

Customer Assistance Inquiry Record (CAIR)# **10068568**

Vin	1D7HU18Z3	2S	Open Date	05/31/2002	Build Date	10/25/2001	
Model Year	02	Body	DR6L41	DODGE RAM 1500 QUAD CAB PICKUP			
In Service Dt	12/31/2001	Dealer	23354	Dealer Zone	41	Mileage	7,030
Name:						Contact Type	CERTIFIED LETTER
Address						Home Phone	
	WILLIAMSPORT OH					Country	UNITED STATES

Product - Electrical - Lamps and Switches - Defective - Default	turn signals operate backwards
Corporate - Lemon Law - Default - Default - Default	

Customer sends Notification card stating "turn signals work backwards".
 Owner mentions 4 repairs for the same condition and 4 days out of service.
 Writer to fax Notification to Zone Office and reassign cair to dealer for handling.

***** ATTENTION SERVICE MANAGER *****

Owner is seeking relief under state Lemon Law or customer Arbitration process. Please bring this to the attention of your district manager. After review, it is requested that you provide owner with a decision. Thanks.

CAIR SENT TO ZONE/DEALER 41 23354 05/31/02 16:00 O 10068568

6/12/02 The customer was given \$1,100 in accessories as goodwill.

no longer has any issue with DCX.EWL2

Customer Assistance Inquiry Record (CAIR)#**10839937**

Vin	1D7HA18N6	2S	Open Date	01/15/2003	Build Date	07/10/2002	
Model Year	02	Body	DR1L41	DODGE RAM 1500 QUAD CAB PICKUP			
In Service Dt	09/26/2002	Dealer	45056	Dealer Zone	63	Mileage	8,200
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	HOUSTON TX					Country	UNITED STATES

Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	
Product - Electrical - Wipers / Washers - Intermittent or Inoperative - Front	

Owner calls states that turn signals have not been working properly since purchase. States that dealer has been awesome and has done everything possible in attempts to resolve. Owner states that the turn signals sometimes will not work, sometimes the wrong one goes on, and are very erratic. Owner states that he also experienced in heavy rain erratic operation of the wipers. Advised owner that file would be opened to the dealer regarding his concerns. Owner states that he does not want this to reflect negatively against the dealer as he is very pleased with their service. States that the dealer has informed the district manager of owners concerns and is looking into buy back. Provided owner with file number for reference. Owner states that he was advised by dealer to contact DCX for documentation purposes.

***** ATTENTION SERVICE MANAGER *****

Please review with district manager in an attempt to resolve customers concern. Please update with final resolution
CAIR SENT TO ZONE/DEALER 62 45056 01/15/03 19:00 O 10839937
*CONTACTDATE:1/16/03

Service Manager at the dealership has updated the Cair# 10839937
Dealer 45056 has updated the CAIR # 10839937. An appointment has been set with the customer.

Owner calls to update his mailing address. Owner stated that he never lived at the address in our system, but his name and phone number is correct. Owner also stated that he was incorrect with the current mileage. Owner stated that he actually has 7742 miles on the vehicle.

REPLACEMENT: Daytime phone # to reach owner is: (713) 408-1710
Purchased: NEW ISG is to negotiate terms: NO OWNER IS TO PAY:
MSRP Difference: YES Sales Tax on Difference: NO License/Title Fees: YES
Sales Tax on Mileage Offset: NO DOC Fees: YES
Mileage Fees: Miles*Purchase Price/ 1900 - AGREED TO HOLD MILEAGE TO 1900 MILES/ NO CHARGE FOR MILES OVER 1900
DaimlerChrysler WILL: Transfer/Replace Service Contract: N/A
Transfer/Replace Added Accessories: NONE NOTED
Lemon Law Filing: NO If Yes: ??? Date Due: //
Lemon Law Filing Fee: NO
Dealer Contact: STEVEN WOLF Dealer Code: 45056
Dealer Phone #: (713) 533-6100 Zone Decision-Maker: PHIL BARBER (PPB)
Vehicle Repaired: NO Current Mileage: 7742
Vehicle Physical Condition: GOOD (If poor please explain in CAIR Narrative)
Enter reason for Buyback & description of problem(s) in CAIR Narrative.
Right turn signal does not work intermittently.
1/23/03: Cld Customer, busy, will call back.tr
1/23/03: Customer says never agreed to terms in CAIR, will agree to mileage fee if he can get a finance repurchase,cld DM for approval, lft voicemail.
tr
1/23/03: Customer says dealer getting vehicle back today and dealer giving him extended warranty, therefore, wants w/d, file to WB to w/d.tr
1-23-03 Per PPB, owner offered 7/100 Added Care CSC with \$100 deductible in lieu of trade...plan code ACX7100K. Per PPB. JB8

1/24: reviewed with EJJ..ISG will take no further action at this time..wb

Customer Assistance Inquiry Record (CAIR)#**12132792**

Vin	3B7HU18Z7	2G	Open Date	03/11/2004	Build Date	09/17/2001
Model Year	02	Body	DR6L41	DODGE RAM 1500 QUAD CAB PICKUP		
In Service Dt	10/20/2001	Dealer	99999	Dealer Zone	Mileage	61,580
Name:					Contact Type	E-MAIL
Address					Home Phone	
	ALBUQUERQUE NM				Country	UNITED STATES

Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	turn signals are not working properly
Product - Electrical - Power Door Lock / Deck Lid - Intermittent or Inoperative - F. Door-Pass	
Product - Electrical - Power Windows - Intermittent or Inoperative - F. Door-Pass	

***** EMAIL BRIEF DESCRIPTION CONTENT *****

Two problems-1-turn signals are not functioning properly-when trying to turn left, right turn signal comes on, and other functions on the turn signal lever get hairy!-2-right door lock, electric window, etc. not functioning from right side.

***** END EMAIL BRIEF DESCRIPTION CONTENT *****

Email States:

Not sure what is happening. The 1st problem is a hit and miss-does not happen all the time. The second problem is continuous. thanks for the help

3/11- Writers reply:

Dear John,

Thank you for your recent email to DaimlerChrysler Motors regarding your 2002 Dodge Ram 1500.

Unfortunately, we are unable to diagnose the situation you have outlined in your email. There are too many variables involved and a detailed inspection of your vehicle will be required for proper diagnosis. We recommend that you contact your authorized DaimlerChrysler dealership for an appointment for proper diagnosis and repair.

DaimlerChrysler dealerships have the factory training, equipment and information available to them to diagnose and correct problems with DaimlerChrysler Motors Corporation vehicles. We are confident that this concern is not beyond their capabilities. Should your dealer require factory assistance, it is available through our zone office.

Seek out the DaimlerChrysler dealerships that are known for excellence in customer service - our Five Star dealers. Visit <http://www.fivestar.com>, or call 1-800-677-5STAR.

If a Five Star Dealer is not convenient, you can find a dealership locator in the "Find/Locate a Dealer" area in the Chrysler (<http://www.chrysler.com>), Jeep@ (<http://www.jeep.com>) or Dodge (<http://www.dodge.com>) web sites.

Thank you again for your email.

Customer Assistance Inquiry Record (CAIR)#**12175377**

Vin	1D7HA16KX	2J	Open Date	03/26/2004	Build Date	06/27/2002	
Model Year	02	Body	DR1L61	DODGE RAM 1500 REG. CAB PICKUP			
In Service Dt	11/14/2002	Dealer	45127	Dealer Zone	63	Mileage	30,000
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	MINDEN LA					Country	UNITED STATES

Product - Electrical - Lamps and Switches - Complete Failure - Default

Original owner calls seeking assistance in having the vehicle repaired. Owner alleges that the vehicles brake lights intermittently do not work. Owner also alleges that the turn signal does not work correctly. Owner alleges that when you try to turn the right turn signal on the left one goes on. Agent contacts dealer 45127 and spoke with Jacob service advisor who states that the brake lights are not working. Jacob states that the lamp socket has gone bad. Jacob has not been able to diagnose the turn signal concern.

*****ATTENTION SERVICE MANAGER*****

Please seek technical assistance in an attempt to resolve customers concern. In addition, collaborate with your district manager/zone/STAR to bring customers concern to a final resolution. In addition update the CAIR with your findings and resolution—THANK YOU.

REASSIGNED TO BC/DLR 63 45127 03/26/04 11:30 O 12175377

- DM currently working w/ dealer to diagnose. Will involve STAR and/or BC TA if needed. Will close CAIR w/ final details.

- Dealer found faulty multifunction switch at fault. Replced switch, tested and found no further concerns. Vehicle released to owner.

Customer Assistance Inquiry Record (CAIR)#**12458986**

Vin	1D7HU18D4	3J	Open Date	07/14/2004	Build Date	07/08/2003	
Model Year	03	Body	DR6H41	DODGE RAM 1500 QUAD CAB PICKUP			
In Service Dt	09/27/2003	Dealer	42012	Dealer Zone	35	Mileage	14,000
Name:	[REDACTED]					Contact Type	TELEPHONE
Address	[REDACTED]					Home Phone	[REDACTED]
	JONESTOWN PA [REDACTED]					Country	UNITED STATES

Product - Electrical - Speedo/Gauges/Ometer/EIC - Intermittent or Inoperative - Default	instrument cluster
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Owner called to complain that the dealer has been unable to repair a intermittent concern with the turn signals. Owner states they will flash intermittently and sometimes the opposite turn signal will come on. Writer called the dealer and spoke with Len-Service Manager (SM) who advised they have contacted STAR hotline who have instructed the dealer to replace the instrument cluster. Owner has also been put into a loaner vehicle in the meantime in the interest of customer satisfaction.

Customer Assistance Inquiry Record (CAIR)# 12579553

Vin	1D3HU18Z5 2	Open Date	08/24/2004	Build Date	10/31/2001
Model Year	02	Body	DR6L41	DODGE RAM 1500 QUAD CAB PICKUP	
In Service Dt	05/04/2002	Dealer	45099	Dealer Zone	74
Mileage					46,000
Name:				Contact Type	TELEPHONE
Address				Home Phone	
	BILLINGS MT			Country	UNITED STATES

Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default turn signal don't work properly

owner calls National very frustrated that the dealer cannot duplicate his turn signal concern owner alleges right turn signal comes on when lever pushed down or when trying to use left turn signal. also right turn signal stops work at all. now owner in washington state with check engine light on,going to dealer 41108.

***** ATTENTION SERVICE MANAGER *****

If needed, please seek technical assistance (district manager/zone/STAR) in an attempt to resolve customers concern. Please update with final resolution
 REASSIGNED TO BC/DLR 74 45099 08/24/04 16:47 O 12579553
 *CONTACTDATE:8/27/04

Service Manager at the dealership has updated the Cair# 12579553
 An appointment has been set with the customer.

Customer Assistance Inquiry Record (CAIR)#**12663797**

Vin	3D7MU48C0	3C	Open Date	09/23/2004	Build Date	04/16/2003	
Model Year	03	Body	DR8H42	DODGE RAM 3500 QUAD CAB PICKUP			
In Service Dt	07/12/2003	Dealer	44805	Dealer Zone	35	Mileage	13,000
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	NEW BRIGHTON PA					Country	UNITED STATES

Product - Electrical - Unknown - Other - Default	customer called for assistance with accident.
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customer called stating that he is having problems with vehicle. Customer was involved in accident. Left turn signal was turned on and the right signal blinks. Referred customer to special investigations for further review. Owner complains that opposite signal will flash when the other side is activated. Customer has a appointment 4/27. Switch has been ordered for unit. Customer will contact district manager regarding air damper and bumper ding, but this may be a insurance issue!

Customer Assistance Inquiry Record (CAIR)#**12679620**

Vin	3D7HA18N2	2G	Open Date	10/01/2004	Build Date	02/19/2002	
Model Year	02	Body	DR1L41	DODGE RAM 1500 QUAD CAB PICKUP			
In Service Dt	05/01/2002	Dealer	43173	Dealer Zone	63	Mileage	28,042
Name:						Contact Type	E-MAIL
Address						Home Phone	
	KILEEN TX					Country	UNITED STATES

Product - Electrical - Lamps and Switches - Other - Default	turn signals acting up again.
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***** EMAIL BRIEF DESCRIPTION CONTENT *****

My Dodge truck has turned out to be a worthless lemon and the Dealer will not stand behind the warranty and make the proper repairs!!!!

***** END EMAIL BRIEF DESCRIPTION CONTENT *****

Email States:

I am having a very bad experience with my 02 Dodge QuadCab 2WD truck. First at less than 3000 miles the wiring harness caught fire and cause extensive damage. That was investigated by a third party rep for Dodge and was determined to be due to faulty wiring. Second, the turn signal indicators stopped working and that was repaired through warranty. The third was the dash lights quit and was repaired under warranty. Now, I am deployed to Iraq and the turn signals are acting up again and my wife took the truck back to Dodge Country only to be told that there was nothing wrong and they tried to charge her \$32.50 for labor. This truck has an extensive history of electrical problems and I want it fixed. If I do not get satisfactory resolution, I have full intentions of invoking the Texas Lemon law

Writer contacted dealership 43173 and spoke with service advisor April who states no concern verified on prior visit stating indicators working fine on both the inside and outside of vehicle.

Writer's Reply:

Dear Jonathan,

Thank you for your recent email to DaimlerChrysler Motors regarding your 2002 Dodge Ram 1500.

I regret the dissatisfaction you have experienced in attempting to resolve your vehicle's turn signal concern and appreciate the time and effort you took to bring this matter to my attention. Comments like yours are used in product development and quality analysis.

To review your concerns, I spoke with April, Service Advisor at Dodge Country who advised that on the last repair visit no problem was found or duplicated.

Intermittent problems are often very difficult for the dealer to duplicate. This may cause delay in diagnosis and repair. Often, there are many components that could produce the same symptoms. Unless the dealer is able to duplicate the problem, he cannot properly diagnose the concern and properly repair your car.

We have found that if the customer keeps a log or notes on when the problem does occur, this can assist the dealer in diagnosing the problem. Any specific information you are able to provide relative to when a certain problem appears, will help the dealer to perform prompt diagnosis and repairs.

We regret your dissatisfaction and trust you will understand our position.

Thank you again for your email.

Linked file. Mrs. owner calls irate with the warranty history on the vehicle and that dealership will not perform repairs without being able to find a problem or duplicate a concern. Owner states the interior turn signals intermittent point in the wrong direction or the interior turn signals will not blink with the outside working fine. Writer states dealership does need to be able to duplicate a concern. Writer states owner can seek a second opinion or DCCAC will attempt to put more

priority behind the diagnosis or to duplicate the concern. Writer calls dealership and speaks with Joyce who states owner was advised to bring vehicle to the dealership while condition is present and to leave the vehicle running for dealership inspection. Owner also complained of dealership attempting to charge diagnosis for no problems found. Joyce notes customer has been into the dealership on ten occasions for no problems found for other concerns.

REASSIGNED TO BC/DLR 63 43173 10/01/04 13:28 R 12679620

*CONTACTDATE:10/4/04

Service Manager at the dealership has closed the Cair# 12679620

DCX goodwill repair is documented on Repair order #125003.

Request was reviewed with DM.

CAIR RETURNED FROM DEALER ON '10/04/2004' AT' 08:18:769 'R 12679620

Customer Assistance Inquiry Record (CAIR)#	12784230
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Vin	1D7HA16N7 2J [REDACTED]	Open Date	10/29/2004	Build Date	04/30/2002
Model Year	02	Body	DR1L62	DODGE RAM 1500 REG. CAB PICKUP	
In Service Dt	05/14/2002	Dealer	44124	Dealer Zone	51
Mileage					70,000
Name:	[REDACTED]			Contact Type	TELEPHONE
Address	[REDACTED]			Home Phone	[REDACTED]
	EVANSVILLE IN [REDACTED]			Country	UNITED STATES

Recall - C11: BLOWER MOTOR WIRING - Other	Advised of completed recall.
Product - Electrical - Lamps and Switches - Other - Default	Turn signals not working properly.

DAB148 10/29/04
 Customer calling to advise of electrical concern. Customer states that when you put on the left hand turn signal it signals to the right and vice versa. Advised of completed recall C11 and nothing outstanding. Provided file number.
 Customer referred for above issue. Advised of TBS concerning erroneous indicators. Advised to contact dealer for repair.

Customer Assistance Inquiry Record (CAIR)#**12820033**

Vin	1D7HA18D9	4S [REDACTED]	Open Date	11/10/2004	Build Date	09/11/2003	
Model Year	04	Body	DR1H41	DODGE RAM 1500 QUAD CAB PICKUP			
In Service Dt	12/29/2003	Dealer	43125	Dealer Zone	66	Mileage	15,000
Name:	[REDACTED]					Contact Type	TELEPHONE
Address	[REDACTED]					Home Phone	[REDACTED]
	SARASOTA FL [REDACTED]					Country	UNITED STATES

Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default

Customer alleges turn signals work in reverse

mp650 11/10/4 The customer is calling requesting recall information. The writer advised of no recalls on the vehicle. The customer also stated his turn signals work in reverse and his wipers don't work correctly. The writer advised the issues would be documented.

Customer Assistance Inquiry Record (CAIR)#**12952751**

Vin	1D7HU18D0	4	Open Date	12/21/2004	Build Date	09/11/2003	
Model Year	04	Body	DR6H42	DODGE RAM 1500 QUAD CAB PICKUP			
In Service Dt	04/30/2004	Dealer	45027	Dealer Zone	35	Mileage	11,500
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	FREDERICKSBURG VA					Country	UNITED STATES

Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	right turn signal flashes when signaling left.
Product - Electrical - Unknown - Other - Default	states interior chime is sounding continuously after unlocking the doors.

1st owner states dealer was unable to duplicate his intermittent electrical issues after 2 repair attempts, and now the truck has more problems. States he first went in for the 4WD light not coming on while in 4WD. States 2nd time in was for the left turn signal not flashing. States both times the dealer gave the truck back with no repair, since they couldn't duplicate it. States now the right turn signal flashes when he's signaling left, and the body chime goes off for no reason after unlocking the doors. States he's going back to dealer this week, but believes they are not going to duplicate it again. States this is poor service, and he wants to know whay DCX is going to do for him, and how long it will take fo for DCX to fix his truck.

Explained to owner that duplication of the symptom or diagnosis of a fault will need to take place in order for dealer to make a repair... therefore it may be necessary for dealer to keep the truck a while, since it's intermittent.

Owner become unreasonable, saying DCCAC wasn't giving him customer service, and requested the call be escalated. Writer eventually disconnected after repeatedly explaining there was nothing further DCCAC can offer him at this point.

Customer Assistance Inquiry Record (CAIR)#**13766115**

Vin	3D7HA18N9	2G	Open Date	07/08/2005	Build Date	10/22/2001	
Model Year	02	Body	DR1L42	DODGE RAM 1500 QUAD CAB PICKUP			
In Service Dt	12/21/2001	Dealer	56733	Dealer Zone	66	Mileage	102,000
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	PENSACOLA FL					Country	UNITED STATES

Product - Air Conditioning / Heater - Compressor/Clutch/R Valve - Inadequate Cooling - Default

*****REFERRAL*****

Customer's letter is forwarded for handling. The customer is having unresolved issues with the door locks and the front wipers. The customer also had a compressor replaced 2000 miles outside of the DCSC terms. Left a message with the customer for review.

Owner telephoned and stated that he has been trying to get his rear door locks repaired for three years. He recently went on a 4000 mile trip and during a rainstorm had to apply constant forward pressure on the control arm in order for the windshield wipers to function. Also, when it rains, the turn signals often indicate the opposite from what they should. Owner does not want to return to Hill Kelly Dodge since they cannot correct the owner's concerns. Writer spoke to Gary Long, Service Manager, Hill Kelly Dodge, who stated that vehicle was there April, 2005. A part was ordered for the inoperable blinkers and noted that the dealership did not call the customer to bring the vehicle in; oversight on their part. October, 2004, a switch was also replaced for the signals. In regards to the wipers; the dealership could not duplicate. Writer spoke to Sam Sharp, SM, Milton Dodge and stated that owner would like to take vehicle there for diagnosis. Writer also spoke to DM, Mike Sobiecki who stated he was on vacation and to call his technician, Jerry Leuch (205-381-3225). Writer spoke to Jerry and reiterated the above. Jerry will get in touch with Sam should they have any concerns. Writer will also pre-authorize rental and extend customer's recently expired Max Care Service Contract for one year/15,000 miles with a \$100 deductible. Owner will telephone Rob, Service Advisor, to set up appointment for next week.

Writer left a message on 7/14/05 for Lance Latimer, Electrical, to return call as well as on 7/15/05.

Lance left a message with writer stating that he has a call into another Engineer who would be more familiar with the owner's concerns. Writer spoke to owner and stated that, in good faith, Max Care Service Contract will be extended for one year since concerns were not resolved while contract was still active; recently expired. Customer quite pleased and stated that due to the hurricane, he is not able to get his vehicle into Milton Dodge until Friday July 22. Writer will provide rental.

Processed UM1100M for owner.

Owner telephoned and stated that Sam Sharp, SM, Milton stated that DCX will not provide rental for the 2-3 days and stated that they will need the vehicle for 1-2 days to diagnose. Owner is leaving for vacation Sunday, July 24, 2005. Writer left a message for DM, Jerry Leuch, to return telephone call (205-381-3225).

Owner stated that Milton Dodge was uncooperative with them. Writer spoke to Mike Sobiecki, DM, and Jerry Leuch, Technician and recommended Sandy Sansing (60106) for service. Sandy Sansing is located next to Hill Kelly Dodge. Mike suggested that writer speak to Tom Hooper, Service Manager. Writer spoke to Tom who suggested that owner get vehicle in as soon as possible in order for them to accommodate owner's needs before owner's vacation (July 24 - July 27). Writer will authorize additional rental days for owner, should need be. Writer spoke to Mrs. Eaton who stated that the dealership was very accommodating and was provided a Dodge Ram. Tom stated that the dealership is backlogged due to the hurricane damage but will do everything they can to get the vehicle fixed by Friday, July

22. Writer telephoned Sam Sharp and left message to return call. Customer stated that they also need to replace the air conditioning compressor.

Tom Hooper, SM, telephoned and stated that the vehicle is ready for pickup. They had to replace the multi-function switch for the windshield wiper concern which will also correct the directional signal issue of working in reverse. Tom stated that they ran the hose on the windshield for 45 minutes with the wipers on. Regarding the air conditioning not working; an external fan was replaced. As far as the door locks not working; Tom stated that they could not find anything wrong with the door locks. Tom will let customer know.

Owner telephoned and stated that the air conditioning is not blowing cold air. The vehicle is back at the dealership and asked that writer authorize rental until Wednesday, July 27, 2005 if the dealer will not be able to repair. Writer spoke to Jill, Service Advisor, who stated that the vehicle has been repaired.

Jill stated that there was a loose wire and vehicle was picked up on July 22. Should dealership diagnose the "lock" concern, writer will waive the \$100 deductible since customer's issue has been brought up during previous visits to the dealership.

Customer Assistance Inquiry Record (CAIR)#**13927638**

Vin	1D4HD48NX	5F	Open Date	08/15/2005	Build Date	10/22/2004	
Model Year	05	Body	HB1H74	DODGE DURANGO SLT 4X2 SPORT UTILITY 4-DOOR			
In Service Dt	11/30/2004	Dealer	45010	Dealer Zone	63	Mileage	13,300
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	BOLIVAR TN					Country	UNITED STATES

Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	States that the turn signals stop working, and blink on the improper side
Product - Electrical - Wipers / Washers - Intermittent or Inoperative - Front	States the wipers intermittently stop while switch is on.

Customer called seeking assistance with repairing her vehicle. Customer states that she has intermittent issues with the turn signals and windshield wipers. Customer states that there is also a noise in the front end of the vehicle. Customer states that she has brought these issues to the attention of Dealer 45010, and they have been unable to duplicate the concerns. Writer advised customer to work with the dealer to have them duplicate the concerns, or to possibly seek a second opinion from another dealer.

Customer Assistance Inquiry Record (CAIR)#**13929672**

Vin	3D7HA18NX	2G	Open Date	08/17/2005	Build Date	06/17/2002
Model Year	02	Body	DR1L41	DODGE RAM 1500 QUAD CAB PICKUP		
In Service Dt	07/20/2002	Dealer		Dealer Zone	Mileage	65,000
Name:					Contact Type	E-MAIL
Address					Home Phone	
	FRANKLINVILLE NJ			Country	UNITED STATES	

Product - Electrical - Lamps and Switches - Other - Default	When left blinker is engaged at times right side blinker blinks
Corporate - Warranty Coverage - Default - Default - Default	thought Chrysler would want to remedy without any cost to me

***** EMAIL BRIEF DESCRIPTION CONTENT *****

When left blinker is engaged at times right side blinker blinks

***** END EMAIL BRIEF DESCRIPTION CONTENT *****

Email States:

When I contacted the dealer he told me that this was not covered by any special warranty. I would have to incur a \$75 diagnostic charge before they could determine if Chrysler would assist in covering the cost of the repair. This is an extremely dangerous situation which I would have thought Chrysler would want to remedy without any cost to me. There may be many other vehicles with this problem. Imagine making a left hand turn with your right blinker blinking. What kind of a horrific accident might issue. Please consider this a request for repair without cost to me.

Dear [REDACTED],

Thank you for your recent email to DaimlerChrysler Motors.

We agree with your dealer. The manufacturer's warranty has long expired on this vehicle and any repairs would financially be your responsibility. We would encourage you to see your dealer as soon as possible to have your issue corrected; not only for your safety, but for the safety of other motorists as well.

Thank you again for your email.

Email States:

Reference # 13929672 I think this is a major defect that you should be held responsible for. If me or my family are involved in an accident before this is corrected you can be sure that you will also be accountable.

Dear [REDACTED],

[REDACTED], the only one being held accountable for the safety of YOUR vehicle is YOU.

You own it, you are responsible to insure it is in good working order.

Proper tires, steering, good brakes, lighting, and yes, that includes working turn signals. Ask any police officer.

Don't try to pass this responsibility off to someone else or threaten us for your liability.

If you feel your vehicle is that much of a danger, don't drive it; have it towed to the dealer and get it fixed.

Please do not assume that car manufacturers offer an unlimited warranty on their cars; warranties are all LIMITED. After the warranty ends, the responsibility then shifts to the OWNER of the vehicle.

Customer Assistance Inquiry Record (CAIR)#**13995477**

Vin	1D7HA16N7	2J2	Open Date	08/31/2005	Build Date	04/30/2002	
Model Year	02	Body	DR1L62	DODGE RAM 1500 REG. CAB PICKUP			
In Service Dt	05/14/2002	Dealer	44124	Dealer Zone	51	Mileage	92,000
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	EVANSVILLE IN				Country	UNITED STATES	

Corporate - Recall - Default - Default - Default	Advised of no outstanding recalls.
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Customer alleged the turn signal switches don't work properly.

cb431 08/31/05

Customer alleged the turn signal switches don't work properly. Customer alleged when he tries to use the right turn signal, the left one lights up. Customer alleged he has taken the vehicle to the dealer who was unable find any problem. Advised that concern has been documented, and provided file number. Advised to contact another DCX dealer for a second opinion, and have repairs done. Customer asked agent what will DaimlerChrysler do if he gets in an accident. Advised that agent can not answer a hypothetical question. Advised of no outstanding recalls.

Customer Assistance Inquiry Record (CAIR)#**14020885**

Vin	1D7HA18D6	3S	Open Date	09/08/2005	Build Date	01/09/2003	
Model Year	03	Body	DR1H41	DODGE RAM 1500 QUAD CAB PICKUP			
In Service Dt	03/08/2003	Dealer		Dealer Zone		Mileage	44,401
Name:						Contact Type	E-MAIL
Address						Home Phone	
	ORANGE PARK FL					Country	UNITED STATES

Product - Electrical - Ignition System - Intermittent or Inoperative - Default	Ignition switch module and wiring harness was replaced because it melted.
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***** EMAIL BRIEF DESCRIPTION CONTENT *****

WIRING AT IGNITION SWITCH BURNT

***** END EMAIL BRIEF DESCRIPTION CONTENT *****

I have had the following problems with my truck for sometime even while it was still under warranty: 1. Blower motor would shut off by itself. 2. Blower motor remains engaged after ignition switch is off and key is removed. 3. Windshield wipers when in high position remain low. 4. When using turn signal to in left position right blinker engages. All of the problems as stated above were intermittent except for number three which the service center was able to duplicate. The service center replaced the ignition switch module and wiring using a harness that was used for 2002 Dodge Ram 1500 s because of a fire hazard. The wires on my truck were melted and according to the technician at one point could have resulted in a fire. I have the parts and can take a picture if you desire. I did not take the vehicle in under warranty because the fan motor shut off only once. As the problem became more progressive a movement of the steering column would correct all of the above when they occurred. I paid a total of 125.60 for the repair. I feel that a problem that was under recall for your 2002 Ram is the same as in my 2003 Ram. I would like some feed back and feel this is a safety hazard. A refund would be nice as well. Thank You, Mark C. Noonan

*****END OF EMAIL*****

Thank you for contacting DaimlerChrysler regarding a service reimbursement.

Letters are the most efficient way to submit requests for reimbursement consideration on service repair costs or service performed on items that have been recalled.

Your letter should include the following items (where applicable) in order for us to resolve your issue as soon as possible:

Your name

Your address

Vehicle owner name (if different)

Vehicle owner address (if different)

Day and evening phone numbers (we call you to confirm receipt of your information)

Vehicle Identification Number (VIN)

Name of dealership where vehicle was purchased

Date of purchase

Description of the problem

The vehicle mileage at the time the problem began

The action you re requesting

NOTE: We need original receipts from the company that provided the service, and proof of payment, in order to reimburse. If you do not have the original, contact the service provider for a duplicate. Copies are usually not acceptable.

Please provide the above information in document form, attach the receipts and send it to:

DaimlerChrysler Customer Assistance Center

P. O. Box 21-8004

Auburn Hills, MI 48321-8004

After we read your letter, we will try to contact you by phone to provide

you with a prompt response.

Thank you again for your email.

*****END OF EMAIL RESPONSE*****

Consulted with GRS39. If customer sends in receipts his reimbursement needs to have a co-pay.

Customer Assistance Inquiry Record (CAIR)#**14039307**

Vin	1D7HA18N5	2S	Open Date	09/13/2005	Build Date	02/25/2002	
Model Year	02	Body	DR1L41	DODGE RAM 1500 QUAD CAB PICKUP			
In Service Dt	04/13/2002	Dealer		Dealer Zone		Mileage	109,181
Name:					Contact Type	E-MAIL	
Address					Home Phone		
	WEATHERFORD TX				Country	UNITED STATES	

Product - Electrical - Lamps and Switches - Defective - Default

Turn Signal Indicating Opposite Direction

***** EMAIL BRIEF DESCRIPTION CONTENT *****

I had a problem with my blinker (blinks wrong direction) on my 2002 1500 and took it to Longhorn Dodge in Ft. Worth Texas in 2004 and had it fixed. Now I am having the same problem. Is there a recall on this issue? Is this normal? Best regards

***** END EMAIL BRIEF DESCRIPTION CONTENT *****

When I took this in it would sometimes work ok and sometimes not, when it was not working right it would flash in wrong direction and sometimes not at all.

*****END OF EMAIL*****

Dear Steve ,

Thank you for your email requesting information on recalls affecting your Dodge Ram.

A review of our records indicates that your Ram does not currently require service for any recall campaigns issued by DaimlerChrysler. If your vehicle is involved in a future recall campaign, you will be notified promptly by mail.

You can also access the self-service recall site on the internet to check on your vehicle's involvement in any/all recalls that are published.

Simply go to one of our brand sites: www.chrysler.com; www.dodge.com or www.jeep.com and click on 'For Owners' and then 'Recall Notices' and follow the instructions on the pop up recall page. You will need the last eight digits of your Vehicle Identification Number (VIN).

Thank you for your email to DaimlerChrysler regarding your (insert vehicle).

I regret the problem your vehicle has experienced and appreciate the time and effort you took to bring this matter to my attention. Comments like yours are one way we have to learn of problems that may develop and improvements desired by customers.

Unfortunately, given the many variables involved, we are unable to diagnose your vehicle's problem via email. We recommend contacting your authorized DaimlerChrysler dealership to arrange an appointment for proper diagnosis and repair.

Our dealerships have the factory training, equipment and information available to them to diagnose and correct problems with DaimlerChrysler Motors Corporation vehicles. Should your dealer require factory assistance, it is available through the regional Business Center.

If you have been working with an authorized dealership but the problem is not yet resolved, seeking a second opinion from a different dealer may be a viable option.

Thank you again for your email.

*****END OF RESPONSE*****

Customer Assistance Inquiry Record (CAIR)#**14657027**

Vin	1D7HU18D0	4S	Open Date	02/28/2006	Build Date	04/15/2004	
Model Year	04	Body	DR6H41	DODGE RAM 1500 QUAD CAB PICKUP			
In Service Dt	08/16/2004	Dealer	65631	Dealer Zone	32	Mileage	42,500
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	MANAHAWKIN NJ					Country	UNITED STATES

Dealer - Service/Body Shop - Transaction - Repeated Trips Required - Default

Customer calling in complaint against dealer

Customer states he had a problem with his turn signals, when he tried to activate his left turn signal, the right one would come on, and vice versa. Customer says this would happen intermittently, and sometimes they would not come on at all. Customer says on one occasion, he signaled to go left, but the right signal came on, and the driver behind him tried to go around him on the left but was confused, and it almost caused an accident. Customer says he took his vehicle to dealer 65631, where he was told they could not duplicate the issue. Customer says through a friend he was told the problem could be caused by a defective multi-function switch. Customer says he then paid out of pocket for dealer 65631 to replace the part. Customer says this seems to have remedied the problem for now, but when he got his vehicle back, customer says the steering wheel was off. Customer says when he puts the steering wheel straight, the car steers to the right, like there s a problem with the alignment. Customer says he spoke with dealer 65631 about it, but was told that must have been the way the vehicle came in. Customer feels this is unacceptable, and would like to file a complaint against his vehicle, and the dealer. Agent advised customer s complaints and concerns would be documented and filed. Agent also advised customer has a workmanship dispute with his dealer, and he would have to work that out through them.

Customer Assistance Inquiry Record (CAIR)#**14802392**

Vin	1D7HU18D2	4S	Open Date	04/07/2006	Build Date	09/29/2003	
Model Year	04	Body	DR6H41	DODGE RAM 1500 QUAD CAB PICKUP			
In Service Dt	05/13/2004	Dealer	44706	Dealer Zone	42	Mileage	21,000
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	GREENVILLE MI					Country	UNITED STATES

Dealer - Service/Body Shop - Personnel - Other - Unknown	Customer states that business manager was unhelpful.
Dealer - Service/Body Shop - Transaction - Problem Not Resolved - Default	Customer states vehicle issue not resolved.
Product - Steering - Power Steering Pump / Bkts - Leaks - Default	Seeking complaint.
Product - Brakes - Unknown - Other - Front	Seeking information.

Customer calling in to make complaint against vehicle. Customer states that they have been having issues with the engine stalling. Customer states when the vehicle stalls they lose brakes and steering. Customer also states that when they use the turn signals the opposite of the one they want. Customer also states that they have had their power steering repaired twice for leaks. Customer is not satisfied with the vehicle. Agent asked customer if vehicle was taken to another dealership due to customer stating that there was nothing else that can be done for the customer. Customer states that on the repair order states contacted star and was no fix. Customer states that the dealership changed ignition switch but has not helped the issue. Customer states that the vehicle is not at the dealership and is going to be taken vehicle on vacation with him and not coming back to Sunday. Informed customer that would need to drop vehicle off at dealership and we would try to get other parties involved to see if we can not resolve issue. Next agent do a direct to dealer to see if we can not get issue resolved. Customer states that it has been going on since may of 05.

Dealership calling on behalf of customer. Dealership calling seeking why Chrysler advised customer to go back to dealership. Agent informed dealership customer was advised to go back so Chrysler can get an inspector out to inspect the vehicle.

Customer states vehicle is at dealership. Agent called dealer 44706 and informed dealer that direct to dealer would be sent. Agent provided reference number.

*****ATTENTION SERVICE MANAGER*****

Please follow your Business Center guidelines and, if needed, seek technical assistance (District Manager/Business Center/STAR) in an attempt to resolve customer's concern(s). Please update the CAIR with the final resolution. Thank you.

REASSIGNED TO BC/DLR 42 44706 04/11/06 09:41 R 14802392

1st thing is that DCX does not have inspectors for technical issues. Call center does not have the capability of dispatching a TA only the Business Center. DM concurs with STAR that if the technician cannot duplicate concern there will be no repair. If the problem arises again customer will need to return to DCX dealership for diagnosis & any necessary repairs if the concern can be duplicated or deemed a defect. eeb10 4-26-06

Customer calling stating vehicle is back at dealer 44706. Customer stating the vehicle is not starting. Customer states that the check engine light stays on. Agent contacted dealer 44706 and spoke with Jeff. Jeff stated that on 1/23/06 dealer replaced the multifunction switch and the front module. Jeff stated that on 2/22/06 the power steering hose was replaced. Jeff stated that on 3/29/06 the ignition switch was replaced. Jeff stated that on 5/4/06 a TBS 18002-04 computer re-flash was performed. Customer is wanting to document problems with vehicle. Customer states that the business manager J. Marsack informed him that he could not buy back vehicle due to safety issues. J informed customer that he would not sell vehicle off lot due to safety issues. Customer states

that he has receipt for repairs that dealer never mentioned.

Customer Assistance Inquiry Record (CAIR)#**14949766**

Vin	3D7KU28C6	4G	Open Date	05/18/2006	Build Date	08/22/2003	
Model Year	04	Body	DR7H41	DODGE RAM 2500 QUAD CAB PICKUP			
In Service Dt	11/29/2003	Dealer	62044	Dealer Zone	74	Mileage	70,000
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	ARAPAHOE NE					Country	UNITED STATES

Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default

Customer states that directional lights are not working properly.

Customer states he is having problems with turn signals. When left is turned on, the right light blinks. Customer is aware of incomplete recall E17.

Customer Assistance Inquiry Record (CAIR)#**15041456**

Vin	1D4HB58D1	4F	Open Date	06/13/2006	Build Date	05/04/2004	
Model Year	04	Body	HB5P74	DODGE DURANGO LIMITED 4X4 SPORT UTILITY 4-DOOR			
In Service Dt	07/22/2004	Dealer	44766	Dealer Zone	42	Mileage	37,200
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	EATON OH					Country	UNITED STATES

Product - Electrical - Unknown - Intermittent or Inoperative - Default	customer states the vehicles electrical features has issues.
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Customer states she was given DCCAC s number a daimlerchrysler dealership. The customer states she purchased the vehicle with 18000 miles. The customer states that previously the air conditioning stopped work. The customer states later she turned back on the vehicle the air conditioning and worked. The customer states that the dealerships cannot find the problem unless the lights are on. Towards the end of april it had approximately 35000 miles. The radio had stopped work and had the vehicle scheduled to looked at. A few weeks ago, the tempature gauge stops reading. Then it starts working again. The customer states she turned left, and the right turn signal turned on. When the customer uses the turn signals they light up the opposite side of the vehicle. The customer states that she is seeking assistance with the repair of this vehicle. The customer states they have not been able to diagnose the vehicle. The customer has been provided a reference number and transferred for further assistance.

Customer transferred to the internal Tier 2 escalation line for further review of concern.

Taking vehicle for diagnosis on Monday 06/19/06. Is having intermittent electrical issues. Agent provided personal extension and advised her that a diagnosis is needed before any consideration can be made. No promises at this time.

Agent called Service Manager (MR Vanderpoole) and provided phone number, personal extension, and CAIR number.

Customer states that her vehicle is at the dealer and the dealer has a diagnosis. Customer states that she has been trying to get a hold of the previous agent so that the previous agent can contact the dealer now for a diagnosis. Agent advised customer that previous agent left a message with dealer last week for the dealer to contact previous agent with this information. Customer states that she will contact the dealer back and advised the dealer to call previous agent with information needed.

Agent contacted Jim (Service Manager) at Richmond Dodge (44766). Jim claims that issue was IOD fuse. Jim claims that customer paid for fuse, and stated that DCX should pick up bill. Agent denies assistance or reimbursement for fuse issue as fuses are maintenance items. Agent attempted to contact customer to no avail. Customers line is busy. Agent will attempt to contact customer at a later time.

Agent attempted to contact customer to no avail. Customer does not have answering device.

Customer Assistance Inquiry Record (CAIR)#**15090699**

Vin	3D7KU2861	3G	Open Date	06/26/2006	Build Date	11/16/2002	
Model Year	03	Body	DR7H42	DODGE RAM 2500 QUAD CAB PICKUP			
In Service Dt	12/31/2002	Dealer	66771	Dealer Zone	74	Mileage	130,000
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	ARLINGTON NE					Country	UNITED STATES

Recall - E17: - Advise Owner/Incomplete Recall

Advised of incomplete recall.

Customer calls seeking recall information. Advised the customer of incomplete recall ?recall #E17? for this vehicle. Customer was advised to

contact a Chrysler, Dodge, or Jeep dealer to schedule an appointment to complete recall repair.

Customer calling back wanting to know all the recalls that the vehicle has had. Customer states that the wiring is messed up on the vehicle so that when he uses his turn signal it is backwards. He states this has happened once before and now it is back again. Per customer he contacted the dealership for scheduling to have the E17 recall performed and dealership told him 'that people were not having recall performed cause all it does is beeps horn when in reverse with door open.' Customer states he is very discourage to have the vehicle recall performed.

Customer Assistance Inquiry Record (CAIR)#**15103414**

Vin	1D7HA18N4	3S [REDACTED]	Open Date	06/29/2006	Build Date	10/15/2002	
Model Year	03	Body	DR1H41	DODGE RAM 1500 QUAD CAB PICKUP			
In Service Dt	01/22/2003	Dealer	56904	Dealer Zone	66	Mileage	46,663
Name:	[REDACTED]					Contact Type	TELEPHONE
Address	[REDACTED]					Home Phone	[REDACTED]
	MIAMI FL	[REDACTED]			Country	UNITED STATES	

Product - Electrical - Lamps and Switches - Defective - Default

First owner calls seeking assistance with switch and states the right hand turn signal turns on to the left.
Called dealer service and spoke with Vicki who states vehicle has not been inspected yet.
Vicki confirmed mileage.
Left direct line for review. Will call owner back.
Vicki called and states vehicle needs a wiper switch. Total cost at warranty is 221.90.
Offered total less first 100.00 owner to pay as goodwill offer.
Called owner to inform.

Customer Assistance Inquiry Record (CAIR)#**15227526**

Vin	3D3KS28C8	5G [REDACTED]	Open Date	07/31/2006	Build Date	05/28/2005	
Model Year	05	Body	DH7H41	DODGE RAM SLT 2500 QUAD CAB PICKUP			
In Service Dt	08/13/2005	Dealer	25024	Dealer Zone	71	Mileage	13,635
Name:	[REDACTED]					Contact Type	TELEPHONE
Address	[REDACTED]					Home Phone	[REDACTED]
	MODESTO CA [REDACTED]					Country	UNITED STATES

Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default

Customer states the blinkers do not blink for the right side.

Customer calling states the pushes the blinker to make a left turn it blinks to the right. Customer states it does not do it all of the time and the dealer says they have not been able to duplicate the issue. Customer states he does not want this vehicle anymore. Writer called dealer 25024 spoke with Kevin. Kevin states that they have wrote a ticket but has not diagnosed the vehicle yet. Writer advised Kevin of direct to dealer cair.

*****ATTENTION SERVICE MANAGER*****

Please follow your Business Center guidelines and, if needed, seek technical assistance (District Manager/Business Center/STAR) in an attempt to resolve customer s concern(s). Please update the CAIR with the final resolution. Thank you.

REASSIGNED TO BC/DLR 71 25024 07/31/06 12:19 O 15227526

Customer requests rental assistance while the vehicle is in the dealer.

Advised customer that the vehicle will need to be diagnosed before rental assistance can be provided.

*Contact Date:08/01/2006

Service Manager at the dealership has updated the Cair# 15227526

Parts have been ordered.

*Contact Date:08/01/2006

Service Manager at the dealership has closed the Cair# 15227526

Customer request has been fulfilled.

CAIR RETURNED FROM DEALER ON 8/01/2006 AT 01:53:251 R 15227526

Owner alleges major electrical issues.

Turn signals and horn also are issues.

Owner wants to get rid of the truck.

Owner alleges dealer wants her to trade it is, she does not want to do that, she wants rid of it.

Agent advised of the owner s rights blue booklet for review.

Customer Assistance Inquiry Record (CAIR)#**15707725**

Vin	3D7HA18ZX	2G	Open Date	11/27/2006	Build Date	09/21/2001	
Model Year	02	Body	DR1L41	DODGE RAM 1500 QUAD CAB PICKUP			
In Service Dt	11/15/2001	Dealer	44993	Dealer Zone	63	Mileage	109,000
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	ROCKWALL TX					Country	UNITED STATES

Product - Air Conditioning / Heater - Blower Motor - Other - Default	Customer states blower motor is intermittently inoperative.
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Customer states turn signals intermittently are wrong.

Informed customer that before DaimlerChrysler would be able to consider offering any goodwill assistance outside of warranty a diagnosis would need to be performed by an authorized Chrysler, Dodge, or Jeep dealer. Informed customer that any authorization for a Chrysler, Dodge, or Jeep dealer diagnosis would be at their discretion and expense. No commitment for goodwill assistance has been made at this time. Customer states he has an issue with turn signals flashing on opposite signal side and blower motor being inoperative intermittently when tilt steering column. Customer states he has had these replaced previously but is just outside MOPAR warranty.

Customer Assistance Inquiry Record (CAIR)#**15769939**

Vin	1D7HA18N4	5S	Open Date	12/13/2006	Build Date	07/13/2005	
Model Year	05	Body	DR1H41	DODGE RAM SLT 1500 QUAD CAB PICKUP			
In Service Dt	09/26/2005	Dealer	44881	Dealer Zone	63	Mileage	18,000
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	ROUND ROCK TX					Country	UNITED STATES

Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default

Customer states the turn signals have an intermittent issue.

Customer called in stating he bought the vehicle a year ago and he had a sensor put in to locate the vehicle if it was stolen. Customer states he is having an issue with the turn signals. Customer states that if he uses one blinker the other one comes on. Agent informed the customer he needs to refer to the dealership.

Customer Assistance Inquiry Record (CAIR)#**15900735**

Vin	1D7HA18D3	4	Open Date	01/26/2007	Build Date	07/22/2003	
Model Year	04	Body	DR1H41	DODGE RAM 1500 QUAD CAB PICKUP			
In Service Dt	01/02/2004	Dealer	44254	Dealer Zone	42	Mileage	45,888
Name:						Contact Type	
Address						Home Phone	
	COLUMBUS OH					Country	UNITED STATES

Corporate - Outbound - Survey Follow-Up - CSI - Default

**** OUTBOUND CSI/IQS CAIR ****

at the work number the during the day

Received survey from customer, his statement - I had the vehicle in three times for the same electrical problem and dealer can not duplicate it. Called owner and left message with Mrs for owner to call writer back.

TJK7

1/29/07 Spoke with [REDACTED] who states he has a on going intermittent electrical problem that dealer has not been able to resolve. Owner states each time, when he drives in heave rain vehicle has some type of electrical short which causes wipers not to work, looses high beam lights and if owner turns left turn signal the right side one will go on. Owner feels that dealer is not trying hard enough to fine and resolve the issue, which owner feels it is a safety concern. Writer thanked owner for taking time to conduct a survey with us and assured owner that file will be sent to the dealer for technical assistance. TJK7

***** ATTENTION SERVICE MANAGER *****

If needed, please seek technical assistance

(district manager/zone/STAR) in an attempt to resolve customers concern. Please update with final resolution

REASSIGNED TO BC/DLR 42 44254 01/29/07 11:24 O 15900735

*Contact Date:02/07/2007

Service Manager at the dealership has closed the Cair# 15900735

Complaint could not be duplicated and explanation has been provided to customer.

CAIR RETURNED FROM DEALER ON 2/07/2007 AT 11:46:372 R 15900735

Customer Assistance Inquiry Record (CAIR)#**15901484**

Vin	1D7HA16N5	6	Open Date	01/29/2007	Build Date	01/23/2006	
Model Year	06	Body	DR1H61	DODGE RAM SLT 4X2 1500 REG. CAB PICKUP			
In Service Dt	08/31/2006	Dealer	67962	Dealer Zone	66	Mileage	6,224
Name:						Contact Type	E-MAIL
Address						Home Phone	
	MIAMI FL				Country	UNITED STATES	

Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default

States turn signals do not work properly.

***** EMAIL BRIEF DESCRIPTION CONTENT *****

the turn signal lights on my truck are not working right

***** END EMAIL BRIEF DESCRIPTION CONTENT *****

The turn signal lights on truck sometimes they just don t work right.Sometimes I want to go right, I turn it right but the one on the left is the one that start blinking and that happens on the opposite way too, sometimes they don t work at all.I took my truck to the dealer service twice because of that but they said no poblems found and nothing had been fix..

*****END OF EMAIL*****

Email states:

Dear Carlos:Thank you for contacting the Dodge Customer Assistance Center regarding your 2006 Dodge Ram. We are very sorry to learn of your dissatisfaction with the handling of your service needs. Intermittent problems are often very difficult for the dealer to duplicate. This may cause delay in diagnosis and repair. Often, there are many components that could produce the same symptoms. Unless the dealer is able to duplicate the problem, he cannot properly diagnose the concern and properly repair your car. We have found that if the customer keeps a log or notes on when the problem does occur, this can assist the dealer in diagnosing the problem. Any specific information you are able to provide relative to when a certain problem appears, will help the dealer to perform prompt diagnosis and repairs. We regret your dissatisfaction and trust you will understand our position.

Customer Assistance Inquiry Record (CAIR)#**15932799**

Vin	3D6WG46A8	7C [REDACTED]	Open Date	02/06/2007	Build Date	11/23/2006	
Model Year	07	Body	DC3L64	DODGE RAM 4X2 3500 REG CAB CHASSIS			
In Service Dt	12/30/2006	Dealer	58364	Dealer Zone	51	Mileage	500
Name:	[REDACTED]				Contact Type	TELEPHONE	
Address	[REDACTED]				Home Phone	[REDACTED]	
	BELOIT WI [REDACTED]				Country	UNITED STATES	

Corporate - Product Information - Default - Default - Default	Customer seeking information on towing capacity.
Product - Electrical - Lamps and Switches - Other - Default	Customer states he has an issue with the turn signal.

Customer called in stating that he needs the towing capacity for the 5th wheel. Agent notified customer that the towing for his 5th wheel will be about the same as the regular towing capacity of the vehicle which is 16050 lbs. Customer also states that when he presses down on the turn signal to signal left it will occasionally switch to the right. Customer wants to know if this is a known issues. Agent notified customer that this is not a known issue with the vehicle and he may seek the opinion of a DCX dealer if he feels this is an issue with the vehicle.

Customer Assistance Inquiry Record (CAIR)#**15934905**

Vin	1D7HA16D9 3	Open Date	02/07/2007	Build Date	01/29/2003
Model Year	03	Body	DR1H62	DODGE RAM 1500 REG. CAB PICKUP	
In Service Dt	02/18/2003	Dealer	43994	Dealer Zone	66
Name:				Mileage	104,371
Address				Contact Type	TELEPHONE
	MOUNT GILEAD NC			Home Phone	
				Country	UNITED STATES

Product - Engine - Unknown - Check Engine Lamp On/Flashing - Default	Customer reports check engine light on.
Product - Drivability - Unknown - Sudden Acceleration - Default	Customer reports sudden acceleration.
Product - Drivability - Unknown - Hesitation/No Power - Default	Customer reports vehicle hesitation.
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Customer reports warning light on.
Product - Electrical - Wipers / Washers - Intermittent or Inoperative - Front	Customer reports wipers intermittently fail.
Corporate - Recall - Default - Default - Default	Customer request recall information.

Customer seeking recall information on vehicle. Advised customer there are no incomplete recalls. Customer was informed they will be notified by letter if a there was a recall on the vehicle using the address on file. Customer reports that the vehicle experiences hesitation, stalling, sputtering, and sudden acceleration. Customer also reports that the turn signals and windshield wipers intermittently failing. Customer reports that on occasion when he activates the turn signal, the opposite turn signal will activate. Customer states dealership has been unable to resolve these issues. Advised customer to keep working. Called dealership and spoke to Service Manager Terry who advised that the MAP sensor was replaced in 12-06. Advised Terry sending Direct to Dealer.

*****ATTENTION SERVICE MANAGER*****

Please follow your Business Center guidelines and, if needed, seek technical assistance (District Manager/Business Center/STAR) in an attempt to resolve customer s concern(s). Please update the CAIR with the final resolution. Thank you.

Customer Assistance Inquiry Record (CAIR)#**15952838**

Vin	3D7LR38C8	5G [REDACTED]	Open Date	02/13/2007	Build Date	05/02/2005	
Model Year	05	Body	DH3H42	DODGE RAM SLT 3500 QUAD CAB PICKUP			
In Service Dt	09/21/2005	Dealer	43417	Dealer Zone	71	Mileage	30,000
Name:	[REDACTED]					Contact Type	TELEPHONE
Address	[REDACTED]					Home Phone	[REDACTED]
	CLARKDALE AZ [REDACTED]					Country	UNITED STATES

Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Headlight, turn signal, and inside lights turn off unexpectedly.
Product - Electrical - Horn - Noisy/Static Interference - Default	Horn blows when customer exits the vehicle.

Customer states that he is having electronic problems with his vehicle. Customer states that the headlights shut off by themselves, windshield wipers are intermittent, and the signal lights switch sides when he turns them on. Customer states that the horn blows when you get out of the vehicle. Customer states that the last truck he had did the same thing and he ended up trading the vehicle. Customer states that this is ridiculous. Customer states that he has not taken the vehicle to a dealership regarding this issue. Agent advised customer to take the vehicle into the dealership in order to get the vehicle repaired. Agent provided customer with reference number for any further issues.

Customer Assistance Inquiry Record (CAIR)#**16227473**

Vin	3D7KS29C0	6G	Open Date	04/23/2007	Build Date	10/24/2005	
Model Year	06	Body	DH7H81	DODGE RAM SLT 4X4 2500 MEGA CAB PICKUP			
In Service Dt	12/22/2005	Dealer	60179	Dealer Zone	63	Mileage	50,750
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	NOWATA OK					Country	UNITED STATES

Product - Electrical - Speedo/Gauges/Ometer/EIC - Defective - Default	Customer states the instrument cluster has to be replaced.
Referral - Tier Two - Internal Escalation - Authorization - Default	Tier Two Support Referral.

****Begin structured narrative CL - GOODWILL ESCALATION

What is the customer requesting from DaimlerChrysler?

Assistance with instrument cluster repairs.

How far out of warranty is the vehicle/repair by time and/or mileage?

14,750 miles but not by time.

Is there a service contract on this vehicle that would cover the repair?

No.

Is the customer the original owner of this vehicle?

Yes.

How many DCX vehicles has the customer owned including this vehicle?

Six.

Is there warranty history related to the current concern?

No.

Has the vehicle been taken to a Chrysler, Dodge or Jeep dealer?

Yes.

****End structured narrative CL - GOODWILL ESCALATION

Customer states the instrument cluster has gone out on this vehicle.

Customer is seeking assistance with the repairs. Transferred to Tier Two for assistance consideration, per AMM97.

Customer seeks assistance with instrument cluster repairs. Customer states when he puts his turn signal on the opposite blinker works of when the dimmer is applied the windshield wipers turn on. Customer states the vehicle is at 60179. Agent contract dealership 60179 and spoke with Brandon (service advisor) who states the service manager will be back in about 30 minutes. Agent left a message for the service manager to contact this agent. Agent offered the customer a call back. Customer provided 918-261-8014.

*****DEALER CALL*****

Caller is Wayne Arnett, service manager with dealership 60179. Dealership seeking offer for customer. The vehicle has been into dealership five times for service. Vehicle is in good shape. Vehicle is about 14750 miles outside of warranty. There are no service contracts on the vehicle. This is the selling dealership. Customer is the first owner of five DCX vehicles. Dealership has an hour of diagnosis time. Dealership prefers a parts/labor split. The part at warranty costs would be \$579.60. As a one time goodwill offer DCX will cover \$579.60 of the repair. Customer will be responsible for labor and diagnosis fee. Dealer was advised of the PA. Agent entered PA. Dealer will advise customer of offer.

UN02061650425

Customer Assistance Inquiry Record (CAIR)#**16377252**

Vin	1D7HU18D6	5S	Open Date	06/06/2007	Build Date	07/12/2005	
Model Year	05	Body	DR6H41	DODGE RAM SLT 1500 QUAD CAB PICKUP			
In Service Dt	08/18/2005	Dealer	68211	Dealer Zone	42	Mileage	43,000
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	FRANKLIN OH					Country	UNITED STATES

Product - Electrical - Unknown - Defective - Default	Customer alleges that sometimes remote works and sometimes not.
Product - Air Conditioning / Heater - Unknown - Inadequate Heating - Default	Customer claims air conditioning went out on vehicle.
Product - Electrical - Lamps and Switches - Defective - Default	Customer says that the blinkers blink the wrong direction.
Referral - Tier Two - Internal Escalation - Authorization - Default	Tier Two Referral.

****Begin structured narrative CL - GOODWILL ESCALATION

What is the customer requesting from DaimlerChrysler?

Air conditioner, remote start, and turn signal repair.

How far out of warranty is the vehicle/repair by time and/or mileage?

7000 miles, still in time.

Is there a service contract on this vehicle that would cover the repair?

No.

Is the customer the original owner of this vehicle?

Yes.

How many DCX vehicles has the customer owned including this vehicle?

1

Is there warranty history related to the current concern?

Yes.

Has the vehicle been taken to a Chrysler, Dodge or Jeep dealer?

Yes.

****End structured narrative CL - GOODWILL ESCALATION

Purchased New or Used? New

If Used, date purchased? NA Mileage? NA

From whom did customer purchase used vehicle?

CDJ dealer

Customer alleges that he has been having issues with service repairs for his vehicle. Customer alleges that the heater is not dispensing the heat correctly. Customer alleges that he has had this in three times for repair but dealer told him there was not a diagnosis on this vehicle. Customer states that he took vehicle in while under warranty and was advised to wait until the heater went completely out before they could fix this. Customer alleges the remote start does not work. Customer alleges that the turn signal won't work correctly. Customer says that the blinkers blink the wrong direction. If you turn the left blinker on the right one comes on and vice versa. Customer seeking assistance with repairs on vehicle.

Customer transferred to the internal Tier 2 escalation line for further review of concern. Customer stated the vehicle has been having electrical issues and issues with the air conditioner. Agent contacted dealer 68211 and spoke with Service Manager Rick who stated the electrical issue was not duplicated however they did diagnosis the recirculator door does need to be replaced. Rick stated he would call agent back with information about the repairs. Agent informed customer that agent would like to take the vehicle to another dealership. Agent informed customer if he does take the vehicle to another dealership and agent could not look into assistance consideration until the vehicle has been diagnosed. Customer stated he would take the vehicle to dealer 68211 for repairs.

Agent contacted dealer 68211 and spoke with Service Manager Rick who stated the warranty cost would be:

Parts: \$11.41

Labor: \$236.30

Total: \$247.71

Rick stated the vehicle is not with the dealership now and they do not know the exact mileage. Agent informed Rick to call agent back once customer returns to the dealership.

As a one-time goodwill gesture, DaimlerChrysler will cover \$198.00 of the repair. Customer will be responsible for a co-pay in the amount of \$50.00.

Agent called customer back and left voice message advising the customer to contact DCCAC back to verify the decision that was made.

*****Next Agent *****

Please inform customer of offer for assistance with the repair cost. Agent advised the customer of lines 51-53. Customer understood and did accept the offer for assistance. Customer stated that he does not get his check until the end of the month so he will not be able to go to the dealership right away to have the repair completed. Agent advised the customer that this would be documented in his file for the previous agent.

Customer states he has to take the vehicle back to the dealership to have the remote start and the heater fan repaired again. Customer states it will be covered under his warranty and wanted to contact DCX to document the information.

Customer Assistance Inquiry Record (CAIR)#**16380901**

Vin	1D7HU16D8	4	Open Date	06/07/2007	Build Date	10/31/2003	
Model Year	04	Body	DR6L62	DODGE RAM 1500 REG. CAB PICKUP			
In Service Dt	03/28/2004	Dealer	44864	Dealer Zone	42	Mileage	40,481
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	LOGAN OH				Country	UNITED STATES	

Product - Body / Trim / Paint Finish - Unknown - Other - Unknown	Customer claims door is tearing window seal.
Referral - Tier Two - Internal Escalation - Authorization - Default	Referred Tier Two.

Purchased New or Used? new

If Used, date purchased? na Mileage?na

From whom did customer purchase used vehicle? CDJ dealer

Customer claims is having issues with the vehicle. Customer states that when left turn signal is on the right turn signal works and when the right turn signal is turned it does not work at all. Customer claims only happens at times not all the time. Customer claims when door open tears the window seal. Dealer advised owner wrong seal was used in production. Customer states the cost of repair will be \$300.00 is seeking assistance with repairs. Agent consulted with DJP99.

Customer transferred to the internal Tier 2 escalation line for further review of concern.

****Begin structured narrative CL - GOODWILL ESCALATION

What is the customer requesting from DaimlerChrysler?
assistance with turn signals and window seal

How far out of warranty is the vehicle/repair by time and/or mileage?
4,000 miles

Is there a service contract on this vehicle that would cover the repair?
yes added care

Is the customer the original owner of this vehicle?
yes

How many DCX vehicles has the customer owned including this vehicle?
one

Is there warranty history related to the current concern?
no

Has the vehicle been taken to a Chrysler, Dodge or Jeep dealer?
yes

****End structured narrative CL - GOODWILL ESCALATION

Customer transferred to the internal Tier 2 escalation line for further review of concern. First owner of this vehicle seeking assistance in the cost of repairing the tail light assembly and the window seal. Vehicle has an added care service contract and no previous repairs. Agent contacted the dealership and left a voicemail with the service manager. Agent offered customer a call back.

Service manager, Terry, returned agent s call. Terry states the customer is not loyal to the dealership and does not merit assistance. DCX will reimburse the customer all but \$50.00 for the repairs to the window seals and the multi-function switch. Agent contacted the customer and made him aware of this offer.

Customer Assistance Inquiry Record (CAIR)#**16533674**

Vin	1D7HA16N6	2J	Open Date	07/20/2007	Build Date	11/02/2001	
Model Year	02	Body	DR1L61	DODGE RAM 1500 REG. CAB PICKUP			
In Service Dt	02/16/2002	Dealer	43138	Dealer Zone	63	Mileage	70,000
Name:	[REDACTED]					Contact Type	TELEPHONE
Address	[REDACTED]					Home Phone	[REDACTED]
	CONVERSE TX [REDACTED]					Country	UNITED STATES

Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default

Caller advised he turned the left blinkers on they went to right

Purchased New or Used? used
If Used, date purchased?02/10/05 Mileage? 53459
From whom did customer purchase used vehicle?
CDJ dealer 44173
Caller advised when he would turn the left turn signal on it would click to the right blinker instead automatically. Caller advised the dealer replaced the multifunction switch under his aftermarket service contract. But he wanted to call and see if there was a recall and document his concern. Agent advised there was not a recall and his concern was documented.

Customer Assistance Inquiry Record (CAIR)#**16544535**

Vin	1D4HD48K1	6F	Open Date	07/24/2007	Build Date	03/15/2006	
Model Year	06	Body	HB1H74	DODGE DURANGO SLT 4X2 SPORT UTILITY 4-DOOR			
In Service Dt	03/20/2006	Dealer	44956	Dealer Zone	63	Mileage	24,400
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	LA PLACE LA				Country	UNITED STATES	

Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Caller claims that she has an issue with her turn signals.
Dealer - Service/Body Shop - Transaction - Problem Not Resolved - Default	Caller claims to have an ongoing issue.

Purchased New or Used? Used

If Used, date purchased? 3-10-07 Mileage? 18854

From whom did customer purchase used vehicle?

CDJ dealer

Caller states that she understands that her problem is with her dealership and she knows the problem is because of the dealership. Caller states that she has been having ongoing issues with her electrical systems. Caller claims that she has been to the dealership several times for this problem but they have never once documented this concern. Caller alleges that she has requested paperwork from the dealer and no one will help her with this information. Caller states that her turn signals operate the opposite side than what they should. Caller claims that her mechanic Nick advised her that he feels the vehicle needs a new tipm or instrument cluster. Caller states that Phil is advising that the vehicle does not need a repair performed. Caller claims that she is concerned about the future of this vehicle but it is supposedly repaired at this time. Writer provided the caller with her reference number in case the concern comes back.

Customer Assistance Inquiry Record (CAIR)#**16571611**

Vin	1D7KS28C8 6[REDACTED]	Open Date	07/31/2007	Build Date	09/28/2005	
Model Year	06	Body	DH7H41	DODGE RAM SLT 4X4 2500 QUAD CAB PICKUP		
In Service Dt	12/16/2005	Dealer	42384	Dealer Zone	63	
Mileage					40,000	
Name:	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	[REDACTED]
	GILMER TX [REDACTED]	7	Country		UNITED STATES	

Product - Electrical - Unknown - Other - Default	Customer claims turn signals were not working correctly.
Corporate - Warranty Coverage - Default - Default - Default	Customer seeking warranty information.

Recall Contact

Purchased New or Used? New

If Used, date purchased? na Mileage? na

From whom did customer purchase used vehicle? na

Customer seeking warranty information. Agent will transfer to DCCAC per TGC15.

Customer seeking warranty information on vehicle. Customer claims that when he attempted use his right turn signal, his left signal would flash and vise versa. Customer claims that he is concerned that this is a major safety issue. Customer claims that he had to pay out of pocket for this issue. Customer claims dealer informed him that the dealer informed customer that this is a common issue. Customer claims that he feels that someone might be harmed by this issue. Agent informed customer that his issue will be documented. Customer claims that he thinks this should be a warranty item. Customer inquiring about anyone else he can send his issue to. Agent provided customer with
DaimlerChrysler Customer Center
P.O. Box 21-8004
Auburn Hills, MI 48321-8004.

Customer Assistance Inquiry Record (CAIR)#**16581095**

Vin	3D7KS29C6	6G	Open Date	08/02/2007	Build Date	08/25/2005	
Model Year	06	Body	DH7P81	DODGE RAM 2500 MEGA CAB PICKUP			
In Service Dt	10/08/2005	Dealer	68279	Dealer Zone	66	Mileage	50,000
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	WAUCHULA FL					Country	UNITED STATES

Product - Air Conditioning / Heater - Compressor/Clutch/R Valve - Inoperative - Default	Customer claims air conditioner does not work.
Product - Electrical - Lamps and Switches - Other - Default	Customer states turn signals are backwards.

Purchased New or Used? New

If Used, date purchased? n/a Mileage? n/a

From whom did customer purchase used vehicle?

CDJ dealer

Customer calling in regard to having issues with his vehicle, customer states his vehicle is currently at an IRF, and the IRF has advised him that the issue with the air conditioning is due to the compressor and the clutch going bad and needs replaced. Customer also claims the turn signals are backward.

customer stated he has previously taken the vehicle to Dealer-68279 and dealer could not duplicate the issue. Customer is seeking assistance with the cost of the repairs for this vehicle.

Agent consulted with RPL20 and advised the customer no assistance for the cost of repairs for this vehicle. Customer stated he disagrees with the decision and Dodge should pay for this issue.

Customer said he will not buy any other DCX vehicles and he will not recommend a DCX product to anyone he knows. Agent attempted to give reference number to customer and customer refused.

Customer Assistance Inquiry Record (CAIR)#**16685502**

Vin	3D7KU28D2	4G	Open Date	08/30/2007	Build Date	11/01/2003	
Model Year	04	Body	DR7H41	DODGE RAM 2500 QUAD CAB PICKUP			
In Service Dt	12/16/2003	Dealer	42987	Dealer Zone	35	Mileage	32,000
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	NEW MARTINSVILLE WV					Country	UNITED STATES

Product - Electrical - Unknown - Intermittent or Inoperative - Default	Customer seeking assistance with the turn signal not working right.
Referral - Tier Two - Internal Escalation - Authorization - Default	Support referral tier 2.
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	The turning signals are intermittently not working.

****Begin structured narrative CL - GOODWILL ESCALATION

What is the customer requesting from Chrysler?

Assistance with the blinkers not working correctly.

How far out of warranty is the vehicle/repair by time and/or mileage?

1 year

Is there a service contract on this vehicle that would cover the repair?

No

Is the customer the original owner of this vehicle?

No

How many Chrysler vehicles has the customer owned including this vehicle?

3

Is there warranty history related to the current concern?

No

Has the vehicle been taken to a Chrysler, Dodge or Jeep dealer?

Yes

****End structured narrative CL - GOODWILL ESCALATION

Purchased New or Used? used

If Used, date purchased? 03/30/07 Mileage? 18000

From whom did customer purchase used vehicle?

Other dealer

Customer called stating that the blinkers will not work as they are supposed to. Customer states that he will turn on the right blinker and the left blinker will come on, customer states that when he turns on the left blinker the right one will come on. Customer states that this does not happen all the time and after a while this will straighten itself out. Customer is seeking assistance with the cost of this repair. Agent spoke with JLM172 and she advised this agent to transfer the customer to tier 2. Customer understood.

Agent received transfer Second owner of vehicle seeking assistance with the repair of the turning signals. The vehicle has not been diagnosed as of yet. Basic warranty expired on 12/16/06. There are no service contracts on the vehicle. STAR has been contacted for a previous issue with the electrical system. Agent is inclined to assist with the repair pending a diagnosis.

Informed customer that before Chrysler would be able to consider offering any goodwill assistance outside of warranty a diagnosis would need to be performed by an authorized Chrysler, Dodge, or Jeep dealer. Informed customer that any authorization for a Chrysler, Dodge, or Jeep dealer diagnosis would be at their discretion and expense. No commitment for goodwill assistance has been made at this time. Customer advised that he is not willing to have a diagnosis performed. Customer states that he will continue to drive the vehicle. Customer would like it to be documented that if he is in an accident he will be calling Chrysler. Customer was advised that this was documented per his request. Agent advised customer that assistance was not denied as of yet, but due to his refusal to perform a diagnosis Chrysler will not assist.

Customer Assistance Inquiry Record (CAIR)#**16718422**

Vin	3D7KS28D0	5G	Open Date	09/10/2007	Build Date	01/12/2005	
Model Year	05	Body	DH7H41	DODGE RAM SLT 2500 QUAD CAB PICKUP			
In Service Dt	02/28/2005	Dealer	62410	Dealer Zone	32	Mileage	40,000
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	METHUEN MA					Country	UNITED STATES

Referral - Tier Two - Internal Escalation - Authorization - Default	Customer seeking assistance with repairs.
Product - Electrical - Lamps and Switches - Other - Default	Customer states that turn signals do not operate properly

Purchased New or Used? New

If Used, date purchased? N/A Mileage? N/A

From whom did customer purchase used vehicle?

N/A

Customer states that the vehicle s turn signals are messed up if they turn the turn signal on to turn the vehicle left the right blinker is blinking and then if you turn the signal to turn the vehicle right the left blinker is blinking. Customer states that he has contacted dealer 62410 and they told him that this repair to his turn signals would not be covered under warranty due to the mileage on the vehicle is outside of the Basic 3/36 warranty. Customer states that he has not taken vehicle to dealer to be diagnosed they just told him this information over the phone. Customer states that he wants someone to tell him if this is going to be covered under warranty since he did have the vehicle at this same dealer(which at that time the dealer was under a different name) and it was still in warranty why it would not be covered under warranty now since it is the exact same issue. Agent placed customer on hold to do further research and customer disconnected call when placed on hold.

****Begin structured narrative CL - GOODWILL ESCALATION

What is the customer requesting from Chrysler?

Assistance repairin the turn signals and windshield wipers

How far out of warranty is the vehicle/repair by time and/or mileage?

4000 miles

Is there a service contract on this vehicle that would cover the repair?

No

Is the customer the original owner of this vehicle?

Yes

How many Chrysler vehicles has the customer owned including this vehicle?

1

Is there warranty history related to the current concern?

No

Has the vehicle been taken to a Chrysler, Dodge or Jeep dealer?

No

****End structured narrative CL - GOODWILL ESCALATION

Customer states the turn signals and windshield wipers do not work and claims he was informed there is not an issue with the vehicle. Customer is seeking assistance with repairs and claims this is intermittent. Agent consulted with JLM172 and transferred customer for further review. Customer transferred to the internal Tier 2 escalation line for further review of concern. Customer is seeking assistance with the turn signal and the wipers. Customer has not had a diagnosis and goes to dealer 62410 for service. Customer is the original owner and is out of warranty by 4000 miles. Customer states he took the vehicle to the dealer while under warranty and they never found an issue. Agent called the dealer and spoke with Nathan in service. Nathan stated the customer went to dealer Tom Mansey before they closed out and they bought them out. Nathan stated he is fine with the customer coming in for a diagnosis. Informed customer that before Chrysler would be able to consider

offering any goodwill assistance outside of warranty a diagnosis would need to be performed by an authorized Chrysler, Dodge, or Jeep dealer. Informed customer that any authorization for a Chrysler, Dodge, or Jeep dealer diagnosis would be at their discretion and expense. No commitment for goodwill assistance has been made at this time. Customer stated he should not have to pay for a diagnostic when he had this issue prior. Agent informed the customer this is policy he has this done when seeking out of warranty assistance. Customer calling back to find out if he can get assistance on a repair because his turn signal will not work. Advised that he will need to get a diagnosis before any assistance can be looked into. Customer was very upset and stated that he should not have to pay for a diagnosis. Advised that the warranty expired and any diagnosis will be at his cost. No promises or guarantees were made.

Customer Assistance Inquiry Record (CAIR)#**16732366**

Vin	3D7KS28C7	5G	Open Date	09/13/2007	Build Date	02/23/2005	
Model Year	05	Body	DH7H41	DODGE RAM SLT 2500 QUAD CAB PICKUP			
In Service Dt	06/30/2005	Dealer	42705	Dealer Zone	71	Mileage	73,241
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	MARYSVILLE WA					Country	UNITED STATES

Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Customer states that the blinkers are not working properly.
Referral - Tier Two - Internal Escalation - Authorization - Default	Referred to Tier Two for further review due to safety.

Purchased New or Used? New

If Used, date purchased? n/a Mileage? n/a

From whom did customer purchase used vehicle?

CDJ dealer

Customer alleges that the turn signal switch blinks left when turning right and blinks right when turning left. He states that this is intermittent. Customer alleges that the windshield wiper switch is not working correctly either. He alleges that he took the vehicle to the dealership for the issue but they could not duplicate the issue the first time this happened. The customer alleges that the door seals had a recall on them and he had to take the vehicle to the dealership to the dealership for this issue. He alleges that they advised him that the issue with the blinkers was happening again. The dealership could not get the issue to duplicate once again. He alleges that the girl at the front desk of the service department was very rude and Tim, the service advisor, came out and advised him that the vehicle is out of warranty and they will not be able to repair the issue under warranty. Customer is seeking assistance from Chrysler with the repair.

Customer transferred to the internal Tier 2 escalation line for further review of concern.

****Begin structured narrative CL - GOODWILL ESCALATION

What is the customer requesting from Chrysler?

Customer seeking assistance with the blinker repair.

How far out of warranty is the vehicle/repair by time and/or mileage?

37000 miles and not by time

Is there a service contract on this vehicle that would cover the repair?

no

Is the customer the original owner of this vehicle?

yes

How many Chrysler vehicles has the customer owned including this vehicle?

one

Is there warranty history related to the current concern?

not in VIP...but customer states that he has had the vehicle to the dealership several times for the issue and it was unable to be duplicated.

Has the vehicle been taken to a Chrysler, Dodge or Jeep dealer?

yes

****End structured narrative CL - GOODWILL ESCALATION

***Received internal transfer. Claims vehicle taken to dealer 42705 twice prior for concern and on 09/11/07 for concern and was quoted for repair. According to customer, he was originally told that dealer would be taking care of issue.

Contacted dealer 42705 and spoke to Service Manager Tim. First record of vehicle at dealer is in 2006 at approximately 40,000 miles. Verified previous concern with signals 08/30/06 and did not return until recently. Informed customer that Chrysler will not participate in the repair. The vehicle warranty has expired.

the remote start concern which the vehicle would not start initially and then the second time the vehicle started. Dealer informs they have not been able to duplicate the customer s concerns. Agent informed caller she would document the statements. Agent provided reference number for future usage.

Rick from dealer calling stating the customer called him this morning stating the wipers would not work. Rick informed writer he advised the customer to bring the vehicle in to verify the wipers would not work properly. Rick states the dealer tapped the multifunction switch and the wipers started to work. Dealer has diagnosed the vehicle as a multifunction switch. Rick advised that this is a good customer and feels the customer should receive assistance. Cost of the repair parts and labor \$78.25

Customer Assistance Inquiry Record (CAIR)#**16830301**

Vin	3D7KS19D8	6G	Open Date	10/11/2007	Build Date	02/24/2006	
Model Year	06	Body	DH6H81	DODGE RAM SLT 4X4 1500 MEGA CAB PICKUP			
In Service Dt	01/03/2007	Dealer	66932	Dealer Zone	32	Mileage	8,665
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	EDISON NJ					Country	UNITED STATES

Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Customer states turn signals cut out
Product - Electrical - Wipers / Washers - Intermittent or Inoperative - Front	Customer states wipers cut out

*****Recall Contact*****

Purchased New or Used? New

If Used, date purchased? N/A\ Mileage? N/A

From whom did customer purchase used vehicle? N/A

Customer states wipers cut out and turn signals are erratic. Dealer could not resolve. Transfer per MF640

Customer states that at times he the blinker will be fine and then when he goes to use them again they will not work or he will be making a left hand turn and the blinker will be flashing for right hand turn. Customer states then today when he was using the wipers they just cut off in while the switch was on. Customer states that he took the vehicle to Fullerton in Somerville, NJ. Customer states they were unable to duplicate the issue with the vehicle because it is intermittent. Customer states he would like some assistance in getting the issue resolved. Agent advised the customer he would need to make an appointment at the dealership and contact CCAC back from the dealership so that a file could be forwarded to get more parties involved with repairing the vehicle. Customer states ok.

Customer stating that the vehicle was at the dealer. Agent contacted Michelle service advisor. Michelle informed agent that the vehicle was just brought in and a diagnosis has not been performed yet. Agent informed customer that the repairs should be covered under warranty if not he can give a call back for further review.

Customer Assistance Inquiry Record (CAIR)# 16865625

Vin	1D7HA18K4 4	Open Date	10/23/2007	Build Date	11/20/2003
Model Year	04	Body	DR1L41	DODGE RAM 1500 QUAD CAB PICKUP	
In Service Dt	04/19/2004	Dealer	43652	Dealer Zone	66
Mileage					49,500
Name:				Contact Type	E-MAIL
Address				Home Phone	
	GAINESVILLE FL			Country	UNITED STATES

Corporate - Recall - Default - Default - Default	Advised customer there is no recall.
Product - Electrical - Lamps and Switches - Defective - Default	Turn signal wiring seems to be crossed.

***** EMAIL BRIEF DESCRIPTION CONTENT *****

When I actuate my turn signal to turn left, the right side lights activate. I cannot find a recall on your website. I thought you should know about this problem as I see a headon collision on the way to the shop.

***** END EMAIL BRIEF DESCRIPTION CONTENT *****

Purchased New or Used? Used
 If Used, date purchased? 5/24/2005 Mileage? Unknown
 From whom did customer purchase used vehicle? Unknown

The headon collision on the way to the shop part is a joke.....

Dear Thomas:
 Thank you for contacting the Dodge Customer Assistance Center regarding your 2004 DODGE RAM 1500.
 I understand your turn signals have gone awry.
 A review of our records indicates that your truck does not currently require service for any recall campaigns. If your vehicle is involved in a future recall campaign, you will be notified promptly by mail.
 You can also access the self-service recall site on the internet to check on your vehicle s involvement in any/all recalls that are published.
 Simply go to one of our brand sites: www.chrysler.com; www.dodge.com or www.jeep.com and click on 'Owner Services' and then enter your Vehicle Identification Number (VIN).
 Unfortunately, we are unable to provide technical assistance for the concern you described. You may contact your local dealership for further assistance, or you may refer to the vehicle s Service Manual.
 Service Manuals provide all the information technicians need to diagnose, troubleshoot, maintain, service and repair Chrysler Motors vehicles. You can call Tech Authority to purchase Service Manuals at 1-800-890-4038 or 1-800-348-4696.

Thank you again for contacting us.

Customer Assistance Inquiry Record (CAIR)#**16950815**

Vin	1D7HE48N1	6S	Open Date	11/23/2007	Build Date	03/10/2006	
Model Year	06	Body	ND1H84	DODGE DAKOTA SLT 4X2 QUAD CAB PICKUP			
In Service Dt	03/24/2006	Dealer	42646	Dealer Zone	66	Mileage	29,800
Name:						Contact Type	E-MAIL
Address						Home Phone	
	FORT MYERS FL					Country	UNITED STATES

Product - Electrical - Lamps and Switches - Other - Default	Customer face a problem regarding turn signal
Product - Transmission / Transaxle - Automatic Trans / Transaxle - Other - Default	Customer is not happy with the service for the recall

***** EMAIL BRIEF DESCRIPTION CONTENT *****

I own a 2006 dakota slt v8 less than 30k m. trans. is broke. waiting for a month. turn signal recall, fixed.... broke after a day...why should I ever buy a dodge.

***** END EMAIL BRIEF DESCRIPTION CONTENT *****

Purchased New or Used? Used

If Used, date purchased? 04/13/07 Mileage? 29800

From whom did customer purchase used vehicle? N/A

*****Start Of Customer Email*****

A month to change a transmission that still hasn't been changed. A factory recall for a turn signal that you fixed and I still can't turn left without fearing for my life because every left turn turns into a right turn or windshield wipers. Sounds safe. My lawyer loves this already.

*****Start of Email Response****

Rerouted to T2TN as call back is required to the customer as well as dealer.

*****End of Email Response****

***** WRITER S COMMENTS *****

Writer called Dealership 42310; spoke with Karen in Service Department; she states vehicle is not in this Service Department.

Writer called Dealership 66732; spoke with Bryan; he states vehicle has never been in Service Department.

Agent attempted to contact the customer on 11/23/2007 at 09:48 am on the customer's Home phone; no answer; left message on answering machine. Writer is attempting to determine the current location of customer's vehicle.

Agent contacted the customer on 11/23/2007 at 12:54 pm on the customer's Home phone; he states he is driving vehicle because the dealership assured him vehicle is safe to drive; he states dealership called him to request he bring the vehicle in on 11/26/2007.

Customer states he took the vehicle to Palm Dodge (Dealership 42646). Writer called dealership; spoke with Assistant Service Manager Tom; he states his records show vehicle was bought at a Toyota dealership in Fort Myers; vehicle was last in Service Department 10/23/07; dealership reprogrammed transmission control module (TCM) and replaced filter and sump filter per applicable Technical Service Bulletins (TSB); he has no record of an appointment for customer on 11/26/07, 11/27/07, or 11/28/07; he has no history of turn signal repair on this vehicle.

Writer sees no recall applicable to this vehicle. Recall #F08, Reprogram Cab Compartment Node (CCN) Control Module, does not apply to customer's vehicle.

***** WRITER S RESPONSE *****

Thank you for contacting the Dodge Customer Assistance Center regarding your 2006 Dodge Dakota SLT pickup truck.

We regret that you are still experiencing problems with your Dakota. It is our suggestion that you continue to work with your servicing dealer.

If the dealer has been unable to determine or resolve your concerns, you may want to seek a second opinion from another authorized dealership.

If your concerns are still not resolved after consulting another dealer,
please contact our office at 1-800-992-1997, 8:00 a.m. to 5:00 p.m.,
Monday through Friday, to speak with one of our trained Customer Service
Representatives.

Thanks again for your email.

***** END WRITER S RESPONSE *****

Customer Assistance Inquiry Record (CAIR)#**16957177**

Vin	1D7HU1828	6S	Open Date	11/20/2007	Build Date	04/12/2006	
Model Year	06	Body	DR6H41	DODGE RAM SLT 4X4 1500 QUAD CAB PICKUP			
In Service Dt	07/26/2006	Dealer	45244	Dealer Zone	42	Mileage	31,000
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	HIGHLAND MI				Country	UNITED STATES	

Product - Electrical - Lamps and Switches - Defective - Default	Turn signals inoperative
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***** Referral worked for BK43

Writer spoke with owner. Owner states that vehicle turn signals work intermittently when making a right turn or left turn. Owner states when turning right, the left turn signal will activate, or the right turn signal will not activate at all. Owner states that he can bring vehicle to dealership # 45244 for diagnosis and repair next week. Writer will contact owner next week to schedule a dealer diagnosis appointment. Writer spoke with owner. Owner states he wants to bring vehicle back into dealer #45244 for diagnosis and repair for turn signal concerns. Writer will advise BK43 of above information. Owner thanked writer for follow up call.

Writer contacted dealer # 45244 Hall Chrysler and spoke with SM Pat, and advised SM of ongoing intermittent turn signal concerns. SM Pat advised that owner can bring in vehicle at any time next week for diagnosis. Writer contacted Chrysler engineer Patrick Drobek and advised of above information. Writer left Patrick writer direct extension for callback. Writer spoke with engineer Patrick Drobek who states that himself and an engineer will arrive at dealer between 9:00am-9:30am on Wednesday 12/12/2007. Writer spoke with SM Pat and advised Pat that vehicle will be dropped off at dealer on Tuesday 12/11/2007 at 4 pm, and writer will authorize two days of rental assistance at \$40.00 per day.

Customer Assistance Inquiry Record (CAIR)#**17024623**

Vin	1D4HB48N6	6F	Open Date	12/14/2007	Build Date	01/17/2006	
Model Year	06	Body	HB5H74	DODGE DURANGO SLT 4X4 SPORT UTILITY 4-DOOR			
In Service Dt	01/19/2006	Dealer	66908	Dealer Zone	66	Mileage	42,000
Name:						Contact Type	E-MAIL
Address						Home Phone	
	CLARKSVILLE TN					Country	UNITED STATES

Product - Electrical - Lamps and Switches - Other - Default

Customer experiencing problem with the indicator of the vehicle.

***** EMAIL BRIEF DESCRIPTION CONTENT *****

Dodge service terminal unable to fix problem

***** END EMAIL BRIEF DESCRIPTION CONTENT *****

Purchased New or Used? Used

If Used, date purchased? 11/02/06 Mileage? 42000

From whom did customer purchase used vehicle? Individual

***** BEGIN CUSTOMER EMAIL *****

I have a question about the blinkers on my 06 Dodge durango it seems that they are possessed at times. Few times they will indicate inside and out the opposite of what is turned on. I do not believe the dealership here has mislead me in any way I am just checking if there are other vehicles that have had this problem for they cannot seem to find it. Regardless it causes a problem during driving as I am sure you can imagine any ideas I can give my service department would be invaluable. Thank you very much

***** BEGIN EMAIL RESPONSE *****

Customer owns 3 vehicles. Routed to T2TN for further handling.

***** END EMAIL RESPONSE *****

Agent contacted dealer 66908 and spoke with Cathy, Service Advisor. Cathy stated that the customer came in on December 3, 2007 at 45073 miles. Customer s complaint was for example: When turning the right turn signal on, the left turn shows in the panel. Dealer could not duplicate.

***** BEGIN REPLY *****

Thank you for contacting the Dodge Customer Assistance Center regarding the turn signal concern you have with your 2006 Dodge Durango. Intermittent problems are often very difficult for the dealer to duplicate. This may cause delay in diagnosis and repair. Often, there are many components that could produce the same symptoms. Unless the dealer is able to duplicate the problem, he cannot properly diagnose the concern and properly repair your car.

We have found that if the customer keeps a log or notes on when the problem does occur, this can assist the dealer in diagnosing the problem. Any specific information you are able to provide relative to when a certain problem appears, will help the dealer to perform prompt diagnosis and repairs.

We regret your dissatisfaction and trust you will understand our position.

The information you are seeking is unavailable.

Thanks again for your email.

***** END OF REPLY *****

Customer Assistance Inquiry Record (CAIR)#**17063535**

Vin	1D7HE48K3	5S [REDACTED]	Open Date	12/26/2007	Build Date	11/03/2004	
Model Year	05	Body	ND1H84	DODGE DAKOTA P/U QUAD CAB SLT 4X2			
In Service Dt	08/23/2005	Dealer	41026	Dealer Zone	66	Mileage	19,900
Name:	[REDACTED]					Contact Type	TELEPHONE
Address	[REDACTED]					Home Phone	[REDACTED]
	ASHEVILLE NC [REDACTED]					Country	UNITED STATES

Product - Electrical - Lamps and Switches - Other - Default	Customer said that when turning left the right turn signal comes on.
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Purchased New or Used? New
 If Used, date purchased? N/A Mileage? N/A
 From whom did customer purchase used vehicle? N/A
 Customer states that he was sitting at a red light and he stated he went to signal for a left turns and the right turn signal will come on. He states that the vehicle was taken to the dealer and they done a diagnosis on the vehicle but they where unable to duplicate. Agent contacted dealership 41026 and spoke to Mike. He stated that the vehicle was brought in on 12/17/2007-19751
 Could not duplicate.
 Agent informed the customer that he would need to keep working with dealership.

Customer Assistance Inquiry Record (CAIR)#**17139403**

Vin	3D7MS48C6	5C	Open Date	01/21/2008	Build Date	09/14/2004	
Model Year	05	Body	DH8H42	DODGE RAM SLT 3500 QUAD CAB PICKUP			
In Service Dt	10/11/2004	Dealer	68511	Dealer Zone	66	Mileage	28,036
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	LAFAYETTE TN					Country	UNITED STATES

Referral - Tier Two - Internal Escalation - Authorization - Default	Tier two referral.
Product - Electrical - Lamps and Switches - Other - Default	Vehicle is malfunctioning for the turn signals, head lights, wiper.

****Begin structured narrative T2 - GOODWILL ESCALATION

What is the customer requesting from Chrysler?

Assistance of malfunction of the wiper, head lights, turn signals.

How far out of warranty is the vehicle/repair by time and/or mileage?

Out of warranty by three months.

Is there a service contract on this vehicle that would cover the repair?

No.

Is the customer the original owner of this vehicle?

Yes.

How many Chrysler vehicles has the customer owned including this vehicle?

One.

Is there warranty history related to the current concern?

Yes.

Has the vehicle been taken to a Chrysler, Dodge or Jeep dealer?

No.

****End structured narrative T2 - GOODWILL ESCALATION

Purchased New or Used? New

If Used, date purchased? 10/11/04 Mileage?

From whom did customer purchase used vehicle? CDJ dealer

Customer is stating that when he turns the signal on to the left right turn signal comes on and if you turn the right signal on the left signal comes on, wiper all of a sudden starts going back aforth, and the heads comes on by their selfs. Customer is stating that it does not do this all the time. Customer stated that it did this before and they put malfunction sensor in and this was on 06/01/06. Customer is asking for assistance of this repair. Customer has not taken the vehicle to the dealership but did call and they stated that it was out of warranty. Per ALS 70 tier two referral.

Customer transferred to the internal Tier 2 escalation line for further review of concern.

Robin can be reached at extension 69979.

Customer seeking assistance with repairs in regards to electrical concerns. States that he has had previous electrical issues, but has not been to the dealership for this concern. Writer contacted dealer 68511, spoke with advisor who took agents information due to service manager being on the other line. Writer was informed that the service manager would be calling back. If so, and he does not reach agent please advise of customer s request. Advised custoemr that agent has to offer call back, because dealer has to verify that they will diagnose the vehicle out of warranty and possibly work with CAC to have the vehicle repaired. Customer accepted call back.

Dealer Call

Jim the service manager returned writer s call. States that he has not seen or serviced the vehicle since 10/19/07. Jim informs that the customer has had a previous issue at about 16,000 miles, but has only paid for two oil changes for the life of his vehicle. States that he will diagnose the customer and accept a PA for the repairs. Informed that writer is not willing to completely cover the cost of repairs but will review.

Writer will call customer back later to advise dealer needs to be contacted to set appointment for diagnosis.

*****RECALL CONTACT*****

Customer called in stating that he has been having an electrical issue with the vehicle. The customer stated that he was supposed to hear back from the agent about getting the vehicle into the dealer for a diagnosis. The customer is wanting to either speak with the agent directly. The agent advised the customer that the agent is wanting the customer to make a appointment at his convenience to take the vehicle for a diagnosis to find the issue so that the agent can look into possible assistance. The agent advised the customer that it would be noted in the file that he call in and was advised to set an appointment for a diagnosis. The customer stated that he would try to set up an appointment for this Friday and would appreciate if the agent would contact him back and speak to him more about his file. The agent advised the customer the agent would see his comments in the file and will contact him back at her convenience.

SM Lisa calls from #68511 advising that above electrical concerns cannot be duplicated at this time. No repairs are needed this visit to dealer.

SM Lisa will release vehicle to owner.

Customer Assistance Inquiry Record (CAIR)#**17141141**

Vin	1D7HA18N8	6S	Open Date	01/21/2008	Build Date	06/26/2006	
Model Year	06	Body	DR1H41	DODGE RAM SLT 4X2 1500 QUAD CAB PICKUP			
In Service Dt	10/13/2006	Dealer	44993	Dealer Zone	63	Mileage	13,500
Name:						Contact Type	
Address	ROCKWALL TX					Home Phone	
						Country	UNITED STATES

Product - Steering - Unknown - Vibration - Default	Claims there is a vibration in the steering wheel.
Dealer - Service/Body Shop - Transaction - Problem Not Resolved - Default	Issue not resolved

Purchased New or Used? NEW

If Used, date purchased? NA Mileage? NA

From whom did customer purchase used vehicle? CDJ dealer

Customer claims he is either trying to get in contact with a district manager or service rep. Agent advised customer that there is no contact information for the district manager and he would need to contact the dealership to get in contact with the district manager. Customer stated he needs to talk about his issue. Agent advised that his issue would be documented and the file has been forwarded to get additional parties involved. Agent advised customer to work with the dealership.

***** RECALL CONTACT *****

Customer requesting District Representative or Technical Supervisor.

Agent referred customer to dealer for District Representative or Technical information. Agent requested if customer is having vehicle problems. Customer stated has a shimmy in steering wheel and dealer is unable to repair. Agent called Dealer 44993, Service Manager unavailable, spoke with Service Writer, Mike and he verified vehicle arrived:

11/26/07 to 11/26/07

12,735

Concern: Blow out on tire that damaged wheel

Diagnosis: Replaced tire.

Mike stated vehicle has been there (15) times and will fax repair information Agent provided Reference number and fax information. Agent advised customer, will continue to research information and offered call back. Customer agreed for call back at 972 722 9181. Customer stated he has called before and is now requesting Lemon Law. Agent advised customer will research further and will contact customer.

Agent received fax from Dealer 44993 and verified vehicle arrived:

11/20/07 to 11/21/07

12,735

Concern: Loose tire, tire blown out and wheel scuffed

Diagnosis: Mounted and balanced one tire.

09/25/07 to 09/25/07

11,157

Concern: Vibration coming from front when turning

Diagnosis: Front end N/C

08/03/07 to 08/07/07

9,881

Concern #1: Turn signals not working properly, right turn signal blinks when left is on and right blinks when left is on at times. When door is ajar, light was also on.

Diagnosis: Switch multifunction - Tested and replaced per Chrysler Engineer.

Concern #2: Customer requested if possible to get stains out of rear middle seat

Diagnosis: Sublet

Concern #3: Customer requesting if white mark on passenger side bed rail can be buffed out.

Diagnosis: Sublet
Provided Rental.
07/27/07 to 07/27/07
9,739

Concern: Customer requesting full detail
Diagnosis: Detailed, washed and cleaned.
06/09/07 to 06/09/07
8,600

Concern#1: Oil change
Diagnosis: completed oil change, replaced and filter - engine oil
Concern #2: Customer requesting tire rotation
Diagnosis: Rotated tires
Concern #3: Customer reporting damaged studs
Diagnosis: Replaced (2) studs
12/12/06 to 12/13/06
2,135

Concern: Customer stated vehicle making grinding noise when making left turns, worse in parking lots.
Diagnosis: Test drove, unable to duplicate noise. Customer will return for test drive with technician.
Concern #2: Customer states center console LTD is peeling and coming apart.

Diagnosis: Ordered part.
03/12/07 to 03/13/07
6,515

Concern #1: Customer stated when turning left or right, bearings are making noise

Diagnosis: Found front left and right hub bearing assembly dry and making noise on turns - Replaced both front hub bearing assemblies.

Concern #2: Center console peeling
Diagnosis: LTD replaced.

Concern #3: Arm rest problem.
Diagnosis: Covered Armrest/Console - Replaced Hinge
01/13/07 to 01/13/07
3,394

Concern: Customer states that on slow turns - when turning left, feels like binding/vibration:
Diagnosis: Pressure tested power steering system erratic, replaced pump.
01/16/08 to 01/16/08
13,436

Concern: Maintenance
Diagnosis: Performed oil change with premium conventional oil -Multi Point Inspection performed - Car Magic Dent Repair - QUICK SERVICE. Agent consulted with MDB80 and she advised contacting customer and advise information has been reviewed and understand customer is still experiencing problems with vehicle and to request if he would be willing to take vehicle back to Dealer 44993, if not, to advise CCAC which DCX dealer customer will be contacting to schedule repair appointment and to let customer know his file can be forwarded to dealership to get the appropriate parties involved to resolve vehicle issue. MDB80 approved 4A Direct to Dealer per 12/12/06 - grinding noise when making left turns and 03/12/07 - when turning left or right, bearings are making noise. Agent contacted customer at 972 722 9181 and advised, information has been reviewed and understand customer is still experiencing problems and requested if he would be willing to take vehicle back to Dealer 44993, if not, to advise CCAC which DCX dealer he will be contacting to schedule repair appointment and provided Reference number advised customer his file will be forwarded to the dealership to get the appropriate parties involved to resolve vehicle issue. Customer agreed to contact Dealer 44993 and schedule an appointment. Agent called Dealer 44993, Service Manager unavailable, spoke with Warranty Administrator, Devan know, sending a Direct to Dealer. Devan stated she will let Service Manager, Ed know.

\$\$\$ \$ DIRECT-TO-DEALER 4A \$\$\$ \$\$\$\$ \$

ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER

This Direct-to-Dealer CAIR is being sent for the following reason:

Unresolved vehicle concern. Please update this CAIR as required.

Agent called dealer and spoke to Warranty Administrator, Devan to inform

\$

MDB80 approved 4A Direct to Dealer.
REASSIGNED TO BC/DLR 63 44993 01/25/08 09:36 R 17141141
*Contact Date:01/25/2008

Service / Parts Director at the dealership has closed the Cair# 17141141
Repair is not covered by warranty and explanation has been provided to customer.

CAIR RETURNED FROM DEALER ON 1/25/2008 AT 11:40:898 R 17141141

Customer states that he spoke with JG823 about a week ago in regards to serious issues with the wobbling steering issue. Customer states that he was advised that the appropriate parties were going to get involved and to make an appointment with the dealership. Customer states that dealer advised not to bring the vehicle in now and they will get every one coordinated for him to attempt to get the on going steering issue resolved. Customer states that the issue has not been fixed and he was advised that the distract manager and appropriate parties will get involved to get a resolution for the concern with the steering wobbling. Customer states that the dealership was under the impression that the file was old and closed it before reading everything in the file.

Customer is seeking if the file can get re-sent to the above dealership. Agent consulted with ALS70 and contacted dealer 44993 and spoke to Ed the service manager who states that he has been advised that there is no fix for the above steering issue. Agent advised customer of the above direct to dealer and if he needed to he could contact more appropriate parties to attempt to get a resolution for the steering concern. Ed states that he did research and found no TSB or any thing further to fix customer s steering concern. Ed states that he will contact his engineer tech to attempt to get a resolution for the steering concern because he has been advised there is no fix. Agent advised customer that the file is going to be forwarded back to the dealership for further possible assistance on getting a resolution for the on going steering issue.

\$\$\$\$ DIRECT-TO-DEALER 4A \$\$\$\$\$\$
ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER

This Direct-to-Dealer CAIR is being sent for the following reason:
Unresolved vehicle concern
Please update this CAIR as required.

Agent called dealer and spoke to Ed to inform that CAIR was being sent.

\$

REASSIGNED TO BC/DLR 63 44993 01/28/08 12:00 R 17141141
*Contact Date:01/28/2008

Service / Parts Director at the dealership has closed the Cair# 17141141
Repair is not covered by warranty and explanation has been provided to customer.

Request was reviewed with DM.
CAIR RETURNED FROM DEALER ON 1/28/2008 AT 04:40:463 R 17141141

Customer Assistance Inquiry Record (CAIR)#**17176393**

Vin	1D7HW48N3	5S	Open Date	01/31/2008	Build Date	11/05/2004	
Model Year	05	Body	ND5H84	DODGE DAKOTA P/U QUAD CAB SLT 4X4			
In Service Dt	12/09/2004	Dealer	42243	Dealer Zone	66	Mileage	39,870
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	FLAGLER BEACH FL					Country	UNITED STATES

Referral - Tier Two - Internal Escalation - Authorization - Default	Customer seeking assistance with repairs.
Product - Body / Trim / Paint Finish - Paint Finish - Flaking, Peeling, Blistering - Grille / Front Valance	Customer states paint is peeling near front bumper.
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Customer states the turn signals are not working correctly.
Product - Fuel System - Fuel Tank - Leaks - Default	Customer states there is a hole in the fuel tank.
Product - Brakes - Disc Brake Assy/Calipers - Binds, Sticks, Seized - Front-Driver	Customer states they had to replaces the calipers.

Purchased New or Used? Used

If Used, date purchased? 06/18/07 Mileage? 34,000

From whom did customer purchase used vehicle?

CDJ dealer

Customer states that he purchased this vehicle last year and has had a few problems since. He says that they have replaced the brake pads and calipers on his vehicle. Customer states that currently the fuel tank has a hole in it and dealers estimated approximately \$900 repair. Customer states that the vehicle turn signals are blinking opposite of what he is trying to use. Customer is seeking assistance with repairs of the vehicle. Customer states that the paint is also peeling around the front bumper.

****Begin structured narrative T2 - GOODWILL ESCALATION

What is the customer requesting from Chrysler?

Assistance with repairs

How far out of warranty is the vehicle/repair by time and/or mileage?

1 month, 3,870 miles

Is there a service contract on this vehicle that would cover the repair?

no

Is the customer the original owner of this vehicle?

no

How many Chrysler vehicles has the customer owned including this vehicle?

2

Is there warranty history related to the current concern?

no

Has the vehicle been taken to a Chrysler, Dodge or Jeep dealer?

yes

****End structured narrative T2 - GOODWILL ESCALATION

Agent consulted with EMW20.

Vehicle has not been diagnosed yet for electrical concern. Owner seeking assistance with gas tank repair and electrical repair.

Informed that vehicle will need to be diagnosed first.

Owner understands process.

Referred to his service manager.

Jean called from the dealer to report the following:

1.This vehicle has been flat towed behind an RV and caused the control module to need

reprogramming. This is the owner s responsibility.

2.The fuel tank has a hole in it near the neck. This is a manufacturing defect according to Jean.

I will cover the repair less \$100.00 from the owner.

Customer Assistance Inquiry Record (CAIR)#**17331404**

Vin	1D7KS28C4	6	Open Date	03/18/2008	Build Date	09/14/2005	
Model Year	06	Body	DH7H41	DODGE RAM SLT 4X4 2500 QUAD CAB PICKUP			
In Service Dt	12/03/2005	Dealer	23657	Dealer Zone	63	Mileage	41,000
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	ROKEN ARROW OK					Country	UNITED STATES

Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Customer states turn signals intermittently do not work.
Referral - Tier Two - Internal Escalation - Authorization - Default	Customer transferred for further review.

Purchased New or Used? New

If Used, date purchased? NA Mileage? NA

From whom did customer purchase used vehicle? NA

Customer alleges the turn signals do not work properly. He states sometime the right will not work or if you turn on the left it will turn on the right turn signal. He states vehicle was taken to dealer last July for same issue. He states he called dealer and they have not called him back. Customer seeking assistance with repair. Agent consulted with JRL84. Agent transferred customer for further review.

****Begin structured narrative T2 - GOODWILL ESCALATION

What is the customer requesting from Chrysler?

Assistance with turn signals.

How far out of warranty is the vehicle/repair by time and/or mileage?
5,000 miles.

Is there a service contract on this vehicle that would cover the repair?
No.

Is the customer the original owner of this vehicle?
Yes.

How many Chrysler vehicles has the customer owned including this vehicle?
One.

Is there warranty history related to the current concern?
Yes.

Has the vehicle been taken to a Chrysler, Dodge or Jeep dealer?
No.

****End structured narrative T2 - GOODWILL ESCALATION

Customer transferred to the internal Tier 2 escalation line for further review of concern.

Richard can be reached at extension 69072.

Customer is seeking 100% coverage for the turn signal issue.

Agent called Dealer 23657, but the service manager was not available. Agent left voice message with reason for call, reference number, and contact information.

Informed customer that before Chrysler would be able to consider offering any goodwill assistance outside of warranty a diagnosis would need to be performed by an authorized Dodge dealer.

Informed customer that any authorization for a Dodge dealer diagnosis would be at their discretion and expense. No commitment for goodwill assistance has been made at this time.

Customer called in for latest update for his concern and requested to get transferred to the same previous agent.

Agent stated that he can not be transferred to the same agent and the concern is still under process and you may give us a call later.

Customer called to find out the status of the file. Customer was upset that he was speaking to some one in 'Pakistan or whatever'. He is seeking to speak with RJB176. Customer stated that the turn signal went out in July 2007. He had to have it replaced again in March 2008. He is wanting to dispute the fact that he had to pay for the repair. He feels that the part should be taken care of due to the fact that the same part was

replaced in July. Agent consulted with SG388 and he concurred with the agent that the part should have been covered under the Mopar warranty. Agent called the dealership and spoke with Cheryl, a service advisor. Cheryl advised the agent that the first repair was not done at their dealership and the part may have been repaired under the warranty, which it was.

Customer transferred to the internal Tier 2 escalation line for further review of concern.

Teak can be reached at extension 69835. Customer seeking reimbursement for repairs which should of been covered under Mopar warranty. Agent informed caller the part should of been covered under Mopar warranty and requested him to send in documentation to be reimbursed for the cost of the part.

Customer Assistance Inquiry Record (CAIR)#**17367805**

Vin	3D7MS48C6	5C	Open Date	03/28/2008	Build Date	09/14/2004	
Model Year	05	Body	DH8H42	DODGE RAM SLT 3500 QUAD CAB PICKUP			
In Service Dt	10/11/2004	Dealer	68511	Dealer Zone	66	Mileage	29,078
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	LAFAYETTE TN					Country	UNITED STATES

Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Customer states right turn signal does not work.
Referral - Tier Two - Internal Escalation - Authorization - Default	

Purchased New or Used? New

If Used, date purchased? N/A Mileage? N/A

From whom did customer purchase used vehicle?

N/A

Caller is [REDACTED], vehicle owner's son. Customer states when the right turn signal comes on, either the left comes on or the windshield wipers come on. States Chrysler was looking to see if any assistance could be provided when he called previously in CAIR 17139403, but the issue was never duplicated. Now, the issue is still occurring and customer is still seeking assistance with the cost of the repair.

****Begin structured narrative T2 - GOODWILL ESCALATION

What is the customer requesting from Chrysler?

Assistance with turn signal operations repair.

How far out of warranty is the vehicle/repair by time and/or mileage?

5 months

Is there a service contract on this vehicle that would cover the repair?

no

Is the customer the original owner of this vehicle?

yes

How many Chrysler vehicles has the customer owned including this vehicle?

1

Is there warranty history related to the current concern?

yes

Has the vehicle been taken to a Chrysler, Dodge or Jeep dealer?

no

****End structured narrative T2 - GOODWILL ESCALATION

Consulted with RWA22.

Customer transferred to the internal Tier 2 escalation line for further review of concern.

Customer transferred to the internal Tier 2 escalation line for further review of concern.

Teak can be reached at extension 69835. First owner of two vehicles seeking assistance in the cost of repairing the turn signal system.

Vehicle has no service contracts and one previous repair. Vehicle has not been diagnosed at this time.

Informed customer that before Chrysler would be able to consider offering any goodwill assistance outside of warranty a diagnosis would need to be performed by an authorized Chrysler, Dodge, or Jeep dealer. Informed customer that any authorization for a Chrysler, Dodge, or Jeep dealer diagnosis would be at their discretion and expense. No commitment for goodwill assistance has been made at this time.

Customer Assistance Inquiry Record (CAIR)#**17371634**

Vin	1D7HW48NX	7S	Open Date	03/31/2008	Build Date	06/30/2006	
Model Year	07	Body	ND5H84	DODGE DAKOTA P/U QUAD CAB SLT 4X4			
In Service Dt	10/20/2007	Dealer	68665	Dealer Zone	32	Mileage	4,788
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	WESTTOWN NY					Country	UNITED STATES

Product - Engine - Unknown - Check Engine Lamp On/Flashing - Default	Customer says that the engine will stall and the MIL light comes on.
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Customer says the turn signals are not operating properly.
Product - Electrical - Unknown - Other - Default	Customer says there is a dinging sound going off intermittently.
Dealer - Service/Body Shop - Transaction - Repeated Trips Required - Default	Customer states the vehicle has been to the dealer 4 times.

Purchased New or Used? New

If Used, date purchased? n/a Mileage? n/a

From whom did customer purchase used vehicle?

N/a

Customer says vehicle has been in shop 4 times for the turn signals not operating correctly. He says the signal will intermittently flash the opposite indicator from the one customer used. He says when this happens, the signal will stay on after customer tries to turn it off. He says that the dealer replaced the indicator switch, as well as the clockspring.

He also says that the vehicle has stalled out 3 times, with the check engine light coming on each time, but the dealer has not been able to duplicate the issue so no repairs have been made. He states that this issue has also been intermittent, and says the check engine light goes off once the vehicle dies, and the light will go off once it restarts. He states that when the check engine comes on in this issue, the light is not blinking, but it did dim down.

Customer says that there is also a noise that is intermittently going off after the vehicle has been driving for a while. He states that this noise only happens once and does not go off again.

Customer says that he does not have an appointment to take the vehicle back to the dealer at this time. He said the last appointment had to be cancelled because he had to work over.

He also says that he has held his March payment due to the issues he has been having with the vehicle, and the fact that he cannot get any information from the dealer or the district representative. He also stated that the vehicle qualified for Lemon Law, and stated that he needed to have these issues resolved.

Agent advised customer that his concerns have been documented, and advised that a file will be sent to notify the appropriate parties of his concerns. Agent provided customer with file number, and referred him to the dealer for further information on having the vehicle inspected and repaired. He requested that the district manager contact him regarding his vehicle, and that the dealer contact him to set up an appointment to take the vehicle back in.

Agent contacted dealer and spoke with Roger in service. He provided the following repair history.

02/20/08 at 3251 miles customer complained of stalling and intermittent chiming. Dealer performed several diagnostic tests, but no issues found after checking all wiring and codes. No duplication made of any concerns after diagnostics and roadtesting.

Customer complained of signal lights malfunctioning. Dealer showed customer information in owner s manual. Dealer found stored codes, and replaced front control module per STAR.

11/01/07 406 miles customer complained of turn signals not operating.

Dealer replaced the clockspring and a directional switch.
10/20/07 at 31 miles customer complains of rough idle. Dealer tested TIPM and ran diagnostics, no issues found. Dealer noted issue could have been caused by bad gas.

Agent thanked Roger for his time and requested to speak with the service manager. Agent was transferred to Steve, the service manager. Agent left a message advising of customer's concerns, and of direct to dealer. Agent requested that Steve have someone contact the customer to set up an appointment for further diagnosis, and also advised that the customer is requesting to be contacted by the district manager regarding his concerns. Agent provided file number and advised that she would call back later to verify that information was received.

DIRECT-TO-DEALER (Code=1B) #####
ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER

Please follow your Business Center guidelines in an attempt to resolve this customer's concern(s). If needed, seek assistance from your District Mgr, Business Center or STAR. Please update this CAIR within 24 hours of receipt. A case manager may follow up with the customer for resolution. Agent called dealer and left a message for Steve to inform that CAIR was being sent.

CUSTOMER CONTACT INFORMATION: 845-726-5114

#####

Customer is seeking relief under State
Lemon Law / Buyback / Arbitration process.

REASSIGNED TO BC/DLR 32 68665 03/31/08 12:45 O 17371634

*****OWNER RETENTION TASK FORCE TEAM***** THIS CAIR HAS BEEN ASSIGNED
TO MIKELYN BUYS AT 888-542-7239 EXT 464. IF CUSTOMER SHOULD CALL, PLEASE
HAVE THEM CONTACT ME DIRECTLY...THANKS

4/4/08: I called and spoke to Steve Nardone, SM at Franklin Sussex Dealer and he confirmed vehicle is not currently in for repair, went over the RO's and will also fax them to me. mb981

4/4/08: I called and spoke to left a voice mail for [REDACTED] to call back regarding the turn signal/stalling concerns he's been having with his 2007 Dodge Dakota. mb981

4/7/08: [REDACTED] returned my call advising he's still having the following problems with the vehicle:

A) When Left turn signal is turned on, it will turn off by itself and then the Right turn signal will turn on by itself, then turns off by itself, etc
...Intermittent problem

B) Warning bell comes on every time the vehicle is driven, either when the vehicle is first started or after the vehicle has been driven for a while..

With that said, I advised [REDACTED] that I am here to assist him in getting his vehicle repaired and him back in a working vehicle, preferably his own on behalf of Chrysler, which is why we need to take the vehicle back in to Franklin Sussex Dealer for assessment/repair...

[REDACTED] agreed to take the vehicle back in for assessment/repair and will call me, once the vehicle is back at Franklin Sussex Dealer, which will hopefully be by Saturday or sooner if possible, so I can follow-up with them on the assessment/repair and we can go from there. mb981

4/10/08: I received a call from [REDACTED] confirming the vehicle is back at Franklin Sussex Dealer for assessment, so I advised [REDACTED] that I'm going to follow-up with Franklin Sussex 4/14 for results of the vehicle assessment and then we'll go from there-ok per customer/customer understood mb981

4/14/08: I called and spoke to Jack Palmer, customer's Service Advisor at Franklin Sussex Dealer, since Steve Nardone; SM wasn't available and he confirmed the vehicle was repaired/picked-up by customer on 4/11, went over RO and will also fax it to me..

RO 231007 4/10/08 with 4448 miles: A) When using turn signals, will not cancel and then switches to the other side and flashes, then hears a chime sound at times- Installed new IPM module, tried several times, ok. Retested and found code B106B in the FCM. Found new IPM missing, installed new relay in unit, then retested and found ok...

With that said, I called and spoke to Mrs Federowski and she confirmed the vehicle was picked-up from repair at Franklin Sussex with a dent in the rear, so they've already spoken to Steve, SM at Franklin Sussex about the Dent and are just waiting for hear back from him regarding the dent.

[REDACTED] also advised the turn signals have already acted up again 2x

to Franklin Sussex, which will make the 4th time a repair has been attempted on the vehicle for the same ongoing turn signal concerns...

With that said, I advised [REDACTED] that I am going to follow-up with my partners (DM) regarding the situation and will call her back with further instructions on where we need to go from here on this, if she can please call me, once the vehicle is back at Franklin Sussex, so we can go from there- ok per customer/customer understood.

I then called and left a voice mail for DM Victor Rosario advising of the current situation and brief vehicle repair history on the vehicle, also requesting that he assess the situation and call me back to discuss/to let know if he feels the situation warrants a Tech inspection. mb981

[REDACTED] also confirmed the Stalling and the chiming hasn't occurred again, so she is happy about that. mb981

4/16/08: I called and spoke to Jack Palmer, customer's Service Advisor at Franklin Sussex Dealer and he confirmed customer has scheduled an appt for 4/21 to bring the vehicle back again, since the turn signals still aren't repaired.

I then called and spoke to DM Victor advising of the current situation and brief vehicle repair history, since customer's pending 4/21 appt at Franklin Sussex will make their 4th repair attempt to resolve customer's ongoing turn signal concerns...

With that said, Victor advised me that he's been in meetings all week, but will follow-up/assess the situation further with Franklin Sussex Dealer and then call me back from there, if I can please Email the vehicle vin# to him I also called and spoke to [REDACTED] and he confirmed their 4/21 appt to bring the vehicle back in to Franklin Sussex again for the turn signals, also advising that he never heard back from Steve, SM at Franklin Sussex regarding the dent that was put on their vehicle, while it was in for repair the last time, so he's going to speak with Steve about that also, when he takes the vehicle back in...

With that said, I advised [REDACTED] that I have reviewed his situation with the DM and he is going to assess the situation with Franklin Sussex, since he has the authority to make a final decision on his situation, so I should be calling him back next week, once I receive further instructions from the DM on where we need to go from here on this, in order to get his situation resolved- ok per customer/customer understood. mb981

4/21/08: I received a call from [REDACTED] and he put [REDACTED] on the phone and she advised me they are at Franklin Sussex Dealer now and Franklin Sussex is wanting them to show them the turn signal problem they having with the vehicle, which she doesn't feel she should have to do, since they already verified the problem previously and have already attempted a repair 3 times for the same issue.

[REDACTED] then became very upset/emotional advising she can't take this anymore and would like the vehicle bought-back with her down payment refunded or she is going to go all the way with the situation (file for the Lemon Law), since she feels the vehicle already meets the requirements for the Lemon Law...

With that said, I advised [REDACTED] that I've already reviewed her situation with the DM and am going to call him now and will call her back, as soon as I receive a decision from him regarding her Buy-back request, since he has the authority to approve a Buy-back for her.

[REDACTED] then inquired if she should stay at the Dealer or go ahead and leave, so I advised her that I can't tell her what to do, since that is her decision, but I can certainly contact the DM and call her back, as soon as I receive a decision from him regarding her Buy-back request...

With that said, [REDACTED] advised me that she is too upset to deal with the situation now, so she is going to let Franklin Sussex know that she spoke to me and is going to leave the Dealership...

I then called and left a voice mail for/also emailed DM Victor updating him on the situation/customer's disposition, since she is now seeking a Buyback/down payment refund on the vehicle or she may proceed with the Lemon Law, also requesting that he call me back to discuss per our previous conversation last week regarding the CAIR/situation. mb981

4/22/08: I received an email response from DM Victor advising that he's unable to recommend a Replacement at this time, since Franklin Sussex hasn't been able to duplicate customer's turn signal concern as of yet...

Per customer's repair history, it looks like customer's turn signal concern

at Franklin Sussex 4/23 to see if the concern was duplicated on customer s 4/10 visit, before contacting customer to advise of the DM s Replacement decision. mb981

4/23/08: I called and spoke to Jack Palmer, customer s Service Advisor, since Steve Nardone, SM wasn t available and he believes they ve only been able to duplicate customer s Turn signal concerns once and that was in the beginning of the situation, but haven t been able to duplicate it since, which is why they ve been contacting STAR for assistance...

With that said, I called and left a voice mail for [REDACTED] advising that I received a decision from the DM regarding their Replacement request, also requesting a call back to discuss. mb981

4/23/08: I received a voice mail from [REDACTED] returning my call, so I called and spoke to [REDACTED] and he referred me to [REDACTED] s cell [REDACTED], since it s her vehicle, so I called and left a voice call for [REDACTED] returning her call, also requesting a call back.. mb981

4/23/08: [REDACTED] returned my call, so I advised her that I received a decision from the DM regarding her Replacement request, but he s not inclined to Replace the vehicle at this time, since Franklin Sussex wasn t to duplicate her Turn signal concern on her last visit...

With that said [REDACTED] advised me the chiming noise has returned and the situation with the dent still hasn t been resolved. so I advised Mrs [REDACTED] that the dent situation/discrepancy would be between herself and Franklin Sussex, since I don t handle that side of it, but I can certainly assist her with getting the vehicle repaired, if Franklin Sussex is able to duplicate her turn signal/chiming concerns...

[REDACTED] then advised me that she s going to take the vehicle back in to Franklin Sussex for the chiming noise and will call me back, once the vehicle is back at the Dealership, so we can go from there- ok per customer customer understood. mb981

4/28/08: I called and spoke to Jack, customer s Service Advisor at Franklin Sussex Dealer and he confirmed [REDACTED] hasn t brought vehicle back in yet for the chiming sound concern, so I called and left a voice mail for [REDACTED] requesting a call back regarding her pending Service visit at Franklin Sussex for the chiming noise concern. mb981

4/30/08: I called and spoke to Jack, customer s Service Advisor and Steve, SM at Franklin Sussex Dealer and they confirmed Mrs Federowski hasn t brought the vehicle back in yet for the chiming sound concern, nor have they heard from here since 4/21 when she told them she no longer wanted the vehicle and then left the dealership with the vehicle, without having the vehicle assessed for the turn signal concern.

With that said, I called and left a 2nd voice mail for [REDACTED] to call back regarding her pending Service visit at Franklin Sussex for the chiming noise concern. mb981

5/2/08: I called and spoke to Janice Rizzo in Service at Franklin Sussex Dealer and she confirmed [REDACTED] still hasn t brought her vehicle back in yet for the chiming sound concern, nor do they have a pending appt set-up for her, but she believes Steve, SM may be working with customer on this per Jack, customer s Service Advisor, so Janice is going to have Jack call me back with confirmation on that, since Steve, SM isn t available. mb981.

5/2/08: I spoke to Steve, SM at Franklin Sussex Dealer and he confirmed that neither he, nor his other reps in Service have heard from customer regarding a pending Service visit, so I called and spoke to [REDACTED] regarding the pending Service visit, since I haven t been able to reach [REDACTED] and he advised me that he s not sure what [REDACTED] is doing about the situation and politely referred me back to her...

With that said, I called and left a 3rd/final voice mail for [REDACTED] to call back regarding her pending Service visit at Franklin Sussex for the chiming noise concern. mb981

5/5/08: I ve received no call back/response from customer, after 3 attempts to reach her regarding her pending vehicle assessment at Franklin Sussex to address her reoccurring chiming noise concern, that was originally repaired at Franklin Sussex Dealer on 4/10...Assuming all ok with vehicle and am CLOSING CAIR. mb981

Correct date for CAIR line 243 is 5/6/08 mb981

Customer Assistance Inquiry Record (CAIR)#**17442119**

Vin	3D7KS28A0	8G	Open Date	04/22/2008	Build Date	07/17/2007	
Model Year	08	Body	DH7H41	DODGE RAM SLT 4X4 2500 QUAD CAB PICKUP			
In Service Dt	08/22/2007	Dealer	41933	Dealer Zone	63	Mileage	17,000
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	KAUFMAN TX					Country	UNITED STATES

Product - Brakes - Unknown - Brake/Parking Brake Lamp On/Flashing - Default	Brake light comes on.
Product - Engine - Unknown - Check Engine Lamp On/Flashing - Default	Engine light comes on.
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Turn signal does not work properly.

Purchased New or Used? New

If Used, date purchased? NA Mileage? NA

From whom did customer purchase used vehicle?

NA

Customer calling states the vehicle has been taken to the dealership six times. The engine and brake light comes on. When the blinker is turned on after it is cancelled the other side comes on. Called dealer 41933 spoke with Gary who gave the following dates.

3/19/08 @14161 miles- updated ecm, found short in switch for turn signal

12/7/07 @9484 miles - replaced and o2 sensor, replaced multifunction switch

11/10/07 @4227 miles- engine light on- replaced o2 sensor modules

DIRECT-TO-DEALER Code=1B

ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER

Please follow your Business Center guidelines in an attempt to resolve this customer's concern(s). If needed, seek assistance from your

District Mgr, Business Center or STAR. Please update this CAIR within 24 hours of receipt. A case manager may follow up with the customer for resolution. Agent called dealer and spoke to Gary to inform that CAIR was being sent.

CUSTOMER CONTACT INFORMATION: 9724270180 or 2142139744

#####

Informed owner a file will be sent to involve the appropriate parties.

The owner says he wants the vehicle fixed or replaced. The owner requests a phone number for the District Manager. Advised owner that CCAC does not have that information and advised that he can ask the Service Manager for the number but he does not have to provide it.

Provided reference number to the owner.

Customer is seeking relief under State

Lemon Law / Buyback / Arbitration process.

REASSIGNED TO BC/DLR 63 41933 04/22/08 17:49 O 17442119

Customer Assistance Inquiry Record (CAIR)#**17531553**

Vin	3D7KS19D8	6G [REDACTED]	Open Date	05/22/2008	Build Date	02/10/2006	
Model Year	06	Body	DH6H81	DODGE RAM SLT 4X4 1500 MEGA CAB PICKUP			
In Service Dt	03/27/2006	Dealer	60204	Dealer Zone	74	Mileage	49,000
Name:	[REDACTED]					Contact Type	TELEPHONE
Address	[REDACTED]					Home Phone	[REDACTED]
	RAWLINS WY [REDACTED]					Country	UNITED STATES

Product - Electrical - Lamps and Switches - Defective - Default

customer called as lamps defective

customer called and said that had problems with the turn signals...when
show left the right blinks and when right the left blinks..customer said
this happens like 2-3 a week...customer visited delaer and this problem
not happening at the delaership.customer aksing for help.

Customer Assistance Inquiry Record (CAIR)#**17574007**

Vin	3D7KS29C3	6G	Open Date	06/06/2008	Build Date	01/23/2006	
Model Year	06	Body	DH7P81	DODGE RAM 2500 MEGA CAB PICKUP			
In Service Dt	03/16/2006	Dealer	99999	Dealer Zone		Mileage	45,000
Name:						Contact Type	E-MAIL
Address						Home Phone	
	O FALLON MO					Country	UNITED STATES

Product - Electrical - Lamps and Switches - Defective - Default

Customer experiencing problem with the Turn indicator

***** EMAIL BRIEF DESCRIPTION CONTENT *****

Turn indicator not functioning properly, showing right turn when left is activated

***** END EMAIL BRIEF DESCRIPTION CONTENT *****

Purchased New

***** BEGIN CUSTOMER EMAIL *****

some times when I put my left turn signal on, it lights up my right side both inside indicators on dash and outside on lights. when this happens I have learned that the only way to activate the left turn signal is to activate the hazard switch. This will then activate only the left indicators and after a short while, it will reset the lights and everything will work normal. This has now happened twice in the past two weeks. If you are not paying attention to the indicators on the dash, you will be indicating the wrong turn, which could cause an accident. Is there a recall on this issue?

***** BEGIN EMAIL RESPONSE *****

Thank you for contacting the Chrysler Customer Assistance Center regarding your 2006 Dodge Ram.

We regret the inconvenience you have experienced and appreciate the time and effort you took to write to us.

We have reviewed your email regarding the problem with the turn indicators. In response to your email, we would like to inform you that we are unable to diagnose your vehicle via email. Although we recommend that you contact your selling dealer for assistance, any authorized dealer can assist you with your issue. You are not limited to the dealership that sold you the vehicle.

Also, you can seek the dealerships that are known for their excellence in customer service - our Five Star dealers. Please visit our website <http://www.fivestar.com>, or call 1-800-677-5-STAR. If a Five Star Dealer is not convenient, you can find a dealership/ locate a dealership using the 'Find a Dealer' area on the Dodge web site at <http://www.dodge.com>. Also, we would like to inform you that a review of our records indicates that your 2006 Dodge Ram does not currently require service for any recall campaigns. If your vehicle is involved in a future recall campaign, you will be notified promptly by mail.

You can also access the self-service recall site on the internet to check your vehicle's involvement in any/all recalls that are published. Simply log on to our brand website: www.dodge.com, click on 'For Owners' and then enter your Vehicle Identification Number (VIN).

If we can be of any assistance to you in the future, please feel free to contact us. We appreciate you and your business.

Thanks again for your email.

***** END EMAIL RESPONSE *****

Customer Assistance Inquiry Record (CAIR)#**17742918**

Vin	1D7HA18DX	5S	Open Date	07/28/2008	Build Date	10/26/2004	
Model Year	05	Body	DR1H41	DODGE RAM SLT 1500 QUAD CAB PICKUP			
In Service Dt	12/18/2004	Dealer	44378	Dealer Zone	74	Mileage	45,000
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	INDEPENDENCE MO					Country	UNITED STATES

Product - Electrical - Lamps and Switches - Other - Default	Turn Signals
Product - Body / Trim / Paint Finish - Glass - Other - Windshield	Winshiled wiper

Customer states that since the day he bought this vehicle there is problems with the wiper and turn signals of his vehicle. Customer states that when his vehicle was under warranty the dealership failed to diagnose the problem and now that his vehicle is out of warranty the dealership is charging him for repairs. Customer looking for repair assistance. Spoke to the dealership(44378) and SM was not avialable so spoke to Brendon the SA. Brendon states that when the customer tries to inititate the right turn signal the left turn signals flashes. The repair charges are \$298.30 as stated by Brendon. Brendon states that there is no physical abuse to the vehicle. Transferred to Internal Escalaltion. The repair charges are \$289.30 as stated by Brendon

*****Internal Escalation*****

Customer states that he is been facing this problem since the time he bought the vehicle,and he did inform about to dealer. But they were not able to locate the proble. Agent called 44378 and spoke to Brendon and he states that its not physical abuse,and customer does maintains the vehicle. Brendon states that this part was mention in past but for different concern. The retail cost is \$289.30 and the warranty cost \$224.96. Agent provided the PA # UN07022050728 for the amount of \$224.96 for repairs of multifunction switch. Authorization provided by TID T0950ES.

Customer Assistance Inquiry Record (CAIR)#**17746839**

Vin	1A8HW58P1	7F	Open Date	07/29/2008	Build Date	11/10/2006	
Model Year	07	Body	HG5P74	CHRYSLER ASPEN LIMITED 4X4 SPORT UTILITY 4-DOOR			
In Service Dt	02/16/2007	Dealer	66159	Dealer Zone	42	Mileage	23,058
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	MUNCIE IN			Country	UNITED STATES		

Referral - Tier Three - Default - Default - Default	Customer seeking assistance regarding Lemon Law.
Product - Electrical - Unknown - Defective - Default	on going electrical / turn signals are a problem now
Product - Engine - Unknown - Check Engine Lamp On/Flashing - Default	

Customer seeking assistance regarding Lemon Law. Agent transferred the call to Tier 3 for further handling.
07.29.08 -

***** ATTENTION SERVICE MANAGER *****

Owner is seeking relief under state Lemon Law or Customer Arbitration process. Please bring this to the attention of your district manager in an attempt to resolve customer's concern. In addition, update the file with resolution. - Thanks.

On going electrical issues

Current problem is check engine light is on and when you use left turn signal - the right one comes on as well and go off when turn complete
Customer is seeking a buy back from Chrysler.

He has had alternator and forward module replaced and it is in dealer now

REASSIGNED TO BC/DLR 42 66159 07/29/08 09:23 R 17746839

I spoke to Jay advised above - Jay will call me with diagnosis

REASSIGNED TO BC/DLR 42 66159 07/29/08 09:28 R 17746839

PLEASE UPDATE FILE

ANL Spoke to Jay. Customer has vehicle and there has not been a problem.

If customer returns to dealership, MRH13 will be contacted

Customer Assistance Inquiry Record (CAIR)#**17821385**

Vin	3D7KR28C2	6G	Open Date	08/20/2008	Build Date	08/30/2005	
Model Year	06	Body	DH2H41	DODGE RAM SLT 4X2 2500 QUAD CAB PICKUP			
In Service Dt	03/26/2006	Dealer		Dealer Zone		Mileage	35,600
Name:						Contact Type	E-MAIL
Address						Home Phone	
	CANYON COUNTRY CA					Country	UNITED STATES

Dealer - Service/Body Shop - Transaction - Satisfactory Repairs - Default	Customer happy with dealers service.
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***** EMAIL BRIEF DESCRIPTION CONTENT *****

Thank You Note To H.W. Hunter Dodge Service And Barry Fulp

***** END EMAIL BRIEF DESCRIPTION CONTENT *****

Purchased New or Used? New

***** BEGIN CUSTOMER EMAIL *****

Wow, what great people! I took my truck up to H.W. Hunter Dodge in Lancaster yesterday (8/18) for some warranty work and trans service. I DID NOT go to my local dealer because I went there to have them replace a molding that was coming off and the hood pad was sagging and they told me they would order the parts and call me back. Well, that was almost 2 months ago and my warranty runs out in 500 miles, to which I put on roughly 250 miles a week at least. Gave my friend Chris a buzz, played phone tag for a bit (He was busy when I was awake and I was sleeping when he wasn't busy, gotta love working the graveyard shift!!), I still have the card he gave me for Barry Fulp at H.W. Hunter Dodge in Lancaster. Left a message with Barry. Chris emails me and says Barry got my message and will be expecting me Monday at 8am. Get up there Monday, find out they open at 7am. No biggie, I shoulda looked up their hours. Nice dealer, nice waiting area, all service bays are enclosed, looks like even the lot where the cars get parked when finished is covered. SWEET! Barry writes me up for everything, calls Enterprise to get my loaner and I go home. I had them service my trans (heh, supposed to do it at 30k, I had 35k, oops), replace a shift solenoid in my trans (slow speed gear hunting), replace the 'multi-function' switch (turn signal switch) due to it flashing the opposite way I intended to go at times and the 2 things that my local dealer waited 2 months to get and still never contacted me, new piece of side molding and the hood pad, were replaced. My local dealer told me that they were gonna drill more holes in my hood and put more of those plastic clips in there to hold it up. Oh hell no, I want a new one, not no half-ass Mickey Mouse repair!! Now for the real treat, I was expecting it to be gone for about a week. I got a call at 3pm TODAY (8/19) telling me it's DONE!! So I busted tail to Lancaster, picked it up, and now I'm home! Now my trans is back to its firm shifting self, my molding is where it's supposed to be, my hood pad isn't sitting on top of my engine, my turn signals aren't possessed, and my wallet is only \$117 lighter for the needed trans service. I can't wait for the survey thing to come in. 5 stars all the way!! Much worth the 32 miles each way drive for me!! Thanks again, Ed Halterman Canyon Country, Ca

***** BEGIN EMAIL RESPONSE *****

Dear Edward:

Thank you for contacting the Chrysler Customer Assistance Center regarding your 2006 Dodge Ram.

We have reviewed your email in regards to your recent experience at the H.W. Hunter Dodge dealership. We appreciate the time and efforts you took to write to us. Learning of your satisfaction with the service you received was exciting. We are continually striving to assist Dealers in providing complete customer satisfaction. We are happy to hear H.W. Hunter Dodge dealership has provided such great service. Information received from customers better enables us to evaluate dealer service activities. Rest assured that your comments would be properly recorded.

Thank you once again for your email. We value you and your business.

**** END EMAIL RESPONSE ****

Customer Assistance Inquiry Record (CAIR)#**17889871**

Vin	1D7HA18D2	5S	Open Date	09/11/2008	Build Date	04/19/2005	
Model Year	05	Body	DR1H41	DODGE RAM SLT 1500 QUAD CAB PICKUP			
In Service Dt	07/29/2005	Dealer	57073	Dealer Zone	66	Mileage	63,831
Name:						Contact Type	E-MAIL
Address						Home Phone	
	SOUTHSIDE AL					Country	UNITED STATES

Product - Electrical - Body Control Module - Defective - Default

Customer experiencing problem with the control module

***** EMAIL BRIEF DESCRIPTION CONTENT *****

Another control module that has gone bad. I haven t contacted the dealer yet but will this be serviced as a warranty item since it has been worked on (3) times beforefor the same thing?

***** END EMAIL BRIEF DESCRIPTION CONTENT *****

Purchased New

***** BEGIN CUSTOMER EMAIL *****

Like I said earlier this has been a problem on (3) different occasions.

It is really a safety concern since I turn on the left turn signal and the right turn signal comes on or the turn signals don t work at all.

Also, the windshield wipers are also affected. Sometimes they work and sometimes they don t work normally but interment.

***** BEGIN EMAIL RESPONSE *****

Thank you for contacting the Chrysler Customer Assistance Center regarding your 2005 Dodge Ram.

We regret the inconvenience you have experienced and appreciate the time and effort you took to write to us.

We have reviewed your recent email. In response to your email, we suggest that you continue to work with your servicing dealer. If the dealer has been unable to determine or resolve your concerns, you can also seek a second opinion from another authorized dealership.

If your concerns are still not resolved after consulting another dealer, please contact our office at 1-800-992-1997 between 8:00 a.m. to 5:00 p.m., Monday through Friday, to speak with one of our trained Customer Service Representatives.

Thanks again for your email.

***** END EMAIL RESPONSE *****

Customer Assistance Inquiry Record (CAIR)#**17897243**

Vin	3D7KS28A8	7G	Open Date	09/12/2008	Build Date	02/14/2007	
Model Year	07	Body	DH7P42	DODGE RAM LARAMIE 4X4 2500 QUAD CAB PICKUP			
In Service Dt	08/15/2007	Dealer	66556	Dealer Zone	71	Mileage	33,000
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	PORTLAND OR					Country	UNITED STATES

Referral - Tier Three - Default - Default - Default	Customer states that the vehicle breaks down on him.
Product - Engine - Unknown - Check Engine Lamp On/Flashing - Default	Customer states the check engine light is on.
Corporate - Lemon Law - Default - Default - Default	Seeking lemon law
Product - Engine - Intake/Exh Manifolds/Turbo - Worn - Default	States turbo was replaced
Product - Fuel System - Unknown - Poor Fuel Economy - Default	unhappy with fuel economy

Customer states that the vehicle breaks down on him. He has taken the vehicle to the dealership multiple times and they fix the vehicle but after a week or so, the problem still persists. The dealership have the turbo repaired, the ignition system as well. but the problem still persists. Customer wants to have the vehicle fixed. Agent transferred the call to T3.

Purchased New or Used? NEW

If Used, date purchased? N/A Mileage? N/A

From whom did customer purchase used vehicle?

CDJ dealer

Customer called stating that the check engine light is on in his vehicle and has been to dealership 66556 several times for this concern and now the vehicle is outside the warranty period. Customer states that no longer wants the vehicle at this point. Agent placed customer on hold to call dealership 66556 to obtain the repair history of the vehicle and call was lost.

Customer called for the same issue and seeking for senior staff. Agent transferred the call to tier3 for further assistance.

Customer called back regarding the same issue, agent transferred the call to t3 for further assistance.

Customer states he wants vehicle bought back. States previous repairs to turbo, unhappy with fuel economy, turn signals work backwards, check engine light comes on, and vehicle has a leak.

Agent called dealer 66556 for repair history.

Agent transferred many times to service department line by Liberty, Receptionist and was unable to speak with anyone. Agent asked Liberty to page someone for her that she was calling from CAC and needing to get repair history. Liberty advised agent she could, but the service department would not hear her and all she could do was keep transferring agent hoping someone would pick up.

Agent offered customer a call back at 503 209 2094, customer accepts.

Customer calling for the same issue. Agent verified the information and asked to wait for some more time and he will get a call.

Agent called dealer 66556 for repair history.

Agent spoke with Gerald, Service Advisor who states repair history is as follows:

November 12, 2007-November 16, 2007 (down 6 days)

*Customer states check engine light is on.

Called STAR

Replaced turbo

Performed TSB

Desoot

January 8-January 9, 2008 (down 1 day)
*Customer states check engine light is on.
Flashed PCM

January 31, 2008-February 14, 2008 (down 15 days)
*Customer states check engine light is on.

Called STAR
TSB
Replaced air filter
Replaced intake sensor
Cleaned air cooler
Cleaned EGR valve
Exhaust Regen

May 15-May 19, 2008 (down at dealer 4 days)
*Customer states check engine light is on.
Cleaned O2 sensor

TSB
Flashed CCN
Flashed PCM

June 9-June 10, 2008 (down at dealer 2 days)
*Customer states check engine light is on.
Ordered parts.

***** ATTENTION SERVICE MANAGER *****

Owner is seeking relief under state Lemon Law or
Customer Arbitration process.
The vehicle has had 4 repair attempts and has been out of service
for a total of 28 days for check engine light. Customer is
requesting that Chrysler buy back vehicle. CAIR is
being assigned to your dealership for further handling and review
Please bring this to the attention of your district manager in an attempt
to resolve customer's concern. In addition, update the file
with the resolution. - Thank you.
REASSIGNED TO BC/DLR 71 66556 09/25/08 19:06 R 17897243
DM reviewed with S&P Director, customer wants out of the truck. Dealer to
provide Retention Analysis and DM to contact customer and advise. ww12
Customer called for the same concern, and states that was going to get a
call back and has not received from last 3 weeks.
Agent transferred the call to tier 3 for further handling.
customer called in regards to same concern. Agent after consulting vs204
transferred the call to tier 3.
Customer called he has not heard from SM. Customer's truck is having the
same issue. Writer advised customer to contact dealer to get this
resolved.

██████████ called in and requested for a senior staff agent.
Agent transferred the call to T3 for assistance. Transfer was approved by
SF309.
Writer received transfer, customer seeking status of lemon law request.
Advised customer case was sent to dealer, referred to dealer for updates.
DM reviewed with dealer and completed a retention analysis and vehicle
qualifies therefore DM authorizes buy back.
customer responsible for mileage fee, DM forwarded to ISG. ww12 11/6/08
110708....File forwarded to ISG via database....dlr9.
