Transmissi (Ser  
#:Y347580175)  
**Plant:** TOLEDO ASSEMBLY PLANT II (STICKNEY)  
**MDH:** 022106

### Repair Information

**Report#:** SSV008536433  
**Open Date:** 10/24/2006  
**Mileage:** 2807  
**Warr Built Dt:** 02/21/2006  
**Supplier RP:**

### Dealer Information

**Zone/Cd:** 51-44680  
**Name:** HUDSON MOTOR CO INC  
**Address:** 1055 CROSSING PL  
MADISONVILLE, KY 424318067  
**Phone:** 270 821-3372

### Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

### Labor Information

LOP	LOP Description	Cost	Fail Cd
** No Labor Information Available			

### Service Narrative Information

**Customer Comment:** OWNER STATES: AIRBAG LIGHT IS ON. HAS DRIVERS SQUIB CIRCUIT OPEN. DOES NOT HAVE THE 8443 LOAD TOOL

**Service Action:** RECOMMEND CONTACTING MILLER SPECIAL TOOLS AT 800 801 5420.

**Correction:**

# QNA - Quality Narrative Analyzer Detail Report

## Dealer Product Sampling Report#: 232450437141

### Vehicle Information

**VIN:** 1J4FA39S56P [REDACTED]  
**Model Year:** 2006  
**Make/Model:** JEEP  
WRANGLER X  
TJMM77  
**Engine:** ERH-4.0L I6 Power Tech Engine (Ser  
#:9207082802)  
**Transmission:** DG6-4-Spd. Automatic 42RLE Transmiss (Ser  
#:K2015E0808)  
**Plant:** TOLEDO ASSEMBLY PLANT II (STICKNEY)  
**MDH:** 072814

### Repair Information

**Report#:** 232450437141  
**Open Date:** 02/16/2006  
**Mileage:** 7  
**Warr Built Dt:** 07/28/2005  
**Supplier RP:**

### Dealer Information

**Zone/Cd:** 35-23245  
**Name:** NEWARK CHRYSLER JEEP DODGE  
**Address:** 244 EAST CLEVELAND AVE  
NEWARK, DE 197113797  
**Phone:** 302 731-0100

### Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
56047144AB	CLKSPRING-NONE	1	110.11	N	01/01/0001

### Labor Information

LOP	LOP Description	Cost	Fail Cd
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\*\* No Labor Information Available

### Service Narrative Information

**Customer Comment:**CUSTOMER STATES THE AIR BAG LIGHT IS ON

**Service Comment:**TECH FOUND OPEN SQUIB CIRCUIT

**Service Action:**REPLACED CLOCKSPRING 3/36 WARR

# QNA - Quality Narrative Analyzer Detail Report

## Vehicle Problem Tracking Report#: SSV008771837

### Vehicle Information

### Repair Information

### Dealer Information

**VIN:** 1J4FA39S86F [REDACTED]  
**Model Year:** 2006  
**Make/Model:** JEEP  
 WRANGLER X  
 TJJM77  
**Engine:** ERH-4.0L I6 Power Tech Engine (Ser  
 #:9124682335)  
**Transmission:** DG6-4-Spd. Automatic 42RLE Transmiss (Ser  
 #:K1726E2246)  
**Plant:** TOLEDO ASSEMBLY PLANT II (STICKNEY)  
**MDH:** 062313

**Report#:** SSV008771837  
**Open Date:** 03/22/2007  
**Mileage:** 8066  
**Warr Built Dt:** 06/23/2006  
**Supplier RP:**

**Zone/Cd:** 63-26750  
**Name:** LANDERS-MCLARTY DODGE CHRYSLER  
**Address:** 2609 S WALTON BLVD  
 BENTONVILLE, AR 727127558  
**Phone:** 479 273-9022

### Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

### Labor Information

LOP	LOP Description	Cost	Fail Cd
** No Labor Information Available			

### Service Narrative Information

**Customer Comment:** THE AIR BAG LIGHT KEEPS TURNING ON AND A CHIME WILL SOUND, THERE IS A CODE FOR: DRIVER SQUIB CIRCUIT SHORTED TO GROUND. THE CODE IS A STORED CODE AND THE TECH CAN NOT DUPLICATE THE CONDITION.

**Service Action:** TECH TO CHECK THE CLOCK SPRING TO SEE IF THERE IS AN INTERMITTENT SHORT.

**Correction:**

# QNA - Quality Narrative Analyzer Detail Report

## Dealer Product Sampling Report#: 236337825101

### Vehicle Information

**VIN:** 1J4FA54177L [REDACTED]  
**Model Year:** 2007  
**Make/Model:** JEEP  
WRANGLER SAHARA 4X4  
JKJP72  
**Engine:** EGT-3.8L V6 SMPI Engine (Ser #:1029702754)  
**Transmission:** DEH-6-Speed Manual NSG370 Transmissi (Ser #:Y009770221)  
**Plant:** TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)  
**MDH:** 022610

### Repair Information

**Report#:** 236337825101  
**Open Date:** 04/24/2007  
**Mileage:** 10  
**Warr Built Dt:** 02/26/2007  
**Supplier RP:**

### Dealer Information

**Zone/Cd:** 74-23633  
**Name:** OVERLAND PARK JEEP/DODGE/CHRYSLER  
**Address:** 8775 METCALF AVE  
OVERLAND PARK, KS 662122058  
**Phone:** 913 381-8100

### Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
68003216AD	CLKSPRING-NONE	1	211.40	N	01/01/0001

### Labor Information

LOP	LOP Description	Cost	Fail Cd
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\*\* No Labor Information Available

### Service Narrative Information

**Customer Comment:**CLOCKSPRING-Replace (B)

**Service Comment:**DRB TEST CODE B1B02-LIGHT WILL FLICKEER WHEN GOING OVER ROUGH ROADS

**Service Action:**CODE IS STORED FOR DRIVER AIRBAG SQUIB CIRCUIT OPEN REPLACE CLOCK SPRING AND C

# QNA - Quality Narrative Analyzer Detail Report

## Customer Promoter Score Report#: 8L50326406

### Vehicle Information

### Repair Information

### Dealer Information

**VIN:** 1J4FZ24118L [REDACTED]  
**Model Year:** 2008  
**Make/Model:** JEEP  
 WRANGLER 2-DOOR BASE 4X4 RHD  
 JKUL72  
**Engine:** EGT-3.8L V6 SMPI Engine (Ser #:1192700295)  
**Transmission:** DGV-4-Spd. Automatic VLP 42RLE Trans (Ser #:K2057E0678)  
**Plant:** TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)  
**MDH:** 080212

**Report#:** 8L50326406  
**Open Date:** 01/12/2010  
**Mileage:** 0  
**Warr Built Dt:** 08/02/2007  
**Supplier RP:**

**Zone/Cd:** 63-23918  
**Name:** TIM PARKER CHRYSLER  
**Address:** 4722 CENTRAL AVE  
 HOT SPRINGS, AR 71913  
**Phone:** 501 525-0777

### Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

### Labor Information

LOP	LOP Description	Cost	Fail Cd
** No Labor Information Available			

### CPS Narrative Information

**Narrative Information:** Q1. How willing are you to recommend JEEP to a friend or colleague?

Score: 07 (Neutral)

Q2. Please rate your satisfaction with your WRANGLER 2-DOOR BASE 4X4 RHD on a scale of 0 to 10.

Score: 05 (Detractor)

P99. Unspecified Other Problems

The air bag light came on and has been on for 8 months. I took it to a dealership just before they were cut from the chrysler dealers. I paid to get it diagnosed. Then they lost their dealership. When I called another dealer I was told that I would have to pay for another diagnosis and then they would see if they could get chrysler to help pay the cost of repair. I feel that I should have to pay an another diagnosis fee. Also I feel that because the air bag will not deploy in an accident that chrysler should repair it at no cost. It is a safety issue. I know of 2 other jeep owners that have had they same problem. They got the repair done and it wasn't very long until they had the same problem occur again.

Q3. Please rate your satisfaction with your experience at TIM PARKER CHRYSLER on a scale of 0 to 10.

Score: 00 (Detractor)

007. Price/cost

017. Quality of service work performed

They charge outrageous rates and the repairs aren't even done or not done properly.

Q8. Have you been back for service to TIM PARKER CHRYSLER in the last X months?

02 - No

005. Uncompetitive price/cost too high

006. Quality of work

009. Express/quick service not available

013. Dealer wants to perform extra services

097. Other

Q9. How would you rate your chances of buying or leasing another Chrysler, Dodge, or Jeep vehicle?

04 - Probably Will

SURVEY COMPLETED 2010-01-14 00:32:43, CUSTOMER ID [REDACTED] CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE

# QNA - Quality Narrative Analyzer Detail Report

## Vehicle Problem Tracking Report#: SSV010540206

### Vehicle Information

**VIN:** 1J4FZ24128L [REDACTED]  
**Model Year:** 2008  
**Make/Model:** JEEP  
WRANGLER 2-DOOR BASE 4X4 RHD  
JKUL72  
**Engine:** EGT-3.8L V6 SMPI Engine (Ser #:1268702999)  
**Transmission:** DGV-4-Spd. Automatic VLP 42RLE Trans (Ser #:)  
**Plant:** TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)  
**MDH:** 092623

### Repair Information

**Report#:** SSV010540206  
**Open Date:** 03/31/2010  
**Mileage:** 68359  
**Warr Built Dt:** 09/26/2007  
**Supplier RP:**

### Dealer Information

**Zone/Cd:** 66-66295  
**Name:** HUTSON MTR CO INC  
**Address:** 2500 1ST AVE SE  
MOULTRIE, GA 317886219  
**Phone:** 229 985-3298  
229 891-4000

### Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
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\*\* No Parts Information Available

### Labor Information

LOP	LOP Description	Cost	Fail Cd
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\*\* No Labor Information Available

### Service Narrative Information

**Customer Comment:**CUSTOMER STATES AIR BAG LIGHT ON. TECH REPLACED THE CLOCK SPRING AND NOW C1240. SAS READS -360 WITH THE WHEELS STRAIGHT AHEAD.

**Service Action:**ADVISED TECH TO RECENTER THE CLOCKSPRING

**Correction:**

# QNA - Quality Narrative Analyzer Detail Report

## Vehicle Problem Tracking Report#: SSV010401455

### Vehicle Information

### Repair Information

### Dealer Information

**VIN:** 1J4FZ24138L [REDACTED]  
**Model Year:** 2008  
**Make/Model:** JEEP  
 WRANGLER 2-DOOR BASE 4X4 RHD  
 JKUL72  
**Engine:** EGT-3.8L V6 SMPI Engine (Ser #:1342700268)  
**Transmission:** DGV-4-Spd. Automatic VLP 42RLE Trans (Ser #:K3387E2768)  
**Plant:** TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)  
**MDH:** 121007

**Report#:** SSV010401455  
**Open Date:** 02/01/2010  
**Mileage:** 50894  
**Warr Built Dt:** 12/10/2007  
**Supplier RP:**

**Zone/Cd:** 63-68732  
**Name:** SPIRIT CHRY-JEEP  
**Address:** 4611 AVENUE Q  
 LUBBOCK, TX 794122205  
**Phone:** 806 747-4461

### Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

### Labor Information

LOP	LOP Description	Cost	Fail Cd
** No Labor Information Available			

### Service Narrative Information

**Customer Comment:** CUSTOMER STATES AIR BAG LIGHT IS ON. TECH FOUND B1B02 ACTIVE. TECH CAN INSTALL THE LOAD TOOL AND THE CODE GOES STORED. TECH STATES HE REPLACED THE AIR BAG WITH NO CHANGE.

**Service Action:** ADVISED TECH TO INSPECT THE PINS IN THE CONNECTOR AT THE AIR BAG AND ORC, IF OK REPLACE THE HARNESS. TECH STATES SAME CONCERN, TECH REPLACED THE CLOCK SPRING IN 04-09 AND CONCERN WAS GONE FOR 10 MONTHS. ADVISED TO USE THE LOAD TOOL AT THE CLOCK SPRING AND TEST, SWAP A NEW CLOCK SPRING AND TEST.

**Correction:**

# QNA - Quality Narrative Analyzer Detail Report

## Vehicle Problem Tracking Report#: SSV010400344

### Vehicle Information

**VIN:** 1J4FZ24148L [REDACTED]  
**Model Year:** 2008  
**Make/Model:** JEEP  
WRANGLER 2-DOOR BASE 4X4 RHD  
JKUL72  
**Engine:** EGT-3.8L V6 SMPI Engine (Ser #:1337702476)  
**Transmission:** DGV-4-Spd. Automatic VLP 42RLE Trans (Ser #:K2017E4040)  
**Plant:** TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)  
**MDH:** 120501

### Repair Information

**Report#:** SSV010400344  
**Open Date:** 01/29/2010  
**Mileage:** 35096  
**Warr Built Dt:** 12/05/2007  
**Supplier RP:**

### Dealer Information

**Zone/Cd:** 32-67439  
**Name:** ROYAL CHRYSLER, JEEP, DODGE &  
**Address:** 6464 STATE HIGHWAY 23  
ONEONTA, NY 138206552  
**Phone:** 607 432-9331

### Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

### Labor Information

LOP	LOP Description	Cost	Fail Cd
** No Labor Information Available			

### Service Narrative Information

**Customer Comment:**CUSTOMERS CONCERN IS HORN INOP. NO CODES. TECH CALLING FOR ASSISTANCE. TECH STATES THAT THE VEHICLE CAME IN BEFORE FOR A AIR BAG LAMP ON AND AFTER REPLACING THE CLOCK SPRING THE HORN IS INOP.

**Service Action:**ADVISED THE TECH TO CHECK THE X920 AND X3 CIRCIUTS FROM HORN SWITCH THROUGH THE CLOCK SPRING TO CLUSTER. TECH TO TAKE THE SCAN TOOL TO THE VEHICLE AND LOOK FOR THE SIGNAL WHEN THE HORN BUTTON IS PRESSED IN THE CLUSTER. TECH ADVISED THAT HE MAY HAVE A CONCERN WITH THE CLOCK SPRING OR BUTTON. TECH TO CALL BACK FOR FURTHER ASSISTANCE AS NEEDED.

**Correction:**

# QNA - Quality Narrative Analyzer Detail Report

## Vehicle Problem Tracking Report#: SSV010834716

### Vehicle Information

**VIN:** 1J4FZ24148L [REDACTED]  
**Model Year:** 2008  
**Make/Model:** JEEP  
WRANGLER 2-DOOR BASE 4X4 RHD  
JKUL72  
**Engine:** EGT-3.8L V6 SMPI Engine (Ser #:1086802552)  
**Transmission:** DGV-4-Spd. Automatic VLP 42RLE Trans (Ser #:K0858E2333)  
**Plant:** TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)  
**MDH:** 040500

### Repair Information

**Report#:** SSV010834716  
**Open Date:** 08/09/2010  
**Mileage:** 82342  
**Warr Built Dt:** 04/05/2008  
**Supplier RP:**

### Dealer Information

**Zone/Cd:** 74-45146  
**Name:** MIDWAY CHRYSLER DODGE JEEP, IN  
**Address:** 219 2ND AVE E  
KEARNEY, NE 688477858  
**Phone:** 308 237-5904

### Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

### Labor Information

LOP	LOP Description	Cost	Fail Cd
** No Labor Information Available			

### Service Narrative Information

**Customer Comment:**CC AIR BAG LIGHT ON REPLACED CLOCKSPRING. NOW HAS NO FUSE MESSAGE IN CLUSTER ALSO WIPERS CYCLE ONCE.

**Service Action:**ADVISED TO LOAD TEST ALL POWERS AND GROUNDS TO THE CLUSTER. CHECK THE WIPER PARK SWITCH SENSE CIRCUIT FROM WIPER MOTOR TO TIPM.

**Correction:**

# QNA - Quality Narrative Analyzer Detail Report

## Customer Promoter Score Report#: 8L65383206

### Vehicle Information

### Repair Information

### Dealer Information

**VIN:** 1J4FZ24158L [REDACTED]  
**Model Year:** 2008  
**Make/Model:** JEEP  
 WRANGLER 2-DOOR BASE 4X4 RHD  
 JKUL72  
**Engine:** EGT-3.8L V6 SMPI Engine (Ser #:1166800269)  
**Transmission:** DGV-4-Spd. Automatic VLP 42RLE Trans (Ser #:K1588E4248)  
**Plant:** TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)  
**MDH:** 061613

**Report#:** 8L65383206  
**Open Date:** 03/15/2011  
**Mileage:** 0  
**Warr Built Dt:** 06/16/2008  
**Supplier RP:**

**Zone/Cd:** 63-44433  
**Name:** BONHAM CHRYSLER  
**Address:** 1522 W SAM RAYBURN DRIVE  
 BONHAM, TX 75418  
**Phone:** 903 583-8877

### Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

### Labor Information

LOP	LOP Description	Cost	Fail Cd
** No Labor Information Available			

### CPS Narrative Information

**Narrative Information:** Q1. How willing are you to recommend JEEP to a friend or colleague?

Score: 00 (Detractor)

002. Poor quality

It's a Chrysler product. There's always something wrong with the Chrysler product and you can never get it fixed.

Q2. Please rate your satisfaction with your WRANGLER 2-DOOR BASE 4X4 RHD on a scale of 0 to 10.

Score: 05 (Detractor)

E32. Mileage/gas mileage/miles per gallon (MPG)/fuel efficiency/excessive fuel consumption

E12. Engine Doesn't Start At All

P12. Product Issues - Other

I can't depend on it to start. When you deliver mail in it, you're in and out. I've had it in the shop for the last two years for weeks at a time, but you can't drive vehicle you can't depend on to

start. I may not start for five minutes. It may not start for two days. They're not built for off road at all. There's no coverage on the grill so in the summer time when grass hoppers are thick, your radiator gets beat in. I had to put a grill guard on there. They have these little speaker things that stick up on the dash. You can't dust behind them. You get a lot of dust out on these gravel roads. Those speakers in my opinion useless because I've had two years. Also can't depend on the windows to roll up or down. They would get stuck at any time. It's computerized and they have all these lights on the dash. They're always coming on. The last light that came on. The first one that came on was an engine light and a neighbor hooked his computer up to it and told me what to do. The second time it was a rear skid thing. That light came on and the airbag light came on. It cost me \$767 to get that light taken care of. Then the next day it came right back on. It gets horrible, horrible gas mileage. The 2010 gets a lot better gas mileage for some reason. I don't know why. They're the same engine and everything. The seat, there's no foam on the right hand side of the driver seat. I took it back when I got it and they said that they put more foam in. They didn't. They just fluffed it up with an air gun. There's a website dedicated to Jeeps that won't start just for this very reason just like mines won't start. They can't find why it won't start, but I went to get a back up Jeep because I can't depend on this one to start and they had a lot full of them. They were all the same price. I don't care if they had 100,000 miles or 10,000, they were all \$20,000. So, the one I picked with the lowest miles, they couldn't duplicate the problem. I said, "What do you mean you can't duplicate the problem." The woman said it wouldn't start, but they couldn't find any problem. I already have one of those. I don't need a second one.

Q3. Please rate your satisfaction with your experience at BONHAM CHRYSLER on a scale of 0 to 10.

Score: 04 (Detractor)

007. Price/cost

It just took all day long. I had to go 200 miles to get it and I told them I was going to be there at noon. I was still there all day long, but they were cheaper. They were cheaper at Bonham. For some reason the price jumped \$8,000 in two years. So, it wasn't exactly unpleasant, but I bought two Jeeps from Bonham.

Q8. Have you been back for service to BONHAM CHRYSLER in the last X months?

02 - No

003. Inconvenient location

Q9. How would you rate your chances of buying or leasing another Chrysler, Dodge, or Jeep vehicle?

02 - Probably Will Not

001. Too many problems with current or past vehicle

009. Quality/Reliability

010. Dependability

097. Other

Q10. Where have you had your most recent service work on your vehicle performed?

001. A different Chrysler, Dodge, or Jeep dealership other than [DEALER NAME]

Q14. Do you want someone from Chrysler LLC to contact you?

02 - No

002. Dealer

SURVEY COMPLETED 2011-03-18 19:19:10, CUSTOMER ID [REDACTED] CONTACT METHOD:PHONE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

# QNA - Quality Narrative Analyzer Detail Report

## Vehicle Problem Tracking Report#: SSV011249547

### Vehicle Information

### Repair Information

### Dealer Information

**VIN:** 1J4FZ24158L [REDACTED]

**Report#:** SSV011249547

**Zone/Cd:** 63-60436

**Model Year:** 2008

**Open Date:** 02/21/2011

**Name:** STANLEY CHRYSLER DODGE JEEP

**Make/Model:** JEEP

**Mileage:** 54942

**Address:** 106 S HIGHWAY 36 BYP N

WRANGLER 2-DOOR BASE 4X4 RHD

**Warr Built Dt:** 06/16/2008

GATESVILLE, TX 765282744

JKUL72

**Supplier RP:**

**Phone:** 254 248-3000

**Engine:** EGT-3.8L V6 SMPI Engine (Ser #:1166800269)

**Transmission:** DGV-4-Spd. Automatic VLP 42RLE Trans (Ser #:K1588E4248)

**Plant:** TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)

**MDH:** 061613

### Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
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\*\* No Parts Information Available

### Labor Information

LOP	LOP Description	Cost	Fail Cd
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\*\* No Labor Information Available

### Service Narrative Information

**Customer Comment:** CUST. STATES AIR BAG, TRACTION CONTROL LIGHT COMES ON INTERMITTENTLY WHILE DRIVING

**Service Action:** H [REDACTED] THESE 2 CODES WILL NOT TURN ON THE TRACTION CONTROL WARNING LIGHTS. PLEASE CHECK THE HARNESS UNDER THE TIPM AND IGNITION SWITCH, AND HARNESS GOING TO THE SCM. NO COMMON CONCERNS. THANKS, [REDACTED] AIR BAG -CLOCKSPRING

**Correction:**

# QNA - Quality Narrative Analyzer Detail Report

## Vehicle Problem Tracking Report#: SSV010616554

### Vehicle Information

### Repair Information

### Dealer Information

**VIN:** 1J4FZ24178L [REDACTED]

**Report#:** SSV010616554

**Zone/Cd:** 74-45450

**Model Year:** 2008

**Open Date:** 05/12/2010

**Name:** MEYER AUTOMOTIVE INC

**Make/Model:** JEEP

**Mileage:** 15000

**Address:** 2151 CARDINAL LN

WRANGLER 2-DOOR BASE 4X4 RHD

**Warr Built Dt:** 11/14/2007

CRETE, NE 683333318

JKUL72

**Supplier RP:**

**Phone:** INACTIVE

**Engine:** EGT-3.8L V6 SMPI Engine (Ser #:1318708733)

402 826-5300

**Transmission:** DGV-4-Spd. Automatic VLP 42RLE Trans (Ser

#:K1947E0715)

**Plant:** TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)

**MDH:** 111423

### Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
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\*\* No Parts Information Available

### Labor Information

LOP	LOP Description	Cost	Fail Cd
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\*\* No Labor Information Available

### Service Narrative Information

**Customer Comment:**CUSTOMER STATES AIR BAG LIGHT IS ON. TECH FOUND B1B06 ACTIVE. TECH FOUND IF HE UNPLUGS THE CLOCK SPRING AND RECONNECTS, THE CODE IS STORED.

**Service Action:**ADVISED TECH TO VERIFY PIN CONNECTIONS AT THE CLOCK SPRING THE TECH CALLED BACK AND STATED HE REPLACED THE CONNECTOR AND THERE IS NO CHANGE.

ADVISER ADVISED THE TECH POSSIBLE CLOCK SPRING ISSUE.

**Correction:**

# QNA - Quality Narrative Analyzer Detail Report

## Customer Promoter Score Report#: 8L61091706

### Vehicle Information

### Repair Information

### Dealer Information

**VIN:** 1J4FZ24178L [REDACTED]  
**Model Year:** 2008  
**Make/Model:** JEEP  
 WRANGLER 2-DOOR BASE 4X4 RHD  
 JKUL72  
**Engine:** EGT-3.8L V6 SMPI Engine (Ser #:1080802260)  
**Transmission:** DGV-4-Spd. Automatic VLP 42RLE Trans (Ser #:K0748E4016)  
**Plant:** TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)  
**MDH:** 032916

**Report#:** 8L61091706  
**Open Date:** 10/11/2010  
**Mileage:** 0  
**Warr Built Dt:** 03/29/2008  
**Supplier RP:**

**Zone/Cd:** 66-26353  
**Name:** NALLEY JEEP  
**Address:** 178 ALTAMA CONNECTOR  
 BRUNSWICK, GA 31525  
**Phone:** INACTIVE  
 912 267-7000

### Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

### Labor Information

LOP	LOP Description	Cost	Fail Cd
** No Labor Information Available			

### CPS Narrative Information

**Narrative Information:** Q1. How willing are you to recommend JEEP to a friend or colleague?

Score: 08 (Neutral)

Q2. Please rate your satisfaction with your WRANGLER 2-DOOR BASE 4X4 RHD on a scale of 0 to 10.

Score: 05 (Detractor)

X35. Water Leaks Into Vehicle

F51. Airbag/SRS Light-Broken/NW

The service we had. I got it and the top leaked on it and everything. I never got that fixed. It still leaks some. Something went wrong with the airbag. Some kind of pin in there has gone in it. Now I've gone to by like \$200 to get that fixed. Just several different little things.

Q3. Please rate your satisfaction with your experience at NALLEY JEEP on a scale of 0 to 10.

Score: 03 (Detractor)

004. Hard to deal with

024. Parts not in stock

023. Vehicle not fixed first visit

We would go down there and you guys had a recall. I took it down there and they told me that they didn't have the part for that recall. Then I had to take it down another day after I called them and told them I was bringing it in for that. You have to pull out teeth to get them to do something. You have to get on them.

Q8. Have you been back for service to NALLEY JEEP in the last X months?

01 - Yes

Q9. How would you rate your chances of buying or leasing another Chrysler, Dodge, or Jeep vehicle?

02 - Probably Will Not

001. Too many problems with current or past vehicle

Q14. Do you want someone from Chrysler LLC to contact you?

02 - No

002. Dealer

SURVEY COMPLETED 2010-10-17 12:43:07, CUSTOMER ID [REDACTED] CONTACT METHOD:PHONE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

# QNA - Quality Narrative Analyzer Detail Report

## Vehicle Problem Tracking Report#: SSV009915010

### Vehicle Information

### Repair Information

### Dealer Information

**VIN:** 1J4FZ24188L [REDACTED]  
**Model Year:** 2008  
**Make/Model:** JEEP  
 WRANGLER 2-DOOR BASE 4X4 RHD  
 JKUL72  
**Engine:** EGT-3.8L V6 SMPI Engine (Ser #:1296700604)  
**Transmission:** DGV-4-Spd. Automatic VLP 42RLE Trans (Ser #:K1937E2398)  
**Plant:** TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)  
**MDH:** 102610

**Report#:** SSV009915010  
**Open Date:** 01/27/2009  
**Mileage:** 18609  
**Warr Built Dt:** 10/26/2007  
**Supplier RP:**

**Zone/Cd:** 32-23005  
**Name:** WALKER MOTORS INC  
**Address:** 265 RIVER STREET  
 MONTPELIER, VT 056024302  
**Phone:** INACTIVE  
 802 223-5201

### Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

### Labor Information

LOP	LOP Description	Cost	Fail Cd
** No Labor Information Available			

### Service Narrative Information

**Customer Comment:** CUSTOMER STATES THE AIR BAG LIGHT IS ON. TECH IS DOING THE DIAGNOSTICS AND HE IS ON STEP 4 AND HE CANNOT FIND THE CONNECTORS FOR THE LOAD TOOL.

**Service Action:** REVIEWED THE DIAGNOSTICS TEST AND WHAT THEY ARE ASKING IS TO UNPLUG BOTH ORC CONNECTORS AND PLUG THEM INTO THE ADAPTOR NOTING TO PLUG THE ORC C1 CONNECTOR IN TO THE RIGHT SIDE OF THE ADAPTOR.

**Correction:**

# QNA - Quality Narrative Analyzer Detail Report

## Customer Promoter Score Report#: 8L57002406

### Vehicle Information

### Repair Information

### Dealer Information

**VIN:** 1J4FZ24188L [REDACTED]  
**Model Year:** 2008  
**Make/Model:** JEEP  
 WRANGLER 2-DOOR BASE 4X4 RHD  
 JKUL72  
**Engine:** EGT-3.8L V6 SMPI Engine (Ser #:1014800640)  
**Transmission:** DGV-4-Spd. Automatic VLP 42RLE Trans (Ser #:K0088E4413)  
**Plant:** TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)  
**MDH:** 011608

**Report#:** 8L57002406  
**Open Date:** 08/04/2010  
**Mileage:** 0  
**Warr Built Dt:** 01/16/2008  
**Supplier RP:**

**Zone/Cd:** 42-67643  
**Name:** JEFF WYLER CHRYSLER JEEP DODGE  
**Address:** 1117 STATE ROUTE 32  
 BATAVIA, OH 451030327  
**Phone:** 513 752-4561

### Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

### Labor Information

LOP	LOP Description	Cost	Fail Cd
** No Labor Information Available			

### CPS Narrative Information

**Narrative Information:** Q1. How willing are you to recommend JEEP to a friend or colleague?

Score: 00 (Detractor)

992. Safety/Legal

007. Negative experience / problems with CURRENT vehicle

It is without a doubt, the worst Jeep I've ever owned. I had to replace the steering damper at 16,000 miles. Rain leaks in around the window seals including the back window. I had to install a clamp on the rear washer hose to keep it from coming off. Rear brakes got into the rotor at 23,000 miles. Had a spongy brake pedal until I installed premium brake pads. Uses almost 2 qts. of oil every 3000 miles. Transmission shifts like one that is worn out. The Goodyear tires were worn out at 23,000 miles. I put on a set of Michelins and have 25,000 miles on them and they look great. I've had to stop when it was raining and put the wipers back on, because they came off. Both of the 12 volt power receptacles have quit working. The airbag light stays lit so I guess the clockspring needs replaced. Had a recall notice about having a transmission overheat light installed so I can pull over and let the trans. fluid cool if it gets too hot. I installed a trans. cooler so I know the trans. won't overheat. I'm waiting to see how many idiots are pulled over to let their trans. cool down, that will be funny to see. I've owned quite a few earlier Jeeps and had none of these problems. Chrysler has ruined the Jeep line.

Q2. Please rate your satisfaction with your WRANGLER 2-DOOR BASE 4X4 RHD on a scale of 0 to 10.

Score: 01 (Detractor)

D46. Other Steering System/Steering Wheels problems

X35. Water Leaks Into Vehicle

D41. Brakes wearing unevenly/have to replace brakes too soon

Read my previous statement

Q3. Please rate your satisfaction with your experience at JEFF WYLER CHRYSLER JEEP DODGE on a scale of 0 to 10.

Score: 05 (Detractor)

014. Financing arrangements / process

Went back to them when I had about 9000 miles on my jeep to purchase a lifetime service contract and they seemed to be in a big rush to get through it. At the time I paid my money for the contract, they did not even know that the right hand drives were not eligible.

Q8. Have you been back for service to JEFF WYLER CHRYSLER JEEP DODGE in the last X months?

02 - No

002. Services performed by friends, family, DIY

Q9. How would you rate your chances of buying or leasing another Chrysler, Dodge, or Jeep vehicle?

01 - Definitely Will Not

001. Too many problems with current or past vehicle

005. Price/deals offered are unacceptable

009. Quality/Reliability

Q10. Where have you had your most recent service work on your vehicle performed?

007. Did it myself or had a friend/relative do it

Q11. Approximately how long until your household will acquire its next vehicle?

001. Less than 1 yr

Q12. Will this next vehicle replace your [MODEL YEAR] [MODEL]?

001. Yes

Q13. What type of vehicle will you most likely acquire next?

005. Sport utility/SUV

Q14. Do you want someone from Chrysler LLC to contact you?

00 - Question not asked

001. Legal

SURVEY COMPLETED 2010-08-04 19:02:59, CUSTOMER ID [REDACTED] CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

# QNA - Quality Narrative Analyzer Detail Report

## Customer Promoter Score Report#: 8L57004106

### Vehicle Information

### Repair Information

### Dealer Information

**VIN:** 1J4FZ24188L [REDACTED]  
**Model Year:** 2008  
**Make/Model:** JEEP  
 WRANGLER 2-DOOR BASE 4X4 RHD  
 JKUL72  
**Engine:** EGT-3.8L V6 SMPI Engine (Ser #:1003802733)  
**Transmission:** DGV-4-Spd. Automatic VLP 42RLE Trans (Ser #:K0038E4659)  
**Plant:** TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)  
**MDH:** 010902

**Report#:** 8L57004106  
**Open Date:** 07/15/2010  
**Mileage:** 0  
**Warr Built Dt:** 01/09/2008  
**Supplier RP:**

**Zone/Cd:** 42-56821  
**Name:** C. R. MOTOR SALES, INC.  
**Address:** 518 S. MERIDIAN RD.  
 HUDSON, MI 49247  
**Phone:** 517 448-2741

### Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

### Labor Information

LOP	LOP Description	Cost	Fail Cd
** No Labor Information Available			

### CPS Narrative Information

**Narrative Information:** Q1. How willing are you to recommend JEEP to a friend or colleague?

Score: 02 (Detractor)

007. Negative experience / problems with CURRENT vehicle

I wasn't happy with this one I bought. I've had a lot of mechanical problem with it.

Q2. Please rate your satisfaction with your WRANGLER 2-DOOR BASE 4X4 RHD on a scale of 0 to 10.

Score: 00 (Detractor)

F51. Airbag/SRS Light-Broken/NW

Z13. Any mention of dealership Service experience After SALE

I am unhappy with the service department. I've had it in there five times for the same problem. Now my airbag light is on and I can't get to go off.

Q3. Please rate your satisfaction with your experience at C. R. MOTOR SALES, INC. on a scale of 0 to 10.

Score: 00 (Detractor)

023. Vehicle not fixed first visit

About a year after I had it I turned the key and it wouldn't start. I called them and they didn't know what it was and it did it to several times to me and didn't for them and they replaced I don't know how many parts. I kept calling them and tried to get it fixed and they didn't know what to do to fix it.

Q8. Have you been back for service to C. R. MOTOR SALES, INC. in the last X months?

01 - Yes

Q9. How would you rate your chances of buying or leasing another Chrysler, Dodge, or Jeep vehicle?

03 - Do Not Know

097. Other

Q14. Do you want someone from Chrysler LLC to contact you?

01 - Yes

002. Dealer

SURVEY COMPLETED 2010-07-18 12:14:09, CUSTOMER ID [REDACTED] CONTACT METHOD:PHONE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

# QNA - Quality Narrative Analyzer Detail Report

## Customer Promoter Score Report#: 8L54924606

### Vehicle Information

### Repair Information

### Dealer Information

**VIN:** 1J4FZ24198L [REDACTED]  
**Model Year:** 2008  
**Make/Model:** JEEP  
 WRANGLER 2-DOOR BASE 4X4 RHD  
 JKUL72  
**Engine:** EGT-3.8L V6 SMPI Engine (Ser #:1278701650)  
**Transmission:** DGV-4-Spd. Automatic VLP 42RLE Trans (Ser #:K2787E4382)  
**Plant:** TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)  
**MDH:** 101214

**Report#:** 8L54924606  
**Open Date:** 03/09/2010  
**Mileage:** 0  
**Warr Built Dt:** 10/12/2007  
**Supplier RP:**

**Zone/Cd:** 35-62346  
**Name:** BRUBAKER CHRYSLER-JEEP  
**Address:** 1020-60 LITITZ PIKE  
 LANCASTER, PA 17601  
**Phone:** 717 299-6541

### Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

### Labor Information

LOP	LOP Description	Cost	Fail Cd
** No Labor Information Available			

### CPS Narrative Information

**Narrative Information:** Q1. How willing are you to recommend JEEP to a friend or colleague?

Score: 08 (Neutral)

Q2. Please rate your satisfaction with your WRANGLER 2-DOOR BASE 4X4 RHD on a scale of 0 to 10.

Score: 06 (Detractor)

X35. Water Leaks Into Vehicle

E12. Engine Doesn't Start At All

R10. Any mention by customer of a recall

Has had numerous problems, water leaks, key not starting, dead battery, air bag light coming on (clock spring), recalls, not being able to get an extended warranty (with this many problems).

Q3. Please rate your satisfaction with your experience at BRUBAKER CHRYSLER-JEEP on a scale of 0 to 10.

Score: 10 (Promoter)

Q8. Have you been back for service to BRUBAKER CHRYSLER-JEEP in the last X months?

01 - Yes

Q9. How would you rate your chances of buying or leasing another Chrysler, Dodge, or Jeep vehicle?

04 - Probably Will

SURVEY COMPLETED 2010-03-10 14:49:08, CUSTOMER ID [REDACTED] CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE

# QNA - Quality Narrative Analyzer Detail Report

## Customer Promoter Score Report#: 8L55452706

### Vehicle Information

### Repair Information

### Dealer Information

**VIN:** 1J4FZ24198L [REDACTED]  
**Model Year:** 2008  
**Make/Model:** JEEP  
 WRANGLER 2-DOOR BASE 4X4 RHD  
 JKUL72  
**Engine:** EGT-3.8L V6 SMPI Engine (Ser #:1297701303)  
**Transmission:** DGV-4-Spd. Automatic VLP 42RLE Trans (Ser #:K2967E4033)  
**Plant:** TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)  
**MDH:** 102708

**Report#:** 8L55452706  
**Open Date:** 05/18/2010  
**Mileage:** 0  
**Warr Built Dt:** 10/27/2007  
**Supplier RP:**

**Zone/Cd:** 42-68960  
**Name:** WESTGATE CHRYSLER JEEP DODGE I  
**Address:** 2695 EAST MAIN STREET  
 PLAINFIELD, IN 46168  
**Phone:** 317 839-6554

### Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

### Labor Information

LOP	LOP Description	Cost	Fail Cd
** No Labor Information Available			

### CPS Narrative Information

**Narrative Information:** Q1. How willing are you to recommend JEEP to a friend or colleague?

Score: 05 (Detractor)

007. Negative experience / problems with CURRENT vehicle

under warranty it took a year to find an air conditioning problem. It now has 51,000 miles and out of warranty ac is acting up again, has been using oil since day one, air bag light is staying on, and the transmission is acting up in overdrive.

Q2. Please rate your satisfaction with your WRANGLER 2-DOOR BASE 4X4 RHD on a scale of 0 to 10.

Score: 05 (Detractor)

H28. Other AC

F79. Other Airbag/SRS

T23. Other Auto Trans

previously listed

Q3. Please rate your satisfaction with your experience at WESTGATE CHRYSLER JEEP DODGE I on a scale of 0 to 10.

Score: 99 (Refused/Left Blank)

Q8. Have you been back for service to WESTGATE CHRYSLER JEEP DODGE I in the last X months?

02 - No

002. Services performed by friends, family, DIY

Q9. How would you rate your chances of buying or leasing another Chrysler, Dodge, or Jeep vehicle?

03 - Do Not Know

001. Too many problems with current or past vehicle

Q10. Where have you had your most recent service work on your vehicle performed?

001. A different Chrysler, Dodge, or Jeep dealership other than [DEALER NAME]

Q11. Approximately how long until your household will acquire its next vehicle?

006. Don't Know

Q12. Will this next vehicle replace your [MODEL YEAR] [MODEL]?

002. No, will replace other vehicle in household

Q13. What type of vehicle will you most likely acquire next?

006. Pickup truck

Q14. Do you want someone from Chrysler LLC to contact you?

00 - Question not asked

003. Non-Legal/Non-Dealer

SURVEY COMPLETED 2010-05-21 17:14:12, CUSTOMER ID [REDACTED] CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

# QNA - Quality Narrative Analyzer Detail Report

## Customer Promoter Score Report#: 8L63824806

### Vehicle Information

### Repair Information

### Dealer Information

**VIN:** 1J4FZ24198L [REDACTED]  
**Model Year:** 2008  
**Make/Model:** JEEP  
 WRANGLER 2-DOOR BASE 4X4 RHD  
 JKUL72  
**Engine:** EGT-3.8L V6 SMPI Engine (Ser #:1112801670)  
**Transmission:** DGV-4-Spd. Automatic VLP 42RLE Trans (Ser #:K1268E2049)  
**Plant:** TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)  
**MDH:** 050913

**Report#:** 8L63824806  
**Open Date:** 10/18/2010  
**Mileage:** 0  
**Warr Built Dt:** 05/09/2008  
**Supplier RP:**

**Zone/Cd:** 35-45446  
**Name:** ASTORG DODGE CHRYSLER JEEP  
**Address:** 1601 13TH ST  
 PARKERSBURG, WV 261014151  
**Phone:** 304 485-8585

### Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

### Labor Information

LOP	LOP Description	Cost	Fail Cd
** No Labor Information Available			

### CPS Narrative Information

**Narrative Information:** Q1. How willing are you to recommend JEEP to a friend or colleague?

Score: 00 (Detractor)

992. Safety/Legal

007. Negative experience / problems with CURRENT vehicle

002. Poor quality

At the time the Jeep turned over 30,000; all of a sudden it started to have more problems than it had during the warranty. I had to figure out why my Jeep doesn't start all the time by myself--sometimes it doesn't go all the way in park--I had this problem during the warranty and the dealership could not figure it out. So when it doesnt start I have to rock my jeep until it clicks. It still boggs down the same way it did during warranty and when it does it makes this deep vibrating sound--oh yeah they couldn't figure that out during the warranty period either. Now my airbag light keeps coming on--other than the ding it doesnt bother me. Due to the fact that I treated this Jeep like a baby and it has so many problems is the reason why I would never buy another Jeep. You might say it is because of my job but that is not true. Coworkers have Subaru and Toyotas that get treated worse and they do not have as many problems as my Jeep. When I started at the Post Office, all 12 carriers had Jeeps now only 3 carriers have Jeeps. That should tell you something! If the problems I had during my warranty was fixed I might have a different

outlook but they weren't! I thought I was doing the right thing by buy american but I guess the craftsmanship isnt what it used to be! That is why I wouldn't recommend a Jeep to anyone including myself!

Q2. Please rate your satisfaction with your WRANGLER 2-DOOR BASE 4X4 RHD on a scale of 0 to 10.

Score: 00 (Detractor)

E16. Engine Stumbles/Hesitates

E35. No engine problem, but unhappy with power/acceleration/speed/horsepower/during passing/from stop

The same reasons I wouldnt recommend a Jeep because it has too many problems. They are not made like they used to be. The 4.0 inline six cylinder had way more power. Overall my Jeep is a big piece of junk. Last one I will ever own!!!!!!!

Q3. Please rate your satisfaction with your experience at ASTORG DODGE CHRYSLER JEEP on a scale of 0 to 10.

Score: 00 (Detractor)

995. Will never buy there again

023. Vehicle not fixed first visit

Well they could not figure out the problems while it was under warranty and to drag it out till the warranty was over is pretty crappy. They made me late for work one morning even after I told them when I made the appointment what time I had to be to work and they piddled around like there was no care in the world. I will not be back there.

Q8. Have you been back for service to ASTORG DODGE CHRYSLER JEEP in the last X months?

01 - Yes

Q9. How would you rate your chances of buying or leasing another Chrysler, Dodge, or Jeep vehicle?

01 - Definitely Will Not

001. Too many problems with current or past vehicle

003. Unhappy with service or past dealings with current dealer

009. Quality/Reliability

010. Dependability

097. Other

Q11. Approximately how long until your household will acquire its next vehicle?

001. Less than 1 yr

Q12. Will this next vehicle replace your [MODEL YEAR] [MODEL]?

003. No, will be an additional vehicle

Q13. What type of vehicle will you most likely acquire next?

005. Sport utility/SUV

Q14. Do you want someone from Chrysler LLC to contact you?

00 - Question not asked

001. Legal

SURVEY COMPLETED 2010-10-18 18:12:29, CUSTOMER ID [REDACTED] CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

# QNA - Quality Narrative Analyzer Detail Report

## Vehicle Problem Tracking Report#: SSV011398453

### Vehicle Information

### Repair Information

### Dealer Information

**VIN:** 1J4GA39108L [REDACTED]  
**Model Year:** 2008  
**Make/Model:** JEEP  
 WRANGLER 4-DR BASE 4X4  
 JKJM74  
**Engine:** EGT-3.8L V6 SMPI Engine (Ser #:1267701761)  
**Transmission:** DGV-4-Spd. Automatic VLP 42RLE Trans (Ser #:K2687E0273)  
**Plant:** TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)  
**MDH:** 100118

**Report#:** SSV011398453  
**Open Date:** 05/25/2011  
**Mileage:** 11340  
**Warr Built Dt:** 10/01/2007  
**Supplier RP:**

**Zone/Cd:** 32-42520  
**Name:** CREST CHRYSLER  
**Address:** 802 EASTMAN ROAD  
 NORTH CONWAY, NH 03860  
**Phone:** 603 356-5401  
 603 356-6501

### Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

### Labor Information

LOP	LOP Description	Cost	Fail Cd
** No Labor Information Available			

### Service Narrative Information

**Customer Comment:**AIR BAG LIGHT ON

**Service Action:**AIR BAG LIGHT ON DUPLICATED : YES - TURN WHEEL REPAIRS AND TESTS PERFORMED : PERFORM SCAN FIND DTC B1B02 DRIVER AIR BAG SQUIB OPEN TEST AND FIND CLOCK SPRING FAULTY THIS THE 2ND ONE THEY SEEM TO LAST 55K AND THEN FAIL TECHCONNECT SEARCH : CLOCK SPRING\r\n\*\*\*\*\*\r\n [REDACTED] THERE ARE NO CASES FOUND FOR THE CONCERN AT THIS TIME. CONTACT PARTS SPECIFYING TO CHECK ON CONCERNS WITH THE PART. PLEASE FEEL FREE TO CONTACT ME WITH ANY FURTHER QUESTIONS OR CONCERNS ON THIS VEHICLE. THANK YOU, [REDACTED]

**Correction:**

# QNA - Quality Narrative Analyzer Detail Report

## Vehicle Problem Tracking Report#: SSV008914652

### Vehicle Information

**VIN:** 1J4GA64177L [REDACTED]  
**Model Year:** 2007  
**Make/Model:** JEEP  
WRANGLER RUBICON 4X4  
JKJS72  
**Engine:** EGT-3.8L V6 SMPI Engine (Ser #:1338602042)  
**Transmission:** DEH-6-Speed Manual NSG370 Transmissi (Ser  
#:Y240680205)  
**Plant:** TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)  
**MDH:** 122109

### Repair Information

**Report#:** SSV008914652  
**Open Date:** 06/18/2007  
**Mileage:** 1  
**Warr Built Dt:** 12/21/2006  
**Supplier RP:**

### Dealer Information

**Zone/Cd:** 51-68736  
**Name:** BLACKWELL-BALDWIN DODGE INC  
**Address:** 1660 BUSINESS 60 WEST  
DEXTER, MO 63841  
**Phone:** 573 624-8300

### Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

### Labor Information

LOP	LOP Description	Cost	Fail Cd
** No Labor Information Available			

### Service Narrative Information

**Customer Comment:**CAR IN ACCIDENT AND CUSTOMER SAYS AIR BAG WAS INOP

**Service Action:**CONTACT OWNER RELATIONS /SPECIAL INVESTIGATIONS

**Correction:**

# QNA - Quality Narrative Analyzer Detail Report

## Vehicle Problem Tracking Report#: SSV010335425

### Vehicle Information

### Repair Information

### Dealer Information

**VIN:** 1J4GB39117L [REDACTED]  
**Model Year:** 2007  
**Make/Model:** JEEP  
 WRANGLER UNLIMITED X 4X2  
 JKTM74  
**Engine:** EGT-3.8L V6 SMPI Engine (Ser #:1173609819)  
**Transmission:** DGV-4-Spd. Automatic VLP 42RLE Trans (Ser #:K1816E2542)  
**Plant:** TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)  
**MDH:** 073111

**Report#:** SSV010335425  
**Open Date:** 12/11/2009  
**Mileage:** 33595  
**Warr Built Dt:** 07/31/2006  
**Supplier RP:**

**Zone/Cd:** 32-68087  
**Name:** VALENTI CHRYSLER DODGE JEEP  
**Address:** 72 JERRY BROWNE ROAD  
 MYSTIC, CT 06355  
**Phone:** 860 536-2666

### Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

### Labor Information

LOP	LOP Description	Cost	Fail Cd
** No Labor Information Available			

### Service Narrative Information

**Customer Comment:** CUSTOMER STATES THE HORN GOES INOP AT TIMES. TECH STATES THE CLOCK SPRING HAS BEEN REPLACED AND NOW THE AIRBAG LAMP IS ON, TECH REPLACED THE CLOCK SPRING AGAIN AND NOW THERE IS A S.A.S INTERNAL CODE, AIRBAG CONCERN IS GONE AND THE HORN IS INOP COMPLETELY NOW.

**Service Action:** ADVISED TECH TO CHECK THE SUPPLY VOLTAGE TO THE HORN SWITCH , IF NOT PRESENT , SUSPECT A WIRING OR CLUSTER ISSUE, IF PRESENT AND CIRCUITS CHECK OK, REPLACE THE CLOCK SPRING AGAIN.

**Correction:**

# QNA - Quality Narrative Analyzer Detail Report

## Vehicle Problem Tracking Report#: SSV010139088

### Vehicle Information

**VIN:** 1J8FF28W38D [REDACTED]  
**Model Year:** 2008  
**Make/Model:** JEEP  
BASE 4X4 (LHD)  
MKJL74  
**Engine:** ED3-2.4L I4 DOHC 16V Dual VVT Engine (Ser  
#:1260721173)  
**Transmission:** DAV-Continuously Variable Transaxle (Ser  
#:Q2457M0088)  
**Plant:** BELVIDERE ASSEMBLY PLANT  
**MDH:** 091920

### Repair Information

**Report#:** SSV010139088  
**Open Date:** 07/13/2009  
**Mileage:** 40046  
**Warr Built Dt:** 09/19/2007  
**Supplier RP:**

### Dealer Information

**Zone/Cd:** 42-61512  
**Name:** HERRNSTEIN CHRYSLER INC  
**Address:** 133 MARIETTA ROAD  
CHILLICOTHE, OH 456019433  
**Phone:** 740 773-2203

### Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

### Labor Information

LOP	LOP Description	Cost	Fail Cd
** No Labor Information Available			

### Service Narrative Information

**Customer Comment:**CC: ESP LAMP ON. TECH HAD LOSE OF COME CODE, TECH REPAIRED OPEN WIRE AND NOW AIR BAG LAMP ON AND ABS.

**Service Action:**ADVISED TO INSPECT S003 BY RADIATOR FANS.

**Correction:**

# QNA - Quality Narrative Analyzer Detail Report

## Vehicle Problem Tracking Report#: SSV009355297

### Vehicle Information

### Repair Information

### Dealer Information

**VIN:** 1J8FF28W98D [REDACTED]  
**Model Year:** 2008  
**Make/Model:** JEEP  
 BASE 4X4 (LHD)  
 MKJL74  
**Engine:** ED3-2.4L I4 DOHC 16V Dual VVT Engine (Ser  
 #:1245720123)  
**Transmission:** DAV-Continuously Variable Transaxle (Ser  
 #:Q2407M0713)  
**Plant:** BELVIDERE ASSEMBLY PLANT  
**MDH:** 091318

**Report#:** SSV009355297  
**Open Date:** 01/30/2008  
**Mileage:** 226  
**Warr Built Dt:** 09/13/2007  
**Supplier RP:**

**Zone/Cd:** 42-26407  
**Name:** GRAHAM JEEP  
**Address:** 1515 W FOURTH STREET  
 MANSFIELD, OH 449061840  
**Phone:** INACTIVE  
 419 529-1800

### Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

### Labor Information

LOP	LOP Description	Cost	Fail Cd
** No Labor Information Available			

### Service Narrative Information

**Customer Comment:** THE AIR BAG LIGHT IS ON AND THERE IS A CODE FOR: B1B06 DRIVER AIRBAG SQUIBB 2 CIRCUIT OPEN - TECH REPLACED THE AIR BAG AND STILL HAS THE SAME CONDITION. TECH REPLACE THE ORC AND STILL HAS THE SAME PROBLEM, WHEN TECH PLUGS IN THE SIMULATOR THE CODES GOES AWAY. THEN TECH DISCONNECT MODULE IT DEPLOYED THE SIDE AIR BAGS.

**Service Action:** TECH TO CHECK JUMPER THE WIRES TOGETHER TO SEE IF IT WILL SET A CODE FOR SQUIB WIRES SHORTED OR SHORT THEM TO GROUND FOR THE SAME. IT COULD BE AN OPEN IN THE SCCM.

**Correction:**

# QNA - Quality Narrative Analyzer Detail Report

## Vehicle Problem Tracking Report#: SSV008923107

### Vehicle Information

### Repair Information

### Dealer Information

**VIN:** 1J8FF28WX7D [REDACTED]  
**Model Year:** 2007  
**Make/Model:** JEEP  
PATRIOT 4X4 (LHD)  
MKJL74  
**Engine:** ED3-2.4L I4 DOHC 16V Dual VVT Engine (Ser  
#:1130710233)  
**Transmission:** DAV-Continuously Variable Transaxle (Ser  
#:Q1207M1222)  
**Plant:** BELVIDERE ASSEMBLY PLANT  
**MDH:** 051817

**Report#:** SSV008923107  
**Open Date:** 06/22/2007  
**Mileage:** 1550  
**Warr Built Dt:** 05/18/2007  
**Supplier RP:**

**Zone/Cd:** 74-60306  
**Name:** BURT DGE CHRY JEEP IN PARKER,  
**Address:** 9900 TWENTY MILE RD  
PARKER, CO 801344938  
**Phone:** INACTIVE  
720 851-3500

### Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

### Labor Information

LOP	LOP Description	Cost	Fail Cd
** No Labor Information Available			

### Service Narrative Information

**Customer Comment:** AIRBAG LAMP WAS ON. HAD A STORED CODE B1B02 DRIVER AIRBAG SQUIB 1 CIRCUIT OPEN . ERASED THE CODE BUT CANNOT GET IT TO COME BACK. IS THERE ANY AREA IN PARTICULAR THAT COULD BE THE CAUSE OF THE PROBLEM.

**Service Action:** ADVISED TECH TO UNPLUG AND RECONNECT CONNECTORS AT THE SCCM, C200, C201 AND THE ORC. ALL CONNECTORS WERE OK, TECH SET THE CODE ON THE ROAD TEST AGAIN. HE FOUND THAT BY JARING THE STEERING COLUMN THE CODE WILL SET. HE WILL REPLACE THE SCM.

**Correction:**

# QNA - Quality Narrative Analyzer Detail Report

## Fast Feedback Report#: 7D512138605AI93

### Vehicle Information

### Repair Information

### Dealer Information

**VIN:** 1J8FF47W47D [REDACTED]

**Report#:** 7D512138605AI93

**Zone/Cd:** ZZ-19028

**Model Year:** 2007

**Open Date:** 05/30/2006

**Name:** CHRYSLER CORPORATION

**Make/Model:** JEEP

**Mileage:** 260

**Address:** 800 CHRYSLER DRIVE

COMPASS 4X4 (LHD)

**Warr Built Dt:** 05/17/2006

AUBURN HILLS, MI 48326-2757

MKJH49

**Supplier RP:**

**Phone:**

**Engine:** ED3-2.4L I4 DOHC 16V Dual VVT Engine (Ser

#:1115610567)

**Transmission:** DAV-Continuously Variable Transaxle (Ser

#:Q1086M0723)

**Plant:** BELVIDERE ASSEMBLY PLANT

**MDH:** 051707

### Service Narrative Information

**Evaluator's Comment:** I93 Electrical & Accessories, Other electrical and/or accessory troubles. DRIVER AIRBAG WARNING LIGHT AND CHIME OCCUR PERIODICALLY FOR NO KNOWN REASON.

**Correction:**

# QNA - Quality Narrative Analyzer Detail Report

## Vehicle Problem Tracking Report#: SSV009242964

### Vehicle Information

**VIN:** 1J8FF47W77D [REDACTED]  
**Model Year:** 2007  
**Make/Model:** JEEP  
COMPASS 4X4 (LHD)  
MKJH49  
**Engine:** ED3-2.4L I4 DOHC 16V Dual VVT Engine (Ser  
#:1349611021)  
**Transmission:** DAV-Continuously Variable Transaxle (Ser  
#:Q2936M0868)  
**Plant:** BELVIDERE ASSEMBLY PLANT  
**MDH:** 122021

### Repair Information

**Report#:** SSV009242964  
**Open Date:** 11/12/2007  
**Mileage:** 3653  
**Warr Built Dt:** 12/20/2006  
**Supplier RP:**

### Dealer Information

**Zone/Cd:** 70-43320  
**Name:** CHRYSLER JEEP DODGE BELLEVUE  
**Address:** 120 116TH AVE NE  
BELLEVUE, WA 980045215  
**Phone:** 425 454-8411

### Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

### Labor Information

LOP	LOP Description	Cost	Fail Cd
** No Labor Information Available			

### Service Narrative Information

**Customer Comment:**AIRBAG WARNING LIGHT COMES ON. B1B02 CODE SETTING. CODE IS STORED. WILL NOT COME BACK.

**Service Action:**NEED TO DUPLICATE CONDITION AND THEN RUN THE DIAGNOSTICS.

**Correction:**

# QNA - Quality Narrative Analyzer Detail Report

## Vehicle Problem Tracking Report#: SSV010068700

### Vehicle Information

**VIN:** 1J8FF57W97D [REDACTED]  
**Model Year:** 2007  
**Make/Model:** JEEP  
COMPASS LIMITED 4X4 (LHD)  
MKJP49  
**Engine:** ED3-2.4L I4 DOHC 16V Dual VVT Engine (Ser  
#:1040721497)  
**Transmission:** DAV-Continuously Variable Transaxle (Ser  
#:Q0097M0772)  
**Plant:** BELVIDERE ASSEMBLY PLANT  
**MDH:** 022812

### Repair Information

**Report#:** SSV010068700  
**Open Date:** 05/20/2009  
**Mileage:** 13266  
**Warr Built Dt:** 02/28/2007  
**Supplier RP:**

### Dealer Information

**Zone/Cd:** 71-45381  
**Name:** SUSANVILLE AUTO CENTER  
**Address:** 704-485 RICHMOND RD  
SUSANVILLE, CA 961305063  
**Phone:** 530 257-5092

### Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

### Labor Information

LOP	LOP Description	Cost	Fail Cd
** No Labor Information Available			

### Service Narrative Information

**Customer Comment:** TECH STATES THE DRIVERS SIDE SQUIBB OPEN AIRBAG MODULE WAS REPLACED AND CODE WAS PRESENT

**Service Action:** ADVISED TECH CHECK FOR RESISTANCE TO GROUND AND CONNECTIONS AT THE SQUIBB IF OK REPLACE THE MODULE.

**Correction:**

# QNA - Quality Narrative Analyzer Detail Report

## Dealer Product Sampling Report#: 413832814772

### Vehicle Information

### Repair Information

### Dealer Information

**VIN:** 1J8FT28W18D [REDACTED]  
**Model Year:** 2008  
**Make/Model:** JEEP  
 BASE FWD (LHD)  
 MKTL74  
**Engine:** ED3-2.4L I4 DOHC 16V Dual VVT Engine (Ser  
 #:1311710536)  
**Transmission:** DAV-Continuously Variable Transaxle (Ser  
 #:Q3017M0188)  
**Plant:** BELVIDERE ASSEMBLY PLANT  
**MDH:** 111518

**Report#:** 413832814772  
**Open Date:** 12/18/2009  
**Mileage:** 35280  
**Warr Built Dt:** 11/15/2007  
**Supplier RP:**

**Zone/Cd:** 66-41383  
**Name:** ORLANDO DODGE CHRYSLER JEEP  
**Address:** 4101 W COLONIAL DR  
 ORLANDO, FL 328088122  
**Phone:** 407 299-1120

### Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
1DQ37XDVAA	COVER -ANCHOR	1	3.22	N	01/01/0001

### Labor Information

LOP	LOP Description	Cost	Fail Cd
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\*\* No Labor Information Available

### Service Narrative Information

**Customer Comment:**CUSTOMER STATES THAT : THE AIR BAG LIGHT IS ON CUSTOMER STATES THAT : THE LEFT FRONT SEAT BEZEL LOOSE , REPAIR

**Service Comment:**ACTIVE DTCS B1B06 DRIVERS SQUIB 2 OPEN. PERFORMED AIR BAG DIAGNOSTICS WIRING SIDE SEAT BEZEL CLIPS ARE BROKEN AND SEAT BELT COVER MISSING

**Service Action:**PERFORMED DIAGNOSTIC LOAD TESTING REPLACED CLOCKSPrING/ STEERING COLUM MODULE REPLACED DRIVERS SIDE OUTER SEAT BEZEL AND ORDERED COVER.

# QNA - Quality Narrative Analyzer Detail Report

## Vehicle Problem Tracking Report#: SSV010124786

### Vehicle Information

### Repair Information

### Dealer Information

**VIN:** 1J8FT28W58D [REDACTED]

**Model Year:** 2008

**Make/Model:** JEEP  
 BASE FWD (LHD)  
 MKTL74

**Engine:** ED3-2.4L I4 DOHC 16V Dual VVT Engine (Ser  
 #:1268721345)

**Transmission:** DAV-Continuously Variable Transaxle (Ser  
 #:Q2647M0186)

**Plant:** BELVIDERE ASSEMBLY PLANT

**MDH:** 100403

**Report#:** SSV010124786

**Open Date:** 07/01/2009

**Mileage:** 11436

**Warr Built Dt:** 10/04/2007

**Supplier RP:**

**Zone/Cd:** 66-68275

**Name:** ROYSTON CHRY-PLYM-DODGE-JEEP I

**Address:** 910 WEST MORRIS BLVD  
 MORRISTOWN, TN 37813

**Phone:** 423 587-2000

### Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

### Labor Information

LOP	LOP Description	Cost	Fail Cd
** No Labor Information Available			

### Service Narrative Information

**Customer Comment:**CC: AIR BAG LIGHT ON \r\n\r\nTECH STATES HE HAS A B1B06 FAULT CODE. TECH STATES HE HAS FOLLOWED THE DIAG FOR THE FAULT AND IT LED TO A SCCM. TECH STATES HIS SERVICE MANAGER TOLD HIM TO CALL FOR A CASE NUMBER SINCE THE PART IS ON BACK ORDER.

**Service Action:**ADVISE TECH BASED ON INFORMATION PROVIDED TO ORDER A SCCM. ADVISE TECH THE CASE NUMBER IS LAST 8 DIGITS OF THE VIN.

**Correction:**

# QNA - Quality Narrative Analyzer Detail Report

## Fast Feedback Report#: 7D112202611AI58

### Vehicle Information

### Repair Information

### Dealer Information

**VIN:** 1J8FT47W27D [REDACTED]

**Report#:** 7D112202611AI58

**Zone/Cd:** ZZ-19028

**Model Year:** 2007

**Open Date:** 11/02/2006

**Name:** CHRYSLER CORPORATION

**Make/Model:** JEEP

**Mileage:** 6800

**Address:** 800 CHRYSLER DRIVE

COMPASS FWD (LHD)

**Warr Built Dt:** 07/31/2006

AUBURN HILLS, MI 48326-2757

MKTH49

**Supplier RP:**

**Phone:**

**Engine:** ED3-2.4L I4 DOHC 16V Dual VVT Engine (Ser

#:1163610100)

**Transmission:** DAV-Continuously Variable Transaxle (Ser

#:Q1826M0101)

**Plant:** BELVIDERE ASSEMBLY PLANT

**MDH:** 073118

### Service Narrative Information

**Evaluator's Comment:**I58 Electrical & Accessories, Gauges/warning lights not working properly. THE AIRBAG LIGHT COMES ON AND GOES OFF INTERMITTENTLY.

**Correction:**

# QNA - Quality Narrative Analyzer Detail Report

## Vehicle Problem Tracking Report#: SSV010528623

### Vehicle Information

### Repair Information

### Dealer Information

**VIN:** 1J8FT48W67D [REDACTED]

**Report#:** SSV010528623

**Zone/Cd:** 70-67858

**Model Year:** 2007

**Open Date:** 04/26/2010

**Name:** MOORE CHRYSLER-JEEP INC

**Make/Model:** JEEP

**Mileage:** 45850

**Address:** 8600 W BELL RD

PATRIOT LIMITED FWD (LHD)

**Warr Built Dt:** 03/08/2007

PEORIA, AZ 85382

MKTH74

**Supplier RP:**

**Phone:** 623 972-6004

**Engine:** ED3-2.4L I4 DOHC 16V Dual VVT Engine (Ser

#:1056720154)

**Transmission:** DD7-5-Speed Manual T355 Transmission (Ser

#:U060700827)

**Plant:** BELVIDERE ASSEMBLY PLANT

**MDH:** 030807

### Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
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\*\* No Parts Information Available

### Labor Information

LOP	LOP Description	Cost	Fail Cd
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\*\* No Labor Information Available

### Service Narrative Information

**Customer Comment:** CUSTOMER STATES THE AIRBAG LAMP IS ON. TECH STATES THERE IS A STORED CODE, CANNOT DUPLICATE CONCERN, ORC HAS BEEN REPLACED , VEHICLE RETURNED WITH SAME, INTERMITTENT.

**Service Action:** ADVISED TECH TO SUSPECT THE AIRBAG ITSELF , AS THE CODE SETS WHEN THE ORC DETECTS LOW RESISTANCE. THE TECH REPLACED THE BAG, STILL HAS THE SAME CONCERN. ADVISED THE TECH TO DOUBLE CHECK WIRING AND CHECK C201.

**Correction:**

# QNA - Quality Narrative Analyzer Detail Report

## Customer Promoter Score Report#: 9L73872904

### Vehicle Information

### Repair Information

### Dealer Information

**VIN:** 1J8GA59129L [REDACTED]  
**Model Year:** 2009  
**Make/Model:** JEEP  
 WRANGLER 4-DR PREMIUM 4X4  
 JKJP74  
**Engine:** EGT-3.8L V6 SMPI Engine (Ser #:1213801417)  
**Transmission:** DGV-4-Spd. Automatic VLP 42RLE Trans (Ser #:K3018E4431)  
**Plant:** TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)  
**MDH:** 112122

**Report#:** 9L73872904  
**Open Date:** 09/11/2009  
**Mileage:** 0  
**Warr Built Dt:** 11/21/2008  
**Supplier RP:**

**Zone/Cd:** 70-60115  
**Name:** LITHIA CHRYSLER JEEP OF RENO  
**Address:** 3223 MILL STREET  
 RENO, NV 895022219  
**Phone:** 775 323-5113  
 775 323-3106

### Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
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\*\* No Parts Information Available

### Labor Information

LOP	LOP Description	Cost	Fail Cd
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\*\* No Labor Information Available

### CPS Narrative Information

**Narrative Information:** Q1. How willing are you to recommend JEEP to a friend or colleague?

Score: 07 (Neutral)

Q2. Please rate your satisfaction with your WRANGLER 4-DR PREMIUM 4X4 on a scale of 0 to 10.

Score: 07 (Neutral)

Q3. Please rate your satisfaction with your experience at LITHIA CHRYSLER JEEP OF RENO on a scale of 0 to 10.

Score: 04 (Detractor)

002. Unfilled promises / commitments

The thing I was disappointed in was I get emails for coupons for Jeep oil changes from Chrysler and they would not accept it. I think also I shouldn't have to take my vehicle to where I bought my vehicle, my airbag light came on because the airbag got disconnected some how and I was out of town and I called six dealerships and they said I have to bring it back to where I

bought it from.

SURVEY COMPLETED 2009-09-17 21:44:51, CUSTOMER ID [REDACTED] RO: [REDACTED], CONTACT METHOD:PHONE, SPEAKING TO NAME FROM SAMPLE

# QNA - Quality Narrative Analyzer Detail Report

## Fast Feedback Report#: 9L700045808B642

### Vehicle Information

### Repair Information

### Dealer Information

**VIN:** 1J8GA69159L [REDACTED]

**Report#:** 9L700045808B642

**Zone/Cd:** ZZ-19028

**Model Year:** 2009

**Open Date:** 08/31/2008

**Name:** CHRYSLER CORPORATION

**Make/Model:** JEEP

**Mileage:** 3613

**Address:** 800 CHRYSLER DRIVE

WRANGLER 4-DR RUBICON 4X4

**Warr Built Dt:** 05/06/2008

AUBURN HILLS, MI 48326-2757

JKJS74

**Supplier RP:**

**Phone:**

**Engine:** EGT-3.8L V6 SMPI Engine (Ser #:1093801964)

**Transmission:** DGV-4-Spd. Automatic VLP 42RLE Trans (Ser

#:K1088E2219)

**Plant:** TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)

**MDH:** 050612

### Service Narrative Information

**Evaluator's Comment:** 642 Telediagnostic Data, ORC1-ORC / ORC\_C - Occupant Restraint Controller. TELEDIAGNOSTICS VEHICLE SET DTC B1B02 - STORED FAULT - DRIVER AIRBAG SQUIB 1 CIRCUIT

OPEN

**Correction:**

# QNA - Quality Narrative Analyzer Detail Report

## Vehicle Problem Tracking Report#: SSV009923241

### Vehicle Information

**VIN:** 1J8GN58K78W [REDACTED]  
**Model Year:** 2008  
**Make/Model:** JEEP  
LIBERTY LIMITED EDITION 4X4  
KKJP74  
**Engine:** EKG-3.7L V6 Engine (Ser #:K261710397)  
**Transmission:** DGV-4-Spd. Automatic VLP 42RLE Trans (Ser #:K2567E4130)  
**Plant:** TOLEDO NORTH ASSEMBLY PLANT  
**MDH:** 092411

### Repair Information

**Report#:** SSV009923241  
**Open Date:** 02/02/2009  
**Mileage:** 17600  
**Warr Built Dt:** 09/24/2007  
**Supplier RP:**

### Dealer Information

**Zone/Cd:** 74-09424  
**Name:** WALLYS AUTO SERVICE INC  
**Address:** HIGHWAY 53 SOUTH  
ORR, MN 55771  
**Phone:** INACTIVE  
218 757-3255

### Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

### Labor Information

LOP	LOP Description	Cost	Fail Cd
** No Labor Information Available			

### Service Narrative Information

**Customer Comment:**C.C. AIR BAG LAMP. THE TECH HAS A ACTIVE FAULT. THE TECH STATED WHEN USING THE LOAD TOOL INSTALLED THE TECH STILL HAS THE SAME FAULT.

**Service Action:**ADVISED THE TECH TO OHM TEST THE WIRES TO THE ABM.

**Correction:**

# QNA - Quality Narrative Analyzer Detail Report

## Lease Car Evaluations Report#: 8C182173804A421

### Vehicle Information

### Repair Information

### Dealer Information

**VIN:** 1J8GR48K08C [REDACTED]

**Report#:** 8C182173804A421

**Zone/Cd:** ZZ-19028

**Model Year:** 2008

**Open Date:** 04/17/2008

**Name:** CHRYSLER CORPORATION

**Make/Model:** JEEP

**Mileage:** 7800

**Address:** 800 CHRYSLER DRIVE

GRAND CHEROKEE LAREDO 4X4

**Warr Built Dt:** 12/12/2007

AUBURN HILLS, MI 48326-2757

WKJH74

**Supplier RP:**

**Phone:**

**Engine:** EKG-3.7L V6 Engine (Ser #:K331721235)

**Transmission:** DGJ-5-Speed Auto W5A580 Transmission (Ser #:J333760026)

**Plant:** JEFFERSON NORTH ASSEMBLY PLANT

**MDH:** 121222

### Service Narrative Information

**Evaluator's Comment:** 421 Other Problems, Unspecified Other Problem. THE AIRBAG LIGHT KEPT COMING ON, INTERMITTENTLY, UNDER NORMAL DRIVING CONDITIONS. NO PATTERN COULD BE IDENTIFIED.

**Service Action:**

**Correction:**

# QNA - Quality Narrative Analyzer Detail Report

## Fast Feedback Report#: 8C131152711B677

### Vehicle Information

### Repair Information

### Dealer Information

**VIN:** 1J8GR48K18C [REDACTED]

**Report#:** 8C131152711B677

**Zone/Cd:** ZZ-19028

**Model Year:** 2008

**Open Date:** 11/29/2007

**Name:** CHRYSLER CORPORATION

**Make/Model:** JEEP

**Mileage:** 1870

**Address:** 800 CHRYSLER DRIVE

GRAND CHEROKEE LAREDO 4X4

**Warr Built Dt:** 10/04/2007

AUBURN HILLS, MI 48326-2757

WKJH74

**Supplier RP:**

**Phone:**

**Engine:** EKG-3.7L V6 Engine (Ser #:K268720985)

**Transmission:** DGJ-5-Speed Auto W5A580 Transmission (Ser #:J271760031)

**Plant:** JEFFERSON NORTH ASSEMBLY PLANT

**MDH:** 100413

### Service Narrative Information

**Evaluator's Comment:**TELEDIAGNOSTICS VEHICLE SET DTC B1B01 EPULSE BOX 0297 - STORED FAULT - DRIVER AIRBAG SQUIB 1 CIRCUIT HIGH

**Correction:**

# QNA - Quality Narrative Analyzer Detail Report

## Fast Feedback Report#: 8C131152712D677

### Vehicle Information

### Repair Information

### Dealer Information

**VIN:** 1J8GR48K18C [REDACTED]

**Report#:** 8C131152712D677

**Zone/Cd:** ZZ-19028

**Model Year:** 2008

**Open Date:** 12/10/2007

**Name:** CHRYSLER CORPORATION

**Make/Model:** JEEP

**Mileage:** 2210

**Address:** 800 CHRYSLER DRIVE

GRAND CHEROKEE LAREDO 4X4

**Warr Built Dt:** 10/04/2007

AUBURN HILLS, MI 48326-2757

WKJH74

**Supplier RP:**

**Phone:**

**Engine:** EKG-3.7L V6 Engine (Ser #:K268720985)

**Transmission:** DGJ-5-Speed Auto W5A580 Transmission (Ser #:J271760031)

**Plant:** JEFFERSON NORTH ASSEMBLY PLANT

**MDH:** 100413

### Service Narrative Information

**Evaluator's Comment:** 377 Tellediagnostics, TCM - Siemens Transmission (EGS53)-TCM - Siemens Transmission (EGS53). TELEDIAGNOSTICS VEHICLE SET DTC B1B01 EPULSE BOX 0297 - ACTIVE FAULT - DRIVER AIRBAG SQUIB 1 CIRCUIT HIGH

**Correction:**

# QNA - Quality Narrative Analyzer Detail Report

## Lease Car Evaluations Report#: 8C131152802A069

### Vehicle Information

### Repair Information

### Dealer Information

**VIN:** 1J8GR48K18C [REDACTED]

**Report#:** 8C131152802A069

**Zone/Cd:** ZZ-19028

**Model Year:** 2008

**Open Date:** 02/22/2008

**Name:** CHRYSLER CORPORATION

**Make/Model:** JEEP

**Mileage:** 5096

**Address:** 800 CHRYSLER DRIVE

GRAND CHEROKEE LAREDO 4X4

**Warr Built Dt:** 10/04/2007

AUBURN HILLS, MI 48326-2757

WKJH74

**Supplier RP:**

**Phone:**

**Engine:** EKG-3.7L V6 Engine (Ser #:K268720985)

**Transmission:** DGJ-5-Speed Auto W5A580 Transmission (Ser #:J271760031)

**Plant:** JEFFERSON NORTH ASSEMBLY PLANT

**MDH:** 100413

### Service Narrative Information

**Evaluator's Comment:**069 Features/Controls/Displays, Airbag/SRS Light-Broken/Not Working. AIR BAG WARNING LIGHT COMES ON SPORADICALLY

**Service Action:**

**Correction:**

# QNA - Quality Narrative Analyzer Detail Report

## Lease Car Evaluations Report#: 8C131152901A677

### Vehicle Information

### Repair Information

### Dealer Information

**VIN:** 1J8GR48K18C [REDACTED]

**Report#:** 8C131152901A677

**Zone/Cd:** ZZ-19028

**Model Year:** 2008

**Open Date:** 01/06/2009

**Name:** CHRYSLER CORPORATION

**Make/Model:** JEEP

**Mileage:** 18504

**Address:** 800 CHRYSLER DRIVE

GRAND CHEROKEE LAREDO 4X4

**Warr Built Dt:** 10/04/2007

AUBURN HILLS, MI 48326-2757

WKJH74

**Supplier RP:**

**Phone:**

**Engine:** EKG-3.7L V6 Engine (Ser #:K268720985)

**Transmission:** DGJ-5-Speed Auto W5A580 Transmission (Ser #:J271760031)

**Plant:** JEFFERSON NORTH ASSEMBLY PLANT

**MDH:** 100413

### Service Narrative Information

**Evaluator's Comment:**677 Telediagnostic Data, TCM - Siemens Transmission (EGS53)-TCM - Siemens Transmission (EGS53). TELEDIAGNOSTICS VEHICLE SET DTC B1B01 - STORED FAULT - DRIVER AIRBAG SQUIB 1 CIRCUIT HIGH

**Service Action:**

**Correction:**

# QNA - Quality Narrative Analyzer Detail Report

## Vehicle Problem Tracking Report#: SSV009980225

### Vehicle Information

**VIN:** 1J8GR48K48C [REDACTED]  
**Model Year:** 2008  
**Make/Model:** JEEP  
GRAND CHEROKEE LAREDO 4X4  
WKJH74  
**Engine:** EKG-3.7L V6 Engine (Ser #:K201712255)  
**Transmission:** DGJ-5-Speed Auto W5A580 Transmission (Ser #:J201760270)  
**Plant:** JEFFERSON NORTH ASSEMBLY PLANT  
**MDH:** 073119

### Repair Information

**Report#:** SSV009980225  
**Open Date:** 03/13/2009  
**Mileage:** 5860  
**Warr Built Dt:** 07/31/2007  
**Supplier RP:**

### Dealer Information

**Zone/Cd:** 32-26134  
**Name:** GLOBAL AUTO MALL  
**Address:** 1099 ROUTE 22 WEST  
NORTH PLAINFIELD, NJ 07060  
**Phone:** 908 757-5000  
908 757-4000

### Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

### Labor Information

LOP	LOP Description	Cost	Fail Cd
** No Labor Information Available			

### Service Narrative Information

**Customer Comment:** AT TIMES ONLY OVER BUMPS THE AIRBAG LAMP WOULD COME ON. TECH CAN NOT DUPLICATE THE CONCERN. NO CODES.

**Service Action:** ADVISED THE TECH TO TRY TO DUPLICATED THE CONCERN. TECH TO CHECK ALL RELATED HARNESSSES WITH AIR BAG SYSTEM.

**Correction:**

# QNA - Quality Narrative Analyzer Detail Report

## Vehicle Problem Tracking Report#: SSV010178673

### Vehicle Information

**VIN:** 1J8GR48K58C [REDACTED]  
**Model Year:** 2008  
**Make/Model:** JEEP  
GRAND CHEROKEE LAREDO 4X4  
WKJH74  
**Engine:** EKG-3.7L V6 Engine (Ser #:K178721358)  
**Transmission:** DGJ-5-Speed Auto W5A580 Transmission (Ser #:J183760032)  
**Plant:** JEFFERSON NORTH ASSEMBLY PLANT  
**MDH:** 071814

### Repair Information

**Report#:** SSV010178673  
**Open Date:** 08/07/2009  
**Mileage:** 8232  
**Warr Built Dt:** 07/18/2007  
**Supplier RP:**

### Dealer Information

**Zone/Cd:** 70-60337  
**Name:** RAIRDON'S CHRYSLER JEEP DODGE  
**Address:** 12828 NE 124TH ST  
KIRKLAND, WA 980348309  
**Phone:** 425 821-1777

### Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

### Labor Information

LOP	LOP Description	Cost	Fail Cd
** No Labor Information Available			

### Service Narrative Information

**Customer Comment:**TECH STATES THE AIRBAG LIGHT COMES ON AND B1C4E IS STORED AND THE TECH IS UNABLE TO DUPLICATEAT THIS TIME.

**Service Action:**ADVISED THE TECH TO INSPECT CKTS AND CONNECTORS FOR POSSIBLE PROBLEMS.

**Correction:**

# QNA - Quality Narrative Analyzer Detail Report

## Vehicle Problem Tracking Report#: SSV010737434

### Vehicle Information

### Repair Information

### Dealer Information

**VIN:** 1J8GR48K58C [REDACTED]  
**Model Year:** 2008  
**Make/Model:** JEEP  
 GRAND CHEROKEE LAREDO 4X4  
 WKJH74  
**Engine:** EKG-3.7L V6 Engine (Ser #:K317710770)  
**Transmission:** DGJ-5-Speed Auto W5A580 Transmission (Ser #:J310761021)  
**Plant:** JEFFERSON NORTH ASSEMBLY PLANT  
**MDH:** 113015

**Report#:** SSV010737434  
**Open Date:** 06/28/2010  
**Mileage:** 42675  
**Warr Built Dt:** 11/30/2007  
**Supplier RP:**

**Zone/Cd:** 70-44553  
**Name:** PETERSON'S STAMPEDE DODGE-CHRY  
**Address:** 5801 EAST GATE BLVD  
 NAMPA, ID 83687  
**Phone:** 208 475-3000  
 208 475-3060

### Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

### Labor Information

LOP	LOP Description	Cost	Fail Cd
** No Labor Information Available			

### Service Narrative Information

**Customer Comment:**CC AIR BAG ESP LIGHT WERE ON CURRENTLY HAS STORED CODES. CURRENTLY MISFIRE CYLINDERS 3 AND 5 WERE MISFIRING. NO AFTER MARKET EQUIPMENT.

**Service Action:**ADVISE TECH TO PERFORM A DECARB WITH MOPAR COMBUSTION CHAMBER CLEANER AND LET SOAK FOR 2-2.5 HOURS ON A HOT ENGINE , THEN ROAD TEST AND PERFORM 4-5 HARD UPSHIFTS . ADVISE TECH TO CHECK THE ENGINE VACUUM WITH A MANUAL GAUGE WHEN THE MISFIRE ARE ACTIVE . ADVISE TECH TO PERFORM A BATTERY DISCONNECT WITH A CAPACITIVE DISCHARGE . K36904386 FOR B212C AND MONITER CIRCUIT F201 FOR A DROP OF VOLTAGE.

**Correction:**

# QNA - Quality Narrative Analyzer Detail Report

## Vehicle Problem Tracking Report#: SSV010456138

### Vehicle Information

### Repair Information

### Dealer Information

**VIN:** 1J8HG58218C [REDACTED]

**Model Year:** 2008

**Make/Model:** JEEP  
PREMIUM 4X4  
XKJP74

**Engine:** EZB-5.7L V8 HEMI MDS Engine (Ser  
#:6214710558)

**Transmission:** DGQ-5-Spd Automatic 545RFE Transmiss (Ser  
#:J212720546)

**Plant:** JEFFERSON NORTH ASSEMBLY PLANT

**MDH:** 092418

**Report#:** SSV010456138

**Open Date:** 02/23/2010

**Mileage:** 21084

**Warr Built Dt:** 09/24/2007

**Supplier RP:**

**Zone/Cd:** 42-60119

**Name:** RICHMOND CHRYSLER JEEP

**Address:** 4600 NATIONAL ROAD EAST  
RICHMOND, IN 473743734

**Phone:** INACTIVE  
  
765 966-0909

### Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

### Labor Information

LOP	LOP Description	Cost	Fail Cd
** No Labor Information Available			

### Service Narrative Information

**Customer Comment:** CUSTOMER STATES THE TURNSIGNALS , WIPERS, HEATED SEATS, HORN , ARE ALL INOP AND THE AIRBAG LAMP IS ON. TECH STATES HE FOUND THREE ACTIVE CODES, TECH INSTALLED THE LOAD TOOL BEFORE THE CLOCK SPRING AND FOUND NO CHANGE, TECH PERFORMED A BATTERY DISCONNECT AND FOUND ALL CODES WENT STORED AND ALL FUNCTIONS RETURNED.

**Service Action:** ADVISED TECH DUPLICATE CONCERN AND VIEW INPUTS TO THE SCM AND IN THE CLUSTER.

**Correction:**

# QNA - Quality Narrative Analyzer Detail Report

## Vehicle Problem Tracking Report#: SSV010118521

### Vehicle Information

**VIN:** 1J8HH48K28C [REDACTED]  
**Model Year:** 2008  
**Make/Model:** JEEP  
HIGHLINE 4X2  
XKTH74  
**Engine:** EKG-3.7L V6 Engine (Ser #:K177721590)  
**Transmission:** DGJ-5-Speed Auto W5A580 Transmission (Ser #:J136761691)  
**Plant:** JEFFERSON NORTH ASSEMBLY PLANT  
**MDH:** 071710

### Repair Information

**Report#:** SSV010118521  
**Open Date:** 06/26/2009  
**Mileage:** 5467  
**Warr Built Dt:** 07/17/2007  
**Supplier RP:**

### Dealer Information

**Zone/Cd:** 66-26353  
**Name:** NALLEY JEEP  
**Address:** 178 ALTAMA CONNECTOR  
BRUNSWICK, GA 31525  
**Phone:** INACTIVE  
912 267-7000

### Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

### Labor Information

LOP	LOP Description	Cost	Fail Cd
** No Labor Information Available			

### Service Narrative Information

**Customer Comment:**MULTIFUNCTION SWITCHES INOP DRIVER AIRBAG SQUIB HIGH, COMPASS CALIBRATION AND GARAGE DOOR COMMUNICATION ARE THE ONLY DTCS. BOTH MULTIFUNCTION SWITCHES AND HORNS INOP. CCN MODULE SHOWS ALL READINGS FOR THEM. WONDERING IF WE HAVE A SAS ISSUE AT HAND. CAN ACTUATE THROUGH FCM AND ALL WORK PROPERLY.

**Service Action:**CHUCK, IF THE CCN SHOWS THE CORRECT SWITCH INPUT FOR THE SWITCHES I WOULD SUSPECT THAT IT IS NOT SENDING THE REQUEST TO THE FCM. HAVE YOU FOLLOWED THE DIAG FORR THE SQUIB HIGH FAULT IT IS POSSIBLE THAT THERE IS MORE THAN ONE CONCERN.

**Correction:**

# QNA - Quality Narrative Analyzer Detail Report

## Fast Feedback Report#: 8C125747709D039

### Vehicle Information

### Repair Information

### Dealer Information

**VIN:** 1J8HR48N48C [REDACTED]

**Report#:** 8C125747709D039

**Zone/Cd:** ZZ-19028

**Model Year:** 2008

**Open Date:** 09/18/2007

**Name:** CHRYSLER CORPORATION

**Make/Model:** JEEP

**Mileage:** 600

**Address:** 800 CHRYSLER DRIVE

GRAND CHEROKEE LAREDO 4X4

**Warr Built Dt:** 08/10/2007

AUBURN HILLS, MI 48326-2757

WKJH74

**Supplier RP:**

**Phone:**

**Engine:** EVE-4.7L V8 Engine (Ser #:K208713240)

**Transmission:** DGQ-5-Spd Automatic 545RFE Transmiss (Ser #:J206720757)

**Plant:** JEFFERSON NORTH ASSEMBLY PLANT

**MDH:** 081007

### Service Narrative Information

**Evaluator's Comment:**039 Features, Accessories & Controls, Airbag Warning Light. AIRBAG LIGHT CAME ON, THEN ENGINE LIGHT CAME ON, THEN OIL LIGHT CAME ON. STOPPED CAR AND RESTARTED AND ENGINE LIGHT STAYED ON. PRESENTLY THE ENGINE LIGHT IS OFF.

**Correction:**

# QNA - Quality Narrative Analyzer Detail Report

## Fast Feedback Report#: 8C125747711A039

### Vehicle Information

### Repair Information

### Dealer Information

**VIN:** 1J8HR48N48C [REDACTED]

**Report#:** 8C125747711A039

**Zone/Cd:** ZZ-19028

**Model Year:** 2008

**Open Date:** 11/27/2007

**Name:** CHRYSLER CORPORATION

**Make/Model:** JEEP

**Mileage:** 3000

**Address:** 800 CHRYSLER DRIVE

GRAND CHEROKEE LAREDO 4X4

**Warr Built Dt:** 08/10/2007

AUBURN HILLS, MI 48326-2757

WKJH74

**Supplier RP:**

**Phone:**

**Engine:** EVE-4.7L V8 Engine (Ser #:K208713240)

**Transmission:** DGQ-5-Spd Automatic 545RFE Transmiss (Ser #:J206720757)

**Plant:** JEFFERSON NORTH ASSEMBLY PLANT

**MDH:** 081007

### Service Narrative Information

**Evaluator's Comment:**039 Features, Accessories & Controls, Airbag Warning Light. AIRBAG WARNING LIGHT CAME ON AND THEN WENT OFF SEVERAL TIMES ON OR AROUND NOVEMBER 23RD.

**Correction:**

# QNA - Quality Narrative Analyzer Detail Report

## Vehicle Problem Tracking Report#: SSV009248157

Vehicle Information

Repair Information

Dealer Information

**VIN:** 1J8HR58N98C [REDACTED]  
**Model Year:** 2008  
**Make/Model:** JEEP  
 GRAND CHEROKEE LIMITED 4X4  
 WKJP74  
**Engine:** EVE-4.7L V8 Engine (Ser #:K214713260)  
**Transmission:** DGQ-5-Spd Automatic 545RFE Transmiss (Ser #:J198710434)  
**Plant:** JEFFERSON NORTH ASSEMBLY PLANT  
**MDH:** 082217

**Report#:** SSV009248157  
**Open Date:** 11/15/2007  
**Mileage:** 13  
**Warr Built Dt:** 08/22/2007  
**Supplier RP:**

**Zone/Cd:** 42-65399  
**Name:** ROCHESTER HILLS CHRYSLER JEEP  
**Address:** 1301 ROCHESTER RD  
 ROCHESTER HILLS, MI 48307  
**Phone:** 248 652-9650

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
** No Labor Information Available			

Service Narrative Information

**Customer Comment:**AIRBAG LIGHT IS ON, AUTO HIGH BEAM --CODES B1B02, B212D, CLUSTER U0024. THE DLR WAS ABLE TO JUMP THE RUN RELAY AND NOTHING HAPPENS. THE WIRING CHECK TO BE GOOD.

**Service Action:**THE DLR NEEDS TO REPLACE THE JUNCTION BLOCK.

**Correction:**

# QNA - Quality Narrative Analyzer Detail Report

## Lease Car Evaluations Report#: 8C124500804A421

### Vehicle Information

### Repair Information

### Dealer Information

**VIN:** 1J8HS48N38C [REDACTED]

**Report#:** 8C124500804A421

**Zone/Cd:** ZZ-19028

**Model Year:** 2008

**Open Date:** 04/07/2008

**Name:** CHRYSLER CORPORATION

**Make/Model:** JEEP

**Mileage:** 5000

**Address:** 800 CHRYSLER DRIVE

GRAND CHEROKEE LAREDO 4X2

**Warr Built Dt:** 08/27/2007

AUBURN HILLS, MI 48326-2757

WKTH74

**Supplier RP:**

**Phone:**

**Engine:** EVE-4.7L V8 Engine (Ser #:K211713316)

**Transmission:** DGQ-5-Spd Automatic 545RFE Transmiss (Ser #:J205710462)

**Plant:** JEFFERSON NORTH ASSEMBLY PLANT

**MDH:** 082710

### Service Narrative Information

**Evaluator's Comment:** 421 Other Problems, Unspecified Other Problem. DASHBOARD AIRBAG LIGHT STAYS ON.

**Service Action:**

**Correction:**

CHRYSLER

7-29-2011

Enclosure 4

Field Data, Legal

Ronald L. Burdge, Esq.

John B. P. Wakefield, Esq.  
Elizabeth Ahern Wells, Esq.

# BURDGE LAW OFFICE

Serving Ohio and Kentucky

www.OhioLemonLaw.com  
www.KentuckyLemonLaw.com

ERP  
Marshall

June 15, 2009

***This is a statement being made in compromised negotiations and is subject to Evi. R. 408 and is not admissible***

**VIA REGULAR MAIL ONLY**

Chrysler LLC  
Warranty Litigation Department  
1000 Chrysler Drive  
CLMS 485-13-32  
Auburn Hills MI 48326-2766

**RECEIVED**

JUN 17 2009

MILLER, CANFIELD, PADDOCK  
AND STONE, P.L.C.

Re: [REDACTED], 2007 Jeep Wrangler, VIN 1J4FA24107L [REDACTED]  
Representation and Settlement

Dear Ladies and Gentlemen:

I represent [REDACTED] who purchased a 2007 Jeep Wrangler from Kings Jeep in Cincinnati OH on April 24, 2007. [REDACTED] [REDACTED] paid \$5,000 down on the vehicle and she received \$3500 for her trade in. The dealer arranged for the financing of the balance with Daimler Chrysler Financial Services in monthly payments of \$311.97. She made six payments and then paid off the remaining balance in November 2007. When the vehicle was purchased, it had 29 miles on it. A copy of the purchase agreement, finance agreement and repair orders are enclosed. The vehicle now has about 38,000 miles.

Since purchasing her brand new Jeep, [REDACTED] [REDACTED] has experienced repeated problems, including but not limited to ongoing and repeated water leaks (complained about at least 7 times) from her soft top that has damaged seat covers and clothing. The soft top has been replaced and she still has leaks around the windows. The dealer told her all jeeps with a soft top have this problem but she couldn't find that statement in the owners manual nor did the dealer tell her that when she purchased the vehicle. If she had known, she would have bought something else. She was also told by [REDACTED] on February 11, 2008 that her damaged seat covers would be replaced under warranty as soon as the leak problem is fixed. Since the leak continues, the seat covers have yet to be replaced.

CHRYSLER LLC  
OFFICE OF THE GENERAL COUNSEL

JUN 17 2009

BY [Signature] / [REDACTED] / [REDACTED]

*Helping Consumers, and Consumer Law Attorneys, Since 1978*

This is one of those vehicles where “something is always wrong”. One problem is no sooner fixed than another problem surfaces and becomes yet something else to worry about. [REDACTED] has complained about the following defects: the passenger side window shattered as she was leaving the dealership when she went to pick up the Jeep after the soft top was replaced, the fuel tank was replaced but not before spewing gas all over her several times, the ABS light has come on twice, there is a clicking noise when the steering wheel is moved, the passenger airbag light comes on and off intermittently. The dealer said it comes on because she is placing something on the passenger seat but she said it comes on when nothing is on the seat. In addition, she had repeated problems with the multifunction switch (turn signal) which created a safety hazard when it did not work. The ignition switch was replaced, there was a problem with the dash lights, and several problems with the radio and the satellite radio. The vehicle has been in for service at least 14 times for at least 14 different defects and out of service by reason of repairs approximately 18 days.

As you probably know, there are four definitions of a “lemon” under the Ohio Lemon Law, during the first year or 18,000 miles of vehicle use: 1. three or more attempts to fix the same problem, or 2. No more than 30 days out of service, or 3. No more than 8 substantial defects, or 4. No more than one attempt to fix a defect that is so serious that it may cause death or serious injury.

We believe [REDACTED] Jeep clearly meets at least two of the presumptions and her vehicle is a lemon. Regardless of the Ohio Lemon Law, other consumer protection laws generally require that every defect has to be fixed within a reasonable number of attempts and within a reasonable amount of time. We strongly believe that this vehicle’s defects were not repaired within a reasonable number of attempts and within a reasonable amount of time.

Also, when a consumer’s faith in the reliability of the product, or of the warrantor’s ability to live up to their warranty, has been sufficiently shaken, the law can deem that to be a breach of the warranty. We are at that point. [REDACTED] has lost all trust and confidence in this vehicle and the ability of your dealers to ever fix this vehicle’s problems.

Although [REDACTED] has complained repeatedly to one or more of your dealers, I urged her to let me contact you to see if we could get this matter resolved without having to file a lawsuit.

What [REDACTED] wants is simple: she wants rid of the vehicle OR the vehicle replaced with one that runs right, her money back, and her legal costs paid. Until that is agreed to, [REDACTED] has a lien against the vehicle for the investment in it but she is ready to turn it over and sign any documents necessary to convey her interest in the vehicle as soon as you agree to settle the matter.

Please advise at your earliest convenience. Thank you.

Sincerely,

Ronald L. Burdge

cc: [REDACTED]

Enclosure: Purchase Order, Finance Agreement, Repair Orders

Z:\data\ [REDACTED] Settlement\Corr Chrysler Re Representation and Settlement [REDACTED].wpd

Phone [REDACTED]

# KINGS JEEP VEHICLE PURCHASE CONTRACT AND/OR DEPOSIT RECEIPT

Date 04/24/07

Deal No. [REDACTED]

Salesperson WILSON, TRACY A.

Cust. No. [REDACTED]

9570 Kings Automall Rd. - Cincinnati, Ohio 45249

Order # [REDACTED]

The undersigned (Purchaser) hereby agrees, under the terms and conditions set forth below, to purchase from Kings Jeep (Seller) the following:  
PURCHASER VEHICLE

Name [REDACTED]  
 Address [REDACTED]  
 City HAMILTON State OH  
 County BUTLER Zip Code [REDACTED]  
 Home Phone [REDACTED] Bus. Phone [REDACTED]  
 Email [REDACTED] Cell Phone [REDACTED]

NEW  DEMO  RENTAL UNIT  USED  
 Yr. 07 Make JEEP Stock No. [REDACTED]  
 Model WRANGLER Body Type UT  
 Color RESCUE GREEN Top [REDACTED] Trim [REDACTED]  
 V.I.N. 1J4FA24107L [REDACTED] CC [REDACTED]

		PURCHASE	
MILES <u>114434</u>	Selling Price	<u>22675.00</u>	
STOCK # [REDACTED] <b>TRADE-IN</b>	Protection Package		<u>N/A</u>
Yr <u>99</u> Make <u>FORD</u>	Added Equip.		
Model <u>RANGER</u>	Doc Fee	<u>250.00</u>	
Vin # <u>1FTZR15XXX</u> [REDACTED]	Ext Serv Agrmnt		
Mileage			

**NEGATIVE EQUITY TRANSFER AGREEMENT**  
 I/WE ACKNOWLEDGE THE BALANCE OWED ON MY/OUR TRADE-IN VEHICLE EXCEEDS ITS ACTUAL CASH VALUE. THE PRICE RELATIONSHIP BETWEEN THE PURCHASED VEHICLE AND THE TRADE-IN HAS BEEN NEGOTIATED IN GOOD FAITH TO TRANSFER THIS "NEGATIVE EQUITY" TO THE BALANCE FINANCED ON THE PURCHASED VEHICLE.

- X \_\_\_\_\_ Purchaser(s)  
**TERMS AND CONDITIONS:** \_\_\_\_\_ 29
- To the best of Seller's knowledge the current odometer mileage of 29 is accurate on the vehicle purchased herein.
  - This written Vehicle Purchase Contract constitutes the final expression of our agreement. Any and all representations, promises, warranties or statements by Seller's agents or employees that differ in any way from this written agreement shall be null and void. This contract is not binding upon Seller until accepted by Seller in writing.
  - In the event the Purchaser breaches this contract by failure to take delivery of the vehicle, it is agreed that in lieu of proving damages the Seller's liquidated damages shall be forty percent (40%) of the Selling Price if, (i) the vehicle was a special purchase only for Purchaser herein; or (ii) Seller has made substantial modifications to the vehicle for Purchaser. In all other cases Seller's liquidated damages shall be twenty percent (20%) of the Selling Price. The Seller shall have the right to apply any downpayment, deposit, or trade-in automobile against such damages.
  - Purchaser warrants to Seller that Purchaser's trade-in has never been sold or titled as a salvage vehicle. Seller may, at delivery, reduce the trade-in allowance if its value has diminished since this contract was executed.
  - Any controversy or claim arising out of or relating to this contract, or the purchase, sale, or servicing of the vehicle(s) described herein, shall be determined by arbitration pursuant to the Commercial Arbitration Rules of the American Arbitration Association. Any demand for arbitration relating to this contract or the purchase or sale of the vehicles described herein must be made within ONE YEAR following delivery of the vehicle. If a party fails to make a timely demand for arbitration the claim shall be barred.
  - Purchaser agrees to indemnify and save harmless Seller, its officers, agents and employees from any and all loss, damage, actions, causes of action, costs, including attorney's fees, and any other sums Seller is required to pay arising out of, or connected to, the tampering, modification, improper use or alteration of the emission system, or any of its component parts on Purchaser's trade-in vehicle.
  - Seller acknowledges receipt of the above deposit and will hold this or a similar vehicle until 04/24/07. Deposit is refundable only upon purchase of this or another vehicle from Seller.
  - None of the above Terms and Conditions shall be construed to limit Seller's legal remedies against Purchaser.

Stock #		SUB TOTAL	<u>22925.00</u>
Allowance	<u>3500.00</u>	Sales Tax	<u>1262.63</u>
Balance Owed to:		New License <input type="checkbox"/>	<u>5.00</u>
		Trans <input type="checkbox"/>	<u>10.50</u>
Payoff Amount	<u>( )</u>	Temp <input type="checkbox"/>	<u>5.00</u>
Trade In Net	<u>3500.00</u>	Title <input type="checkbox"/>	<u>5.00</u>
Deposit	<u>5000.00</u>	Memo Title <input type="checkbox"/>	<u>5.00</u>
Cash Due			
		<b>TOTAL CASH PRICE</b>	<u>24213.13</u>
<b>TOTAL CREDITS</b>	<u>8500.00</u>		
		<b>BALANCE DUE</b>	<u>15713.13</u>

**WARRANTY INFORMATION**  
 THE ONLY WARRANTY ON THE VEHICLE IS THAT WHICH IS SUPPLIED BY THE VEHICLE MANUFACTURER, UNLESS THE SELLER, KINGS JEEP, FURNISHES BUYER WITH A SEPARATE WRITTEN WARRANTY, MADE BY SELLER ON ITS OWN BEHALF. IN ALL CASES EXCEPT SELLER'S SEPARATE WRITTEN WARRANTY, SELLER HEREBY EXPRESSLY DISCLAIMS ANY AND ALL WARRANTIES, EITHER EXPRESSED OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. THE PURCHASER, BY EXECUTION OF THIS CONTRACT, ACKNOWLEDGES THAT HE/SHE HAS READ THE CONTRACT AND AGREES TO ALL ITS TERMS AND CONDITIONS.

If the vehicle purchased is a "used vehicle" as defined in The Federal Trade Commission Used Motor Vehicle Trade Regulation Rule, THE INFORMATION YOU SEE ON THE WINDOW FORM OVERRIDES ANY CONTRARY PROVISIONS IN THE CONTRACT OF SALE.

— FOR OFFICE USE ONLY —

ACV. \_\_\_\_\_ UNPAID BALANCE OF CASH PRICE DUE FROM  
 DC Fin Svcs Amer LLC  
 C. \_\_\_\_\_ PO BOX 99733  
 D.F.M. \_\_\_\_\_ SACRAMENTO CA 95833

Y [REDACTED] 4/24/07

ACCEPTED KINGS JEEP  
 by \_\_\_\_\_  
 DUE BILL is part of this contract  
 HOLD CHECK agreement is part



OHIO

Retail Installment Contract - Simple Interest

DEAL# 60664 A0

Parties

Contract Date 04/24/2007
Creditor/Seller Name KINGS JEEP
Address 9570 KINGS AUTOMALL RD CINCINNATI, OH 45249

Account Number
Buyer (and Co-Buyer) Name N/A
Billing Address HAMILTON, BUTLER, OH

Unless otherwise specified, "you" and "your" refer to the Buyer (and Co-Buyer), and "we" and "us" refer to the Creditor/Seller, listed above in section labeled Parties. The vehicle described below, in the section labeled Vehicle and Trade-in Information, is referred to as "vehicle." After being quoted both a cash ("Cash Price", below) and credit price ("Total Sale Price", below) for the vehicle, you have chosen to buy the vehicle on credit. You agree to the terms and conditions on the front and back of this contract. You also acknowledge delivery and acceptance of the vehicle.

Type of Retail Installment Contract

[X] Standard [ ] Balloon Payment

You understand that no matter which box is checked above, this contract is not a lease.

Federal Truth-in-Lending Disclosures

Table with 5 columns: ANNUAL PERCENTAGE RATE (6.99%), FINANCE CHARGE E\* (\$3005.07), Amount Financed (\$15713.13), Total of Payments E\* (\$18718.20), Total Sale Price E\* (\$27218.20)

Payment Schedule - Your payment schedule will be:

\* E means Estimate

Table with 3 columns: Number of Payments (59), Amount of Each Payment (311.97), When Payments Are Due (Monthly, 06/09/2007)

Late Charge. You must pay a late charge on each payment made more than 10 days late. The charge is 5% of the unpaid amount, but not more than \$3.
Prepayment. If you pay off early, you will not have to pay a penalty.
Security Interest. You are giving us a security interest in the vehicle being purchased.
Additional Information. See the other side of this contract for additional information about security interest, nonpayment, default, any required repayment in full before the scheduled date, and prepayment refunds and penalties.
Filing Fees. \$ N/A

Vehicle and Trade-in Information

Summary of Insurance and Other Coverages (cont'd)

1. VEHICLE DESCRIPTION

[X] New [ ] Used VIN 1J4FA24107L
2007 JEEP WRANGLER

6. OPTIONAL CREDIT INSURANCE AND OTHER OPTIONAL INSURANCE OR COVERAGE.

CREDIT LIFE, CREDIT DISABILITY, GUARANTEED AUTOMOTIVE PROTECTION COVERAGE AND OTHER OPTIONAL INSURANCE ARE NOT REQUIRED TO OBTAIN CREDIT AND WILL NOT BE PROVIDED UNLESS YOU SIGN AND AGREE TO PAY THE PREMIUM.

2. PRIMARY INTENDED USE

[ ] Personal [ ] Commercial [ ] Agricultural [ ] N/A

Optional Insurance/Coverage

Credit life and credit disability insurance end on the original due date of the last payment due under this contract.

3. TRADE-IN DESCRIPTION

1999 FORD RANGER

[ ] Credit Life \$ N/A Premium
N/A Insurer N/A Insured(s)
N/A Buyer's Signature N/A Co-Buyer's Signature

Financing

4. ITEMIZATION OF AMOUNT FINANCED

a. Cash Price
(i) Vehicle (including

[ ] Credit Disability \$ N/A Premium
N/A Insurer N/A Insured(s)
N/A Buyer's Signature N/A Co-Buyer's Signature

1999 LURD RANLER  
Year Make Model

Buyer's Signature Co-buyer's Signature

Financing

4. ITEMIZATION OF AMOUNT FINANCED

a. Cash Price

- (i) Vehicle (including accessories, delivery, installation charges, if any) ...\$ 22695.50
(ii) Sales Tax ...\$ 1262.63
(iii) Service Contract (optional) ...\$ N/A
(iv) DOCUMENTATION S \$ 250.00
(v) Cash Price ...\$ 24208.13

b. Downpayment

- (i) Cash Downpayment ...\$ 5000.00
(ii) Manufacturer's Rebate ...\$ N/A
(iii) Gross Allowance on Trade-In \$ 3500.00
(iv) Pay-off on Trade-In \$ N/A
(v) Net Allowance on Trade-In ...\$ 3500.00
(vi) Downpayment ...\$ 8500.00

c. Unpaid Balance of Cash Price ...\$ 15708.13

- (i) Unpaid Trade-in Lien Amount to be Financed ...\$ N/A
Paid to: N/A

d. Other Charges Including Amounts Paid to Others on Your Behalf \*

- (i) Paid to Public Officials for:
(a) Other Taxes ...\$ N/A
(b) License Fees ...\$ N/A
(c) Certificate of Title Fees ...\$ 5.00
(d) Registration Fees ...\$ N/A
(ii) Paid to: \*N/A
For: N/A ...\$ N/A
(iii) Paid to: \*N/A
For: N/A ...\$ N/A
(iv) Paid to: \*N/A
For: N/A ...\$ N/A
(v) Paid to: \*N/A
For: N/A ...\$ N/A
(vi) Paid to: \*N/A
For: N/A ...\$ N/A
(vii) Paid to Insurance Companies for:
(a) Optional Credit Life ...\$ N/A
(b) Optional Credit Accident & Health ...\$ N/A
(c) Optional N/A ...\$ N/A
(d) Optional N/A ...\$ N/A
(viii) Subtotal ...\$ 5.00
e. Amount Financed ...\$ 15713.13

\*Seller may be retaining a portion of these amounts.

Summary of Insurance and Other Coverages

5. REQUIRED VEHICLE INSURANCE

YOU ARE REQUIRED TO HAVE PHYSICAL DAMAGE INSURANCE, LIABILITY INSURANCE COVERAGE FOR BODILY INJURY AND PROPERTY DAMAGE CAUSED TO OTHERS IS NOT INCLUDED IN THIS CONTRACT. YOU MAY OBTAIN VEHICLE INSURANCE FROM

Insurance verification section with fields for Buyer's Signature, Co-buyer's Signature, Premium, Insured(s), Insurer/Provider, and Type.

Signatures

NOTICE TO THE BUYER(S)

DO NOT SIGN THIS CONTRACT BEFORE YOU READ IT OR IF IT CONTAINS ANY BLANK SPACES. YOU ARE ENTITLED TO AN EXACT COPY OF THE CONTRACT YOU SIGN. KEEP IT TO PROTECT YOUR LEGAL RIGHTS.

BUYER ACKNOWLEDGES RECEIPT OF A TRUE AND COMPLETELY FILLED IN COPY OF THIS RETAIL INSTALLMENT CONTRACT. IT IS IMPORTANT THAT YOU THOROUGHLY READ THE CONTRACT BEFORE YOU SIGN IT, INCLUDING THE IMPORTANT ARBITRATION DISCLOSURES AND PRIVACY POLICY ON THE BACK OF THIS CONTRACT.

Signature lines with X marks and Co-Buyer Sign label.

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

SELLER

By signing below, the Seller accepts this contract and assigns it to DC Fin Svcs Amer LLC ("Assignee") subject to the terms and conditions of the Retail Installment Contract and Lease Program Agreement between Seller and DaimlerChrysler Financial Services Americas LLC. Seller further warrants and represents that Buyer is purchasing the vehicle for Buyer's or Co-Buyer's use.

XKINGS JEEP Seller Sign By BUS MANAGER Title

INSURANCE VERIFICATION

Seller (or Dealer) has verified that the insurance coverage described in Section 11 is in force on the date of this contract.

WICKS INS CO Insurance company Policy No. CATHY SIMPSON Insurance agent 319 N 2ND ST Insurance coverage verified Employee of Seller/Dealer please Initial 513-868-9000 Phone number

DAIMLERCHRYSLER

**SAFETY RECALL G40 - REPROGRAM ELECTRONIC BRAKE CONTROL**

Dear [REDACTED]

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

Chrysler LLC has decided that a defect, which relates to motor vehicle safety, exists in some 2006 and 2007 model year Jeep® Grand Cherokee and Commander vehicles and 2007 model year Jeep® Wrangler and Dodge Nitro vehicles.

**The problem is...** The software programmed into the Electronic Brake Control (EBC) module on your vehicle (VIN: 1J4FA24107L [REDACTED]) may allow a momentary delay in braking when coasting up a hill during certain conditions. This could increase the vehicle's stopping distance and cause a crash without warning.

**What your dealer will do...** Chrysler will repair your vehicle free of charge (parts and labor). To do this, your dealer will reprogram the EBC module. The work will take about ½ hour to complete. However, additional time may be necessary depending on service schedules.

**What you must do to ensure your safety...** Simply contact your dealer right away to schedule a service appointment. Remember to bring this letter with you to your dealer.

**If you need help...** If you have questions or concerns which your dealer is unable to resolve, please contact Chrysler at 1-800-853-1403.

Please help us update our records, by filling out the attached prepaid postcard, if any of the conditions listed on the card apply to you or your vehicle.

If you have already experienced this condition and have paid to have it repaired, you may send your original receipts and/or other adequate proof of payment to the following address for reimbursement: Chrysler P.O.

(Oct-2007)



RECALL ADMINISTRATION 482-00-85  
PO BOX 218008  
AUBURN HILLS MI 48321-9959



NO POSTAGE  
NECESSARY  
IF MAILED  
IN THE  
UNITED STATES

**BUSINESS REPLY MAIL**  
FIRST-CLASS MAIL PERMIT NO. 9941 DETROIT, MI  
POSTAGE WILL BE PAID BY ADDRESSEE



DaimlerChrysler Corp.  
MODULO

UNIT# FREEL0F



**KINGS DODGE, INC.**

4486 Kingswater Drive  
CINCINNATI, OHIO 45249  
(513) 683-3000

\*INVOICE\*

PAGE 1

41-43664

HAMILTON, OH

HOME:

BUS:

SERVICE ADVISOR: 62 JOSHUA A REGENSBURG

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
	07	JEEP WRANGLER	1J4FA24107L		8544/8544		
IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
24APR07 DD			WAIT 24OCT07			CASH	24OCT07

DATE OF REPAIR	DATE REPAIRS COMPLETED	OPTIONS:
24OCT07	24OCT07	STK:2499250 DLR:23327 ENG:EGT 3.8L V6 SMPI Engine TRN: DGV 4-Spd. Automatic VLP 42RLE Trans (More...)

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

A CUST STATES NOT EJECTING CD  
08 ELECTRICAL  
56 I30 0.00 (N/C)

B CUST STATES CHECK FOR WATER LEAKING CHECK IF CUST DOING SOMETHING  
WRONG  
23 CUSTOMER STATES CHECK BODY SYSTEM  
56 I30 0.00 (N/C)

8544 LATCHING WILL GO OVER WITH CUSTOMER (N/C)

C CUST STATES CHECK PLASTIC LATCH KEEPS COMING OFF  
23303806 Window, Rear Replace Retainer  
Tailgate Bar-Right and Left One or both (C)  
56 W40 0.20 (N/C)

1 55395761AD RETAINER TAILGATE BAR (N/C)

8544 REPLACED RETAINER CLIP FOR REAR LATCH AREA CAUSE OF POPPING OFF (N/C)

I have received an explanation of the work performed.  
I acknowledge the accuracy of the description(s) of the problem(s) and/or symptom(s) experienced as stated on this repair order.  
CUSTOMER SIGN OR INITIAL:

*Thank you for bringing your vehicle to Kings Dodge for service.*

**SERVICE HOURS:**  
MON. - THUR. 7:30 A.M. - 6:30 P.M.  
FRIDAY 7:30 A.M. - 6:00 P.M.

DESCRIPTION	TOTALS
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
PLEASE PAY THIS AMOUNT	0.00

CUSTOMER COPY



**KINGS DODGE, INC.**  
 4486 Kingswater Drive  
 CINCINNATI, OHIO 45249  
 (513) 683-3000

UNIT# FREEL0F

\*INVOICE\*

PAGE 1

41 - 43864

HAMILTON, OH  
 HOME:

BUS:

SERVICE ADVISOR: 62 JOSHUA A REGENSBURG

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
	07	JEEP WRANGLER	1J4FA24107L		10503/10503		
IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
24APR07	DD		WAIT 07DEC07			CASH	07DEC07

DATE OF REPAIR	DATE REPAIRS COMPLETED	OPTIONS:
07DEC07	07DEC07	STK:2499250 DLR:23327 ENG:EGT 3.8L V6 SMPI Engine TRN: DGV 4-Spd. Automatic VLP 42RLE Trans (More...)

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

A CUSTOMER STATES LUBE OIL AND FILTER CHANGE, TOP FLUIDS, CHECK TIRE PRESSURE AND 16 POINT INSPECTION.

CAUSE: MAINT

1 CUSTOMER STATES LUBE OIL AND FILTER CHANGE, TOP FLUIDS, CHECK TIRE PRESSURE AND 16 POINT INSPECTION.

56	FREE	0.40	(N/C)
1	4105409AC	FILTER-ENGINE OIL	(N/C)
5	68026603AA	5W20 OIL	(N/C)
1		WASHER SOLVENT	(N/C)

10503 MAINT CHANGED OIL AND FILTER

B. CUST STATES FACTORY RECALLS

CAUSE: RECALLG40

18G40182	RECALL G40		
56	W40	0.30	(N/C)

FC: PART#: COUNT:  
 CLAIM TYPE: W  
 AUTH CODE:

10503 RECALLG40 UPDATED ABS PER RECALL

C. CUST STATES C/D WILL GET STUCK INSIDE C/D PLAYER, S.O.P

CAUSE: NOT EJECTING CD'S

08600270	Radio/NAV - Test and replace Replace with exchange unit (B)		
56	W40	0.30	(N/C)

10503 NOT EJECTING CD'S REPLACED RADIO

D. CUST STATES THERES LEAKING COMING FROM THE TOP, CHECK AND ADVISE

*Thank you for bringing your vehicle to Kings Dodge for service.*

**SERVICE HOURS:**

MON. - THUR. 7:30 A.M. - 6:30 P.M.  
 FRIDAY 7:30 A.M. - 6:00 P.M.

STATEMENT OF DISCLAIMER 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. 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	DESCRIPTION	TOTALS
	LABOR AMOUNT	
	PARTS AMOUNT	
	GAS, OIL, LUBE	
	SUBLET AMOUNT	
	MISC. CHARGES	
	TOTAL CHARGES	
	LESS INSURANCE	
	SALES TAX	
	PLEASE PAY THIS AMOUNT	

UNIT# FREELOF



# KINGS DODGE, INC.

4486 Kingswater Drive  
CINCINNATI, OHIO 45249  
(513) 683-3000

\*INVOICE\*

HAMILTON, OH

HOME: [REDACTED]

BUS: [REDACTED]

PAGE 2

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SERVICE ADVISOR: 62 JOSHUA A REGENSBURG

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
PJR Rescue	07	JEEP WRANGLER	1J4FA24107L [REDACTED]		10503/10503	[REDACTED]	
IN SERVICE DATE	PRGD. DATE	WARR. EXP	PROMISED	PO NO	RATE	PAYMENT	INV. DATE
24APR07 DD			WAIT 07DEC07			CASH	07DEC07
DATE OF REPAIR	DATE REPAIRS COMPLETED	OPTIONS:					
07DEC07	07DEC07	STK:2499250 DLR:23327 ENG:EGT 3.8L V6 SMPI Engine TRN:DGV 4-Spd. Automatic VLP 42RLE Trans (More...)					

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

CAUSE: WILL NEED VEHICLE DROPPED OFF 9996 STANDARD

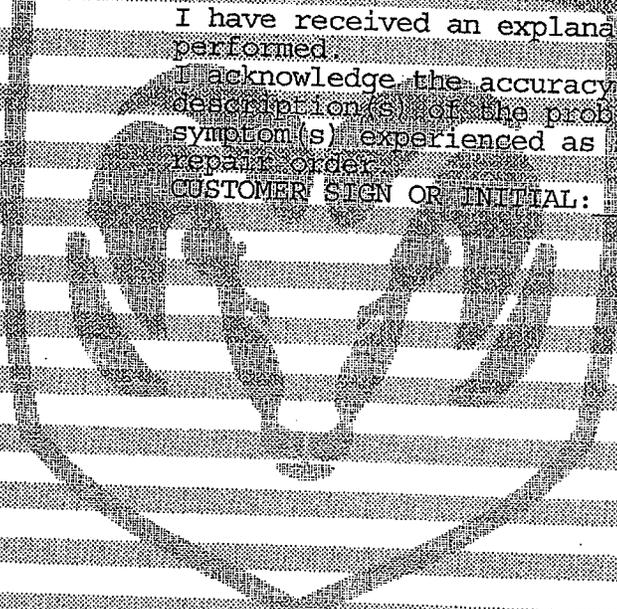
56 T30 0.00

10503 WILL NEED VEHICLE DROPPED OFF (N/C)

I have received an explanation of the work performed.

I acknowledge the accuracy of the description(s) of the problem(s) and/or symptom(s) experienced as stated on this repair order.

CUSTOMER SIGN OR INITIAL:



*Thank you for bringing your vehicle to Kings Dodge for service.*

**SERVICE HOURS:**

MON. - THUR. 7:30 A.M. - 6:30 P.M.  
FRIDAY 7:30 A.M. - 6:00 P.M.

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CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
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
PLEASE PAY THIS AMOUNT	0.00

CUSTOMER COPY

UNIT# FREEL0F



**KINGS DODGE, INC.**

4486 Kingswater Drive  
CINCINNATI, OHIO 45249  
(513) 683-3000

\*INVOICE\*

HAMILTON, OH  
HOME: [REDACTED] BUS: [REDACTED]

PAGE 1

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SERVICE ADVISOR: 62 JOSHUA A REGENSBURG

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
PJR Rescue	07	JEEP WRANGLER	1J4FA24107L [REDACTED]		12794/12794	[REDACTED]	
IN SERVICE DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
24APR07 DD			17:00 16JAN08			CASH	16JAN08
DATE OF REPAIR	DATE REPAIRS COMPLETED	OPTIONS: STK:2499250 DLR:23327					
16JAN08	16JAN08	ENG:EGT 3.8L V6 SMPI Engine TRN: DGV 4-Spd. Automatic VLP 42RLE Trans (More...)					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A CUST STATES ABS LIGHT COMES ON ALONG WITH SKID MARK LIGHT, AT TIMES WHEN STOPPING THERES ALOT OF AIR IN THE PEDAL, CHECK AND ADVISE							
	9996	STANDARD					(N/C)
			49	I30	0.00		
12794 CODE = C100A LF WHEEL SPEED SENSOR CIRCUIT. TRACE TO SENSOR. ORDER-NEW SENSOR.							
*****							
B CUST STATES SATALITE RADIO WILL NOT WORK CAUSE: SAT RADIO INOP.							
	9996	STANDARD					(N/C)
			71	I30	0.00		
12794 SAT RADIO INOP. CALLED SIRIUS FOUND THAT SUB WAS CANCELED REINSTATED SIRIUS RADIO UNTIL JAN 09							
*****							
C CUST STATES THERES A LEAK ON DRIVERS SIDE CAUSE: WATER LEAK							
	23332000	REINSTALLED WEATHERSTRIP ON DRIVERS DOOR					(N/C)
			71	W40	0.30		
FC: PART#: COUNT: CLAIM TYPE: W AUTH CODE:							
12794 WATER LEAK WATER TEST FOUND WATER COMING IN TOP OF DOOR REINSTALLED WEATERSTRIP DRIVERS DOOR RETEST NO LEAKS FOUND							
*****							
D CUST STATES AIR BAG LIGHT FOR PASSENGER SIDE KEEPS COMING ON CAUSE:							
	9996	STANDARD					(N/C)
			49	W40	0.30		
FC: PART#: COUNT: CLAIM TYPE: W AUTH CODE:							

*Thank you for bringing your vehicle to Kings Dodge for service.*

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MON. - THUR. 7:30 A.M. - 6:30 P.M.  
FRIDAY 7:30 A.M. - 6:00 P.M.

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CUSTOMER SIGNATURE

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

UNIT# FREEL0F

**KINGS DODGE, INC.**

4486 Kingswater Drive  
CINCINNATI, OHIO 45249  
(513) 683-3000



\*INVOICE\*

PAGE 2

41-48664

HAMILTON, OH

HOME:

BUS:

SERVICE ADVISOR: 62 JOSHUA A REGENSBURG

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	OUT	TAG
PJR Rescue	07	JEEP WRANGLER	1J4FA24107L		12794	12794	
IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
24APR07 DD			17:00 16JAN08			CASH	16JAN08
DATE OF REPAIR	DATE REPAIRS COMPLETED	OPTIONS:	STK:2499250 DLR:23327 ENG:EGT 3.8L V6 SMPI Engine TRN:DGV 4-Spd. Automatic VLP 42RLE Trans (More...)				
16JAN08	16JAN08		LIST	NET	TOTAL		

12794 RECLASSIFY PASSENGER SEAT WITH STAR SCAN AND WEIGHTS  
 \*\*\*\*\*  
 E CUST STATES TURN SIGNAL WILL NOT SHUT OFF AT TIMES, WHEN TURNING OFF  
 IT GOES TO THE OTHER SIDE BACK AND FORTH  
 9996 STANDARD

49 130 0.00  
 12794 ORDER NEW SWITCH

(N/C)

\*\*\*\*\*  
 F CUST STATES WINDSHIELD WIPER WHEN PUTTING ON HIGH SETTING HAS A DELAY  
 BEFORE IT STARTS GOING FASTER  
 9996 STANDARD

49 130 0.00  
 12794 NORMAL, NO PROBLEM FOUND

(N/C)

I have received an explanation of the work performed.  
 I acknowledge the accuracy of the description(s) of the problem(s) and/or symptom(s) experienced as stated on this repair order.  
 CUSTOMER SIGN OR INITIAL:

*Thank you for bringing your vehicle to Kings Dodge for service.*

**SERVICE HOURS:**

MON. - THUR. 7:30 A.M. - 6:30 P.M.  
 FRIDAY 7:30 A.M. - 6:00 P.M.

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CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
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
PLEASE PAY THIS AMOUNT	0.00

CUSTOMER COPY

UNIT# FREEL0F



**KINGS DODGE, INC.**

4486 Kingswater Drive  
CINCINNATI, OHIO 45249  
(513) 682-3000

\*INVOICE\*

PAGE 1

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HAMILTON, OH

HOME:

BUS:

SERVICE ADVISOR: 62 JOSHUA A REGENSBURG

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	OUT	TAG
PJR Rescue	07	JEEP WRANGLER	1J4FA24107L179925		13376	13376	
IN SERVICE DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
24APR07	DD		17:00 31JAN08			CASH	31JAN08
DATE OF REPAIR	DATE REPAIRS COMPLETED	OPTIONS: STK:2499250 DLR:23327					
31JAN08	31JAN08	ENG:EGT 3.8L V6 SMPI Engine					
		TRN: DGV 4-Spd. Automatic VLP 42RLE Trans (More...)					

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A CUSTOMER STATES LUBE OIL AND FILTER CHANGE. TOP FLUIDS, CHECK TIRE PRESSURE AND 16 POINT INSPECTION.

CAUSE: LOP

1 CUSTOMER STATES LUBE OIL AND FILTER CHANGE. TOP FLUIDS, CHECK TIRE PRESSURE AND 16 POINT INSPECTION.

49IFREE 0.40

1 4105409AC FILTER-ENGINE OIL (N/C)

6 68026604AA 5W30 OIL (N/C)

1 WASHER SOLVENT (N/C)

13376 LOP LOP DONE (N/C)

\*\*\*\*\*

B CUST STATES AIR BAG LIGHT IS ON. S.O.P HERE

CAUSE: SERV

08191508 Sensor, Wheel Speed - Replace

4x4-Front-Right (A)

49 W40 0.40

1 68003281AA SENSOR-ANTI LOCK BRAKES (N/C)

13376 ESC LIGHT ON, CODE = C100A LF WHEEL SPEED SENSOR. INSPECT SYSTEM. FOUND LF WHEEL SPEED SENSOR RUBBED THROUGH AT TIRE/SHOCK AREA. REPLACE SENSOR AND ROUTE PROPERLY. CLEAR CODES AND RETEST. (N/C)

\*\*\*\*\*

C CUST STATES TURN SIGNAL WILL NOT TURN OFF AT TIMES, S.O.P HERE

CAUSE: SERV

08808702 Switch, multifunction - Test and replace

Left stalk (B)

49 W40 0.30

1 5183947AC SWITCH-MULTIFUNCTION (N/C)

FC: PART#: COUNT: (N/C)

CLAIM TYPE: W

AUTH CODE:

*Thank you for bringing your vehicle to Kings Dodge for service.*

SERVICE HOURS:  
MON. - THUR. 7:30 A.M. - 6:30 P.M.  
FRIDAY 7:30 A.M. - 6:00 P.M.

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	LABOR AMOUNT	
	PARTS AMOUNT	
	GAS, OIL, LUBE	
	SUBLET AMOUNT	
	MISC. CHARGES	
	TOTAL CHARGES	
	LESS INSURANCE	
	SALES TAX	
	CUSTOMER SIGNATURE	PLEASE PAY THIS AMOUNT

CUSTOMER COPY

UNIT# FREEL0F

HAMILTON, OH  
HOME:

BUS:

\*INVOICE\*



**KINGS DODGE, INC.**

4486 Kingswater Drive  
CINCINNATI, OHIO 45249  
(513) 683-0000

PAGE 2

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SERVICE ADVISOR: 62 JOSHUA A REGENSBURG

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
PJR Rescue	07	JEEP WRANGLER	1J4FA24107L		13376/13376	
IN SERVICE DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT
24APR07 DD			17:00 31JAN08			CASH
DATE OF REPAIR	DATE REPAIRS COMPLETED	OPTIONS: STK:2499250 DLR:23327				
31JAN08	31JAN08	ENG:EGT 3.8L V6 SMPI Engine				
LINE OPCODE TECH TYPE HOURS		TRN: DGV 4-Spd. Automatic VLP 42RLE Trans (More...)				
13376 REPLACE TURN SIGNAL/MULTIFUNCTION SWITCH. TURN SIGNALS STAY ON AT TIMES		LIST	NET	TOTAL		

\*\*\*\*\*  
 I have received an explanation of the work performed.  
 I acknowledge the accuracy of the description(s) of the problem(s) and/or symptom(s) experienced as stated on this repair order.  
 CUSTOMER SIGN OR INITIAL:

*Thank you for bringing your vehicle to Kings Dodge for service.*

**SERVICE HOURS:**

MON. - THUR. 7:30 A.M. - 6:30 P.M.  
FRIDAY 7:30 A.M. - 6:00 P.M.

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CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
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
PLEASE PAY THIS AMOUNT	0.00

**CUSTOMER COPY**

UNIT# FREEL0F



**KINGS DODGE, INC.**

4486 Kingswater Drive  
CINCINNATI, OHIO 45249  
(513) 683-3000

\*INVOICE\*

PAGE 1

41 - 4366

HAMILTON, OH

HOME:

BUS:

SERVICE ADVISOR: 62 JOSHUA A REGENSBURG

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
PJR Rescue	07	JEEP WRANGLER	1J4FA24107L		13615/13615		
IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INCL. DATE
24APR07 DD			17:00 07FEB08			CASH	08FEB08

DATE OF REPAIR: 07FEB08      DATE REPAIRS COMPLETED: 08FEB08

OPTIONS: STK:2499250 DLR:23327  
 ENG:EGT 3.8L V6 SMPI Engine  
 TRN: DGV 4-Spd. Automatic VLP 42RLE Trans (More...)

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	CUST	STATES	CHECK FOR WATER LEAK ON BOTH PASS AND DRIVERS SIDE CHECK FOR LEAK IN BACK				

CAUSE: ADJUSTMENTS  
 23513596 TSB 23-002-08  
 71 W40 0.90  
 1 68026937AA SEAL KIT-REMOVABLE TOP (N/C)  
 13615 ADJUSTMENTS INSTALLED WEATHERSTRIP KIT FOR LEAF AND PASS SIDES (N/C)  
 ADJUSTED BOTH DRIVERS AND PASS DOORS CAUSE OF WATERLEAKING INSIDE VEHICLE. DRIED CARPET AND SEATS RETESTED NO OTHER LEAKS FOUND  
 \*\*\*\*\*

E RENTAL  
 CAUSE: SERV  
 95400041 Loaner Car Loaner Car (C)  
 199 WDRC 0.00 (N/C)  
 FC: PART#: COUNT:  
 CLAIM TYPE:  
 AUTH CODE:

I have received an explanation of the work performed.  
 I acknowledge the accuracy of the description(s) of the problem(s) and/or symptom(s) experienced as stated on this repair order.  
 CUSTOMER SIGN OR INITIAL:

*Thank you for bringing your vehicle to Kings Dodge for service.*

**SERVICE HOURS:**  
 MON. - THUR. 7:30 A.M. - 6:30 P.M.  
 FRIDAY 7:30 A.M. - 6:00 P.M.

STATEMENT OF DISCLAIMER	DESCRIPTION	TOTALS
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	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

CUSTOMER COPY

683-3000

Feb. 11, 2008 - Talked w/ Chris  
Randall @ Jeep

Talked to him about seat cover  
damage + getting replacements  
- he said to make sure the leak  
problem is fixed first + then call,  
talk to him + remind him of our  
conversation + replacements shouldn't  
be a problem.



**KINGS DODGE, INC.**

4486 Kingswater Drive  
CINCINNATI, OHIO 45249  
(513) 683-8000

UNIT# FREEL0F

\*INVOICE\*

PAGE 1

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HAMILTON, OH  
HOME: [REDACTED]

BUS: [REDACTED]

SERVICE ADVISOR: 62 JOSHUA A REGENSBURG

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
PJR Rescue	07	JEEP WRANGLER	1J4FA24107L [REDACTED]		16224/16224	[REDACTED]	
IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	CV. DATE
24APR07 DD			17:00 10APR08			CASH	12APR08

DATE OF REPAIR	DATE REPAIRS COMPLETED	OPTIONS:
10APR08	12APR08	STK:2499250 DLR:23327 ENG:EGT 3.8L V6 SMPI Engine TRN: DGV 4-Spd. Automatic VLP 42RLE Trans (More...)

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

A CUST STATES CHECK FOR WATERLEAK MORE I NBACK CUST WILL SHOW WHERE COMING IN  
 CAUSE: SEAM AT 2ND BOW COMING APART  
 23050101 Top, soft/hard/folding Replace Folding top-cover (A)  
 59 W40 1.00 (N/C)  
 1 LFS86SX9AC TOP (N/C)  
 16224 SEAM AT 2ND BOW COMING APART REPLACED TOP DUE TO SEAM AT 2ND BOW COMING APART AND LEAKING WATER. COULD SEE LIGHT AT STITCHING BEFORE CANVAS REPLACEMENT.

B CUST STATES CHECK CLICKING IN STEERING WHEEL WHEN DRIVING STRAIGHT ABOUT 60MPH  
 2 CUSTOMER STATES CHECK SUSPENSTON  
 59 T30 0.00 (N/C)  
 16224

C RENTAL  
 CAUSE: SERV  
 9996 STANDARD  
 59 W40 0.00 (N/C)  
 FC: PART#: COUNT:  
 CLAIM TYPE:  
 AUTH CODE:  
 16224

D CUSTOMER STATES ROTATE TIRES  
 CAUSE: ROTATE  
 22 CUSTOMER STATES ROTATE TIRES  
 59 CP 0.30 18.00 18.00  
 16224 ROTATE 0.30 ROTATE

E\*\* CUSTOMER STATES LUBE OIL AND FILTER CHANGE. TOP FLUIDS, CHECK TIRE

*Thank you for bringing your vehicle to Kings Dodge for service.*

**SERVICE HOURS:**  
MON. - THUR. 7:30 A.M. - 6:30 P.M.  
FRIDAY 7:30 A.M. - 6:00 P.M.

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	PARTS AMOUNT	
	GAS, OIL, LUBE	
	SUBLET AMOUNT	
	MISC. CHARGES	
	TOTAL CHARGES	
	LESS INSURANCE	
	SALES TAX	
CUSTOMER SIGNATURE	PLEASE PAY THIS AMOUNT	



# KINGS DODGE, INC.

4486 Kingswater Drive  
CINCINNATI, OHIO 45249  
(513) 683-0000

UNIT# FREEL0F

\*INVOICE\*

PAGE 2

41 - 43664

HAMILTON, OH  
HOME: [REDACTED]

BUS: [REDACTED]

SERVICE ADVISOR: 62 JOSHUA A REGENSBURG

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
PJR Rescue	07	JEEP WRANGLER	1J4FA24107L		16224/16224		
IN SERVICE DATE	PROD. DATE	WARR. EXP	PROMISED	PO NO	RATE	PAYMENT	INV. DATE
24APR07	DD		17:00 10APR08			CASH	12APR08

DATE OF REPAIR	DATE REPAIRS COMPLETED	OPTIONS:
10APR08	12APR08	STK:2499250 DLR:23327 ENG:EGT 3.8L V6 SMPI Engine TRN: DGV 4-Spd. Automatic VLP 42RLE Trans (More...)

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

PRESSURE AND 16 POINT INSPECTION.							
CAUSE: LOF							
1 CUSTOMER STATES LUBE OIL AND FILTER CHANGE. TOP FLUIDS, CHECK TIRE PRESSURE AND 16 POINT INSPECTION.							
				59IFREE	0.40		(N/C)
				1 4105409AC	FILTER ENGINE OIL		(N/C)
				6 68026603AA	5W20 OIL		(N/C)
				1 WASHER	SOLVENT		(N/C)

16224	LOF	LOF					
CUSTOMER PAY SHOP SUPPLIES FOR REPAIR ORDER							0.90

I have received an explanation of the work performed.  
I acknowledge the accuracy of the description(s) of the problem(s) and/or symptom(s) experienced as stated on this repair order.

CUSTOMER SIGN OR INITIAL:

APR 12 2008  
By *MC*

*Thank you for bringing your vehicle to Kings Dodge for service.*

**SERVICE HOURS:**

MON. - THUR. 7:30 A.M. - 6:30 P.M.  
FRIDAY 7:30 A.M. - 6:00 P.M.

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	PARTS AMOUNT	0.00	
	GAS, OIL, LUBE	0.00	
	SUBLET AMOUNT	0.00	
	MISC. CHARGES	0.90	
	TOTAL CHARGES	18.90	
	LESS INSURANCE	0.00	
	SALES TAX	1.23	
	CUSTOMER SIGNATURE	PLEASE PAY THIS AMOUNT	20.13

CUSTOMER COPY

UNIT# FREELOF



KINGS DODGE, INC.

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(513) 683-3000

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PAGE 1

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HAMILTON, OH

HOME:

BUS:

SERVICE ADVISOR: 62 JOSHUA A REGENSBURG

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
	07	JEEP WRANGLER	1J4FA24107L		16248/16248		
IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
24APR07	DD		17:00 14APR08			CASH	15APR08

DATE OF REPAIR	DATE REPAIRS COMPLETED	OPTIONS:
14APR08	15APR08	STK:2499250 DLR:23327 ENG:EGT 3.8L V6 SMPI Engine TRN:DGV 4-Spd. Automatic VLP 42RLE Trans (More...)

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	CUST STATES	CHECK GLASS	BUSTED OUT				
CAUSE: BROKEN							
23	CUSTOMER STATES	CHECK BODY SYSTEM					
	71	I30	0.00				(N/C)
1	55395248AB	GLASS FRONT DOOR					(N/C)
16248	BROKEN REMOVED	PASSIDE DOOR PANEL	REPLACED WINDOW GLASS				
	REINSTALLED ALL TEST OK						

\*\*\*\*\*

I have received an explanation of the work performed.  
I acknowledge the accuracy of the description(s) of the problem(s) and/or symptom(s) experienced as stated on this repair order.  
CUSTOMER SIGN OR INITIAL:

Thank you for bringing your vehicle to Kings Dodge for service.

SERVICE HOURS:

MON. - THUR. 7:30 A.M. - 6:30 P.M.  
FRIDAY 7:30 A.M. - 6:00 P.M.

STATEMENT OF DISCLAIMER

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. 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

DESCRIPTION	TOTALS
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
PLEASE PAY THIS AMOUNT	0.00

CUSTOMER COPY

CUSTOMER #: [REDACTED]  
 UNIT# FREELOF

TRENTON OH [REDACTED]  
 HOME: [REDACTED] CONT:N/A  
 BUS: [REDACTED] CELL:

\*INVOICE\*



**KINGS DODGE, INC.**

4486 Kingswater Drive  
 CINCINNATI, OHIO 45249  
 (513) 683-2000

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SERVICE ADVISOR: 67 CHANEL ELAM

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
PJR Rescue	07	JEEP WRANGLER	1J4FA24107L [REDACTED]		22299/22299	[REDACTED]	
IN SERVICE DATE	PRGD DATE	WARR EXP	PROMISED	PO NO.	RATE	PAYMENT	INVT DATE
24APR07	DD		WAIT 20AUG08			CASH	20AUG08

DATE OF REPAIR	DATE REPAIRS COMPLETED	OPTIONS:
20AUG08	20AUG08	STK:2499250 DLR:23327 ENG:EGT 3.8L V6 SMPI Engine TRN: DGV 4-Spd. Automatic VLP 42RLE Trans (More...)

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

A	CUSTOMER STATES LUBE OIL AND FILTER CHANGE. TOP FLUIDS, CHECK TIRE PRESSURE AND 16 POINT INSPECTION.						
1	CUSTOMER STATES LUBE OIL AND FILTER CHANGE. TOP FLUIDS, CHECK TIRE PRESSURE AND 16 POINT INSPECTION.						
	114IFREE	0.40					(N/C)
	1 4105409AC FILTER ENGINE OIL						(N/C)
	5 68026603AA 5W20 OIL						(N/C)
	1 WASHER SOLVENT						(N/C)
22299	OIL CHANGE LUBE AND FILTER						

B	CUST STATES REPLACE FRONT WIPERS						
9016	CUSTOMER STATES 16 POINT INSPECTION						
114	I30	0.00					(N/C)

22299 NO DONE AT THIS TIME  
 \*\*\*\*\*

DIFFERENTIAL SERVICE, TIRE ROTATION  
 I have received an explanation of the work performed.  
 I acknowledge the accuracy of the description(s) of the problem(s) and/or symptom(s) experienced as stated on this repair order.  
 CUSTOMER SIGN OR INITIAL:

*1787032*  
*3*  
*Reference #*  
*1787032*

*Thank you for bringing your vehicle to Kings Dodge for service.*

**SERVICE HOURS:**  
 MON. - THUR. 7:30 A.M. - 6:30 P.M.  
 FRIDAY 7:30 A.M. - 6:00 P.M.

STATEMENT OF DISCLAIMER	DESCRIPTION	TOTALS	
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	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

CUSTOMER #: [REDACTED]  
UNIT# FRIELOF

279636



**KINGS DODGE, INC.**

4486 Kingswater Drive  
CINCINNATI, OHIO 45249  
(513) 683-3000

\*INVOICE\*

PAGE 1

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TRENTON, OH  
HOME: [REDACTED] CONT:N/A  
BUS: [REDACTED] CELL:

SERVICE ADVISOR: 40 ROBERT L MARDIS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
PJR Rescue	07	JEEP WRANGLER	1J4FA24107L [REDACTED]		29575/29575	[REDACTED]
IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT
24APR07 LD			17:00 10DEC08			CASH
DATE OF REPAIR	DATE REPAIRS COMPLETED	OPTIONS: STK:2499250 DLR:23327				INV. DATE
10DEC08	10DEC08	ENG:EGT 3.8L V6 SMPI Engine				10DEC08
TRN: DGV 4-Spd. Automatic VLP 42RLE Trans (More...)						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	CUSTOMER STATES LUBE OIL AND FILTER CHANGE. TOP FLUIDS, CHECK TIRE PRESSURE AND 16 POINT INSPECTION.						
1	CUSTOMER STATES LUBE OIL AND FILTER CHANGE. TOP FLUIDS, CHECK TIRE PRESSURE AND 16 POINT INSPECTION.						
	59	IFREE		0.40			(N/C)
	1	4105409AC	FILTER-ENGINE OIL				(N/C)
	6	68026603AA	5W20 OIL				(N/C)
	1		WASHER SOLVENT				(N/C)
29575	LOF	LOF. NEEDS FUEL INDUCTION AND DIFF SERVICES					(N/C)
*****							
B	ROTATE TIRES. CUSTOMER STATES ROTATE TIRES ROTATE ROTATE TIRES. CUSTOMER STATES ROTATE TIRES.						
	59	CP		0.30		18.95	18.95
29575	ROTATE	0.30	ROTATE				
*****							
C	CUST STATES NEEDS NEW WIPERS						
	9016	REPLACED WIPERS					
	59	CP		0.00		0.00	0.00
	2	68002390AA	BLADE-FRONT WIPER		19.51	19.51	39.02
29575	WIPERS	REPLACED WIPERS					
*****							
D	CUSTOMER STATES CHECK FOR ALL DASH LIGHTS INTERMITTENTLY COME ON WHILE DRIVING AND GO RIGHT BACK OFF						
CAUSE:							
	0880	503	Switch, ignition - Test and replace Ignition switch assembly-Tilt Column mounted (B)				
	59	W40		0.30			(N/C)
29575	REPLACED	IGNITION SWITCH PER SHOP FORMANS ADVICE					
*****							
E	CUSTOMER STATES CHECK TURN SIGNAL OPERATION WONT GO TO MIDDLE AND SHUT OFF						

*Thank you for bringing your vehicle to Kings Dodge for service.*

**SERVICE HOURS:**

MON. - THUR. 7:30 A.M. - 6:30 P.M.  
FRIDAY 7:30 A.M. - 6:00 P.M.

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CUSTOMER SIGNATURE

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

CUSTOMER COPY

CUSTOMER #: [REDACTED]  
 UNIT# FRELOF [REDACTED]

\*INVOICE\*



**KINGS DODGE, INC.**

4486 Kingswater Drive  
 CINCINNATI, OHIO 45249  
 (513) 683-3000

TRENTON, OH

PAGE 2

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HOME: [REDACTED] CONT:N/A  
 BUS: [REDACTED] CELL:

SERVICE ADVISOR: 40 ROBERT L MARDIS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
PJR Rescue	07	JEEP WRANGLER	1J4FA24107L [REDACTED]		29575/29575	[REDACTED]	
IN SERVICE DATE	PROD DATE	WARR EXP	PROMISED	PO NO.	RATE	PAYMENT	INV DATE
24APR07 DD			17:00 10DEC08			CASH	10DEC08
DATE OF REPAIR	DATE REPAIRS COMPLETED	OPTIONS:					
10DEC08	10DEC08	STK:2499250 DLR:23327 ENG:EGT 3.8L V6 SMPI Engine TRN: DGV 4-Spd. Automatic VLP 42RLE Trans (More...)					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
0880	702						
Switch, multifunction - Test and replace							
Left stalk (B)							
				59 W40	0.30		
1	68041485AB						(N/C)
SWITCH-MULTIFUNCTION							
1	4685719AG						(N/C)
SWITCH							
29575 MULTI FUNCTION SWITCH REPLACED MULTI FUNCTION SWITCH DUE TO							
ERRATIC CANCELING.							
*****							
F CUSTOMER STATES WHEN FILLING FUEL WONT SHUT OFF							
9996							
ORDERED FUEL TANK							
				59 I30	0.00		
29575							(N/C)
FUEL TANK ORDERED FUEL TANK DUE TO VENT RESTRICTED							
*****							
G CUSTOMER STATES REPLACE WIPERS							
9016							
CUSTOMER STATES 16 POINT INSPECTION							
				59 CP	0.00		
29575						0.00	0.00
WIPERS REPLACED WIPERS							
*****							
H CUSTOMER STATES PAS SIDE REAR ZIPPER INOP AT TOP							
9996							
STANDARD							
				59 I30	0.00		
29575							(N/C)
REAR WIPER NOT DAMAGED REPOSITIONED BOTH SIDE WINDOWS, CLEANED							
AND LUBED ALL ZIPPERS. THIS CONDITION IS NORMAL AS SOFT TOP FABRIC							
WILL SHRINK WITH AGE AND COLDER TEMPS.							
*****							
I CUSTOMER STATES TOUCH UP PAINT (TUBE)							
9996							
ORDERD TOUCH UP PAINT							
				59 I30	0.00		
29575							(N/C)
ORDERED TOUCH UP PAINT							
*****							
J CUSTOMER STATES CHECK FOR LEAK DRIVERS SIDE FRONT							
9996							
STANDARD							
				59 I30	0.00		
							(N/C)

*Thank you for bringing your vehicle to King Dodge for service.*

**SERVICE HOURS:**  
 MON. - THUR. 7:30 A.M. - 6:30 P.M.  
 FRIDAY 7:30 A.M. - 6:00 P.M.

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	LABOR AMOUNT	
	PARTS AMOUNT	
	GAS, OIL, LUBE	
	SUBLET AMOUNT	
	MISC. CHARGES	
	TOTAL CHARGES	
	LESS INSURANCE	
	SALES TAX	
	PLEASE PAY THIS AMOUNT	

CUSTOMER COPY

CUSTOMER #: [REDACTED]  
 UNIT# FRELOF

\*INVOICE\*



**KINGS DODGE, INC.**

4486 Kingswater Drive  
 CINCINNATI, OHIO 45249  
 (513) 683-3000

TRENTON, OH [REDACTED]  
 HOME: [REDACTED] CONT:N/A  
 BUS: [REDACTED] CELL:

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SERVICE ADVISOR: 40 ROBERT L MARDIS

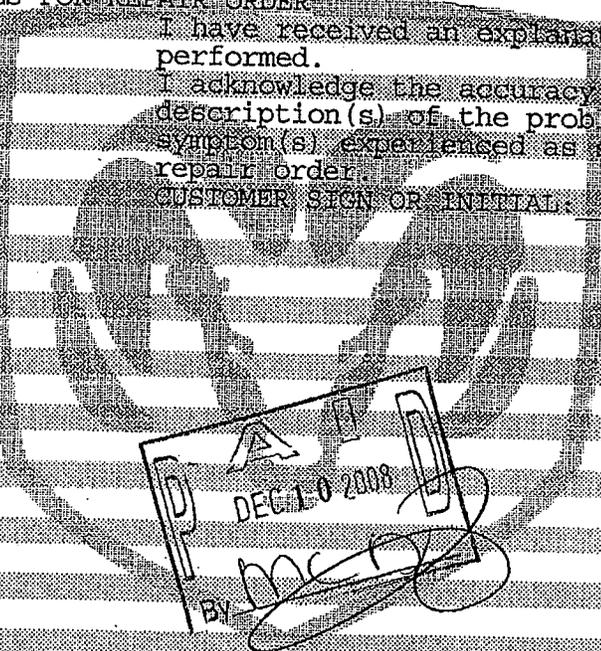
COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
PJR Rescue	07	JEEP WRANGLER	1J4FA24107L [REDACTED]		29575/29575	[REDACTED]	
IN SERVICE DATE	PROD DATE	WAHR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
24APR07 DD			17:00 10DEC08			CASH	10DEC08

DATE OF REPAIR	DATE REPAIRS COMPLETED	OPTIONS:
10DEC08	10DEC08	STK:2499250 DLR:23327 ENG:EGT 3.8L V6 SMPI Engine TRN: DGV 4-Spd. Automatic VLP 42RLE Trans (More...)

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
29575	FOUR	DOOR SEAL	PULLED OUT OF PLACE	DOOR SEAL WAS PULLED OUT OF TRACK ON DOOR. REPOSITIONED DOOR SEAL PROPERLY FOR FRONT DRIVER DOOR.			

CUSTOMER PAY SHOP SUPPLIES FOR REPAIR ORDER 0.95

I have received an explanation of the work performed.  
 I acknowledge the accuracy of the description(s) of the problem(s) and/or symptom(s) experienced as stated on this repair order.  
 CUSTOMER SIGN OR INITIAL: \_\_\_\_\_



*Thank you for bringing your vehicle to Kings Dodge for service.*

**SERVICE HOURS:**  
 MON. THUR. 7:30 A.M. - 6:30 P.M.  
 FRIDAY 7:30 A.M. - 6:00 P.M.

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DESCRIPTION	TOTALS
LABOR AMOUNT	18.95
PARTS AMOUNT	39.02
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.95
TOTAL CHARGES	58.92
LESS INSURANCE	0.00
SALES TAX	3.83
PLEASE PAY THIS AMOUNT	62.75

CUSTOMER COPY



# KINGS DODGE, INC.

4486 Kingewater Drive  
CINCINNATI, OHIO 45249  
(513) 683-3000

CUSTOMER #: [REDACTED]  
UNIT# FREELOF

\*INVOICE\*

TRENTON, OH [REDACTED]

PAGE 1

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HOME: [REDACTED] CONT: N/A  
BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 77 JERRY OLIVER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
PJR Rescue	07	JEEP WRANGLER	1J4FA24107L [REDACTED]		33680/33680	[REDACTED]	
IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
24APR07 DD			17:00 03MAR09			CASH	03MAR09

DATE OF REPAIR: 03MAR09 DATE REPAIRS COMPLETED: 03MAR09  
 OPTIONS: STK:2499250 DLR:23327  
 ENG:EGT 3.8L V6 SMPI Engine  
 TRN: DGV 4-Spd. Automatic VLP 42RLE Trans (More...)

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

A STANDARD WHEN YOU FILL IT WILL OVERFLOW

9996 STANDARD

66 I30 0.00

(N/C)

33680 ORDERED TANK AGAIN

B STANDARD PEDAL FEELS LIGHT ON PEDAL

9996 STANDARD

66 I30 0.00

(N/C)

33680 ALL FEELS OK AT THIS TIME

C STANDARD WHEN YOU USE LEFT SIGNAL SOMETIMES IT WONT CANCEL AND FLIPS TO RIGHT

CAUSE: F

19852502 Clockspring / Steering Angle Sensor

Replace (B)

66 W40 0.150

(N/C)

1 68003216AG CLKSPRING STEERING COLUMN

(N/C)

95400041 Loaner Car Loaner Car (C)

66 W40 0.30

(N/C)

SUBL ENTERPRISE

W40

(N/C)

33680 CLOCK SPRING TEST DROVE AND COULD NOT DUPLICATE. FOUND RELATED

CASE K30275312, REPLACED CLOCK SPRING AND REPEATED OK

D\*\* CUSTOMER STATES LUBE OIL AND FILTER CHANGE, TOP FLUIDS, CHECK TIRE PRESSURE AND 16 POINT INSPECTION

1. CUSTOMER STATES LUBE OIL AND FILTER CHANGE, TOP FLUIDS, CHECK TIRE PRESSURE AND 16 POINT INSPECTION

66IFREE 0.40

(N/C)

1 4105409AC FILTER ENGINE OIL

(N/C)

6 68026603AA 5W20 OIL

(N/C)

1 WASHER SOLVENT

(N/C)

33680 LOF 0.40 LOF

*Thank you for bringing your vehicle to Kings Dodge for service.*

**SERVICE HOURS:**

MON. - THUR. 7:30 A.M. - 6:30 P.M.  
FRIDAY 7:30 A.M. - 6:00 P.M.

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CUSTOMER SIGNATURE

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

CUSTOMER COPY

CUSTOMER #: [REDACTED]  
UNIT# FREEL0F



# KINGS DODGE, INC.

4486 Kingewater Drive  
CINCINNATI, OHIO 45249  
(513) 683-3000

\*INVOICE\*

TRENTON, OH [REDACTED]  
HOME: [REDACTED] CONT: N/A  
BUS: [REDACTED] CELL: [REDACTED]

PAGE 2

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SERVICE ADVISOR: 77 JERRY OLIVER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
PJR Rescue	07	JEEP WRANGLER	1J4FA24107L [REDACTED]		33680/33680	[REDACTED]	
IN SERVICE DATE	PROB. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
24APR07 DD			17:00 03MAR09			CASH	03MAR09

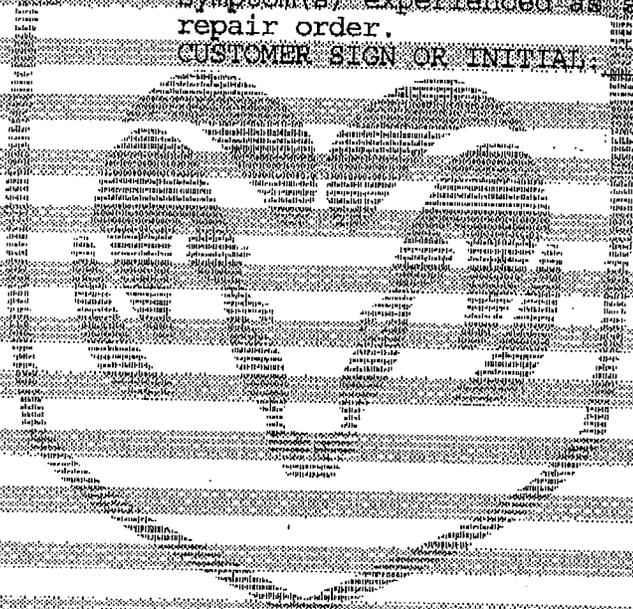
DATE OF REPAIR	DATE REPAIRS COMPLETED	OPTIONS:
03MAR09	03MAR09	STK:2499250 DLR:23327 ENG:EGT 3.8L V6 SMPI Engine TRN:DGV 4-Spd. Automatic VLP 42RLE Trans (More...)

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

I have received an explanation of the work performed.

I acknowledge the accuracy of the description(s) of the problem(s) and/or symptom(s) experienced as stated on this repair order.

CUSTOMER SIGN OR INITIAL:



*Thank you for bringing your vehicle to Kings Dodge for service.*

**SERVICE HOURS:**

MON. - THUR. 7:30 A.M. - 6:30 P.M.  
FRIDAY 7:30 A.M. - 6:00 P.M.

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CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
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
PLEASE PAY THIS AMOUNT	0.00

CUSTOMER COPY

CUSTOMER #: [REDACTED]  
UNIT# REELOP



**KINGS DODGE, INC.**  
4486 Kingswater Drive  
CINCINNATI, OHIO 45249  
(513) 683-3000

\*INVOICE\*

TRENTON, OH  
HOME: [REDACTED] CONT:N/A  
BUS: [REDACTED] CELL:

PAGE 1

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SERVICE ADVISOR: 77 JERRY OLIVER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
PJR Rescue	07	JEEP WRANGLER	1J4FA241071	[REDACTED]	33988/33988	[REDACTED]	
IN-SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PD NO.	RATE	PAYMENT	INV. DATE
24APR07 DD			17:00 10MAR09			CASH	10MAR09

DATE OF REPAIR	DATE REPAIRS COMPLETED	OPTIONS:
10MAR09	10MAR09	STK:2499250 DLR:23327 ENG:EGT 3.8L V6 SMPI Engine TRN:DGV 4-Spd. Automatic VLP 42RLE Trans (More...)

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

A CUST STATES WHEN FILLING THE TANK IT WILL OVERFLOW. S.O.P HERE

CAUSE: F

14600101 Tank, fuel - Replace All other engines

(B)

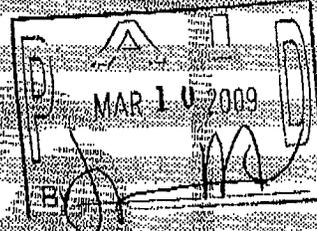
70 W40 1.00

1 52059718AH TANK

FC: PART#: COUNTY:

CLAIM TYPE: W

AUTH CODE:



(N/C)  
(N/C)

SUBL FUEL

CP

31.85

31.85

33988 INSTALLED SOP GAS TANK FOR FUEL SPILLING OUT WHEN FILLING

\*\*\*\*\*

B CUST STATES THERES A WATER LEAK COMING IN FROM THE TOP MIDDLE AREA AND DRIPPING DOWN ON THE RADIO

9016 CUSTOMER STATES 16 POINT INSPECTION

70 CP 0.00

0.00

0.00

33988 ORDERD HEADER SEAL FOR TOP OF WINDSHIELD HEADER

\*\*\*\*\*

C CUST STATES CHECK ALIGNMENT, STEERING SEEMS LOOSE

9016 CUSTOMER STATES 16 POINT INSPECTION

70 I30 0.00

(N/C)

33988 TEST DROVE AND INSPECTED FRT END - NO PROBLEMS FOUND AT THIS TIME STEERING FEELS NORMAL FOR THIS VEHICLE

\*\*\*\*\*

*Thank you for bringing your vehicle to Kings Dodge for service.*

**SERVICE HOURS:**

MON. - THUR. 7:30 A.M. - 6:30 P.M.  
FRIDAY 7:30 A.M. - 6:00 P.M.

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CUSTOMER SIGNATURE

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

CUSTOMER COPY

CUSTOMER #: [REDACTED]  
UNIT# PRELO [REDACTED]



**KINGS DODGE, INC.**  
4486 Kingswater Drive  
CINCINNATI, OHIO 45249  
(513) 683-3000

\*INVOICE\*

PAGE 2

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

CONT: N/A  
CELL:

SERVICE ADVISOR: 77 JERRY OLIVER

PJR Rescue	07	JEEP WRANGLER	VIN	LICENSE	MILEAGE IN/OUT	TAG
IN-SERVICE DATE	PHOD DATE	WARR EXP	PROMISED	PO NO.	RATE	PAYMENT
24APR07 DD			17:00 10MAR09			CASH
DATE OF REPAIR	DATE REPAIRS COMPLETED	OPTIONS:	STK: 2499250 DLR: 23327			INV. DATE
10MAR09	10MAR09	ENG: EGT 3.8L V6 SMPI Engine	TRN: DGV 4-Spd. Automatic VLP 42RLE Trans (More...)			10MAR09
LINE OPCODE	TECH TYPE	HOURS				

I have received an explanation of the work performed.  
I acknowledge the accuracy of the description(s) of the problem(s) and/or symptom(s) experienced as stated on this repair order.  
CUSTOMER SIGN OR INITIAL: \_\_\_\_\_

*Thank you for bringing your vehicle to Kings Dodge for service.*

SERVICE HOURS:  
MON. - THUR. 7:30 A.M. - 6:30 P.M.  
FRIDAY 7:30 A.M. - 6:00 P.M.

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CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	31.85
MISC. CHARGES	0.00
TOTAL CHARGES	31.85
LESS INSURANCE	0.00
SALES TAX	2.07
PLEASE PAY THIS AMOUNT	33.92

CUSTOMER COPY

CUSTOMER #: [REDACTED]  
UNIT# FREELON [REDACTED]



**KINGS DODGE, INC.**

4486 Kingwater Drive  
CINCINNATI, OHIO 45249  
(513) 683-3000

\*INVOICE\*

PAGE 1

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TRENTON, OH [REDACTED]  
HOME: [REDACTED] CONT:N/A  
BUS: [REDACTED] CELL:

SERVICE ADVISOR: 77 JERRY OLIVER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
PJR Rescue	07	JEEP WRANGLER	1J4FA24107L [REDACTED]		35970/35970	[REDACTED]	
IN SERVICE DATE	PROB DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
24APR07	DD		WAIT 22APR09			CASH	22APR09
DATE OF REPAIR	DATE REPAIRS COMPLETED	OPTIONS:					
22APR09	22APR09	STK:2499250 DLR:23327 ENG:EGT 3.8L V6 SMPI Engine TRN:DGV 4-Spd, Automatic VLP 42RLE Trans (More...)					

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

CAUSE: F						
23513510	Weatherstrip, header - Replace Folding top (C)	70	W40	0.30		
1	55397454AB W/STRIP-WINDSHIELD HEADER					(N/C)
	PC: PART# COUNT					(N/C)
	CLAIM TYPE: W					
	AUTH CODE:					

35970 REPLACED UPPER HEADER SEAL, DUE TO WATER INTRUSION ABOVE THE RADIO, SOFT TOP

\*\*\*\*\*

I have received an explanation of the work performed.

I acknowledge the accuracy of the description(s) of the problem(s) and/or symptom(s) experienced as stated on this repair order.

CUSTOMER SIGN OR INITIAL:

*Thank you for bringing your vehicle to Kings Dodge for service.*

SERVICE HOURS:  
MON. - THUR. 7:30 A.M. - 6:30 P.M.  
FRIDAY 7:30 A.M. - 6:00 P.M.

DESCRIPTION	TOTALS
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
PLEASE PAY THIS AMOUNT	0.00

CUSTOMER COPY



KINGS DODGE, INC.

4486 Kingawater Drive
CINCINNATI, OHIO 45249
(513) 683-3000

CUSTOMER #: [REDACTED]
UNIT# REELOF [REDACTED]

\*INVOICE\*

TRENTON, OH [REDACTED]
HOME: [REDACTED] CONT:N/A
BUS: [REDACTED] CELL: [REDACTED]

PAGE 1

41 - 43664

SERVICE ADVISOR: 43 MARVIN MARTIN

Table with columns: COL OF, YEAR, MAKE/MODEL, VIN, LICENSE, MILEAGE IN/OUT, TAG. Includes vehicle info for a 2007 Jeep Wrangler and repair dates.

Main repair order table with columns: LINE, OPCODE, TECH, TYPE, HOURS, LIST, NET, TOTAL. Lists various services like oil changes, weather strip, and bulb replacement.

Signature and date stamp: JUN 9 2009

I have received an explanation of the work performed. I acknowledge the accuracy of the description(s) of the problem(s) and/or symptom(s) experienced as stated on this repair order. CUSTOMER SIGN OR INITIAL.

Thank you for bringing your vehicle to Kings Dodge for service.

SERVICE HOURS:
MON. - THUR. 7:30 A.M. - 6:30 P.M.
FRIDAY 7:30 A.M. - 6:00 P.M.

Summary table with columns: DESCRIPTION, TOTALS. Totals include Labor Amount (64.98), Parts Amount (3.02), Gas, Oil, Lube (0.00), Sublet Amount (0.00), Misc. Charges (3.25), Total Charges (71.25), Less Insurance (0.00), Sales Tax (4.63), and Please Pay This Amount (75.88).

CUSTOMER #: [REDACTED]

[REDACTED]

CHRYSLER Jeep



TRENTON, OH [REDACTED]

WORKORDER

KINGS CHRYSLER JEEP DODGE

4486 Kingswater Drive  
CINCINNATI, OHIO 45249

(513) 683-3000 · PARTS (513) 683-5424  
www.cincyauto.com

HOME: [REDACTED] CONT: N/A  
BUS: [REDACTED] CELL:

SERVICE ADVISOR: 43 MARTIN, MARVIN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
-------	------	------------	-----	---------	----------------	-----

PJR Rescue	07	JEEP WRANGLER	1J4FA24107L [REDACTED]		38867/	[REDACTED]
------------	----	---------------	------------------------	--	--------	------------

IN-SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PD. NO.	RATE	PAYMENT	INV. DATE
-----------------	------------	------------	----------	---------	------	---------	-----------

24APR07 DD		** WAITER **				CASH	
------------	--	--------------	--	--	--	------	--

DATE OF REPAIR: 09JUN2009 09:58  
 DATE REPAIRS COMPLETED: [REDACTED]  
 OPTIONS: STK:2499250 DLR:23327  
 ENG: BGT\_3.8L\_V6\_SMPI\_Engine  
 TRN: DGV\_4-Spd. Automatic VLP\_42RLE Trans (More...)

LINE OF CODE TECH. TYPE DESCRIPTIONS/INSTRUCTIONS  
 # A 1 FREE CUSTOMER STATES LUBE OIL AND FILTER CHANGE TOP FLUIDS, CHECK TIRE PRESSURE AND 16 POINT INSPECTION.



# B 23 CUSTOMER STATES THAT WEATHER STRIP ON THE DRIVER SIDE-COMING OFF-STICKS WHEN OPENING THE DOOR

# C 08 CP CUSTOMER STATES THAT RIGHT TURN SIGNAL BLINKS FAST

Preliminary Estimate: \$1100

I acknowledge the accuracy of the description(s) of the concern(s) experienced as stated on this RO

ESTIMATE

UNDER OHIO LAW YOU HAVE THE RIGHT TO AN ESTIMATE IF THE EXPECTED COST OF REPAIRS OR SERVICES WILL BE MORE THAN TWENTY-FIVE DOLLARS. INITIAL YOUR CHOICE.

WRITTEN ESTIMATE \_\_\_\_\_ ORAL ESTIMATE \_\_\_\_\_ I DO NOT REQUEST AN ESTIMATE \_\_\_\_\_

REPLACED PARTS WILL BE RETURNED UNLESS SPECIFIED OTHERWISE.  
 DISCARD

ORIGINAL ESTIMATE	CUSTOMER'S ACCEPTANCE	AUTHORIZED ADDITIONS	DATE
\$ [REDACTED]	SIGNATURE _____	\$ [REDACTED]	TIME _____ BY _____

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE  
 DISCOVER  VISA  CASH  
 MC  AMX

DISCLAIMER OF WARRANTIES - Any warranties on the products sold hereby are made by the manufacturers of those products. This dealership hereby expressly disclaims all warranties, either express or implied, including any implied warranties of merchantability or fitness for a particular purpose. and this dealership neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said product. Buyer shall not be entitled to recover from this dealership any consequential damages, damages to property, damages for loss of use, loss of time, loss of profits, or income, or any other incidental damages.

In the event that you, the customer, authorize commencement but do not authorize completion of a repair or service, a charge will be imposed for disassembly, reassembly, or partially completed work. Such charge will be directly related to the actual amount of labor and parts involved in the inspection, repair, or service.

I hereby authorize the repair work herein set forth 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 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 and/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 lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. The dealership is not responsible for damages from freezing due to lack of antifreeze.

AUTH. BY \_\_\_\_\_

<b>MATTER #</b>	[REDACTED]
<b>FILE TYPE</b>	Legal Claim
<b>FILE NAME</b>	[REDACTED]
<b>CAIR #</b>	[REDACTED]
<b>DATE OF INCIDENT</b>	N/A
<b>DATE OF NOTICE</b>	3/3/2009
<b>MODEL/MODEL YEAR</b>	2007 Jeep Wrangler 4x4 Sport Utility 2-Door
<b>VIN</b>	1J4FA24107L [REDACTED]
<b>MILEAGE</b>	33,680
<b>OWNER</b>	[REDACTED] Trenton, OH [REDACTED]
<b>COURT</b>	None
<b>DOCKET #</b>	None
<b>ALLEGED DEFECT</b>	Air bag lamp on/flashing.
<b>DESCRIPTION</b>	The owner alleges that the air bag light comes on and off all of the time.
<b>CRASH</b>	No
<b>PROPERTY DAMAGE</b>	No
<b>INJURIES</b>	0
<b>FATALITIES</b>	0
<b>ANALYSIS</b>	The repair history states that the clock spring was replaced.

#1214328  
K. Coby

# ALEX SIMANOVSKY & ASSOCIATES, LLC

CONSUMER PROTECTION ATTORNEYS

MICHAEL L. COHEN, ESQ.  
LICENSED IN FLORIDA ONLY

1803 S. AUSTRALIAN AVENUE, SUITE A  
SUITE A, BIG OAK PROF. BLDG.  
WEST PALM BEACH, FLORIDA 33409  
(561) 640-3537 Facsimile: (877) 570-5413  
Email: mike@lemonlawinfo.com

Chrysler Group LLC  
Office of the General Counsel

JUN 25 2010

By MLC Mail/Reg. Agent/  
Sec. of State/Proc. Server

June 18, 2010

Chrysler Group, LLC  
CIMS 485-13-32  
1000 Chrysler Drive  
Auburn Hills, MI 48326-2766

RECEIVED

JUN 25 2010

RE: [REDACTED] v. Chrysler Group, LLC

**NOTICE OF CONSUMER WARRANTY LAW VIOLATION**

Our Client: [REDACTED]  
Vehicle: 08 Jeep Wrangler  
VIN: 1J4FZ24138L [REDACTED]  
Date of purchase: 10/01/07  
Our File No.: FL10-10132

MILLER, CANFIELD, PADDOCK  
AND STONE

To Whom It May Concern:

Please be advised that this office represents the above-named individual regarding claims pursuant to the federal Magnuson-Moss Warranty Act and the Uniform Commercial Code ("U.C.C.") with regard to the above-listed vehicle. Please direct all future contacts and correspondence to the office listed above.

There were numerous non-conformities with my client's automobile for which relief is sought, and numerous attempts to repair the vehicle have been unsuccessful. There were also numerous violations of both federal and state law in connection with the delivery and/or repair of the aforementioned vehicle. The primary non-conformities and violations include, but are not limited to:

1. **Engine;**
2. **Electrical;**
3. **Check engine light;**
4. **Noise;**
5. **Body/trim;**

6. **Stalling;**
7. **Brakes;**
8. **Transmission;**
9. **Airbag light;**
10. **Water leak;**
11. **Fuel system;**
12. **Driveability;**
13. **Excessive repair attempts.**

The non-conformities listed above constitute a substantial impairment of the use, value and safety of the subject vehicle. Because of the inordinate amount of repairs my client has justifiably lost confidence in the vehicle.

My client's repair history clearly shows there was a breach of the written warranty and/or implied warranties of merchantability and fitness for a particular purpose, *see* U.C.C. §§ 2-314 and 2-315, based upon the generally accepted rule that an unsuccessful effort to remedy defects found to exist renders the warrantor liable; the buyer is not bound to allow him the opportunity or permit him to tinker with the article indefinitely in the hope that it may ultimately be made to comply with the warranty.

Therefore, you are hereby notified that my client is revoking acceptance of the vehicle, pursuant to the provisions of U.C.C. § 2-608. Our client has directed us to demand the return of all funds paid towards this vehicle, the cancellation of the contracts, and compensation for all damages and attorneys' fees.

Please be advised that under U.C.C. § 2-711(3) my client has a security interest in the car for return of the total purchase price, plus expenses in handling and inspecting the car. Until you pay this amount, my client will hold the car and use it to the extent necessary to preserve it, to protect its security interest, and to minimize your damages. Moreover, my client demands return of the purchase price before substitute goods can be acquired. In addition, any attempt by you or your agents to repossess the car will be wrongful and will subject you to liability for conversion and for wrongful repossession under U.C.C. §§ 9-503 and 9-507 as well as other applicable Consumer Fraud remedies.

If the seller [or, if applicable the assignee, or any creditor subject to the FTC Holder Rule] has filed a financing statement covering the goods, we demand, pursuant to U.C.C. § 9-404, that you file a termination statement within ten days to terminate your security interest and forward a copy to this office. Since my client has revoked acceptance, there is no outstanding secured obligation. If you do not file a termination statement within ten days and cooperate in removing the lien, you will be liable under U.C.C. § 9-404(1) in the amount of \$100.00 plus any loss caused my client by your failure.

HAVING BEEN FORMALLY NOTIFIED OF OUR REPRESENTATION, YOU ARE INSTRUCTED NOT TO CONTACT OUR CLIENT UNDER ANY CIRCUMSTANCES. DIRECT ALL INQUIRIES TO THIS OFFICE. IF YOU FAIL TO ACT IN CONFORMITY WITH THIS DIRECTIVE, INJUNCTIVE RELIEF WILL

BE SOUGHT AGAINST YOU. IN ADDITION, YOU ARE HEREBY NOTIFIED OF OUR ATTORNEYS' LIEN.

To avoid any further litigation, my client merely requests a refund for the defective product and will waive any incidental and consequential damages at this point. Our attorneys' fees are minimal at this stage and we would prefer to resolve this matter without the need for any more needless effort and expense spent on our part and on the part of your attorneys. Time, money and effort would be saved by both sides with a quick resolution of this claim.

Accordingly, if you wish to resolve this matter amicably, please feel free to contact my office within fourteen (14) days. If the matter has not been resolved within that time, a complaint will be filed.

Sincerely,

A handwritten signature in black ink that reads "Mike Cohen". The signature is written in a cursive, slightly slanted style.

Mike Cohen, Esq.  
Attorney at Law

CC:





\*INVOICE\*

3440 S. Pine Avenue  
Ocala, Florida 34471  
(352) 732-7577

PAGE 1

MV#31972

DUNNELLON, FL  
HOME: [REDACTED]

BUS: [REDACTED]

SERVICE ADVISOR: 5797 JEFFERY R SMITH

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
WHITE	08	JEEP WRANGLER	1J4FZ24138L [REDACTED]		3609/3609	[REDACTED]
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT
01OCT07 IS			WAIT 07JAN08		78.00	CASH
RO. OPENED	READY	OPTIONS: STK:80134 DLR:68680				

09:56 07JAN08 11:23 07JAN08  
 ENG:EGT 3.8L V6 SMPI Engine  
 TRN: DGV 4-Spd. Automatic VLP 42RLE Trans

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	CHECK BRAKES SQUEAK AT TIMES						
CAUSE: NO PROBLEM FOUND							
	05 BRAKE SYS			2729	WC		(N/C)
FC: PART#: COUNT:							
CLAIM TYPE: W							
AUTH CODE:							

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

NO PROBLEM FOUND

B CHECK ENGINE QUIETS WHEN IN GEAR AND IDLING, ENGINE SURGES RPM'S GO UP AND DOWN

CAUSE: NO PROBLEM FOUND

18 DRIVEABILITY

2729 WC (N/C)

FC: PART#: COUNT:

CLAIM TYPE: W

AUTH CODE:

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

NO CODES, NO TSB'S, NO UP DATES, NO PROBLEM FOUND

12 months/12,000 miles warranty on Mopar parts excluding seals & gaskets. See dealer for details.

All parts new unless otherwise indicated.

Shop supplies and Hazardous waste disposal charges. This charge represents costs and profits to the motor vehicle repair facility for such items as miscellaneous shop supplies and/or waste disposal s.559.904(4)

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

CUSTOMER SIGNATURE

(DATE)

CUSTOMER COPY



\*INVOICE\*

3440 S. Pine Avenue  
Ocala, Florida 34471  
(352) 732-7577

DUNNELLON, FL

PAGE 1

HOME:

BUS:

SERVICE ADVISOR: 5797 JEFFERY R SMITH

MV#

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT		
WHITE	08	JEEP WRANGLER	1J4FZ24138L		3609/3609		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PG. NO.	RATE	PAYMENT	INV. DATE
01OCT07 IS			WAIT 07JAN08		78.00	CASH	07JAN08

R.O. OPENED: READY: OPTIONS: STK:80134 DLR:68680  
 09:56 07JAN08 11:23 07JAN08 ENG:EGT 3.8L V6 SMPI Engine  
 TRN: DGV 4-Spd. Automatic VLP 42RLE Trans

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A CHECK BRAKES SQUEAK AT TIMES							
CAUSE: NO PROBLEM FOUND							
05 BRAKE SYS							
				2729	WC		(N/C)
FC: PART#: COUNT:							
CLAIM TYPE: W							
AUTH CODE:							

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

NO PROBLEM FOUND  
 \*\*\*\*\*  
 B CHECK ENGINE CUTS WHEN IN GEAR AND IDLING, ENGINE SURGES RPM'S GO UP AND DOWN  
 CAUSE: NO PROBLEM FOUND  
 18 DRIVEABILITY  
 2729 WC (N/C)  
 FC: PART#: COUNT:  
 CLAIM TYPE: W  
 AUTH CODE:

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

NO CODES, NO TSB'S, NO UP DATES, NO PROBLEM FOUND  
 \*\*\*\*\*

12 months/12,000 miles warranty on Mopar parts excluding seals & gaskets. See dealer for details.

All parts new unless otherwise indicated.

Shop supplies and Hazardous waste disposal charges. This charge represents costs and profits to the motor vehicle repair facility for such items as miscellaneous shop supplies and/or waste disposal s.559.904(4)

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

CUSTOMER SIGNATURE

(DATE)

CUSTOMER COPY



\*INVOICE\*

3440 S. Pine Avenue  
Ocala, Florida 34471  
(352) 732-7577

DUNNELLO, FL

PAGE 2

HOME: [REDACTED] BUS: [REDACTED]

SERVICE ADVISOR: 5797 JEFFERY R SMITH

MV#

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT		
WHITE	08	JEEP WRANGLER	1J4FZ24138L		3609/3609		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01OCT07 IS			WAIT 07JAN08		78.00	CASH	07JAN08
R.O. OPENED		READY	OPTIONS: STK:80134 DLR:68680 ENG:EGT 3.8L V6 SMPI Engine				



\*INVOICE\*

3440 S. Pine Avenue  
Ocala, Florida 34471  
(352) 732-7577

DUNNELLO, FL

PAGE 1

HOME: [REDACTED] BUS: [REDACTED]

SERVICE ADVISOR: 5797 JEFFERY R SMITH

MV#31972

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
WHITE	08	JEEP WRANGLER	1J4FZ24138L		3609/3609		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01OCT07 IS			WAIT 07JAN08		78.00	CASH	07JAN08
R.O. OPENED		READY	OPTIONS: STK:80134 DLR:68680 ENG:EGT 3.8L V6 SMPI Engine				

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A							
LUBE OIL AND FILTER, RESET SERVICE LIGHT							
CAUSE: PERFORMED SERVICE							
26CNA LUB LUBE OIL AND FILTER, RESET SERVICE LIGHT							
							(N/C)
							(N/C)
							(N/C)
							(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

*****							
B WMA FILTER							
							(N/C)
							(N/C)
							(N/C)
							(N/C)
							(N/C)
							(N/C)

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

\*\*\*\*\*  
 PLEASE FILL OUT CHRYSLER SURVEY POSITIVE  
 \*\*\*\*\*  
 \*IF YOU HAVE ANY QUESTIONS PLEASE CALL US AT\*  
 \*\*\*\*\* (352) 732-7577 \*\*\*\*\*

THANK YOU FOR YOUR BUSINESS

12 months/12,000 miles warranty on Mopar parts excluding seals & gaskets. See dealer for details.

All parts new unless otherwise indicated.

Shop supplies and Hazardous waste disposal charges. This charge represents costs and profits to the motor vehicle repair facility for such items as miscellaneous shop supplies and/or waste disposal s.559.904(4)

DESCRIPTION	TOTALS
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
PLEASE PAY THIS AMOUNT	0.00

CUSTOMER COPY

CUSTOMER #: [REDACTED]

[REDACTED]



\*INVOICE\*

3440 S. Pine Avenue  
Ocala, Florida 34471  
(352) 732-7577

PAGE 1

DUNMELLON, FL [REDACTED]  
HOME: [REDACTED] CONT:N/A  
BUS: [REDACTED] CELL:

SERVICE ADVISOR: 5797 JEFFERY R SMITH

MV#31972

COLOUR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
WHITE	08	JEEP WRANGLER	1J4FZ24138L [REDACTED]		10432/10432	[REDACTED]	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PG NO	RATE	PAYMENT	INV DATE
01OCT07 DD			WAIT 30JUN08		79.50	CASH	30JUN08

F.O. OPENED: [REDACTED] READY: [REDACTED] OPTIONS: STK:80134 DLR:68680  
 11:44 30JUN08 15:24 30JUN08 ENG:EGT 3.8L V6 SMPI Engine  
 TRN: DGV 4-Spd. Automatic VLP 42RLE Trans

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	LUBE OIL AND FILTER, RESET SERVICE LIGHT						
	26CNA-LOF LUBE OIL AND FILTER, RESET SERVICE LIGHT						
	706 CNA					14.95	14.95
	2 4761872AC *OIL				5.40	3.34	6.56
	1 4761872AC *OIL				5.40	3.34	3.34
PARTS:	10.00	LABOR:	14.95	OTHER:	0.00	TOTAL LINE A:	24.95

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
B	WJMA FILTER						
	26WF WJMA FILTER						
	706 INP						(N/C)
	1 4105409AC FILTER ENGINE OIL						(N/C)
	3 4761872AC *OIL						(N/C)
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE B:	0.00

\*\*\*\*\*  
 PLEASE FILL OUT CHRYSLER SURVY POSITIVE  
 \*\*\*\*\*  
 \*IF YOU HAVE ANY QUESTIONS PLEASE CALL US AT\*  
 \*\*\*\*\* (352) 732-7577 \*\*\*\*\*  
 THANK YOU FOR YOUR BUSINESS

12 months/12,000 miles warranty on Mopar parts excluding seals & gaskets.  
 See dealer for details.  
 All parts new unless otherwise indicated.

Shop supplies and Hazardous waste disposal charges. This charge represents costs and profits to the motor vehicle repair facility for such items as miscellaneous shop supplies and/or waste disposal s.559.904(4)

DESCRIPTION	TOTALS
LABOR AMOUNT	14.95
PARTS AMOUNT	10.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	24.95
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	24.95

CUSTOMER SIGNATURE \_\_\_\_\_ (DATE) \_\_\_\_\_

CUSTOMER #: [REDACTED]

[REDACTED]



\*INVOICE\*

3440 S. Pine Avenue  
Ocala, Florida 34471  
(352) 732-7577

PAGE 1

DUNNELLON, FL [REDACTED]  
HOME: [REDACTED] CONT:N/A  
BUS: [REDACTED] CELL:

SERVICE ADVISOR: 8102 JAMES GARVIN

MV#31972

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
WHITE	08	JEEP WRANGLER	1J4FZ24138L [REDACTED]		10958/10958		
DEL DATE	PROD DATE	WARR EXP	PROMISED	PG NO	RATE	PAYMENT	INV DATE
01OCT07 DE			17:30 14JUL08		79.50	CASH	14JUL08

NO. OPENED: [REDACTED] READY: [REDACTED] OPTIONS: STK:80134 DLR:68680  
 10:13 14JUL08 11:46 14JUL08 ENG:EGT\_3.8L V6 SMPI Engine  
 TRN: DGV 4-Spd. Automatic VLP 42RLE Trans

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL	
A BRAKES MAKING NOISE WHEN APPLIED								
CAUSE: MAKING NOISE								
05 MAKING NOISE								
			706	WC			(N/C)	
	1	68003796AA	PAD KIT REAR DISC BRAKE					(N/C)
PARTS:		0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE A: 0.00	

REPLACE PADS AND MACHINE ROTORS

\*\*\*\*\*  
 PLEASE FILL OUT CHRYSLER SURVEY POSITIVE  
 \*\*\*\*\*  
 \*IF YOU HAVE ANY QUESTIONS PLEASE CALL US AT\*  
 \*\*\*\*\* (352) 732-7577 \*\*\*\*\*

THANK YOU FOR YOUR BUSINESS

12 months/12,000 miles warranty on Mopar parts excluding seals & gaskets.  
See dealer for details.

All parts new unless otherwise indicated.

Shop supplies and Hazardous waste disposal charges. This charge represents costs and profits to the motor vehicle repair facility for such items as miscellaneous shop supplies and/or waste disposal s.559.904(4)

DESCRIPTION	TOTALS
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
PLEASE PAY THIS AMOUNT	0.00

CUSTOMER SIGNATURE

(DATE)

CUSTOMER #: [REDACTED]

[REDACTED]



\*INVOICE\*

3440 S. Pine Avenue  
Ocala, Florida 34471  
(352) 732-7577

DUNNELLON, FL [REDACTED]  
HOME: [REDACTED] CONT:N/A  
BUS: [REDACTED] CELL: [REDACTED]

PAGE 1

SERVICE ADVISOR: 5797 JEFFERY R SMITH

MV#

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT
WHITE	08	JEEP WRANGLER	1J4FZ24138L [REDACTED]		18970/18970

DEL DATE	PROP DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
01OCT07 DD			WAIT 13FEB09		79.50	CASH	13FEB09

I.D. OPENED: [REDACTED] READY: [REDACTED]  
 OPTIONS: STK:80134 DLR:68680  
 ENG:EGT 3.8L V6 SMPI Engine  
 TRN: DGV 4-Spd. Automatic VLP 42RLE Trans  
 10:09 13FEB09 13:12 13FEB09  
 LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

**A CHECK RIGHT SIDE DOOR MIRROR BROKE OFF**  
 CAUSE: ORDERED MIRROR  
 23 BODY MECH/INT  
 706 WC  
 PC PART# COUNT:  
 CLAIM TYPE: W  
 AUTH CODE:

PARTS: 0.00	LABOR: 0.00	OTHER: 0.00	TOTAL LINE A: 0.00
-------------	-------------	-------------	--------------------

**ORDERED MIRROR**  
 \*\*\*\*\*  
**B CHECK RATTLE NOISE IN REAR WHILE DRIVING AT 40-45 MPH**  
 CAUSE: NO PROBLEM FOUND  
 23 BODY MECH/INT  
 706 WC  
 PC PART# COUNT:  
 CLAIM TYPE: W  
 AUTH CODE:

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

**NO PROBLEM FOUND**  
 \*\*\*\*\*  
**C CHECK WATER LEAKS IN WHEN IT RAINS AT FRONT FREEDOM TOP SEAMS AND ALSO ON RIGHT SIDE DOOR AREA AND PUDDLES ON RIGHT SIDE FLOOR BOARD**  
 CAUSE: DEFORMED WEATHER STRIPS  
 23 BODY MECH/INT  
 706 WC  
 (N/C)

12 months/12,000 miles warranty on Mopar parts excluding seals & gaskets. See dealer for details.

All parts new unless otherwise indicated.

Shop supplies and Hazardous waste disposal charges. This charge represents costs and profits to the motor vehicle repair facility for such items as miscellaneous shop supplies and/or waste disposal s.559.904(4)

CUSTOMER SIGNATURE	DATE	DESCRIPTION	TOTALS
		LABOR AMOUNT	
		PARTS AMOUNT	
		GAS, OIL, LUBE	
		SUBLET AMOUNT	
		MISC. CHARGES	
		TOTAL CHARGES	
		LESS INSURANCE	
		SALES TAX	
		PLEASE PAY THIS AMOUNT	

CUSTOMER #: [REDACTED]

[REDACTED]



\*INVOICE\*

3440 S. Pine Avenue  
Ocala, Florida 34471  
(352) 732-7577

DUNNELLON, FL  
HOME: [REDACTED] CONT: N/A  
BUS: [REDACTED] CELL: [REDACTED]

PAGE 2

SERVICE ADVISOR: 5797 JEFFERY R SMITH

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	
WHITE	08	JEEP WRANGLER	1J4FZ241381	[REDACTED]	18970/18970	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	DATE	PAYMENT	INV.
01OCT07 DE			WAIT 13FEB09	79.50	CASH	13FEB

NO. OPENED: [REDACTED] READY: [REDACTED] OPTIONS: STK:80134 DLR:68680  
 10:09 13FEB09 13:12 13FEB09 ENG:EGT\_3.9L V6\_SMPI Engine  
 TRN: DGV 4-Spd. Automatic VLP 42RLE Trans

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TC
1							
1							
2							

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0

REPLACED HEADER STRIP AND RIGHT SIDE DOOR WEATHER STRIP

\*\*\*\*\*  
 PLEASE FILL OUT CHRYSLER SURVEY POSITIVE  
 \*\*\*\*\*  
 \*IF YOU HAVE ANY QUESTIONS PLEASE CALL US A  
 \*\*\*\*\* (352) 732-7577 \*\*\*\*\*  
 THANK YOU FOR YOUR BUSINESS

12 months/12,000 miles warranty on Mopar parts excluding seals & gaskets.  
 See dealer for details.

All parts new unless otherwise indicated.

Shop supplies and Hazardous waste disposal charges. This charge represents costs and profits to the motor vehicle repair facility for such items as miscellaneous shop supplies and/or waste disposal s.559.904(4)

DESCRIPTION	TOT
LABOR AMOUNT	0
PARTS AMOUNT	0
GAS. OIL, LUBE	0
SUBLET AMOUNT	0
MISC. CHARGES	0
TOTAL CHARGES	0
LESS INSURANCE	0
SALES TAX	0
PLEASE PAY THIS AMOUNT	0

CUSTOMER SIGNATURE \_\_\_\_\_ (DATE) \_\_\_\_\_

CUSTOMER #: [REDACTED]

\*INVOICE\*



3440 S. Pine Avenue  
Ocala, Florida 34471  
(352) 732-7577

DUNNELLON, FL

PAGE 1

HOME: [REDACTED] CONT:N/A  
BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 5021 BRIAN D BROWN

MV#3

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	REG EXPIR / OUT		
WHITE	08	JEEP WRANGLER	1J4FZ24138L		19319/19319		
DEL DATE	PROC DATE	WARR EXP	PROMISED	PD NO	DATE	PAYMENT	INV DATE
01OCT07 DE			WAIT 19FEB09		79.50	CASH	19FEB09

R.G. OPENED	READY	OPTIONS:	STK:80134 DLR:68680
15:54 19FEB09	16:12 19FEB09	ENG:EGT 3.8L V6 SMPI Engine	
LINE OPCODE	TECH	TYPE	HOURS
A	RIGHT SIDE MIRROR ASSEMBLY SEPERATION		
CAUSE:	RIGHT SIDE OUTER MIRROR FELL OFF		
23	BODY MECH/INT		
	706	WC	
	1	55078024AD MIRROR-OUTSIDE MANUAL	(N/C)

LIST	NET	TOTAL
PARTS:	0.00	LABOR: 0.00
OTHER:	0.00	TOTAL LINE A: 0.00

REPLACE RIGHT SIDE OUTER MIRROR

\*\*\*\*\*  
 PLEASE FILL OUT CHRYSLER SURVEY POSITIVE  
 \*\*\*\*\*  
 \*IF YOU HAVE ANY QUESTIONS PLEASE CALL US AT\*  
 \*\*\*\*\* (352) 732-7577 \*\*\*\*\*  
 THANK YOU FOR YOUR BUSINESS

12 months/12,000 miles warranty on Mopar parts excluding seals & gaskets. See dealer for details.

All parts new unless otherwise indicated.

Shop supplies and Hazardous waste disposal charges. This charge represents costs and profits to the motor vehicle repair facility for such items as miscellaneous shop supplies and/or waste disposal s.559.904(4)

DESCRIPTION	TOTALS
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
PLEASE PAY THIS AMOUNT	0.00

CUSTOMER SIGNATURE \_\_\_\_\_ (DATE) \_\_\_\_\_

CUSTOMER #: [REDACTED]

*called  
Apr 7  
Woods*



3440 S. Pine Avenue  
Ocala, Florida 34471  
(352) 732-7577

\*INVOICE\*

PAGE 1

DUNNELLON, FL [REDACTED]  
HOME: [REDACTED] CONT: N/A  
BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 8102 JAMES GARVIN

MV#3

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MIKPAGE IN / OUT	TA	
WHITE	08	JEEP WRANGLER	1J4FZ24138L [REDACTED]	[REDACTED]	22666/22666	[REDACTED]	
DEL DATE	PRD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
01OCT07 DD			17:30 06MAY09		79.50	CASH	06MAY09
NO OPENED	READY	OPTIONS	STK:80134 DLR:68680				
		ENG:EGT_3.8L_V6_SMPI_Engine					
		TRN: DGV_4-Spd. Automatic VLP 42RLE Trans					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A. COST REPORTS AIR BAG LIGHT ON							
CAUSE: DIAG FOUND OPEN IN DRIVERS SQUIB RT FRONT							
08 ELECTRICAL/GAUGES							
				706	WC		(N/C)
	1	6800J216AG	CLKSPRING-STEERING COLUMN				(N/C)
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE A:	0.00

REPLACE CLOCKSPRING							
*****							
B. RAIN WATER LEAK TOP OF RADIO AREA							
CAUSE: FREEDOM TOP SEAL LEAKING							
24 AIR COND/HEATER							
				706	WC		(N/C)
	1	55397095AH	SEAL-TARGA TOP				(N/C)
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE B:	0.00

REPLACE SEAL

\*\*\*\*\*

PLEASE FILL OUT CHRYSLER SURVEY POSITIVE

\*\*\*\*\*

\*IF YOU HAVE ANY QUESTIONS PLEASE CALL US AT\*

\*\*\*\*\* (352) 732-7577 \*\*\*\*\*

THANK YOU FOR YOUR BUSINESS

12 months/12,000 miles warranty on Mopar parts excluding seals & gaskets. See dealer for details.

All parts new unless otherwise indicated.

Shop supplies and Hazardous waste disposal charges. This charge represents costs and profits to the motor vehicle repair facility for such items as miscellaneous shop supplies and/or waste disposal s.559.904(4)

DESCRIPTION	TOTALS
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
PLEASE PAY THIS AMOUNT	0.00

CUSTOMER SIGNATURE \_\_\_\_\_ (DATE) \_\_\_\_\_

CUSTOMER #: [REDACTED]

[REDACTED]



\*INVOICE\*

3440 S. Pine Avenue  
Ocala, Florida 34471  
(352) 732-7577

DUNNELLON, FL [REDACTED]  
HOME: [REDACTED] CONT:N/A  
BUS: [REDACTED] CELL:

PAGE 1

SERVICE ADVISOR: 8102 JAMES GARVIN

MV#3

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TA	
WHITE	08	JEEP WRANGLER	1J4FZ24138L [REDACTED]		24311/24311	[REDACTED]	
DEL DATE	WROD DATE	WARRI EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
01OCT07 DE			17:30 08JUN09		79.50	CASH	08JUN09
NO. OPENED		READY		OPTIONS:			
10:34 08JUN09		14:06 08JUN09		STK:80134 DLR:68680 ENG:EGT_3.8L_V6_SMPI_Engine TRN:DGV_4-Spd. Automatic VLP 42RLE Trans			

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

A CUST REPORTS IN RAIN, WATER LEAK RT FRONT SEAT AREA, ALSO DASH HAS  
WTER SWASHING AROUND IN DASH

CAUSE: NPF  
23 WATER TEST NO PROBLEM FOUND

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

\*\*\*\*\*  
B ON 1ST START METAL TO METAL NOISE ENGINE AREA MORE SO ON COLD STARTS

CAUSE: LETSIT NPF  
09 ENGINE REPAIR

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

\*\*\*\*\*  
C HORN INOP AFTER WE DID CLOCKSPRING

CAUSE: NPF  
08 ELECTRICAL/GAUGES

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

\*\*\*\*\*  
D CK ENGINE LIGHT ON

CAUSE: NPF  
18 DRIVEABILITY

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

\*\*\*\*\*

12 months/12,000 miles warranty on Mopar parts excluding seals & gaskets.  
See dealer for details.

All parts new unless otherwise indicated.

Shop supplies and Hazardous waste disposal charges. This charge represents costs and profits to the motor vehicle repair facility for such items as miscellaneous shop supplies and/or waste disposal s.559.904(4)

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

CUSTOMER SIGNATURE

(DATE)

CUSTOMER #: [REDACTED]

[REDACTED]



\*INVOICE\*

3440 S. Pine Avenue  
Ocala, Florida 34471  
(352) 732-7577

MV#3

DUNNELLON, FL [REDACTED]  
HOME: [REDACTED] CONT:N/A  
BUS: [REDACTED] CELL:

PAGE 2

SERVICE ADVISOR: 8102 JAMES GARVIN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TA
WHITE	08	JEEP WRANGLER	1J4FZ24138L [REDACTED]		24311/24311	[REDACTED]

DE DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
01OCT07 DD			17:30 08JUN09		79.50	CASH	08JUN09

R.O. OPENED	READY	OPTIONS: STK:80134 DLR:68680 ENG:EGT 3.8L V6 SMPI Engine TRN: DGV 4-Spd. Automatic VLP 42RLE Trans					
10:34 08JUN09	14:06 08JUN09						
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

PLEASE FILL OUT CHRYSLER SURVEY POSITIVE

\*IF YOU HAVE ANY QUESTIONS PLEASE CALL US AT\*

\*\*\*\*\* (352) 732-7577 \*\*\*\*\*

THANK YOU FOR YOUR BUSINESS

12 months/12,000 miles warranty on Mopar parts excluding seals & gaskets.  
See dealer for details.

All parts new unless otherwise indicated.

Shop supplies and Hazardous waste disposal charges. This charge represents costs and profits to the motor vehicle repair facility for such items as miscellaneous shop supplies and/or waste disposal \$.559.904(4)

DESCRIPTION	TOTALS
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
PLEASE PAY THIS AMOUNT	0.00

CUSTOMER SIGNATURE

(DATE)

CUSTOMER #:

\*INVOICE\*



3440 S. Pine Avenue  
Ocala, Florida 34471  
(352) 732-7577

DUNNELLON, FL  
HOME: CONT:N/A  
BUS: CELL:

PAGE 1

SERVICE ADVISOR: 5797 JEFFERY R SMITH

MV#:

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT		
WHITE	08	JEEP WRANGLER	1J4FZ241381		29285/29285		
DEL DATE	PROD DATE	WARR EXP	PROMISED	PD NO	RATE	PAYMENT	INV DATE
01OCT07 DD			17:30 13OCT09		79.50	CASH	13OCT09

NO. OPENED	READY	OPTIONS:	STK:80134 DLR:68680
09:39 13OCT09	15:40 13OCT09	ENG:EGT 3.8L V6 SMPI Engine	
LINE OPCODE TECH TYPE HOURS		TRN: DGV 4-Spd. Automatic VLP 42RLE Trans	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A CHECK WHEN REFUELING GAS DOES NOT SHUT OFF KEEPS OVER FLOWING SOP							
PARTS ARE HERE							
CAUSE: FUEL RESTRICTOR IN FUEL TANK BAD							
23 BODY MECH/INT							
949 NO							
1 52059718AM TANK (N/C)							
EG PART# COUNT (N/C)							
CLAIM TYPE: W							
AUTH CODE:							

PARTS: 0.00	LABOR: 0.00	OTHER: 0.00	TOTAL LINE A: 0.00
-------------	-------------	-------------	--------------------

REMOVED AND REPLACED FUEL TANK ASSY, CLEARED CODES ALL GOOD AT THIS TIME

\*\*\*\*\*  
 PLEASE FILL OUT CHRYSLER SURVEY POSITIVE  
 \*\*\*\*\*  
 \*IF YOU HAVE ANY QUESTIONS PLEASE CALL US AT  
 \*\*\*\*\* (352) 732-7577 \*\*\*\*\*  
 THANK YOU FOR YOUR BUSINESS

12 months/12,000 miles warranty on Mopar parts excluding seals & gaskets. See dealer for details.

All parts new unless otherwise indicated.

Shop supplies and Hazardous waste disposal charges. This charge represents costs and profits to the motor vehicle repair facility for such items as miscellaneous shop supplies and/or waste disposal s.559.904(4)

DESCRIPTION	TOTALS
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
PLEASE PAY THIS AMOUNT	0.00

CUSTOMER SIGNATURE (DATE)

CUSTOMER #: [REDACTED]

\*INVOICE\*



3440 S. Pine Avenue  
Ocala, Florida 34471  
(352) 732-7577

DUNNELLON, FL [REDACTED]  
HOME: [REDACTED] CONT:N/A  
BUS: [REDACTED] CELL: [REDACTED]

PAGE 1

SERVICE ADVISOR: 5021 BRIAN D BROWN

MV#

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT		
WHITE	08	JEEP WRANGLER	1J4FZ2438L [REDACTED]	[REDACTED]	32517/32517		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO. NO.	DATE	PAYMENT	INV. DATE
01OCT07 DD			WAIT 02JAN10			89.00 CASH	04JAN10
R.O. OPENED		READY		OPTIONS:			
				STK: 81134 DLR: 68680			
				ENG: EGT 3.8L V6 SMPI Engine			
				TRN: DGV 4-Spd. Automatic VLP 42RLE Trans			

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

A RATTLE IN RIGHT AND LEFT FRONT END  
 CAUSE: PENDER WELL FLARES LOOSE  
 23 BODY MECH/INT  
 706 WC  
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: (N/C) 0.00

PARTS ORDERED  
 \*\*\*\*\*

B RIGHT AND LEFT FRONT WHEEL FLARES LOOSE  
 CAUSE: SEE JOB A  
 23 BODY MECH/INT  
 2729 WC  
 FC: PART#: COUNT:  
 CLAIM TYPE: W  
 AUTH CODE:  
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: (N/C) 0.00

C RAIN WATER LEAK AT TOP CENTER FRONT DROP: RADIO DASH  
 CAUSE: WATER TESTED / HEADER SEAL LEAKING  
 23 BODY MECH/INT  
 706 WC  
 1 55397058AF SEAL-HARD TOP FRONT  
 FC: PART#: COUNT:  
 CLAIM TYPE: W  
 AUTH CODE:  
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: (N/C) 0.00

12 months/12,000 miles warranty on Mopar parts excluding seals & gaskets.  
 See dealer for details.

All parts new unless otherwise indicated.

Shop supplies and Hazardous waste disposal charges. This charge represents  
 costs and profits to the motor vehicle repair facility for such items as  
 miscellaneous shop supplies and/or waste disposal s.559.904(4).

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

CUSTOMER SIGNATURE \_\_\_\_\_ (DATE) \_\_\_\_\_



CUSTOMER #: [REDACTED]

[REDACTED]



\*INVOICE\*

3440 S. Pine Avenue  
Ocala, Florida 34471  
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DUNNELLON, FL  
HOME: [REDACTED] CONT: N/A  
BUS: [REDACTED] CELL: [REDACTED]

PAGE 1

SERVICE ADVISOR: 8102 JAMES GARVIN

MV#:

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT		
WHITE	08	JEEP WRANGLER	1J4FZ24138L [REDACTED]		33213/33213		
DEL. DATE	PROG. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01OCT07 DD			17:30 18JAN10		89.00	CASH	18JAN10

R.O. OPENED: [REDACTED] READY: [REDACTED] OPTIONS: BTK:80134 DLR:68680  
 ENG:EGT 3.8L V6 SMPI Engine  
 TRN: DGV 4-Spd. Automatic VLP 42RLE Trans

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	RT	FRONT SPLASH GUARD	LOOSE SOP IN				
CAUSE: HOLD DOWN SCREWS COME OUT							
		23	BODY MECH/INT				(N/C)
			706 WC				(N/C)
		2	6509405AA RETAINER				(N/C)
PARTS:		0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE A: 0.00

INSTALL SCREWS

*****							
B	RATTLE FRONT END	2ND TIME IN					
CAUSE: ORDERED LINKS							
		19	STEERING				(N/C)
			706 WC				(N/C)
PARTS:		0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE B: 0.00

PLEASE FILL OUT CHRYSLER SURVEY POSITIVE

\*IF YOU HAVE ANY QUESTIONS PLEASE CALL US AT\*  
\*\*\*\*\* (352) 732-7577 \*\*\*\*\*

THANK YOU FOR YOUR BUSINESS

12 months/12,000 miles warranty on Mopar parts excluding seals & gaskets.  
See dealer for details.

All parts new unless otherwise indicated.

Shop supplies and Hazardous waste disposal charges. This charge represents costs and profits to the motor vehicle repair facility for such items as miscellaneous shop supplies and/or waste disposal s.559.904(4)

DESCRIPTION	TOTALS
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
PLEASE PAY THIS AMOUNT	0.00

CUSTOMER SIGNATURE \_\_\_\_\_ (DATE) \_\_\_\_\_

CUSTOMER #: [REDACTED]

[REDACTED]



\*INVOICE\*

3440 S. Pine Avenue  
Ocala, Florida 34471  
(352) 732-7577

DUNNELLON, FL [REDACTED]  
HOME: [REDACTED] CONT:N/A  
BUS: [REDACTED] CELL:

PAGE 1

MV#:

SERVICE ADVISOR: 8102 JAMES GARVIN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT		
WHITE	08	JEEP WRANGLER	1J4FZ24138T	[REDACTED]	33911/33911		
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	DATE	PAYMENT	INV DATE
01OCT07 DE			17:30 01FEB10		89.00	CASH	01FEB10

R/O OPENED: 12:38 01FEB10      READY: 15:27 01FEB10  
 OPTIONS: STK:80134 DLR:68680  
 ENG:EGT\_3.8L V6 SMPI Engine  
 TRN: DGV\_4-Spd. Automatic VLP 42RLE Trans

LINE OPCODE TECH TYPE HOURS      LIST      NET      TOTAL  
 A RATTLE IN FRONT END AS YOU DRIVE SOP IN  
 CAUSE: DIAG FOUND SWAYBAR LINKS NMAKINGNOISE

19 STEERING  
 706 WC  
 2 52059975AC LINK-STABILIZER BAR (N/C)  
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00 (N/C)  
 REPLACE SWAYBAR LINKS

\*\*\*\*\*  
 PLEASE FILL OUT CHRYSLER SURVEY POSITIVE  
 \*\*\*\*\*  
 \*IF YOU HAVE ANY QUESTIONS PLEASE CALL US AT\*  
 \*\*\*\*\* (352) 732-7577 \*\*\*\*\*  
 THANK YOU FOR YOUR BUSINESS

12 months/12,000 miles warranty on Mopar parts excluding seals & gaskets.  
 See dealer for details.  
 All parts new unless otherwise indicated.

Shop supplies and Hazardous waste disposal charges. This charge represents costs and profits to the motor vehicle repair facility for such items as miscellaneous shop supplies and/or waste disposal s.559.904(4)

DESCRIPTION	TOTALS
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
PLEASE PAY THIS AMOUNT	0.00

CUSTOMER SIGNATURE \_\_\_\_\_ (DATE)

CUSTOMER # 39407

119528



3440 S. Pine Avenue  
Ocala, Florida 32677  
(352) 732-7577

WORKORDER

PAGE 2

DUNN, GLENN

HON  
BUS

SERVICE ADVISOR: 8102 GARVIN, JAMES

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN O/S		
WHITE	08	JEEP WRANGLER	1J4FZZ41381		339 mi		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISE	PG.	RATE	PAYMENT	DRY DATE
01OCT07 DD			17:38 01FEB10		89.00	CASH	

R.O. OPENED	READY	OPTIONS	STK	DLR	68680
01FEB2010 12:38		ENG: EGT 4.0L V6 5MP1 Engine			
		TRN: DGV 4-Spd Automatic VLP 42RGE Trans			

LINE OF CODE TECH TYPE DESCRIPTIONS/INSTRUCTIONS

1. A 19 NO. *NOISE IN FRONT END AS YOU DRIVE SOB IN*  
**TEST DRIVE**  
*HEARD NOISE ON RAUGH ROADS*  
*DING AND FOUND BAD SWAY BAR LINKS*  
*REPLACED FROM SWAY BAR LINKS*  
**TEST DRIVE**

*TRUCK 149.96*  
*WHEEL 139.96*  
*WHEEL 139.96*  
*WHEEL 139.96*  
*WHEEL 139.96*

EXCLUSION OF WARRANTIES

Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and accessories purchased; and that in no event shall dealer be liable for incidental or consequential damage. The undersigned purchaser further agrees that such parts and/or systems to perform

PRELIMINARY ESTIMATE \$

AUTHORIZED BY X

STRAIGHT TIME (HRS.)	FLAT RATE PRICE	R.O. NO.	TIME	REVISED	DATE	TIME	BY
		119528		FEB 1	14.78		
		706		FEB 1	13.95		

I hereby authorize the repair work herein set forth to be done along with use of reasonable parts and accessories that you are not responsible for loss or damage to vehicle or articles left in 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 and/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. The dealership is not responsible for damages from freezing due to lack of antifreeze.

ESTIMATE (3)

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL OF THE ABOVE REVISED ESTIMATES:

X

CUSTOMER SIGNATURE

PLEASE READ CAREFULLY. CHECK ONE OF THE STATEMENTS BELOW AND SIGN: I UNDERSTAND

A DAILY STORAGE FEE WILL BE CHARGED THREE (3) WORKING DAYS AFTER YOU HAVE BEEN NO WORK ON YOUR VEHICLE HAS BEEN COMPLETED. THE DAILY STORAGE FEE IS \$ 5.00. YOU WILL BE RESPONSIBLE FOR ANY DAMAGE TO YOUR VEHICLE OR TO THE SHOP EQUIPMENT DURING THE STORAGE PERIOD.

CUSTOMER #: [REDACTED]

\*INVOICE\*



3440 S. Pine Avenue  
Ocala, Florida 34471  
(352) 732-7577

DUNNELLON, FL [REDACTED]  
HOME: [REDACTED] CONT: N/A  
BUS: [REDACTED] CELL: [REDACTED]

PAGE 1

SERVICE ADVISOR: 8102 JAMES GARVIN

MV#

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT		
WHITE	08	JEEP WRANGLER	1J4FZ24138L		35251/35251		
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO.	RATE	PAYMENT	INV DATE
01OCT07 DD			17:30 02MAR10		89.00	CASH	02MAR10

R.O. OPENED	READY	OPTIONS:
09:02 02MAR10	15:39 02MAR10	STK:80134 DLR:68680 ENG:EGT_3.8L V6 SMPI Engine TRN: DGV 4-Spd. Automatic VLP 42RLE Trans

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A WATER LEAK TOP CK ALL SOP IN							
CAUSE: SEALS LEAKING							
23	BODY MECH/INT						
		3888	WC				
1	55397042AE	SEAL-LIFTGLASS LOWER TO B					(N/C)
1	55395244AF	STRIP-LIFTGATE GLASS					(N/C)
1	55395661AF	W/STRIP SWING GATE TO BOD					(N/C)
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE A:	0.00

REPLACE UPPER HATCH SEAL LOWER HATCH SEAL LOWER GLASS HATCH SEAL ADJUST DOOR IN

PLEASE FILL OUT CHRYSLER SURVEY POSITIVE

\*IF YOU HAVE ANY QUESTIONS PLEASE CALL US AT\*

(352) 732-7577

THANK YOU FOR YOUR BUSINESS

*ben stopped (most) engine light  
huddle was ok  
called back to say  
brakes needed being  
nothing on check light  
replaced sensor 2  
by still ok*

12 months/12,000 miles warranty on Mopar parts excluding seals & gaskets. See dealer for details.

All parts new unless otherwise indicated.

Shop supplies and Hazardous waste disposal charges. This charge represents costs and profits to the motor vehicle repair facility for such items as miscellaneous shop supplies and/or waste disposal s.559.904(4)

DESCRIPTION	TOTALS
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
PLEASE PAY THIS AMOUNT	0.00

CUSTOMER SIGNATURE

(DATE)

CUSTOMER #:

\*INVOICE\*



DUNNELLON, FL  
HOME:  
BUS:

PAGE 1

3440 S. Pine Avenue  
Ocala, Florida 34471  
(352) 732-7577

MV#31972

SERVICE ADVISOR: 8102 JAMES GARVIN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
WHITE	08	JEEP WRANGLER	1J4FZ24138L		35251/35251		
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
01OCT07 DE			17:30 02MAR10		89.00	CASH	03MAR10

R.O. OPENED: 09:03 02MAR10  
 READY: 16:14 03MAR10  
 OPTIONS: STK:80134 DLR:68680  
 ENG:EGT 3.8L V6 SMPI Engine  
 TRN: DGV 4-Spd. Automatic VLP 42RLE Trans

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A RECALL 010 TRANS TIME							
50 CAMPAIGNS							
*****							
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE A:	0.00

PLEASE FILL OUT CHRYSLER SURVEY POSITIVE

\*IF YOU HAVE ANY QUESTIONS PLEASE CALL US AT\*

12 months/12,000 miles warranty on Mopar parts excluding seals & gaskets. See dealer for details.

All parts new unless otherwise indicated.

Shop supplies and Hazardous waste disposal charges. This charge represents costs and profits to the motor vehicle repair facility for such items as miscellaneous shop supplies and/or waste disposal s.559.904(4)

DESCRIPTION	TOTALS
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
PLEASE PAY THIS AMOUNT	0.00

CUSTOMER SIGNATURE

(DATE)

CUSTOMER #: [REDACTED]

\*INVOICE\*



3440 S. Pine Avenue  
Ocala, Florida 34471  
(352) 732-7577

MV#3

DUNNELLON, FL [REDACTED]  
HOME: [REDACTED] CONT:N/A  
BUS: [REDACTED] CELL:

PAGE 1

SERVICE ADVISOR: 8102 JAMES GARVIN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TA	
WHITE	08	JEEP WRANGLER	1J4FZ24138L [REDACTED]		35967/35967		
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
01OCT07 DD			17:30 15MAR10		89.00	CASH	15MAR10

R.G. OPENED: [REDACTED] READY: [REDACTED] OPTIONS: STK:80134 DLR:68680  
 10:22 15MAR10 12:39 15MAR10 ENG:EGT\_3.8L V6 SMPI Engine  
 TRN: DGV 4-Spd. Automatic VLP 42RLE Trans

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A CUST REPORTS WATER LEAK RAIN TOP OF WINDSHIELD CENTER AREA ALSO RT DOOR BACKSIDE AND LEFT DOOR FRONT AREA FLOOR WET							
CAUSE: PO							
23 ORDERED DOOR SEALS							
3888 WC (N/C)							
FC: PART#: COUNT:							
CLAIM TYPE: W							
AUTH CODE:							

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

\*\*\*\*\*

B CK ENGINE LIGHT COMING ON AND OFF COST REPLACE GAS CAP STILL COMING ON

CAUSE: ORDERED DETECTOR

18 DRIVEABILITY

3888 WC (N/C)

FC: PART#: COUNT:

CLAIM TYPE: W

AUTH CODE:

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

\*\*\*\*\*

12 months/12,000 miles warranty on Mopar parts excluding seals & gaskets.  
 See dealer for details.

All parts new unless otherwise indicated.

Shop supplies and Hazardous waste disposal charges. This charge represents costs and profits to the motor vehicle repair facility for such items as miscellaneous shop supplies and/or waste disposal a.559.904(4)

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

CUSTOMER SIGNATURE \_\_\_\_\_ (DATE) \_\_\_\_\_

CUSTOMER #: [REDACTED]

\*INVOICE\*



3440 S. Pine Avenue  
Ocala, Florida 34471  
(352) 732-7577

DUNNELLON, FL [REDACTED]  
HOME: [REDACTED] CONT:N/A  
BUS: [REDACTED] CELL:

PAGE 1

SERVICE ADVISOR: 8102 JAMES GARVIN

MV#3

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TA	
WHITE	08	JEEP WRANGLER	1J4PZ24138L [REDACTED]		35829/35829	[REDACTED]	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
01OCT07 DD			WAIT 17MAR10		89.00	CASH	17MAR10

H.O. OPENED	READY	OPTIONS:				
15:07 17MAR10	17:13 17MAR10	STK:80134 DLR:68680 ENG:EGT_3.8L V6 SMPI Engine TRN: DGV 4-Spd. Automatic VLP 42RLE Trans				
LINE OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

A WATER LEAK BOTH FRONT DOORS  
 CAUSE: DOOR SEALS LEAKING LEFT AND RIGHT  
 23 BODY MECH/INT  
 3888 WC (N/C)  
 1 55395274AO W/STRIP-DOOR TO BODY (N/C)  
 1 55395275AO W/STRIP-DOOR TO BODY (N/C)  
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

REPLACE BOTH DOOR SEALS  
 \*\*\*\*\*  
 B CK ENGINE LIGHT ON  
 CAUSE: LDP LEAKING  
 18 DRIVEABILITY  
 3888 WC (N/C)  
 1 48916H5AA DETECTOR-EVAPORATIVE SYST (N/C)  
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

REPLACE LEAK DETECTION PUMP  
 \*\*\*\*\*  
 C CHECK GAS TANK NECK IS LOOSE  
 CAUSE: CK TIGHTEN OK  
 23 BODY MECH/INT  
 3888 WC (N/C)  
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

\*\*\*\*\*  
 D CHECK IDLES ROUGH AT IDLE IN GEAR  
 CAUSE: NPF  
 18 DRIVEABILITY  
 3888 WC (N/C)  
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00  
 \*\*\*\*\*

12 months/12,000 miles warranty on Mopar parts excluding seals & gaskets. See dealer for details.

All parts new unless otherwise indicated.

Shop supplies and Hazardous waste disposal charges. This charge represents costs and profits to the motor vehicle repair facility for such items as miscellaneous shop supplies and/or waste disposal s.559.904(4)

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

CUSTOMER SIGNATURE (DATE)

CUSTOMER # : [REDACTED]

\* INVOICE \*



3440 S. Pine Avenue  
Ocala, Florida 34471  
(352) 732-7577

PAGE 1

DUNNELLON FL  
HOME: [REDACTED]  
BUS: [REDACTED]  
CELL: [REDACTED]

SERVICE ADVISOR: 8102 JAMES GARYIN

INV#3

YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	OUT
08	JEEP WRANGLER	1J4FP224138T	[REDACTED]	35887	35887
01OCT07	DD			89.00	CASH
					24MAR10

DEL DATE PROD DATE WAHR EXP PROMISED HONO RATE PAYMENT INV DATE

14:42 24MAR10 15:41 24MAR10 17:30 24MAR10

OPTIONS: STK:80134 DLR:68680

ENG:EGT 3.8L V6 S MPI Engine

TRN: DGV\_4-Spd. Automatic VLP 42RLB Trans

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A CK ENGINE LIGHT ON

CAUSE: DIAG MISSING O RING

IS DRIVEABILITY

3888 WC (N/C)

PARTS: 1 52129416AN SEAL-LABOR CANISTER (N/C)

LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

INSTALL ORING TEST DRIVE OK

\*\*\*\*\*



Rec 4/19/10

### CUSTOMER SATISFACTION NOTIFICATION J34 STEERING DAMPER

Dear [REDACTED]

At Chrysler Group LLC, you can be assured that we are constantly looking for opportunities to ensure quality. To prove our commitment to quality, the company is investing in and prioritizing improvements for every vehicle that we build. As part of that commitment, we are also targeting existing vehicles on the road today and contacting our customers to provide these quality improvements, at no charge, that will help to improve your ownership satisfaction.

We are recommending the following improvements be performed on some 2007 through 2010 model year Jeep® Wrangler vehicles equipped with right hand steering.

**Recommended Service:** The steering damper on your vehicle (VIN: 1J4FZ24138L [REDACTED]) may degrade resulting in a loss of system dampening.

**What your dealer will do:** Chrysler will service your vehicle free of charge (parts and labor). To do this, your dealer will replace the steering damper and mounting bracket. The work will take about ½ hour to complete. We recommend that you make an appointment with your dealer to minimize your inconvenience.

**What you should do:** Simply contact your Chrysler, Jeep, or Dodge dealer, at your convenience, to schedule a service appointment. Your dealer will collect the necessary information to ensure that the appropriate parts are available in your service can be completed in a timely manner. Although not required, it is recommended to bring this letter with you to your dealer when you bring your vehicle in for this service.

**If you need help:** Please contact the Chrysler Customer Assistance Center at 1-800-853-1403.

If you have already experienced this condition and have paid to have it repaired, please send your original receipts and/or other adequate proof of payment to the following address for reimbursement: Chrysler Customer Assistance, P.O. Box 21-8007, Auburn Hills, MI 48321-8007, Attention: Reimbursement. Once we receive and verify the required documents, reimbursement will be sent to you within 3 weeks.

Please help us update our records by filling out the attached prepaid postcard, if any of the conditions listed on the card apply to your vehicle. You may also update this information on the web at [www.jeep.com/ownersreg](http://www.jeep.com/ownersreg).

We apologize for any inconvenience this service may cause to your schedule. Moving forward we are committed to providing our customers with world class quality products, ensuring that you have a positive dealership experience and following up on any issues and concerns that you may have in a timely manner through our Customer Assistance Center.

Ask your dealer about the following notification(s). Our records indicate that your vehicle also requires repair for notification(s): J24

Sincerely,  
Customer Service / Field Operations  
Chrysler Group, LLC  
Notification Code J34



Chrysler, Jeep, Dodge, Ram and Mopar are registered trademarks of Chrysler Group LLC.



one if

with

name



STATE OF FLORIDA  
 DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES  
 DIVISION OF MOTOR VEHICLES  
 Neil Kirkman Building - Tallahassee, FL 32399-0620

**NOTIFICATION OF TRANSFER OF REGISTRATION LICENSE PLATE**

In compliance with section 320.0609(2), Florida Statutes, I hereby certify that the following motor vehicle has been sold, traded, transferred or otherwise disposed of:

Year 2005 Make Jeep Type \_\_\_\_\_ Weight or Length \_\_\_\_\_  
 Identification Number 1J4F449SG5P \_\_\_\_\_ Color \_\_\_\_\_

As the registered owner of Florida License Plate No. CZ33Y Decal No. \_\_\_\_\_  
 which expires on MAY / 28 / 2008 I authorize the following dealer:  
Mo. Day Yr.

PHILLIPS CHRY JEEP, INC.

(Dealer)

3440 SOUTH PINE AVE.

OCALA, FL

(Dealer Address)

to properly transfer my license plate to the replacement vehicle described below.

Year 2008 Make JEEP Type WRANGLER Weight or Length \_\_\_\_\_  
 Identification Number 1J4F7241381 \_\_\_\_\_ Color WHITE

Print Owner(s) Name

Signature of Owner(s)

DUNNELLON FL

(Owner Address)

**DEALER'S CERTIFICATE**

As a motor vehicle dealer licensed in Florida, I hereby certify that the above Notification of Transfer of Registration License Plate correctly describes the transaction involving the transfer of motor vehicle and this License Plate No. \_\_\_\_\_ This license plate has been removed from the original vehicle and assigned and attached to the replacement vehicle in compliance with section 320.0609(2), Florida Statutes. I also certify that on behalf of my customer I will process the necessary documents through a local county license plate agency to obtain the transfer registration certificate, which will be delivered to my customer within 30 days as stated in section 320.0605, Florida Statutes.

Under penalties of perjury, I declare that I have read the foregoing document and that the facts stated in it are true.

Dealer PHILLIPS CHRY JEEP, INC. Authorized Agent PHILLIPS CHRYSLER JEEP

Dealer License No. VF10022231 Date of Sale 10/01/2007

# FLORIDA VEHICLE REGISTRATION

COPY 14 / 2

T#

B#

PLATE CZ33Y DECAL 07779388 Expires **Midnight Fri 5/28/2010**

YR/MK 2008/JEEP BODY JP  
VIN 1J4FZ24136L NET WT 3815

COLOR TITLE

WHI

Reg. Tax	60.10	Class Code	1
Init. Reg.		Tax Months	12
County Fee	3.00	Back Tax Mos	
Mail Fee		Credit Class	
Sales Tax		Credit Months	
Voluntary Fees			
Grand Total	63.10		

DL/REID B100112555880  
Date Issued 6/1/2008 Plate Issued 6/23/2006

DUNNELLON, FL

CWR - CONSERVE WILDLIFE

### IMPORTANT INFORMATION

1. The Florida license plate must remain with the registrant upon sale of vehicle.
2. The registration must be delivered to a Tax Collector or Tag Agent for transfer to replacement vehicle.
3. The registration must be surrendered when requesting a change of address.
4. Registration renewals are the responsibility of the registrant and shall occur during the 30-day period prior to the expiration date shown on this registration. Renewal notices are provided as a courtesy and are not required for renewal purposes.

1

**Motor Vehicle Defect Notification**

(Please print clearly in ink. If you do not wish to receive letters or other written solicitations from private attorneys, check below)

I DO NOT WISH TO RECEIVE WRITTEN SOLICITATION MATERIALS FROM AN ATTORNEY

Pursuant to the Florida Lemon Law, notice is given to the manufacturer as follows:

The vehicle has been out of service at least 15 days to repair one or more substantial defects.

3 or more repair attempts have been made to repair the same substantial defect or condition.

Description of continuing defect(s) or condition(s) The removable T-tops on this jeep continues to leak. The jeep has been serviced 5 times for the same problem. This leaking problem is making it impossible to deliver the US Mail in rain. (NOTE: this is not a complete description; the manufacturer should ascertain all appropriate information.)

I am requesting that you make a final attempt to correct the continuing substantial defect(s) or condition(s).

Vehicle Make Jeep Model Wrangler Year 2008

VIN 1J74F1Z241138419 Date of Delivery 10/1/07

Name and City/State of selling dealer or leasing company (if applicable) Phillips Jeep Chrysler  
3440 S. Pine Ave. Ocala F

Name and City/State of authorized service agent(s) attempting previous repairs: Same as above

Consumer [Redacted]  
Address [Redacted]  
Dunnellon FL [Redacted]

Home phone [Redacted]  
Work phone [Redacted]  
Signature [Redacted]  
Date Mailed 02/20/10 (1/98)

February 09  
May 09  
June 09



3440 S. Pine Avenue

Ocala, Florida 34471

(352) 732-7571

ORDER NO. \_\_\_\_\_

NAME \_\_\_\_\_

ADDRESS \_\_\_\_\_

CITY/STATE Dunnellon, FL

ZIP \_\_\_\_\_

YEAR <u>2008</u>	MAKE <u>Jeep</u>	MODEL <u>JK</u>	TECH <u>Mike</u>	Jr
VEHICLE ID NUMBER <u>88L538047</u>		PRODUCTION DATE <u>/ /</u>		ENGINE
ORDER DATE <u>3/15/10</u>	PHONE <u>465-4117</u>			
QTY	PART NUMBER	DESCRIPTION		
	<u>1 55395274A0</u>	<u>M door w/s</u>		
	<u>1 55395275A0</u>	<u>L " "</u>		
	<u>① 4898685AA</u>	<u>blower</u>		
1ST NOTIFICATION DATE		BY	2ND NOTIFICATION DATE	
			DATE CARD MAILED	
WHITE - CUSTOMER COPY    CANARY - ORIGINATING DEPT. COPY    PINK - PARTS MO GOLD - ARRIVAL NOTICE    TAG - CUSTOMER NOTIFICATION				



3440 S. Pine Avenue

Ocala, Florida 34471

(352) 732-757

ORDER NO. \_\_\_\_\_

NAME \_\_\_\_\_

ADDRESS \_\_\_\_\_

CITY/STATE Dunnellon, Fl.

ZIP \_\_\_\_\_

YEAR	MAKE	MODEL	CHASSIS
08	Jeep	Wrangler	Chris J.
VEHICLE ID NUMBER	8L	PRODUCTION DATE	ENGINE
ORDER DATE	PHONE		
1-18	405-4117		
QTY	PART NUMBER	DESCRIPTION	
2	52059975AC	Links	
1ST NOTIFICATION DATE	BY	2ND NOTIFICATION DATE	BY
DATE CARD MAILED			
WHITE - CUSTOMER COPY    CANARY - ORIGINATING DEPT. COPY    PINK - PARTS MOI			
GOLD - ARRIVAL NOTICE    TAG - CUSTOMER NOTIFICATION			



3440 S. Pine Avenue



Ocala, Florida 34471



(352) 732-7577

ORDER NO. \_\_\_\_\_

NAME



ADDRESS

CITY/STATE

Dunnellon, FL

ZIP



YEAR	MAKE	MODEL	TRUCK	
08	Jeep	Wrangler	Chris	
VEHICLE ID NUMBER		PRODUCTION DATE	ENGINE	
	38L	1/1		
ORDER DATE	PHONE			
	465-4117		103207	
QTY	PART NUMBER	DESCRIPTION		N
1	5507 8024-AD	R. side M.		
1ST NOTIFICATION DATE	BY	2ND NOTIFICATION DATE	BY	DATE CARD MAILED

WHITE - CUSTOMER COPY    CANARY - ORIGINATING DEPT. COPY    PINK - PARTS MOI  
 GOLD - ARRIVAL NOTICE    TAG - CUSTOMER NOTIFICATION



PHILLIPS CHRYSLER JEEP, INC.
2440 South Pine Avenue,
Ocala, Florida 34471
(352) 732-7577

DATE: 10/01/07

RETAIL BUYER'S ORDER

Customer information form including DOB (05/28/55), ADDRESS, CITY, STATE (FL), ZIP, DL #, HOME PHONE, WORK PHONE, COUNTY, MILEAGE, COLOR, SALESPERSON 1 (HELPER, MARK BODERICK), SALESPERSON 2.

NEW / DEMO AND EXECUTIVE VEHICLE DISCLOSURE. This new, demonstrator or executive vehicle is sold AS-IS and WITH ALL FAULTS. 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 Vehicle.

USED VEHICLE DISCLOSURE. This used Vehicle has been previously driven by others and Dealer has not made any representation regarding the Vehicle's history. Customer acknowledges that no representation has been made by any agent of Dealer: (i) regarding the history, condition, prior repair or maintenance, safety system or suitability of the Vehicle; or (ii) that it has or has not ever sustained damages prior to this Order, nor does Dealer have the obligation to make any such disclosure.

TRADE-IN 1. Private Trade or Lease Walk Away. Year, Make, Model, Color, Mileage, VIN, Lien to: Amount, Good Thru.

TRADE-IN 2. Private Trade or Lease Walk Away. Year, Make, Model, Color, Mileage, VIN, Lien to: Amount, Good Thru.

ARBITRATION AND LITIGATION ACKNOWLEDGEMENTS. The parties agree to submit all claims to binding arbitration as set forth in paragraph H on the reverse side.

PURCHASE INFORMATION table with columns for item and amount. Items include Cash Price of Vehicle (22277.00), Dealer Fee (3499.50), Subtotal (22800.50), Less Pre-owned Allowance &/or Discount (N/A), Net Difference (22800.50), Pre-delivery Service Fee, Electronic Registration Filing Fee (N/A), Lead Acid Battery Fee (1.50), Florida New Tire Fee (\$1.00 per tire), Subtotal (22807.00), Sales Tax (1353.42), Lemon Law - Warranty Enforcement Act (2.00), Florida Title, Registration and License Fees (36.35), Third-party Private Tag Agency Fee (N/A), Trade Pay-off / Balance on Prior Lease (24238.77), Motor Vehicle Service Contract (N/A), Vehicle Maintenance Agreement (N/A), Sales Tax on Other Benefits (N/A), GRAND TOTAL (24238.77), Rebate (N/A), Cash (Receipt #), Total Cash Down, BALANCE DUE ON DELIVERY (14238.77).

FINANCING NEGOTIATION / APPROVAL. Customer may secure financing through Dealer or a financing entity of Customer's choosing and Customer may be able to obtain more favorable financing from third parties. The retail installment sales contract ("RISC") to be entered between Dealer and Customer, unless otherwise indicated in writing by Dealer, shall be immediately assigned by Dealer to a bank / finance company (at face value or greater) which shall then be the creditor to whom Customer shall be obligated under the RISC.

Customer signature lines for Co-Customer's Signature, Manager, and Date. Includes a note: DO NOT SIGN BELOW UNTIL YOU HAVE READ AND UNDERSTOOD ALL OF THE TERMS AND CONDITIONS CONTAINED ON THE FRONT AND REVERSE OF THIS ORDER.



**ATLANTA  
POSTAL  
CREDIT UNION**

3900 Crown Road • Atlanta, GA 30380-0001  
(404) 766-4126 • (800) 849-8431  
E-mail: info@apcu.com • Web site: www.apcu.com

# MEMBER'S COPY

## LOANLINE

Open-End Voucher  
and Security Agreement

### BORROWER INFORMATION

BORROWER 1 NAME	ACCOUNT NUMBER	AMOUNT REQUESTED	DATE
[REDACTED]	[REDACTED]	\$ 14,238.77	10/01/07
CITY	STATE	ZIP	HOME TELEPHONE NUMBER
Dunnellon	FL	[REDACTED]	[REDACTED]
BORROWER 2 NAME	ACCOUNT NUMBER	PLEASE CHECK ONE:	
[REDACTED]	[REDACTED]	<input type="checkbox"/> DEPOSIT CHECK IN ACCOUNT NUMBER <input checked="" type="checkbox"/> MAIL THE CHECK <input type="checkbox"/> PICK UP THE CHECK WORKSHEET NUMBER [REDACTED]	
BORROWER 2 ADDRESS (IF DIFFERENT THAN BORROWER 1)	SOCIAL SECURITY NUMBER	REPAYMENT METHOD:	FROM ACCOUNT
[REDACTED]	[REDACTED]	<input checked="" type="checkbox"/> AUTOMATIC TRANSFER <input type="checkbox"/> CASH PAYMENT	

### REPAYMENT TERMS

DAILY PERIODIC RATE	ANNUAL PERCENTAGE RATE	INTEREST RATE IS:	NEW SUB ACCT#	LINE OF CREDIT LIMIT	REMAINING LIMIT
0.021232%	7.750%	<input checked="" type="checkbox"/> FIXED <input type="checkbox"/> VARIABLE	[REDACTED]	\$ 0.00	\$ 0.00
AMOUNT APPROVED	OTHER CHARGES	AMOUNT ADVANCED	PREVIOUS BALANCE	NEW BALANCE	
\$ 14,238.77	+ \$ 0.00	= \$ 14,238.77	+ \$ 0.00	= \$ 14,238.77	
CURRENT PAYMENT	DATE DUE	PAYMENT AFTER ADVANCE	DATE DUE	PMT. FREQUENCY	
\$		\$ 147.00	11/02/07	Bi-weekly	
PAY OFF EXISTING LOAN(S)	LN #	LN #	LN #	LN #	

### SECURITY OFFERED

#### CONSUMERS' CLAIMS AND DEFENSES IF CHECKED, SEE REVERSE SIDE FOR NOTICE

THE ADVANCE IS SECURED BY YOUR SHARES, ALL PROPERTY SECURING OTHER PLAN ADVANCES AND LOANS RECEIVED IN THE PAST OR IN THE FUTURE, AND THE FOLLOWING PROPERTY:

PROPERTY/MODEL	YEAR	I.D. NUMBER	VALUE	KEY NUMBER
JEEP WRANGLER	2008	1J4FZ241391	[REDACTED]	

PLEDGE OF SHARES AND/OR DEPOSITS	ACCOUNT NUMBER	PLEDGE OF SHARES AND/OR DEPOSITS	ACCOUNT NUMBER

### SUBSEQUENT ELECTION FOR VOLUNTARY PAYMENT PROTECTION

You can now voluntarily elect to become insured with the coverage(s) shown below. In order for coverage to become effective you must meet all insurance eligibility requirements stated in the Credit Insurance Application/Schedule. **NOTE: The insurance you're applying for contains certain terms and exclusions; Refer to your certificate for coverage details.** If you need a copy of the Insurance Certificate, just ask. You authorize us to add the charges for the insurance to your outstanding balance each month. Coverage election applies to the entire balance on this subaccount. Insurance rates are subject to change.

YOU ELECT THE FOLLOWING:	COST PER \$100 OF YOUR MONTHLY LOAN BALANCE	NAME OF INSURED(S)
<input checked="" type="checkbox"/> Single Credit Disability	\$ 0.290	[REDACTED]
<input checked="" type="checkbox"/> Single Credit Life	\$ 0.070	[REDACTED]
<input type="checkbox"/> Joint Credit Life	\$ 0.105	[REDACTED]

### SPECIAL INSTRUCTIONS -- Read before signing below.

- Payments are due on your account as described above. you are responsible for the payments even if your payroll deduction is slow in starting or increasing or if you draw money out of your share account that was to be used for your loan payment.
- If you have used a vehicle or other real property as security on your loan, you must provide the credit union with proof the collateral is adequately insured. Please see the enclosed insurance documents.
- Please verify your election of credit insurance was based on your discussion with your loan officer at the time the advance was requested. If the election of insurance is incorrect or you wish to change the election, please make the proper election and return this voucher to the credit union.

### SIGNATURES

By signing below, by endorsing the proceeds check or by using the amount advanced and deposited into your share/share draft account you agree:

- to make and be bound by the terms of this Security Agreement including the cross collateral clause;
- The Credit Union will rely on the information above and your credit report to make a credit decision;
- to make payments as disclosed above in accordance with the terms of your Plan.

<input checked="" type="checkbox"/> (SEAL)	DATE	<input checked="" type="checkbox"/> (SEAL)	DATE
BORROWER 1 SIGNATURE		BORROWER 2 SIGNATURE	
<input checked="" type="checkbox"/> (SEAL)	DATE	<input checked="" type="checkbox"/> (SEAL)	DATE
SIGNATURE <input type="checkbox"/> OWNER OF COLLATERAL (Other than a Borrower)		SIGNATURE <input type="checkbox"/> OWNER OF COLLATERAL (Other than a Borrower)	

<b>MATTER #</b>	1214328
<b>FILE TYPE</b>	Legal Claim
<b>FILE NAME</b>	[REDACTED]
<b>CAIR #</b>	No CAIRS relating to the air bag light.
<b>DATE OF INCIDENT</b>	N/A
<b>DATE OF NOTICE</b>	5/6/2009
<b>MODEL/MODEL YEAR</b>	2008 Wrangler 4x4 RHD Sport Utility
<b>VIN</b>	1J4FZ24138L [REDACTED]
<b>MILEAGE</b>	22,666
<b>OWNER</b>	[REDACTED] Dunnellon, FL [REDACTED]
<b>COURT</b>	None
<b>DOCKET #</b>	None
<b>ALLEGED DEFECT</b>	Air Bag Warning Light.
<b>DESCRIPTION</b>	The owner alleges that the air bag warning light comes on.
<b>CRASH</b>	No
<b>PROPERTY DAMAGE</b>	No
<b>INJURIES</b>	0
<b>FATALITIES</b>	0
<b>ANALYSIS</b>	The repair history states that the clock spring was replaced.

IN THE CIRCUIT COURT IN AND FOR  
PALM BEACH COUNTY, FLORIDA

CASE **50 2008 CA 03 41 1 8 XXXXMB**

EVERETT COOPER and  
CHARLES COOPER,

Plaintiffs,

v.

CHRYSLER LLC,

Defendant.

COPY  
RECEIVED FOR FILING

OCT 28 2008

SHARON R. BOCK  
CLERK & COMPTROLLER  
CIRCUIT CIVIL DIVISION

AD

**COMPLAINT AND PETITION TO APPEAL DECISION  
OF LEMON LAW BOARD AND WRITTEN DISCOVERY REQUESTS**

NOW COME Plaintiffs, EVERETT COOPER and CHARLES COOPER, by and through their attorneys, KROHN & MOSS, LTD., and for their complaint against Defendant, CHRYSLER LLC, and their petition to appeal the decision of the Florida New Motor Vehicle Board in the case of EVERETT COOPER v. CHRYSLER LLC, 2008-0390/WPB, alleges and affirmatively states as follows:

**PARTIES**

1. Plaintiffs, EVERETT COOPER and CHARLES COOPER ("Plaintiffs"), are individuals who were at all times relevant hereto residing in the State of Florida.
2. Defendant, CHRYSLER LLC ("Manufacturer"), is a foreign corporation authorized to do business in the State of Florida, County of Palm Beach, and is engaged in the manufacture, sale, and/or distribution of motor vehicles and related equipment and services. Manufacturer is also in the business of marketing, supplying and selling written warranties to the public at large through a system of authorized dealerships, including Arrigo Jeep ("Seller").

Manufacturer does business in all counties of the State of Florida including Palm Beach County, and maintains offices in the County of Palm Beach, State of Florida.

### **JURISDICTION**

3. This is an action seeking damages in excess of \$15,000, exclusive of attorneys' fees and court costs.

### **BACKGROUND**

4. On or about November 7, 2006, Plaintiffs purchased from Seller a 2007 Jeep Wrangler ("Wrangler"), manufactured and distributed by Manufacturer, Vehicle Identification No. 1J4FA24117L117465, for valuable consideration. (See copy of Plaintiffs' Buyer's Order, attached hereto as Exhibit "A").

5. The price of the Wrangler, including registration charges, document fees and sales tax, but excluding other collateral charges, such as bank and finance charges, totaled at least \$26,117.93.

6. Plaintiffs aver that as a result of the ineffective repair attempts made by Manufacturer through its authorized dealership network, the Wrangler cannot be utilized for personal, family and household use as intended by Plaintiffs at the time of acquisition.

7. Manufacturer engaged in an aggressive advertising and marketing campaign in order to induce Plaintiffs and other consumers to purchase its vehicles from a dealership that was authorized by Manufacturer to sell its vehicles and issue its written warranties to consumers.

8. Manufacturer was in direct privity with Plaintiffs based upon its role in the sale, distribution, and repair of the subject vehicle through its authorized sales and servicing agents including Seller as evidenced by the following:

a. Manufacturer enters into sales and servicing agreements with its authorized dealers that are located in numerous counties of this state including the county wherein this lawsuit was filed.

b. Manufacturer requires its authorized dealers to display Manufacturer's logo on each authorized dealer's sign outside the dealer.

c. Manufacturer requires its authorized dealers to display Manufacturer's logo on the uniforms of authorized dealers' service personnel.

d. Manufacturer requires its authorized dealers to display Manufacturer's logo on the repair records that are given to authorized dealers' customers as receipts for service to their vehicles.

e. Manufacturer requires its authorized dealers to seek authorization for performing repairs as covered by Manufacturer's warranty.

f. Manufacturer makes the final decision as to whether or not repairs made to a vehicle are to be covered by Manufacturer's warranty.

g. Manufacturer reimburses its authorized dealers for repairs covered by Manufacturer's warranty.

h. Manufacturer requires its authorized dealers to document repairs on repair invoices in a method prescribed by Manufacturer.

i. Manufacturer provides its authorized dealers with specific limitations on the amount of time its dealers may seek reimbursement for specific warranty repairs to a vehicle.

j. Manufacturer requires its authorized dealers to provide its customers with Manufacturer's written warranty when a new vehicle is sold by Manufacturer's authorized dealer.

k. Finally, Manufacturer supervises each and every authorized dealer through a system of zone offices that is set up to monitor dealerships located within each respective county of the State of Florida.

l. Manufacturer provides its authorized dealers with repair manuals and service bulletins to repair vehicles manufactured and/or distributed by Manufacturer.

9. Plaintiffs were obligated to purchase a vehicle and obtain Manufacturer's warranty from one of Manufacturer's authorized dealers.

10. In consideration for the purchase of the Wrangler, Manufacturer issued and supplied to Plaintiffs its written warranty, which included three (3) years or thirty-six thousand (36,000) miles bumper to bumper coverage, as well as other warranties fully outlined in the Manufacturer's New Car Warranty booklet (See Copy of Warranty Booklet, attached hereto as Exhibit "B").

11. Based on the issuance of its written warranty and its contacts with Plaintiffs as detailed as paragraphs seven (7) through ten (10) above, Manufacturer was in contractual privity with the Plaintiffs.

12. On or about November 26, 2006, Plaintiffs took possession of the Wrangler and shortly thereafter experienced the various defects listed below that substantially impair the use, value and/or safety of the Wrangler.

13. Plaintiffs delivered the Wrangler to Manufacturer, through its authorized dealership network, on numerous occasions.

14. Plaintiffs aver that the Wrangler has been subject to repair on at least three (3) occasions for the same defect, and that the defect remains uncorrected.

15. Plaintiffs brought the Wrangler to Seller and/or an authorized service dealer of Manufacturer for various defects and nonconformities, including but not limited to:

- a. Defective engine as evidenced by the illumination of the check engine light;
- b. Defective electrical system as evidenced by an inoperable cruise control, an inoperable radio when applying the brakes, the illumination of the ABS light, and an inoperable horn;
- c. Defective transmission as evidenced by a broken shifter assembly;
- d. Defective climate control system as evidenced by broken fan blades;
- e. Defective trim as evidenced by a malfunctioning soft top, a drivers' seat which moves while operating the vehicle, a clicking noise from the seat while driving, the cap on the four wheel drive button coming off, a loose header, the bubbling of the paint, excessive wind noise from the soft top, and rust on the body of the vehicle;
- f. Defective steering and/or suspension as evidenced by the amount of play in the steering of the vehicle at highway speeds; and
- g. Any additional defects in the subject vehicle as reflected in the repair documents generated by Defendant's authorized dealer network and in Defendant's internal repair records for the subject vehicle.

16. Plaintiffs provided Manufacturer, through its authorized dealership network, sufficient opportunities to repair the Wrangler.

17. Manufacturer was unable and/or failed to repair the defects in Plaintiffs's Wrangler as provided in Manufacturer's warranty within a reasonable number of attempts, reasonable opportunity to cure, and/or a reasonable amount of time.

18. Plaintiffs left the Wrangler with an authorized service dealer of Manufacturer for the repair of various defects and/or non-conformities.

19. Shortly after Plaintiffs picked up the Wrangler from the authorized dealer, the Wrangler caught on fire due to defects in materials and workmanship, and was subsequently totaled.

20. The limited repair or replacement remedy contained with Manufacturer's warranty failed of its essential purpose pursuant to F.S.A. § 672.719(2) due to Manufacturer's failure to repair the Wrangler within a reasonable time.

21. Manufacturer was unable and/or failed to repair the defects in the Wrangler as provided in Manufacturer's warranty after being afforded a reasonable opportunity to cure pursuant to 15 U.S.C. § 2310(e).

22. Plaintiffs justifiably lost confidence in the Wrangler's safety and/or reliability, and said defects have substantially impaired the value of the Wrangler to Plaintiffs.

23. Said defects could not have reasonably been discovered by Plaintiffs prior to Plaintiffs' acceptance of the Wrangler.

24. As a result of these defects, Plaintiffs revoked his acceptance of the Wrangler in writing.

25. At the time of revocation, the Wrangler was in substantially the same condition as at delivery except for damage caused by its own defect and ordinary wear and tear.

26. Manufacturer refused Plaintiffs' demand for revocation and has refused to provide Plaintiffs with the remedies to which Plaintiffs is entitled upon revocation.

27. Plaintiffs have been and will continue to be financially damaged due to Defendant's failure to comply with the provisions of its express warranty.

**COUNT I**  
**BREACH OF WRITTEN WARRANTY**  
**PURSUANT TO THE MAGNUSON-MOSS WARRANTY ACT**  
**MANUFACTURER**

28. Plaintiffs re-allege and incorporate by reference as though fully set forth herein, paragraphs 1-27 of this complaint.

29. Plaintiffs are purchasers of a consumer product who received the Wrangler during the duration of a written warranty period applicable to the Wrangler and who is entitled by the terms of the written warranty to enforce against Manufacturer the obligations of said warranty.

30. Manufacturer is a person engaged in the business of making a consumer product directly available to Plaintiffs.

31. Seller is an authorized dealership/agent of Manufacturer designated to perform repairs on vehicles under Manufacturer's automobile warranties.

32. The Magnuson-Moss Warranty Act, Chapter 15 U.S.C.A., Section 2301, et. seq. ("Warranty Act") is applicable to Plaintiffs' Complaint in that the Wrangler was manufactured, sold and purchased after July 4, 1975, and costs in excess of ten dollars (\$10.00).

33. Plaintiffs' purchase of the Wrangler was accompanied by a written factory warranty for any defects in material or workmanship, comprising an undertaking in writing in connection with the purchase of the Wrangler to repair or replace defective parts, or take other remedial action free of charge to Plaintiffs with respect to the Wrangler in the event that the Wrangler failed to meet the specifications set forth in Manufacturer's warranty.

34. Manufacturer's warranty was the basis of the bargain of the contract between the Plaintiffs and Manufacturer for the sale of the Wrangler to Plaintiffs.

35. Said purchase of Plaintiffs' Wrangler was induced by, and Plaintiffs relied upon, Manufacturer's written warranty.

36. Plaintiffs have met all of his obligations and preconditions as provided in the written warranties.

37. As a direct and proximate result of Manufacturer's failure to comply with its written warranty, Plaintiffs have suffered damages and, in accordance with 15 U.S.C. § 2310(d)(1), Plaintiffs are entitled to bring suit for such damages and other legal and equitable relief.

38. Plaintiffs aver that upon successfully prevailing upon the Magnuson-Moss Warranty Act claim herein, all attorneys' fees are recoverable and are demanded against Manufacturer.

WHEREFORE, Plaintiffs prays for judgment against Manufacturer as follows:

- a. Revocation of acceptance of the vehicle in accordance with 15 U.S.C. § 2310(d) and 672.608 and return of all monies paid;
- b. Diminution in value of the vehicle, and incurred and/or needed costs of repair,
- c. All incidental and consequential damages incurred;
- d. Reasonable attorneys' fees, witness fees and all court costs and other fees incurred; and
- e. Such other and further relief that the Court deems just and appropriate.

**COUNT II**  
**VIOLATION OF MOTOR VEHICLE**  
**WARRANTY ENFORCEMENT ACT**  
**MANUFACTURER**

39. Plaintiffs re-allege and incorporate by reference as though fully set forth herein, paragraphs 1-27 of this Complaint.

40. The Lemon Law Arbitration Hearing in this matter took place on September 25, 2008.

41. After the arbitration hearing, the panel found in favor of CHRYSLER LLC. (A copy of the panel's decision is attached as Exhibit "C").

42. The Arbitration Board's findings and conclusion were in error as Plaintiffs provided Defendant with adequate notice, a reasonable opportunity to cure, and presented sufficient evidence that the subject vehicle was defective and/or that the alleged defects constituted a substantial impairment to the use, value or safety of the vehicle.

43. Plaintiffs are "Consumers" as defined by 681.102(4) Fla.Stat.

44. Manufacturer is a "Manufacturer" as defined by 681.102(14) Fla.Stat.

45. Plaintiffs' Wrangler is a "Motor vehicle" as defined by 681.102(15) Fla.Stat.

46. Plaintiffs took delivery of the Wrangler on or about November 7, 2006.

47. The defective Wrangler had been subject to repair by Manufacturer at least five (5) times in the first two years since delivery, and said nonconformity continues to exist.

48. Manufacturer has been given a reasonable number of attempts to conform the Wrangler to its express warranties.

49. Manufacturer received prior direct written notification of the above-mentioned defects on behalf of Plaintiffs on May 14, 2008. (See copy of Motor Vehicle Defect Notification and Certified Mail receipt, attached hereto as Exhibit "D").

50. Manufacturer is unable to conform the Wrangler to any of its applicable express warranties.

51. As a result of said nonconformities, Plaintiffs are without the reasonable value of the Wrangler.

52. As a result of said nonconformities, Plaintiffs have suffered and continue to suffer various damages.

WHEREFORE, Plaintiffs respectfully demand this Court to order Manufacturer to either provide Plaintiffs with a replacement motor vehicle, or to accept the return of the Wrangler from Plaintiffs and refund to Plaintiffs the full price of the Wrangler, including all collateral charges and attorneys' fees incurred by Plaintiffs, less a reasonable offset for Plaintiffs' usage of the vehicle.

***PLAINTIFFS DEMANDS A TRIAL BY JURY***

Respectfully Submitted,  
Krohn & Moss, Ltd

By: \_\_\_\_\_

Aaron Radbil  
Krohn & Moss, Ltd  
120 W Madison St, 10<sup>th</sup> Floor  
Chicago, IL 60602  
(312) 578-9428  
Attorney for Plaintiffs  
FBN: 0047117

<b>MATTER #</b>	1195586
<b>FILE TYPE</b>	Legal Claim
<b>FILE NAME</b>	[REDACTED]
<b>CAIR #</b>	[REDACTED]
<b>DATE OF INCIDENT</b>	N/A
<b>DATE OF NOTICE</b>	10/22/07
<b>MODEL/MODEL YEAR</b>	2007 Jeep Wrangler 4x4 Sport Utility 2-Door
<b>VIN</b>	1J4FA24117L [REDACTED]
<b>MILEAGE</b>	17,609
<b>OWNER</b>	[REDACTED] Wellington, FL [REDACTED]
<b>COURT</b>	Circuit Court, Palm Beach Cty, Fla
<b>DOCKET #</b>	50 2008 CA 034118
<b>ALLEGED DEFECT</b>	Air Bag Warning Light.
<b>DESCRIPTION</b>	The owner alleges that the air bag warning light comes on.
<b>CRASH</b>	No
<b>PROPERTY DAMAGE</b>	No
<b>INJURIES</b>	0
<b>FATALITIES</b>	0
<b>ANALYSIS</b>	Dealer reports that there was an internal short and clock spring/steering angle sensor was replaced.

**Customer Assistance Inquiry Record (CAIR)# 20649211**

<b>VIN</b>	1J8GA5914	8L [REDACTED]	<b>Open Date</b>	04/03/2011	<b>Built Date</b>	01/03/2008
<b>Model Year</b>	2008	<b>Body</b>	JKJP74	JEEP WRANGLER UNLIMITED SAHARA 4X4 SPORT UTILITY		
<b>In Service Dt</b>	03/01/2008	<b>Mileage</b>	56,000	<b>Dealer Zone</b>	66	ORLANDO
<b>Plant</b>	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)	<b>Market</b>	U	US	
<b>Color</b>	PX8	BLACK CLEAR COAT				
<b>Engine</b>	EGT	3.8L V6 SMPI ENGINE				
<b>Transmission</b>	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS				
<b>Dealer</b>	26630	NALLEY ROSWELL CHRYSLER JEEP				
<b>Dealer Address</b>	11505 ALPHARETTA HWY					
<b>Dealer City</b>	ROSWELL	<b>Dealer State</b>	GA	<b>Dealer Zip</b>	30076	
<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	LETTER			
<b>Address</b>	[REDACTED]	<b>Home Phone</b>	[REDACTED]			
	MILTON GA [REDACTED]	<b>Country</b>	UNITED STATES			

Product - Body/ Trim / Paint Finish - Air Bag - Other - Unknown	Customer questioning airbag non-deployment in crash.
Corporate - Property Damage - Default - Default - Default	
Dealer - By-Pass - Default - Default - Default	
Product - Body/ Trim / Paint Finish - Air Bag - Failed to Deploy - Front - Driver	
Product - Unknown - Unknown - Accident - Default	
Recall - J24: - Advise Owner/Incomplete Recall	
Recall - K13: - Advise Owner/Incomplete Recall	

\*\*\*\*\* EMAIL BRIEF DESCRIPTION CONTENT \*\*\*\*\*  
 I WAS INVOLVED IN A BAD ACCIDENT AND AIRBAG DIDN T WORK NOR DID SEAT BELT CA  
 TCH  
 \*\*\*\*\* END EMAIL BRIEF DESCRIPTION CONTENT \*\*\*\*\*  
 VEHICLE IS 2008 JEEP WRANGLER SARAHA 4DR  
 \*\*\*\*\*END OF CUSTOMER EMAIL \*\*\*\*\*  
 Dea [REDACTED]  
 Thank you for contacting the Jeep Customer Assistance Center in regards  
 to your 2008 Wrangler Unlimited.  
 Your email was reviewed and has been forwarded to a more appropriate area  
 for their attention and response.  
 This referral action will provide the best opportunity for your request.  
 Our records indicate that the following recall campaigns have not been  
 performed by an authorized dealer:  
 Recall #  
 Description  
 J24  
 MODAP TOW BAR

MOFAR TOW BAR

K13

INNER FENDER LINERS

We suggest that you contact your local authorized Jeep dealer to make arrangements for an inspection and, if necessary, corrective action at no charge to you.

Please take a copy of this message with you at the time of service to aid the process. Although not required, it is recommended to bring a copy of the recall notification with you to your dealer s service department when you bring your vehicle in for this service.

If you wish to obtain further information, please contact the Chrysler Group Recall Assistance Center at 1-800-853-1403.

Thanks again for your email, Brian.

Sincerely,

\*\*\*\*\*END OF CAC EMAIL RESPONSE\*\*\*\*\*

\*\*\*Forwarding 88F Customer requires escalated assistance\*\*\*

CONTACT UPDATE - 1st Contact attempt, phone number dialed,

[REDACTED]

1. Who is calling and what is their contact information? Writer contacted

[REDACTED]

Preferred [REDACTED] cell phone)

[REDACTED]

2. What happened? Customer was involved in an accident where he 't-boned' another vehicle. [REDACTED] states that it was not their fault as the other participant turned right in front of her husband [REDACTED] states that she was informed that her husband hit one of the airbag sensors which should have caused it to go off. Customer s hand broke top corner of windshield, his chest hit the steering wheel, his knees broke the dashboard and he needed 5 or 6 staples for that injury.

3. What is the current location of the vehicle?

United towing

Frnt, 1160 Tidwell Road

Alpharetta, GA 30004-5779

(770) 751-0581

[REDACTED] states that he vehicle was going to be moved however she is not sure of when that was going to take place.

Writer contacted [REDACTED] who states that as of Saturday the vehicle was still at United towing however they are planning on moving the vehicle to Copart in Loganville GA some time this week.

\*\*\*\*\*

Per OGC Matrix, reassigned to 82T.

4/4/11 ASSIGN TO KSS28.

CAIR NUMBER [REDACTED] REQUEST EAA INSPECTION 04-04-2011 13:50

CAIR NUMBER [REDACTED] E-MAIL SENT TO EAA 04-04-2011 13:50

CCRG Open Date: 04/04/2011 13:36:47

Letter Sent: Acknowledgement 04/05/2011 08:56:03

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 04/11/11 AT 16:31:53 20649211

POSTMARK DATE: 041111; DATE RECEIVED: 041211

Attached police report and supporting documents to file.

4.12.11 Updated Law Manager and Case Manager. MJK

Letter Sent: Denial 04/14/2011



**Customer Assistance Inquiry Record (CAIR)#** **20112390**

<b>VIN</b>	1J4GA3914	7L [REDACTED]	<b>Open Date</b>	11/04/2010	<b>Built Date</b>	01/06/2007
<b>Model Year</b>	2007	<b>Body</b>	JKJM74	JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY		
<b>In Service Dt</b>	01/23/2007	<b>Mileage</b>	62,400	<b>Dealer Zone</b>	66	ORLANDO
<b>Plant</b>	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)		<b>Market</b>	U	US
<b>Color</b>	PR4	FLAME RED CLEAR COAT				
<b>Engine</b>	EGT	3.8L V6 SMPI ENGINE				
<b>Transmission</b>	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS				

<b>Dealer</b>	23975	OSMAN JEEP				
<b>Dealer Address</b>	625 EAST NASA BOULEVARD					
<b>Dealer City</b>	MELBOURNE	<b>Dealer State</b>	FL	<b>Dealer Zip</b>	32901	

<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	TELEPHONE
<b>Address</b>	[REDACTED]	<b>Home Phone</b>	[REDACTED]
	MELBOURNE BCH FL [REDACTED]	<b>Country</b>	UNITED STATES

Product - Unknown - Unknown - Accident - Default	air bags did not deploy
Product - Body/Trim / Paint Finish - Air Bag - Failed to Deploy - Unknown	

1. Who is calling and what is their contact information? [REDACTED]  
 Preferred: [REDACTED]  
 Alternate:

2. What happened? Customer stated she was in an accident October 20th and the airbags did not deploy. Her husband [REDACTED] has injuries on his arm and legs, and he is suffering from chest pains. Customer stated that the car was absolutely destroyed and the vehicle was towed by the police to michael body shop [REDACTED]. The insurance has already paying for a new vehicle for the customer. The caller also provided the police report #10852106. Caller also stated that the driver in the other vehicle was also hurt.

3. What is the current location of the vehicle? The vehicle is currently  
 Mike s Auto Body  
 815 Washburn Road  
 Melbourne, FL 32934  
 (321) 254-6440

\*\*\*\*\*

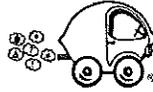
Per OGC Matrix, reassigned to 82T.  
 email to lz40.  
 INCOMPLETE RECALLS: J24 MOPAR TOW BAR  
 J30 TRANSMISSION FLUID TEMPERATURE WARNING  
 11/5/10 ASSIGN TO KSS28.  
 CAIR NUMBER [REDACTED] REQUEST EAA INSPECTION 11-05-2010 11:48  
 CAIR NUMBER [REDACTED] E-MAIL SENT TO EAA 11-05-2010 11:48  
 CCRG Open Date: 11/05/2010 09:34:14  
 Letter Sent: Acknowledgement 11/08/2010 08:46:00  
 Letter Sent: Denial 11/11/2010

**MATTER #** 1220431  
**FILE TYPE** Legal Claim  
**FILE NAME** [REDACTED]  
**CAIR #** [REDACTED]  
**DATE OF INCIDENT** 3/29/2011  
**DATE OF NOTICE** 4/3/2011  
**MODEL/MODEL YEAR** 2008 Jeep Wrangler Unlimited Sahara 4x4 Sport Utility 4-DR  
**VIN** 1J8GA59148L [REDACTED]  
**PEER OR SUBJECT** Subject vehicle  
**MILEAGE** 56,000  
**OWNER** [REDACTED]  
Milton, GA  
**COURT** None  
**DOCKET #** None  
**ALLEGED DEFECT** Air bag non-deployment.  
**DESCRIPTION** The owner alleges that he was travelling approximately 45 mph when a truck pulled out in front of him. Mr. Darnell was unable to stop and collided with the truck.  
**CRASH** Yes  
**PROPERTY DAMAGE** Yes  
**INJURIES** 1  
**FATALITIES** 0  
**ANALYSIS** An inspection revealed<sup>1</sup> that the damage to the vehicle was to the left front corner at approximately 45 degrees. Impact did not contact the left front side rail and it was apparent that the impact forces did rise to the threshold level for air bag deployment. The impact indicated speed was shown to be 15 mph. Replacement of the clock spring occurred on 11/12/09, approximately 16 months prior to the accident.

---

<sup>1</sup> The inspection was conducted at the request of counsel in anticipation of litigation and the report is being withheld under a claim of attorney work-product privilege.

TRAVIS L. SHACKELFORD<sup>1</sup>  
CHRISTOPHER M. LOVASZ<sup>2</sup>  
STEVEN S. TOTH<sup>2</sup>  
RONALD J. BOLZ<sup>3</sup>



www.LemonAuto.com

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2 - LICENSED ONLY IN MI & WI  
3 - LICENSED ONLY IN MI, IL, IN, OH & WI

12145285WG  
BOLZ, LOVASZ, TOTH &  
SHACKELFORD, PLLC  
15851 DALLAS PARKWAY, SUITE 600  
ADDISON, TX 75001  
(888) 453-6667  
FAX: (888) 334-8333

June 28, 2010

Office of General Counsel  
Warranty Litigation Dept.  
1000 Chrysler Drive  
CLMS #485-13-32  
Auburn Hills, MI 48326-2766

Chrysler Group LLC  
Office of the General Counsel

JUL 07 2010  
By NAO Mal/Reg. Agent/  
Sec. of State/Proc. Server

RE: [REDACTED]  
2008 Jeep Wrangler  
VIN: 1J4FZ24198L [REDACTED]

Warranty Litigation Program

JUL 08 2010

RECEIVED

Dear Sir/Madam:

Please be advised that I represent [REDACTED] in regards to the above referenced matter. Pursuant to our recent telephone conversation, I will refrain from filing suit in an effort to resolve this matter prior to litigation upon your request. In order for you to evaluate this matter, the following is a detailed repair summary relative to [REDACTED] 2008 Jeep Wrangler (see enclosed copies of repair orders):

<u>Date</u>	<u>Mileage</u>	<u>Invoice #</u>	<u>Complaint</u>
11/26/08	14,273	27360	<b><u>STRUCTURAL DEFECT:</u></b> Left front fender is coming loose from body; there is a rattle in black plastic in top over passenger side; <b><u>ELECTRICAL DEFECT:</u></b> Dome light is inoperable; <b><u>QUALITY DEFECT:</u></b> Steering wheel is peeling; <b><u>WATER LEAK DEFECT:</u></b> There is a rattle in black plastic in top over passenger side; Recall #H17 completed
01/19/09	17,807	27928	<b><u>ENGINE DEFECT:</u></b> Gas cap light was on and went off and check engine light came on; <b><u>STRUCTURAL DEFECT:</u></b> Left front fender loose
07/21/09	32,283	30366	<b><u>WATER LEAK DEFECT:</u></b> Water is leaking into floor on both sides
08/04/09	34,470	30566	<b><u>WATER LEAK DEFECT:</u></b> Trim

<u>Date</u>	<u>Mileage</u>	<u>Invoice #</u>	<u>Complaint</u>
09/22/09	35,998	31261	<b><u>ELECTRICAL DEFECT:</u></b> Air bag light is coming on; gas cap light is coming on at times; <b><u>QUALITY DEFECT:</u></b> Because of the water leak the carpet has bad mold smell; <b><u>WATER LEAK DEFECT:</u></b> The top is leaking on the drivers side
10/20/09	41,060	31713	<b><u>WATER LEAK DEFECT:</u></b> Water leaks; <b><u>ELECTRICAL DEFECT:</u></b> Electrical
11/09/09	42,796	32027	<b><u>WATER LEAK DEFECT:</u></b> There is water leaking in both doors
11/16/09	42,906	32155	<b><u>WATER LEAK DEFECT:</u></b> Trim

On or about June 6, 2008, [REDACTED] purchased the 2008 Jeep Wrangler. Mr. Griggs has submitted the 2008 Jeep Wrangler for vehicle defects on at least eight (8) different occasions. The limited written warranty provides that Chrysler Group LLC, or its authorized dealerships, will repair or replace all parts found to be defective in factory-supplied materials or workmanship. It is my client's position that Chrysler's inability to repair this vehicle after eight (8) attempts is a breach of its warranty and violation of the Texas Lemon Law. As such, [REDACTED] respectfully requests that Chrysler Group LLC repurchase the 2008 Jeep Wrangler and pay his attorney fees and costs.

It is my understanding that you will review this matter and contact me within 30 days upon receipt of this letter.

This offer and all of its contents are for settlement purposes only.

Thank you for your time and attention. I look forward to hearing from you.

Very truly yours,

**BOLZ, LOVASZ, TOTH & SHACKELFORD PLLC**

Travis L. Shackelford, Esq.

# SIMPLE FINANCE CHARGE

Dealer Number \_\_\_\_\_ Contract Number \_\_\_\_\_

BUYER _____	SELLER-CREDITOR _____
ADDRESS _____	ADDRESS _____
CITY _____ STATE _____ ZIP _____	CITY _____ STATE _____ ZIP _____
PHONE _____	PHONE _____

CO-BUYER _____
ADDRESS _____
CITY _____ STATE _____ ZIP _____
PHONE _____

The Buyer is referred to as "you" or "your." The Seller is referred to as "we" or "us." This contract may be transferred by the Seller.

**PROMISE TO PAY:** The credit price is shown below as the "Total Sales Price." The "Cash Price" is also shown below. By signing this contract, you choose to purchase the vehicle on credit according to the terms of this contract. You agree to pay us the Amount Financed, Finance Charge, and any other charges in this contract. You agree to make payments according to the Payment Schedule in this contract. If more than one person signs as a buyer, you agree to keep all the promises in this agreement even if the others do not.

You have thoroughly inspected, accepted, and approved the vehicle in all respects.

### VEHICLE IDENTIFICATION

YEAR	MAKE	MODEL	VEHICLE IDENTIFICATION NUMBER	<input type="checkbox"/> NEW <input type="checkbox"/> DEMONSTRATOR <input type="checkbox"/> FACTORY OFFICIAL/EXECUTIVE <input type="checkbox"/> USED	USE FOR WHICH PURCHASED
					<input type="checkbox"/> PERSONAL, FAMILY, OR HOUSEHOLD <input type="checkbox"/> BUSINESS OR COMMERCIAL <input type="checkbox"/> AGRICULTURAL

Trade-in Year \_\_\_\_\_ Make \_\_\_\_\_ Model \_\_\_\_\_ VIN \_\_\_\_\_ License No. \_\_\_\_\_

FEDERAL TRUTH-IN-LENDING DISCLOSURES				
<b>ANNUAL PERCENTAGE RATE</b> <small>The cost of your credit as a yearly rate.</small>	<b>FINANCE CHARGE</b> <small>The dollar amount the credit will cost you.</small>	<b>Amount Financed</b> <small>The amount of credit provided to you or on your behalf.</small>	<b>Total of Payments</b> <small>The amount you will have paid after you have made all payments as scheduled.</small>	<b>Total Sale Price</b> <small>The total cost of your purchase on credit, including your down payment of</small>
%	\$	\$	\$	\$

**Your Payment Schedule Will Be:**

Number of Payments	Amount of Payments	When Payments Are Due
	\$	Monthly beginning
		Or as follows

**Late Charge:** If we do not receive your entire payment within 15 days after it is due (10 days if you are buying a heavy commercial vehicle) you will pay a late charge of 5% of the scheduled payment.

**Prepayment:** If you pay all that you owe early, you will not have to pay a penalty.

**Security Interest:** We will have a security interest in the vehicle being purchased.

**Additional Information:** See this document for more information about nonpayment, default, security interests, and any required repayment in full before the scheduled date.

ITEMIZATION OF AMOUNT FINANCED	
1 Cash Price (including any accessories, services, taxes, _____)	\$ _____ (1)
2 Total Downpayment = (if negative, enter "0" and see Line 4A below)	
Gross Trade-In	\$ _____
- Pay Off Made By Seller	\$ _____
= Net Trade In	\$ _____
+ Cash	\$ _____
+ Mfrs. Rebate	\$ _____
+ Other (describe) _____	\$ _____
Total Downpayment	\$ _____ (2)
3 Unpaid Balance of Cash Price (1 minus 2)	\$ _____ (3)
4 Other Charges Including Amounts Paid to Others on Your Behalf	
Seller may keep part of these amounts:	
A. Trade-in payoff to _____	\$ _____
B. Cost of Optional Credit Insurance Paid to Insurance Company or Companies	

**PROPERTY INSURANCE.** You must keep the collateral insured against damage or loss in the amount you owe. You must keep this insurance until you have paid all that you owe under this contract. You may obtain property insurance from anyone you want or provide proof of insurance you already have. The insurer must be authorized to do business in Texas. You agree to give us proof of property insurance. You must name us as the person to be paid under the policy in the event of damage or loss.

If any insurance is checked below, policies or certificates from the insurance companies will describe the terms, conditions, and deductibles.

### Optional Credit Life and Credit Disability Insurance

Credit life insurance and credit disability insurance are not required to obtain credit. They will not be provided unless you sign and agree to pay the extra cost. Your decision to buy or not buy these insurance coverages will not be a factor in the credit approval process.

- Credit Life, one buyer \$ \_\_\_\_\_ Term \_\_\_\_\_
- Credit Life, both buyers \$ \_\_\_\_\_ Term \_\_\_\_\_
- Credit Disability, one buyer \$ \_\_\_\_\_ Term \_\_\_\_\_
- Credit Disability, both buyers \$ \_\_\_\_\_ Term \_\_\_\_\_

(Insurance Company)

(Home Office Address)

Credit life insurance pays only the amount you would owe if you paid all your payments on time. Credit disability insurance does not cover any increase in your payment or in the number of payments.

If the term of the insurance is 120 months or longer, the premium is not fixed or approved by the Texas Insurance Commissioner.

You want the insurance indicated above.

\_\_\_\_\_  
Buyer's signature Date

\_\_\_\_\_



_____	for	\$ _____
_____	for	\$ _____
E	Dealers Inventory Tax (if Not Included in Cash Price)	\$ _____
F	Sales Tax (if Not Included in Cash Price)	\$ _____
G	Other Taxes (if Not Included in Cash Price)	\$ _____
H	Government License and/or Registration Fees	\$ _____
I	Government Certificate of Title Fees	\$ _____
J	Government Vehicle Inspection Fees	\$ _____
K	Deputy Service Fee Paid to Dealer	\$ _____
L	Documentary Fee (Cargo Documental)	\$ _____

**A DOCUMENTARY FEE IS NOT AN OFFICIAL FEE. A DOCUMENTARY FEE IS NOT REQUIRED BY LAW, BUT MAY BE CHARGED TO BUYERS FOR HANDLING DOCUMENTS AND PERFORMING SERVICES RELATING TO THE CLOSING OF A SALE. A DOCUMENTARY FEE MAY NOT EXCEED \$50 FOR A MOTOR VEHICLE CONTRACT OR A REASONABLE AMOUNT AGREED TO BY THE PARTIES FOR A HEAVY COMMERCIAL VEHICLE CONTRACT. THIS NOTICE IS REQUIRED BY LAW.**

**UN CARGO DOCUMENTAL NO ES UN CARGO OFICIAL. LA LEY NO EXIGE QUE SE IMPONGA UN CARGO DOCUMENTAL, PERO ESTE PODRIA COBRARSE A LOS COMPRADORES POR EL MANEJO DE LA DOCUMENTACION Y LA PRESTACION DE SERVICIOS EN RELACION CON EL CIERRE DE UNA VENTA. UN CARGO DOCUMENTAL NO PUEDE EXCEDER DE \$50 PARA UN CONTRATO DE VEHICULO AUTOMOTOR O UNA CANTIDAD RAZONABLE ACORDADA POR LAS PARTES PARA UN CONTRATO DE VEHICULO COMERCIAL PESADO. ESTA NOTIFICACION SE EXIGE POR LEY.**

M Other Charges (Seller must identify who is paid and describe purpose.)

to _____	for _____	\$ _____
to _____	for _____	\$ _____
to _____	for _____	\$ _____
to _____	for _____	\$ _____
to _____	for _____	\$ _____
to _____	for _____	\$ _____

Total Other Charges and Amounts Paid to Others on Your Behalf

5 Amount Financed (3 + 4) \$ \_\_\_\_\_ (4)  
 \$ \_\_\_\_\_ (5)

coverages will not be a factor in the credit approval process.

Coverage	Term in Months	Premium
GAP*		<input type="checkbox"/> \$ _____
		<input type="checkbox"/> \$ _____
		<input type="checkbox"/> \$ _____

\*If the vehicle is determined to be a total loss, GAP insurance will pay us the difference between the proceeds of your basic collision policy and the amount you owe on the vehicle, minus your deductible. You can cancel that insurance with a change for 10 days from the date of this contract. If the box next to a premium for an insurance coverage listed above is marked, that premium is not fixed or approved by the Texas Insurance Commissioner.

(Insurance Company)

(Home Office Address)

You want the optional coverages for which premiums are included above.

X  
 Buyer's signature \_\_\_\_\_

X  
 Co-Buyer's signature \_\_\_\_\_ Date \_\_\_\_\_

**LIABILITY INSURANCE: THIS CONTRACT DOES NOT INCLUDE INSURANCE COVERAGE FOR PERSONAL LIABILITY AND PROPERTY DAMAGE CAUSED TO OTHERS.**

**CONSUMER CREDIT COMMISSIONER NOTICE**

To contact \_\_\_\_\_ about this account, call \_\_\_\_\_. This contract is subject in whole or in part to Texas law which is enforced by the Consumer Credit Commissioner, 2601 N. Lamar Blvd., Austin, Texas 78705-4207; (800) 538-1579; www.occ.state.tx.us, and can be contacted relative to any inquiries or complaints.

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

Any change to this contract must be in writing. Both you and we must sign it. No oral changes to this contract are enforceable.

Buyer X \_\_\_\_\_ Co-Buyer X \_\_\_\_\_

See back for other important agreements.

**CONSUMER WARNING: Notice to the buyer--Do not sign this contract before you read it or if it contains any blank spaces. You are entitled to a copy of the contract you sign. Under the law, you have the right to pay off in advance all that you owe and under certain conditions may save a portion of the finance charge. You will keep this contract to protect your legal rights.**

**BUYER'S ACKNOWLEDGEMENT OF CONTRACT RECEIPT: YOU AGREE TO THE TERMS OF THIS CONTRACT AND ACKNOWLEDGE RECEIPT OF A COMPLETED COPY OF IT. YOU CONFIRM THAT BEFORE YOU SIGNED THIS CONTRACT WE GAVE IT TO YOU, AND YOU WERE FREE TO TAKE IT AND REVIEW IT.**

Buyer Signs X \_\_\_\_\_ Date \_\_\_\_\_ Co-Buyer Signs X \_\_\_\_\_ Date \_\_\_\_\_

**Co-Buyers and Other Owners** — A co-buyer is a person who is responsible for paying the entire debt. An other owner is a person whose name is on the title to the vehicle but does not have to pay the debt. The other owner consents to the security interest in the vehicle being granted to the lender.

Other owner signs here X \_\_\_\_\_ Date \_\_\_\_\_  
 Seller signs \_\_\_\_\_ Date \_\_\_\_\_ Title \_\_\_\_\_

THIS CONTRACT IS NOT VALID UNTIL YOU AND WE SIGN IT.

Seller assigns its interest in this contract \_\_\_\_\_ (Assignee) under the terms of Seller's agreement with Assignee

Assigned with recourse  Assigned without recourse  Assigned with limited recourse

Seller \_\_\_\_\_ Date \_\_\_\_\_

BUICK

CUSTOMER NO.	[REDACTED]	KENNY	[REDACTED]	12/05/08	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	14,273	RED ROCK/	[REDACTED]
BAGWELL, TX	[REDACTED]	08/JEEP/WRANGLER/2DR 4WD X RHD	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	VEHICLE ID: 1J4FZ24198L	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	11/26/08	[REDACTED]

LABOR & PARTS  
 J# 1 50GCZ BODY HOURS: TECH(S):13208 WARRANTY  
 LEFT FRT FENDER IS COMING LOOSE FROM BODY  
 SPECIAL ORDER PART

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

J# 2 02GCZ01 LIGHTS HOURS: TECH(S):13208 WARRANTY  
 CUST STATES DOME LIGHT IS INOP  
 COULD NOT DUPLICATE CUSTOMERS CONCERN AT THIS TIME

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----LIST PRICE-UNIT PRICE-  
 JOB # 2 TOTAL PARTS 0.00  
 JOB # 2 TOTAL LABOR & PARTS 0.00

J# 3 51GCZ TRIM HOURS: 0.30 TECH(S):13208 WARRANTY  
 STEERING WHEEL IS PEELING  
 PEELING  
 R&R STEERING WHEEL, STEERING WHEEL IS COMING APART

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----LIST PRICE-UNIT PRICE-  
 JOB # 3 1 1JN07XDV-AA WHEEL STE 19030004 WARRANTY 0.00  
 JOB # 3 TOTAL LABOR & PARTS 0.00

J# 4 58GCZ SQUEAKS/RATTLES HOURS: 0.20 TECH(S):13208 WARRANTY  
 CUST STATES THERE IS A RATTLE IN BLACK PLASTIC IN TOP OVER  
 PASS SIDE  
 RATTLE  
 LUBRICATE CATCH PLATE, RATTILING

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----LIST PRICE-UNIT PRICE-  
 JOB # 4 TOTAL PARTS 0.00  
 JOB # 4 TOTAL LABOR & PARTS 0.00

J# 5 59GCZ WATER LEAKS HOURS: 1.20 TECH(S):13208 WARRANTY  
 CUST STATES VEH LEAKS WATER IN FLOOR BOARD ON BOTH SIDE IN  
 FRT AND ALSO LEAKS OVER DRIVERS RIGHT SHOULDER  
 PERFORM BULLETIN 23-025-08 SEAL MODULER TOP

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----LIST PRICE-UNIT PRICE-  
 JOB # 5 6 68027813-AA TAPE KIT 23043024 WARRANTY  
 JOB # 5 1 68026937-AB SEAL KIT 23043024 WARRANTY  
 JOB # 5 1 82300508-AB RUSTPRFG 1081008 WARRANTY  
 JOB # 5 1 55397454-AD W/STRIP W 23063033 WARRANTY  
 JOB # 5 1 NPN08984 ADHEASIVE WARRANTY  
 JOB # 5 1 NPN00336 ADHESION WARRANTY  
 JOB # 5 TOTAL PARTS 0.00

28073

KENNY

01/19/09

17,807 RED ROCK/

08/JEEP/WRANGLER/2DR 4WD X RHD

BAGWELL, TX

1 J 4 F Z 2 4 1 9 8 L

01/19/09

LABOR & PARTS

J# 1 01GCZ03 CHECK ENGINE LIGHT HOURS: 0.50 TECH(S):13208 WARRANTY  
 CUST STATES GAS CAP LIGHT WAS ON AND WENT OFF AND CHK ENG  
 LIGHT CAME ON  
 P0457  
 RAN STARSNA FOUND HISTORY CODE P0457, RAN DIAG FOUND GAS  
 CAP OK, RAN SMOKE TEST FOUND NO LEAKS, CLEARED CODE, TEST DR

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

J# 2 51GCZ TRIM HOURS: 0.50 TECH(S):13208 WARRANTY  
 LEFT FRT FENDER LOOSE (PARTS ARE HERE)  
 LOOSE  
 R&R FRONT LEFT FENDER AND REPLACE CLIPS

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----LIST PRICE-UNIT PRICE-  
 JOB # 2 3 68039280-AA CLIP APPL 18050047 WARRANTY 0.00  
 JOB # 2 TOTAL PARTS 0.00  
 JOB # 2 TOTAL LABOR & PARTS 0.00

COMMENTS  
TODAY

TOTALS

\*\*\*\*\*  
 A SATISFACTION SURVEY WILL BE MAILED TO YOU. PLEASE FILL  
 OUT THE SURVEY AND RETURN IT SO WE MAY BETTER SERVE YOU.  
 YOU MAY ALSO RECEIVE A FOLLOW-UP PHONE CALL. THANK YOU  
 FOR YOUR SERVICE BUSINESS! IF YOU HAVE ANY PROBLEMS,  
 PLEASE DO NOT HESITATE TO CALL.  
 \*\*\*\*\*

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

CUSTOMER SIGNATURE

02/11/2010  
09:40:10

SUMMARY HISTORY DISPLAY

3030

PAGE 1

CUSTOMER NAME [REDACTED] SERIAL NO. 1J4FZ24198L [REDACTED]  
TOTAL R/O'S 9 TOTAL SERV. DAYS 61 MAKE JE JEEP

LN#	RO.NO.	RO. DATE.	MILES.	ADV/TECH	J#	T	OPERATION CODE.	DESCRIPTION.....
1	32155	11/16/2009	42906	A	29499			
				T	13208	1	W 51GCZ	TRIM
				T	13208	2	W 51GCZ01	TRIM 1
2	32027	11/09/2009	42796	A	29499			
				T	13208	1	W 59GCZ	WATER LEAKS
3	31713	10/20/2009	41060	A	29499			
				T	13208	1	W 59GCZ	WATER LEAKS
				T	13208	2	W 02GCZ	ELECTRICAL
				T	13208	3	W 01GCZ	DRIVEABILITY
4	31261	09/22/2009	35998	A	29000			
				T	13208	1	W 02GCZ	ELECTRICAL
				T	13208	2	W 01GCZ	DRIVEABILITY
				T	13208	3	W 51GCZ	TRIM
				T	13208	4	W 51GCZ01	TRIM 1
5	30566	08/04/2009	34470	A	3686			
				T	13208	1	W 51GCZ01	TRIM 1
6	30366	07/21/2009	32283	A	29000			
				T	13208	1	W 51GCZ	TRIM
				T	13208	2	C 04GCZ	3 X SERVICE
7	27926	01/19/2009	17807	A	28008			
				T	13208	1	W 01GCZ03	CHECK ENGINE LIG
				T	13208	2	W 51GCZ	TRIM
8	27360	11/26/2008	14273	A	28008			
				T	13208	1	W 50GC2	BODY
				T	13208	2	W 02GCZ01	LIGHTS
				T	13208	3	W 51GCZ	TRIM
				T	13208	4	W 58GCZ	SQUEAKS/RATTLES
				T	13208	5	W 59GCZ	WATER LEAKS
				T	13208	6	W 20GCZ	RECALLS
9	25359	07/07/2008	2574	A	15823			
				T	17215	1	W 62GCZ	ACCESSORIES

<b>MATTER #</b>	1214528
<b>FILE TYPE</b>	Legal Claim
<b>FILE NAME</b>	[REDACTED]
<b>CAIR #</b>	None
<b>DATE OF INCIDENT</b>	N/A
<b>DATE OF NOTICE</b>	10/20/2009
<b>MODEL/MODEL YEAR</b>	2008 Jeep Wrangler 4x4 RHD Sport Utility
<b>VIN</b>	1J4FZ24198L [REDACTED]
<b>PEER OR SUBJECT</b>	Subject vehicle
<b>MILEAGE</b>	41,060
<b>OWNER</b>	[REDACTED] 2120 Bagwell, TX [REDACTED]
<b>COURT</b>	None
<b>DOCKET #</b>	None
<b>ALLEGED DEFECT</b>	Air Bag Warning Light.
<b>DESCRIPTION</b>	The owner alleges that the air bag light is coming on.
<b>CRASH</b>	No
<b>PROPERTY DAMAGE</b>	No
<b>INJURIES</b>	0
<b>FATALITIES</b>	0
<b>ANALYSIS</b>	The repair history states that a test was run and the dealer found that the clock spring shorted out. The clock spring was replaced.

# Krohn & Moss, Ltd.

(Arizona, California, Florida, Illinois, Indiana, Minnesota, Missouri, Nevada, Ohio, Wisconsin, Washington, DC)

10474 Santa Monica Blvd., Suite 401

Los Angeles, CA 90025

www.krohnandmoss.com

RECEIVED

Legal Dept.

APR 29 2010

Chrysler Group LLC  
West Business Center  
Writer licensed to practice

Only in:  
California

Writer's Direct Number  
(323) 988-2400 Ext. 246  
Writer's Direct Facsimile  
(866) 431-5575  
Writer's Direct E-Mail  
amarin@consumerlawcenter.com  
www.krohnandmoss.com

April 22, 2010

Chrysler Group LLC  
West Business Center  
7700 Irvine Center Drive, Suite 400  
P.O. Box 21-8004  
Irvine, CA 92618

RE: [REDACTED] v. Chrysler Group LLC

Vehicle: 2007 Jeep Wrangler

VIN: 1J4FA241271 [REDACTED]

Our File No.: [REDACTED]

Dear Sir or Madam:

Pursuant to California Civil Code 1793.22(b)(3), please be advised that this office represents the above-named individual regarding claims against your company pursuant to the Song-Beverly Warranty Consumer Warranty Act ("Lemon Law") and/or the Federal Magnuson-Moss Warranty Act with regard to the above-listed vehicle. Please direct all future contacts and correspondence to our office as such.

Having been formally notified of our representation, you are instructed not to contact our client under any circumstances. Direct all inquiries to this office. If you fail to act in conformity with this directive, injunctive relief will be sought against you.

Pursuant to California Civil Code 1794 (d) and/or 15 U.S.C. 2310(d), you are hereby notified that any settlement made with our client requires payment of our attorneys' fees. If you settle directly with our client and do not make arrangements for payment of our attorneys' fees, we will file suit against you. In addition, you are hereby notified of our attorneys' lien.

There are numerous defects and non-conformities present in my client's automobile for which relief is sought, and numerous attempts to repair the vehicle have been unsuccessful. These defects and non-conformities include, but are not limited to:

1. Defective engine as evidenced by vehicle continually stalling, vehicle is stalling and restarting while in drive with all dash lights coming on and radio turning off, vehicle is

stalling at stops, vehicle have difficulty starting and needing excessive crank, vehicle is stalling on the highway, vehicle will not start often, when attempting to start the vehicle will click up to 6 time and will take over 10 minutes to start;

2. Defective electrical system as evidenced by air bag light on during an inspection;
3. Defective body trim as evidenced by front passenger indicator is inoperable; and
4. Any additional complaints made by our client, whether or not they are contained in your company's records or on any repair orders.

The defects and non-conformities listed above constitute a substantial impairment of the use, value and/or safety of the vehicle. Because of these defects and non-conformities, my client has justifiably lost confidence in the vehicle.

Therefore, you are hereby notified that my client is revoking acceptance of this vehicle. My client has directed me to demand the cancellation of the contracts and the return of all funds paid towards this vehicle, including any trade-in value given, all collateral charges, finance charges and incidental and consequential damages.

To avoid any litigation, my client merely requests a refund for the defective vehicle, plus payment of our attorneys' fees pursuant to the fee-shifting provisions of the Lemon Law and/or Federal Magnuson-Moss Warranty Act. Our attorneys' fees are minimal at this stage and we would prefer to resolve this matter without the need for any more time spent on our part or on the part of your attorneys. A great deal of time, money and effort could be saved by all parties involved with a quick resolution of this claim.

Accordingly, if you wish to resolve this matter amicably, please feel free to contact my office. If the matter has not been resolved within fourteen (14) days from the date of this letter, a lawsuit will be filed.

Sincerely,



Agnes O. Martin  
Attorney at Law

AM/sz

SUMMONS  
(CITACION JUDICIAL)

NOTICE TO DEFENDANT:  
(AVISO AL DEMANDADO):

Chrysler Group LLC

YOU ARE BEING SUED BY PLAINTIFF:  
(LO ESTÁ DEMANDANDO EL DEMANDANTE):

George Jorochilov

2005 5.26.10

SUM-100  
FOR COURT USE ONLY  
(SOLO PARA USO DE LA CORTE)  
**ORIGINAL FILED**  
MAY 20 2010  
LOS ANGELES  
SUPERIOR COURT

NOTICE: You have been sued. The court may decide against you without your being heard unless you respond within 30 days. Read the information below.

You have 30 CALENDAR DAYS after this summons and legal papers are served on you to file a written response at this court and have a copy served on the plaintiff. A letter or phone call will not protect you. Your written response must be in proper legal form if you want the court to hear your case. There may be a court form that you can use for your response. You can find these court forms and more information at the California Courts Online Self-Help Center ([www.courtinfo.ca.gov/selfhelp/](http://www.courtinfo.ca.gov/selfhelp/)), your county law library, or the courthouse nearest you. If you cannot pay the filing fee, ask the court clerk for a fee waiver form. If you do not file your response on time, you may lose the case by default, and your wages, money, and property may be taken without further warning from the court.

There are other legal requirements. You may want to call an attorney right away. If you do not know an attorney, you may want to call an attorney referral service. If you cannot afford an attorney, you may be eligible for free legal services from a nonprofit legal services program. You can locate these nonprofit groups at the California Legal Services Web site ([www.lawhelpcalifornia.org](http://www.lawhelpcalifornia.org)), the California Courts Online Self-Help Center ([www.courtinfo.ca.gov/selfhelp/](http://www.courtinfo.ca.gov/selfhelp/)), or by contacting your local court or county bar association. NOTE: The court has a statutory lien for waived fees and costs on any settlement or arbitration award of \$10,000 or more in a civil case. The court's lien must be paid before the court will dismiss the case. AVISO: Lo han demandado. Si no responde dentro de 30 días, la corte puede decidir en su contra sin escuchar su versión. Lea la información a continuación.

Tiene 30 DÍAS DE CALENDARIO después de que le entreguen esta citación y papeles legales para presentar una respuesta por escrito en esta corte y hacer que se entregue una copia al demandante. Una carta o una llamada telefónica no lo protegen. Su respuesta por escrito tiene que estar en formato legal correcto si desea que procesen su caso en la corte. Es posible que haya un formulario que usted pueda usar para su respuesta. Puede encontrar estos formularios de la corte y más información en el Centro de Ayuda de las Cortes de California ([www.sucorte.ca.gov](http://www.sucorte.ca.gov)), en la biblioteca de leyes de su condado o en la corte que le quede más cerca. Si no puede pagar la cuota de presentación, pida al secretario de la corte que le dé un formulario de exención de pago de cuotas. Si no presente su respuesta a tiempo, puede perder el caso por incumplimiento y la corte le podrá quitar su sueldo, dinero y bienes sin más advertencia.

Hay otros requisitos legales. Es recomendable que llame a un abogado inmediatamente. Si no conoce a un abogado, puede llamar a un servicio de remisión a abogados. Si no puede pagar a un abogado, es posible que cumpla con los requisitos para obtener servicios legales gratuitos de un programa de servicios legales sin fines de lucro. Puede encontrar estos grupos sin fines de lucro en el sitio web de California Legal Services ([www.lawhelpcalifornia.org](http://www.lawhelpcalifornia.org)), en el Centro de Ayuda de las Cortes de California ([www.sucorte.ca.gov](http://www.sucorte.ca.gov)) o poniéndose en contacto con la corte o el colegio de abogados locales. AVISO: Por ley, la corte tiene derecho a reclamar las cuotas y los costos exentos por imponer un gravamen sobre cualquier recuperación de \$10,000 ó más de valor recibida mediante un acuerdo o una concesión de arbitraje en un caso de derecho civil. Tiene que pagar el gravamen de la corte antes de que la corte pueda desechar el caso.

The name and address of the court is:  
(El nombre y dirección de la corte es): Superior Court of Los Angeles County  
400 Civic Center Plaza  
Pomona, California 91766

CASE NUMBER:  
(Número del caso): 058762 H/

The name, address, and telephone number of plaintiff's attorney, or plaintiff without an attorney, is:  
(El nombre, la dirección y el número de teléfono del abogado del demandante, o del demandante que no tiene abogado):  
Jennifer Basola, Krohn and Moss, Ltd. 10474 Santa Monica Blvd., Suite 401, Los Angeles, CA, 323-988-2400

CASE ASSIGNED FOR  
ALL PURPOSES TO  
JUDGE BRUCE MINTO  
DEPT. 1A, 323-988-2400

DATE: MAY 20 2010 JOHN A. CLARKE Clerk, by E. LEON Deputy  
(Fecha) (Secretario) (Adjunto)

(For proof of service of this summons, use Proof of Service of Summons (form POS-010).)  
(Para prueba de entrega de esta citación use el formulario Proof of Service of Summons, (POS-010).)

[SEAL]

- NOTICE TO THE PERSON SERVED: You are served
- as an individual defendant.
  - as the person sued under the fictitious name of (specify):
  - on behalf of (specify): CHRYSLER GROUP LLC  
under:  CCP 416.10 (corporation)  CCP 416.60 (minor)  
 CCP 416.20 (defunct corporation)  CCP 416.70 (conservatee)  
 CCP 416.40 (association or partnership)  CCP 416.90 (authorized person)  
 other (specify): LIMITED LIABILITY COMPANY
  - by personal delivery on (date):

ATTORNEY OR PARTY WITHOUT ATTORNEY (Name, State Bar number, and address)  
 Jennifer Basola, SBN 231538, Agnes Martin, SBN 217074  
 Krohn and Moss, Ltd.  
 10474 Santa Monica Blvd., Suite 401  
 Los Angeles, CA 90025  
 TELEPHONE NO.: 323-988-2400 FAX NO.: 866-431-5575  
 ATTORNEY FOR (Name): Plaintiffs, George Jorochilov

FOR COURT USE ONLY

**ORIGINAL FILED**

MAY 20 2010

**LOS ANGELES SUPERIOR COURT**

SUPERIOR COURT OF CALIFORNIA, COUNTY OF Los Angeles  
 STREET ADDRESS: 400 Civic Center Plaza  
 MAILING ADDRESS: Same  
 CITY AND ZIP CODE: Pomona, CA 91766  
 BRANCH NAME:

CASE NAME:  
**George Jorochilov v. Chrysler Group LLC**

CIVIL CASE COVER SHEET

Unlimited (Amount demanded exceeds \$25,000)  Limited (Amount demanded is \$25,000 or less)

Complex Case Designation  
 Counter  Joinder  
 Filed with first appearance by defendant (Cal. Rules of Court, rule 3.402)

CASE NUMBER:  
**KC058762**

JUDGE:  
 DEPT:

Items 1-5 below must be completed (see instructions on page 2).

1. Check one box below for the case type that best describes this case:
- |   |  |   |
|---|--|---|
| <p><b>Auto Tort</b></p> <input type="checkbox"/> Auto (22)<br><input type="checkbox"/> Uninsured motorist (46) <p><b>Other PIP/D/W (Personal Injury/Property Damage/Wrongful Death) Tort</b></p> <input type="checkbox"/> Asbestos (04)<br><input type="checkbox"/> Product liability (24)<br><input type="checkbox"/> Medical malpractice (45)<br><input type="checkbox"/> Other PIP/D/W (23) <p><b>Non-PIP/D/W (Other) Tort</b></p> <input type="checkbox"/> Business tort/unfair business practice (07)<br><input type="checkbox"/> Civil rights (08)<br><input type="checkbox"/> Defamation (13)<br><input type="checkbox"/> Fraud (16)<br><input type="checkbox"/> Intellectual property (19)<br><input type="checkbox"/> Professional negligence (25)<br><input type="checkbox"/> Other non-PIP/D/W tort (35) <p><b>Employment</b></p> <input type="checkbox"/> Wrongful termination (36)<br><input type="checkbox"/> Other employment (15) | <p><b>Contract</b></p> <input checked="" type="checkbox"/> Breach of contract/warranty (06)<br><input type="checkbox"/> Collections (09)<br><input type="checkbox"/> Insurance coverage (18)<br><input type="checkbox"/> Other contract (37) <p><b>Real Property</b></p> <input type="checkbox"/> Eminent domain/inverse condemnation (14)<br><input type="checkbox"/> Wrongful eviction (33)<br><input type="checkbox"/> Other real property (26) <p><b>Unlawful Detainer</b></p> <input type="checkbox"/> Commercial (31)<br><input type="checkbox"/> Residential (32)<br><input type="checkbox"/> Drugs (38) <p><b>Judicial Review</b></p> <input type="checkbox"/> Asset forfeiture (05)<br><input type="checkbox"/> Petition re: arbitration award (11)<br><input type="checkbox"/> Writ of mandate (02)<br><input type="checkbox"/> Other judicial review (39) | <p><b>Provisionally Complex Civil Litigation (Cal. Rules of Court, rules 3.400-3.403)</b></p> <input type="checkbox"/> Antitrust/Trade regulation (03)<br><input type="checkbox"/> Construction defect (10)<br><input type="checkbox"/> Mass tort (40)<br><input type="checkbox"/> Securities litigation (28)<br><input type="checkbox"/> Environmental/Toxic tort (30)<br><input type="checkbox"/> Insurance coverage claims arising from the above listed provisionally complex case types (41) <p><b>Enforcement of Judgment</b></p> <input type="checkbox"/> Enforcement of judgment (20) <p><b>Miscellaneous Civil Complaint</b></p> <input type="checkbox"/> RICO (27)<br><input type="checkbox"/> Other complaint (not specified above) (42) <p><b>Miscellaneous Civil Petition</b></p> <input type="checkbox"/> Partnership and corporate governance (21)<br><input type="checkbox"/> Other petition (not specified above) (43) |
|---|--|---|

2. This case  is  is not complex under rule 3.400 of the California Rules of Court. If the case is complex, mark the factors requiring exceptional judicial management:
- |  |  |
|--|--|
| a. <input type="checkbox"/> Large number of separately represented parties   | d. <input type="checkbox"/> Large number of witnesses  |
| b. <input type="checkbox"/> Extensive motion practice raising difficult or novel issues that will be time-consuming to resolve | e. <input type="checkbox"/> Coordination with related actions pending in one or more courts in other counties, states, or countries, or in a federal court |
| c. <input type="checkbox"/> Substantial amount of documentary evidence   | f. <input type="checkbox"/> Substantial postjudgment judicial supervision  |
3. Type of remedies sought (check all that apply):  
 a.  monetary b.  nonmonetary, declaratory or injunctive relief c.  punitive
4. Number of causes of action (specify): 4
5. This case  is  is not a class action suit.
6. If there are any known related cases, file and serve a notice of related case. (You may use form CM-015.)

Date: May 17, 2010  
 Agnes Martin

(TYPE OR PRINT NAME) \_\_\_\_\_ (SIGNATURE OF PARTY OR ATTORNEY FOR PARTY)

**NOTICE**

Plaintiff must file this cover sheet with the first paper filed in the action or proceeding (except small claims cases or cases filed under the Probate Code, Family Code, or Welfare and Institutions Code). (Cal. Rules of Court, rule 3.220.) Failure to file may result in sanctions.

File this cover sheet in addition to any cover sheet required by local court rule.

If this case is complex under rule 3.400 et seq. of the California Rules of Court, you must serve a copy of this cover sheet on all other parties to the action or proceeding.

Unless this is a complex case, this cover sheet will be used for statistical purposes only.

# INSTRUCTIONS ON HOW TO COMPLETE THE COVER SHEET

CM-010

## To Plaintiffs and Others Filing First Papers

If you are filing a first paper (for example, a complaint) in a civil case, you must complete and file, along with your first paper, the *Civil Case Cover Sheet* contained on page 1. This information will be used to compile statistics about the types and numbers of cases filed. You must complete items 1 through 5 on the sheet. In item 1, you must check one box for the case type that best describes the case. If the case fits both a general and a more specific type of case listed in item 1, check the more specific one. If the case has multiple causes of action, check the box that best indicates the primary cause of action. To assist you in completing the sheet, examples of the cases that belong under each case type in item 1 are provided below. A cover sheet must be filed only with your initial paper. You do not need to submit a cover sheet with amended papers. Failure to file a cover sheet with the first paper filed in a civil case may subject a party, its counsel, or both to sanctions under rules 2.30 and 3.220 of the California Rules of Court.

## To Parties in Complex Cases

In complex cases only, parties must also use the *Civil Case Cover Sheet* to designate whether the case is complex. If a plaintiff believes the case is complex under rule 3.400 of the California Rules of Court, this must be indicated by completing the appropriate boxes in items 1 and 2. If a plaintiff designates a case as complex, the cover sheet must be served with the complaint on all parties to the action. A defendant may file and serve no later than the time of its first appearance a joinder in the plaintiff's designation, a counter-designation that the case is not complex, or, if the plaintiff has made no designation, a designation that the case is complex.

## CASE TYPES AND EXAMPLES

### Auto Tort

- Auto (22)—Personal Injury/Property Damage/Wrongful Death
- Uninsured Motorist (46) (if the case involves an uninsured motorist claim subject to arbitration, check this item instead of Auto)

### Other PIP/DWD (Personal Injury/Property Damage/Wrongful Death) Tort

- Asbestos (04)
  - Asbestos Property Damage
  - Asbestos Personal Injury/Wrongful Death
- Product Liability (not asbestos or toxic/environmental) (24)
- Medical Malpractice (45)
  - Medical Malpractice—Physicians & Surgeons
  - Other Professional Health Care Malpractice
- Other PIP/DWD (23)
  - Premises Liability (e.g., slip and fall)
  - Intentional Bodily Injury/PD/WD (e.g., assault, vandalism)
  - Intentional Infliction of Emotional Distress
  - Negligent Infliction of Emotional Distress
  - Other PIP/DWD

### Non-PIP/DWD (Other) Tort

- Business Tort/Unfair Business Practice (07)
- Civil Rights (e.g., discrimination, false arrest) (not civil harassment) (08)
- Defamation (e.g., slander, libel) (13)
- Fraud (16)
- Intellectual Property (19)
- Professional Negligence (25)
  - Legal Malpractice
  - Other Professional Malpractice (not medical or legal)
- Other Non-PIP/DWD Tort (35)

### Employment

- Wrongful Termination (36)
- Other Employment (15)

### Contract

- Breach of Contract/Warranty (06)
  - Breach of Rental/Lease
  - Contract (not unlawful detainer or wrongful eviction)
  - Contract/Warranty Breach—Seller Plaintiff (not fraud or negligence)
  - Negligent Breach of Contract/Warranty
  - Other Breach of Contract/Warranty
- Collections (e.g., money owed, open book accounts) (09)
- Collection Case—Seller Plaintiff
- Other Promissory Note/Collections Case
- Insurance Coverage (not provisionally complex) (18)
- Auto Subrogation
- Other Coverage
- Other Contract (37)
  - Contractual Fraud
  - Other Contract Dispute

### Real Property

- Eminent Domain/Inverse Condemnation (14)
- Wrongful Eviction (33)
- Other Real Property (e.g., quiet title) (26)
  - Writ of Possession of Real Property
  - Mortgage Foreclosure
  - Quiet Title
  - Other Real Property (not eminent domain, landlord/tenant, or foreclosure)

### Unlawful Detainer

- Commercial (31)
- Residential (32)
- Drugs (38) (if the case involves illegal drugs, check this item; otherwise, report as Commercial or Residential)

### Judicial Review

- Asset Forfeiture (05)
- Petition Re: Arbitration Award (11)
- Writ of Mandate (02)
  - Writ—Administrative Mandamus
  - Writ—Mandamus on Limited Court Case Matter
  - Writ—Other Limited Court Case Review
- Other Judicial Review (39)
  - Review of Health Officer Order
  - Notice of Appeal—Labor Commissioner Appeals

### Provisionally Complex Civil Litigation (Cal. Rules of Court Rules 3.400–3.403)

- Antitrust/Trade Regulation (03)
- Construction Defect (10)
- Claims Involving Mass Tort (40)
- Securities Litigation (28)
- Environmental/Toxic Tort (30)
- Insurance Coverage Claims (arising from provisionally complex case type listed above) (41)

### Enforcement of Judgment

- Enforcement of Judgment (20)
  - Abstract of Judgment (Out of County)
  - Confession of Judgment (non-domestic relations)
  - Sister State Judgment
  - Administrative Agency Award (not unpaid taxes)
  - Petition/Certification of Entry of Judgment on Unpaid Taxes
  - Other Enforcement of Judgment Case

### Miscellaneous Civil Complaint

- RICO (27)
- Other Complaint (not specified above) (42)
  - Declaratory Relief Only
  - Injunctive Relief Only (non-harassment)
  - Mechanics Lien
- Other Commercial Complaint Case (non-tort/non-complex)
- Other Civil Complaint (non-tort/non-complex)

### Miscellaneous Civil Petition

- Partnership and Corporate Governance (21)
- Other Petition (not specified above) (43)
  - Civil Harassment
  - Workplace Violence
  - Elder/Dependent Adult Abuse
  - Election Contest
  - Petition for Name Change
  - Petition for Relief from Late Claim
- Other Civil Petition

SHORT TITLE: **George Jorochilov v. Chrysler Group LLC** CASE NUMBER: **KC058762**

**CIVIL CASE COVER SHEET ADDENDUM AND STATEMENT OF LOCATION  
(CERTIFICATE OF GROUNDS FOR ASSIGNMENT TO COURTHOUSE LOCATION)**

**This form is required pursuant to LASC Local Rule 2.0 in all new civil case filings in the Los Angeles Superior Court.**

Item I. Check the types of hearing and fill in the estimated length of hearing expected for this case:

JURY TRIAL?  YES CLASS ACTION?  YES LIMITED CASE?  YES TIME ESTIMATED FOR TRIAL 4  HOURS/  DAYS

Item II. Select the correct district and courthouse location (4 steps - If you checked "Limited Case", skip to Item III, Pg. 4):  
**Step 1:** After first completing the Civil Case Cover Sheet Form, find the main civil case cover sheet heading for your case in the left margin below, and, to the right in Column A, the Civil Case Cover Sheet case type you selected.

**Step 2:** Check one Superior Court type of action in Column B below which best describes the nature of this case.

**Step 3:** In Column C, circle the reason for the court location choice that applies to the type of action you have checked. For any exception to the court location, see Los Angeles Superior Court Local Rule 2.0.

**Applicable Reasons for Choosing Courthouse Location (see Column C below)**

1. Class Actions must be filed in the County Courthouse, Central District.
2. May be filed in Central (Other county, or no Bodily Injury/Property Damage).
3. Location where cause of action arose.
4. Location where bodily injury, death or damage occurred.
5. Location where performance required or defendant resides.
6. Location of property or permanently garaged vehicle.
7. Location where petitioner resides.
8. Location wherein defendant/respondent functions wholly.
9. Location where one or more of the parties reside.
10. Location of Labor Commissioner Office.

**Step 4:** Fill in the information requested on page 4 in Item III; complete Item IV. Sign the declaration.

	A	B	C
	Civil Case Cover Sheet Category No.	Type of Action (Check only one)	Applicable Reasons - See Step 3 Above
Auto Tort	Auto (22)	<input type="checkbox"/> A7100 Motor Vehicle - Personal Injury/Property Damage/Wrongful Death	1, 2, 4.
	Uninsured Motorist (46)	<input type="checkbox"/> A7110 Personal Injury/Property Damage/Wrongful Death - Uninsured Motorist	1, 2, 4.
Other Personal Injury/Property Damage/Wrongful Death Tort	Asbestos (04)	<input type="checkbox"/> A8070 Asbestos Property Damage <input type="checkbox"/> A7221 Asbestos - Personal Injury/Wrongful Death	2.
	Product Liability (24)	<input type="checkbox"/> A7260 Product Liability (not asbestos or toxic/environmental)	2.
	Medical Malpractice (45)	<input type="checkbox"/> A7210 Medical Malpractice - Physicians & Surgeons <input type="checkbox"/> A7240 Other Professional Health Care Malpractice	1, 2, 3, 4, 8.
	Other Personal Injury Property Damage Wrongful Death (23)	<input type="checkbox"/> A7250 Premises Liability (e.g., slip and fall)	1, 2, 4.
		<input type="checkbox"/> A7230 Intentional Bodily Injury/Property Damage/Wrongful Death (e.g., assault, vandalism, etc.)	1, 2, 4.
		<input type="checkbox"/> A7270 Intentional Infliction of Emotional Distress	1, 2, 3.
		<input type="checkbox"/> A7220 Other Personal Injury/Property Damage/Wrongful Death	1, 2, 4.
	Business Tort (07)	<input type="checkbox"/> A6029 Other Commercial/Business Tort (not fraud/breach of contract)	1, 2, 3.
	Civil Rights (08)	<input type="checkbox"/> A6005 Civil Rights/Discrimination	1, 2, 3.
	Defamation (13)	<input type="checkbox"/> A6010 Defamation (slander/libel)	1, 2, 3.
Fraud (18)	<input type="checkbox"/> A6013 Fraud (no contract)	1, 2, 3.	

Non-Personal Injury/Property Damage/Wrongful Death Tort

Non-Personal Injury/Property Damage/  
Wrongful Death Tort (Cont'd.)

SHORT TITLE: **George Jorochilov v. Chrysler Group LLC** CASE NUMBER: \_\_\_\_\_

Employment

Contract

Real Property

Judicial Review Unlawful Detainer

A Civil Case Cover Sheet Category No.	B Type of Action (Check only one)	C Applicable Reasons -See Step 3 Above
Professional Negligence (25)	<input type="checkbox"/> A6017 Legal Malpractice <input type="checkbox"/> A6050 Other Professional Malpractice (not medical or legal)	1, 2, 3
Other (35)	<input type="checkbox"/> A6025 Other Non-Personal Injury/Property Damage tort	1, 2, 3
Wrongful Termination (36)	<input type="checkbox"/> A6037 Wrongful Termination	2, 3
Other Employment (15)	<input type="checkbox"/> A6024 Other Employment Complaint Case <input type="checkbox"/> A6109 Labor Commissioner Appeals	1, 2, 3
Breach of Contract/Warranty (06) (not insurance)	<input type="checkbox"/> A6004 Breach of Rental/Lease Contract (not Unlawful Detainer or wrongful eviction) <input type="checkbox"/> A6008 Contract/Warranty Breach -Seller Plaintiff (no fraud/negligence) <input type="checkbox"/> A6019 Negligent Breach of Contract/Warranty (no fraud) <input checked="" type="checkbox"/> A6028 Other Breach of Contract/Warranty (not fraud or negligence)	2, 5 2, 5 1, 2, 5 1, 2, 5
Collections (09)	<input type="checkbox"/> A6002 Collections Case-Seller Plaintiff <input type="checkbox"/> A6012 Other Promissory Note/Collections Case	2, 5, 6 2, 5
Insurance Coverage (18)	<input type="checkbox"/> A6016 Insurance Coverage (not complex)	1, 2, 5, 8
Other Contract (37)	<input type="checkbox"/> A6009 Contractual Fraud <input type="checkbox"/> A6031 Tortious Interference <input type="checkbox"/> A6027 Other Contract Dispute(not breach/insurance/fraud/negligence)	1, 2, 3, 5 1, 2, 3, 5 1, 2, 3, 8
Eminent Domain/Inverse Condemnation (14)	<input type="checkbox"/> A7300 Eminent Domain/Condemnation Number of parcels _____	2
Wrongful Eviction (33)	<input type="checkbox"/> A6023 Wrongful Eviction Case	2, 6
Other Real Property (26)	<input type="checkbox"/> A6018 Mortgage Foreclosure <input type="checkbox"/> A6032 Quiet Title <input type="checkbox"/> A6060 Other Real Property (not eminent domain, landlord/tenant, foreclosure)	2, 6 2, 6 2, 6
Unlawful Detainer-Commercial (31)	<input type="checkbox"/> A6021 Unlawful Detainer-Commercial (not drugs or wrongful eviction)	2, 6
Unlawful Detainer-Residential (32)	<input type="checkbox"/> A6020 Unlawful Detainer-Residential (not drugs or wrongful eviction)	2, 6
Unlawful Detainer-Drugs (38)	<input type="checkbox"/> A6022 Unlawful Detainer-Drugs	2, 6
Asset Forfeiture (05)	<input type="checkbox"/> A6108 Asset Forfeiture Case	2, 6
Petition re Arbitration (11)	<input type="checkbox"/> A6115 Petition to Compel/Confirm/Vacate Arbitration	2, 5

SHORT TITLE: George Jorochilov v. Chrysler Group LLC

CASE NUMBER

A Civil Case Cover Sheet Category No.	B Type of Action (Check only one)	C Applicable Reasons - See Step 3 Above
Writ of Mandate (02)	<input type="checkbox"/> A8151 Writ - Administrative Mandamus <input type="checkbox"/> A8152 Writ - Mandamus on Limited Court Case Matter <input type="checkbox"/> A8153 Writ - Other Limited Court Case Review	2., 8.
Other Judicial Review (39)	<input type="checkbox"/> A8150 Other Writ/Judicial Review	2.
Antitrust/Trade Regulation (03)	<input type="checkbox"/> A6003 Antitrust/Trade Regulation	2., 8.
Construction Defect (10)	<input type="checkbox"/> A6007 Construction defect	1., 2., 8.
Claims Involving Mass Tort (40)	<input type="checkbox"/> A6006 Claims Involving Mass Tort	1., 2., 3.
Securities Litigation (28)	<input type="checkbox"/> A6035 Securities Litigation Case	1., 2., 8.
Toxic Tort Environmental (30)	<input type="checkbox"/> A6036 Toxic Tort/Environmental	1., 2., 8.
Insurance Coverage Claims from Complex Case (41)	<input type="checkbox"/> A6014 Insurance Coverage/Subrogation (complex case only)	1., 2., 3., 8.
Enforcement of Judgment (20)	<input type="checkbox"/> A6141 Sister State Judgment <input type="checkbox"/> A6160 Abstract of Judgment <input type="checkbox"/> A6107 Confession of Judgment (non-domestic relations) <input type="checkbox"/> A6140 Administrative Agency Award (not unpaid taxes) <input type="checkbox"/> A6114 Petition/Certificate for Entry of Judgment on Unpaid Tax <input type="checkbox"/> A6112 Other Enforcement of Judgment Case	2., 9. 2., 6. 2., 9. 2., 8. 2., 8. 2., 8., 9.
RICO (27)	<input type="checkbox"/> A6033 Racketeering (RICO) Case	1., 2., 8.
Other Complaints (Not Specified Above) (42)	<input type="checkbox"/> A6030 Declaratory Relief Only <input type="checkbox"/> A6040 Injunctive Relief Only (not domestic/harassment) <input type="checkbox"/> A6011 Other Commercial Complaint Case (non-tort/non-complex) <input type="checkbox"/> A6000 Other Civil Complaint (non-tort/non-complex)	1., 2., 8. 2., 8. 1., 2., 8. 1., 2., 8.
Partnership Corporation Governance(21)	<input type="checkbox"/> A8113 Partnership and Corporate Governance Case	2., 8.
Other Petitions (Not Specified Above) (43)	<input type="checkbox"/> A8121 Civil Harassment <input type="checkbox"/> A8123 Workplace Harassment <input type="checkbox"/> A8124 Elder/Dependent Adult Abuse Case <input type="checkbox"/> A8190 Election Contest <input type="checkbox"/> A8110 Petition for Change of Name <input type="checkbox"/> A8170 Petition for Relief from Late Claim Law <input type="checkbox"/> A8100 Other Civil Petition	2., 3., 9. 2., 3., 9. 2., 3., 9. 2. 2., 7. 2., 3., 4., 8. 2., 9.

SHORT TITLE: George Jorochilov v. Chrysler Group LLC	CASE NUMBER
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Item III. Statement of Location: Enter the address of the accident, party's residence or place of business, performance, or other circumstance indicated in Item II., Step 3 on Page 1, as the proper reason for filing in the court location you selected.

REASON: CHECK THE NUMBER UNDER COLUMN C WHICH APPLIES IN THIS CASE		ADDRESS: 17621 Gale Ave.
<input type="checkbox"/> 1. <input type="checkbox"/> 2. <input type="checkbox"/> 3. <input type="checkbox"/> 4. <input checked="" type="checkbox"/> 5. <input type="checkbox"/> 6. <input type="checkbox"/> 7. <input type="checkbox"/> 8. <input type="checkbox"/> 9. <input type="checkbox"/> 10.		
CITY: City of Industry	STATE: CA	ZIP CODE: 91748

Item IV. Declaration of Assignment: I declare under penalty of perjury under the laws of the State of California that the foregoing is true and correct and that the above-entitled matter is properly filed for assignment to the Pomona courthouse in the East District of the Los Angeles Superior Court (Code Civ. Proc., § 392 et seq., and LASC Local Rule 2.0, subs. (b), (c) and (d)).

(SIGNATURE OF ATTORNEY/FILING PARTY)

Dated: 5/13/10

**PLEASE HAVE THE FOLLOWING ITEMS COMPLETED AND READY TO BE FILED IN ORDER TO PROPERLY COMMENCE YOUR NEW COURT CASE:**

1. Original Complaint or Petition.
2. If filing a Complaint, a completed Summons form for issuance by the Clerk.
3. Civil Case Cover Sheet form CM-010.
4. Complete Addendum to Civil Case Cover Sheet form LACIV 109 (Rev. 01/07), LASC Approved 03-04.
5. Payment in full of the filing fee, unless fees have been waived.
6. Signed order appointing the Guardian ad Litem, JC form FL-935, if the plaintiff or petitioner is a minor under 18 years of age, or if required by Court.
7. Additional copies of documents to be conformed by the Clerk. Copies of the cover sheet and this addendum must be served along with the summons and complaint, or other initiating pleading in the case.

1 Jennifer Basola, Esq. - State Bar # 231538  
2 Agnes Martin, Esq. - State Bar # 217074  
3 Krohn & Moss  
4 10474 Santa Monica Blvd., Suite 401  
5 Los Angeles, CA 90025 (323) 988-2400  
6  
7 Attorneys for Plaintiff, GEORGE JOROCHILOV

ORIGINAL FILED  
MAY 20 2010  
LOS ANGELES  
SUPERIOR COURT

8 SUPERIOR COURT OF THE STATE OF CALIFORNIA  
9 COUNTY OF LOS ANGELES  
UNLIMITED JURISDICTION

KC058762 H/a

10 GEORGE JOROCHILOV , ) Case No.:  
11 Plaintiff, )  
12 vs. ) COMPLAINT  
13 CHRYSLER GROUP LLC, )  
14 Defendant )

CASE ASSIGNED FOR  
ALL PURPOSES TO  
JUDGE BRUCE MINTO  
DEPT. H

15  
16 COMPLAINT

17 NOW COMES the Plaintiff, GEORGE JOROCHILOV, by and through Plaintiff's  
18 attorneys, KROHN & MOSS, LTD., and for Plaintiff's Complaint against Manufacturer,  
19 CHRYSLER GROUP LLC, alleges and affirmatively states as follows:

20 PARTIES

- 21 1. Plaintiff, GEORGE JOROCHILOV ("Plaintiff"), is an individual who purchased  
22 subject vehicle in the State of California.  
23 2. Manufacturer, CHRYSLER GROUP LLC, ("Manufacturer"), is a Corporation  
24 Authorized to do business in the State of California and is engaged in the manufacture, sale, and  
25 distribution of motor vehicles and related equipment and services. Manufacturer is also in the

1 business of marketing, supplying and selling written warranties to the public at large through a  
2 system of authorized dealerships, including Superior Chrysler ("Seller"). Manufacturer does  
3 business in all counties of the State of California.

4 **BACKGROUND**

5 3. On or about November 12, 2006, Plaintiff purchased from Seller a 20 07 Jeep  
6 Wrangler; ("WRANGLER"), manufactured by Manufacturer, Vehicle Identification No.  
7 1J4FA24127L108743, for valuable consideration (Plaintiff is unable to locate his purchase  
8 contract at this time, but will produce same upon receipt. Notwithstanding, Defendant is in  
9 possession of said contract).

10 4. The price of the WRANGLER, including sales tax, registration charges,  
11 document fees and other collateral charges, such as bank and finance charges, totaled more than  
12 valuable consideration.

13 5. In consideration for the purchase of the WRANGLER, Manufacturer issued and  
14 supplied to Plaintiff several written warranties, as well as other standard warranties fully outlined  
15 in the Manufacturer's Warranty Booklet.

16 6. On or about November 12, 2006, Plaintiff took possession of the WRANGLER  
17 and shortly thereafter experienced the various defects listed below that substantially impair the  
18 use, value and/or safety of the WRANGLER.

19 7. The defects listed below violate the express written warranties issued to Plaintiff  
20 by manufacturer, as well as the implied warranty of merchantability.

21 8. Plaintiff brought the WRANGLER to seller and/or other authorized service  
22 dealers of manufacturer for various defects, including, but not limited to the following:

- 23 a. Defective engine as evidenced by vehicle continually stalling, vehicle is stalling and  
24 restarting while in drive with all dash lights coming on and radio turning off, vehicle  
25 is stalling at stops, vehicle have difficulty starting and needing excessive crank,

1 vehicle is stalling on the highway, vehicle will not start often, when attempting to  
2 start the vehicle will click up to 6 time and will take over 10 minutes to start;

- 3 b. Defective electrical system as evidenced by air bag light on during an inspection;  
4 c. Defective body trim as evidenced by front passenger indicator is inoperable; and  
5 d. Any additional complaints made by our client, whether or not they are contained in  
6 your company's records or on any repair orders.

7  
8 9. Plaintiff provided Manufacturer through Seller and/or other authorized dealers of  
9 Manufacturer sufficient opportunities to repair the WRANGLER.

10 10. Manufacturer, through its authorized dealers was unable and/or failed to repair  
11 the WRANGLER within a reasonable number of attempts.

12 11. Plaintiff justifiably lost confidence in the WRANGLER's reliability and said  
13 defects have substantially impaired the value of the WRANGLER to Plaintiff.

14 12. Said defects could have not been discovered by Plaintiff prior to Plaintiff's  
15 acceptance of the WRANGLER.

16 13. As a result of said defects, Plaintiff revoked acceptance of the WRANGLER in  
17 writing on April 22, 2010 (A copy of said letter is attached hereto and marked as Exhibit "A").

18 14. At the time of revocation, the WRANGLER was in substantially the same  
19 condition as at delivery except for damage caused by its own defects and ordinary wear and tear.

20 15. Manufacturer refused Plaintiff's demand for revocation and has refused to provide  
21 Plaintiff with the remedies Plaintiff is entitled upon revocation.

22 16. The WRANGLER remains in a defective and unmerchantable condition, and  
23 continues to exhibit the above mentioned defects that substantially impair its use, value and/or  
24 safety.

25 17. Plaintiff has and will continue to be financially damaged due to Manufacturer's  
failure to comply with the provisions of its express and implied warranties.

1 18. Prior to filing this complaint, Plaintiff attempted to submit to Manufacturer's  
2 informal dispute resolution program and was unsatisfied with the results therein.

3  
4 **COUNT I**  
5 **BREACH OF WRITTEN WARRANTY**  
6 **PURSUANT TO THE MAGNUSON-MOSS WARRANTY ACT**  
7 **MANUFACTURER**

8 19. Plaintiff realleges and incorporates by reference as fully set forth herein,  
9 paragraphs 1-18 of this Complaint.

10 20. Plaintiff is a purchaser of a consumer product who received the WRANGLER  
11 during the duration of a written warranty period applicable to the WRANGLER and who is  
12 entitled by the terms of the written warranty to enforce against Manufacturer the obligations of  
13 said warranty.

14 21. Manufacturer is a person engaged in the business of making a consumer product  
15 directly available to Plaintiff.

16 22. Seller is an authorized dealership/agent of Manufacturer designed to perform  
17 repairs on vehicles under Manufacturer's automobile warranties.

18 23. The Magnuson-Moss Warranty Act, Chapter 15 U.S.C.A., Section, 2301 et. Seq.  
19 ("Warranty Act") is applicable to Plaintiff's Complaint in that the WRANGLER was  
20 manufactured, sold and purchased after July 4, 1975, and costs in excess of ten dollars (\$10.00).

21 24. Plaintiff's purchase of the WRANGLER was accompanied by written factory  
22 warranties for any non-conformities or defects in materials or workmanship, comprising an  
23 undertaking in writing in connection with the purchase of the WRANGLER to repair the  
24 WRANGLER or take other remedial action free of charge to Plaintiff with respect to the  
25 WRANGLER in the event that the WRANGLER failed to meet the specifications set forth in  
said undertaking.



1           32.    Manufacturer is prohibited from disclaiming or modifying any implied warranty  
2 when making a written warranty to the consumer or when Manufacturer has entered into a  
3 contract in writing within ninety (90) days of purchase to perform services relating to the  
4 maintenance or repair of a motor vehicle.

5           33.    Pursuant to 15 U.S.C. § 2308, Plaintiff's WRANGLER was impliedly warranted  
6 to be substantially free of defects and non-conformities in both material and workmanship, and  
7 thereby fit for the ordinary purpose for which the WRANGLER was intended.  
8

9           34.    The WRANGLER was warranted to pass without objection in the trade under the  
10 contract description, and was required to conform to the descriptions of the vehicle contained in  
11 the contracts and labels.

12           35.    The above described defects in the WRANGLER render the WRANGLER unfit  
13 for the ordinary and essential purpose for which the WRANGLER was intended.

14           36.    As a result of the breaches of implied warranty by Manufacturer, Plaintiff has  
15 suffered and continues to suffer various damages.

16           WHEREFORE, Plaintiff prays for judgment against Manufacturer as follows:

- 17           a.    Return of all monies paid or in the alternative applicable damages pursuant to  
18           section 2714 of the Commercial Code, and all incidental and consequential  
19           damages incurred;  
20           b.    All reasonable attorneys' fees, witness fees and all court costs and other costs;  
21           c.    Such other and further relief that the Court deems just and appropriate.  
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25

COUNT III  
SONG - BEVERLY CONSUMER WARRANTY ACT  
BREACH OF EXPRESS WARRANTY

1  
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3  
4 37. Plaintiff realleges and incorporate by reference as though fully set forth herein,  
5 paragraphs 1-18 of this Complaint.

6 38. Pursuant to Cal Civ. Code. § 1793.22(b)(2), Plaintiff has presented the  
7 WRANGLER to Seller and/or other authorized service dealers of Manufacturer within the term  
8 of protection and have tendered the subject vehicle four (4) or more times for the same defects  
9 and/or non-conformities within eighteen-thousand (18,000) miles and/or eighteen (18) months  
10 for the above-mentioned defects that substantially affect the use, value and safety of the  
11 WRANGLER.

12 39. Manufacturer, through Seller and/or other authorized dealerships, have been  
13 unable to repair said defects in a reasonable number of attempts.

14 40. Pursuant to Cal Civ. Code. § 1793.2, Plaintiff is entitled to a refund of the full  
15 purchase price of the vehicle, including all collateral charges and finance charges, and/or a  
16 replacement vehicle, plus all attorney fees and costs.

17 41. Manufacturer has willfully violated the provisions of this act by knowing of its  
18 obligations to refund or replace Plaintiff's vehicle, but failing to fulfill them.

19 WHEREFORE, Plaintiff prays for judgment against Manufacturer as follows:  
20

- 21 a. Return of the WRANGLER's purchase price and all incidental and  
22 consequential damages incurred by Plaintiff;  
23 b. Return of all finance charges incurred by Plaintiff for the WRANGLER;  
24 c. All reasonable attorneys' fees, witness fees, court costs and other fees  
25 incurred by Plaintiff; and  
d. A civil penalty pursuant to Cal. Civ. Code § 1794 (c).  
e. Such other and further relief that this Court deems just and appropriate.

COUNT IV  
SONG - BEVERLY CONSUMER WARRANTY ACT  
BREACH OF IMPLIED WARRANTY

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4 42. Plaintiff realleges and incorporates by reference as though fully set forth herein,  
5 paragraphs 1-18 of this Complaint.

6 43. The WRANGLER purchased by Plaintiff was subject to an implied warranty of  
7 merchantability as defined in Cal. Civ. Code §1790 running from the Manufacturer to the  
8 intended consumer, Plaintiff herein.

9 44. Manufacturer is a supplier of consumer goods as a person engaged in the business  
10 of making a consumer product directly available to Plaintiff.

11 45. Manufacturer is prohibited from disclaiming or modifying any implied warranty  
12 under Cal. Civ. Code §1790.

13 46. Pursuant to Cal. Civ. Code §1790, Plaintiff's WRANGLER was impliedly  
14 warranted to be fit for the ordinary use for which the WRANGLER was intended.

15 47. The WRANGLER was warranted to pass without objection in the trade under the  
16 contract description, and was required to conform to the descriptions of the vehicle contained in  
17 the contracts and labels.

18 48. The above described defects in the WRANGLER caused it to fail to possess even  
19 the most basic degree of fitness for ordinary use.

20 49. As a result of the breaches of implied warranty by Manufacturer, Plaintiff has  
21 suffered and continues to suffer various damages.

22 WHEREFORE, Plaintiff prays for judgment against Manufacturer as follows:

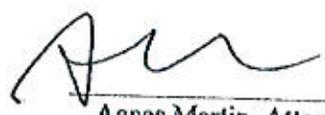
- 23  
24  
25 a. Return of all monies paid or in the alternative applicable damages  
pursuant to section 2714 of the Commercial Code, and all incidental  
and consequential damages incurred;

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- b. All reasonable attorneys' fees, witness fees and all court costs and other costs;
- c. Such other and further relief that the Court deems just and appropriate.

PLAINTIFF HEREBY REQUESTS A JURY TRIAL IN THIS MATTER.

Dated this 13<sup>th</sup> day of May, 2010



Agnes Martin, Attorney for  
Plaintiff, GEORGE  
JOROCHILOV

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EXHIBIT A

# Krohn & Moss, Ltd.

*(Arizona, California, Florida, Illinois, Indiana, Minnesota, Missouri, Nevada, Ohio, Wisconsin, Washington, DC)*

10474 Santa Monica Blvd., Suite 401

Los Angeles, CA 90025

www.krohnandmoss.com

Writer's Direct Number  
(323) 988-2400 Ext. 246

Writer's Direct Facsimile  
(866) 431-5675

Writer's Direct E-Mail

amarlin@oanconsumerlawcenter.com

www.krohnandmoss.com

Writer licensed to practice

Only in

California

April 22, 2010

Chrysler Group LLC  
West Business Center  
7700 Irvine Center Drive, Suite 400  
P.O. Box 21-8004  
Irvine, CA 92618

RE: [REDACTED] v. Chrysler Group LLC

Vehicle: 2007 Jeep Wrangler

VIN: 1J4FA241271 [REDACTED]

Our File No.: [REDACTED]

Dear Sir or Madam:

Pursuant to California Civil Code 1793.22(b)(3), please be advised that this office represents the above-named individual regarding claims against your company pursuant to the Song-Beverly Warranty Consumer Warranty Act ("Lemon Law") and/or the Federal Magnuson-Moss Warranty Act with regard to the above-listed vehicle. Please direct all future contacts and correspondence to our office as such.

Having been formally notified of our representation, you are instructed not to contact our client under any circumstances. Direct all inquiries to this office. If you fail to act in conformity with this directive, injunctive relief will be sought against you.

Pursuant to California Civil Code 1794 (d) and/or 15 U.S.C. 2310(d), you are hereby notified that any settlement made with our client requires payment of our attorneys' fees. If you settle directly with our client and do not make arrangements for payment of our attorneys' fees, we will file suit against you. In addition, you are hereby notified of our attorneys' lien.

There are numerous defects and non-conformities present in my client's automobile for which relief is sought, and numerous attempts to repair the vehicle have been unsuccessful. These defects and non-conformities include, but are not limited to:

1. Defective engine as evidenced by vehicle continually stalling, vehicle is stalling and restarting while in drive with all dash lights coming on and radio turning off, vehicle is

April 22, 2010

stalling at stops, vehicle have difficulty starting and needing excessive crank, vehicle is stalling on the highway, vehicle will not start often, when attempting to start the vehicle will click up to 6 time and will take over 10 minutes to start;

2. Defective electrical system as evidenced by air bag light on during an inspection;
3. Defective body trim as evidenced by front passenger indicator is inoperable; and
4. Any additional complaints made by our client, whether or not they are contained in your company's records or on any repair orders.

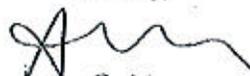
The defects and non-conformities listed above constitute a substantial impairment of the use, value and/or safety of the vehicle. Because of these defects and non-conformities, my client has justifiably lost confidence in the vehicle.

Therefore, you are hereby notified that my client is revoking acceptance of this vehicle. My client has directed me to demand the cancellation of the contracts and the return of all funds paid towards this vehicle, including any trade-in value given, all collateral charges, finance charges and incidental and consequential damages.

To avoid any litigation, my client merely requests a refund for the defective vehicle, plus payment of our attorneys' fees pursuant to the fee-shifting provisions of the Lemon Law and/or Federal Magnuson-Moss Warranty Act. Our attorneys' fees are minimal at this stage and we would prefer to resolve this matter without the need for any more time spent on our part or on the part of your attorneys. A great deal of time, money and effort could be saved by all parties involved with a quick resolution of this claim.

Accordingly, if you wish to resolve this matter amicably, please feel free to contact my office. If the matter has not been resolved within fourteen (14) days from the date of this letter, a lawsuit will be filed.

Sincerely,



Agnes O. Martin  
Attorney at Law

AM/sz

## LOS ANGELES SUPERIOR COURT ADR PROGRAMS

### CIVIL:

- **Civil Action Mediation** (Governed by Code of Civil Procedure (CCP) sections 1775-1775.15, California Rules of Court, rules 3.850-3.866 and 3.870-3.878, Evidence Code sections 1115-1128, and Los Angeles Superior Court Rules, chapter 12.)
- **Retired Judge Settlement Conference**
- **Neutral Evaluation** (Governed by Los Angeles Superior Court Rules, chapter 12.)
- **Judicial Arbitration** (Governed by Code of Civil Procedure sections 1141.10-1141.31, California Rules of Court, rules 3.810-3.830, and Los Angeles Superior Court Rules, chapter 12.)
- **Eminent Domain Mediation** (Governed by Code of Civil Procedure section 1250.420.)
- **Civil Harassment Mediation**
- **Small Claims Mediation**

### FAMILY LAW (non-custody):

- **Mediation**
- **Forensic Certified Public Accountant (CPA) Settlement Conference**
- **Settlement Conference**
- **Nonbinding Arbitration** (Governed by Family Code section 2554.)

### PROBATE:

- **Mediation**
- **Settlement Conference**

### NEUTRAL SELECTION

Parties may select a mediator, neutral evaluator, or arbitrator from the Court Party Select Panel or may hire someone privately, at their discretion. If the parties utilize the Random Select Mediation or Arbitration Panel, the parties will be assigned on a random basis the name of one neutral who meets the case criteria entered on the court's website.

### COURT ADR PANELS

- Party Select Panel** The Party Select Panel consists of mediators, neutral evaluators, and arbitrators who have achieved a specified level of experience in court-connected cases. The parties (collectively) may be charged \$150.00 per hour for the first three hours of hearing time. Thereafter, the parties may be charged for additional hearing time on an hourly basis at rates established by the neutral if the parties consent in writing.
- Random Select Panel** The Random Select Panel consists of trained mediators, neutral evaluators, and arbitrators who have not yet gained the experience to qualify for the Party Select Panel, as well as experienced neutrals who make themselves available pro bono as a way of supporting the judicial system. It is the policy of the Court that all Random Select Panel volunteer mediators, neutral evaluators, and arbitrators provide three hours hearing time per case. Thereafter, the parties may be charged for additional hearing time on an hourly basis at rates established by the neutral if the parties consent in writing.
- Private Neutral** The market rate for private neutrals can range from \$300-\$1,000 per hour.

### ADR ASSISTANCE

For assistance regarding ADR, please contact the ADR clerk at the courthouse in which your case was filed.

COURTHOUSE	ADDRESS	ROOM	CITY	PHONE	PHONE
Antonovich	42011 4th St. West	None	Lancaster, CA 93534	(661)974-7275	(661)974-7060
Chatsworth	9425 Penfield Ave.	1200	Chatsworth, CA 91311	(818)576-8565	(818)576-8687
Compton	200 W. Compton Blvd.	1002	Compton, CA 90220	(310)603-3072	(310)223-0337
Glendale	600 E. Broadway	273	Glendale, CA 91206	(818)500-3160	(818)548-5470
Long Beach	415 W. Ocean Blvd.	316	Long Beach, CA 90802	(562)491-6272	(562)437-3802
Norwalk	12720 Norwalk Blvd.	308	Norwalk, CA 90650	(562)807-7243	(562)462-9019
Pasadena	300 E. Walnut St.	109	Pasadena, CA 91101	(626)356-5685	(626)666-1774
Pomona	400 Civic Center Plaza	106	Pomona, CA 91766	(909)820-3183	(909)629-6283
San Pedro	505 S. Centre	209	San Pedro, CA 90731	(310)519-6151	(310)514-0314
Santa Monica	1725 Main St.	203	Santa Monica, CA 90401	(310)260-1829	(310)319-6130
Stanley Mosk	111 N. Hill St.	113	Los Angeles, CA 90012	(213)974-5425	(213)833-5115
Torrance	825 Maple Ave.	100	Torrance, CA 90503	(310)222-1701	(310)782-7326
Van Nuys	6230 Sylmar Ave.	418	Van Nuys, CA 91401	(818)374-2337	(818)802-2440

Partially Funded by the Los Angeles County Dispute Resolution Program  
A complete list of the County Dispute Resolution Programs is available online and upon request in the Clerk's Office

L.A.S.C. - POMONA COURTS  
POMONA COURTS  
POMONA CA 91766

DATE PAID: 05/20/10 03:40:00 PM  
RECEIPT #: POM115119026

CIT/CASE: KC093762 LEA/DEF#: 0310

PAYMENT: \$355.00  
RECEIVED:

CHECK: 355.00  
CASH:  
CHANGE:  
CARD:

ORIGINAL FILED

FILE STAMP  
MAY 21 2010  
LOS ANGELES  
SUPERIOR COURT

NOTICE SENT TO:

Basola, Jennifer Law Offices of  
Krohn & Moss Ltd.,  
10474 Santa Monica Blvd., Suite 401  
Los Angeles CA 90025

**SUPERIOR COURT OF CALIFORNIA, COUNTY OF LOS ANGELES**

GEORGE JOROCHILOV  
Plaintiff(s),  
VS.  
CHRYSLER GROUP LLC  
Defendant(s).

CASE NUMBER  
KC058762

**NOTICE OF CASE  
MANAGEMENT CONFERENCE**

TO THE PLAINTIFF(S)/ATTORNEY(S) FOR PLAINTIFF(S) OF RECORD:

You are ordered to serve this notice of hearing on all parties/attorneys of record forthwith, and meet and confer with all parties/attorneys of record about the matters to be discussed no later than 30 days before the Case Management Conference.

Your Case Management Conference has been scheduled for October 18, 2010 at 8:30 am in Dept. EA H at 400 Civic Center Plaza, Pomona, California, 91766.

**NOTICE TO DEFENDANT: THE SETTING OF THE CASE MANAGEMENT CONFERENCE DOES NOT EXEMPT THE DEFENDANT FROM FILING A RESPONSIVE PLEADING AS REQUIRED BY LAW.**

Pursuant to California Rules of Court, rules 3.720-3.730, a completed Case Management Statement (Judicial Council form # CM-110) must be filed at least 15 calendar days prior to the Case Management Conference. The Case Management Statement may be filed jointly by all parties/attorneys of record or individually by each party/attorney of record. You must be familiar with the case and be fully prepared to participate effectively in the Case Management Conference.

At the Case Management Conference, the Court may make pretrial orders including the following, but not limited to, an order establishing a discovery schedule; an order referring the case to Alternative Dispute Resolution (ADR); an order reclassifying the case; an order setting subsequent conference and the trial date; or other orders to achieve the goals of the Trial Court Delay Reduction Act (Gov. Code, section 68600 et seq.)

Notice is hereby given that if you do not file the Case Management Statement or appear and effectively participate at the Case Management Conference, the Court may impose sanctions pursuant to LASC Local Rule 7.13, Code of Civil Procedure sections 177.5, 575.2, 583.150, 583.360 and 583.410, Government Code Section 68608 (b), and California Rules of Court 2.2 et seq.

Date: May 21, 2010

  
Judicial Officer

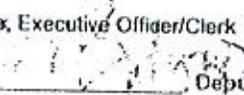
**CERTIFICATE OF SERVICE**

I, the below named Executive Officer/Clerk of the above-entitled court, do hereby certify that I am not a party to the cause herein, and that on this date I served the Notice of Case Management Conference upon each party or counsel named above:

by depositing in the United States mail at the courthouse in Pomona, California, one copy of the original filed herein in a separate sealed envelope to each address as shown above with postage thereon fully prepaid.

by personally giving the party notice upon filing the complaint.

Date: May 21, 2010

John A. Clarke, Executive Officer/Clerk  
by  Deputy Clerk

<b>MATTER #</b>	1212874
<b>FILE TYPE</b>	Legal Claim
<b>FILE NAME</b>	[REDACTED]
<b>CAIR #</b>	[REDACTED]
<b>DATE OF INCIDENT</b>	N/A
<b>DATE OF NOTICE</b>	3/23/2010
<b>MODEL/MODEL YEAR</b>	2007 Jeep Wrangler 4x4 Sport Utility 2-Door
<b>VIN</b>	1J4FA24127L [REDACTED]
<b>PEER OR SUBJECT</b>	Subject Vehicle
<b>MILEAGE</b>	49,262
<b>OWNER</b>	[REDACTED] LA, CA [REDACTED]
<b>COURT</b>	Superior Court Los Angeles, CA
<b>DOCKET #</b>	KC058762
<b>ALLEGED DEFECT</b>	Air Bag Warning Light.
<b>DESCRIPTION</b>	The owner's complaint alleges that the electrical system is defective as evidenced by the air bag light being on during inspection.
<b>CRASH</b>	No
<b>PROPERTY DAMAGE</b>	No
<b>INJURIES</b>	0
<b>FATALITIES</b>	0
<b>ANALYSIS</b>	The repair history states an open circuit was found in the clock spring; Clock spring/steering sensor angle was replaced.

**MATTER #** 1217310  
**FILE TYPE** Legal Claim  
**FILE NAME** [REDACTED]  
**CAIR #** [REDACTED]  
**DATE OF INCIDENT** 10/20/2010  
**DATE OF NOTICE** 11/4/2010  
**MODEL/MODEL YEAR** 2007 Jeep Wrangler Unlimited 4x4 Sport Utility  
**VIN** 1J4GA39147L139091  
**PEER OR SUBJECT** Subject vehicle  
**MILEAGE** 62,400  
**OWNER** [REDACTED]  
Melbourne Bch FL [REDACTED]  
**COURT** None  
**DOCKET #** None  
**ALLEGED DEFECT** Air bag non-deployment.  
**DESCRIPTION** The owner alleges that she and her husband were in an accident and the air bags did not deploy. Mr. McCune had injuries on his arms and legs and was suffering from chest pains. According to the owner the vehicle was destroyed.  
**CRASH** Yes  
**PROPERTY DAMAGE** Yes  
**INJURIES** 1  
**FATALITIES** 0  
**ANALYSIS** An inspection of the vehicle was scheduled, however the vehicle was subsequently sold by the owner and was unavailable for inspection.

# ALEX SIMANOVSKY & ASSOCIATES, LLC

1188440  
Pilot  
SWG

DAVID SWEENEY, ESQ., OF COUNSEL  
LICENSED IN TENNESSEE

P O Box 341698  
Bartlett, IN 38184  
(901) 386-3662 Facsimile: (901) 386-3605

RECEIVED

January 14, 2008

JAN 23 2008

Chrysler LLC  
CIMS 485-13-32  
1000 Chrysler Drive  
Auburn Hills, MI 48326-2766

OFFICE OF THE GENERAL COUNSEL  
DAIMLERCHRYSLER CORPORATION

RE: [REDACTED] v. Chrysler LLC

**NOTICE OF CONSUMER WARRANTY LAW VIOLATION**

Our Client: [REDACTED]  
Vehicle: 2007 Jeep Compass  
VIN: 1J8FF47W87I [REDACTED]  
Date of purchase: 08/29/2006  
Our File No.: [REDACTED]

To Whom It May Concern:

Please be advised that this office represents the above-named individual regarding claims pursuant to the federal Magnuson-Moss Warranty Act and the Uniform Commercial Code ("U.C.C.") with regard to the above-listed vehicle. Please direct all future contacts and correspondence to the office listed above.

There were numerous non-conformities with my client's automobile for which relief is sought, and numerous attempts to repair the vehicle have been unsuccessful. There were also numerous violations of both federal and state law in connection with the delivery and/or repair of the aforementioned vehicle. The primary non-conformities and violations include, but are not limited to:

1. **Engine;**
2. **Transmission;**
3. **Electrical;**
4. **Air Bag Light;**
5. **Body/Trim.**

The non-conformities listed above constitute a substantial impairment of the use, value and safety of the subject vehicle. Because of the inordinate amount of repairs my client has justifiably lost confidence in the vehicle.

RECEIVED  
Warranty Litigation  
JAN 25 2008  
Office of the General Counsel  
Chrysler LLC

My client's repair history clearly shows there was a breach of the written warranty and/or implied warranties of merchantability and fitness for a particular purpose, *see* U.C.C. §§ 2-314 and 2-315, based upon the generally accepted rule that an unsuccessful effort to remedy defects found to exist renders the warrantor liable; the buyer is not bound to allow him the opportunity or permit him to tinker with the article indefinitely in the hope that it may ultimately be made to comply with the warranty

Therefore, you are hereby notified that my client is revoking acceptance of the vehicle, pursuant to the provisions of U.C.C. § 2-608. Our client has directed us to demand the return of all funds paid towards this vehicle, the cancellation of the contracts, and compensation for all damages and attorneys' fees.

Please be advised that under U.C.C. § 2-711(3) my client has a security interest in the car for return of the total purchase price, plus expenses in handling and inspecting the car. Until you pay this amount, my client will hold the car and use it to the extent necessary to preserve it, to protect its security interest, and to minimize your damages. Moreover, my client demands return of the purchase price before substitute goods can be acquired. In addition, any attempt by you or your agents to repossess the car will be wrongful and will subject you to liability for conversion and for wrongful repossession under U.C.C. §§ 9-503 and 9-507 as well as other applicable Consumer Fraud remedies.

If the seller [or, if applicable the assignee, or any creditor subject to the FTC Holder Rule] has filed a financing statement covering the goods, we demand, pursuant to U.C.C. § 9-404, that you file a termination statement within ten days to terminate your security interest and forward a copy to this office. Since my client has revoked acceptance, there is no outstanding secured obligation. If you do not file a termination statement within ten days and cooperate in removing the lien, you will be liable under U.C.C. § 9-404(1) in the amount of \$100 00 plus any loss caused my client by your failure.

HAVING BEEN FORMALLY NOTIFIED OF OUR REPRESENTATION, YOU ARE INSTRUCTED NOT TO CONTACT OUR CLIENT UNDER ANY CIRCUMSTANCES. DIRECT ALL INQUIRIES TO THIS OFFICE. IF YOU FAIL TO ACT IN CONFORMITY WITH THIS DIRECTIVE, INJUNCTIVE RELIEF WILL BE SOUGHT AGAINST YOU. IN ADDITION, YOU ARE HEREBY NOTIFIED OF OUR ATTORNEYS' LIEN.

To avoid any further litigation, my client merely requests a refund for the defective product and will waive any incidental and consequential damages at this point. Our attorneys' fees are minimal at this stage and we would prefer to resolve this matter without the need for any more needless effort and expense spent on our part and on the part of your attorneys. Time, money and effort would be saved by both sides with a quick resolution of this claim.

Accordingly, if you wish to resolve this matter amicably, please feel free to contact my office within fourteen (14) days. If the matter has not been resolved within that time, a complaint will be filed.

Sincerely,

*David Sweeney*

David Sweeney, Esq.  
Attorney at Law

CC:



CAR ORDER

GARY MATHEWS MOTORS, INC.

1100 New Ashland City Road
CLARKSVILLE, TENNESSEE 37040
Phone 562-7100



PURCHASER'S NAME [Redacted] DATE 08/29/06
ADDRESS [Redacted] DICKSON TN [Redacted] PHONE [Redacted]

Please enter my order for the automobile described below:
MAKE JEEP MILEAGE 214 BODY TYPE 4WD SPORT YEAR MODEL 2007
SERIES COMPASS SERIAL NO. 1J8FF47W87D COLOR BLK TRIM NO.
NEW  USED  DEMO  OTHER  CASH SELLING PRICE \$ 22500.00

Table with columns for Additional Accessories, Service Contract, GAP INS, SUB-TOTAL, BUSINESS TAX CHAPTER 387 2%, STATE TAXES, TITLE, LICENSES, TRANSFERS, RECORD, NOTARY FEES, and TOTAL CASH DELIVERED PRICE.

Table for Gross Allowance on Trade-In and Less Balance Owning To, including Cash Deposit, Outside Financing, and Total Cash Paid.

Table for Description of Trade-In with columns for Year, Make, Body, Model, Color, Mileage, Total Credits, Unpaid Balance, H&A Ins., and A.P.R.

CONTRACT TO BE PAID TO DC FIN SVCS AMER LLC IN 72 INSTALLMENTS OF 382.45 AND 09/28/06 AND 20

As used in this Order, the terms, (a) "DEALER" shall mean Gary Mathews Motors, Inc., (b) "PURCHASER" shall mean party or parties executing this Order as such, and (c) "MANUFACTURER" shall mean the entity(ies) that manufactured the vehicle and/or the chassis and/or the body and/or the conversion.

PURCHASER has this day purchased from DEALER the above described vehicle and accessories in accordance with the terms and conditions as set out herein.

Unless a separate written instrument showing the terms of a Dealer Warranty is furnished to PURCHASER by DEALER, the vehicle purchased by PURCHASER is sold by DEALER AS IS - WITHOUT WARRANTY OR GUARANTEE.

If the vehicle described above as being purchased by PURCHASER is a used motor vehicle, the DEALER shall have the right to substitute another vehicle, or extras, or trim, or accessories, or combination of some or equal or greater comparable value.

In selling used vehicles the DEALER has no accurate means of determining the actual mileage of the vehicle sold. The DEALER does not represent the mileage of the vehicle at the time of execution of this agreement to be the true mileage.

The DEALER represents the year model of the vehicle based on the body appearance, but DEALER does not guarantee the year of the above described motor vehicles.

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

In the event PURCHASER is trading a motor vehicle, PURCHASER does hereby bargain, sell and transfer to DEALER the motor vehicle described under the section "Description of Trade-In".

PURCHASER warrants that the vehicle being traded in is not subject to any lien other than disclosed herein. PURCHASER further warrants that said vehicle is of the year, model, and mileage as represented in consideration of the trade-in being given.

If the vehicle being purchased is a new motor vehicle, the vehicle may have sustained manufacturing or transit damage. Additionally, the vehicle may have had warranty service performed on it.

PURCHASER states that PURCHASER is eighteen (18) years of age or older and is competent to purchase the motor vehicle described herein.

In connection with the purchase of the above described automobile you will sign various agreements. None of the agreements merge into the other agreement and each agreement is executed for a specific purpose.

Where an application for credit is made to DEALER the application for credit will be submitted to one or more of the following: Chrysler Credit Corporation, Nations Bank, First American Bank, Third National Bank, or any other similar financial institution.

Upon this order becoming effective, should PURCHASER fail to purchase the above described motor vehicle in accordance with the terms set out herein, then PURCHASER shall have breached this agreement.

In the event of any delay in delivering the motor vehicle purchased pursuant to this order, DEALER shall not be liable for same if caused by the MANUFACTURER and/or converter, or by accident, strike, fire or any other cause not in the direct control of DEALER.

I agree that a consumer report may be obtained in connection with this car order and that consumer reports may be obtained in connection with an update, renewal or extension of credit for which application has been made.

SALESMAN: SCOTT MCGOWAN SIGNED: PURCHASER

CREDIT APPROVED: SIGNED: PURCHASER

FINANCE COMPANY: ACCEPTED-GARY MATHEWS MOTORS, INC

BY: Subjected To Terms and Conditions Noted Above



**TENNESSEE**

**Retail Installment Contract - Simple Interest**

**Parties**

Contract Date 09/28/2006  
 Creditor/Seller Name GAFFY MATHEWS MOTORS, INC.  
 Address 1100 NEW ASHLAND CITY RD.  
CLARKSVILLE TN 37040 MONTGOMERY

Account Number \_\_\_\_\_  
 Buyer (and Co-Buyer) Name \_\_\_\_\_  
 Name \_\_\_\_\_  
 Billing Address DICKSON TN  
(Include County)

Unless otherwise specified, "you" and "your" refer to the Buyer (and Co-Buyer), and "we" and "us" refer to the Creditor/Seller, listed above in section labeled Parties. The vehicle described below, in the section labeled Vehicle and Trade-in Information, is referred to as "vehicle." After being quoted both a cash ("Cash Price", below) and credit price ("Total Sale Price", below) for the vehicle, you have chosen to buy the vehicle on credit. You agree to the terms and conditions on the front and back of this contract. You also acknowledge delivery and acceptance of the vehicle.

**Type of Retail Installment Contract**

Standard  Balloon Payment  Fixed Value

You understand that no matter which box is checked, this is not a lease. If the Fixed Value box is checked and you exercise your option to transfer the vehicle to us as provided in section 14 or the back of this contract, the vehicle turn-in deduction and excess mileage deduction as described in section 14 are as follows: (1) the vehicle turn-in deduction is N/A; and (2) for any miles that the vehicle is driven in excess of N/A miles per year, the excess mileage deduction is N/A per mile. The vehicle's current odometer reading is 214.

**Federal Truth-in-Lending Disclosures**

<b>ANNUAL PERCENTAGE RATE</b> The cost of borrowing money, expressed as a yearly rate.	<b>FINANCE CHARGE</b> The dollar amount the creditor will cost you.	<b>Amount Financed</b> The dollar amount the creditor loans you on your behalf.	<b>Total Payment</b> The total amount you will pay for the purchase, including a refund of any prepayment penalty.
<u>7.5%</u>	<u>\$9947.49</u>	<u>\$25228.01</u>	<u>\$26816.40</u>
<b>Payment Schedule - Your payment schedule will be:</b>			
<b>Number of Payments</b>	<b>Amount of Each Payment</b>	<b>When Payments Are Due</b> <input checked="" type="checkbox"/> Monthly <input type="checkbox"/> Bi-Weekly (Beginning Date of Payment)	<b>Prepayment Penalty</b> If you pay off early, you will not have to pay a penalty.
<u>71</u>	<u>502.45</u>	<u>09/28/2006</u>	<u>N/A</u>
<u>N/A</u>	<u>N/A</u>	<u>N/A</u>	<u>N/A</u>
<u>N/A</u>	<u>N/A</u>	<u>N/A</u>	<u>N/A</u>
<b>Final Payment</b>	<b>Amount of Final Payment</b>	<b>Due Date of Final Payment</b>	<b>Additional Information</b> See this schedule for the 20% or more additional information about security interest, nonpayment, and other information in full text on the scheduled date of prepayment.
	<u>502.45</u>	<u>08/28/2012</u>	

**Vehicle and Trade-in Information**

**1. VEHICLE DESCRIPTION**

New  Used VIN 1J8EE47M87D  
2007 JEEP COMPASS  
Year Make Model

**2. PRIMARY INTENDED USE**

Personal  Commercial  Agricultural  \_\_\_\_\_

If no box is checked, or if Personal box is checked, you agree to use the vehicle for personal, family or household purposes.

**3. TRADE-IN DESCRIPTION**

N/A  
Year Make Model

**Summary of Insurance and Other Coverages (cont'd.)**

**6. OPTIONAL CREDIT INSURANCE AND OTHER OPTIONAL INSURANCE OR COVERAGE.**

CREDIT LIFE, CREDIT DISABILITY, GUARANTEED AUTOMOTIVE PROTECTION COVERAGE AND OTHER OPTIONAL INSURANCE ARE NOT REQUIRED TO OBTAIN CREDIT AND WILL NOT BE PROVIDED UNLESS YOU SIGN AND AGREE TO PAY THE PREMIUM.

**Optional Insurance/Coverage**

Credit life and disability insurance end on the original due date of the last payment due under this contract.

Credit Life \$ N/A Premium  
 Insurer N/A Insured(s) N/A  
 Buyer's Signature \_\_\_\_\_ Co-Buyer's Signature \_\_\_\_\_  
 Credit Disability \$ N/A Premium

**Financing**

**4. ITEMIZATION OF AMOUNT FINANCED**

**a. Cash Price**

- (i) Vehicle (including accessories, delivery, installation charges, if any) \$ 22849.00
- (ii) Sales Tax \$ 1763.98
- (iii) Service Contract (optional) \$ N/A
- (iv) OC FEE \$ 98.50
- (v) Cash Price \$ 24711.48

**b. Downpayment**

- (i) Cash Downpayment \$ 700.00
- (ii) Manufacturer's Rebate \$ N/A
- (iii) Gross Allowance on Trade-in \$ N/A
- (iv) Pay off on Trade-in \$ N/A
- (v) Net Allowance on Trade-in \$ N/A
- (vi) Downpayment if less than \$0, disclose on line c(i) and enter \$0 for the Downpayment \$ 700.00

**c. Unpaid Balance of Cash Price**

- (i) Unpaid Trade-in Lien Amount to be Financed \$ 24011.48
- Pay to: \$ N/A

**d. Other Charges Including Amounts Paid to Others on Your Behalf\***

- (i) Paid to Public Officials for:
  - (a) Other Taxes \$ 147.43
  - (b) Milling Fees \$ N/A
  - (c) License Fees \$ 70.00
  - (d) Certificate of Title Fees \$ N/A
  - (e) Registration Fees \$ N/A
- (ii) Paid to: \* SVC. CONT \$ 1500.00
- (iii) Paid to: \* N/A \$ N/A
- (iv) Paid to: \* PLATEAU INS CO \$ 500.00
- (v) Paid to: \* N/A \$ N/A
- (vi) Paid to: \* N/A \$ N/A
- (vii) Paid to Insurance Companies for:
  - (a) Optional Credit Life \$ N/A
  - (b) Optional Credit Accident & Health \$ N/A
  - (c) Optional N/A \$ N/A
  - (d) Optional N/A \$ N/A
- (viii) Subtotal \$ 2217.43

**e. Amount Financed**

\$ 26228.91

\*Seller may be retaining a portion of these amounts.

**Summary of Insurance and Other Coverages**

**5. REQUIRED VEHICLE INSURANCE**

**YOU ARE REQUIRED TO HAVE PHYSICAL DAMAGE INSURANCE, LIABILITY INSURANCE COVERAGE FOR BODILY INJURY AND PROPERTY DAMAGE CAUSED TO OTHERS IS NOT INCLUDED IN THIS CONTRACT. YOU MAY OBTAIN VEHICLE INSURANCE FROM A PERSON OF YOUR CHOICE.**

Insurer N/A Insured(s) N/A  
 Buyer's Signature \_\_\_\_\_ Co-Buyer's Signature \_\_\_\_\_

Type GAP  
 \$ 500.00 Term 72  
 Premium/Cost PLATEAU INS CO  
 Insurer/Provider \_\_\_\_\_ Insured(s)/Beneficiary \_\_\_\_\_  
 Buyer's Signature \_\_\_\_\_ Co-Buyer's Signature \_\_\_\_\_

Type N/A  
 \$ N/A Term N/A  
 Premium/Cost N/A  
 Insurer/Provider \_\_\_\_\_ Insured(s)/Beneficiary \_\_\_\_\_  
 Buyer's Signature \_\_\_\_\_ Co-Buyer's Signature \_\_\_\_\_

**Signatures**

**NOTICE TO THE BUYER(S)**

**DO NOT SIGN THIS CONTRACT BEFORE YOU READ IT OR IF IT CONTAINS ANY BLANK SPACES. YOU ARE ENTITLED TO AN EXACT COPY OF THE CONTRACT YOU SIGN. KEEP IT TO PROTECT YOUR LEGAL RIGHTS.**

**BUYER ACKNOWLEDGES RECEIPT OF A TRUE AND COMPLETELY FILLED IN COPY OF THIS RETAIL INSTALLMENT CONTRACT. IT IS IMPORTANT THAT YOU THOROUGHLY READ THE CONTRACT BEFORE YOU SIGN IT, INCLUDING THE IMPORTANT ARBITRATION DISCLOSURES AND PRIVACY POLICY ON THE BACK OF THIS CONTRACT.**

X \_\_\_\_\_ X  
 Buyer Sign: \_\_\_\_\_

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

**SELLER**

By signing below, the Seller accepts this contract and assigns it to DAIMLER FINANCIAL SERVICES AMERICA LLC ("Assignee") subject to the terms and conditions of the Retail Installment Contract and Lease Program Agreement between Seller and DaimlerChrysler Financial Services Americas LLC. Seller further warrants and represents that Buyer is purchasing the vehicle for Buyer's or Co-Buyer's use.

X GARY MATHEWS MOTORS INC \_\_\_\_\_  
 Seller Sign By  
 Title \_\_\_\_\_

**INSURANCE VERIFICATION**

Seller (or Dealer) has verified that the insurance coverage described in Section 11 is in force on the date of this contract.

HAULERS INSURANCE CO INC \_\_\_\_\_  
 Insurance Company Policy No. \_\_\_\_\_  
PLI INC (615) 446-1494  
 Insurance Agent Phone number  
PO BOX 270 COLUMBIA TN 38402  
 Address

Phone 615-446-2400  
Fax 615-441-2005



561 Highway 46 South  
Dickson, Tennessee 37055

www.gosterlingmarlin.com

CUSTOMER NO. 1791	ADDRESS DEEDEE TIDWELL	TAG NO. 73 075	INVOICE DATE 04/19/07
	LABOR RATE	LICENSE NO.	MILEAGE 7,688
	YEAR/MAKE/MODEL 07/JEEP/COMPASS/4WD SPORT	DELIVERY DATE	DELIVERY MILES
DICKSON, TN	VEHICLE I.D. NO. 1J8FF47W87D	SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	R.C. NO.	04/19/07
	BUSINESS PHONE	COMMENTS	MO:

LABOR # 15CHZZ1 DRIVEABILITY CONCERN TECH(S): 278  
 2/3 VEHICLE WOULD NOT COME OUT OF PARK/HAD VEHICLE TOWED IN  
 COULD NOT DUPLICATE

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

TOTALS

*****	TOTAL LABOR	0.00
* [ ] CASH [ ] CHECK CK NO [ ]	TOTAL PARTS	0.00
*	TOTAL SUBLET	0.00
* [ ] VISA [ ] MASTERCARD DISCOVER [ ]	TOTAL G.O.C.	0.00
*	TOTAL MISC CHG.	0.00
* [ ] AMER EXPRESS [ ] OTHER [ ] CHARGE	TOTAL MISC DISC	0.00
* DATE PAID CASHIER	TOTAL TAX	0.00
*****	<b>TOTAL INVOICE \$</b>	<b>0.00</b>

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE \*\*\*\*\*  
 \*\*\*\*\* DUPLICATE INVOICE \*\*\*\*\*

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNOR. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE

(SIGNER) (TITLE) (GENERAL MANAGER) (OR AUTHORIZED PERSON) (DATE)

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. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items. Not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control.

I hereby authorize the 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 the car or truck to secure the amount of repairs thereto. All work guaranteed for 12 months or 12,000 miles whichever occurs first.

CUSTOMER SIGNATURE

Ph 615-446-2400  
Fax 615-441-2005



561 Highway 46 South  
Dickson, Tennessee 37055

www.gosterlingmarlin.com

CUSTOMER NO. <b>791</b>	OWNER <b>RICHARD GRAVES</b>	280 TAG NO. <b>829</b>	INVOICE DATE <b>07/27/07</b>
	LABOR RATE	LICENSE NO.	MILEAGE <b>11,084</b>
<b>DICKSON, TN</b>	VEHICLE MAKE / MODEL <b>07/JEEP/COMPASS/4WD SPORT</b>		DELIVERY DATE
	VEHICLE ID NO. <b>TJ8FF47W87D</b>	SELLING DEALER NO.	PRODUCTION DATE
	R.T.E. NO.	R.C. NO.	<b>07/27/07</b>
BUSINESS PHONE	COMMENTS <b>MO: 11084</b>		

LABOR CH# 1 05CHZ BRAKE SYS. DIAGNOSTIC TECH(S): 221 0.00  
 1/2S CHECK FOR BRAKES MAKING SQUEEKING NOISE  
 TEST DROVE VEHICLE AND NO BRAKE NOISE WAS HEARD AT THIS TIME

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

LABOR CH# 2 08CHZ10 POWER WINDOWS TECH(S): 221 0.00  
 1/2S CHECK FOR DRIVER SIDE WINDOW MAKING SQUEEKING NOISE  
 WHEN ROLLING DOWN  
 PARTS HAVE BEEN ORDERED FOR REPAIR  
 ORDERED GLASS CHANNEL RUN AND INSIDE AND OUTSIDE DUST  
 PROTECTORS

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

LABOR CH# 3 00CHZ00 23 POINT INSPECTION TECH(S): 221 0.00  
 23 POINT INSPECTION  
 NO MAINT NEEDED AT THIS TIME

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

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

COMMENTS  
 WAITER

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT. NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE

(SIGNED) DEALER GENERAL MANAGER OR AUTHORIZED PERSON (DATE)  
 The factory warranty constitutes all of the warranties with respect to the sale of this item/vehicle. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/vehicle. Not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control.  
 I hereby authorize the 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 the car or truck to secure the amount of repairs thereto.  
 All work guaranteed for 12 months or 12,000 miles whichever occurs first

CUSTOMER SIGNATURE

Phone 615-446-2400  
Fax 615-441-2005



561 Highway 46 South  
Dickson, Tennessee 37055

www.gosterlingmarlin.com

CUSTOMER NO. <b>L791</b>	ADVISED BY <b>RICHARD GRAVES</b>	280	TAG NO. <b>829</b>	INVOICE DATE <b>07/27/07</b>
<b>DICKSON, TN</b>	LABOR RATE	LICENSE NO.	MILEAGE <b>11,084</b>	COLOR
	YEAR / MAKE / MODEL <b>07/JEEP/COMPASS/4WD SPORT</b>			DELIVERY DATE
	VEHICLE ID NO. <b>1J8FF47W87C</b>			DELIVERY MILES
	F.T.E. NO.	R.I. NO.		SELLING DEALER NO.
				PRODUCT IN DATE
				<b>07/27/07</b>
				<b>MO: 11084</b>

TOTALS	
* [ ] CASH [ ] CHECK CK NO. [ ]	TOTAL LABOR 0.00
* [ ] VISA [ ] MASTERCARD DISCOVER [ ]	TOTAL PARTS 0.00
* [ ] AMER EXPRESS [ ] OTHER [ ] CHARGE	TOTAL SUBLET 0.00
* DATE PAID CASHIER	TOTAL G.O.G. 0.00
	TOTAL MISC CHG. 0.00
	TOTAL MISC DISC 0.00
	TOTAL TAX 0.00
	<b>TOTAL INVOICE \$ 0.00</b>

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISFEASANCE RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE \*\*\*\*\* DUPLICATE INVOICE \*\*\*\*\*

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

The factory warranty constitutes all of the warranties with respect to the sale of this item/vehicle. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/vehicle. Not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control.

I hereby authorize the 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 the car or truck to secure the amount of repairs thereto. All work guaranteed for 12 months or 12,000 miles whichever occurs first.

CUSTOMER SIGNATURE

Phone 615-446-2400  
Fax 615-441-2005



561 Highway 46 South  
Dickson, Tennessee 37055

www.gosterlingmarlin.com

CUSTOMER NO. <b>791</b>	ADVISOR <b>RICHARD GRAVES</b>	280 TAG NO. <b>430</b>	INVOICE DATE <b>08/30/07</b>
	LABOR RATE	LICENSE NO.	STOCK NO.
		MILEAGE <b>12,674</b>	COLOR <b>7</b>
<b>DICKSON, TN</b>	YEAR/MAKE/MODEL <b>07/JEEP/COMPASS/4WD SPORT</b>		DELIVERY DATE
	VEHICLE I.D. NO. <b>I J 8 F F 4 7 W 8 7 D</b>		DELIVERY MILES
	F.T.E. NO.	P.C. NO.	SELLING DEALER NO.
			PRODUCT ION DATE
	BUSINESS PHONE	COMMENTS	<b>08/30/07</b>
			<b>MO: 12675</b>

TECH(S): 221 WARRANTY

POWER WINDOWS  
DRIVERS DOOR GLASS IS SQUEEKING WHEN IN USE  
WINDOW SQUEEKING ON WEATHER STRIPS  
REPLACED BOTH INNER AND OUTER WEATHERSTRIPS AND WINDOW CHANNEL RUN AND WINDOW IS NOT MAKING ANY NOISE AT THIS TIME

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	1	5074657-AC	W/STRIP F 23063033		WARRANTY
	1	5074658-AC	W/STRIP F 23063033		WARRANTY
	1	5074715-AC	W/STRIP F 23063033		WARRANTY
TOTAL - PARTS					0.00

JOB# 1 TOTAL

JOB# 1 JOURNAL PREFIX CHCS JOB# 1 TOTAL 0.00

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

TOTALS

\*\*\*\*\*  
 CASH     CHECK CK#NO [    ]  
 VISA     MASTERCARD     DISCOVER [    ]  
 AMER EXPRESS     OTHER     CHARGE  
 \* DATE PAID    CASHIER  
 \*\*\*\*\*

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**

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT. NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

(BUSINESS DEALER, GENERAL MANAGER OR AUTHORIZED PERSON) (DATE)

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All work guaranteed for 12 months or 12,000 miles whichever occurs first.

CUSTOMER SIGNATURE

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE    \*\*\*\*\*  
 \*\*\*\*\*    DUPLICATE INVOICE    \*\*\*\*\*

Phone 615-446-2400  
Fax 615-141-2005



561 Highway 46 South  
Dickson, Tennessee 37055

www.gosterlingmarlin.com

CUSTOMER NO. 791	ADVISOR DEEDEE TIDWELL	73	TAG NO. 485	INVOICE DATE 09/05/07	
	LABOR RATE	LICENSE NO.	MILEAGE 13,185	COLOR	STOCK NO.
DICKSON, TN	YEAR/MAKE/MODEL 07/JEEP/COMPASS/4WD SPORT			DELIVERY DATE	DELIVERY M LBS
	VEHICLE ID NO. 1J8FF47W87D			SELLING DEALER NO.	PRODUCTION DATE
	R.T.E. NO.	REC. NO.	09/05/07		
BUSINESS PHONE				COMMENTS MO: 13185	

LABOR JOB# 1: 08CHZ06 ASUP RESTAIR BAG TECH(S): 221 WARRANTY  
 /S CHECK FOR AIR BAG LIGHT ON  
 ODE IN ORC FOR B1B2B DRIVER SEAT BELT PRETENSIONER CIRCUITS  
 HORTED TOGETHER  
 OVED TRIM PANELS TO GAIN ACCESS TO PRETENSIONER AND  
 NSTALLD LOAD TOOL, CODE WAS NOT ACTIVE, CHECKED WIRING  
 ROM PRETENSIONER TO ORC MODULE AND WIRING TESTED OKAY,  
 OUND PRETENSIONER SHORTING BAR NOT INSTALLED PROPERLY,  
 ECONNECTED PRETENSIONER AND INSTALLED RETAINER PROPERLY AND  
 IRC LIGHT DID NOT RETURN ON AFTER VERIFICATION TEST

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

LABOR JOB# 2: 00CHZ000 23 POINT INSPECTION TECH(S): 221 0:00  
 23 POINT INSPECTION  
 NSPECTION COMPLETE

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

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

TOTALS	TOTAL LABOR	0.00
* [ ] CASH [ ] CHECK CK NO. [ ]	TOTAL PARTS	0.00
* [ ] VISA [ ] MASTERCARD DISCOVER [ ]	TOTAL SUBLET	0.00
* [ ] AMER EXPRESS [ ] OTHER [ ] CHARGE	TOTAL G.O.G.	0.00
* DATE PAID CASHIER	TOTAL MISC CHG.	0.00
	TOTAL MISC DISC	0.00
	TOTAL TAX	0.00
	<b>TOTAL INVOICE \$</b>	<b>0.00</b>

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CUSTOMER SIGNATURE

\_\_\_\_\_  
 \_\_\_\_\_

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE \*\*\*\*\*  
 \*\*\*\*\* DUPLICATE INVOICE \*\*\*\*\*

Phone 615-446-2400  
Fax 615-441-2005



561 Highway 46 South  
Dickson, Tennessee 37055

www.gosterlingmarlin.com

CUSTOMER NO. 791	ADVISOR DEEDEE TIDWELL	73 TAG NO. 584	INVOICE DATE 09/11/07
LABOR RATE	LICENSE NO.	MILEAGE 13,353	COLOR
YEAR / MAKE / MODEL 07 / JEEP / COMPASS / 4WD SPORT	DELIVERY DATE	DELIVERY MILES	STOCK NO.
VEHICLE ID NO. 1J8FF47W87D	SELLING DEALER NO.	PRODUCT IN DATE	
P.T.C. NO.	R.O. NO.	09/11/07	
BUSINESS PHONE	COMMENTS	MO: 13354	

JOB# 1 08CHZ06 \*SUP. REST/AIR BAG TECH(S): 221 WARRANTY  
 /S CHECK FOR BOTH PASS AND DRIVER SIDE AIR BAG LIGHT ON  
 CODE IN OCM B1BBC NEGATIVE SEAT WEIGHT DETECTED  
 PERFORMED DIAG AND CODE WAS NOT ACTIVE AT THIS TIME.  
 PERFORMED OCM CALIBRATION TEST AND INSTALLED SEAT WEIGHTS  
 TO COMPENSATE SENSORS.

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE!

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

TOTALS	TOTAL LABOR	0.00
* [ ] CASH [ ] CHECK CK NO. [ ]	TOTAL PARTS	0.00
* [ ] VISA [ ] MASTERCARD [ ] DISCOVER [ ]	TOTAL SUBLET	0.00
* [ ] AMER EXPRESS [ ] OTHER [ ] CHARGE	TOTAL G.O.G.	0.00
* DATE PAID CASHIER	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 \*\*\*\*\* DUPLICATE INVOICE \*\*\*\*\*

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 The factory warranty concludes all the warranties with respect to the sale of this item/vehicle. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/vehicle. Not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control.  
 I hereby authorize the 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 the car or truck to secure the amount of repairs thereto.  
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CUSTOMER SIGNATURE

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561 Highway 46 South  
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CUSTOMER NO. 791	ADVISOR DEEDEE TIDWELL	73	TAG NO. 233	INVOICE DATE 12/17/07
	LABOR RATE	LICENSE NO.	MILEAGE 16,607	COLOR 7
DICKSON, TN	VEHICLE MAKE/MODEL 07/JEEP/COMPASS/4WD SPORT			DELIVERY DATE
	VEHICLE I.D. NO. F F 4 7 W 8 7 D			DELIVERY MILES
	R.T.E. NO.	P.C. NO.	SELLING DEALER NO.	
	BUSINESS PHONE			PRODUCT DATE 12/17/07
COMMENTS				MO: 16608

LABOR JOB# 1: 15CHZ11 DRIVEABILITY CONCERN TECH(S) 221 WARRANTY  
 /S VEHICLE WILL NOT COME OUT OF GEAR  
 SHIFTER WILL NOT MOVE TO THE RIGHT TO RELEASE FROM PARK  
 FOUND SHIFTER INTERLOCK SOLENOID NOT RELEASING PROPERLY.  
 PERFORMED DIAG AND FOUND BRAKE LAMP SWITCH STICKING. REPLACE  
 BRAKE LAMP SWITCH AND SHIFTER IS OPERATING PROPERLY

PARTS	QTY	REP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	1	5083344-AA	SW PKG ST 8058061		0.00
TOTAL - PARTS					0.00
JOB# 1 TOTAL					0.00
JOB# 1 JOURNAL PREFIX CHCS					0.00

LABOR JOB# 2: 00CHZ00C 23 POINT INSPECTION TECH(S) 221 WARRANTY  
 23 POINT INSPECTION  
 INSPECTION  
 15K SERVICE

TOTALS	QTY	REP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB# 2 TOTAL					0.00
JOB# 2 JOURNAL PREFIX CHCS					0.00

\*\*\*\*\*  
 \* [ ] CASH [ ] CHECK GK NO [ ] \*  
 \* [ ] VISA [ ] MASTERCARD DISCOVER [ ] \*  
 \* [ ] AMER EXPRESS [ ] OTHER [ ] CHARGE \*  
 \* DATE PAID CASHIER \*\*\*\*\*  
 \*\*\*\*\*

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

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CUSTOMER SIGNATURE

CUSTOMER SIGNATURE

CUSTOMER SIGNATURE \*\*\*\*\* DUPLICATE INVOICE \*\*\*\*\*

61-446-2400  
615-441-2005



561 Highway 46 South  
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CUSTOMER NO. <b>1791</b>	ADVISOR <b>RICHARD GRAVES</b>	280	TAG NO. <b>273</b>	INVOICE DATE <b>10/22/07</b>
	LABOR RATE	LICENSE NO.	MILEAGE <b>14,780</b>	COLOR <b>7</b>
<b>DICKSON, TN</b>	YEAR / MAKE / MODEL <b>07 / JEEP / COMPASS / 4WD SPORT</b>			DELIVERY DATE
	VEHICLE ID NO. <b>TJ8FF47W87C</b>			DELIVERY MILES
	F.T.E. NO.			SELLING DEALER NO.
	F.I.T. NO.			PRODUCT N DATE
	BUSINESS PHONE			MO: <b>14784</b>
	COMMENTS			

LABOR # 1 00CHZ00 3,000 MILE OIL SERVICE TECH(S): 312 4.30  
 CUSTOMER REQUEST 3,000 MILE OIL SERVICE  
 SCHEDULED MAINTENANCE DUE TO TIME OR MILEAGE  
 3,000 MILE OIL SERVICE PERFORMED

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
	1	4884900-AB	FILTER EN 9057006	4.87	4.87
	5	4467741-AC	OIL 5W30 1081090	1.81	9.05
TOTAL - PARTS					13.92
JOB# 1 TOTAL				LABOR	4.30
				PARTS	13.92
JOB# 1 JOURNAL PREFIX CHCS				JOB# 1 TOTAL	18.22

LABOR # 2 00CHZ00 23 POINT INSPECTION TECH(S): 312 0.00  
 23 POINT INSPECTION  
 INSPECTION COMPLETE

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

LABOR # 3 08CHZ06 SUP REST/AIR BAG TECH(S): 221 WARRANTY  
 C/S AIR BAG LIGHT COMES ON THE DASH AND THE PASSENGER SIDE  
 AIR BAG LIGHT GOES OFF  
 CODE IN ORC FOR NEGATIVE SEAT WEIGHT DETECTED, ATTEMPTED TO  
 PERFORM OCM CALIBRATION TEST AND TEST FAILED DUE TO HEADROOM  
 FAULT CODE SET FOR LEFT FRONT SEAT WEIGHT SENSOR  
 PERFORMANCE, PERFORMED DIAG AS PER SERVICE INFORMATION,  
 REMOVED BOLT FOR RISERS AND CHECKED VOLTAGE, NO CHANGE,  
 REMOVED SEAT PAN, NO VOLTAGE CHANGE, FOUND SENSOR BAD  
 REPLACED SEAT WEIGHT SENSOR AS PER DIAG, INSTALLED ALL  
 PREVIOUSLY REMOVED COMPONENTS AND PERFORMED OCM CALIBRATION  
 TEST AS PER SERVICE INFORMATION, ALL SYS PASSED WITH NO  
 FAILURES AND ALL VOLTAGE VALUES ARE WITHIN SPECS

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
	1	5084007-AJ	SENSOR ST 8037155		0.00
TOTAL - PARTS					0.00
JOB# 3 TOTAL				LABOR	0.00
JOB# 3 JOURNAL PREFIX CHCS				JOB# 3 TOTAL	0.00

MISC JOB # A SS SHOP SUPPLIES CONTROL NO 0.22

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CUSTOMER SIGNATURE

Phone 615-446-2400  
Fax 615-441-2005



561 Highway 46 South  
Dickson, Tennessee 37055

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CUSTOMER NO. <b>791</b>	ADVISOR <b>RICHARD GRAVES</b>	280 TAG NO. <b>273</b>	INVOICE DATE <b>10/22/07</b>
LABOR RATE	LICENSE NO.	MILEAGE <b>14,780</b>	COLOR
YEAR / MAKE / MODEL <b>07/JEEP/COMPASS/4WD SPORT</b>	DELIVERY DATE	DELIVERY MILES	STOCK NO.
VEHICLE I.D. NO. <b>1J8FF47W87E</b>	SELLING DEALER NO.	PRODUCTION DATE	
P.T.E. NO.	P.I. NO.	<b>10/17/07</b>	
BUSINESS PHONE	COMMENTS	<b>MO: 14784</b>	
		TOTAL - MISC	<b>0.22</b>

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

TOTALS  
\*\*\*\*\*  
\*  CASH  CHECK CK NO. [ ] \*  
\*  VISA  MASTERCARD  DISCOVER  \*  
\*  AMER EXPRESS  OTHER  CHARGE \*  
\* DATE PAID CASHIER \*\*\*\*\*

TOTAL LABOR ... 4.30  
TOTAL PARTS ... 13.92  
TOTAL SUBLET ... 0.00  
TOTAL G.O.E. ... 0.00  
TOTAL MISC CHG. ... 0.22  
TOTAL MISC DISC ... 0.00  
TOTAL TAX ... 1.80

TOTAL INVOICE \$: 20.24

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CUSTOMER SIGNATURE

CUSTOMER SIGNATURE

DUPLICATE INVOICE

[ END OF INVOICE ] 03:31pm



CERTIFICATE OF VEHICLE REGISTRATION RENEWAL

\* SEE INSERT FOR \*  
\* COUNTY FEE \*

74 098129

LICENSE NO.		VALIDATION NO.		DATE OF ISSUE		WHEN VALIDATED	
[REDACTED]		5421409		10/26/2007		[REDACTED]	
CLASS CODE	BASE YEAR	COLOR	COMPANY VEHICLE NO.	PREVIOUS LICENSE NO.	REGISTERED WTS/STATS	REQ. WTS/SEAT CHANGE	RENEWAL FEE
1000	2006	A			0		24.00
VIN		TITLE NO.		MAKE	YEAR	BODY	MODEL
1J8FF47W87D [REDACTED]		[REDACTED]		EP	2007	4D	COM
ZONE	COUNTY STICKER NO.	ADDRESS TYPE:		DONOR		TOTAL	
	210140	[REDACTED]				84.00	
PRIMARY DRIVER'S LIC. NO.		[REDACTED]		[REDACTED]		[REDACTED]	

Port: 07  
 Cash: 84.00  
 Check#: 378  
 Credit: .00  
 Change: .00

TO ORDER BY MAIL SEND ADDITIONAL \$1.00



TENNESSEE  
DEPARTMENT  
OF REVENUE

DICKSON TN [REDACTED]

INDICATE CHANGE OF ADDRESS BELOW

IS THIS THE SAME ADDRESS AS THE VEHICLE OWNER'S CURRENT LICENSE ADDRESS? YES  NO

STREET OR HIGHWAY NO.		FOR PRIVATE PASSENGER VEHICLE OWNERS ONLY I CERTIFY THAT I AM A RESIDENT		REGISTRANT SIGN HERE	
[REDACTED]		OF DICKSON		COUNTY	
CITY	STATE	ZIP CODE	COUNTY	CITY	ACCT. NO.
[REDACTED]	TN	[REDACTED]	PHIL SIMONS	VG	22
				22 DICKSON	

\*\*\* HELP RENEW LIVES! \*\*\*

I can help the Tennessee County Clerks Organ Donor Awareness Program by adding \$1.00 to the fee and checking the box at right. YOU MAY SAVE A LIFE! Thank you.

Yes, I am adding \$1.00 to the fee to help Organ Donor Awareness.

INSTRUCTIONS FOR RENEWAL

Failure to receive a renewal notice does not exempt you from registration requirements. The renewal notice or the current registration document may be used to renew the expiring registration.

Renewals of registration for all vehicles (except permanent registrations) are for twelve (12) months from the current expiration date. If the current expiration date falls on Saturday, Sunday, or a holiday, the current registration remains valid until the next business day.

Tennessee law requires you to register non-commercial vehicles in your county of residence.

If you no longer own the vehicle described above, your renewal obligation depends on whether you have moved the plate listed above to another vehicle. If you have done so and have not yet registered the other vehicle, you must do so before the current registration expires. DO NOT attempt to do this by mail.

The fee for renewal includes the state registration fee and local wheel tax (where applicable). If you renew by mail please add postage and handling fee (\$1 for validation decals or \$2 for a new plate). The amount of the postage and handling fee depends on whether your existing plate appears in the "license no." box above. If your license plate number does appear in the box above, you will receive a decal only. If the box is blank, you will be issued a new plate.

In some counties, a second sheet of renewal notices follows this sheet. If you have two sheets, be sure to return both of them. If your County Clerk needs both sheets to complete the renewal process. Also, if you write in a change of address, be sure to put it on all copies of the notice.

State of Tennessee  
Department of Revenue  
Notice of Vehicle Registration

<b>MATTER #</b>	1188440
<b>FILE TYPE</b>	Legal Claim
<b>FILE NAME</b>	[REDACTED]
<b>CAIR #</b>	[REDACTED]
<b>DATE OF INCIDENT</b>	N/A
<b>DATE OF NOTICE</b>	5/22/2008
<b>MODEL/MODEL YEAR</b>	2007 Jeep Compass 4X4 Sport Utility 4-Door
<b>VIN</b>	1J8FF47W87D [REDACTED]
<b>PEER OR SUBJECT</b>	Subject vehicle
<b>MILEAGE</b>	21,666
<b>OWNER</b>	[REDACTED] Dickson, TN [REDACTED]
<b>COURT</b>	None
<b>DOCKET #</b>	None
<b>ALLEGED DEFECT</b>	Air bag light illuminates in vehicle.
<b>DESCRIPTION</b>	The owner alleges the "vehicle has been in the shop 12 times for the air bag light on."
<b>CRASH</b>	No
<b>PROPERTY DAMAGE</b>	No
<b>INJURIES</b>	0
<b>FATALITIES</b>	0
<b>ANALYSIS</b>	The repair history states that the clock spring was replaced and vehicle is operating properly.