

**Customer Assistance Inquiry Record (CAIR)#****14964685**

<b>Vin</b>	1D4GP45R6	5E	<b>Open Date</b>	05/23/2006	<b>Build Date</b>	03/02/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKH52	DODGE CARAVAN SXT FWD SWB WAGON			
<b>In Service Dt</b>	06/14/2005	<b>Dealer</b>	62082	<b>Dealer Zone</b>	74	<b>Mileage</b>	30,359
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	FARMINGTON MN					<b>Country</b>	UNITED STATES

Product - Transmission / Transaxle - Unknown - Other - Default

Customer states that they had issues with the transmission.

Customer states that they have no confidence in the vehicle anymore. Customer states that the vehicle is not the same as it was when they purchased it. Customer seeking information on buy back of the vehicle. Agent contacts the dealership 62082 and spoke to Chris who stated on 5/12/06 they performed a complete overhaul of the transmission. 5/12/06 air bag light. Chris states that this is the only time the customer had been in for anything other than oil changes and tire rotations. Agent informed the customer that their concerns have been documented. Agent informed the customer that because the vehicle is operating according to the manufacturers warranty that no further action is permitted at this time. Agent provided the customer with a reference number.

**Customer Assistance Inquiry Record (CAIR)#****14983065**

<b>Vin</b>	1D4GP45R4	6E	<b>Open Date</b>	05/30/2006	<b>Build Date</b>	10/11/2005
<b>Model Year</b>	06	<b>Body</b>	RSKH52	DODGE CARAVAN SXT FWD SWB WAGON		
<b>In Service Dt</b>	03/13/2006	<b>Dealer</b>		<b>Dealer Zone</b>		<b>Mileage</b> 1,245
<b>Name:</b>					<b>Contact Type</b>	E-MAIL
<b>Address</b>					<b>Home Phone</b>	
	SAYVILLE NY				<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default

Alleges air bag light is on.

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

airbag light is on

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

I backed out of my driveway and came off my curb hard. The airbag light went on and is not going off. I can't get in touch with anyone because service is closed and my another mechanic is also closed so I just wanted to know if it was safe to drive the van or are the airbags going to go off without warning

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

Thank you for your recent email to DaimlerChrysler Motors Corporation. 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.

Also, we would like to verify that you are the current owner of this vehicle. We have noticed that the name and address provided in your email are different from the name and address in our customer database. It is important to keep this database current so that we can keep you up-to-date on recalls, customer satisfaction notifications, and other important information. Please reply to the link below letting us know that you are verifying ownership and would or would not like the information to be updated in our system.

Thank you again for your email.

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

**Customer Assistance Inquiry Record (CAIR)#****15033711**

<b>Vin</b>	2C8GP54L5	5R	<b>Open Date</b>	06/12/2006	<b>Build Date</b>	06/10/2005	
<b>Model Year</b>	05	<b>Body</b>	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON			
<b>In Service Dt</b>	09/23/2005	<b>Dealer</b>	06922	<b>Dealer Zone</b>	35	<b>Mileage</b>	10,000
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	NEWPORT NEWS VA					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default

Owner seeking possible rental assistance if the dealer cannot get the needed parts - side airbag sensors.

Owner said the dealer has her in a loaner, but informed her that she will need to bring the vehicle back tomorrow - 5/13/06 (TUES)- if the repair is not completed.

Writer told the owner to let this scenario play itself out. If the owner needs a rental vehicle beyond 5/13/06, writer agreed to assist. Owner will call back should the need arise.

Servicing dealer will need to be notified of this assistance.

**Customer Assistance Inquiry Record (CAIR)#****15071479**

Vin	2D4GP44L7	6R	Open Date	07/05/2006	Build Date	10/05/2005	
Model Year	06	Body	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
In Service Dt	12/23/2005	Dealer	68183	Dealer Zone	63	Mileage	2,700
Name:						Contact Type	LETTER
Address						Home Phone	
	SLIDELL LA					Country	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default

Alleges air bag light on.

Received correspondence from customer in regards to issue with over head information center and air bag light. Customer alleges that dealership has not been able to resolve issue.

Writer attempted to contact customer however received no answer.

Writer again cannot reach customer. Sending letter 109.

**Customer Assistance Inquiry Record (CAIR)#****15078118**

<b>Vin</b>	2D4GP44L9	6R	<b>Open Date</b>	06/22/2006	<b>Build Date</b>	02/23/2006	
<b>Model Year</b>	06	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	05/13/2006	<b>Dealer</b>	60167	<b>Dealer Zone</b>	63	<b>Mileage</b>	800
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	SANTA FE NM					<b>Country</b>	UNITED STATES

Product - Unknown - Unknown - Buzz, Squeak, Rattle - Default	Ticking noise
Dealer - Service/Body Shop - Transaction - Repeated Trips Required - Default	
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	

Owner says that he took his vehicle to the dealership on 6/20/06, and neither complaint was duplicated. Owner says that he took the vehicle back to the dealer today, and they heard the ticking sound. Owner is requesting a rental. Agent declined, and explained that alternate transportation is not covered by the factory warranty.

**Customer Assistance Inquiry Record (CAIR)#****15190531**

<b>Vin</b>	2D4GP44L2	6R	<b>Open Date</b>	07/21/2006	<b>Build Date</b>	02/07/2006	
<b>Model Year</b>	06	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	05/05/2006	<b>Dealer</b>	67125	<b>Dealer Zone</b>	35	<b>Mileage</b>	2,000
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	CHESTERFIELD VA					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Unknown - Other - Unknown	states doors keep opening while driving.
Dealer - Service/Body Shop - Transaction - Problem Not Resolved - Default	
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	

Please see reason code.

Owner states that the passenger door 'pops open' while driving vehicle.

States dealer has never duplicated this concern. States that vehicle has been at dealership for two weeks and they ve never duplicated the issue.

Owner states this is a 'safety issue'

Owner states that Mike, Service Manager at dealer has been a sweetheart-owner very pleased with his assistance.

Owner was on cell phone- call disconnected.

Will send CAIR to dealer for BC involvement.

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DEALER/BC: please utilize all resources to assist the customer. Owner is references state lemon law due to number of days down (note: complaint has never been duplicated). Please contact owner and advise of DCX position and update CAIR accordingly. Thank you - Michael J Fairo 248-955-7219  
REASSIGNED TO BC/DLR 35 67125 07/21/06 17:10 O 15190531

Owner states that the dealer has not been able to duplicate the problem, owner was informed that she could get a second opinion from another dealer.

08/01/06 DM spoke with Mike Rowe, who states van was converted by Braun.

Mike states that this issue was caused by them. The ramp door is the issue. DM closing CAIR. SCS21

**Customer Assistance Inquiry Record (CAIR)#****15253641**

<b>Vin</b>	2A8GP64L2	6R	<b>Open Date</b>	08/05/2006	<b>Build Date</b>	10/01/2005	
<b>Model Year</b>	06	<b>Body</b>	RSYS53	CHRYSLER TOWN & COUNTRY LTD FWD LWB WAGON			
<b>In Service Dt</b>	11/13/2005	<b>Dealer</b>	26712	<b>Dealer Zone</b>	71	<b>Mileage</b>	6,500
<b>Name:</b>						<b>Contact Type</b>	E-MAIL
<b>Address</b>						<b>Home Phone</b>	
	COARSEGOLD CA					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer states air bag light on.
Product - Unknown - Unknown - No Start - Default	Customer states continous no start issues with the vehicle.

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\*\*\* Referred By ASK DR Z \*\*\*

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## \*\*\*\*\* EMAIL BRIEF DESCRIPTION CONTENT \*\*\*\*\*

In Nov 2005 we purchased a Town & Country fully loaded Limited edition van. In the last 6 weeks it has been in the shop 3 times for failing to start and a constant air bag light. It has approximately 6,500 miles on it. Are these known problems? We pick up the van today and must say that if we must have it towed or taken in again for these issues we will want to talk to someone at Chrysler about this. PLEASE DO NOT USE OUR CONTACT INFO FOR UPDATES, INCENTIVES OR SPECIAL OFFERS. Thank you.

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

Dear Phillip:

Thanks for contacting Dr.Z. Your message has been forwarded to us for response.

I would like to discuss this matter with you in more detail. Therefore, I am seeking your permission to contact you by telephone. If this is possible, please reply to the link below with a daytime telephone number where you can be reached.

I look forward to your reply.

Thanks again for your 'Z'mail.

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Dear Cynthia,

Thank you for responding to our note, we appreciate it.

My daytime phone number is:

559-673-3586 Ext. 26

My office hours are normally from 9:30 AM until early evening. I work for

AAA of Northern California. It is possible you will get my voice mail if

I am with a client. Should that happen please leave your contact information

so I can return your call.

I look forward to talking with you.

Phillip Allard

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The writer left a voice mail for the customer.

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Dear

Thanks for contacting Dr.Z. Your message has been forwarded to us for response.

Please call the Customer Assistance Center at 1-800-992-1997 between 8:00 a.m. and 5:00 p.m. Monday through Friday. It is necessary to discuss this issue with you directly. Before calling the Customer Assistance Center, please have the following information handy:

Vehicle owner name

Vehicle owner address

Day and evening phone numbers

Vehicle Identification Number (VIN)

Name of dealership where vehicle was purchased

Date of purchase

Dealership where service was performed

Date of last service

Current vehicle mileage

An explanation of the problem

We have trained Senior Staff agents available to address the questions and concerns you may have.

Thank you again for your 'Z'mail.

Customer calling in regards to the air bag light issue as well as the failing to start issue. Customer states that he has went through a few different dash lights that have come on and there has been sensors replaced. Customer states that on July 12th there was codes on the vehicle and they replaced a sensor. Customer states that the vehicle went back in on 7-20-06 and before then the vehicle had an intermittent no start issue and the air bag light was on for three days. Customer states that he drove the vehicle to work and experienced the no start issue with the vehicle and had the vehicle towed to dealer. Customer states that the dealer advised that the fuel pump and the air bag light issue was due to the driver side seatbelt pre tensioner. Customer states that they picked up the vehicle on 8-4-06 to pick up the vehicle and they did not make it out of the parking lot before another dash light came on. Customer states that his wife pulled over in parking lot of the dealer and turned the vehicle off took the keys out and stepped out of the vehicle. Customer states that the engine was still running when she stepped out of the vehicle with the key in her hands. Customer states that this was verified by the service writer. Customer states that it seems to him that the dealer can not trouble shoot the issue so they are just throwing parts at it. Customer states that as of tomorrow the vehicle will have been at the dealer for three weeks. Customer states that he did not receive a call from the dealer until about two hours ago. Customer states that he was informed that he could come pick the vehicle up but the service write wanted to test drive the vehicle to make sure he did not find any other issue. Customer states that he received another call about thirty minutes ago telling him that he can come pick the vehicle up at any time. Customer states that he was informed that they replaced the fuel pump relay. Customer states that he is going to go pick up the vehicle. Agent advised customer that his concerns have been documented.

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**Customer Assistance Inquiry Record (CAIR)#****15262877**

<b>Vin</b>	1D4GP24R7	5E	<b>Open Date</b>	08/07/2006	<b>Build Date</b>	02/27/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON			
<b>In Service Dt</b>	07/17/2005	<b>Dealer</b>	45087	<b>Dealer Zone</b>	71	<b>Mileage</b>	13,500
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	SAN JOSE CA					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer states air bag light is on again.
Product - Electrical - Speedo/Gauges/Ometer/EIC - Intermittent or Inoperative - Default	Customer states that dashboard lights all went off.

Customer claims that since vehicle was purchased there has been multiple electrical problems. Customer states that the air bag light was on and was told that this was normal. Customer claims that this has been attempted to be repaired twice. Customer claims that four times now the dashboard electronics have gone off. Agent contacted dealership to verify repair attempts. Agent was unable to speak to a live person in service. Agent was transferred to voicemail on each call. No previous repair attempts listed for air bag in ownership history. Agent advised that there are no repair attempts listed. Customer states she has a meeting with general manager today. Agent provided reference number and advised customer to contact DCCAC after meeting if she needs further assistance. Customer understand.

Customer calling on the above issue about her issues with the air bag light and the gauges not working. Customer states she was not able to speak with the General Manager, and he was not available. Customer seeking lemon law. Customer states each issue has had two repair attempts and still not resolved. Agent tried calling the Service Manager, and was not able to reach him. When coming back to the line, the line was disconnected.

Agent is not able to try and call the customer back.

Customer calling on above issue. Agent reviewed with previous Agent.

Attempted to contact Service Manager with no avail. Agent took over call.

Agent spoke with Jeff who states that on 10/29/05 3,968 mls. for instruments misbehaving and door light kept coming on, performed TSB; on 11/22/05 at 4,940 for serpentine belt noise, replaced; 08/03/06 at 13,281 with complaint about airbag light, replaced a seatbelt buckle, light went out and customer came in on 08/04/06 for light being intermittent, so they could not find stored code, or any other issues. Reset light; Customer alleges that they were driving this weekend and the light came on again and the instrument cluster began to screw up like it did before. Jeff states that currently there has been no diagnosis. Total amount of three times for airbag and twice for cluster. Usually the vehicle is in and out the same day.

Jeff states when customer came back in on the second repair to the buckle issue, they questioned qualification on the lemon law.

Customer alleges that they are in the process of moving and customer questions if they should have vehicle fixed or wait. Agent advised customer to let service department have another attempted if they can before moving day. Agent also informed customer that any authorized Dodge dealership is able to assist with repair if needed at some other time. Agent also advised that due to situation changes, file would be reassigned for further review.

If there is a customer call back, please use cell phone at

\*\*\*\*\* ATTENTION SERVICE MANAGER / DISTRICT MANAGER REPEAT ISSUES \*\*\*\*\*

Owner complains of repeat trips to dealer to solve air bag light on with no success to date. Owner alleges dealer advised owner thats normal. Please get the district manager involved and resolve owner complaints. Please have the district manager contact the owner and address owner demand for lemon law buy back due to repeat unresolved issues. Thank You Mike Pawlowski

REASSIGNED TO BC/DLR 71 45087 08/07/06 14:06 R 15262877

Customer seeking update on previous request. Agent advised she will be need to keep in contact with service manager at dealer. Customer understood.

Customer called back seeking update information on case about. Customer states that she has not not heard nothing back from DCX or the dealership. Customer states that it has been 48 hours and still no answer from anyone. Agent informed the customer the customer that the dealership was in the process of working the case and she would have to continue working with the dealership.

**\*\*dealer line\*\***

Maria states this customer is still wanting to file lemon law, and is wondering whether the lemon laws to follow are from where the vehicle was purchased or the state the customer lives in. Writer reviewed with JTH43 and was advised the lemon law to follow is the state the customer lives in. Writer informed dealer of this information. Maria inquiring what steps need to be taken for her to continue with lemon law. Writer informed Maria she would need to speak with her district manager to resolves customer s request. Maria understood.

082106-sm reports that a loose connection found and vehicle repaired and gone owner has moved to texas. jlb12

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**Customer Assistance Inquiry Record (CAIR)#****15328633**

<b>Vin</b>	2D4GP44L4	5R	<b>Open Date</b>	08/22/2006	<b>Build Date</b>	06/15/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	04/11/2006	<b>Dealer</b>	23333	<b>Dealer Zone</b>	42	<b>Mileage</b>	12,209
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	DAYTON OH					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default

Recall - F10: - Advise Owner/Incomplete Recall

\*Owner calls and states vehicle has been in dealer 4 times for air bag light that keeps coming on.

Called dealer service manager Dwayne who states last time owner was in they did not get to finish the repair. States two different codes came up. States owner has another appointment this Thursday. States owner has a after market warranty also.

\*\*\*\*\* 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 23333 08/22/06 11:26 O 15328633

\*Contact Date:08/23/2006

Service Manager at the dealership has updated the Cair# 15328633

An appointment has been set with the customer.

\*Contact Date:08/29/2006

Service Manager at the dealership has closed the Cair# 15328633

Customer request has been fulfilled.

CAIR RETURNED FROM DEALER ON 8/29/2006 AT 10:45:031 R 15328633

**Customer Assistance Inquiry Record (CAIR)#****15345291**

<b>Vin</b>	2A4GP54L1	6R	<b>Open Date</b>	08/26/2006	<b>Build Date</b>	10/20/2005	
<b>Model Year</b>	06	<b>Body</b>	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON			
<b>In Service Dt</b>	02/21/2006	<b>Dealer</b>	68894	<b>Dealer Zone</b>	42	<b>Mileage</b>	0
<b>Name:</b>						<b>Contact Type</b>	E-MAIL
<b>Address</b>						<b>Home Phone</b>	
	LEBANON OH					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default

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\*\*\*\* Referred By ASK DR Z \*\*\*\*

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## \*\*\*\*\* EMAIL BRIEF DESCRIPTION CONTENT \*\*\*\*\*

Why is that I buy a 2006 Chrysler Town and Country in March - then in August the airbag sensor comes on. I take it in, the sensor brain is dead and I am told that it is on backorder. I am then told that this is not a problem - and that all of the the airbags have a chance of not deploying until this sensor is replaced. I decided to purchase a TC over a Toyota or Honda because I felt that it was as safe or safer for my wife and 3 kids. Now I have to wait 2weeks (plus - no idea on ship date).

## \*\*\*\*\* END EMAIL BRIEF DESCRIPTION CONTENT \*\*\*\*\*

Email States:

I regret your dissatisfaction in your DaimlerChrysler product, (or quality of your product,) and appreciate the time and effort you took to bring this matter to my attention. Comments like yours are one way to learn of problems that may develop and improvements desired by customers. The information received is used in product development and quality analysis.

DaimlerChrysler Motors Corporation has made tremendous gains in customer satisfaction and vehicle quality. Apparently, your expectations have not been met. Please accept my apology for the problems you have experienced.

Thank you for contacting DaimlerChrysler.

Please call the Customer Assistance Center at 1-800-992-1997 between 8:00 a.m. and 5:00 p.m. Monday through Friday, if the part has not yet arrived. Before calling the Customer Assistance Center, please have the following information handy:

Vehicle owner name

Vehicle owner address

Day and evening phone numbers

Vehicle Identification Number (VIN)

Name of dealership where vehicle was purchased

Date of purchase

Dealership where service was performed

Date of last service

Current vehicle mileage

An explanation of the problem

We have trained Senior Staff agents available to address the questions and concerns you may have.

**Customer Assistance Inquiry Record (CAIR)#****15366545**

<b>Vin</b>	2D4GP44L1	5R	<b>Open Date</b>	08/31/2006	<b>Build Date</b>	06/08/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	01/30/2006	<b>Dealer</b>	59016	<b>Dealer Zone</b>	42	<b>Mileage</b>	14,000
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	MONTVILLE OH					<b>Country</b>	UNITED STATES

Recall - F01: - Advise Owner/Incomplete Recall	Customer inquiring about recall information.
Recall - F10: - Advise Owner/Incomplete Recall	Customer inquiring recall information.

Customer states he received a recall letter for recall # F01. Customer states that the dealer will not repair the recall due to the fact that the vehicle has been modified for handicap accessibility. Agent advised caller of incomplete recalls. Agent advised caller to take the vehicle back to the dealership for the second recall and to have the clockspring checked for the airbag light staying on.

Customer calls seeking recall information. Advised the customer of incomplete recall recall # F01 and F10 for this vehicle. Customer was advised to contact a Chrysler, Dodge, or Jeep dealer to schedule an appointment to complete recall repair.

**Customer Assistance Inquiry Record (CAIR)#****15377588**

<b>Vin</b>	2A8GP64L6	6R	<b>Open Date</b>	09/05/2006	<b>Build Date</b>	09/08/2005	
<b>Model Year</b>	06	<b>Body</b>	RSYS53	CHRYSLER TOWN & COUNTRY LTD FWD LWB WAGON			
<b>In Service Dt</b>	11/30/2005	<b>Dealer</b>	68833	<b>Dealer Zone</b>	35	<b>Mileage</b>	16,000
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	ELKRIDGE MD					<b>Country</b>	UNITED STATES

Dealer - Service/Body Shop - Transaction - Problem Not Resolved - Default

Product - Body / Trim / Paint Finish - Air Bag - Inoperative - Unknown

9-5-06 Vehicle brought in for an Air bag light on. Dealer called and stated they could not duplicate the concern. Drive called dealer Service advisor back and told them to take it on a test drive. Service Advisor did and was able to see the air bag light come on. They ordered a part. The Part came in and was installed. When the driver of the vehicle picked it up, he made it to the front of the dealership parking lot and the air bag light came on again. CAIR reassigned to Ourisman CJD Service Manager Stan Shuggs to investigate and resolve their lack of repair verification process. Please call the vehicle driver and have the vehicle repaired correctly. Mark Wittholz The Inservice date is less than one year. REASSIGNED TO BC/DLR 35 68833 09/05/06 10:07 O 15377588  
9/11/06 E-mail sent to Stan Suggs requesting follow up. cjm7  
9/18/06 DM spoke with Mike, owner of vehicle. He has not had the opportunity to return vehicle for service. He will try to take vehicle in this week. DM asked that he make Stan, SM, aware that vehicle is in shop and if SM is not available, DM requested he speak with Greg, Shop Foreman. DM advised she was closing CAIR and requested Mike contact her directly if his problem is not resolved on next repair visit. CAIR Closed cjm7

**Customer Assistance Inquiry Record (CAIR)#****15434322**

<b>Vin</b>	2A4GP44R0	6R	<b>Open Date</b>	10/18/2006	<b>Build Date</b>	11/16/2005	
<b>Model Year</b>	06	<b>Body</b>	RSYH53	CHRYSLER TOWN & COUNTRY LX FWD LWB WAGON			
<b>In Service Dt</b>	03/06/2006	<b>Dealer</b>	67569	<b>Dealer Zone</b>	71	<b>Mileage</b>	80
<b>Name:</b>						<b>Contact Type</b>	SURVEY
<b>Address</b>						<b>Home Phone</b>	
	LAS VEGAS NV					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	air bag light was on during test drive
Product - Brakes - Unknown - Brake/Parking Brake Lamp On/Flashing - Default	brake light was on during test drive
Dealer - Sales - Personnel - Other - Salesperson	salesman advised he had all the features he wanted & he did not

Duplicate survey. NAN.

**Customer Assistance Inquiry Record (CAIR)#****15497487**

<b>Vin</b>	2A4GP54L9	6R	<b>Open Date</b>	10/02/2006	<b>Build Date</b>	10/27/2005	
<b>Model Year</b>	06	<b>Body</b>	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON			
<b>In Service Dt</b>	02/06/2006	<b>Dealer</b>	65096	<b>Dealer Zone</b>	63	<b>Mileage</b>	15,000
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	BATON ROUGE LA					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer stated the air bag light keeps coming on.
Product - Drivability - Unknown - Stalling - Default	Customer stated the vehicle is stalling.

Customer states the air bag light keeps coming on and the tire pressure is on and the car keeps dying. Customer stated the vehicle has been taken to the dealership several times and everytime she gets the vehicle back, the lights come back on. Customer stated the clockspring has been replaced 3 times. Customer stated that the vehicle has just been picked up and she is still hearing noise coming from the vehicle. Customer stated she is not confident about the safety of this vehicle. Customer does not want the vehicle anymore. Customer is seeking Lemon Law. Agent advised customer to refer to the blue and white booklet that came with the vehicle.



**Customer Assistance Inquiry Record (CAIR)#****15497599**

<b>Vin</b>	2C8GP64L0	5R	<b>Open Date</b>	10/10/2006	<b>Build Date</b>	03/10/2005	
<b>Model Year</b>	05	<b>Body</b>	RSYS53	CHRYSLER TOWN & COUNTRY LTD FWD LWB WAGON			
<b>In Service Dt</b>	05/31/2005	<b>Dealer</b>		<b>Dealer Zone</b>		<b>Mileage</b>	18,359
<b>Name:</b>						<b>Contact Type</b>	E-MAIL
<b>Address</b>				APO		<b>Home Phone</b>	
	AE NY					<b>Country</b>	UNITED STATES

Product - Brakes - Pads/Shoes - Worn - Front	
Referral - Referred to Sirrus Radio CAC - Default - Default - Default	

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

Car problems

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

I purchase a Town & Country Van last year and I had to change the brakes at 10,973. I think this is abnormal and I shouldn't have to pay for the brakes at such an early stage of my car. Please inform me of my options. Thanks and additionally my airbag light came on today while driving. This is my first Chrysler car and this is the third time something has occurred out of the norm. Thanks

\*\*\*\*\*

Dear [REDACTED]:

Thank you for your recent email to DaimlerChrysler Motors. Your email was received by the DaimlerChrysler Customer Assistance Center that addresses issues with vehicles currently in the United States. We recommend that you contact our Military Sales/Service office in Europe by calling 49-6173-704256 or contact them at [custserv@militarycars.com](mailto:custserv@militarycars.com). That Center is staffed with trained professionals, ready to address your concerns. Thank you again for your email.

**Customer Assistance Inquiry Record (CAIR)#****15507753**

<b>Vin</b>	2D4GP44L7	6R	<b>Open Date</b>	10/04/2006	<b>Build Date</b>	09/15/2005	
<b>Model Year</b>	06	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	12/13/2005	<b>Dealer</b>	41994	<b>Dealer Zone</b>	32	<b>Mileage</b>	11,000
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	STATEN ISLAND NY					<b>Country</b>	UNITED STATES

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

Seat belt light on and chimes.

Seat belt light on and chimes.

Owner alleges air bag light comes on and is sluggish to turn off after passenger gets out of vehicle. Light and chimes do not stop until after the driver has driven at least across the parking lot.

Agent advised to take to his Dodge dealer to be checked.

Agent gave file number.

**Customer Assistance Inquiry Record (CAIR)#****15516985**

Vin	1C4GP45R2	5E	Open Date	10/06/2006	Build Date	03/30/2005	
Model Year	05	Body	RSYH52	CHRYSLER TOWN & COUNTRY FWD SWB WAGON			
In Service Dt	04/11/2005	Dealer	68669	Dealer Zone	32	Mileage	40,186
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	COLLINS NY					Country	UNITED STATES

Recall - F10: - Advise Owner/Incomplete Recall	Agent advised customer of the incomplete recall.
Referral - Tier Two - Internal Escalation - Authorization - Default	Customer is seeking assistance with the repairs.
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer states that the air bag light keeps coming on.
Product - Cooling System - Fans, Pulleys, and Tensioner - Other - Default	Customer states that the fan keeps coming on and off.

\*\*\*\* Begin structured narrative CL - GOODWILL ESCALATION1 \*\*\*\*

What is the customer requesting from DaimlerChrysler?

Customer is seeking assistance with the repair of the air bag light and the cooling fan.

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

Customer is 4186 miles out of basic warranty.

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?

7, 5 original owners .

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 ESCALATION1 \*\*\*\*

Customer states that the vehicle has not been taken in for service.

Customer states that at 38000 miles the air bag light came on. Customer

states that he contacted the dealership and was told that the vehicle was

out of warranty. Customer states that there was a safety concern

involved. Customer states that the dealership advised customer to taken

the vehicle in to the dealership to see if they could provide assistance.

Customer states that yesterday he noticed that the fan was coming on and

off while the vehicle was turned off. Customer states that the vehicle

has never had this issue before. Customer states that he is a mechanic by

trade. Customer states that the vehicle has always been serviced.

Customer is seeking assistance with the repair of the air bag light and

the cooling fan working intermittently.

Customer transferred to the internal Tier 2 escalation line for further

review of concern per AAM41.

Customer calls seeking recall information. Advised the customer of

incomplete recall F10 for this vehicle. Customer was advised to

contact a Chrysler, Dodge, or Jeep dealer to schedule an appointment

to complete recall repair.

Customer transferred to the internal Tier 2 escalation line for further

review of concern. Customer states that the air bag light has been on

for two weeks and last night after he cut vehicle off, the fan kept

coming on in intervals. States that he called dealer 68669 and was

advised that he is outside of warranty. Customer states he feels this is

a safety concern with the air bag. Customer seeking assistance. Customer

is original owner of 5 DCX vehicles, and has purchased 2 new. No service

contract. 4186 miles out of warranty. Agent inclined to assist due to

loyalty to Chrysler and he is not far out of warranty.

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. Agent provided extension to customer and advised him to call her back when the diagnosis has been made. Customer understood.

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**Customer Assistance Inquiry Record (CAIR)#****15520049**

<b>Vin</b>	2D4GP44LX	6R	<b>Open Date</b>	10/31/2006	<b>Build Date</b>	10/22/2005	
<b>Model Year</b>	06	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	01/04/2006	<b>Dealer</b>	26590	<b>Dealer Zone</b>	32	<b>Mileage</b>	9,901
<b>Name:</b>						<b>Contact Type</b>	LETTER
<b>Address</b>						<b>Home Phone</b>	
	ROQUE BLUFFS ME					<b>Country</b>	UNITED STATES

Dealer - Unknown - Unknown - Satisfactory - Default	Customer is overall satisfied with the dealer, per the survey.
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer states the air bag light comes on intermittently.

Dealer survey from August. Customer sends in the survey with overall satisfaction from the dealer. Customer states the only thing that has him worried, is the air bag light comes on intermittently, but he has not advised the service department of his yet. Too old for customer contact. Updating CAIR and closing file.

**Customer Assistance Inquiry Record (CAIR)#****15611489**

<b>Vin</b>	2A4GP54L9	6R	<b>Open Date</b>	11/01/2006	<b>Build Date</b>	10/27/2005	
<b>Model Year</b>	06	<b>Body</b>	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON			
<b>In Service Dt</b>	02/06/2006	<b>Dealer</b>	65096	<b>Dealer Zone</b>	63	<b>Mileage</b>	15,000
<b>Name:</b>						<b>Contact Type</b>	CERTIFIED LETTER
<b>Address</b>						<b>Home Phone</b>	
	BATON ROUGE LA					<b>Country</b>	UNITED STATES

Corporate - Lemon Law - Default - Default - Default	
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	

SEE PRIOR CAIR 15497487 FOR SAME ISSUE, NO CAIR SENT TO THE DEALER TO RESOLVE OWNER CONCERN OWNER JUST COACHED BY TENN AGENT ON HOW TO FILE FOR LEMON LAW.

Owner complaint related to air bag light coming on and not resolved.

The owner ASAP and respond to this complaint and resolve the file based on the state lemon law demand requirements. It appears that this vehicle does Owner sends in MVDN card mailed FIRST CLASS received 10-31-06. Please call not qualify for lemon law assistance at this time due to time in service and or mileage at time of notification. Thank You Michael Pawlowski.

Called the number listed and left message stated that it appears vehicle does not qualify for buy back at this time due to time in service mileage However, I did refer this file to the BC for review and final disposition.

Please review owner complaint on merit. Thank you Michel Pawlowski.

Customer claims that she was called last Wednesday and advised that someone from DCCAC would be contacting her. Customer alleged that she has not received a call yet. Customer states that vehicle had to go back to dealership on Friday and she wants a factory representative to come inspect her vehicle. Agent advised customer that this has been assigned to the dealership business center and to contact dealership for latest updates from service manager. Agent advised that the only way for a DCX representative to come to the dealership would be at dealer request.

11/08/06 Customer calls back asking about outcome and determinations regarding filing for State Lemon Law. Writer explained information regarding State Lemon Law notification was sent to our Business Center, determination to be finalized.

Update - 11-08-06 Called customer to inform them we are installing co-pilot in vehicle. Dealer unable to duplicate concerns.

\_Told customer we might talk about a extended warranty if vehicle is repaired.

**Customer Assistance Inquiry Record (CAIR)#****15630935**

<b>Vin</b>	2A4GP54L1	6R	<b>Open Date</b>	11/06/2006	<b>Build Date</b>	12/10/2005	
<b>Model Year</b>	06	<b>Body</b>	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON			
<b>In Service Dt</b>	01/30/2006	<b>Dealer</b>	26751	<b>Dealer Zone</b>	42	<b>Mileage</b>	11,000
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	LINCOLN PARK MI					<b>Country</b>	UNITED STATES

Product - Electrical - Lamps and Switches - Other - Default

air bag light is on

Owner contacts DCCAC regarding taking the vehicle to dealer on Friday for oil change, recall and concern with vehicle stalling one time. Dealer performed the needed work and while owners were driving the vehicle home the air bag light came on. Turned around and took vehicle back to dealer regarding air bag light being on.

Dealer asked owner to leave the vehicle and they would look at the vehicle first thing on Saturday.

Owner received mixed messages regarding whether the vehicle was looked at on Saturday. He was told there was something wrong with the passenger seat but dealer was unsure of needed part to order. Dealer to look into this on Monday.

Owner inquired about rental and dealer advised him they would not cover a rental for him. Owner thinks the dealer should give him a vehicle off their lot to drive - dealer declined.

Due to safety concern with air bag light being on owner feels that DCX should provide him with a rental. Declined - advising owner no rental provision within the warranty terms.

Owner asked writer to contact Service Manager Mike Terry to find out status of part ordered today and follow up with his wife.

11/6 Left a message for Mike Terry seeking update on owners vehicle. Left direct line for Mike to return call to writer regarding what is being ordered for the vehicle.

11/6 Mike Terry left writer a message stating vehicle needs an Occupant Classification Sensor. Parts department is currently working with parts specifying to obtain part number since they could not find in the system.

Mike also stated on message that owner has been provided with a rental per the dealer while they are working on getting the needed part.

Contacted Felicia Agy to advise of message from Mike Terry.

<b>Customer Assistance Inquiry Record (CAIR)#</b>						<b>15644457</b>	
<b>Vin</b>	2A4GP54L9	6R	<b>Open Date</b>	11/14/2006	<b>Build Date</b>	10/27/2005	
<b>Model Year</b>	06	<b>Body</b>	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON			
<b>In Service Dt</b>	02/06/2006	<b>Dealer</b>	65096	<b>Dealer Zone</b>	63	<b>Mileage</b>	15,000
<b>Name:</b>						<b>Contact Type</b>	LETTER
<b>Address</b>						<b>Home Phone</b>	
	BATON ROUGE LA					<b>Country</b>	UNITED STATES
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default							
copy of former lemon law complaint closed this file.							



**Customer Assistance Inquiry Record (CAIR)#****15659303**

<b>Vin</b>	1D4GP24R3	6E	<b>Open Date</b>	11/13/2006	<b>Build Date</b>	10/08/2005	
<b>Model Year</b>	06	<b>Body</b>	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON			
<b>In Service Dt</b>	10/08/2005	<b>Dealer</b>	43655	<b>Dealer Zone</b>	66	<b>Mileage</b>	43,655
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	TULSA OK					<b>Country</b>	UNITED STATES

Recall - F10: - Advise Owner/Incomplete Recall	Advised customer of the incomplete recall F10.
Corporate - CNA Change - Default - Default - Default	Customer registered as the new owner.
Dealer - Service/Body Shop - Transaction - Problem Not Resolved - Default	Customer states the air bag light is not fixed.
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer states the air bag light is on.

Customer Ira Goldberg from diversified auto sales of Orlando Inc. Stating that the vehicle s air bag light will not go off. Customer states that there was a shroud ordered and the part never came in. Customer stated that he is the owner for his company that converts the vehicles. Customer stated he has not been able to drive the vehicle since the 18th of October. Agent called the dealer 43655 and spoke with Steve in parts. Steve stated that there is a seat belt ordered, a seat cushion sensor is all that was ordered. They were received in October. Agent informed the customer that there was not a shroud ordered and he needs to refer to the dealership for this part. Customer stated that he is getting Lawyer that they lied to him. Agent advised customer of the incomplete recall F10. Customer understood.

**Customer Assistance Inquiry Record (CAIR)#****15663708**

Vin	2C4GP54L5	5R	Open Date	11/14/2006	Build Date	06/20/2005	
Model Year	05	Body	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON			
In Service Dt	08/01/2005	Dealer	68748	Dealer Zone	42	Mileage	20,883
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	MACOMB MI					Country	UNITED STATES

Corporate - Product Information - Default - Default - Default	Customer seeking part information.
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer states air bag light is on.

Customer states that the air bag light in her vehicle began coming on back in the summer. Customer states that a part was ordered for the repair which has still not arrived. Customer was upset stating that she wanted to know why this part has not arrived and why her vehicle is not repaired. Agent contacted local dealership 68748 for further information. Agent spoke with Bill in the Parts department. Bill stated that the vehicle is not currently at local dealership and that wiring part is on daily. Part number: 5161403AA Order number: D0725. Phone connection was bad and customer was disconnected. Agent consulted with CCG19 and tried to contact Bill again in the Parts department. Bill was unavailable. Agent also tried to contact customer and left message with reference number. \*\*\*\* NEXT AGENT \*\*\*\* If customer calls back please try to contact Bill in parts department at local dealership 68748. Please advise for part to be upgrade to Special Handling. Also inform customer that DCX is trying to get part upgraded to higher status.

**Customer Assistance Inquiry Record (CAIR)#****15767469**

<b>Vin</b>	2A4GP44R1	6R	<b>Open Date</b>	12/12/2006	<b>Build Date</b>	09/14/2005	
<b>Model Year</b>	06	<b>Body</b>	RSYH53	CHRYSLER TOWN & COUNTRY LX FWD LWB WAGON			
<b>In Service Dt</b>	09/29/2006	<b>Dealer</b>	08701	<b>Dealer Zone</b>	74	<b>Mileage</b>	3,697
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	BISMARCK ND					<b>Country</b>	UNITED STATES

Corporate - Replacement - Default - Default - Default	
Product - Electrical - Body Wiring - Defective - Default	
Product - Electrical - Unknown - Other - Default	

Vehicle replacement cair. Vehicle has been into dealer 4+ times and down approx. 30 days due to an airbag warning light that intermittently comes on. Repeated repairs and technical assistance from various sources (Star, etc) have been unsuccessful to this point. Owner has accepted DM's offer of vehicle replacement - details on ISG replacement package. Cair and package forwarded to DBC (lj3) for handling. Thank you. wjk  
12/19/06: writer l/m for customer to initiate the replacement process...tgr  
12/20/06: writer returned customer's call and requested she/he return my call....tgr  
12/20/06: writer spoke with customer reviewing replacement process. Customer indicated that vehicle located at dealership and registration in it. Writer s/w Billy Erickson at Corwin Churchill and faxed initial packet to his attn....tgr  
12/28/06: forwarded to JG for processing.....tgr  
12/28/06 Sent check package to VG for approval...JG  
1/4/07 FAXED DEALER COMP..SL  
1/9/07: s/w dealer and he will try and have customer come in tomorrow to complete the replacement transaction.....tgr  
1/15/07: customer in replacement. Vehicle releasable and file to title....tgr  
01/23/07 per Translogic, still looking for driver to Go CJ. kl  
01/30/07 per Vern at Go CJ, not working yet. kl  
02/01/07 Received repair order and set up transport to Denver AA. mls  
02/20/07: sent dealer check via UPS...csc.

**Customer Assistance Inquiry Record (CAIR)#****15790511**

<b>Vin</b>	1D4GP24R6	5E	<b>Open Date</b>	12/19/2006	<b>Build Date</b>	05/13/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON			
<b>In Service Dt</b>	05/23/2005	<b>Dealer</b>	08299	<b>Dealer Zone</b>	51	<b>Mileage</b>	18,000
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	MERRILLVILLE IN					<b>Country</b>	UNITED STATES

Dealer - Service/Body Shop - Transaction - Repeated Trips Required - Default	Customer states that he has made repeated trips for repair.
Product - Electrical - Lamps and Switches - Other - Default	Customer states that the console lights are not working correctly.
Dealer - Service/Body Shop - Transaction - Problem Not Resolved - Default	Customer states that the problem is not resolved.

Customer states that the vehicle is having issues and is covered under warranty. Customer states that he has taken the vehicle in to the dealership for repairs. Customer states that the problem is not resolved. Customer states that the dealer informed him that they have contacted Star and they have not called them back. Customer states that when it is cold outside and the vehicle is started all of the dash lights come on , the head lights come on, air bag light, and the odometer is blank. Customer states that the air bag light stays on while the vehicle is being driven. Customer states that it will straighten up after the temperature is over 30 degrees. Customer seeking to have the vehicle repaired. Customer asking about if DCX would provide a rental while this vehicle is in for repairs. Agent advised customer that DCX will look into this issue until there has been a diagnosis from the Dodge dealership and these decisions are made on a case by case basis. Agent advised customer to make an appointment and take the vehicle back to the dealership for repairs and to call DCX back and we will then get the proper parties involved for the repairs.

**Customer Assistance Inquiry Record (CAIR)#****15798925**

<b>Vin</b>	1D4GP45R7	6E	<b>Open Date</b>	12/22/2006	<b>Build Date</b>	01/12/2006
<b>Model Year</b>	06	<b>Body</b>	RSKH52	DODGE CARAVAN SXT FWD SWB WAGON		
<b>In Service Dt</b>	06/24/2006	<b>Dealer</b>		<b>Dealer Zone</b>		<b>Mileage</b> 6,951
<b>Name:</b>					<b>Contact Type</b>	E-MAIL
<b>Address</b>					<b>Home Phone</b>	
	MIAMI FL				<b>Country</b>	UNITED STATES

Dealer - Service/Body Shop - Transaction - Problem Not Resolved - Default

Dealer Service Issue

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

Poor service at dealer

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

I took the van in b/c the air bag indicator lights up while I am driving. They changed the oil, performed rear brake service and rotated the tires, but they never looked at the air bag! They were too busy cross-selling the other services and failed to perform the requested service for the air bag! I feel the \$125.82 they charged me should be reversed, as this has inconvenienced me. Now I have to take in the van again! I complained to the mechanic but have not received a follow up call from manager.

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

Dear

Thank you for contacting the Chrysler Group Customer Assistance Center. We have received your email regarding your recent service experience at Planet Dodge.

I regret your dissatisfaction with the service you received and appreciate the time and effort you took to bring this matter to my attention.

We realize DaimlerChrysler's reputation depends in part on the quality of service provided by our dealers. Because DaimlerChrysler dealers are independently owned businesses, they are responsible for addressing concerns directly related to their sales and service activities, as well as their personnel. Although DaimlerChrysler does not have the authority to resolve concerns related to dealer workmanship, service scheduling, or repair pricing, you may want to pursue the matter directly with dealership management for further resolution.

Information received from customers such as yourself enables better evaluation of dealers service activities. Your complaint will be retained in the dealer's file.

Again, thank you for your email.

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

**Customer Assistance Inquiry Record (CAIR)#****15813146**

<b>Vin</b>	1C4GP45R7	5B341898	<b>Open Date</b>	12/27/2006	<b>Build Date</b>	03/14/2005	
<b>Model Year</b>	05	<b>Body</b>	RSYH52	CHRYSLER TOWN & COUNTRY FWD SWB WAGON			
<b>In Service Dt</b>	04/29/2005	<b>Dealer</b>	67494	<b>Dealer Zone</b>	63	<b>Mileage</b>	11,083
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	NORMAN OK					<b>Country</b>	UNITED STATES

Corporate - Warranty Coverage - Default - Default - Default	Customer seeking why repair would not be covered.
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Customer states the air bag light is on.

Customer states the air bag light was on. Customer states the dealership informed this would not be covered under warranty. Customer states the dealership informed the wires were cut and this was due to hitting something. Customer states he feels this should be covered by the warranty. Agent contacted dealership #67494 and spoke to Justice (Service Advisor). Agent was informed the repair was not covered due to the wires being torn into. Agent was informed there was evidence that the vehicle did hit something. Agent was informed this is not a manufacturing defect and this is the reason this was not covered. Agent informed customer that this would not be covered under warranty due to this not being a manufacturing defect. Customer states he was doing normal driving in the vehicle. Agent informed customer the dealerships are our eyes and ears and this would not be covered under the warranty. Customer demanding to speak with a supervisor.

\*\*\*MDB79 took over call per request. Advised customer that this would not be covered under warranty due to not being a manufacturing defect. Customer states he operated his vehicle normally and does not agree with this decision. Agent informed customer the dealership stated that there is evidence that the vehicle did hit something and caused this damage to the vehicle. Customer released call.

**Customer Assistance Inquiry Record (CAIR)#****15828875**

<b>Vin</b>	2A4GP54L4	6R	<b>Open Date</b>	01/02/2007	<b>Build Date</b>	05/29/2006
<b>Model Year</b>	06	<b>Body</b>	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON		
<b>In Service Dt</b>	12/30/2006	<b>Dealer</b>	61512	<b>Dealer Zone</b>	42	<b>Mileage</b> 418
<b>Name:</b>					<b>Contact Type</b>	TELEPHONE
<b>Address</b>					<b>Home Phone</b>	
	THURMAN OH				<b>Country</b>	UNITED STATES

Product - Electrical - Lamps and Switches - Other - Default

States that the air bag is light is coming on.

Customer states that the air bag light has been coming on and staying on in the vehicle ever since he put the hand controls. Customer states that Mark at dealership 61512 informed him that the dealership does not have a incense to mess with the hand controls on the vehicle. Customer states that he wants the air bag disconnected. Mark stated that he would contact Fits Patrick in Columbus to see if they can do anything. Customer states that the hand controls are on, al he needs is the air bag disconnected.

Customer states that he has never had a vehicle that has the air bag under the steering wheel.

REASSIGNED TO BC/DLR 42 61512 01/02/07 16:36 O 15828875

\*Contact Date:01/10/2007

Service Manager at the dealership has closed the Cair# 15828875

Dealer personnel issue has been addressed and customer has been provided with explanation.

CAIR RETURNED FROM DEALER ON 1/10/2007 AT 10:32:540 R 15828875

**Customer Assistance Inquiry Record (CAIR)#****15861540**

<b>Vin</b>	2D4GP44L0	7R	<b>Open Date</b>	01/12/2007	<b>Build Date</b>	09/28/2006	
<b>Model Year</b>	07	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT LWB WAGON			
<b>In Service Dt</b>	12/23/2006	<b>Dealer</b>	45290	<b>Dealer Zone</b>	74	<b>Mileage</b>	783
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	PAOLA KS					<b>Country</b>	UNITED STATES

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

Customer states that air bag light is coming on.

Customer states that he has had his vehicle for 3 weeks and it has been in service more than he has had it. His airbag light was on when he drove it off the lot. They replaced the pre-tensioner and that did not fix it. They then ordered a harness and they received the wrong part. They have reordered the harness today. Customer is very dissatisfied with the vehicle. Agent gave him the reference number and told him to call back if this does not solve the problem. If he calls back, send a direct to dealer.

Customer provided reference number. Customer stated dealer 45290 did not receive the part today. Customer stated he is very disappointed. Agent contacted dealership and spoke with assistant service manager Brian. Dealer stated part did not come in today. Dealer stated part is on VOR status. Dealer stated they had a part delay over the weekend due to bad weather. Dealer stated part should be at dealership tomorrow. Dealer from parts department Ryan provided part number 5170955AA. Dealer stated part will be at dealership in the morning on 1/17/07. Agent informed dealer she will send a direct to dealer. Agent provided information to customer and informed customer she will send a direct to dealer. Customer stated he feels he should not have to pay for the first months bill. Customer seeking to be compensated for the first months bill. Agent informed customer the vehicle will be repaired per the terms of the warranty. agent informed customer his monthly payment will not be waived per EJK28. Customer stated vehicle has been in shop two to three Weeks. Customer stated he will never purchase another Chrysler vehicle. Agent apologized customer felt this way.

\*\*\*\*\*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 provided reference number. Customer stated dealer 45290 did not receive the part today. Customer stated he is very disappointed. Agent contacted dealership and spoke with assistant service manager Brian. Dealer stated part did not come in today. Dealer stated part is on VOR status. Dealer stated they had a part delay over the weekend due to bad weather. Dealer stated part should be at dealership tomorrow. Dealer from parts department Ryan provided part number 5170955AA. Dealer stated part will be at dealership in the morning on 1/17/07. Agent informed dealer she will send a direct to dealer. Agent provided information to customer and informed customer she will send a direct to dealer. Customer stated he feels he should not have to pay for the first months bill. Customer seeking to be compensated for the first months bill. Agent informed customer the vehicle will be repaired per the terms of the warranty. agent informed customer his monthly payment will not be waived per EJK28. Customer stated vehicle has been in shop two to three Weeks. Customer stated he will never purchase another Chrysler vehicle. Agent apologized customer felt this way.

\*\*\*\*\*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 74 45290 01/16/07 17:21 R 15861540

\*Contact Date:01/17/2007

Service Manager at the dealership has updated the Cair# 15861540

Parts have been ordered.

Vehicle repaired

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**Customer Assistance Inquiry Record (CAIR)#****15861710**

<b>Vin</b>	1C4GP45R7	5E	<b>Open Date</b>	01/12/2007	<b>Build Date</b>	04/26/2005	
<b>Model Year</b>	05	<b>Body</b>	RSYH52	CHRYSLER TOWN & COUNTRY FWD SWB WAGON			
<b>In Service Dt</b>	05/21/2005	<b>Dealer</b>	26763	<b>Dealer Zone</b>	66	<b>Mileage</b>	49,000
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	PORT ST LUCIE FL					<b>Country</b>	UNITED STATES

Recall - F10: - Advise Owner/Incomplete Recall	Agent informed customer of incomplete recall.
Corporate - Recall - Default - Default - Default	Customer seeking recall information.
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer stated air bag light comes on.
Product - Wheels and Tires - Tires - Vibration - Front	Customer stated the tires were shaking.

Customer calls seeking recall information. Advised the customer of incomplete recall #F10 for this vehicle. Customer was advised to contact a Chrysler, Dodge, or Jeep dealer to schedule an appointment to complete recall repair. Customer stated the dealership 26763 checked this recall. Customer stated dealer 26763 stated this recall is not for this vehicle. Customer stated he had an issue with the lug nuts on vehicle. Customer stated his mechanic worked on vehicle and all four lug nuts broke while working on lug nuts. Customer stated mechanic stated this lug nuts are too soft. Customer stated this is a very serious issue. Customer stated mechanic got the lug nuts from dealership and charged customer \$200.00 for the lug nuts. Customer stated the tires were shaking. Customer stated he took vehicle to dealership 26763 and repaired the issue with tires shaking. Customer stated the air bag light comes on for no reason. Agent informed customer his concerns have been documented and the previous issues with vehicle. Customer stated air condition setup is wrong. Customer stated the air conditioning issue is under the dash. Customer stated he wants that documented. 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 Assistance Inquiry Record (CAIR)#****15862251**

<b>Vin</b>	2A4GP44R4	6R	<b>Open Date</b>	01/12/2007	<b>Build Date</b>	03/01/2006	
<b>Model Year</b>	06	<b>Body</b>	RSYH53	CHRYSLER TOWN & COUNTRY LX FWD LWB WAGON			
<b>In Service Dt</b>	06/30/2006	<b>Dealer</b>	62147	<b>Dealer Zone</b>	42	<b>Mileage</b>	3,000
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	TWINSBURG OH					<b>Country</b>	UNITED STATES

Product - Electrical - Radio/Spkr/Clock/Antenna - Intermittent or Inoperative - Default

Customer reporting radio problem

Customer stated air bag light was coming on and - took care of problem.  
Customer stated he gets no lower AM radio stations at all and 62147  
Service Department stated radio stations transmission is not strong  
enough. Agent consulted with RDD41 and advised contacting 62147 and  
alert DIRECT TO DEALER is being sent regarding radio issue and to advised  
customer contact dealer to involve our technicians for additional  
information. Agent called 62147 there is no record of customer s radio  
problem. Agent advised a DIRECT TO DEALER is being sent regarding radio  
issue. Agent advised customer 62147 has been notified to seek Business  
Center and DaimlerChrysler technicians. Customer stated he can be  
contacted at

**Customer Assistance Inquiry Record (CAIR)#****15890086**

<b>Vin</b>	2D8GP44L9	6R	<b>Open Date</b>	01/23/2007	<b>Build Date</b>	08/15/2005	
<b>Model Year</b>	06	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	08/19/2005	<b>Dealer</b>	41356	<b>Dealer Zone</b>	42	<b>Mileage</b>	36,220
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	KENTWOOD MI					<b>Country</b>	UNITED STATES

Referral - Tier Two - Internal Escalation - Authorization - Default	Customer seeking assistance with the repair to air bag sensor.
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer states the front left air bag sensor needs to be replaced.

\*\*\*\*Begin structured narrative CL - GOODWILL ESCALATION

What is the customer requesting from DaimlerChrysler?

Customer seeking assistance with the repair to air bag sensor.

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

220 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 DCX vehicles has the customer owned including this vehicle?

Two

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 calling in stating the air bag light on his vehicle came on, and the dealer has informed him the left front air bag sensor needs to be replaced. Customer then stated this repair is outside of warranty, and he is seeking assistance with Chrysler. Agent consulted with DLM153 who stated that due this repair having to do with a safety concern and low mileage the customer may be transferred for further review. Agent then informed the customer that DCX will be able to look further into possible assistance, however, since the vehicle is outside of warranty the customer will need to speak to another representative. Agent then provided the customer with their reference number, and transferred the customer for further review per DLM153.

Customer calling to state that he was disconnected while waiting for transfer to Tier Two. Transferred customer per previous narrative.

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

Customer is seeking 100% coverage.

Customer inquired if the same part would be installed, or if DCCAC has updated the part.

Customer requested a call back.

Agent's contact information was given to the customer.

COIN shows 3 DCX vehicles at address, all purchased used.

Agent called Dealer 41356, spoke with Joe, Service Manager.

Caller is a new customer, purchased vehicle used from dealership in 10/06.

Is not adverse to DCCAC assisting the customer.

Agent called customer back.

Vehicle is currently not at the dealership. Agent informed caller that the vehicle has to be at the dealership prior to a decision. Customer understood.

Agent is thinking of a \$25.00 co-pay.

Dealer will call agent with warranty cost, and vehicle mileage.

Dealer ship has informed DM of issue. Customer has had a prior repair done

The true mileage of vehicle is around 60,000 miles. Customer had part

replaced on 1/23/07. Customer falls under mopar warranty but customer has to pay for labor. Will auth replacement of parts under mopar warranty customer responsible for Labor. Customer was very rude to service department. PDB36...

Please disregard the message written above it was ment for CAIR opened on 1/23/08

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**Customer Assistance Inquiry Record (CAIR)#****15902617**

<b>Vin</b>	2A4GP54L3	6R	<b>Open Date</b>	01/29/2007	<b>Build Date</b>	12/16/2005	
<b>Model Year</b>	06	<b>Body</b>	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON			
<b>In Service Dt</b>	02/26/2006	<b>Dealer</b>	67438	<b>Dealer Zone</b>	66	<b>Mileage</b>	19,496
<b>Name:</b>						<b>Contact Type</b>	CERTIFIED LETTER
<b>Address</b>						<b>Home Phone</b>	
	OPA LOCKA FL					<b>Country</b>	UNITED STATES

Corporate - Lemon Law - Default - Default - Default

Product - Differential Gear Assy's - Unknown - Noisy - Rear

Owner sends in MVDN card mailed CERTIFIED MAIL received 01-26-07 Please

Respond to the owner complaints listed ASAP. Please review the noted issues

On this file and contact the owner and resolve the file per state lemon law

Demand requirements. Please advise the owner of the outcome on all issues

noted on this complaint. Thank You Michael Pawlowski

Owner complains of noise coming out of the rear of vehicle on turns stated

vehicle has been to dealer 5 times on same complaint.

\*\*\*\*\*ORLANDO BUSINESS CENTER RECEIVED MVDN 1/30/07\*\*\*\*\*

SEE ABOVE CONCERNS.

013007 RVW ATTEMPTED TO CONTACT OWNER AT BUS NUMBER. GOT VM. LM ACKNOW

RECEIPT OF MVDN AND REQ OWNER CALL WRITER.

WRITER RECD CALL BACK FROM OWNER. REACKNOW RECEIPT OF MVDN. OWNERS CONCERN

IS:

(1) WHIRRING NOISE FROM REAR OF VEHICLE INTERMITTENTLY ON DAILY BASIS ON

URNS AND WHILE DRIVING STRAIGHT. MOST PREVALENT ON TURNS.

WRITER SCHED OWNER TO DROP OFF VEH TO POTAMKIN CJ BY 8:30 AM ON FEB 12 FOR

DLR TO INITIATE INSPECTION/REPAIR AND DCX REP (DM) INVOLVEMENT ON FEB 13.

WRITER DECLINED OWNER REQ FOR ALT TRANS AS NOT TERMS OF WARRANTY OR LEMON

LAW PROCESS. WRITER ADVISED DM AND SM OF THE ABOVE. APPT LETTER SENT TO

OWNER AS CONFIRMATION.

021207 RVW SPOKE TO SM WHO CONFIRMED VEH AT DLR.

021507 RVW SPOKE TO SM. SM REPORTS THAT TEST DROVE VEH FOR 30 MILES. UNABLE

TO DUPL NOISE AS STATED ABOVE OR BRAKE NOISE THAT OWNER ALSO HAD CONCERNS

WITH. TEST DROVE WITH OWNER. OWNER UTD. VEH RETURNED TO OWNER YESTERDAY

MORNING THE 14TH.

WRITER CONTACTED OWNER. REVIEWED ABOVE FINDINGS. REQ OWNER CONTACT WRITER

WHEN NOISE ISSUE BECOMES MORE PREVALENT SO CAN SCHEDULE TEST DRIVE WITH

SM SO ISSUE CAN BE RE-EVALUATED. OWNER SATIS. FU TO PHONE CALL LETTER

SENT.

030107 RVW RECD CALL FROM OWNER. OWNER REPORTS THAT TOOK VEH BACK TO DLR

AND TEST DROVE WITH SM. SM HEARD NOISE. WRITER ADVISED OWNER THAT WRITER

TO FU WITH SM AND CALL OWNER BACK. WRITER SPOKE WITH SM. SM REPORTS THAT

HEARD A HOWLING TYPE NOISE FROM REAR OF VEH ON LEFT TURN AT ABOUT 10 MPH.

WRITER ADVISED SM THAT WRITER WILL REQ OWNER TO TAKE VEH BACK IN ON TUES/

WED OF NEXT WEEK TO HAVE DLR READDRESS ISSUE. WILL PROVIDE OWNER ALT

TRANS DURING REPAIR.

WRITER SPOKE TO OWNER. OWNER TO TAKE IN TUES AFTERNOON.

030607 RVW RECD CALL FROM OWNER. OWNER REPORTS IN ADDITION TO ABOVE THAT

HAS CONCERNS WITH

(1) FRONT RIGHT WHEEL/AXLE MAKING CLICKING NOISE ON TURNS \_

(2) AIR BAG LIGHT COMING ON FOR AWHILE THEN GOING OFF WHILE DRIVING

(3) BRAKES SQUEAKING

OWNER TO TAKE VEH BACK TO DLR AT ABOUT 1:30 PM. WRITER PLACED CALL TO SM

AND ADVISED SM OF ABOVE.

030807 RVW SPOKE TO SM. SM REPORTS THAT REPL CLOCK SPRING FOR AIR BAG

LIGHT CONCERN. LEFT REAR ROTOR FOR NOISE FROM REAR OF VEH ON TURNS. UTD

ANY CLICKING NOISE FROM RIGHT FRONT OF VEH. NO ABNORMAL NOISE FROM BRAKES.

SOME SQUEAKING IS NORMAL. NOTE: OWNER HAD ACCIDENT ON WAY TO DLR. THERE

IS \$1000 OF DAMAGE TO FRONT RIGHT OF VEH. DLR TO FAX WRITER ROS FOR REVIEW

AS OWNER SEEKING TO GET OUT OF VEH.

031207 RVW RECD CALL FROM OWNER CLAIMING VEH STILL MAKING NOISE FROM

REAR OF VEH ON TURNS. WRITER ADVISED OWNER THAT UPON RECEIPT OF FILE THAT WILL CONTACT OWNER.

032107 RVW SPOKE TO OWNER. REQ OWNER TAKE VEH TO DLR AND TEST DRIVE WITH SM. OWNER TO DO SO THIS AFTERNOON. WRITER SPOKE TO SM AND ADVISED SM TO DOCUMENT OWNER CONCERN AND CONTACT WRITER WITH SM FINDINGS.

WRITER RECD CALL FROM SM. SM REPORTS THAT TEST DROVE VEH WITH OWNER FOR 40 MINUTES AND DID CONFIRM HOWLING TYPE NOISE FROM REAR (POSSIBLY LEFT REAR) OF VEH ON LEFT TURNS AFTER MAKING STOP. WRITER REQ SM TO DOCUMENT WITH REPAIR ORDER AND FAX TO WRITER.

032207 RVW CONTACTED OWNER. DUE TO UNRESOLVED ABOVE NOISE CONCERN AFTER FRA, DCX OFFERED TO SETTLE WITH OWNER BY REPL/REPURCH VEH. OWNER OPTS FOR REPL. WRITER ADVISED OWNER THAT FILE TO BE FORWARDED TO ISG WHO WILL CONTACT OWNER WITHIN 4-5 WORKING DAYS UPON RECEIPT OF FILE TO INITIATE SETTLEMENT. OWNER SATIS.

\*\*\*\*\* REPLACEMENT TEMPLATE SUBMITTED FOR APPROVAL 3/22/07 \*\*\*\*\*

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**Customer Assistance Inquiry Record (CAIR)#****15910120**

<b>Vin</b>	1D4GP45R1	6E	<b>Open Date</b>	01/31/2007	<b>Build Date</b>	08/25/2005
<b>Model Year</b>	06	<b>Body</b>	RSKH52	DODGE CARAVAN SXT FWD SWB WAGON		
<b>In Service Dt</b>	09/13/2006	<b>Dealer</b>		<b>Dealer Zone</b>		<b>Mileage</b> 6,000
<b>Name:</b>					<b>Contact Type</b>	E-MAIL
<b>Address</b>					<b>Home Phone</b>	
	WAUCONDA IL				<b>Country</b>	UNITED STATES

Product - Air Conditioning / Heater - Unknown - Inadequate Heating - Default	Customer alleges heater issues.
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer alleges light is intermittent.

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

VERY DIS-SATISFIED CUSTOMER ! ! ! !

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

TO WHOM EVER IT MAY CONCERN In Sept. 06 I purchased a Dodge Caravan SXT.

The van has a little over 6000 miles and already I have taken the van in a couple of times for problems. 1) The heater stopped working, blows cold air. In middle of a winter it's a no, no! 2) Something broke off in the windshield wiper reservoir and blocked the fluid nozzle, almost got in an accident (with my little kids and wife present in the van). When it's snowing and stuff is coming off the dirty roads, and I cannot clean the windshield, that is not good! 3) The passenger-side airbag light/indicator on the dashboard is very moody, turns off and on when it feels like it. Right now I'm not sure what to make of it. Just so you guys know that if something happens, meaning the airbag goes off by itself and injures someone or worst, in case of an accident, the airbag does not work, you can imagine what could happen. And believe me, it will be very bad news for you guys.... To me this should not be happening to a brand new vehicle. I understand that your quality is yet a little below your Japanese competitors but this is ridiculous. I was hoping to get through at least a couple of years without going to the dealer for manufacturing related problems. I m seriously thinking about trading my van in for a Honda or Toyota, or Nissan van. And never to buy an American, especially a Dodge (or Chrysler) brand again. And also recommend my family and friends to stay away from your brand. I hope you take my inquiry seriously and do something about it. Sincerely, Aamer

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

Email states:

Thank you for contacting the Chrysler Group Customer Assistance Center regarding the 2006 Dodge Caravan. We regret that you are experiencing these issues with your vehicle and would like to assist. We see that this vehicle is still well within the Base Manufacturers Warranty which is given with the vehicle at the time of purchase. We suggest that you give your local DaimlerChrysler dealer the opportunity to assist you with these issues. Their service personnel have the factory training, equipment and information available to diagnose and correct concerns with DaimlerChrysler vehicles. Furthermore, your dealer is empowered by DaimlerChrysler to determine the merits of any goodwill policy consideration for repairs beyond the coverage of your manufacturer s warranty. Should you have any further questions, please feel free to contact the DaimlerChrysler Customer Assistance Center at 800-992-1997 for additional discussion. Again, thank you for your email.

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



**Customer Assistance Inquiry Record (CAIR)#****15921727**

<b>Vin</b>	2D4GP44L5	6R	<b>Open Date</b>	02/02/2007	<b>Build Date</b>	10/05/2005	
<b>Model Year</b>	06	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	02/20/2006	<b>Dealer</b>	44792	<b>Dealer Zone</b>	32	<b>Mileage</b>	8,000
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	CENTERPORT NY					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Other - Unknown	Customer states part is on backorder for her vehicle.
Recall - F10: - Advise Owner/Incomplete Recall	Inform customer of incomplete recall F10.

Customer states she is waiting on a part that is on backorder. Customer states that she has been waiting for over a week on this part and states that she was advised that it could be another two weeks before the part comes in. Customer states that it is costing her thousands of dollars and is seeking to have the part expedited.

Agent contacted dealer 42885 and was unable to reach anyone in Parts. Agent offered customer a call back.

Agent contacted dealer 42885 and spoke with Chuck the Parts Manager. Chuck states that this part is on National Backorder. Chuck states that he will contact the Parts Manager to upgrade to VOR status. Agent cannot contact customer back due to the fact that they only updated the system s caller information. Agent was not aware that she could update COIN with contact information provided someone other than the owner. Agent was under the impression that the only time you could update COIN information was if it were the owner only. Agent conferred with JLM172 and was advised that it was ok to update COIN information that was provided by a spouse.

Customer called back in stating that she was never contacted back in regards to part on back order. Customer disconnected while on hold for more information.

Customer states she has gotten cut off three times. Customer seeking status of part order. Called dealer 42885, Security Dodge, Amityville, NY, 631-691-9331. Spoke with Chuck in Parts. Chuck advises his wholesale division is working on locating one for the customer. The part is an air bag sensor. Chuck states the part is on national back order and the estimated ship date is May. Chuck advises to call back on Monday and he should know more on assisting the customer get this part. Advised customer she will receive a call back on 2/5/2007. Customer is requesting a rental vehicle. Advised customer DCX will not provide a rental for her having an accident. Customer states the part order is 4896023AA. Agent verified the part is on backorder. Customer states she can not believe this part is so hard to manufacture. Customer inquiring if she can drive the vehicle without the air bag sensor. Advised customer that DCX does not recommend driving the vehicle without an air bag sensor.

Customer seeking a rental vehicle. Customer was referred to his insurance company for possible rental due to an accident, per EJK28. Customer states that he was given 25 days. Customer was informed that DCX would not assist with anymore rental that he would have to speak with his insurance company for additional rental, customer states that he will see us in the media, customer informed anything outside of Chrysler was at his discretion.

Customer calls seeking recall information. Advised the customer of incomplete recall F10 for this vehicle. Customer was advised to contact a Chrysler, Dodge, or Jeep dealer to schedule an appointment to complete recall repair.

**Customer Assistance Inquiry Record (CAIR)#****15926142**

Vin	1D4GP45R5	5E	Open Date	02/07/2007	Build Date	02/04/2005	
Model Year	05	Body	RSKH52	DODGE CARAVAN SXT FWD SWB WAGON			
In Service Dt	02/19/2005	Dealer		Dealer Zone		Mileage	22,000
Name:						Contact Type	E-MAIL
Address						Home Phone	
	KELLER TX					Country	UNITED STATES

Corporate - Policy Issues - Default - Default - Default	Dissatisfied that DaimlerChrysler does not provide a free rental.
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\*\*\*\*\* EMAIL BRIEF DESCRIPTION CONTENT \*\*\*\*\*

Severe disappointment in the service and handling of customers

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

I am writing to let you know that I am extremely disappointed in the customer service provided to those of us who follow the maintenance of our vehicles, do not drive far/accumulate high mileage, and are still under warranty. Taking your car in for service for factory defects (air bag light staying on) and for transmission issues not related to wear and tear is stressful enough. If you are in my position and you work full time out of your home, care for your 3 children ( ages 11, 8, and 2), and take care of your home, having a reliable mode of transportation is essential. To not provide a loaner or dealer car for, hopefully rare, service needs is irresponsible. I understand there is an option for extended coverage that offers a dealer car, I don t plan on a car that is well maintained to break down. It is the height of greed to force customers to pay for a rental car or an extended warranty. I am very disappointed in Dodge. My husband purchased this van for me and a Dodge truck for himself within a 2 week period. My parents also drive dodge vehicles. I now understand though, why most of my friends and family drive Hondas, Toyotas, and other foriegn vehicles - those car makers place a higher value on their customers and customer service. This will be my last Dodge. Sincerely, Kelley Townsend

\*\*\*\*\*END EMAIL CONTENT\*\*\*\*\*

\*\*\*\*\*EMAIL RESPONSE\*\*\*\*\*

Thank you for contacting the Chrysler Group Customer Assistance Center concerning vehicle service.

It is always a concern when a customer is dissatisfied with our products or Dealer service.

Over the past few years, DaimlerChrysler Motors Corporation has made tremendous gains in improving levels of customer satisfaction. But in your case, we apparently missed the mark.

Please accept my sincerest apologies for the problems you have had. I hope we will have another chance, sometime soon, to restore your faith in DaimlerChrysler.

Rental or loaner vehicles, while an owner s vehicle is being serviced, are not provided under the terms of the manufacturer s warranty.

Thank you for giving us the opportunity to review this matter with you.

Information received from customers better enables us to evaluate our policies for future consideration.

Thanks again for your email.

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

**Customer Assistance Inquiry Record (CAIR)#****15950626**

<b>Vin</b>	2C8GP64L0	5R	<b>Open Date</b>	02/14/2007	<b>Build Date</b>	02/16/2005	
<b>Model Year</b>	05	<b>Body</b>	RSYS53	CHRYSLER TOWN & COUNTRY LTD FWD LWB WAGON			
<b>In Service Dt</b>	04/28/2005	<b>Dealer</b>	68264	<b>Dealer Zone</b>	51	<b>Mileage</b>	22,000
<b>Name:</b>						<b>Contact Type</b>	E-MAIL
<b>Address</b>						<b>Home Phone</b>	
	SOUTH ELGIN IL					<b>Country</b>	UNITED STATES

Referral - Tier Three - Default - Default - Default	Escalated email for handling.
Dealer - Service/Body Shop - Transaction - Problem Not Resolved - Default	Issue not resolved.
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Recurring airbag light issue.

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

Airbag light on 2005 T&amp;C Limited

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

NOTE: The VIN number included is not the one for my vehicle. My van is currently at the dealership for the 8th time for the same issue. The dealership has been as helpful in attempting to solve the problem, but I am very disappointed in the van (a 2005 T&C Limited), and expect Chrysler to do something to get me into a different van. I have spoken with Steve Stanley, the General Manager, at the dealership and he has advised me that since I purchased the van used (it was a Chrysler-owned vehicle with less than 6000 miles), I am not entitled to the same benefits as if I had bought it brand new. However, I am way beyond entitlements now. This is strictly about keeping me as a customer. I purchased this van because my wife and I started a family last year. We plan on more children and will be buying vans for the next 20+ years. I purchased this particular van after doing extensive research on safety and skipped the sunroof for the airbags. However, in the area of safety, the van has completely failed. It is in the shop for the 8th time - every time for the airbag light. A Chrysler Engineer is coming out for the second time, but I have little faith that it will be fixed, and I have no faith the fix will be a long term one, since the amount of time between the first time the light went on and the second time was 10 months. The light came on the first time on the day I took it home. It has been on almost constantly since the beginning of December, with 7 trips to the dealership during that time. As I noted above, I fully expect Chrysler to take action to turn this very negative experience into a more positive one. As I have zero confidence in this particular van, I will be getting a different one. I would like it to be another Chrysler, but unless Chrysler takes action so the replacement (which I expect to be the same or better as I have now, both in age, mileage and condition - and at no additional cost to me) this will be the last Chrysler I own. As the van is currently at the dealership, I do not have the VIN number. The number to the dealership is 847-697-0900. John is the Service Manager and I have been working with him and Steve Stanley, the General Manager, if you have any questions about what has been done to the van. I can be reached at the work number included here or by e-mail.

\*\*\*\*\*End of email\*\*\*\*\*

Thank you for contacting the Chrysler Group Customer Assistance Center regarding an unresolved airbag light issue with your 2005 Chrysler Town and Country.

Your email was recently received by the Customer Assistance Center and has been forwarded to a more appropriate area for their attention.

We appreciate your comments and believe our referral action will provide the best opportunity for review.

Thank you again for your email.

\*\*\*\*\*End of email response\*\*\*\*\*

CAIR re-assigned to 82H for further handling.

\*\*\*\*\*

ATTENTION\*\*\*\*\*

Writer attempted to contact owner at listed phone number on CAIR and on

main screen. This phone number is the wrong number. When owner calls back, please obtain a valid phone number for contact. Thank You. Customer seeking outcome of file. Agent informed customer that someone tried to get in contact with him. Agent informed customer that agent will reassign file for customer call back. Customer states that he can be reached at work during the day at the following number 224-405-1328. Customer accepted call back. Agent reassigned file for further review. Writer contacted service manager John who advised that vehicle was brought to dealer earlier this week for air bag lamp on, and service manager has contacted DCX zone technical advisor Dave who is working with dealer to resolve the air bag lamp concern for repairs. John states he will call owner after speaking with DCX technical advisor Dave. Writer advised owner that vehicle will be repaired per terms of factory warranty. Owner thanked writer for information.

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**Customer Assistance Inquiry Record (CAIR)#****15956585**

Vin	1D4GP45RX	5E	Open Date	02/14/2007	Build Date	06/14/2005	
Model Year	05	Body	RSKH52	DODGE CARAVAN SXT FWD SWB WAGON			
In Service Dt	09/06/2005	Dealer	23657	Dealer Zone	63	Mileage	49,575
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	MUSKOGEE OK					Country	UNITED STATES

Recall - F10: - Advise Owner/Incomplete Recall	Advised owner of incomplete recall.
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer states airbag light never worked.
Referral - Tier Two - Internal Escalation - Authorization - Default	Tier two referral.

Customer's friend states recall was performed today. Caller states the airbag light was coming on intermittently and according to technician, the shop replaced a defective electrical connector and caller feels this was damaged during installation. Caller states this airbag light comes on for bulb check and the one on this one does not function. Caller states when he was on his way home, airbag light came back on again. Caller wants to voice complaint because this has never been addressed before now. Caller states this cost \$78.15 to have defective part replaced and would like reimbursed for this. Agent consulted with DJC104 and transferred for further assistance. Computers started updating before customer could be transferred. Customer will be calling back for transfer.

\*\*\*\*Begin structured narrative CL - GOODWILL ESCALATION

What is the customer requesting from DaimlerChrysler?

Reimbursement for repairs to airbag light.

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

13575 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 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

Friend is calling back. Agent consulted with RDD41.

Customer to be transferred.

Customer is aware of the incomplete recall F10 which he states was completed today.

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

Original owner. 1 DCX vehicle.

Agent called Steve Weaver at 23657 and was advised that customer has maintenance performed there. No evidence of damage. Stated that connector/pin would not remain in slot.

Repair came to \$3.65 for part and \$74.50 for labor.

As a one-time goodwill gesture, DaimlerChrysler will reimburse customer for repair on 02/14/07 to insure continued satisfaction.

Customer accepted and will mail in receipts.

**Customer Assistance Inquiry Record (CAIR)#****15971006**

<b>Vin</b>	2D4GP44L2	6R	<b>Open Date</b>	02/19/2007	<b>Build Date</b>	08/09/2005	
<b>Model Year</b>	06	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	04/16/2006	<b>Dealer</b>	43320	<b>Dealer Zone</b>	71	<b>Mileage</b>	13,000
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	RENTON WA					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer reports air bag warning light illuminated.
Product - Engine - Unknown - Check Engine Lamp On/Flashing - Default	Customer reports engine warning light illuminated.
Product - Drivability - Unknown - No Start - Default	Customer reports failure to start.
Product - Electrical - Radio/Spkr/Clock/Antenna - Intermittent or Inoperative - Default	Customer reports intermittent radio failure.
Product - Electrical - Wipers / Washers - Intermittent or Inoperative - Front	Customer reports intermittent windshield wiper failure.
Product - Electrical - Power Sliding Door - Intermittent or Inoperative - Both Sides	Customer reports power sliding door intermittently inoperative.
Product - Electrical - Power Windows - Intermittent or Inoperative - Unknown	Customer reports power window failure.
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Customer reports various lights and switches intermittently inoperative.

Customer reports following intermittent issues with vehicle: no start; power windows, sliding doors, and rear hatch inoperative; engine and airbag lights on; radio failure; headlight failure; windshield wiper failure; dashboard lights and switches inoperative. Customer is seeking vehicle buyback. Advised customer agent would need to obtain service history from dealership and call him back when further information is available; customer accepted and requested call back on during business hours. Called dealership and spoke to Service Manager Brad who advised that various codes have been taken from the system but no reasons have been found for them, and he has replaced the instrument cluster so far but nothing else.

**ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER**

Agent called the dealer and spoke to Service Manager Brad and informed him of the customer's contact with the DCCAC and informed the dealer of the Direct-to-Dealer CAIR. Please follow your Business Center guidelines in an attempt to resolve customer's concern(s). If required, seek assistance from your District Manager, Business Center or STAR. Please update this CAIR with the final resolution.

REASSIGNED TO BC/DLR 71 43320 02/19/07 19:41 O 15971006

022107: reviewed case with Service Director. Vehicle is shop and I am waiting for the results of the diagnoses and repairs. RAD16 \_

Customer called seeking update on file. Agent contacted dealer 43320 and spoke with Brad the Service Manager. Brad states that they were just getting in contact with their Zone representative. Agent advised customer that the dealer is getting in contact with the proper parties to have their issues resolved. Customer understood.

022607: Sent email lemon law CAIR alert message to Service Director (Brad Wolf) of Dodge of Bellevue. He currently working with the are Tech \_ Advisor for an resolution. I requested a retention Analysis from Dodge of Bellevue. Once I receive that package, I will call the customer and review his intentions and request. DM follow up to continue. RAD16

Customer called seeking where to send in the information for lemon law. Customer states that the vehicle falls under his states lemon law and he wants this to take action. Agent contacted dealership and spoke with Karen the service manager at dealer 43320 and she advised this agent that she would need to fax this information to this agent because she does not have it available to her at this moment. Agent advised customer that this agent is waiting on some information that will be faxed over and once

this agent has that information this agent will contact the customer back  
@ [REDACTED] Customer understood.

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**Customer Assistance Inquiry Record (CAIR)#****15974350**

<b>Vin</b>	2D8GP44LX	6R	<b>Open Date</b>	02/20/2007	<b>Build Date</b>	09/27/2005	
<b>Model Year</b>	06	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	05/01/2006	<b>Dealer</b>	67501	<b>Dealer Zone</b>	66	<b>Mileage</b>	18,185
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	BENSON NC					<b>Country</b>	UNITED STATES

Product - Fuel System - Gas Pedal - Binds,Sticks,Seized - Default	Customer states gas pedal is sticking.
Product - Brakes - Anti-Lock Brake System - ABS Lamp On/Flashing - Default	Customer states that the ABS light is on.

Customer states that the gas pedal was sticking. Customer states that the vehicle has been taken to the dealer twice for repairs, and that it is now going back into the dealer again. Customer states that the air bag light is also on. Customer states that the previous times the customer has had to have work done, the dealer provided a loaner vehicle. Customer states that the dealer told customer when he purchased the vehicle that customer would get a loaner vehicle. Customer states that the vehicle needs to go in again, but dealer advised him that a loaner vehicle is not available.

Customer is seeking rental assistance, and would like issue repaired. Agent advised customer that DCCAC cannot look into rental assistance without a diagnosis. Agent advised customer that the appropriate parties would be contacted for customer s concerns about the gas pedal. Agent contacted dealer about customer s issue. Agent spoke with Danny. Danny stated that customer was in for the pedal before, and the throttle body was cleaned as a precautionary measure, but that no other issues were found.

Danny stated that when customer brought vehicle, the throttle body was cleaned again, and checked the cables, but did not find any issues with the vehicle. Danny stated that the issue has not been duplicated, and dealership has not found any indication of manufacturing defect. Agent advised Danny that customer also states that the air bag light is on. Danny stated that the clockspring was repaired previously. Agent advised customer that customer could contact DCCAC once a diagnosis was made, and DCCAC could look into rental assistance or reimbursement. Customer stated that he would contact his salesman first to see if a loaner could be provided shortly.

**ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER**

Agent called the dealer and spoke to Danny and informed them of the customer s contact with the DCCAC and informed the dealer of the Direct-to-Dealer CAIR. Please follow your Business Center guidelines in an attempt to resolve customer s concern(s).

If required, seek assistance from your District Manager, Business Center or STAR. Please update this CAIR with the final resolution.

REASSIGNED TO BC/DLR 66 67501 02/20/07 16:47 O 15974350

\*Contact Date:02/22/2007

Service Manager at the dealership has closed the Cair# 15974350

Warranty repair has been documented on Repair Order#92233

CAIR RETURNED FROM DEALER ON 2/22/2007 AT 03:43:517 R 15974350



**Customer Assistance Inquiry Record (CAIR)#****15984294**

<b>Vin</b>	2C8GP64L1	5R	<b>Open Date</b>	02/23/2007	<b>Build Date</b>	02/07/2005	
<b>Model Year</b>	05	<b>Body</b>	RSYS53	CHRYSLER TOWN & COUNTRY LTD FWD LWB WAGON			
<b>In Service Dt</b>	02/28/2005	<b>Dealer</b>	43554	<b>Dealer Zone</b>	71	<b>Mileage</b>	31,500
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	YUCCA VALLEY CA					<b>Country</b>	UNITED STATES

Product - Electrical - Body Wiring - Other - Default	Customer states the airbag light keeps coming on.
Product - Electrical - Tire Pressure Monitor - Unknown - Default	Customer states the tire pressure monitor has not been working properly.

Customer called in stating that he is seeking arbitration on his vehicle. Customer states that the low air light for the tires kept coming on and after 6 repair attempts, he believes it is repaired. Customer also states that his airbag light keeps coming on. Customer states that he has had it repaired several times and it is still on. Agent contacted dealer 43554 and no one was available. Agent will contact dealer at a later time. Agent offered the customer a call back. Customer agreed. Customer states that he was not called back from the previous agent. Customer states that he is seeking buy back on the vehicle due to the air bag light coming on. Agent attempted to contact the dealership on 03/19/2007 at 6:20 pm. Agent spoke with Neil who states the repair history on the vehicle as 1) 02/23/2007 at 32,128 miles. Customer states the air bag light is not on. No repairs performed. Unable to duplicate issue. 2) 02/20/2007 at 31,429 miles. Air bag light on. Left driver seat belt receiver replaced. Customer states that the air bag light is on now and has been since 03/18/2007. Agent consulted with CDS52. Agent advised the customer that he will need to refer to the blue and white booklet in the vehicle for buy back information. Customer was also provided with the reference number. Customer released the call.

**Customer Assistance Inquiry Record (CAIR)#****15992672**

Vin	2C4GP44R8	5F	Open Date	02/27/2007	Build Date	04/29/2005	
Model Year	05	Body	RSYH53	CHRYSLER TOWN & COUNTRY LX FWD LWB WAGON			
In Service Dt	06/04/2005	Dealer	68959	Dealer Zone	42	Mileage	32,000
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	ANDOVER OH					Country	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Airbag light issue.
Product - Engine - Unknown - Check Engine Lamp On/Flashing - Default	Malfunction indicator light issue.
Service Contract - New Contract Coverage - Alternate Transportation - Terms - Default	Rental inquiry.

Customer called seeking terms of rental. The vehicle has an airbag and malfunction indicator light issue. Writer informed the customer of the rental available under her service contract. Customer feels the dealership should of informed her of the coverage.

**Customer Assistance Inquiry Record (CAIR)#****15996059**

<b>Vin</b>	2D4GP44L0	5R	<b>Open Date</b>	03/01/2007	<b>Build Date</b>	02/09/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	02/14/2005	<b>Dealer</b>	44333	<b>Dealer Zone</b>	42	<b>Mileage</b>	135,000
<b>Name:</b>						<b>Contact Type</b>	E-MAIL
<b>Address</b>						<b>Home Phone</b>	
	COLUMBUS OH					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Inoperative - Unknown	customer alleges air bags are not working.
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\*\*\*\*\* EMAIL BRIEF DESCRIPTION CONTENT \*\*\*\*\*

Critical parts availability problems

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

\*\*\*\*\*EMAIL SUMMARY\*\*\*\*\*

I purchased my second Dodge Caravan a year ago as I had hoped it would be everything out first one was. And it is a very good vehicle but I have had my first major issue with an Air Bag light that has come on. I took it for service immediately and they told me the sensors had failed and the sensors and wiring would need to be replaced and that this will be covered under warranty. Then the bad news the parts are back ordered and they have no ETA on arrival and in the meantime the airbags will not operate if in a crash. They said it may be a few weeks before the parts are available and that the reason the wiring needs replaced is that there must be some sort of problem with that as well and Dodge is advising this be replaced as well. So my frustration here is that if this is a known issue why is there not a recall and why are parts for a critical safety component on back order with no ETA to a dealership parts department? I am very unhappy that critical parts are not being supplied to meet demand and concerned that while waiting my wife is at risk of a more serious injury if in an accident. Additionally if these parts are failing on many vans as reported by the dealership shop why are steps not being taken to review a possible recall and supply more parts to ensure these can be replaced in a timely manner? Should I consider another manufacturer for my next Minivan purchase, that places more concern on safety, or is this an exception to Dodge safety and supply standards? Sincerely, Bob Hosken

\*\*\*\*\*END EMAIL SUMMARY\*\*\*\*\*

Agent contacted Dealer 44333 and left a message for Ken Robinson advising of a direct to dealer since he is not available.

\*\*\*\*\*EMAIL RESPONSE\*\*\*\*\*

Thank you for contacting the Chrysler Group Customer Assistance Center regarding your vehicle's airbags and the parts delay.

We regret that you are still experiencing problems with your vehicle. It is our suggestion that you continue to work with your servicing dealer. I have contacted the dealership and left a message advising them that your file is being forwarded to them.

In order to assist with the delivery of your part, I will need some specific information. Please provide the following in your response:

-Part Numbers

-Order Numbers

-Status of Order

If your concerns are still not resolved after consulting with Ken, 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 Agents.

Thanks again for your email.

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

REASSIGNED TO BC/DLR 42 44333 03/01/07 14:54 R 15996059

\*\*\*\*\* D2D CASE MANAGER FOLLOW-UP \*\*\*\*\*

Case Manager contact information: ? Mayone ? Telephone: 248-944-7103

Writer contacted dealership and spoke with Cliff in Parts. Cliff advised writer the dealership has the part, an airbag crash sensor, in stock.

Cliff stated the parts were being ordered on a first come first serve basis; however, he will place the owner's name on the part that is

currently there. Cliff advised writer when owner calls to the dealership, he should request to speak with Jason in Service. Writer called owner to advise. Owner stated he was already contacted by the dealership regarding the part and thanked writer for following up.

\*Contact Date:03/21/2007

Dealer 44333 has updated the mileage to 35553.

Service Manager at the dealership has updated the Cair# 15996059

The vehicle has been diagnosed.

3-12-07 parts installed. DM 42T TER5

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**Customer Assistance Inquiry Record (CAIR)#****16002583**

<b>Vin</b>	1D4GP24R2	5E	<b>Open Date</b>	03/17/2007	<b>Build Date</b>	03/31/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON			
<b>In Service Dt</b>	04/11/2005	<b>Dealer</b>	68412	<b>Dealer Zone</b>	71	<b>Mileage</b>	51,283
<b>Name:</b>						<b>Contact Type</b>	LETTER
<b>Address</b>						<b>Home Phone</b>	
	SAINT HELENS OR					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp  
On/Flashing - Default

Customer seeking reimbursement for the repairs.

Customer seeking reimbursement for clockspring repairs that were performed on the vehicle by dealership #68412 on 02/01/07 at 51,283 miles. Customer writes in letter that due to part being faulty DCX should be responsible for repairs.

Customer vehicle does not have recall for clockspring, however clockspring is a safety concern. Agent would like to provide reimbursement for the repair with a \$50.00 customer co-pay to insure warranty. Invoice is stamped paid. Repairs to the Clockspring breaks down as follows:

Parts = \$ 37.50

Labor = \$182.60

Tax = NO TAX

Total = \$220.10

\$220.10 minus \$50.00 Customer co-pay is \$170.10. DCX would like to reimburse the customer in the amount of \$170.10.

Agent attempted to contact the customer on (03/19/07) at (5:07 pm) on the customer s (Home) phone # but was unable to reach. Writer left message with reference number, personal extension, hours available, and DCCAC number.

Agent attempted to contact the customer on (03/20/07) at (1:23 pm) on the customer s (Home) phone Customer was available. Agent informed customer of reimbursement amount and customer accept. Agent informed customer that he would process a check and have it sent out to the customer. Agent informed customer that he should receive the check within 30 days.

Agent submitted check in the amount of \$170.10 and approved...

**Customer Assistance Inquiry Record (CAIR)#****16004858**

Vin	1C4GP45R1	5E	Open Date	03/02/2007	Build Date	06/29/2005	
Model Year	05	Body	RSYH52	CHRYSLER TOWN & COUNTRY FWD SWB WAGON			
In Service Dt	11/22/2005	Dealer	62301	Dealer Zone	42	Mileage	10,400
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	EASTLAKE OH					Country	UNITED STATES

Corporate - Product Information - Default - Default - Default

Caller asking what type of brakes the vehicle has.

Caller asking what type of brakes the vehicle has. Agent informed caller that this vehicle has power front brakes and rear drum brakes. Caller mentioned that the brake dash light is not coming on and that the airbag light stays on. Agent advised caller to go to dealer for diagnosis. Caller has set up appointment already.

**Customer Assistance Inquiry Record (CAIR)#****16007106**

<b>Vin</b>	2D4GP44L3	6R	<b>Open Date</b>	03/07/2007	<b>Build Date</b>	08/13/2005	
<b>Model Year</b>	06	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	04/29/2006	<b>Dealer</b>		<b>Dealer Zone</b>		<b>Mileage</b>	9,750
<b>Name:</b>						<b>Contact Type</b>	E-MAIL
<b>Address</b>						<b>Home Phone</b>	
	WARREN PA					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp  
On/Flashing - Default

Impact sensor needs replacing has been on  
backorder.

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

front airbag sensors not available

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

I have been dealing with a seat belt alarm issue and now the front air bag sensor is faulty. I m told they are back-ordered and finally after some questioning was told the air bags will not work until the new sensor(s) are installed! This van is not even a year old. I find this unacceptable as a safety issue. Should there be a recall if so many sensors are needed that none are available?? I have vowed to buy American (or as close as I can come!), but these two issues have me frustrated. I so looked forward to my Stow n Go seating van, but spending Saturdays at the dealership after working all week is not my idea of heaven.

Sincerely, Connie A. Michell

\*\*\*\*\*End of Customer Email\*\*\*\*\*

Called dealer 43071 and spoke with Walt, service Adviser. He states that he has three vehicles that need the impact sensor for airbags and they are on backorder. He gave part number 04896023AA and records show that the parts have been released to distribution center. Called Walt and gave him the information.

\*\*\*\*\*

\*\*\*\*\*

Email states:

Thank you for contacting the Chrysler Group Customer Assistance Center regarding the back order of the impact sensor for the airbags on your 2006 Dodge Grand Caravan. Your recent email has been received and reviewed by the DaimlerChrysler Customer Assistance Center. It is always of concern when we learn that a customer is as dissatisfied with our products as you seem to be. Unfortunately, from time to time components will be on back order, either there is an excess demand or they demand may be so low that the the components are also difficult to obtain from our suppliers. Unfortunately, we have no way to determine which is the case in this instance. However, I did learn that the parts have been released to our Distribution Center and the dealer should receive them in 2 to 4 days. I called and spoke with Walt at the dealer and gave that information to him. He stated that as soon as they came in you would be contacted. DaimlerChrysler has made tremendous gains in improving levels of customer satisfaction. We regret we have not met your expectations. Thank you again for your email.

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

**Customer Assistance Inquiry Record (CAIR)#****16008517**

<b>Vin</b>	2A4GP64L2	6R	<b>Open Date</b>	03/05/2007	<b>Build Date</b>	04/03/2006	
<b>Model Year</b>	06	<b>Body</b>	RSYS53	CHRYSLER TOWN & COUNTRY LTD FWD LWB WAGON			
<b>In Service Dt</b>	06/30/2006	<b>Dealer</b>	26262	<b>Dealer Zone</b>	32	<b>Mileage</b>	22,926
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	N SYRACUSE NY					<b>Country</b>	UNITED STATES

Product - Electrical - Lamps and Switches - Defective - Default

Air bag light coming on.

Customer states that he is having issues with the airbag light coming on and that the part will not be in until Friday. He is concerned about driving the vehicle. Customer states that he wants someone here to tell him whether or not he should be driving his vehicle that the dealer told him that he could. Agent informed him that there are no technicians here on staff and that there is no one here that could tell him to drive or not to drive the vehicle. Agent offered to contact the dealer about the part and he stated that he understood that the part would not be in until Friday that he just wanted some one to answer is question. Customer disconnected the call.

Customer states that the vehicle air bag light is on in the vehicle and the dealership advised him that he can drive the vehicle until the vehicle can be repaired. Customer is seeking information on why he would not be offered a rental vehicle and he wants a rental until the parts come in for the vehicle. Customer states that he wants a supervisor to advise him if there is anything else that can be done. Agent consulted with ALS70. Agent advised the customer that the vehicle is drivable and if he wants a rental, it would be at his own cost. Agent also advised the customer that Chrysler cannot go on a want if scenario with the vehicle. Customer states that he is upset with this and released the call.



**Customer Assistance Inquiry Record (CAIR)#****16009296**

Vin	2C8GP54L7	5R	Open Date	03/26/2007	Build Date	06/27/2005	
Model Year	05	Body	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON			
In Service Dt	07/22/2005	Dealer	26771	Dealer Zone	42	Mileage	37,301
Name:						Contact Type	LETTER
Address						Home Phone	
	CHARLEVOIX MI					Country	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default

States air bag sensor repair.

Original owner of two sending in letter seeking reimbursement for air bag sensor replacement. Repairs were performed at dealer 26771 on 1/25/07 at a mileage of 37,301. Invoice has a total cost of \$152.30 and then crossed out and handwritten \$101.32 (50.98 difference).

Agent contacted dealer 26771 and spoke to Bryan. Bryan states the customer has a third party service contract that covered the maintenance repair for him. The only charge to customer is the air bag sensor repair. States customer paid \$101.32 for repair with credit card.

The cost breakdown is as follows:

\$26.85 Parts

\$72.86 Labor

\$1.61 Tax

As a one-time goodwill gesture, DaimlerChrysler will split the customer the cost of the repair and reimburse \$50.66. Customer will be responsible for the remaining cost.

Agent attempted to contact the customer on 3/26/07 at 8:27 am on the customer s home phone.

Agent left message including number, direct extension, reference number and hours of operation.

If customer calls back, please advise of the above decision and document if it is accepted. If customer accepts, verify name and address for check and please advise that it may take up to 30 days for check to arrive.

Agent attempted to contact the customer on 3/27/07 at 11:25 am on the customer s home phone. Agent left message including number, direct extension, reference number and hours of operation.

Agent sending form letter 031 and setting follow up date for 4/10/07.

If customer calls back, please advise of the above decision and document if it is accepted. If customer accepts, verify name and address for check and please advise that it may take up to 30 days for check to arrive.

PLEASE REOPEN AND REASSIGN TO SNB7 FOR CHECK PROCESSING.

Agent attempted to contact the customer on 4/11/07 at 11:29 am on the customer s home phone.

Agent left message including number, direct extension, reference number and hours of operation. AGENT ALSO ADVISED CUSTOMER THAT THEY HAVE 30 DAYS FROM TODAY TO CALL BACK AND ACCEPT OFFER. AT THAT TIME OFFER WILL EXPIRE AND NO REIMBURSEMENT WILL BE ISSUED.

\*\*\*\*\*

Agent will no longer attempt to contact customer.

If customer calls back and accepts offer within 30 days, please reassign

Cair to SNB7 for check approval.

Customer called and left message for agent.

Agent returned call.

Agent contacted customer and advised of the offer for the amount of \$50.66. Customer accepts the offer and states to mail it to name and address on file. Agent advised of the reference number and that check may take up to 30 days to arrive.

Agent processed check and it was approved.

Customer states he is currently having issues with power door locks on the vehicle. Customer is going to inquire assistance from dealer. Agent advised customer if dealer is unable to provide assistance with repairs he may contact us at that time and we will look into possible assistance, no commitment made at this time.

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<b>Customer Assistance Inquiry Record (CAIR)#</b>						<b>16012535</b>	
<b>Vin</b>	2C8GP64L5	5R	<b>Open Date</b>	03/06/2007	<b>Build Date</b>	03/05/2005	
<b>Model Year</b>	05	<b>Body</b>	RSYS53	CHRYSLER TOWN & COUNTRY LTD FWD LWB WAGON			
<b>In Service Dt</b>	03/14/2005	<b>Dealer</b>	45214	<b>Dealer Zone</b>	51	<b>Mileage</b>	29,000
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	MONTFORT WI					<b>Country</b>	UNITED STATES

Corporate - Technical Assistance - Default - Default - Default	Customer seeking technical assistance.
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Customer states that he was driving the other day and the air bag and automatic brake light came on. Customer is seeking what that means. Agent informed customer that there is no technical assistance on site and that he would need to contact his local dealership. Customer stated that would be fine and that he had the number.

**Customer Assistance Inquiry Record (CAIR)#****16024901**

Vin	1D4GP45R3	5E	Open Date	03/09/2007	Build Date	06/22/2005	
Model Year	05	Body	RSKH52	DODGE CARAVAN SXT FWD SWB WAGON			
In Service Dt	08/22/2005	Dealer	42114	Dealer Zone	32	Mileage	47,864
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	EAST SYRACUSE NY					Country	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Air bag sensor needs to be replaced.
Referral - Tier Two - Internal Escalation - Authorization - Default	Customer seeking financial assistance with vehicle repairs.
Product - Wheels and Tires - Rear Wheel Bearings - Worn - Unknown	Customer states rear wheel bearings need to be replaced.
Product - Engine - Timing Belts / Chains - Worn - Default	Customer states serpentine belt needs to be replaced.

**\*\*\*\*Begin structured narrative CL - GOODWILL ESCALATION**

What is the customer requesting from DaimlerChrysler?

Customer seeking financial assistance with vehicle repairs.

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

11,000 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 DCX vehicles has the customer owned including this vehicle?

Four

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 called in stating that the vehicle is having issues with the air bag light coming on intermittently. Customer advised that the air bag light stays on so vehicle was brought to dealership 42114. Dealership diagnosed the vehicle as needing a new air bag sensor, they also advised customer that serpentine belt, and wheel cylinders in rear needs to be replaced. Customer is seeking financial assistance outside of warranty for repairs. Consulted with JAY18, transferred customer for further review.

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

Customer is only seeking assistance with the air bag light, and wheel cylinders.

Customer is seeking any assistance DCCAC is willing to provide.

Agent called Dealer 42114, and spoke with Ed, Service Manager.

Caller is warranty customer with this vehicle.

Is not adverse to DCCAC assisting the customer

Vehicle Mileage is 47864.

Did not have warranty cost on hand, will call agent back with same.

Agent informed caller that agent was waiting for information from the Service Manager, and would call him after dealer contact.

Agent provided customer, and service manager with agents contact information.

Dealer left voice message with warranty cost of \$254.51

Agent called Dealer, and spoke with Ed.

As a one-time goodwill gesture, DaimlerChrysler will cover \$154.51 of the repair. Customer will be responsible for a co-pay in the amount of \$100.00.

Agent called customer, and informed of goodwill offer, customer accepted.

Agent entered PA.

03/12

Ed called agent, and stated the vehicle needed both impact sensors, not one, and an error in labor had been made.

Part cost:\$112.58

Labor:\$170.04

Total:\$282.62

New warranty cost:\$182.62, not counting customer co-pay.

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**Customer Assistance Inquiry Record (CAIR)#****16025351**

<b>Vin</b>	2A4GP54L4	6R	<b>Open Date</b>	03/09/2007	<b>Build Date</b>	04/13/2006	
<b>Model Year</b>	06	<b>Body</b>	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON			
<b>In Service Dt</b>	10/12/2006	<b>Dealer</b>	60236	<b>Dealer Zone</b>	42	<b>Mileage</b>	3,500
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	SHAKER HTS OH					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Air bag light stays on.
Product - Brakes - Disc Brake Assy/Calipers - Defective - Front-Pass	Customer states passenger's side brakes smell.
Product - Electrical - Radio/Spkrs/Clock/Antenna - Noisey/Static/Interference - Default	Customer states radio had static.

Customer states the first problem was the radio, the day they bought vehicle. Radio would only get about 5 stations and they were all static. Dealership called customer and told them they could not find anything wrong with radio. Customer asked to speak to manager, they connected her to service advisor. Customer advised that she would not come and get vehicle until radio was repaired. Service Advisor heard static and found out that DVD player had been installed and switch had to be flipped to switch from radio to DVD. After she had been driving vehicle for a few weeks, she smelled burning brakes on front passenger's side. She took vehicle in to have that repaired and dealership denies there is any problem with brakes even though everyone else smells the smell. Customer states there is fine black dust accumulating on wheel cover and independent states there is rotor sticking or something like that going on. Customer decided to take to another dealership. Now airbag light comes on and stays on and been on steady for several days. Customer is seeking assistance with having her vehicle repaired. Agent called dealership and spoke to Dave, Service Manager, which states inspected brakes and they were fine and dust is normal wear. Dave states customer threatened him if she had to come back with this brake issue and customer will not allow him to work with her on other issues. Dave did state if she has airbag light on, she needs to make appointment and he will look into this issue for her. Direct to dealer sent per RDD41.

**ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER**

Agent called the dealer and spoke to/left message for Dave and informed them of the customer's contact with the DCCAC and informed the dealer of the Direct-to-Dealer CAIR. Please follow your Business Center guidelines in an attempt to resolve customer's concern(s).

If required, seek assistance from your District Manager, Business Center or STAR. Please update this CAIR with the final resolution.

\*\*\*DEALER CALL\*\*\*

Gary calling from dealer 60236 seeking to document some information about this customer's vehicle. The customer came in complaining of a burning smell coming from the brakes and she was threatening to sue. Gary states that they did road test the vehicle and they did not duplicate the issue they found the brakes are working fine and there is no burning smell. Agent provided Gary with the reference # and advised him that this would be documented.

<b>Customer Assistance Inquiry Record (CAIR)#</b>						<b>16026127</b>	
<b>Vin</b>	1D8GP25E2	6E	<b>Open Date</b>	03/09/2007	<b>Build Date</b>	09/10/2005	
<b>Model Year</b>	06	<b>Body</b>	RSKL52	DODGE CARAVAN SE FWD SWB WAGON			
<b>In Service Dt</b>	09/14/2005	<b>Dealer</b>	44988	<b>Dealer Zone</b>	74	<b>Mileage</b>	63,509
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	SIOUX FALLS SD					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Inoperative - Both Air Bags	Air Bag Sensors on B/O
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\*\*\*\*\*EXECUTIVE REFERRAL STAFF\*\*\*\*\*

Jim Claudy @WHEELS - Emailed; Car down, needs airbag sensors replaced. Dealer (44988) states that sensors (4896023AA) are on back order. Please assist dealer in getting parts. Called dealer, spoke to Lyle/SA; Air bag sensors came in today UPS, dealer had them on a Special Handling order. Dealer states vehicle should be ready today. Writer left name and phone number to call should further assistance be needed. Emailed update to Jim @WHEELS.

**Customer Assistance Inquiry Record (CAIR)#****16039770**

<b>Vin</b>	1D4GP45R4	6E	<b>Open Date</b>	03/14/2007	<b>Build Date</b>	08/31/2005	
<b>Model Year</b>	06	<b>Body</b>	RSKH52	DODGE CARAVAN SXT FWD SWB WAGON			
<b>In Service Dt</b>	05/11/2006	<b>Dealer</b>	60245	<b>Dealer Zone</b>	51	<b>Mileage</b>	10,000
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	EAGLE RIVER WI					<b>Country</b>	UNITED STATES

Referral - Chrysler Credit - Default - Default - Default

Customer seeking Chrysler Financial.

Customer states that he leased a vehicle a year ago in May. Customer alleges that he has had to take the vehicle in for warranty work and it is a 50 miles round trip to the dealership. Customer is concerned with the mileage of this vehicle since it is leased. Customer states there is a part that has been ordered now and that he has to drive to this dealership since there is no other dealership in the area. Customer does say that he likes the vehicle but the door molding broke and the air bag light was on and now it is on again, plus condensation under the head light. Customer states this is too many repairs for a brand new vehicle. Customer state that he is concerned about the mileage and is seeking for DCX to work out something with this mileage issue since it is leased. Customer is seeking some type if compensation for his time and the miles added. Customer is seeking Chrysler Financial. Agent gave the phone number and also transferred the customer. Customer requests chrysler financial. Agent transferred customer to chrysler financial.

Customer advised agent he got a contact from an agent about the leasing issue on his vehicle. Agent was gather additional information from customer to understand what he was seeking. Customer advised agent when someone gets some additional information to contact customer back. Agent advised customer that additional information is needed on what he is seeking. Customer disconnected the call.



**Customer Assistance Inquiry Record (CAIR)#****16045455**

<b>Vin</b>	1C4GP45RX	5E	<b>Open Date</b>	03/16/2007	<b>Build Date</b>	04/02/2005	
<b>Model Year</b>	05	<b>Body</b>	RSYH52	CHRYSLER TOWN & COUNTRY FWD SWB WAGON			
<b>In Service Dt</b>	06/04/2005	<b>Dealer</b>	66303	<b>Dealer Zone</b>	32	<b>Mileage</b>	31,000
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	ALDEN NY					<b>Country</b>	UNITED STATES

Recall - F10: - Consequential Expenses Not Covered	Agent informed the customer of the recall
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer calling in stating that his air bag light is on.

Customer calling in stating that the air bag light is on in his vehicle. Customer was inquiring if this is covered under warranty. Agent informed the customer that this is covered under the 3/36. Agent informed the customer to get his vehicle to his local dealer. Customer understood. Customer states he took vehicle in for oil change, recall F10 and the airbag light issue. It took dealership 3 hours to complete these. Customer was told airbag sensors went out, burning out module. Dealership was out of these modules, so one is on order. Customer states when he got home with vehicle, he noticed the STP oil filter that he had put on last oil change. Customer states he called service manager and was told to bring vehicle back so it could be changed. Customer is not happy that this has happened. Agent offered to call dealership for customer to make sure module had been ordered and talk to the service manager about the oil change, but customer declined stating that he had already taken care of this, he just wanted to make DCCAC aware of what happened. Agent advised that this would be documented and forwarded to the correct parties.

**Customer Assistance Inquiry Record (CAIR)#****16051722**

<b>Vin</b>	2C8GP54L4	5R	<b>Open Date</b>	03/19/2007	<b>Build Date</b>	04/26/2005	
<b>Model Year</b>	05	<b>Body</b>	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON			
<b>In Service Dt</b>	07/11/2005	<b>Dealer</b>	44852	<b>Dealer Zone</b>	35	<b>Mileage</b>	34,700
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	WINDSOR VA					<b>Country</b>	UNITED STATES

Recall - F01: - Advise Owner/Incomplete Recall	Agent advised owner of incomplete recall.
Recall - F10: - Advise Owner/Incomplete Recall	Agent advised owner of incomplete recall.
Product - Body / Trim / Paint Finish - Air Bag - Inoperative - Front - Pass	Customer states that airbag light is on and airbag is inoperable.

Customer states that the airbag light came on and she took vehicle to dealer 44852. They advised her that the airbag is inoperative. Customer states that they will not provide her a rental and she is looking for rental assistance. Customer states the repairs are being covered under warranty.

Advised the customer of incomplete recalls for this vehicle. Customer states that the dealer is aware of this, but the parts are on back order for the recalls. Agent called dealer 44852 and spoke with Mel Jordan, who states that he has advised customer that the part that needs to be replaced is the clockspring and it is on national back order. Provided part number 4698304AB. Agent verified that the part has not been ordered. Agent advised him that customer is requesting rental assistance and agent is looking into this due to issue being a safety concern. Mel states that he has called his rep and he is expecting a call back on rental request. Agent advised him that she will also look into rental assistance and once the part is ordered and showing on special handling or VOR, agent will send to a parts specialist and contact him back with update and rental assistance decision. Mel understood.

Agent verified in GPOP that part has been ordered and released to PDC. Agent called customer and customer states that the DM authorized to pay for 2 days of rental. States that she has not heard anything yet about when part will be there. Agent advised her that the part is no longer on backorder, and for her to keep in contact with the dealer because part should be there soon. Customer understood. Agent called dealer 44852 and spoke with Mel in service, and advised him that the part is no longer on back order. Mel checked on part and states that there is one part showing at his PDC and he called to check to see if it was theirs. Mel states that they are showing that the part has been released, but the estimated ship date is 1/29/07. Agent advised him that DCX will cover 5 days of rental extension for customer. Mel understood. PA entered and provided to Mel. Agent called customer and advised her that the part is not on back order anymore but is not to dealer yet. Advised her that DCX will authorize 5 more days of rental, and if part is still not there, she can call back for review for further assistance. Customer understood and was satisfied.

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Agent received message from customer and called her back. Customer states that right after she called agent, the dealer called and advised her the part was there. States she is turning in the rental now.

Mel Jordan with dealer states the claim is rejecting for more than the submitted amount authorized. Mel states he is trying to claim parts, labor, and rental fees under one claim in excess of \$300.00. Agent informed Mel to submit the warranty repairs under a warranty claim and then utilize the preauthorization for the rentals. Agent informed the prior agent authorized \$40.00 a day for 5 days of rental. Mel states his District Manager authorized another two days of rental. Agent referred the caller to his District Manager regarding extended authorizations of rental.

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**Customer Assistance Inquiry Record (CAIR)#****16063757**

<b>Vin</b>	1D4GP45R4	6E	<b>Open Date</b>	03/22/2007	<b>Build Date</b>	08/31/2005	
<b>Model Year</b>	06	<b>Body</b>	RSKH52	DODGE CARAVAN SXT FWD SWB WAGON			
<b>In Service Dt</b>	05/11/2006	<b>Dealer</b>	60245	<b>Dealer Zone</b>	51	<b>Mileage</b>	11,000
<b>Name:</b>						<b>Contact Type</b>	
<b>Address</b>						<b>Home Phone</b>	
	EAGLE RIVER WI					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer stated 4 time at dealership for air bags lights.
Referral - Tier Three - Default - Default - Default	Tier Three support referral.
Referral - Customer Retention Task Force - Default - Default - Default	

Customer stated be at the dealership 4 times regarding the air bag light.

Custoemr requesting lemon law.

Customer requesting information regarding to buy back vehicle. Agent informed customer to contact the state attorney general regarding the lemon laws in their state; and DCX comply with all state lemon laws, and replace vehicles for a number of different reasons. Agent explain to the customer that DCX does not replace a vehicle based on a contact to DCCAC. An investigation must be conducted by the Business Center to determine the merits of the request, and a determination of any action to be taken by DaimlerChrysler.

Contacted Kelly service manager at 60245 ; Stated customer came in 3 times for airbag light.

2/8/07 @9561 miles right front impact sensor on passenger side, fond code and cleared it.

3/12/07 @10,643 fond both impact sensors and driver seat belt tensioners.

3/22/07 @ 11409 miles intermittent storage code on the driver seatbelt shorted to the ground; cleared code. Stated customer drove off the lot and the airbag light came back. Agent informed dealership service advisor and service manager that a direct to dealer will be sent today.

Agent advise customer that a file (direct to dealer CAIR) will be forward to the dealership, district manager and their business center (for them to arrange a factory representative to come and inspect the vehicle) to get additional parties involve and advise customer to refer back to the dealership service department until the issues is resolved.

Agent consulted with EMW20 and was advise to send to Tier Three CAIR re-assigned to 82H for further handling. EMW20

\*\*\*\*\* OWNER RETENTION TASKFORCE TEAM\*\*\*\*\*

Called service manager, Kelly, and was placed on hold for over 10 minutes. Called back. Kelly states he is trying to find a short to ground. Kelly states that Carrie Lewis was the DM and no tech advisor. Dealer has not contacted STAR, since they are trying to find a short to ground. No status update at this time.

Customer stated he called regarding Lemon Law on 03/22/07 and has had no response. Agent checked previous narrative and consulted with TR559 and advised customer information is still under review and he will be contacted.

Kelly states that there was a pinched wire from the factory and they were able to locate it and repair. The vehicle has been repaired and returned to the customer.

Kelly states that the vehicle has been in for the airbag light coming on, but different things each time. States it would not qualify under their state law. Owner is leasing the vehicle for 39 months. Called owner and left message with direct line.

Called owner and left another message.

Owner calls and states that the vehicle was repaired and returned to him.

Owner states he had to go several hundred miles to the dealer to get this resolved. Owner is fed up and lost confidence in the vehicle. Owner states that CFC offered \$500 to owner as goodwill. Writer agreed to

reimburse owner for 2 payments as goodwill for inconvenience. Owner to drive vehicle longer and see if it is repaired and will call writer sometime next week with his decision.  
Owner sent certified letter on 5/2 and forwarded to the business center.  
Sent note to DM requesting clarification, as writer never received call from customer after conversation on 4/11.

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**Customer Assistance Inquiry Record (CAIR)#****16071806**

<b>Vin</b>	2C4GP44RX	5R	<b>Open Date</b>	03/26/2007	<b>Build Date</b>	04/05/2005	
<b>Model Year</b>	05	<b>Body</b>	RSYH53	CHRYSLER TOWN & COUNTRY LX FWD LWB WAGON			
<b>In Service Dt</b>	04/11/2005	<b>Dealer</b>	24195	<b>Dealer Zone</b>	71	<b>Mileage</b>	56,045
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	OAKLAND CA					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Seat Belts - Defective - Front Driver	Customer seatbelt tensioner is not covered by the contract.
Product - Electrical - Radio/Spkrs/Clock/Antenna - Complete Failure - Default	Customers radio quit working when cigarette lighter was put in.
Referral - Tier Two - Internal Escalation - Authorization - Default	Transfer for further review.

## \*\*\*\*Begin structured narrative CL - GOODWILL ESCALATION

What is the customer requesting from DaimlerChrysler?

Customer is requesting assistance with the seatbelt tensioner that is causing the airbag light to come on.

How far out of warranty is the vehicle/repair by time and/or mileage?  
20045 miles and not out by time.

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

Contract does not cover the repair.

Is the customer the original owner of this vehicle?

No

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

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.

Customer is calling about the coverage of the cigarette lighter being covered and the radio. Advised that the radio is covered if it is defective but not if the issue is a fuse. Customer concerned about the high cost of the diagnosis.

Customer calling back for transfer for review of coverage seat belt tensioner. Customer was unable to hold when transferred yesterday. Per previous notes, customer transferred to the internal Tier 2 escalation line for further review of concern.

---Customer seeking assistance with the seat belt. Customer states it is not at the dealership but was there earlier this month. Agent calls dealership to speak with Gary. Gary states the van was diagnosed as a seat belt tensioner. Gary states customer does merit goodwill. Warrnaty prices for parts \$78.21 and labor \$270.00 total \$348.21 customer will have a \$100.00 PA entered.

**Customer Assistance Inquiry Record (CAIR)#****16072704**

<b>Vin</b>	2D4GP44L8	6R	<b>Open Date</b>	03/27/2007	<b>Build Date</b>	11/08/2005	
<b>Model Year</b>	06	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	01/02/2006	<b>Dealer</b>	44519	<b>Dealer Zone</b>	35	<b>Mileage</b>	24,000
<b>Name:</b>						<b>Contact Type</b>	
<b>Address</b>						<b>Home Phone</b>	
	BRANDYWINE MD					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer states air bag light is on for third time.
Product - Electrical - Speedo/Gauges/Ometer/EIC - Intermittent or Inoperative - Default	Customer states the indicator lights are flickering when air bag light on
Referral - Tier Three - Default - Default - Default	Referred customer for further review.
Referral - Customer Retention Task Force - Default - Default - Default	

Customer states that his air bag light keeps coming on, and when it does, the dashboard lights will flicker, including the headlights. Customer states that the vehicle has been at the dealer two times for repairs. Customer states that the first time the vehicle was at the dealer, the vehicle was kept from 06/19-06/28, and again on 08/21-09/22. Agent contacted dealer and spoke with Steve. Steve provided the following repair dates.  
06/13/06 at 7402 miles, the front control module was replaced because of air bag light.  
08/21/06 at 11066 miles, the body control module was replaced because of air bag light.  
Steve stated that the second repair has a close date of 09/22/06, but Steve states that he has no way to verify that the vehicle was at the dealer until that date.  
Customer states that the air bag light is on again. Customer is seeking buyback.  
Agent consulted with JLM172, and was advised that file would be transferred for further review.  
Agent contacted customer back and advised customer that he would be contacted back in regards to his request for buyback. Customer stated that he would like to be contacted at his cell number of:

Agent reassigned file to 82H for further review.  
Customer claims the vehicle air bag light is on and that he is going to take it back to the dealership. Customer states he is seeking lemon law. Agent advised customer that the file has been sent to the correct department and that the file has not been updated at this time. Agent advised customer the information has been documented.  
Owner calling back about this issue, he says no one has contacted him back yet.  
Agent advised owner that this is forwarded to the proper department and DCCAC does not have a time frame for a return call.

\*\*\*\*\* OWNER RETENTION TASKFORCE TEAM\*\*\*\*\*

Customer says vehicle is in the shop now. Customer says he is scheduled to leave for FL on Thursday, vehicle may not be ready by then. Customer asking what his options are for rental, would the dealer be liable for the rental?

Agent advised customer rental is specifically excluded under warranty, usually only given with a service contract.  
Agent consulting with RBS33. Agent instructed to get customer to previous agent ATR for Owner Rentention Taskforce Team handling. Agent provided customer with agent ATR s number, offered transfer and file number. Customer accepted. Agent transferred customer to ATR.  
Owner left message. Awaiting contact from Service Manager.  
Message left for Scott Stevenson, service manager.  
Called Service Manager, Scott, and left another message.

The customer called back stating that he had not heard anything from the previous agent and is seeking an update. The agent advised the customer that the agent has contacted the dealership again today and left a message for the service manager. The customer asked to be transferred and while transferring the customer the call was disconnected.

Customer called about this case and requested transfer to the cause manager. Agent transferred call.

Received call from owner. No contact from Service Manager as of yet.

Tried to call again and out to lunch. Talked to Shannon, Scott's assistant, who states that the vehicle is ready to be picked up and the gauges were repaired. Stated that the customer is to come in this afternoon to pick up the vehicle.

Called owner to discuss. Offered a service contract to owner as goodwill. Owner is not happy with this, and states that it will do him no good, since he plans to get rid of the vehicle when he gets back from his vacation.

Called Jim, sales manager, who is in the middle of something and requested a return call in an hour.

Owner has writer's direct line.

Owner calls and states that the instrument panel still goes out and will reset itself, sometimes right away and sometimes after a few days.

States that when this happens, there is no a/c or heat, and no dash gauges. Called Sales Manager, Dan, and advised that the customer still wants out of the vehicle.

Talked to Steve, service, who states that the instrument cluster was replaced at the beginning of the month and there was no way to verify if this would take care of it, since it had reset itself. Advised that the customer is still having trouble. Writer to review with STAR.

Reviewed with STAR, and contact made to dealer. Dealer to contact the customer and get the vehicle back in for review.

Called Steve, who states the vehicle has not been in yet to service, but states that the vehicle was in the sales department yesterday.

Called Dan, Sales, who states that the customer was in last night and traded the vehicle. Steve, General Manager, was involved and will call writer tomorrow to discuss discount.

Sent EC number request.

Called dealer and provided EC P42687EC. Owner had picked out vehicle 7R271985

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**Customer Assistance Inquiry Record (CAIR)#****16074869**

<b>Vin</b>	2D4GP44L0	5R	<b>Open Date</b>	03/27/2007	<b>Build Date</b>	02/12/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	03/28/2005	<b>Dealer</b>	57696	<b>Dealer Zone</b>	32	<b>Mileage</b>	37,938
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	PENNELLVILLE NY					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer claims that her airbag light is flashing.
Product - Body / Trim / Paint Finish - Glass - Other - Backlight	Customer claims that her back hatch window blew out.
Product - Steering - Power Rack and Pinion / Gear - Other - Default	Customer claims that her rack and pinion requires replacement.
Corporate - Lost Customer - Default - Default - Default	Customer claims to never purchase another DCX vehicle.

Customer calling to express her dissatisfaction over the amount of repairs that her vehicle has had. Customer claims that the airbag light, check engine light and ABS lights have all been on and required diagnosis. Customer claims that her airbag is currently on and requires diagnosis. Customer claims that the rear hatch window blew out of her vehicle and her rack requires replacement. Customer claims that she is contacting the DCCAC to express her dissatisfaction over her vehicle and that she may never purchase another DCX vehicle.

**Customer Assistance Inquiry Record (CAIR)#****16075536**

<b>Vin</b>	2D4GP44L4	6R	<b>Open Date</b>	03/29/2007	<b>Build Date</b>	07/29/2005	
<b>Model Year</b>	06	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	09/20/2005	<b>Dealer</b>	42806	<b>Dealer Zone</b>	32	<b>Mileage</b>	50,900
<b>Name:</b>						<b>Contact Type</b>	E-MAIL
<b>Address</b>					<b>Home Phone</b>		
	WARREN ME					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Air Bag Sensor
Referral - Tier Two - Internal Escalation - Authorization - Default	Tier Two Escalations.

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

Air Bag not working

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

We purchased this 2006 Dodge Grand Caravan last July. Have had a lot of problems with it. Only traded because we were going to Kentucky and our Pontiac van had too much mileage. Now, the problem is... The air bag light came on last week, the guy at the garage said it meant that if we were in an accident it(the air bag) would NOT come out,(NOW THAT MAKES ME FEEL VERY SAFE!!!!!!)And to top it off the warranty is UP! He said they had some 2005 and 2006 s come in with that problem, and it was the sensor. Now the way I see it, is it SHOULD always be under warranty (as it is a SAFTY feature.) Why hasn t there been a recall on them??? We have an appointment for tomorrow morning to hook up to the computer,(there is about \$40.00 I was told.) We live on Social Security and can t afford all this bull. We never should have gotten a Chrysler product to begin with, but was told they were sooo goood! Chrysler & Ford I have NEVER liked, now I guess I know why.. I have a Buick, Love it!! This is about the 3rd thing we have had go wrong with on this car, the 1st was under warrenty. I would like a reply please, on if there is a recall on this or a warranty that will cover this safty thing. Thank You, Jennie Demmons

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

Dear Jennie:

Thank you for contacting the Chrysler Group Customer Assistance Center. Our records show that you have contacted us by telephone and we are currently addressing your concern. We have updated your file to reflect the latest information you provided in the email message.

If your concerns have not been addressed, or you have other concerns, please contact the DaimlerChrysler Customer Assistance Center by telephone at 1-800-992-1997, 8:00 a.m. to 5:00 p.m., Monday through Friday.

Thanks again for your email.

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

\*\*\*\*Begin structured narrative CL - GOODWILL ESCALATION

What is the customer requesting from DaimlerChrysler?

Air bag

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

Expired by14,900 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 DCX 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?

yes

\*\*\*\*End structured narrative CL - GOODWILL ESCALATION

Customer is calling about his air bag not working. Customer is seeking assistance with this repair.

Customer transferred to the internal Tier 2 escalation line for further

review of concern per ALL34

Customer transferred to the internal Tier 2 escalation line for further review of concern. Caller states the air bag sensors need replaced costing \$275.00. Caller states the vehicle was diagnosed through dealer 42806. Agent contacted dealer 42806. Agent requested to speak with Service Manager David Knight.

Agent was transferred to voice mail. Agent offered customer a return call [REDACTED]

David King from the dealership is calling stating that they can do the repair for the customer a little bit cheaper if the customer can do a CO pay. David states they can do it for 202.00 states only if the customer has a CO pay. Agent informed David he will transfer him back to the previous agent for assistance. Agent transferred customer to previous agent.

Agent received voice mail from Dave at dealer requesting return call. Agent attempted to contact dealer 42806. Agent requested to speak with Dave Knight. Agent spoke with Dave who states prior agent contacted him. Dave states he is not the selling dealer, no service contract, not a regular customer, and only performs warranty work at his dealership. Dave states willingness to work with DCCAC. Dave states repair cost \$202.08 for replacement of the air bag sensor. Dave states the door latch failure due to electrical malfunction with remote will operate with the key (customer had not addressed the complaint at the time), air filter, and tires need replacement.

As a one-time goodwill gesture, DaimlerChrysler will cover \$102.08 of the repair. Customer will be responsible for a co-pay in the amount of \$100.00 to replace the air bag sensor. DCX will not assist with the door latch, air filter, or tire replacement.

Agent attempted to contact customer at phone number - [REDACTED]

Agent received busy signal twice.

Agent contacted customer at phone number [REDACTED]. Agent presented offer. Customer inquired why she had to participate in the repairs. Agent informed caller the participation was required due to warranty expiration and no prior service history. Agent informed caller with participation she received and 12 month or 12,000 mile replacement warranty. Caller states contemplation of the decision. Agent informed caller she could allow 14 days for decision. Agent informed if the caller did not contact the DCCAC within this time, the offer would be retracted and the repair would be entirely at her expense.

Customer called back claiming that they accept the goodwill offer from DCX. Agent advised customer that this will be documented and forwarded back to the agent working on the file. Customer understood.

Agent consulted with WER16. Agent TLG64 will contact dealer and customer and inform of arrangements.

\*\*Contacted customer to advise that preauthorization has been entered for her repairs to be performed at Shepard Chrysler Jeep, 42806, with a customer copay of \$100. There was no answer at customer's phone number, and no way to leave message. If customer calls to accept offer, please advise of the above information, and to contact her dealership.

\*\*\*\*\*BEGIN CUSTOMER REPLY\*\*\*\*\*

I got a phone call from a lady that works for you, she said we will have to pay a \$100.00 copay. I really don't agree with this, BUT we are going to do it. She said we had 14 days to decide. I was hurt real bad 3 years ago in a car accident because we had the air bag shut off because of our grand-son being in the truck, we forgot to turn it back on, the only reason my husband did NOT get hurt was because of his air bag. This is why I say there should be a warranty on air bags, and why I don't feel as though we should have to pay any copay, if I was to get in another accident and was hurt as bad as before it would be Chrysler's fault. Then they would pay more than \$100.00 Now the garage is jerking us around, (nothing to do with you I know,) they are trying to charge us for checking out the problem, that was supposed to have taken 1/2 hour and lasted into almost 3 hours. When my husband offered to pay, the mechanic that he spoke to said no, it was on them. They checked the door lock also and was NOT asked to, even though it does not work. My husband just told him about it. Nice vehicles Chrysler puts out. We can deal with that, no problem. Thank You. Jennie Demmons

\*\*\*\*\*END OF CUSTOMER REPLY\*\*\*\*\*

Thank you for contacting the Chrysler Group Customer Assistance Center. Your email has been received and the concerns you have raised are appreciated.

After thoroughly reviewing your request and the files on this matter, we respectfully concur with the decision rendered by our Senior Staff Representative.

Thank you for taking the time to communicate with DaimlerChrysler Motors Corporation. It is regrettable that a more favorable reply can not be provided.

Thanks again for your email.

\*\*\*\*\*END OF RESPONSE TO CUSTOMER REPLY\*\*\*\*\*

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**Customer Assistance Inquiry Record (CAIR)#****16077806**

<b>Vin</b>	2D4GP44L4	6R602763	<b>Open Date</b>	03/28/2007	<b>Build Date</b>	07/29/2005	
<b>Model Year</b>	06	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	09/20/2005	<b>Dealer</b>	42806	<b>Dealer Zone</b>	32	<b>Mileage</b>	50,900
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	WARREN ME					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer states air bag light is on.
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 air bag light on repairs.

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

14,900 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?

No.

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

Two.

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 air bag light is on and he has contacted dealer 42806 on this issue. Dealer advised customer that two sensors have to be replaced and the repairs will be about \$276.00. Customer is seeking assistance with the repairs. Transferred to Tier Two per RBS33.

\*\*\*Agent received transfer\*\*\* Second owner of previous Enterprise fleet vehicle seeking assistance with the repair of the air bag light. Vehicle is currently at dealership 42806. Agent contacted dealership and spoke with Dave, service manager. Vehicle needs a front impact sensor. Vehicle has not been in any type of accident. There is a STAR online solution for this repair in the 2005 models. Dealership considers him to be a good customer and they are not opposed to assistance at warranty costs. Dealer will call agent back with warranty costs of parts and labor. Customer was offered a call back and agreed.

Agent received call from Dave with dealership requesting a call back.

Agent contacted dealership 42806 to no avail. Service department closed at 5:00. Agent left a message for Dave, service manager requesting a call back.

Agent contacted customer at [REDACTED] to no avail. Call was disconnected. No way to leave message.

As a one-time goodwill gesture, DaimlerChrysler will cover \$103 of the repair. Customer will be responsible for a co-pay in the amount of \$100 co pay to replace the air bag sensor. See prior reference # 16075536. TLG64 attempting to contact customer with busy signal. mileage 52989.

\*\*Contacted customer to advise that preauthorization has been entered for her repairs to be performed at Shepard Chrysler Jeep, 42806, with a customer copay of \$100. There was no answer at customer's phone number, and no way to leave message. If customer calls to accept offer, please advise of the above information, and to contact her dealership.

**Customer Assistance Inquiry Record (CAIR)#****16097730**

<b>Vin</b>	1D4GP25BX	5E	<b>Open Date</b>	04/06/2007	<b>Build Date</b>	07/07/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKL52	DODGE CARAVAN SE FWD SWB WAGON			
<b>In Service Dt</b>	09/26/2005	<b>Dealer</b>	43251	<b>Dealer Zone</b>	42	<b>Mileage</b>	42,738
<b>Name:</b>						<b>Contact Type</b>	LETTER
<b>Address</b>						<b>Home Phone</b>	
	ZEELAND MI					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Replaced air bag sensor.
Product - Steering - Manual Rack and Pinion - Other - Default	Replaced rack and pinion.

Vos submitted a letter on behalf of Flowers & Gifts to complain about the 2005 Dodge Caravan. He currently has a fleet of 15 vehicles. States over the past couple of years, vehicle has had several issues with broken tie rods and front end issues. The rack and pinion went out with 40,000 miles. Dealer 43251 agreed to cover parts. Customer would have to pay for labor, but customer did not want to wait 3 weeks for parts. Had it done at independent shop \$650.00. States the air bag light came on after leaving dealer. Bad sensor not covered under warranty. Paid 265.00 to have it repaired.

Contacted Heather on behalf of Flowers & Gifts on 4/10/07 at 5:32 p.m on the customer s work phone. Heather advised writer that Mr. Douglas will not be available until tomorrow.

Contacted on behalf of Flowers & Gifts on 4/11/07 at 11:31 a.m on the customer s work phone. states the air bag sensors went out twice in the same van. He feels like it should not have happen at 40,000 miles. Service manager advised him where the air bag sensors are located it is a design flaw. Advised to send original repair invoices along with proof of payment for consideration. Provided phone number, fax number, extension number, along with reference number. Follow up date 4/25/07.

faxed in repair invoices along with proof of payment for further review. Contacted dealer 43251 spoke with service advisor Dan, Dan informed writer 2/20/07 with 41,078 replaced impact sensors behind front bumper for a air bag light concern. Customer came back 3/26/07 with 42,738 miles for a air bag light concern. Dealer 43251 replaced wiring underneath carpet inside vehicle. Cost for the repair:

Labor:\$212.50

Misc charges:\$20.37

Total:\$232.87

As a one-time goodwill gesture, writer will reimburse for the repair in full due to loyal customer. Total reimbursement \$232.87.

Contacted on 4/17/07 at 3:29 p.m on the customer s work phone. Customer accepts reimbursement offer, customer has contact information. Verified payee and address. TW277 will process check for \$232.87.....

**Customer Assistance Inquiry Record (CAIR)#****16100200**

<b>Vin</b>	2A4GP44R7	7R	<b>Open Date</b>	04/03/2007	<b>Build Date</b>	03/02/2007	
<b>Model Year</b>	07	<b>Body</b>	RSYH53	CHRYSLER TOWN & COUNTRY LX LWB WAGON			
<b>In Service Dt</b>	03/20/2007	<b>Dealer</b>	23355	<b>Dealer Zone</b>	42	<b>Mileage</b>	3
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	LOUISVILLE KY					<b>Country</b>	UNITED STATES

Corporate - Repurchase - Default - Default - Default	Customer states the air bag light is being repaired.
Product - Electrical - Lamps and Switches - Defective - Default	Customer states the air bag light is being repaired.

Customer states about two weeks ago today, he went to pick up the new vehicle, but before he went off a lot, the air bag light came on, the right head light went off, the seat belt light came on; the dealership gave him his old vehicle back until it could be corrected. Customer states that within one week they fixed the headlight and the seatbelt light, but have been unable to fix the air bag light, the vehicle has been down for two weeks.

Agent contacted dealer 23355 at 502-459-9900, and talked with Greg, Service Advisor.

Agent provided customer with the reference number and advised customer someone will be contacting him back.

##### DIRECT-TO-DEALER #####

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 from the Customer Assistance Center may be assigned to this CAIR for follow-up with the customer and will be available as another resource if required.

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

#####

REASSIGNED TO BC/DLR 42 23355 04/03/07 16:06 O 16100200

\*\*\*\*\*D2D CASE MANAGER FOLLOW-UP\*\*\*\*\* Case Manager NAME: La Shon

Telephone: (248)944-7238

Spoke with SM Michael Cochran, who says that the vehicle is currently being repaired. The dealer had to order a front control module. SM will contact agent direct once the vehicle has been repaired. Agent also asked the SM to check with his office manager as to why there's no owner information in the VIP.

Spoke with [REDACTED] and updated him on the status. Provided direct extension. [REDACTED] says he will call agent if the vehicle is not repaired when he gets it back.

4-24-07 GLV met with tech, John who states he has not been able to correct an illuminated air bag light condition. John states he received a call from a 'Greg Burkes' who stated he was from DCX and to stop repair attempts on vehicle. No phone number was provided. GLV asked SM to e-mail BC tech advisor for assistance on wiring concern and continue to attempt repairs.

5-2-07 GLV confirmed SM is corresponding with BC tech advisor who e-mailed a wiring diagram to assist tech in correcting mismatched engine compartment wiring connectors.

5-10-07 GLV met with tech and instructed him to order an engine compartment wiring harness through STAR parts and install upon receipt.

5-23-07 GLV phoned SM who stated tech rec'd new engine wiring harness and will install ASAP.

5-24-07 GLV met with tech who stated seat belt and airbag light remains illuminated. Tech states no response from OCM, no power to OCR, OCM and passenger airbag off switch. GLV referred CAIR to BC tech advisor for assistance.

TA followed up with Tech and provided diagnostic assistance. TA provided Tech with direct cell # if this did not fix vehicle. Tech replacing the PDC as there is no power to f100 and F201 circuits. mrrh

Vehicle still not repaired. Repurchase vehicle. Repurchase price is \$16,608.68 Contact at GE is Kevin Roddy 952.828.1752

Per the request of the Regional Fleet Service Manager TME1, agent reassigned car to LK50.

6/14/07: writer informed Kevin Roddy out on vacation. Writer l/m for Chuck requesting a return call. Writer to find out where vehicle is located, et c. Writer also to request factory invoice, letter of guarantee and copy of title....tgr

6/14/07 GLV rec'd call from Cross Motors tech, John McGill who stated he installed a new TIPM and air bag light remained illuminated. John stated he will install an additional power feed wire to the TIPM as recommended by the tech advisor.

6/15/07: writer s/w Chuck and he stated Kevin would have to help me. Writer l/m for Kevin Roddy at GE requesting he please return writer's call Monday and to please fax copy of title, factory invoice, and letter of guarantee....tgr

6/20/07 Processed repurchase and submitted for approval. cn

6/22/07 REQUESTED CHECKS..SL

6/25/07: submitted package for approval and check request...tgr

6/28/07 GLV rec'd phone call from service advisor, Greg who stated tech successfully repaired airbag MIL illumination by adding a hot wire to the TIPM input. Tech to drive vehicle overnight to confirm successful repair. TME1 e-mailed with update.

06/28/07: Sent out check and final docs to Kevin Roddy...csc.

7/2/07: writer s/w Kevin Roddy at GE Capitol. He stated that the individual in remarketing is out for the week. She is the one that gets the paperwork signed and title pulled to mail to ISG's attention. It will be at least the end of next week before docs can be returned.....tgr

7/12/07: writer l/m for Kevin Roddy at GE Fleet. Writer verified that ups return package has not been placed in the mail. Kevin previously indicated that writer should have paperwork by the end of this week. Writer requested a return call....tgr

7/12/07: received voicemail from Kevin Roddy at GE and he stated that he spoke with Mario the individual who will send title and paperwork to ISG. Kevin indicated that Mario most likely will overnight package to writer tomorrow or no later than Monday...tgr

7/17/07: s/w Michael Cochran the service manager and he stated vehicle has 55 miles on it. He or Greg Clark will be the contacts at dealership. Vehicle releasable and file to title....tgr

07/17/07 transporting to Northgate for repairs. kl

07/31/07 I called and L/M for Kathy in titles to inform that the title will need to be signed and notarized and that I will send it back to her attention.

Will follow up on 08/06/07. tj

08/06/07 - Left message for Kathy (title clerk) @ CROSS MOTORS CORPORATION dealership to contact ISG regarding Lien Release. Awaiting her phone call.

Follow-up 08/08/07. wyv

08/08/07 Kathy @ CROSS MOTORS CORPORATION returned my call. She said that this dealership did not take care of this buyback, she said that Gelco is responsible and that I will need to contact them. I called the reaq coordinator to request help. I will follow up on 08/10/07. tj

08/21/07 done per John at Northgate, will have repair order faxed. kl

09/10/07 - Left message for Kevin Roddy (customer) to contact me regarding Lien Release, awaiting his phone call. follow-up 09/13/07. wyv

09/13/07 - Per previous notes, lien release was sent to ISG by Fedex 2nd day. I will allow a few more days to receive title. Follow-up 09/14/07. wyv

/

09/17/07 - Left message for Kevin Roddy to contact me regarding lien release. Awaiting his phone call. Follow-up 09/18/07. wyv

10/16/07 I received a message from Mario @ @ GELCO CORPORATION informed that I can send the KY lien release to him @ the address of record. I called Mario L/M asking if I can fax the paperwork to him and he mail it back to me. I will follow up on 10/18/07. tj

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**Customer Assistance Inquiry Record (CAIR)#****16112369**

Vin	2D4GP44L2	6R	Open Date	04/04/2007	Build Date	11/15/2005	
Model Year	06	Body	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
In Service Dt	12/05/2005	Dealer	67026	Dealer Zone	66	Mileage	25,300
Name:						Contact Type	ROADSIDE
Address						Home Phone	
						Country	UNITED STATES

Corporate - Roadside Services - Warranty - Towing - Default

Roadside Assistance Contacted - DATE : 2007-01-23  
Road Side File Created 04-04-07 FOR WARRANTY  
VEHICLE PROBLEM AT: VEHICLE TAKEN TO:  
9400 OVERSEAS HIGHWAY 1618 N ROOSEVELT BLVD  
95TH STREET OCEAN  
MARATHON KEY WEST  
FL USA FL  
CALLER\_COMMENTS AIRBAG LIGHT ON - ENTERPRISE RENT  
DEALER CODE : 67026 DUNCAN CHRY-PLY-DODGE

**Customer Assistance Inquiry Record (CAIR)#****16120654**

Vin	2D4GP44LX	5R	Open Date	04/04/2007	Build Date	06/29/2005	
Model Year	05	Body	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
In Service Dt	08/01/2005	Dealer	45049	Dealer Zone	42	Mileage	52,651
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	BROADVIEW HEIGHT OH					Country	UNITED STATES

Referral - Tier Two - Internal Escalation - Authorization - Default	Customer is seeking assistance with the repairs of the air bag sensors.
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer states his air bag sensors are bad.
Corporate - Lost Customer - Default - Default - Default	Stated that due to amount of co-pay he will not buy another Dodge.

**\*\*\*\*Begin structured narrative CL - GOODWILL ESCALATION**

What is the customer requesting from DaimlerChrysler?

Customer is seeking assistance with the repairs of the air bag sensors.

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

16,000 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 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 claims he just took his vehicle to dealer for the air bag light being on. Customer states the dealer advised him that the driver and passenger air bag sensors need to be replaced and it will be at his expense. Customer states the dealer advised him that this was a defect from DCX and they have updated the sensors but DCX does not cover that item. Customer claims he does not understand why he would have to pay for the repairs. Customer is seeking assistant with the cost of the repairs.

Customer transferred to the internal Tier 2 escalation line for further review of concern per RBS33.

Customer is seeking 100% coverage.

Agent called Dealer 45049, and spoke with Travis, Service Manager.

Is not adverse to DCCAC assisting the customer, and performing the repair at warranty

Vehicle mileage is 52651.

Warranty cost of repair is \$183.58

As a one-time goodwill gesture, DaimlerChrysler will cover \$133.58 of the repair. Customer will be responsible for a co-pay in the amount of \$50.00.

Customer expressed his displeasure the entire cost was not being covered.

Stated that due to amount of co-pay he will not buy another Dodge.

Customer calling back. Customer advised agent of goodwill repair with \$50.00 co-pay. Customer states dealer told him that based on the dealer conversation with DCCAC, if he had been nicer on the phone, he would not have had the co-pay. Advised customer there is no mention of him being abusive to the agent but a supervisor has been notified and the agent will be spoken to on this matter. Customer states this is leaving him with an unpleasant feeling regarding DCX.

**Customer Assistance Inquiry Record (CAIR)#****16121174**

<b>Vin</b>	1D4GP25B9	6E	<b>Open Date</b>	04/04/2007	<b>Build Date</b>	08/17/2005	
<b>Model Year</b>	06	<b>Body</b>	RSKL52	DODGE CARAVAN SE FWD SWB WAGON			
<b>In Service Dt</b>	10/07/2005	<b>Dealer</b>	23468	<b>Dealer Zone</b>	35	<b>Mileage</b>	55,475
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	GREENSBURG PA					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer stated air bag light is on.
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 costs with air bag light on

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

Out by mileage

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?

Four

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

Customer stated she owns 10 vehicles from Chrysler. Customer stated she is having issues with sensors on three of her vehicles. Customer stated the air bag light is on. Customer seeking assistance from DCX with costs with air bag light on.

Customer transferred to the internal Tier 2 escalation line for further review of concern per JDB116.

Customer transferred to the internal Tier 2 escalation line for further review of concern. First owner of 12 vehicles seeking assistance with the repair of the sensor. Customer states that the airbag sensor needs to be replaced. Writer called dealer and spoke with Paul the service manager who states the customer had the sensor replaced under warranty. Writer advised customer with that information.

**Customer Assistance Inquiry Record (CAIR)#****16121193**

Vin	1D4GP25B4	5E	Open Date	04/04/2007	Build Date	07/07/2005	
Model Year	05	Body	RSKL52	DODGE CARAVAN SE FWD SWB WAGON			
In Service Dt	08/30/2005	Dealer	23468	Dealer Zone	35	Mileage	55,442
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	GREENSBURG PA 1					Country	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer stated air bag light is on.
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 costs with air bag light coming on

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

Out by mileage

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?

Four

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 stated she owns 10 vehicles from Chrysler. Customer stated she is having issues with sensors on three of her vehicles. Customer stated the air bag light is on. Customer seeking assistance from DCX with costs with air bag light on.

Customer transferred to the internal Tier 2 escalation line for further review of concern per JDB116.

Customer transferred to the internal Tier 2 escalation line for further review of concern. First owner of 12 vehicles seeking assistance with the repair of the airbag sensor. Customer states she has 12 vehicles and 3 of the vehicles are needing a sensor. Customer states the vehicle has been diagnosed by dealer 23468. Writer called dealer and spoke with Paul the service manager. He states the customer has not had the vehicle diagnosed at this time. He informed the part is on order and is going to contact the customer once the part arrives. Writer advised dealer to contact writer once the part arrives for possible assistance. Advised the diagnosis will have to be performed.

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. Advised customer with that information. Writer provided contact information.

\*\*Writer called dealer and spoke with Paul the service manager who states the airbag sensor needs to be replaced. Warranty cost of the repair parts \$15.19 labor \$77.10 total of \$92.29.

As a one-time goodwill gesture, DaimlerChrysler will cover \$67.29 of the repair. Customer will be responsible for a co-pay in the amount of \$25.00. Dealer will call and present the offer to the customer.

**Customer Assistance Inquiry Record (CAIR)#****16122446**

<b>Vin</b>	2D8GP44L0	6R	<b>Open Date</b>	04/04/2007	<b>Build Date</b>	10/29/2005	
<b>Model Year</b>	06	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	05/19/2006	<b>Dealer</b>	67569	<b>Dealer Zone</b>	71	<b>Mileage</b>	9,500
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	LAS VEGAS NV					<b>Country</b>	UNITED STATES

Recall - F10: - Advise Owner/Incomplete Recall	Advised of incomplete recall F10.
Corporate - Technical Assistance - Default - Default - Default	Customer seeking technical assistance.

Customer states that his air bag light comes on intermittently. Customer is inquiring on what he should do. Customer states that the light is on now. Agent advised customer of incomplete recall. Agent advised customer to take the vehicle into a dealer to have them diagnosis the problem. Customer understood.

**Customer Assistance Inquiry Record (CAIR)#****16128226**

<b>Vin</b>	2D4GP44L5	6R	<b>Open Date</b>	04/06/2007	<b>Build Date</b>	01/25/2006	
<b>Model Year</b>	06	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	01/31/2006	<b>Dealer</b>	52664	<b>Dealer Zone</b>	42	<b>Mileage</b>	40,000
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	CHARDON OH					<b>Country</b>	UNITED STATES

Product - Electrical - Unknown - Complete Failure - Default	Customer Seeking Reimbursement For An Airbag Sensor
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Customer seeking reimbursement for repairs/replacement of an airbag sensor and wire located under the front bumper of the vehicle. Customer states repair was performed at dealer # 52664 and he paid a total of \$193.05 for the repair and customer is seeking reimbursement for this amount. Writer consulted with (WHH17) and he states no reimbursement. vehicle is out of warranty and was out of warranty at time of repair. writer advised customer denial of reimbursement due to vehicle out of warranty.

**Customer Assistance Inquiry Record (CAIR)#****16134042**

<b>Vin</b>	1D4GP25B1	5E	<b>Open Date</b>	04/09/2007	<b>Build Date</b>	02/26/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKL52	DODGE CARAVAN SE FWD SWB WAGON			
<b>In Service Dt</b>	03/16/2005	<b>Dealer</b>	67962	<b>Dealer Zone</b>	66	<b>Mileage</b>	27,135
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	MIAMI FL					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer seeking assistance with air bag light being on.
Product - Emissions - Oxygen Feedback Sensor - Worn - Default	Oxygen sensor was replaced.
Product - Engine - Timing Belts / Chains - Worn - Default	Tensioner pulley was replaced.

Customer calling in stating that the air bag light is on in his vehicle for no reason. Saturday, dealer: 67962, checked air bag light and advised there is a line ripped off from under the vehicle. Dealership stated customer neglect for this line. Customer does not understand how this ripped off, and states this is not covered under warranty. Customer advises that he has not mistreated this vehicle, which repair costs \$200.00. Customer is seeking to overturn this decision, and cover this line under warranty. Everything else is fine, oxygen sensor, tensor, and oil change was done for this vehicle on Saturday. Vehicle is running fine. Agent updated customer information, advised customer that the decision has been made for neglect, which will not be overturned, and advised customer that all his concerns will be documented under the VIN number for further assistance with issues. Agent contacted the dealership for further information. Service Advisor, Rosalee states this file was closed, which they changed the tensioner pulley, oxygen sensor, and declined repairs on ABS light, because of it not being covered under warranty. The ABS light was due to customer neglect, because of mileage on the vehicle. Vehicle stalls and turns off, which could not be duplicated, and the rear brake light bulb was changed. Everything was under warranty, but the ABS light. Everything else was declined by the customer. Agent advised customer of what the dealership stated, and that this decision will not be overturned for any reason. Customer asks for a third party decision concerning this issue. Agent advised customer that he can seek a second opinion from another dealership, which he will be responsible for the diagnostic fee if this is not covered under warranty. Agent advised customer that there are no other ways around this inspection on this repair.

**Customer Assistance Inquiry Record (CAIR)#****16136938**

<b>Vin</b>	1A4GP44R6	6E	<b>Open Date</b>	04/11/2007	<b>Build Date</b>	10/11/2005	
<b>Model Year</b>	06	<b>Body</b>	RSYH53	CHRYSLER TOWN & COUNTRY LX FWD LWB WAGON			
<b>In Service Dt</b>	10/11/2005	<b>Dealer</b>	44565	<b>Dealer Zone</b>	63	<b>Mileage</b>	31,000
<b>Name:</b>						<b>Contact Type</b>	E-MAIL
<b>Address</b>						<b>Home Phone</b>	
	CABOT AR					<b>Country</b>	UNITED STATES

Corporate - Warranty Coverage - Default - Default - Default	Dissatisfied a rental is not covered by warranty.
Product - Body / Trim / Paint Finish - Interior Ornamentation/Mirrors - Broken, Cracked - Arm Rest/Console	States cup holders were broken.
Dealer - Service/Body Shop - Personnel - Discourteous/ Rude - Unknown	States some service personnel were rude.

## \*\*\*\*\* EMAIL BRIEF DESCRIPTION CONTENT \*\*\*\*\*

Customer Satisfaction

## \*\*\*\*\* END EMAIL BRIEF DESCRIPTION CONTENT \*\*\*\*\*

I'm not pleased with the customer service at Fletcher Dodge in Sherwood, Arkansas. I took my 2006 town and country in for warranty work and I was told that my van would be ready in about 1 or 2 days. I asked about a rental vehicle and I was told Plymouth warranty doesn't cover rental vehicles. Two of the items I took the vehicle in for was the second row seat cup holder was broke (was that way when I purchased the van) and the driver and passenger cup holder was cracked. I was told they took pictures and sent them in and it was denied as a warranty item. I should have told the salesman that the back seat cup holder was broke before signing the papers and should have done a better visual check of the vehicle. I'm wondering why I didn't by another Chevrolet product. I will never purchase another product associated with Plymouth or the dealership. I feel if a vehicle has to stay past a day for warranty work then the manufactures warranty should pay for the rental vehicle. I also thought a few of the service department personnel were rude. They should be professionals and avoid rude facial expressions.

## \*\*\*\*\*END EMAIL CONTENT\*\*\*\*\*

Agent contacted dealer 44565 and spoke with Adrian. Adrian states that the vehicle came in on 4/4/07 and the repair order was closed on 4/5/07. The vehicle came in for the airbag light that was on and they could not duplicate, sliding door handle was loose which they tightened, and there was an electrical noise and they replaced the alternator, front wheel bearing was bad and replaced, and cup holders were broken and sent to Chrysler by digital imaging and was denied, and last concern was the transmission shifting erratically and was determined operating as normal.

## \*\*\*\*\*EMAIL RESPONSE\*\*\*\*\*

Thank you for contacting the Chrysler Group Customer Assistance Center regarding your recent service experience at Frank Fletcher Dodge Chrysler Jeep.

I regret your dissatisfaction with the service you received and appreciate the time and effort you took to bring this matter to my attention.

We realize DaimlerChrysler s reputation depends in part on the quality of service provided by our dealers. Because DaimlerChrysler dealers are independently owned businesses, they are responsible for addressing concerns directly related to their sales and service activities, as well as their personnel. Although DaimlerChrysler does not have the authority to resolve concerns related to dealer workmanship, service scheduling, or repair pricing, you may want to pursue the matter directly with dealership management for further resolution.

Information received from customers such as yourself enables better evaluation of dealers service activities. Your complaint will be retained in the dealer s file.

In the Warranty Information booklet that came with your vehicle, under



the section titled 'What s Not Covered' you will find: 'Your DaimlerChrysler Motors limited warranties do not cover any incidental or consequential damages ...Such damages include lost time; inconvenience; the loss of the use of your vehicle; the cost of rental cars, gasoline, telephone, travel or lodging; the loss of personal or commercial property; the loss of revenue, etc.'

It is regrettable that you have suffered the loss or inconvenience described in your email. Unfortunately, we are unable to comply with your request for reimbursement.

Thanks again for your email.

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

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**Customer Assistance Inquiry Record (CAIR)#****16138617**

<b>Vin</b>	1D4GP45R3	6E	<b>Open Date</b>	04/10/2007	<b>Build Date</b>	09/08/2005	
<b>Model Year</b>	06	<b>Body</b>	RSKH52	DODGE CARAVAN SXT FWD SWB WAGON			
<b>In Service Dt</b>	02/25/2006	<b>Dealer</b>	68959	<b>Dealer Zone</b>	42	<b>Mileage</b>	17,200
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	CONNEAUT OH					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Inoperative - Unknown	Customer states the front air bag light is not on.
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Customer called in seeking information on the vehicle. Customer stated the air bag light was off and the light should be on when no one is in the seat. Customer stated she went to dealer 68959 and was told nothing is wrong. Customer stated she is concerned with this issue due to safety. Customer stated a couple of weeks ago the air bag sensor was replaced and now this issue has occurred. Customer is seeking if this information is correct provided by the dealer. Agent called the dealer 68959 and spoke with the operator who advised the Service Manager Jerry was not available. Agent left a message. Agent informed the customer a message was left for Jerry to call back. Agent offered the customer a call back until further information is gathered from Jerry. Agent was unable to reach the dealer. Agent was unable to reach the customer as well.

**Customer Assistance Inquiry Record (CAIR)#****16139460**

<b>Vin</b>	2C4GP44R2	<b>5F</b>	<b>Open Date</b>	04/10/2007	<b>Build Date</b>	05/15/2005	
<b>Model Year</b>	05	<b>Body</b>	RSYH53	CHRYSLER TOWN & COUNTRY LX FWD LWB WAGON			
<b>In Service Dt</b>	05/16/2005	<b>Dealer</b>	67009	<b>Dealer Zone</b>	42	<b>Mileage</b>	40,000
<b>Name:</b>						<b>Contact Type</b>	
<b>Address</b>						<b>Home Phone</b>	
	SOUTH HAVEN MI					<b>Country</b>	UNITED STATES

Referral - Tier Two - Internal Escalation - Authorization - Default	Customer seeking assistance with the air bag light repair.
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer states the air bag light keeps flashing on and off.

**\*\*\*\*Begin structured narrative CL - GOODWILL ESCALATION**

What is the customer requesting from DaimlerChrysler?

Customer seeking assistance with the air bag light repair.

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?

No

Is the customer the original owner of this vehicle?

No

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

Four

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 calling in stating that his air bag light has now starting going on and off in the vehicle, and the dealer informed him the repair would not be covered under warranty. He then stated the dealer wants to charge him \$75 to look at the issue, and he does not feel he should have to pay for anything. He would like to know if Chrysler is going to pay for this repair. Agent consulted with AMM97 who stated the customer may be transferred for further review per safety concern. Agent then informed the customer that DCX will be able to look further into possible assistance, however, since the vehicle is outside of warranty the customer will need to speak to another representative. Agent then provided the customer with their reference number, and transferred the customer for further review per AMM97.

Customer transferred to the internal Tier 2 escalation line for further review of concern. Third owner seeking assistance with the repair of the airbag. Customer states he took the vehicle to the dealer for the issue but has not been diagnosed. Customer informed writer he does not want to pay for the diagnosis. Writer called dealer and spoke with Chris teh service manager who states the customer has not been to the dealer for the diagnosis. Writer asked dealer if he was willing to cover the repair under SUDSA. Chris states that DCX wants the dealer to assist just because of the DSA. Writer explained that the dealers are DSA to assist in the customer. Chris states he does not need the writer to explain that. Chris did state once the vehicle is at the dealer for the diagnosis he will be willing to assist the customer. Advised Chris of the direct to dealer and the dealership disconnected the call. Writer advised customer with that information. No promises made at this time.

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

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

Out of Warranty Assistance Request

Please update this CAIR as required.

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



**Customer Assistance Inquiry Record (CAIR)#****16140165**

<b>Vin</b>	2D4GP44L8	5R	<b>Open Date</b>	04/10/2007	<b>Build Date</b>	04/20/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	06/20/2005	<b>Dealer</b>	52699	<b>Dealer Zone</b>	42	<b>Mileage</b>	45,000
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	SHEFFIELD VILLAGE OH					<b>Country</b>	UNITED STATES

Recall - F01: - Advise Owner/Incomplete Recall	Customer advised of incomplete recall.
Recall - F10: - Advise Owner/Incomplete Recall	Customer advised of incomplete recall.
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer states right front impact sensor needs replacement.
Product - Body / Trim / Paint Finish - Interior Ornamentation/Mirrors - Improper Installation/Missing - Door Trim	Door lock knob needs replacement.
Product - Electrical - Body Wiring - Intermittent or Inoperative - Default	Sliding door wiring harness replacement.
Referral - Tier Two - Internal Escalation - Authorization - Default	Tier Two support referral.

Customer calling in stating that his vehicle went into dealership: 52699 for repairs of the power sliding door, air bag light is on, and in for recall repairs. Dealership is repairing the recalls, but advises that a \$400.00 wiring harness needs replacing. Vehicle has 45000 miles. Customer is calling to complaint of the issue. Agent verified customer information, and contacted the dealership for further information. Service Manager, Brian states F01 and F10 incomplete recalls are getting repaired, wiring harness needs replaced for inside passengers sliding door, Right front impact sensor for air bag light being on, which is intermittent, door lock knob missing and is getting replaced. Agent advised customer of incomplete recalls F01 and F10, provided customer with the reference number, and advised customer of agent transfer to Tier Two for further review per als70.

**\*\*\*\*Begin structured narrative CL - GOODWILL ESCALATION**

What is the customer requesting from DaimlerChrysler?

Assistance with right front impact sensor replacement, wiring harness replacement, and door lock knob replacement.

How far out of warranty is the vehicle/repair by time and/or mileage?  
9000 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 DCX 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 CL - GOODWILL ESCALATION**

Customer seeks assistance with right front impact sensor replacement, wiring harness replacement, and door lock knob replacement. Customer states the vehicle is currently at 52699 for repairs. Agent contacted dealership 52699 and spoke with Brian (service manager) who states the vehicle needs the inside passengers sliding door, Right front impact sensor for air bag light being on, which is intermittent, door lock knob missing replaced. Brian states the vehicle has not been to the dealership before. Brian states the vehicle has 47,021 miles on it at this time. Dealership is DSA. Brian states the vehicle is almost finished and they were not informed that DCX was going to be contacted about assistance. Brain would like DCX to look at reimbursing the customer. Agent advised the customer of the process to seek reimbursement for the repairs. Agent advised the customer that he would need to send in the original repair order, proof of payment and a letter requesting reimbursement.

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**Customer Assistance Inquiry Record (CAIR)#****16162902**

<b>Vin</b>	2A4GP54L9	6R	<b>Open Date</b>	04/13/2007	<b>Build Date</b>	02/24/2006
<b>Model Year</b>	06	<b>Body</b>	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON		
<b>In Service Dt</b>	03/08/2006	<b>Dealer</b>	99999	<b>Dealer Zone</b>		<b>Mileage</b> 8,000
<b>Name:</b>					<b>Contact Type</b>	TELEPHONE
<b>Address</b>					<b>Home Phone</b>	
	BROOKLYN NY				<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Air bag light is on.
Corporate - Dealer Information - Default - Default - Default	Request for dealer information.
Product - Steering - Unknown - Noisy - Default	Steering is noisy.

Customer called inquiring on where they can take their vehicle to for service. Customer claims that the air bag light is on and the right steering wheel is noisy. Agent advised customer of local dealers. Customer understood.

**Customer Assistance Inquiry Record (CAIR)#****16186871**

<b>Vin</b>	2C4GP54L0	5R	<b>Open Date</b>	04/16/2007	<b>Build Date</b>	05/23/2005	
<b>Model Year</b>	05	<b>Body</b>	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON			
<b>In Service Dt</b>	08/25/2005	<b>Dealer</b>	66689	<b>Dealer Zone</b>	32	<b>Mileage</b>	24,000
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	STONY POINT NY					<b>Country</b>	UNITED STATES

Product - Electrical - Lamps and Switches - Other - Default	Customer states that air bag light is on
Dealer - Service/Body Shop - Transaction - Poor Scheduling - Default	Customer states that dealer can only work on leak issue on Thursdays.
Product - Body / Trim / Paint Finish - Unknown - Other - Unknown	Customer states there is a leak in her vehicle

Customer states that she has a leak in her vehicle and her air bag light is on. She says that her dealer (66689) can only look at a leak issue on Thursdays and she needs a vehicle on Thursdays and the dealer will not give her a loaner. She states that she has left the vehicle there once for this issue and it was not resolved. She states that she has to travel a toll bridge during commuter traffic to get to any of the other dealers in her area and she wants to stay with this dealership. Agent contacted dealer 66689 and spoke to Howard the service manager and Erin Bradley the service and parts DM for this dealership. They confirmed that this vehicle was in for a leak on the driver s side and the dealer cleaned the drain line from the sunroof and this resolved the issue according to the customer. This issue is recurring however so the fix is probably the same. Howard is going to try and contact the person who does the leak work and see if they can come in on Monday or Wed. to assist this customer. He will contact the customer when he has more information. Agent informed the customer of this and she will wait for Howard to contact her.



**Customer Assistance Inquiry Record (CAIR)#****16188181**

<b>Vin</b>	2C4GP44R8	5F	<b>Open Date</b>	04/16/2007	<b>Build Date</b>	06/08/2005	
<b>Model Year</b>	05	<b>Body</b>	RSYH53	CHRYSLER TOWN & COUNTRY LX FWD LWB WAGON			
<b>In Service Dt</b>	06/08/2005	<b>Dealer</b>	38306	<b>Dealer Zone</b>	74	<b>Mileage</b>	26,000
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	STORM LAKE IA					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer states air bag light keeps coming on while driving.
Product - Electrical - Occupant Classification System - Unknown - Default	Customer thought there was issue with OCC light but there is not.

Customer states air bag light keeps coming on while driving. Dealer stated there is nothing wrong with vehicle and they stated that it is normal for light to come on. Called Service Manager Ron who stated that the Occupant Classification Light was coming on not the air bag light. There was not fault codes for air bag system. Manager asked which light was on and the one described was the OCC light. Advised customer that the light that came was the light for the occupant classification system which goes on and off when passenger seat is occupied. Customer understood.

**Customer Assistance Inquiry Record (CAIR)#****16213974**

<b>Vin</b>	2C4GP44R7	5F	<b>Open Date</b>	04/19/2007	<b>Build Date</b>	03/31/2005	
<b>Model Year</b>	05	<b>Body</b>	RSYH53	CHRYSLER TOWN & COUNTRY LX FWD LWB WAGON			
<b>In Service Dt</b>	04/04/2005	<b>Dealer</b>	25024	<b>Dealer Zone</b>	71	<b>Mileage</b>	48,700
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	RIVERBANK CA					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing -  
Default

Customer reporting air bag light  
on

Customer stated air bag light is on and requesting warranty coverage.  
Agent advised Basic Warranty expired at 36,000 Miles. Customer seeking  
repair assistance for the \$100.00 deductible she has to pay for this  
repair. Agent consulted with CDC45 and advised customer waiving to the  
\$100.00 deductible has been denied.

**Customer Assistance Inquiry Record (CAIR)#****16220497**

<b>Vin</b>	2D4GP44L7	5R	<b>Open Date</b>	04/20/2007	<b>Build Date</b>	02/23/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	04/30/2005	<b>Dealer</b>	68671	<b>Dealer Zone</b>	32	<b>Mileage</b>	50,731
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	FORESTPORT NY					<b>Country</b>	UNITED STATES

Product - Brakes - Anti-Lock Brake System - ABS Lamp On/Flashing - Default

Customer states his ABS light stays on.

Customer states his airbag light is on, and cannot get vehicle inspected due to ABS light being on. Customer inquiring what to do. Agent advised customer that he would need to get the vehicle to a dealership to be diagnosed. Customer states he will contact dealer 68671, and if the repair is going to cost a lot, he will purchase another vehicle and sell this one. Agent advised customer that his concerns have been documented.

**Customer Assistance Inquiry Record (CAIR)#****16229733**

<b>Vin</b>	2C4GP54L1	5R436462	<b>Open Date</b>	04/24/2007	<b>Build Date</b>	02/05/2005
<b>Model Year</b>	05	<b>Body</b>	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON		
<b>In Service Dt</b>	03/31/2005	<b>Dealer</b>		<b>Dealer Zone</b>		<b>Mileage</b> 44,500
<b>Name:</b>					<b>Contact Type</b>	E-MAIL
<b>Address</b>					<b>Home Phone</b>	
	AUSTIN MN				<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Displeased with charge from air bag sensor.
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## \*\*\*\*\* EMAIL BRIEF DESCRIPTION CONTENT \*\*\*\*\*

Today I was charged \$46.00 to have an air bag lamp sensor replaced. My T & C has 44,000 bills on it, and I felt this was something that should be covered via warranty. My wife and I were extremely surprised at a bill for this item.

## \*\*\*\*\* END EMAIL BRIEF DESCRIPTION CONTENT \*\*\*\*\*

Holiday Cars has been very good to us. We have been customers since the 1970s. This item, in our opinion should have been covered under warranty. Air bag sensors, if faulty, should not be a financial cost to the customer. Thank you Neil Hanson

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

Thank you for contacting the Chrysler Group Customer Assistance Center. Your concerns, particularly in view of the expense and inconvenience involved in this issue, are understandable. However, your request for consideration in this matter must be declined, because the vehicle in question has exceeded the time or mileage limitations of the manufacturer's warranty at the time the expense was incurred. Although a more favorable reply could not be provided, sharing your concern with us is appreciated. Thank you again for your email.

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

**Customer Assistance Inquiry Record (CAIR)#****16238846**

<b>Vin</b>	2A8GP64L7	6R	<b>Open Date</b>	02/05/2008	<b>Build Date</b>	01/23/2006	
<b>Model Year</b>	06	<b>Body</b>	RSYS53	CHRYSLER TOWN & COUNTRY LTD FWD LWB WAGON			
<b>In Service Dt</b>	04/19/2006	<b>Dealer</b>	66451	<b>Dealer Zone</b>	71	<b>Mileage</b>	1
<b>Name:</b>						<b>Contact Type</b>	SURVEY
<b>Address</b>						<b>Home Phone</b>	
	HOLLISTER CA					<b>Country</b>	UNITED STATES

Referral - Other - Default - Default - Default

Customer sent in new vehicle survey.

Purchased New or Used? NEW

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

From whom did customer purchase used vehicle? N/A

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Customer sent in new vehicle survey.

States on recent visit to dealer 66451, service department, was very disappointed with their customer service. States took vehicle in for malfunction in the air bag sensor and the compass. States Service advisor suggested doing a big service to the vehicle due to the mileage. States it seemed like a good idea, so he agreed. States dealer kept vehicle for one day and provided rental vehicle, because parts needed to be ordered. States after he picked up the vehicle he asked the Service Advisor what was done to vehicle, SA handed customer a work order. Customer dissatisfied because the SA would not explain what was done to vehicle. States his wife then used the vehicle and stated that console was falling apart and there was a big spot of grease on the sun visor. Took vehicle back and did not receive good treatment. Felt like the Service advisor did not care about him anymore. States they will not go back to dealer 66451.

\*\*\*Survey too old to contact customer\*\*\*

\*\*\*Agent closed cair\*\*\*

**Customer Assistance Inquiry Record (CAIR)#****16241721**

<b>Vin</b>	2A4GP44R0	6R	<b>Open Date</b>	04/26/2007	<b>Build Date</b>	02/27/2006	
<b>Model Year</b>	06	<b>Body</b>	RSYH53	CHRYSLER TOWN & COUNTRY LX FWD LWB WAGON			
<b>In Service Dt</b>	03/17/2006	<b>Dealer</b>	23863	<b>Dealer Zone</b>	63	<b>Mileage</b>	17,726
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	SAN ANTONIO TX					<b>Country</b>	UNITED STATES

Product - Air Conditioning / Heater - Unknown - Other - Default	Customer claims the AC fan does not work.
Product - Electrical - Lamps and Switches - Other - Default	Customer states the air bag light is on.

The customer states he took the vehicle to the dealership for an oil change and an air bag light and the air conditioning unit was not working. The customer claims that if the turn the dial for the AC until all the way to the left a fan is supposed to come on but the dealership is telling him that s not true. The customer claims it worked when he bought the vehicle and is seeking technical assistance for the dealership to resolve this issue. The agent contacted the dealership and spoke with Kevin the service manager. Kevin states the vehicle has not been there and it may be at the Jeep department and advised the agent to call (830)606-8500. The agent left a message for the service manager to call the agent back. The agent will not send direct to dealer until it is verified the vehicle is in this service department. The agent offered the customer a call back. The customer states that s fine.

Customer states there are 2 ac units on vehicle. On the secondary, there is a fan that comes on. Customer states the air conditioner is not as strong as it use to be in the front. Customer states he was waiting on callback and agent advised customer that previous agent was still working on this issue, but offered to assist him with this. Customer states this fan will not come on. Agent called dealership and spoke with Kevin, Service Manager, which states the vehicle has dual fan control. Customer states this is the second time he has had the vehicle to the dealership for air conditioning issues. Customer states the first time he took it in, the air conditioning blower motor did not work. After they repaired vehicle, it was ok. Slowly over time, he noticed a difference in the strength of the air conditioner. Agent called the dealership and spoke with Danny, Service Advisor, which states this vehicle is not suppose to have a 'Fan' setting. He states the picture of the fan next to the control is to let you know this is the air conditioning knob. Agent advised customer that file would be forwarded to dealership to pull in the appropriate parties to get this issue resolved.

##### DIRECT-TO-DEALER #####  
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 from the Customer Assistance Center may be assigned to this CAIR for follow-up with the customer and will be available as another resource if required.

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

#####  
REASSIGNED TO BC/DLR 63 23863 04/26/07 17:31 R 16241721

\*Contact Date:05/02/2007

Service Manager at the dealership has updated the Cair# 16241721

An appointment has been set with the customer.

\*\*\*\*\*D2D CASE MANAGER FOLLOW-UP\*\*\*\*\* Case Manager: Mayone:

Telephone:(248)944-7103:

5/1/07 - Writer contacted dealership and spoke with Service Manager, Marco. Marco advised writer the owner said they would call the dealership back sometime this week to schedule an appointment. Marco stated the owners have not decided on a date at this time. Writer asked Marco to

call writer back when the owner confirms a diagnosis date. Marco agreed and writer provided name and direct number for contact.

050107 DM reviewed above with service manager, Marco. Dealer states vehicle is operating as designed.cco1

5/2/07 - Writer contacted owner and spoke with husband. Husband stated the dealership did call and advise. Owner stated he is satisfied with the outcome of the situation now that the SM explained to operate the air conditioning.

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**Customer Assistance Inquiry Record (CAIR)#****16247246**

<b>Vin</b>	2D4GP44L8	5R	<b>Open Date</b>	04/27/2007	<b>Build Date</b>	03/14/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	05/24/2005	<b>Dealer</b>	63975	<b>Dealer Zone</b>	42	<b>Mileage</b>	50,000
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	OXFORD MI					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer seeking assistance with the air bag sensor.
Product - Suspension - Spindle / Bearings/S Knuckle - Vibration - Front	Customer seeking assistance with the front bearing.
Referral - Tier Two - Internal Escalation - Authorization - Default	Tier Two.

Customer claims the ABS system and the air bag light is on. Customer claims she took the vehicle to dealership 63975 and was advised the repairs would not be covered under warranty. Customer seeking if the air bag and the ABS system is covered under her service contract. Customer claims the dealership charged her a \$92 diagnostic fee to check the vehicle out and would like to know if that is normal for the dealership to do that. Agent advised customer the dealership are independently owned and operated and may charge a diagnostic fee and they set their own pricing for the diagnostic fee. Customer claims the air bag sensor and the right front bearing needs to be replaced. Agent advised customer it is not covered under her service contract. Customer seeking assistance with the repairs. Customer is the first owner of the vehicle and has 2 DCX vehicles. Customer is 14,000 miles outside of warranty. Agent transferred customer for further review.

\*\*\*\*Begin structured narrative CL - GOODWILL ESCALATION

What is the customer requesting from DaimlerChrysler?

Customer seeking assistance with the repairs of the air bag and the front bearing.

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

14,000

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?

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 CL - GOODWILL ESCALATION

Customer states that in the process to be transferred she was disconnected. She would like to be transferred. Per KTW13.

Customer seeking assistance with the repairs of the air bag impact sensors and connectors and the right rear hub bearing and speed sensor needs replaced. Agent contacted dealership 63975 and spoke with Jim (service manager) who states the wheel speed sensor is covered by the contract. Jim states the customer is a new customer at the dealership. Agent requested the warranty costs for the repair. Jim states he will call back with the warranty costs for the repair. Agent offered the customer a call back. Customer accepted.

Customer seeking update on assistance. Customer states she has not heard from previous agent.

Customer seeking assistance with the air bag repair and ABS repair.

Agent contacted dealer and spoke to Jim who states he did provide information on previous agent voice mail and did not have that available. Agent advised customer that previous agent would be informed and she will be contacted.



Customer is seeking an update on her file. Agent consulted with AMM97 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 ABS, front bearing, and ABS sensor. Customer is the original owner and is out of basic warranty by 14000 miles. Agent called dealer 63975 and spoke with Jim the Service Manager. Agent informed Jim the information for warranty costs is needed for us to assist this customer. Jim stated he has given the information to JEH111 on her voicemail. Agent informed Jim the Agent is not available and the information is needed. Jim stated he will have to look the information up again and will call back. Jim stated the two front impact sensors, and the right rear hub bearing need replaced and are not covered and the right rear wheel speed sensor is covered. Agent offered the customer a call back.

Jim in service called Agents extension with the warranty costs for the repairs.

Parts:\$185.92

Labor:\$180.18

Total:\$366.10

As a one-time goodwill gesture, DaimlerChrysler will cover \$266.10 of the repair. Customer will be responsible for a co-pay in the amount of \$100.00. Agent called Jim and gave the file number. Agent called the customer and left a message with the offer and extension to call for any questions.

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**Customer Assistance Inquiry Record (CAIR)#****16247443**

<b>Vin</b>	1A4GP45R7	6E	<b>Open Date</b>	04/27/2007	<b>Build Date</b>	05/10/2006
<b>Model Year</b>	06	<b>Body</b>	RSYH52	CHRYSLER TOWN & COUNTRY FWD SWB WAGON		
<b>In Service Dt</b>	09/09/2006	<b>Dealer</b>	43784	<b>Dealer Zone</b>	51	<b>Mileage</b> 8,000
<b>Name:</b>					<b>Contact Type</b>	TELEPHONE
<b>Address</b>					<b>Home Phone</b>	
	POTOSI MO				<b>Country</b>	UNITED STATES

Product - Brakes - Drum Brake Assembly - Other - Front

customer states too much brake dust.

Customer states there is black grease all over hubs. She asked the dealership to repair this and the dealer told them that they would be charged because they would have to put a higher priced brake on vehicle. Customer states she is going into hospital Monday for surgery and wants this resolved. Customer states she has had it to dealership 3 times. This time the airbag light would not go off and the dealership told them that all vehicles throw out black grease. Agent called dealership and spoke with Terri, Service Advisor, which states that customer s husband has brought vehicle into dealership and stated there is alot of brake dust on hubs. The dealership has inspected the brakes and they are fine. Agent advised customer if she thought this was misdiagnosis to seek out a second opinion at another DCX dealership. Customer states vehicle stops ok but is afraid something is wrong inside brakes because of the grease. Agent consulted with RBS33 and advised customer that this brake dust is characteristic of the vehicle. Customer states she is going to sue DCX if she has a wreck.

**Customer Assistance Inquiry Record (CAIR)#****16251020**

<b>Vin</b>	1D4GP24R6	5E	<b>Open Date</b>	04/30/2007	<b>Build Date</b>	06/30/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON			
<b>In Service Dt</b>	07/01/2005	<b>Dealer</b>	56189	<b>Dealer Zone</b>	74	<b>Mileage</b>	36,005
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	SALT LAKE CITY UT					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default

Alleges repeated issue with air bag light.

Customer states that vehicle is currently at dealership 56189 for air bag light being on. Customer claims that this issue was repaired by the dealership three time prior. Customer claims that there is also now currently an intermittent concern with the headlights.

Contacted dealer 59189 and spoke to Assistance Service Manager Terry.

Terry stated that the first time the vehicle was in on 03/15/07 at which time they replaced the seat belt tensioner. Terry also stated that vehicle was in on 04/25/07 and they found the same code but there are not issues with the tensioner. Advised Terry that file would be sent Direct to Dealer to attempt to resolve issue.

Advised customer of the above and that Case Manager would be assigned to follow up with concern to be sure of resolution.

##### DIRECT-TO-DEALER #####  
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 from the Customer Assistance Center may be assigned to this CAIR for follow-up with the customer and will be available as another resource if required.

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

#####  
REASSIGNED TO BC/DLR 74 56189 04/30/07 10:31 R 16251020

\*D2D CASE MANAGER FOLLOW-UP\* Case Manager NAME:Robert Clark/  
Telephone:248-944-7132\*

5/3/07 Writer called the Service Manager Todd who advised that the vehicle is in now and the headlight concern was duplicated and a headlight switch was ordered. Todd advised that they have not been successful in duplicating the air bag light concern and are still diagnosing. Todd will call me when more information is available. Writer called the customer and provided my name and direct number on the message machine.

5/4/07 Writer called the customer who advised that the headlight concern will be repaired by the close of business today and the air bag light concern has not yet been duplicated. Owner has my direct number to call if the dealer is unable to satisfy his concerns.

\*Contact Date:05/07/2007

Service Manager at the dealership has closed the Cair# 16251020

Warranty repair has been documented on Repair Order#086406

CAIR RETURNED FROM DEALER ON 5/07/2007 AT 11:14:00 R 16251020

**Customer Assistance Inquiry Record (CAIR)#****16255936**

<b>Vin</b>	1D4GP45R4	6E	<b>Open Date</b>	05/02/2007	<b>Build Date</b>	08/31/2005	
<b>Model Year</b>	06	<b>Body</b>	RSKH52	DODGE CARAVAN SXT FWD SWB WAGON			
<b>In Service Dt</b>	05/11/2006	<b>Dealer</b>	60245	<b>Dealer Zone</b>	51	<b>Mileage</b>	11,409
<b>Name:</b>						<b>Contact Type</b>	CERTIFIED LETTER
<b>Address</b>						<b>Home Phone</b>	
	EAGLE RIVER WI					<b>Country</b>	UNITED STATES

Corporate - Lemon Law - Default - Default - Default	
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	

Owner sends in MVDN card mailed CERTIFIED MAIL received 05-01-07 Please  
Respond to the owner complaints listed ASAP. Please review the noted issues  
On this file and contact the owner and resolve the file per state lemon law  
Demand requirements. Please advise the owner of the outcome on all issues  
noted on this complaint. PLEASE REVIEW PRIOR CAIR ON SAME ISSUE IT APPEARS  
VEHICLE IS REPAIRED AT THIS TIME OWNER SENDS IN NOTICE OF DEMAND DUE TO  
HISTORY ON THIS ISSUE. NOTE LETTER MAILED IN ENVELOPE FROM HORIZONS LAW  
GROUP CERTIFIED MAIL PLEASE RESPOND TO OWNER ON MERIT. MFP  
051107-concur with ISG recommendation to deny Lemon Law claim...reassigned  
to dealer for customer contact and verification of any current concerns.  
REASSIGNED TO BC/DLR 51 60245 05/11/07 16:01 O 16255936  
5-14-07 CRS called, Kelley, service manager, who indicates vehicle is  
repaired and no further action necessary. CRS to close CAIR. dmm9  
8/9/07.....ATTORNEY LETTER FOR LEMON LAW FORWARDED TO TNT16.  
8/9/07 Forward to warranty litigation tnt16/mjm169

**Customer Assistance Inquiry Record (CAIR)#****16260884**

<b>Vin</b>	1D4GP45R6	5E	<b>Open Date</b>	05/02/2007	<b>Build Date</b>	06/24/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKH52	DODGE CARAVAN SXT FWD SWB WAGON			
<b>In Service Dt</b>	09/23/2005	<b>Dealer</b>	68480	<b>Dealer Zone</b>	32	<b>Mileage</b>	43,000
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	WINSLOW ME					<b>Country</b>	UNITED STATES

Product - Engine - Unknown - Check Engine Lamp On/Flashing - Default	Customer states her check engine light is coming on.
Product - Cooling System - Radiator - Defective - Default	Customer states her fan might be needed to be replaced.

Customer states her check engine light came on. Customer states the radiator might need to be replaced and is inquiring if this is covered under her warranty. Customer also stated that her air bag light is coming on. Customer inquiring if this is also covered due to a safety item. Agent informed customer that the only thing her warranty covers is the engine, transmission and drive train per a dealership s diagnosis. Customer understood.

**Customer Assistance Inquiry Record (CAIR)#****16262237**

<b>Vin</b>	1D4GP25B8	6E	<b>Open Date</b>	05/08/2007	<b>Build Date</b>	10/18/2005	
<b>Model Year</b>	06	<b>Body</b>	RSKL52	DODGE CARAVAN SE FWD SWB WAGON			
<b>In Service Dt</b>	02/20/2006	<b>Dealer</b>	45169	<b>Dealer Zone</b>	32	<b>Mileage</b>	13,052
<b>Name:</b>						<b>Contact Type</b>	LETTER
<b>Address</b>						<b>Home Phone</b>	
	NORWOOD MA					<b>Country</b>	UNITED STATES

Product - Brakes - Pads/Shoes - Seized, Stick, Binds - Rear	Rear pads seized.
Product - Transmission / Transaxle - Automatic Trans / Transaxle - Leaks - Default	Transmission was leaking and over hauled.

Customer sent in letter expressing his concerns with vehicle. Customer states after purchasing vehicle he had a transmission fluid leak and the transmission was over hauled. Rear wheels froze due to rear brakes. Van was losing power, air bag light came on. Customer requesting an extra years warranty for this vehicle.

Agent attempted to contact the customer on 05.08.07 at 12:37pm on the customer s home phone and spoke with [REDACTED] who stated vehicle has been taken to the dealer 6 or 7 times. [REDACTED] placed husband, [REDACTED] on the phone. Customer states he is not currently having any issues with the vehicle. Advised customer his concerns have been documented.

Advised customer this file will be forwarded to the dealer and a case manager will be assigned.

Agent contacted dealer 45169 and spoke with Gina in service to advise of direct to dealer.

##### DIRECT-TO-DEALER #####  
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 from the Customer Assistance Center may be assigned to this CAIR for follow-up with the customer and will be available as another resource if required.

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

CUSTOMER CONTACT INFORMATION: 781.769.2410

#####

REASSIGNED TO BC/DLR 32 45169 05/08/07 12:49 O 16262237

DM reviewed cair with SM - owner stated he does not have any current issues with vehicle. Cair documents history for file. /cmj

\*\*\*\*\*D2D CASE MANAGER FOLLOW-UP\*\*\*\*\* Case Manager: Lisa Telephone: 248-944-7207

5/21 Owner was contacted by telephone on 5/8/07 regarding letter he sent and was not having any issues with vehicle at that time. File was still forwarded to the dealer and updated by District Manager that owner does not have any current issues.

**Customer Assistance Inquiry Record (CAIR)#****16265550**

Vin	2C8GP64L0	5R	Open Date	05/03/2007	Build Date	02/16/2005	
Model Year	05	Body	RSYS53	CHRYSLER TOWN & COUNTRY LTD FWD LWB WAGON			
In Service Dt	04/28/2005	Dealer	68264	Dealer Zone	51	Mileage	22,000
Name:						Contact Type	LETTER
Address						Home Phone	
	SOUTH ELGIN IL					Country	UNITED STATES

Dealer - Service/Body Shop - Transaction - Problem Not Resolved - Default	Issue not resolved.
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Recurring airbag light issue.
Corporate - Lost Customer - Default - Default - Default	
Corporate - No Longer Own Vehicle - Default - Default - Default	

**\*\* REFERRED EXECUTIVE MAIL \*\*\*\*\* MG17 \*\*\*\*\***

DaimlerChrysler Program Headquarters

\*800-521-3186

Requested CNA be removed, he may receive May and June - but will end in July. Customer sold his van and purchased a Honda Odyssey.

I called dealer and relayed information to them as well.

**Customer Assistance Inquiry Record (CAIR)#****16265578**

<b>Vin</b>	2D4GP44L3	6R	<b>Open Date</b>	05/03/2007	<b>Build Date</b>	09/20/2005	
<b>Model Year</b>	06	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	12/28/2005	<b>Dealer</b>	68807	<b>Dealer Zone</b>	74	<b>Mileage</b>	15,121
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	OMAHA NE					<b>Country</b>	UNITED STATES

Product - Electrical - Lamps and Switches - Other - Default

Customer states that the air bag light comes on.

Customer states that she is leasing a vehicle from performance. Customer states that the vehicle is at the dealer for the airbags. Customer states that she has had the vehicle to the dealer numerous times. Customer states that the air bag light comes on and will not go off. Customer states that they have replaced 3 things on the vehicle for the air bags. Agent advised that we can send a document to the dealer. Customer states that the dealer is doing everything they can to repair the vehicle and does not want us to send a document to the dealer. Customer seeking if this is a safety issue and if there is anything that we can do about the mileage. Agent consulted with WWH17. Agent advised customer that we could not do anything about the mileage that is being put on the vehicle. Agent advised that when a customer calls in about an issue with the dealer we are required to send the document to let the dealer know that you contacted customer assistance about the issue with the vehicle. Customer seeking what else she can do about the mileage. Agent advised that she can try the dealer and the finance company for the lease.

REASSIGNED TO BC/DLR 74 68807 05/03/07 12:46 O 16265578

\*Contact Date:06/06/2007

Service Manager at the dealership has closed the Cair# 16265578

Warranty repair has been documented on Repair Order#95988

CAIR RETURNED FROM DEALER ON 6/06/2007 AT 04:05:862 R 16265578



**Customer Assistance Inquiry Record (CAIR)#****16270088**

<b>Vin</b>	2A8GP64L5	6R	<b>Open Date</b>	05/04/2007	<b>Build Date</b>	08/06/2005	
<b>Model Year</b>	06	<b>Body</b>	RSYS53	CHRYSLER TOWN & COUNTRY LTD FWD LWB WAGON			
<b>In Service Dt</b>	11/30/2005	<b>Dealer</b>	61070	<b>Dealer Zone</b>	42	<b>Mileage</b>	49,000
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	CALEDONIA MI					<b>Country</b>	UNITED STATES

Referral - Tier Two - Internal Escalation - Authorization - Default	Customer is seeking assistance with the repair of the sensors.
Product - Brakes - Anti-Lock Brake System - ABS Lamp On/Flashing - Default	Customer states the ABS sensor needs to be replaced.
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer states the air bag sensor needs to be replaced.

**\*\*\*\*Begin structured narrative CL - GOODWILL ESCALATION**

What is the customer requesting from DaimlerChrysler?

Customer is seeking assistance with the repair of the ABS and Air bag sensors.

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

13000 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 DCX vehicles has the customer owned including this vehicle?

Five

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 vehicle is at dealership 61070 because the lights on the dash went on for the ABS and the Air bag. Customer states the dealership has told him that both of these sensors need to be replaced. Customer states he just does not feel that he should have to be paying for something like this with this many miles. Customer is seeking assistance with this repair. Agent consulted with ALS70 and transferred for further assistance.

Customer transferred to the internal Tier 2 escalation line for further review of concern. seeks assistance with air bag and abs sensors. Called 61070 and spoke with Tom. Tom advises that repairs have been completed to the air bag and abs sensors. Tom states that this is a good customer. Advised since repairs have already been completed, writer will look into reimbursement. As a one-time goodwill gesture, DaimlerChrysler will reimburse customer cost of the repair. Customer will be responsible for a co-pay in the amount of \$50. Advised customer of offer. felt that was fair. Advised of fax information and that once fax is received, writer will call him about the reimbursement check. requested that his satisfaction with the dealership be documented and he is very pleased with the experience with DCX.

Fax received. Customer paid for the following air bag lamp concern:

\$061.10 - Parts

\$229.60 - Labor

\$025.00 - Deductible

\$004.08 - Tax

\$269.78 - Total

Customer paid for the following ABS lamp concern:

\$018.24 - Parts

\$065.60 - Labor

\$025.00 - Deductible

\$000.90 - Tax

\$059.74 - Total

DCX will reimburse customer \$329.52.

Agent attempted to contact the customer on 5/7/07 at 1:56pm on the customer's Home phone. Advised of reimbursement amount. Customer accepted. Advised to allow 30 days for the check to arrive. [REDACTED] verified address.

Processing check.

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**Customer Assistance Inquiry Record (CAIR)#****16275111**

<b>Vin</b>	1D4GP45R4	6E	<b>Open Date</b>	05/07/2007	<b>Build Date</b>	12/05/2005	
<b>Model Year</b>	06	<b>Body</b>	RSKH52	DODGE CARAVAN SXT FWD SWB WAGON			
<b>In Service Dt</b>	12/23/2005	<b>Dealer</b>	67979	<b>Dealer Zone</b>	51	<b>Mileage</b>	42,517
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	WISCONSIN RAPIDS WI					<b>Country</b>	UNITED STATES

Product - Electrical - Unknown - Corrosion/Rusty - Default	Customer states that her air bag light was on.
Referral - Tier Two - Internal Escalation - Authorization - Default	Tier two referral

Customer states that her air bag light came on and the dealer says that both air bag sensors need to be replaced due to corrosion. Customer would like some assistance with the repair. Agent consulted with ERB21 and will transfer to tier two for further review.

\*\*\*\*Begin structured narrative CL - GOODWILL ESCALATION

What is the customer requesting from DaimlerChrysler?

Assistance with repair of air bag sensors.

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

6517 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 DCX vehicles has the customer owned including this vehicle?

Five

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

Agent called dealership and spoke with Ed, Service. Ed states that

Mike, Service Advisor over information. Ed states that he sees no problem with assistance. LOP: 08142502 LOP 08142503 .6 labor time.

Ed states that he does not have warranty cost of parts. Agent advised to get information for that and either Ed or Mike get back in contact with agent. Agent offered to give customer call back a

Caller is and she is calling for a status for the request for assistance with air bag repair. Agent informed the customer that agent will transfer her to the agent JBV6 for update and advised that she can leave a voice message for agent if needed.

Customer requesting return phone call. Agent to return phone call.

Agent called customer at number provided. Call went to voice mail, agent left voice mail with DCCAC number, Direct extension, and reference number.

**Customer Assistance Inquiry Record (CAIR)#****16277443**

<b>Vin</b>	1C4GP45R3	5E	<b>Open Date</b>	05/07/2007	<b>Build Date</b>	04/06/2005	
<b>Model Year</b>	05	<b>Body</b>	RSYH52	CHRYSLER TOWN & COUNTRY FWD SWB WAGON			
<b>In Service Dt</b>	05/14/2005	<b>Dealer</b>	44037	<b>Dealer Zone</b>	32	<b>Mileage</b>	35,410
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	CATSKILL NY					<b>Country</b>	UNITED STATES

Corporate - Dealer Information - Default - Default - Default	Agent provided dealer information for a second opinion.
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer's air bag light is coming on intermittently.

Caller Teresa from BBDO has customer who is having an airbag warning light, wouldn't help at dealer. Customer's light is intermittent, doesn't stay on. Customer says it's flaky, will stay on for 5 or 10 minutes, then goes off. Customer says she's worried about her warranty running out. Customer has been told there is nothing dealer 44037 can do unless the light stays on.

Customer's airbag light has been flickering off and on for over a year. Customer concerned for warranty, feels her warranty will go out without a diagnosis or coverage.

Agent asked if customer has returned to any dealer with this. Customer says she has not.

Agent recommended another dealer, advised customer to seek a second opinion on the issue. Agent advised customer her concerns were documented.

**Customer Assistance Inquiry Record (CAIR)#****16280706**

<b>Vin</b>	1D4GP24R5	5E	<b>Open Date</b>	05/08/2007	<b>Build Date</b>	02/28/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON			
<b>In Service Dt</b>	05/02/2005	<b>Dealer</b>	43020	<b>Dealer Zone</b>	51	<b>Mileage</b>	38,331
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	HAMMOND IN					<b>Country</b>	UNITED STATES

Product - Electrical - Unknown - Intermittent or Inoperative - Default	check engine light and airbag light coming on intermittently
--	--

5-8-07 CRS received transferred call from customer s mother, who indicates her son is having issues with both the check engine light and the airbag light coming on intermittently. She expressed concern that the dealer was going to make him pay for the repairs or the diagnosis. CRS confirmed that the vehicle has a 5/60 Max DCSC. CRS advised customer that the service contract is fairly extensive in it s coverage and it is possible that the repairs, if a result of manufacturing, could potentially be covered. CRS advised customer s mother that there is no way to be certain until the dealer has diagnosed. CRS also reiterated that in some cases dealer may not be able to accurately diagnose a difficult to duplicate concern. Customer s mother indicated that this is the third time vehicle is being brought to the dealer for this issue. CRS called dealer on customer s behalf and spoke with Jim. Jim indicates vehicle has not yet been diagnosed, but they will call customer when tech has looked at the vehicle. dmm9 REASSIGNED TO BC/DLR 51 43020 05/08/07 13:58 O 16280706

\*Contact Date:05/08/2007

Warranty Administration at the dealership has updated the Cair# 16280706  
An appointment has been set with the customer.

\*Contact Date:05/10/2007

Warranty Administration at the dealership has closed the Cair# 16280706

Warranty repair has been documented on Repair Order#240583

CAIR RETURNED FROM DEALER ON 5/10/2007 AT 12:39:987 R 16280706

**Customer Assistance Inquiry Record (CAIR)#****16289911**

<b>Vin</b>	2D4GP44L3	5R	<b>Open Date</b>	05/10/2007	<b>Build Date</b>	02/05/2005
<b>Model Year</b>	05	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON		
<b>In Service Dt</b>	03/18/2005	<b>Dealer</b>	99999	<b>Dealer Zone</b>		<b>Mileage</b> 10,450
<b>Name:</b>					<b>Contact Type</b>	TELEPHONE
<b>Address</b>					<b>Home Phone</b>	
	LOUISVILLE KY				<b>Country</b>	UNITED STATES

Corporate - Warranty Transfer - Default - Default - Default	Advised of \$150 transfer fee to transfer Powertrain.
Corporate - CNA Change - Default - Default - Default	Agent put in disposal date because previous owner does not have vehicle.
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Air bag light came on.
Corporate - Recall - Default - Default - Default	Customer inquiring about recall information.
Corporate - Warranty Coverage - Default - Default - Default	Customer inquiring about warranty coverage.

Customer is looking to purchase vehicle. Customer inquiring about recall information. Advised customer that vehicle does not have any incomplete recalls. Customer inquiring about warranty coverage. Advised customer of remaining warranty on vehicle. Advised of \$150 transfer fee to transfer 7 year 70,000 mile Powertrain warranty. Customer seeking warranty information to be sent to him. Advised warranty information is located in warranty booklet. Customer states he took purchase of vehicle but air bag light came on and he took vehicle back to dealer. Customer inquiring who previous owner was. Advised customer that DCCAC can not provide proprietary information.  
Agent put in disposal date due to customer looking to purchase vehicle from independent.

**16295195**

<b>Vin</b>	1D4GP25B3	6	<b>Open Date</b>	05/15/2007	<b>Build Date</b>	03/14/2006	
<b>Model Year</b>	06	<b>Body</b>	RSKL52	DODGE CARAVAN SE FWD SWB WAGON			
<b>In Service Dt</b>	05/27/2006	<b>Dealer</b>	68521	<b>Dealer Zone</b>	63	<b>Mileage</b>	13,800
<b>Name:</b>						<b>Contact Type</b>	E-MAIL
<b>Address</b>						<b>Home Phone</b>	
	LA FERIA TX					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	States check engine light is on.
Dealer - Service/Body Shop - Transaction - Problem Not Resolved - Default	States hesitation and air bag light issue unresolved.
Product - Unknown - Unknown - Hesitation/No Power - Default	States vehicle hesitates.

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

Caravan engine hesitates, poor mileage, and now air bag light comes on when it hesitates

## \*\*\*\*\* END EMAIL BRIEF DESCRIPTION CONTENT \*\*\*\*\*

Dealer checked and found the timing was off, ran fine for two days, then airbag light stayed on when starting out and engine hesitated while turning left onto busy road. Dealer had a p2096 code but couldn't find it on chrysler site but i looked it up and found something online.

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

Email states:

Dear [REDACTED] Thank you for contacting the Chrysler Group Customer Assistance Center regarding your 2006 Dodge Caravan.

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.

\*\*\*\*\*

Agent contacted dealer 68521 and spoke to Roy, Service Manager. Agent advised Roy of customer s concerns and direct-to-dealer.

##### DIRECT-TO-DEALER #####

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 from the Customer Assistance Center may be assigned to this CAIR for follow-up with the customer and will be available as another resource if required.

Agent called dealer and spoke to Roy to inform that CAIR was being sent.  
CUSTOMER CONTACT INFORMATION: 956-797-2802 and 956-565-2603

#####

REASSIGNED TO BC/DLR 63 68521 05/15/07 09:10 O 16295195

5-15-7 writer contacted ROY SANCHEZ SVC MANAGER at dealership. owner is unwilling to leave vehicle for repairs. owner is not giving dealer enough time perform diagnosis. per R S owner does not have DCSC.

5-16-7 writer will contact RS asking for an update.

>>>>>>>>>>>>>>>>>>BEGIN CUSTOMER EMAIL<<<<<<<<<<<<<<<<<<<

Thank you for your reply, Shauna. I wrote asking for assistance after

[illegible]



**Customer Assistance Inquiry Record (CAIR)#****16295469**

Vin	2C4GP44R3	5F	Open Date	05/15/2007	Build Date	06/08/2005	
Model Year	05	Body	RSYH53	CHRYSLER TOWN & COUNTRY LX FWD LWB WAGON			
In Service Dt	06/10/2005	Dealer	65686	Dealer Zone	63	Mileage	28,000
Name:						Contact Type	E-MAIL
Address						Home Phone	
	BOSSIER CITY LA					Country	UNITED STATES

Corporate - Recall - Default - Default - Default	Customer inquiring about recall
Referral - Other - Default - Default - Default	Customer referred to Chrysler dealer and website
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer stated light comes on from time to time

## \*\*\*\*\* EMAIL BRIEF DESCRIPTION CONTENT \*\*\*\*\*

Bought USED 2005 Town & Country from Pennsylvania & am concerned with recall  
I...van now in Louisiana,

## \*\*\*\*\* END EMAIL BRIEF DESCRIPTION CONTENT \*\*\*\*\*

I bought a USED 2005 T & C minivan and I am concerned with the recall on the air bags. I have had it for a year now. The van was previously owned and used in Pennsylvania, which is a state listed on the recall. I suspect that my sensors have been affected because the air bag indicator light has come on before, and the service technician didn't know why. The light still pops on from time to time, might stay on for days then go off. What should I do about getting this checked out properly?

\*\*\*\*\*END OF CUSTOMERS EMAIL\*\*\*\*\*

Dear

Thank you for contacting the Chrysler Group Customer Assistance Center regarding your Chrysler Town & Country.

Records indicate this vehicle is not involved in any outstanding factory recalls. If your vehicle is involved in any future recalls, a notice will be sent to your postal address. Please contact us with any future changes of address.

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 our brand site: [www.chrysler.com](http://www.chrysler.com); and click on 'Owner Services' 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).

We recommend that you contact your authorized Chrysler Dealer dealership for an appointment for proper diagnosis and repair.

Thank you again for your email.

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

**Customer Assistance Inquiry Record (CAIR)#****16296422**

<b>Vin</b>	2D4GP44L2	5R	<b>Open Date</b>	05/15/2007	<b>Build Date</b>	05/20/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	06/02/2005	<b>Dealer</b>		<b>Dealer Zone</b>		<b>Mileage</b>	86,000
<b>Name:</b>						<b>Contact Type</b>	E-MAIL
<b>Address</b>						<b>Home Phone</b>	
	AVON IN					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Seat Belts - Other - Default	Customer alleges repairs.
Recall - F01: - Advise Owner/Incomplete Recall	
Recall - F10: - Advise Owner/Incomplete Recall	

## \*\*\*\*\* EMAIL BRIEF DESCRIPTION CONTENT \*\*\*\*\*

We have heard there is a recall on 2005 Grand Caravans for the seat belt sensors. We recently had to have ours replaced. Is our van included in this recall?

## \*\*\*\*\* END EMAIL BRIEF DESCRIPTION CONTENT \*\*\*\*\*

We recently had to have our airbag sensors replaced. I have seen there is a recall. Is our van included in this?

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

Email states:

Thank you for contacting the Chrysler Group Customer Assistance Center seeking recall information on your 2005 Dodge Grand Caravan. We regret the issues you have experienced and appreciate the opportunity for review. There are no recalls regarding the issue you have questioned in your email. However, our records indicate that the following recall campaign have not been performed by an authorized DaimlerChrysler dealer. F01 REAR A/C AND HEATER TUBE CORROSION WARRANTY 02/09/2006 F10 WINDSHIELD WIPER MOTOR SAFETY 06/12/2006 Since we can't always confirm that the needed service has been performed, we ask that you contact your local authorized (Dodge, Chrysler, Jeep) dealer to make arrangements for an inspection and, if necessary, corrective action at no charge to you. Please take a copy of this message with you at the time of service. Thank you again for your email.

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

**Customer Assistance Inquiry Record (CAIR)#****16297611**

<b>Vin</b>	2C4GP44R5	5R	<b>Open Date</b>	05/14/2007	<b>Build Date</b>	06/28/2005	
<b>Model Year</b>	05	<b>Body</b>	RSYH53	CHRYSLER TOWN & COUNTRY LX FWD LWB WAGON			
<b>In Service Dt</b>	09/29/2005	<b>Dealer</b>	44403	<b>Dealer Zone</b>	66	<b>Mileage</b>	35,000
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	CLEWISTON FL					<b>Country</b>	UNITED STATES

Corporate - Recall - Default - Default - Default	Customer seeking information on air bag recall.
Recall - F10: - Advise Owner/Incomplete Recall	Customer seeking recall informtion on vehicle.

Customer calls seeking recall information. Advised the customer of incomplete recall F10 for this vehicle. Customer was advised to contact a Chrysler dealer to schedule an appointment to complete recall repair. Customer seeking information on the air bag recall that was seen on the news for her vehicle. Customer states that air bag light recently came on in vehicle and is concerned if this is what the recall she saw on TV is stating. Transferred to DCCAC. ALS70 Agent lost customer during transfer.

**Customer Assistance Inquiry Record (CAIR)#****16298573**

<b>Vin</b>	1D4GP25R3	5E	<b>Open Date</b>	05/14/2007	<b>Build Date</b>	01/27/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKL52	DODGE CARAVAN SE FWD SWB WAGON			
<b>In Service Dt</b>	01/29/2005	<b>Dealer</b>	49904	<b>Dealer Zone</b>	66	<b>Mileage</b>	43,000
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	ORANGE NJ					<b>Country</b>	UNITED STATES

Product - Electrical - Wipers / Washers - Intermittent or Inoperative - Front	Customer seeking information about non-recall problems
Product - Electrical - Ignition System - Intermittent or Inoperative - Default	Customer states her vehicle air bag light comes on at times.
Corporate - Recall - Default - Default - Default	Seeking information about wiper blades and alarm
Product - Electrical - Electronic Vehicle Security - Intermittent or Inoperative - Default	Seeking information about alarm

## \*\*\*\*\*Recall Contact\*\*\*\*

Customer calling in about wipers not working and alarm system. Agent noted that there are not any recalls on this particular and then asked to have transferred to DCCAC per ALS70

Customer states that the rear wiper blade does not work and the alarm system keeps going off when she opens her door. Customer states that dealer has not address wiper blade issue yet because she took it to an independent to replace the blade but it still does not work. Customer states that the dealership programmed a key remote and since then she has had issues with the alarm system. Customer alleges dealership has been unable to rectify the issue. Customer seeks assistance. Agent consulted with JDB116 and the wiper blade is outside of warrant. Informed customer that DaimlerChrysler will not participate in the repair. The vehicle warranty has expired. The alarm system was not installed from factory it was after market. Agent referred customer back to dealership to work out workmanship issue per JDB116. Customer asked agent to contact the dealer to advise them of the issue. Agent contacted dealership and spoke with Louie the Assistant Service Manager. Agent advised him of the customer s issue. Louie states that they have not seen the customer since October when they programmed the key and deactivated the system. Agent asked Louie why they would program a key and then deactivate the system in the vehicle. Louie was unable to answer. Agent informed the customer that she would have to work with the dealership and make an appointment so they could look at her vehicle.

Customer called in stating that her vehicle air bag light is coming on from time to time. The customer asked if there was a recall on this issue for this vehicle. The agent checked and notified the customer there is no recall for the air bag light issue and any repairs will be at the customers expense.

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 Assistance Inquiry Record (CAIR)#****16298756**

Vin	2C8GP54L1	5R	Open Date	05/14/2007	Build Date	03/05/2005	
Model Year	05	Body	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON			
In Service Dt	04/07/2005	Dealer	68807	Dealer Zone	74	Mileage	26,000
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	OMAHA NE					Country	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer states airbag is on.
Referral - Chrysler Credit - Default - Default - Default	Transferred customer to Chrysler Financial.

Customer states that she needs to make a payment on her vehicle.  
Customer states that her airbag light is on, and customer states that the owner s manual tells her to have the vehicle taken to a dealer if this happens. Agent advised customer that she would need to make an appointment at her dealership when convenient for customer to have issue addressed. Customer understood.  
Agent transferred customer to Chrysler Financial for assistance in making a payment on vehicle.

**Customer Assistance Inquiry Record (CAIR)#****16299300**

Vin	2C4GP44R9	5F	Open Date	05/14/2007	Build Date	03/12/2005	
Model Year	05	Body	RSYH53	CHRYSLER TOWN & COUNTRY LX FWD LWB WAGON			
In Service Dt	11/29/2005	Dealer	44347	Dealer Zone	35	Mileage	10,700
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	CUMBERLAND MD					Country	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer states airbag light is on.
Corporate - Recall - Default - Default - Default	customer seeking recall information

**\*\*\*RECALL CONTACT\*\*\***

Customer called stating that her airbag light is on. She heard on news about the possible recall. Agent advised that it is not a recall now but that since the vehicle is under warranty it will be taken into consideration. Agent provided customer with CAIR number and transferred to DCCAC for further assistance.

Customer stated air bag light comes on and requesting recall information. Agent advised customer there are no incomplete recalls. Customer was informed they will be notified by letter if there was a recall on the vehicle using the address on file. Agent advised customer to contact 44347 and schedule an appointment to have air bag checked and should be able to have repaired under warranty, pending diagnosis.

<b>Customer Assistance Inquiry Record (CAIR)#</b>						<b>16299380</b>	
<b>Vin</b>	2C4GP54L7	5R491305	<b>Open Date</b>	05/14/2007	<b>Build Date</b>	04/02/2005	
<b>Model Year</b>	05	<b>Body</b>	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON			
<b>In Service Dt</b>	07/22/2005	<b>Dealer</b>	61070	<b>Dealer Zone</b>	42	<b>Mileage</b>	25,400
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	GRAND RAPIDS MI					<b>Country</b>	UNITED STATES
Product - Body / Trim / Paint Finish - Air Bag - Other - Unknown				Customer seeking assistance with airbag repair.			

\*\*\*\*\*Recall Contact\*\*\*\*\*

Customer calling in regards to airbag report. Customer seeking assistance with repair. Agent gave reference number and transferred to DCCAC for further assistance.

Customer states that he seen on the news and read in the news paper that DCX is issuing a recall for the air bag sensors. States that from what seen and heard it was only salt belt states. Agent informed customer that there are no incomplete recalls on the vehicle at this time and he will be notified through the US mail if in the event there is a recall.

**Customer Assistance Inquiry Record (CAIR)#****16303294**

<b>Vin</b>	1D4GP45R1	5E	<b>Open Date</b>	05/15/2007	<b>Build Date</b>	06/25/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKH52	DODGE CARAVAN SXT FWD SWB WAGON			
<b>In Service Dt</b>	08/12/2005	<b>Dealer</b>	41573	<b>Dealer Zone</b>	42	<b>Mileage</b>	51,065
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	BEDFORD OH					<b>Country</b>	UNITED STATES

Corporate - Recall - Default - Default - Default

Customer seeking recall information on vehicle.

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 stated that the vehicle had to have the air bag sensors replaced back in March of 2007. The total in repair fees were \$266.00. Customer seeking reimbursement in repair fees. Agent advised customer that at this time the air bag sensors are not considered recall related and till he receives notification that the sensors are recalled to keep his invoice and receipt (proof of payment) and call DCX back to receive the fax number and/or reimbursement address. Customer understood.



**Customer Assistance Inquiry Record (CAIR)#****16304260**

<b>Vin</b>	1C4GP45R4	5E	<b>Open Date</b>	05/15/2007	<b>Build Date</b>	07/05/2005	
<b>Model Year</b>	05	<b>Body</b>	RSYH52	CHRYSLER TOWN & COUNTRY FWD SWB WAGON			
<b>In Service Dt</b>	09/20/2005	<b>Dealer</b>	65477	<b>Dealer Zone</b>	42	<b>Mileage</b>	49,000
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	HOLTON MI					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Broken, Cracked - Unknown	Air bag is broken.
Referral - Tier Two - Internal Escalation - Authorization - Default	Customer seeking assistance on air bag light.
Corporate - Recall - Default - Default - Default	Customer seeking assistance with air bag sensor light.

**\*\*\*Recall Contact\*\*\***

Customer calls seeking assistance for air bag. Customer states sensor light came was on about a month ago. Customer states she took vehicle to dealership 65477 for inspection and they said it would be \$300.00 to replace.

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. Agent transferred call to DCCAC per AMJ22.

**\*\*\*\*Begin structured narrative CL - GOODWILL ESCALATION**

What is the customer requesting from DaimlerChrysler?

5B440811

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

13,000 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 DCX vehicles has the customer owned including this vehicle?

Only DCX vehicle

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 seeking assistance on air bag due to light coming on.

Transferred customer for further research per SMD54 and provided reference number.

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

Customer is the original owner of this vehicle, no history of related repairs and no service contracts. Customer claims that dealer 65477 diagnosed her vehicle as needing a new impact sensor. Agent called dealer 65477 and spoke with Service Manager, Rick. Rick advised agent that the customer is fairly loyal to the dealership and does have maintenance performed at the dealership. Rick advised agent that he would need contact writer back with the warranty cost and agent provided the DCCAC phone number, writers extension. Agent offered the customer a callback and she accepted on (home).

\*\*\*\*Received message from Service Manager Rick with a total warranty cost of \$147.50. Agent called dealer 65477 and spoke with Service Manager, Rick.

As a one-time goodwill gesture, DaimlerChrysler will cover \$97.50 of the repair. Customer will be responsible for a co-pay in the amount of \$50.00. Agent called the customers home number and left a message providing the DCCAC phone number, writers extension and reference number.

\*\*\*\*\*Next Agent\*\*\*\*\*Please advise customer of the offer and note

if she accepts. If the customer accepts please reassign to bcc13.

\*\*\*\*RECALL CONTACT\*\*\*\*\*

Agent transfered customer to previous agent bcc13. Per CDS52.

\*\*\*\*\*RECALL CONTACT\*\*\*\*\*

Customer is calling back with a quote of \$356.04. Agent transferred to previous agent for further assistance per DJP99.

Customer contacted agent on writers extension seeking an update to her request for assistance. Agent advised customer of the offer and she accepted. Agent advised customer to contact dealer 65477 to schedule the appointment for repair.

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**Customer Assistance Inquiry Record (CAIR)#****16308835**

<b>Vin</b>	2D4GP44L0	5R	<b>Open Date</b>	06/07/2007	<b>Build Date</b>	05/13/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	05/21/2005	<b>Dealer</b>	49974	<b>Dealer Zone</b>	74	<b>Mileage</b>	38,035
<b>Name:</b>						<b>Contact Type</b>	LETTER
<b>Address</b>						<b>Home Phone</b>	
	MUNNSVILLE NY					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default

Customer seeking reimbursement for repair.

Customer seeking reimbursement for repair of left front impact sensor. Customer is second owner of vehicle but has owned one new DCX vehicle. Cost of repair is as follows:

\*\*\*\*\*

Parts: \$18.95  
Labor: \$60.00  
Tax: \$6.32  
Total: \$85.27

\*\*\*\*\*

Due to customer loyalty and mileage at time of repair, DCX will reimburse customer the full cost of the repair.

Agent attempted to contact the customer on 06/07/07 at 11:27am on the customer s home phone. No answer. Agent left call back information on customers voicemail.

\*\*\*\*\*2nd Contact Attempt\*\*\*\*\*

Agent attempted to contact the customer on 06/08/07 at 1:12pm on the customer s home phone. Agent advised customer of reimbursement amount. Customer accepted amount. Agent verified name and address. Agent created check.

**Customer Assistance Inquiry Record (CAIR)#****16312580**

Vin	1C4GP45R6	5E	Open Date	05/17/2007	Build Date	02/15/2005	
Model Year	05	Body	RSYH52	CHRYSLER TOWN & COUNTRY FWD SWB WAGON			
In Service Dt	03/07/2005	Dealer	66786	Dealer Zone	51	Mileage	44,526
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	ALTON IL					Country	UNITED STATES

Corporate - Recall - Default - Default - Default

Customer seeking recall information.

**\*\*\*Recall Contact\*\*\***

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 states her vehicle s light for the air bags came on. Agent advise to have dealership do a check up.

**Customer Assistance Inquiry Record (CAIR)#****16314899**

Vin	1D4GP24R9	6E	Open Date	05/18/2007	Build Date	05/11/2006	
Model Year	06	Body	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON			
In Service Dt	05/15/2006	Dealer	60258	Dealer Zone	51	Mileage	26,400
Name:						Contact Type	E-MAIL
Address						Home Phone	
	ONALASKA WI					Country	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	States airbag light was on.
Dealer - Parts - Transaction - Delayed Receipt of Order - Default	States dealer is having a hard time trying to find part.
Product - Body / Trim / Paint Finish - Seat Upholstery - Other - Front-Pass	States passenger seat cushion needs to be replaced.

## \*\*\*\*\* EMAIL BRIEF DESCRIPTION CONTENT \*\*\*\*\*

Problem with service at dealership.

## \*\*\*\*\* END EMAIL BRIEF DESCRIPTION CONTENT \*\*\*\*\*

On March 15th I took my Dodge Caravan into Lithia for air bag inspection because the airbag lights were on. They ran diagnostics and then replaced the main sensor unit(I don t know what it is called.) After this work the lights were still on so I took it back to them and they ran the diagnostic again. They told me then that I needed a new passenger seat cushion, but they could not find one. They informed me that they would give me a call as soon as they located one. It is two months later and I am still driving an unsafe vehicle with a defective airbag system. I understand from a friend of mine that is a service manager for a different company that this situation is very serious and could result in random deployment of the airbags. He also said that they should have never let me drive the van in the condition that it is in. It is outrageous to me that a part cannot be found for a 2006 model. I would appreciate immediate action. Thank you.

## \*\*\*\*\*END EMAIL CONTENT\*\*\*\*\*

Agent contacted dealer 60258 and spoke with Lisa. Lisa states that she spoke with the advisor who has been trying to get a hold of the customer to advise him that the part has arrived. The part has been at the dealer for a while and have tried to call and sent the customer a postcard to let him know.

## \*\*\*\*\*EMAIL RESPONSE\*\*\*\*\*

Thank you for contacting the Chrysler Group Customer Assistance Center regarding the airbag light on your 2006 Dodge Grand Caravan. We apologize for the delay in receiving a part for your vehicle. I have contacted Lithia Chrysler Jeep and spoke with Lisa in Service. Lisa states that the parts for the vehicle have arrived and they have been unsuccessful in reaching you. I suggest you contact the dealership directly to set up an appointment to bring the vehicle back in for the repairs.

Our corporate owner information database has been updated to reflect the name/address change in your email. This will allow the post-office to deliver your mail to the correct address. Also, if your vehicle is involved in a future factory recall campaign, you will be notified promptly by mail.

Thanks again for your email.

## \*\*\*\*\*END EMAIL RESPONSE\*\*\*\*\*

## \*\*\*\*\*NEW EMAIL CONTENT\*\*\*\*\*

That is a load of bunk. They have not attempted to reach me. All of my contact information is the same as it was last time they called me. I don t appreciate business being done this way.

## \*\*\*\*\*END EMAIL CONTENT\*\*\*\*\*

## \*\*\*\*\*EMAIL RESPONSE\*\*\*\*\*

Thank you for contacting the Chrysler Group Customer Assistance Center regarding your recent service experience at Lithia Chrysler Jeep.

I regret your dissatisfaction with the service you received and appreciate the time and effort you took to bring this matter to my attention.

We realize DaimlerChrysler's reputation depends in part on the quality of service provided by our dealers. Because DaimlerChrysler dealers are independently owned businesses, they are responsible for addressing concerns directly related to their sales and service activities, as well as their personnel. Although DaimlerChrysler does not have the authority to resolve concerns related to dealer workmanship, service scheduling, or repair pricing, you may want to pursue the matter directly with dealership management for further resolution.

Information received from customers such as yourself enables better evaluation of dealers service activities. Your complaint will be retained in the dealer's file.

Thanks again for your email.

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

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**Customer Assistance Inquiry Record (CAIR)#****16326675**

<b>Vin</b>	1D8GP45RX	5E	<b>Open Date</b>	05/22/2007	<b>Build Date</b>	04/05/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKH52	DODGE CARAVAN SXT FWD SWB WAGON			
<b>In Service Dt</b>	05/02/2005	<b>Dealer</b>	68761	<b>Dealer Zone</b>	42	<b>Mileage</b>	70,000
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	FREEPORT MI					<b>Country</b>	UNITED STATES

Corporate - Recall - Default - Default - Default

Customer called in regards to recalls.

## \*\*\*Recall Contact\*\*\*

Purchased New or Used? used

If Used, date purchased? 11/08/2006 Mileage? 70,000

From whom did customer purchase used vehicle?

Classis Chrysler

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 Customer called in regards to recall on the airbags, agent advised owner that there is not a recall on her vehicle. Customer advised that they airbag light is coming on in her vehicle and customer is seeking assistance. Agent will transfer to DCCAC due to non recall related issue.

address on file.

Customer states that her air bag light came on and she was told that there was a recall. Agent informed her that there was no recall on her vehicle and customer disconnected the call.

**Customer Assistance Inquiry Record (CAIR)#****16333193**

<b>Vin</b>	1D4GP45R2	5B344064	<b>Open Date</b>	05/23/2007	<b>Build Date</b>	04/07/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKH52	DODGE CARAVAN SXT FWD SWB WAGON			
<b>In Service Dt</b>	06/30/2005	<b>Dealer</b>	62079	<b>Dealer Zone</b>	32	<b>Mileage</b>	42,261
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	FRANKFORT NY					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer claims air bag light stays on.
Corporate - Consequential Expenses - Default - Default - Default	Customer seeking assistance with air bag light/G09 recall repairs.
Corporate - Recall - Default - Default - Default	Customer seeking recall information on the G09.
Referral - Tier Two - Internal Escalation - Authorization - Default	Tier two support referral.

**\*\*\*Recall Contact\*\*\***

Purchased New or Used? New

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 seeking information the G09 recall. Customer claims air bag light stays on. Customer claims that she took the vehicle to dealership 62079 and was told that this is not yet a recall but they could get the work done and may be able to be reimbursed if it becomes a recall. Agent advised customer that there is not a recall on the vehicle for air bag light but it is a tentative recall. Agent advised that recalls are vehicle identification number specific and her vehicle may not be apart of that recall. Customer seeking assistance with repairs with air bag light. Customer said that she is concerned that her life is in danger while waiting to see if this becomes a recall on her vehicle. Agent transferred to DCCAC for further review and assistance.

Customer states that the vehicle has not yet been to the dealership for diagnosis, and she is afraid that she would not be reimbursed for the repair. Customer is seeking assistance with the cost of repair to her air bag.

Customer transferred to the internal Tier 2 escalation line for further review of concern, per LGP14.

**\*\*\*\*Begin structured narrative CL - GOODWILL ESCALATION**

What is the customer requesting from DaimlerChrysler?

Assistance with air bag light issue.

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

6,261 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 DCX vehicles has the customer owned including this vehicle?

4 New

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 she has not taken the vehicle to the dealer. Customer states the air bag stays on and she is seeking assistance with the repair. 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 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 states she will be taking the vehicle to dealer 62079 on 05/31/2007 @ 1:00 pm and she wanted to make agent aware. Agent advised information has been documented.

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**Customer Assistance Inquiry Record (CAIR)#****16341117**

<b>Vin</b>	2D4GP44L8	6R	<b>Open Date</b>	02/07/2008	<b>Build Date</b>	04/21/2006	
<b>Model Year</b>	06	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	04/10/2007	<b>Dealer</b>	44647	<b>Dealer Zone</b>	74	<b>Mileage</b>	545
<b>Name:</b>						<b>Contact Type</b>	SURVEY
<b>Address</b>						<b>Home Phone</b>	
	DENVER CO					<b>Country</b>	UNITED STATES

Dealer - Sales - Delivery - Knowledgeable Staff - Default	Customer satisfied with sales department at dealer 44647.
Dealer - Sales - Personnel - Courteous - Salesperson	Customer was satisfied with the treatment of salesman.
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Had issues with airbag when taking possession of vehicle.

Purchased New or Used? New

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

From whom did customer purchase used vehicle?

CDJ dealer

Customer sent survey and letter on 05/15/07. Customer was satisfied with the sales experience. Customer states that their is only 2 complaints she has. Customer states that the vehicle was obtained through another dealer. The dealer customer was working with went and picked up the vehicle and brought it back. Dealer contacted customer to let them know the vehicle was in. When customer picked up the vehicle the airbag light stayed on. Customer had to take the vehicle back to the dealer and they had to order parts. Customer waited a week but when the part came in the dealer contacted customer and offered to come pick up the vehicle and return it after repairs were made. Customers second complaint was the dealer advised that the gap insurance could transfer from vehicle to vehicle, however the paper work showed that it had been charged. Customer contacted the gap provider and was advised that gap can not be transferred from vehicle to vehicle. Customer has addressed this with the dealer and has arranged to get the refund.

**Customer Assistance Inquiry Record (CAIR)#****16344513**

<b>Vin</b>	2D4GP44L6	6R	<b>Open Date</b>	05/28/2007	<b>Build Date</b>	08/09/2005	
<b>Model Year</b>	06	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	09/20/2005	<b>Dealer</b>	44444	<b>Dealer Zone</b>	35	<b>Mileage</b>	32,000
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	MAGNOLIA DE					<b>Country</b>	UNITED STATES

Product - Engine - Unknown - Check Engine Lamp On/Flashing - Default

Air Bag Light On

Purchased New or Used? Used

If Used, date purchased? 03/22/06 Mileage?

From whom did customer purchase used vehicle? Holden Dodge

Customer calling because air bag indicator is on. Agent referred customer to dealership.

**Customer Assistance Inquiry Record (CAIR)#****16349468**

<b>Vin</b>	1D4GP24R4	5E	<b>Open Date</b>	05/29/2007	<b>Build Date</b>	04/15/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON			
<b>In Service Dt</b>	04/22/2005	<b>Dealer</b>	23254	<b>Dealer Zone</b>	35	<b>Mileage</b>	30,000
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	STREET MD					<b>Country</b>	UNITED STATES

Corporate - Recall - Default - Default - Default	Customer seeking recall information on the vehicle.
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer stated air bag light is on in the vehicle.

Customer seeking recall information on the vehicle. Customer stated the air bag light is intermittent in the vehicle. Customer stated her friend received a recall notice regarding this and was inquiring if this applies to her vehicle as well. Agent informed customer her vehicle does not apply to this vehicle. Customer inquiring why. Agent informed customer recalls are VIN and build date specific. Customer inquiring what she should do. Agent referred customer to Dodge dealership if she is having an issue with the vehicle. Customer stated then they will charge her \$100.00 deductible and she does not want to pay that. Agent informed customer if the vehicle has less than 36,000 miles on the vehicle, then there would not be a \$100.00 deductible. Customer was informed there is not a deductible under the factory warranties on the vehicle.

**Customer Assistance Inquiry Record (CAIR)#****16350854**

<b>Vin</b>	1A4GP45R3	6E	<b>Open Date</b>	05/30/2007	<b>Build Date</b>	09/19/2005	
<b>Model Year</b>	06	<b>Body</b>	RSYH52	CHRYSLER TOWN & COUNTRY FWD SWB WAGON			
<b>In Service Dt</b>	06/28/2006	<b>Dealer</b>	65319	<b>Dealer Zone</b>	42	<b>Mileage</b>	26,000
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	NEGAUNEE MI					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp  
On/Flashing - Default

Customer claims the air bag light is flashing off  
and on.

Customer calling in claiming that the air bag light is going off and on.  
Customer seeking to find out if she can take the vehicle to any dealer  
for warranty repairs. Agent advised the customer that she can take the  
vehicle to and DCX dealer for warranty repairs.

**Customer Assistance Inquiry Record (CAIR)#****16351991**

Vin	2C4GP44R1	5F	Open Date	05/30/2007	Build Date	06/25/2005	
Model Year	05	Body	RSYH53	CHRYSLER TOWN & COUNTRY LX FWD LWB WAGON			
In Service Dt	07/01/2005	Dealer	68396	Dealer Zone	51	Mileage	39,545
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	RACINE WI					Country	UNITED STATES

Referral - Tier Two - Internal Escalation - Authorization - Default	Customer called in seeking assistance with the air bag lamp.
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer states air bag light is on.
Product - Electrical - Lamps and Switches - Other - Default	Customer states that air bag light is continuously on.
Corporate - DaimlerChrysler Address - Default - Default - Default	Customer was advised of the DCX address.

**\*\*\*\*Recall contact\*\*\*\***

Purchased New or Used? used

If Used, date purchased? 09/13/07 Mileage? 33800

From whom did customer purchase used vehicle?

Other dealer

Customer called in stating that air bag light is continuously staying on.

Wants to know if DCX will assist her with repair regarding this issue.

Agent advised customer since this call is not recall related I am going

to transfer to DCCAC per ALS7 for further assistance with this matter.

Provided customer with reference number regarding this matter.

**\*\*\*\*Begin structured narrative CL - GOODWILL ESCALATION**

What is the customer requesting from DaimlerChrysler?

Customer called in seeking assistance with the air bag lamp.

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

2,000 miles

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

No

Is the customer the original owner of this vehicle?

No

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 called in stating that the air bag lamp is on. Customer seeking financial assistance with repairs outside of warranty. Consulted with KEG24, transferred customer for further review. Customer understood, no further information was requested.

**\*\*\*\*\*RECALL CONTACT\*\*\*\*\***

Customer stated that while she was being transferred some how the line was disconnected. Agent transferred per ALS70.

**\*\*\*\*Accepted Transfer\*\*\*\***

Customer stated that she had contacted the dealership via the telephone. Customer stated the vehicle has not physically been into the dealership for diagnosis. Customer will be taking the vehicle to dealer 68396. 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 dealer. Informed customer that any authorization for a Chrysler dealer diagnosis would be at their discretion and expense. No commitment for goodwill assistance has been made at this time. Writer provided customer with contact information.

**\*\*\*\*\*Recall Contact\*\*\*\*\***

Customer is calling up to be transferred to Carey at ext. 69339. Agent

will transfer per ALS70.

\*\*\*\*Recall Contact\*\*\*\*

Customer called to be transferred to ext. 56907 per AMM97.

\*\*\*Agent received transfer\*\*\* Second owner of previous rental vehicle seeking reimbursement for the repair of the air bags. The repair was performed by dealership 68396. Agent contacted dealership and spoke with service advisor, Chris. The vehicle was last in during May of this year. The right front impact sensor was replaced. Customer paid \$210.88 before tax. Customer states that the total bill came to \$233.61 after tax. As a one time goodwill offer DCX will reimburse customer \$208.61 of the repair. Customer will be responsible for a \$25 co pay. Customer was advised of offer and accepted. Customer was advised of the DCX address and to submit the original dealership invoice, proof of payment, and a brief letter of request to obtain the reimbursement. Customer agreed.

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**Customer Assistance Inquiry Record (CAIR)#****16353195**

<b>Vin</b>	1C4GP45R0	5E	<b>Open Date</b>	05/30/2007	<b>Build Date</b>	05/24/2005	
<b>Model Year</b>	05	<b>Body</b>	RSYH52	CHRYSLER TOWN & COUNTRY FWD SWB WAGON			
<b>In Service Dt</b>	06/13/2005	<b>Dealer</b>	66797	<b>Dealer Zone</b>	32	<b>Mileage</b>	40,000
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	ROCHESTER NH					<b>Country</b>	UNITED STATES

Corporate - Recall - Default - Default - Default	Advised customer of incomplete recall.
Product - Electrical - Lamps and Switches - Defective - Default	Customer states airbag light comes on and stays on.
Referral - Tier Two - Internal Escalation - Authorization - Default	Tier two referral.

**\*\*\*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 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 states that her airbag light came on and wont go off. Went to dealership to fix problem. Customer states dealership disconnected light but light still stays on. Transferred to DCCAC per ALS70.

**\*\*\*\*Begin structured narrative CL - GOODWILL ESCALATION**

What is the customer requesting from DaimlerChrysler?

Customer is seeking assistance with repairing her air bag light.

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

Vehicle is out of warranty by 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 DCX vehicles has the customer owned including this vehicle?

4

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 that when she first purchase the vehicle her air bag light came on and she had it repaired. Customer states that now the air bag light is on and she knows there are recalls for this issue on other vehicles like hers and would like to know why does not have this recall. Agent advised customer that recalls are very VIN specific and no put on every vehicle. Customer then stated that she would like DCX to assist with the repair cost.

Customer transferred to the internal Tier 2 escalation line for further review of concern per LGP14.

Customer transferred to the internal Tier 2 escalation line for further review of concern. Customer seeking assistance with air bag light. The vehicle has not been diagnosed. Customer states vehicle was repaired a month ago for same issue and light is on again. Customer has appointment for Tuesday at dealer 66797. No previous issues. Customer owns 2 vehicle original. Agent contacted dealership and spoke with the service manager Roger. Roger states that he will look at the vehicle and assist with a PA. Customer left the line and had her daughter take contact information. Agent provided number and reference number.

**\*\*\*Next agent\*\*\***

If customer calls back.

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. Please provide her with JD878 s extension of 69852 and advise her to contact JD878 back once vehicle is diagnosed.

\*\*\*\*\*RECALL CONTACT\*\*\*\*\*

Customer called requesting to be connected to previous agent. Agent advised customer to have diagnosis performed at dealer and call extension 69852 for further assistance.

\*\*\*\* RECALL CONTACT \*\*\*\*

Customer called back requesting assistance with airbag repairs. Agent called the dealership and asked if a diagnosis had been performed. Agent informed the customer that her vehicle is not covered by any airbag recall, and she is still seeking assistance with the repairs. Agent called dealership 66797 POULIN CORPORATION and spoke with service advisor Candy who stated customer was in the sales department at that time and was insisting DCCAC said they would cover the repairs. Agent transferred customer to DCCAC for further assistance with this matter per RJ16.

Customer states front impact sensor on vehicle needs to be replaced. Customer calling back stating that she was transferred to agent JD878 and she received the voicemail. States that this not helpful. Customer inquired if there was a direct extension that she can refer to the next time she calls in. Agent reviewed file and provided customer with agent JD878 extension of 69852. Customer thanked and requested to be transferred. Transferred customer to agent JD878 per request.

\*\*\*\*\*recall contact\*\*\*\*\*

Customer seeking update and requesting to be transferred to JD878 extension 69852. Agent transferred per request (per WhH17) Then customer requested to transfer to DCCAC per Whh17

Customer calling in seeking update.

Customer advises she is unable to get in contact with agent.

Vehicle has been diagnosed and repaired. Customer states the diagnosis has been completed Front end sensor. Sensor AIAO37155.

\*\*\*Recall Contact\*\*\*

Customer called wanting to speak with JD878 per extension 69852. Agent transferred customer to tier two. Transfer per ALS70.

Customer seeking update and decision. Agent took over case and attempted to contact Roger, Service Manager. Agent reached Steve, the Service Writer, who states that vehicle was repair with the right front impact sensor. Total for RO #CVCS294641- \$87.70. Customer was not charged for previous repairs. As one-time goodwill, DCX will reimburse customer for repair due to nature. Agent advised customer to send documentation to OR address. Customer understood.

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**Customer Assistance Inquiry Record (CAIR)#****16356072**

<b>Vin</b>	1D4GP24RX	5E	<b>Open Date</b>	05/31/2007	<b>Build Date</b>	06/11/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON			
<b>In Service Dt</b>	06/11/2005	<b>Dealer</b>	49904	<b>Dealer Zone</b>	66	<b>Mileage</b>	43,000
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	SAINT GERMAIN WI					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Air bag light keeps coming on.
Corporate - Recall - Default - Default - Default	No incomplete recalls.

\*\*\*Recall Contact\*\*\*\*\*

Purchased New or Used? USed?

If Used, date purchased? Feb-18-06? Mileage? 14,000?

From whom did customer purchase used vehicle?

Interprise?

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 calling in on concerns to has air bags. Customers left front sensor on air has went out. Customer seeking assistance.

\*\*\*\*\*Recall Contact\*\*\*\*\*

Customer called in to see if his air bags sensor is a recall or warranty issue. Agent informed him that there are not any recalls pertaining to that issue. He then stated that he would be taking the vechicle to the dealer to have the issue fixed. Agent then documented all information.

**Customer Assistance Inquiry Record (CAIR)#****16369297**

<b>Vin</b>	2D4GP44L8	5R	<b>Open Date</b>	06/06/2007	<b>Build Date</b>	06/16/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	07/19/2005	<b>Dealer</b>		<b>Dealer Zone</b>		<b>Mileage</b>	46,000
<b>Name:</b>						<b>Contact Type</b>	E-MAIL
<b>Address</b>						<b>Home Phone</b>	
	HOLDEN ME					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer says air bag light is on.
Corporate - Recall - Default - Default - Default	Customer seeking recall information.

## \*\*\*\*\* EMAIL BRIEF DESCRIPTION CONTENT \*\*\*\*\*

Air bag recall on 05 dodge grand caravans

## \*\*\*\*\* END EMAIL BRIEF DESCRIPTION CONTENT \*\*\*\*\*

Last month, a recall of 2005 Dodge Grand Caravan was broadcast on our local news. This recall was for '05 Dodge Caravans. Since we are owners, we listened attentively to the air bag recall. On the very next day, the air bag light on our own Dodge Caravan, VIN 2D4GP44L85R came on. The following week, we contacted our dealer to arrange for an appointment to have the recall repair work done. We were very dismayed to find out that the recall does not apply to our VIN. Does this mean that if we are in an accident and the air bags do not work, Daimler Chrysler cannot be held responsible? We are pretty shocked that there would be any question as to the recall of our '05 Caravan. Please advise why this recall does not apply to our vehicle. Sincerely, Scott and Michelle Vicnaire

## \*\*\*\*\*END OF EMAIL \*\*\*\*\*

Purchased New or Used? NEW

If Used, date purchased? NA Mileage?NA From whom did customer purchase used vehicle?NA

## \*\*\*\*\*BEGIN RESPONSE \*\*\*\*\*

Thank you for contacting the Chrysler Group Customer Assistance Center concerning a possible pending recall on minivans.

Once a determination has been made by the Chrysler Group that a safety recall is necessary, to correct a problem with one of our products, a report is sent to the National Highway Traffic Safety Administration (NHTSA) to advise them of the issue. Since this typically occurs in the early stages of the overall recall process, the vehicles involved and the repair procedure have not been finalized. Further, the necessary repair parts need to be manufactured and distributed to our Dealers. When all of this is accomplished, the recall is 'launched'. At that time, involved vehicles are loaded into the computer and our Dealers and customers are sent recall notification letters.

The involved vehicle information for a recall is not available until the recall is launched. Therefore, the information you are seeking is not yet available. If your vehicle is involved in a recall, you will be notified by mail. If the number of recalled vehicles is substantial, often a phased launch is conducted and notices are sent out over a period of time.

As to why your vehicle may not be included in a particular recall: We identify the recall issue and determine which vehicles in the assembly plant are involved. This is determined by the specific days and time of day vehicles are built. We then recall all those vehicles built within that time-frame.

If you are experiencing any problems with an issue you feel may be related to a possible pending recall, we would certainly recommend that you contact your local dealer to arrange an appointment so that they can inspect the vehicle and determine the appropriate course of action.

Thanks again for your email.

## \*\*\*\*\*END RESPONSE \*\*\*\*\*

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**Customer Assistance Inquiry Record (CAIR)#****16371326**

<b>Vin</b>	1D4GP24R0	5E	<b>Open Date</b>	06/05/2007	<b>Build Date</b>	05/05/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON			
<b>In Service Dt</b>	08/20/2005	<b>Dealer</b>	60276	<b>Dealer Zone</b>	51	<b>Mileage</b>	40,000
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	ROLLING MEADOWS IL					<b>Country</b>	UNITED STATES

Referral - Tier Two - Internal Escalation - Authorization - Default	seeking assistance with the repairs.
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	states that the air bag light came on.
Product - Brakes - Unknown - Noisy - Front	states that the brakes squeak.
Product - Electrical - Speedo/Gauges/Ometer/EIC - Intermittent or Inoperative - Default	states that the speedometer is inoperative.

Purchased New or Used? new

Customer states that there is an ongoing issue with the brake squeaking and the vehicle is being taken to dealer 60276 for the brake issue. Agent was advised that on the way to the dealership the air bag light came on and the speedometer became intermittent and the dealership is attempting to charge a diagnosis. Agent advised customer that the dealership is charging for the diagnosis due to the vehicle being out of warranty. Customer inquiring why the brakes squeak. Agent referred customer to the dealership for more information.

\*\*\*\*Begin structured narrative CL - GOODWILL ESCALATION

What is the customer requesting from DaimlerChrysler?

seeking assistance with the repair of the brakes, air bag light, and speedometer.

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

Customer is 4000 miles out of warranty.

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, brakes

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 per RBS33.

Customer stated that she is at work and can not hold. Agent provided reference number. When customer calls back transfer to tier 2.

**Customer Assistance Inquiry Record (CAIR)#****16371939**

Vin	1D4GP45R3	5E	Open Date	06/05/2007	Build Date	04/02/2005	
Model Year	05	Body	RSKH52	DODGE CARAVAN SXT FWD SWB WAGON			
In Service Dt	04/16/2005	Dealer	42331	Dealer Zone	42	Mileage	42,799
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	BAY VILLAGE OH					Country	UNITED STATES

Corporate - Lost Customer - Default - Default - Default	Customer states she will not purchase Dodge.
Product - Engine - Unknown - Check Engine Lamp On/Flashing - Default	Customer states the EGR valve.
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer states the impact sensor must be replaced.

Purchased New or Used? New

Customer states the left front impact sensor on her vehicle needs to be replaced. She states she had an accident and the dealership replaced a bumper. She states after that the air bag light came on and they state the impact sensor needs to be replaced. They states that it is not accident related.

She states the check engine light has been coming on as well and they will be replacing the EGR valve.

Customer is seeking assistance with the two items.

Agent consulted with MLB92 who consulted with JLM172.

Agent advised that DCX will not assist as the vehicle is out of warranty.

Customer asked why DaimlerChrysler will not assist. Agent advised that her vehicle s warranty has expired.

Customer asks if a supervisor will overturn the decision. Agent advised that this is the final decision of Chrysler.

Customer states she will buy a foreign car.

**Customer Assistance Inquiry Record (CAIR)#****16372648**

<b>Vin</b>	2D4GP44L6	6R	<b>Open Date</b>	06/05/2007	<b>Build Date</b>	08/06/2005	
<b>Model Year</b>	06	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	12/24/2005	<b>Dealer</b>	44644	<b>Dealer Zone</b>	74	<b>Mileage</b>	19,000
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	WEST JORDAN UT					<b>Country</b>	UNITED STATES

Corporate - Rental Vehicle - Default - Default - Default	Customer needs transportation while his vehicle is in Service Department
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Driver's airbag warning light is on

\*\*\*\*Begin structured narrative CL-RENTAL

Is the vehicle still under warranty?

Yes

Does the vehicle have any service contract that covers rental?

No

What repairs are currently being completed?

Driver s Side Airbag Warning Light is on.

Why has the vehicle not been repaired and returned to the owner?

Customer needs to make appointment with Service Department for diagnosis and repair.

What is the estimated date that the repair will be completed?

Unknown

Is this a recall repair?

No

Is this a pre-authorization or a request for reimbursement?

Pre-authorization

DCX authorizes rental? Explain why or why not...

Rental will be authorized if warranty covers repairs.

How many days are being authorized and at what dollar amount?

Up to 5 days at \$35.00/day

\*\*\*\*End structured narrative CL-RENTAL

Purchased New or Used? New

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

From whom did customer purchase used vehicle? N/A

\*\*\*

Spanish-speaking customer alleges driver s side airbag light is on; he alleges dealership cannot provide him with a rental vehicle; he states he needs a vehicle while his is in the shop.

Writer called dealership; spoke with Service Advisor Timothy; he recommends customer make appointment for diagnosis and repair of issue; he states dealership is not empowered to provide rental vehicles.

Writer updated customer; advised him to call dealership for appointment; informed him if issue is covered by warranty DCX will provide up to 5 days rental at up to \$35.00 per day; customer understands.

Writer provided customer with reference number and phone number of dealership.

Writer initiated pre-authorization for rental vehicle.

\*\*\*\*\* 22 Jun 2007

Writer called dealership; spoke with Service Advisor Timothy; he states dealership provided rental vehicle for customer; he states rental cost was \$50.00; writer completed pre-authorization; provided Timothy with Authorization Number UN03470490605.

**Customer Assistance Inquiry Record (CAIR)#****16372903**

<b>Vin</b>	1D4GP45R2	6E	<b>Open Date</b>	06/05/2007	<b>Build Date</b>	07/08/2006	
<b>Model Year</b>	06	<b>Body</b>	RSKH52	DODGE CARAVAN SXT FWD SWB WAGON			
<b>In Service Dt</b>	08/09/2006	<b>Dealer</b>	44350	<b>Dealer Zone</b>	42	<b>Mileage</b>	12,793
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	DETROIT MI					<b>Country</b>	UNITED STATES

Dealer - Service/Body Shop - Transaction - Other - Default	owner alleges crack in windshield occurred at dlr
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## \*\*\*\*\*EXECUTIVE REFERRAL STAFF\*\*\*\*\*

Writer spoke with Dean, service manager, and he stated they made the repairs and it was placed on lot after repairs. She contacted Mr. Ricci and advised to bring it in for inspection by himself. She was to come in yesterday and did not show. They replaced the airbag and steering column. He has not seen the vehicle but the owner advised the service adviser when she picked up vehicle. He stated it was a stone chip that spreaded to a crack. Owner stated vehicle was brought vehicle to the dealer because the vehicle was vandalized. Her airbag was taken and steering column and driver door lock was damaged. She stated the service adviser, Eric did a walk around when vehicle was brought in. The vehicle was taken to their body shop off site in Taylor, MI for some of the body work. Vehicle dropped off on 4-27 and picked up on 5-16. She pointed out the crack at that time to Eric. The crack starts at the top on drivers side and has cracked down towards an angle in the windshield. She has been stopped one already about the crack. She was told to file it under her insurance as part of her insurance claim for the vandalism. She stated the crack was not there when vehicle was dropped off. She did speak with Mr. Ricci dealer owner and advised to bring it in on yesterday for inspection. She did not get a chance to come in but will be in before the end of the week. Advised owner this is a dealer/customer dispute which has to be resolved between herself and the dealer. It is not a manufacturing issue.

6-7 Spoke with owner and she will be bringing her vehicle in tomorrow.

6-8 Spoke with Dean and he did inspect vehicle and took pictures. He was advised to get obtain estimates to replace windshield by Mr. Ricci. A decision would be rendered on 6-12.

6-12 Spoke with Dean and he stated Mr. Ricci is out of town until this evening. He will review tomorrow.

6-13 Spoke with Mike, adviser and Dean is not in today. Writer asked if Mr. Ricci is available. He is not but contacted Dean by cell to advise. He will review tomorrow with Mr. Ricci and if writer could wait until tomorrow.

Writer spoke with owner and advised. She feels the dealer is playing games. As of yesterday, the airbag light came on and is remaining on. Writer apologized for the inconvenience and will advise dealer of the current issue. Writer left message with service regarding the airbag light.

6-14 Spoke with Dean and advised the dealer owner declined to cover the windshield. He stated owner should report through her insurance. Writer asked for the estimate to replace the windshield and he stated \$195 for parts and labor. He stated owner can bring vehicle in for the airbag light issue.

Spoke with owner and advised that the decision rendered by the dealer. She is not happy and feels this was their fault. Advised of the cost to replace through the glass company the dealer works with. Offered as customer satisfaction to reimburse the \$195 if she has the work performed. She will contact the dealer to schedule appointment.

6-18 Spoke with Dean and owner could not come in on Friday but she will call after she returns from vacation this week. He provided her with the glass company name and address and the price of the repair.

7-10 Owner had the repair completed and will send receipt.



Receipt received-paid in cash for \$195.

Owner stated the dealer advised the airbag light was on because of front end damage from hitting a parking block. \_

Spoke with Dean, service manager, and he stated the physical damage under the front fascia and the wiring to the impact airbag sensor was damaged.

The front fascia has a scrap and front fascia was loose. The vehicle did not leave their shop with any damage in the front end. He offered a discount to make repair but owner declined any of the work.

Advised owner that writer could not offer any assistance due to the dealers assessment.

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**Customer Assistance Inquiry Record (CAIR)#****16383018**

<b>Vin</b>	2A8GP64L2	6R	<b>Open Date</b>	06/07/2007	<b>Build Date</b>	02/07/2006	
<b>Model Year</b>	06	<b>Body</b>	RSYS53	CHRYSLER TOWN & COUNTRY LTD FWD LWB WAGON			
<b>In Service Dt</b>	03/06/2006	<b>Dealer</b>	67282	<b>Dealer Zone</b>	32	<b>Mileage</b>	16,000
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	UPPER SADDLE RIV NJ					<b>Country</b>	UNITED STATES

Product - Electrical - Lamps and Switches - Other - Default	Air bag light on.
Referral - Tier Two - Internal Escalation - Authorization - Default	Tier Two Referral.

Purchased New or Used? New

If Used, date purchased? NA Mileage? NA

From whom did customer purchase used vehicle?

CDJ dealer

Customer took vehicle in for oil change and was charged \$136.00 because the seat was out of calibration. Frank the Service Manager states that customer is refusing to pay for the calibration for the seat. Customer has had seat calibrated once before. Frank says that the calibration is considered as an adjustment/ maintenance issue. Frank was advised by his District Manager to tell the customer not to put things on the seat because this would knock out the calibration. This has been repaired before. District Manager advised that this would not continue to be covered. District Manager advised that she would only get a 12/12,000 mile warranty on this. Frank not willing to assist customer with this. Agent advised customer that this is considered as maintenance and it would not be covered under the Basic Warranty. Air bag light is coming on also.

Customer transferred to the internal Tier 2 escalation line for further review of concern TCC17 & SMD54.

\*\*\*\*Begin structured narrative CL - GOODWILL ESCALATION

What is the customer requesting from DaimlerChrysler?

Air bag sensor.

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

Still in both

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?

5

Is there warranty history related to the current concern?

Yes but is not showing.

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

Yes.

\*\*\*\*End structured narrative CL - GOODWILL ESCALATION

Customer requests Supervisor. Agent conferred with TCC17 & SMD54 and is transferring.

Customer calling in stating that she spoke with someone yesterday he was going to be transferred but was on hold for half an hour. Agent informed customer that she would transfer her back to appropriate department. Customer transferred to the internal Tier 2 escalation line for further review of concern. Customer is seeking assistance with the air bag sensor. Customer's vehicle was at dealer 67282. Customer stated the light came on because her purse was on the seat and the dealer referred her to the owners manual. Customer has to pay \$96 for the calibration of the seat. Agent informed the customer she will have to pay for the repair upfront and DCX will reimburse for the total amount for the air bag repair. Agent gave the customer the address to Auburn Hills and informed to send in repair order and proof of payment.

**Customer Assistance Inquiry Record (CAIR)#****16404577**

<b>Vin</b>	2D4GP44L9	6R	<b>Open Date</b>	06/14/2007	<b>Build Date</b>	09/29/2005	
<b>Model Year</b>	06	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	11/15/2005	<b>Dealer</b>	43812	<b>Dealer Zone</b>	66	<b>Mileage</b>	25,645
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	SUMTER SC				<b>Country</b>	UNITED STATES	

Recall - F10: - Advise Owner/Incomplete Recall	Advised customer of incomplete recall
Referral - Other - Default - Default - Default	Agent referred caller to STAR hot line.

\*\*\* Dealer call \*\*\*

Tony, in sales for Dealer 43812, calling.

Stated that sold the vehicle to the customer at 15,000 miles.

Air bag light on.

Service Department has contacted STAR who stated that the repair would not be covered due to the vehicle being at Dealer 68998, 2 days ago, for the same issue after the vehicle was in an accident.

Agent was transferred to the Service Manager, Less.

Agent reviewed all STAR contact documented, and informed Less that the vehicle was at Dealer 68998 for an air bag issue, in 05/06, prior the current customer purchasing the vehicle.

Agent directed Less to call STAR, and request a second look be taken at the dates involved.

\*\*\*\*\*

Customer states that she just purchased vehicle and was told that vehicle was in a head on collision. Customer states that dealer informed her to contact DCCAC to find out what all has been done to vehicle. Agent contacted dealer and spoke with less who informed agent that STAR read date wrong and repair was May of last year. Less states that warranty will not be restricted. Agent informed customer of this. Customer understood.

**Customer Assistance Inquiry Record (CAIR)#****16409593**

<b>Vin</b>	1D4GP45R6	5E	<b>Open Date</b>	06/15/2007	<b>Build Date</b>	06/28/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKH52	DODGE CARAVAN SXT FWD SWB WAGON			
<b>In Service Dt</b>	10/08/2005	<b>Dealer</b>	56730	<b>Dealer Zone</b>	32	<b>Mileage</b>	21,000
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	SCHENECTADY NY					<b>Country</b>	UNITED STATES

Recall - F10: - Information Request	Customer seeking information on recalls.
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer weeking information on airbag recall.

**\*\*\*\*\*Recall Contact\*\*\*\*\***

Purchased New or Used? NEW

If Used, date purchased? NA Mileage? NA

From whom did customer purchase used vehicle?

CDJ dealer

Customer was sekeing recall request. Agent informed customer there were no recalls on the vehicle at the current time. Customer is seeking possible furhter assistance because customer states that the airbag light sensor is staying on and states it s part of a recall on the 2005 dodge Caravan. Agent advised customer that because she was still under warranty that she should contact a local dealership in getting the air bag repaired. Agent advised customer to keep receipts and letters regarding the maintance for future reference. Customer complied.

**Customer Assistance Inquiry Record (CAIR)#****16413884**

Vin	2C4GP54L6	5R	Open Date	06/18/2007	Build Date	05/09/2005	
Model Year	05	Body	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON			
In Service Dt	05/24/2005	Dealer	45069	Dealer Zone	63	Mileage	70,046
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	HASLET TX					Country	UNITED STATES

Corporate - Recall - Default - Default - Default	Customer says her vehicle has airbag sensor problems and radio issues.
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer says her vehicle has airbag sensor problems and radio issues.
Product - Electrical - Radio/Spkrs/Clock/Antenna - Defective - Default	Customer says her vehicle has airbag sensor problems and radio issues.

Purchased New or Used? New

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

From whom did customer purchase used vehicle?

CDJ dealer

Customer says her vehicle has airbag sensor problems and radio issues.

Customer did research on the internet and finds vehicles like hers with airbag sensor recalls. Customer vehicle has no open recalls. Agent transferred to DCCAC

per TGCC15

calling about the above issue. Advised customer there are not any recalls on her vehicle, concerning the air bag. Informed customer unable to assistance with radio repair due to vehicle out of warranty.

calling about the above issue. Advised customer there are not any recalls on her vehicle, concerning the air bag. Informed customer unable to assistance with radio repair due to vehicle out of warranty.

**Customer Assistance Inquiry Record (CAIR)#****16418640**

<b>Vin</b>	1D4GP25B9	6E	<b>Open Date</b>	06/19/2007	<b>Build Date</b>	09/20/2005	
<b>Model Year</b>	06	<b>Body</b>	RSKL52	DODGE CARAVAN SE FWD SWB WAGON			
<b>In Service Dt</b>	03/05/2006	<b>Dealer</b>	43652	<b>Dealer Zone</b>	66	<b>Mileage</b>	40,000
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	JACKSONVILLE FL					<b>Country</b>	UNITED STATES

Product - Steering - Steering Wheel / Column - Defective - Default	Customer has had 2 other Caravans and both had recalls on same issue.
Referral - Tier Two - Internal Escalation - Authorization - Default	Customer seeks assistance on current repairs.
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer states the airbag light is on.
Product - Fuel System - Fuel Pump - Other - Default	Vehicle feels like it is running out of gas.

## \*\*\*\*\*RECALL CONTACT\*\*\*\*\*

Purchased New or Used? NEW

If Used, date purchased? NA Mileage? NA

From whom did customer purchase used vehicle?

dealer

Customer is having issues with her vehicle with the clock springs and fuel pump. This is her third Caravan and both of the previous ones have had recalls on these items. Customer is very disappointed and will probably not buy another Dodge. Customer vehicle is at the dealership and they are having to replace these items. Customer feels they should be covered under recall. Customer has been having these issues before her warranty ran out. Agent transferred to DCCAC per SAT40.

Customer seeking assistance for the clockspring and fuel pump. Customer states the dealership will charge a co-pay of \$50 for the fuel pump and would be covered. Customer seeks assistance for a \$265.00 clockspring repair.

Customer transferred to the internal Tier 2 escalation line for further review of concern. TCC17

\*\*\*\*Begin structured narrative CL - GOODWILL ESCALATION

What is the customer requesting from DaimlerChrysler?

Assistance on clockspring repair

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

6000

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?

no other

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 3 vehicles seeking assistance with the repair. Customer states the clockspring needs to be replaced. Customer informed writer at times the vehicle will act like it is running out of gas. Customer advised writer that at 30,000 miles the dealer replaced the oxygen sensor for the concern. Customer informed writer now the vehicle is having the same concern and the dealer advised her the fuel pump needs to be replaced. Customer states the dealer will cover the cost of the fuel pump with the customer paying \$50.00. Writer called dealer and spoke with Rock the service manager who states STAR advised the dealer to replace the fuel pump for the stalling concern. He informed the dealer is going to cover the cost of the pump with the

customer paying \$50.00 due to the previous concern under warranty. Rock states the airbag light is on and the clockspring needs to be replaced. Warranty cost of the repair to the clockspring parts and labor \$137.85. As a one-time goodwill gesture, DaimlerChrysler will cover \$112.85 of the repair. Customer will be responsible for a co-pay in the amount of \$25.00.

\*\*\*\*\*RECALL CONTACT\*\*\*\*\*

Customer states this is the second time this is happened. Customer wants it note this is this is second attempt to repair this vehicle. Customer seeking DCCAC number. Agent gave 800-992-1997.

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**Customer Assistance Inquiry Record (CAIR)#****16418980**

<b>Vin</b>	2D4GP44L6	5R	<b>Open Date</b>	06/19/2007	<b>Build Date</b>	02/05/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	03/06/2005	<b>Dealer</b>	57511	<b>Dealer Zone</b>	66	<b>Mileage</b>	46,000
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	COPPERAS COVE TX					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer air bag light is on and she has taken her vehicle through salt b
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## \*\*\*\*\*Recall Contact\*\*\*\*\*

Purchased New or Used? NEW

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

From whom did customer purchase used vehicle?

CDJ dealer

Customer air bag light is on and she has taken her vehicle through salt  
belt states. She wants to know if recall can apply to her.

Agent transferred to dccac RJ16

Caller alleges that her airbag light has come on and since she is in the  
military she is concerned that she has driven through salt states. Writer  
advised the caller that there are not any open recalls at this time on  
her vehicle and she would be notified by mail if one did come out. Caller  
asked where she should have the work performed now since she does not  
know if she will be involved in the recall or not. Writer advised the  
caller that would be at her discretion as to where she takes it.



**Customer Assistance Inquiry Record (CAIR)#****16421434**

<b>Vin</b>	1D4GP24R5	6E	<b>Open Date</b>	06/20/2007	<b>Build Date</b>	04/07/2006	
<b>Model Year</b>	06	<b>Body</b>	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON			
<b>In Service Dt</b>	04/25/2006	<b>Dealer</b>	43077	<b>Dealer Zone</b>	66	<b>Mileage</b>	21,680
<b>Name:</b>						<b>Contact Type</b>	E-MAIL
<b>Address</b>				HWY 265		<b>Home Phone</b>	
	RUBY SC					<b>Country</b>	UNITED STATES

Product - Transmission / Transaxle - Automatic Trans / Transaxle - Leaks - Default

Customer stated pan had stripped bolts

## \*\*\*\*\* EMAIL BRIEF DESCRIPTION CONTENT \*\*\*\*\*

We ve had trouble with our Dodge Van since we bought it

## \*\*\*\*\* END EMAIL BRIEF DESCRIPTION CONTENT \*\*\*\*\*

I purchased a 2006 Dodge Caravan from Bob Mayberry in Monroe, NC on 2-3-07. It had 15,000 miles on it. I paid 14, 225.00 cash money, plus a trade of a 1999 Dodge Caravan. After driving it for a couple of month s, I noticed the transmission was slipping when it changed gears. I was told that Meggs in Bennettsville, SC was the best place to take it for transmission work. They have had our vehicle for a total of 5 times. On the 4th trip to the shop, they replaced the transmisson with a brand new one. I thought the problem was corrected, and took my family on a vacation to Myrtle Beach, SC. I noticed it was leaking transmission fluid once again. I called Meggs, and was told to take to the Myrtle Beach Chrysler Jeep Dealership. They proceeded to tell me that whoever replaced the transmission had rung the bolts off in the transmission, and cracked the housing. We made it back home, having to add 2 quarts of fluid. It is now back at Meggs. I am at my wits end. I have a bumper to bumper warranty, and I feel that I have been given a complete run around. This vehicle has been in the shop more than we have had it at home. We have always used Dodge vehicle s, and most of our family has to. The van we traded in had 200,000 miles on it, and we never had a minutes trouble with it. It was definitely in better shape than the new one. Every time we get our van back, we are hopeful that it has been fixed, but are sadly disappointed each time. If my wife and children had been alone on this trip, I really don t know what they would have done. It is a shame when you put your hard earned money into a vehicle that you are afraid to drive. What I would like to see happen is for you guys to stand by your product, and either correct the problem, or give me another vehicle or refund my money.I have contacted an attorney to see what my options are, but I really don t won t to go that route because I am hoping that the problem can be fixed. Thanks for your time. Willard J. faulkenberry

\*\*\*\*\*END OF CUSTOMERS EMAIL \*\*\*\*\*

Purchased New or Used? Used

If Used, date purchased? 2/3/07 Mileage? 15000

From whom did customer purchase used vehicle? CDJ

\*\*\*\*\*

Agent contacted dealer 43077 and spoke with service advisor Jeff and inquired about customers vehicle

Jeff stated one of the pan bolts were stripped outon the unit that they received from the factory Jeff informed that they just received the part and the vehicle should be repaired today.

\*\*\*\*\*

Dear Willard:

Thank you for contacting the Chrysler Group Customer Assistance Center regarding your Dodge Grand Caravan.

I apologize for the concerns you are having.

To review your concerns, I spoke with Jeff, service advisor. Jeff verified that one of the bolts were stripped and thy have received the new pan and your vehicle should be repaired today.

Thank you again for your email.

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

Customer is calling in with the transmission concern. Customer does not feel the vehicle is safe to take on a trip and is seeking buy back. Agent contacted dealer 43077 and spoke to Ronnie, the service manager. Ronnie advised the vehicle was in on 5/07/2007 at 19,668 miles for a torque converter repair and bearing replacement. Vehicle was back on 5/11/2007 at 19,724 for a leak. Dealer removed pump and replaced seal and pump. Vehicle came back on 6/07/2007 at 25,680 for internal damage due to leak. The dealer replaced the replaced transmission. Vehicle came back in on 6/16/2007 and now it has an air bag light but transmission is repaired. Advised Ronnie of direct to dealer.

##### 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 from the Customer Assistance Center may be assigned to this CAIR for follow-up with the customer and will be available as another resource if required. Agent called dealer and spoke to Ronnie to inform that CAIR was being sent.

CUSTOMER CONTACT INFORMATION: 8436346309 or 8436804530

#####

In addition, the owner is seeking relief under State Lemon Law / Buyback / Arbitration process.

REASSIGNED TO BC/DLR 66 43077 06/26/07 16:08 R 16421434

REASSIGNED TO BC/DLR 66 43077 08/31/07 13:46 R 16421434

\*Contact Date:09/05/2007

Service Manager at the dealership has closed the Cair# 16421434

Warranty repair has been documented on Repair Order#25099

CAIR RETURNED FROM DEALER ON 9/05/2007 AT 10:09:154 R 16421434

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**Customer Assistance Inquiry Record (CAIR)#****16423882**

Vin	2D4GP44L7	5R	Open Date	06/20/2007	Build Date	06/28/2005	
Model Year	05	Body	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
In Service Dt	07/14/2005	Dealer	08704	Dealer Zone	74	Mileage	22,900
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	FARGO ND					Country	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer stated air bag light is on.
Product - Body / Trim / Paint Finish - Body Hardware - Noisy - Door-Sliding	Customer stated that the door makes a grinding noise.

Purchased New or Used? New

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

From whom did customer purchase used vehicle?

N/A

Customer stated the vehicle is being taken to the dealer for the airbag light and the sliding door making a grinding noise. Customer is seeking a loaner vehicle. Agent informed the customer that there must be a diagnosis before DCCAC can consider rental assistance. Agent contacted dealer about a loaner program. Agent spoke with Dean in service. Dean stated they offer no loaner vehicle program. Agent informed the customer of this information and that she can contact DCCAC again once a diagnosis has been provided.

**Customer Assistance Inquiry Record (CAIR)#****16424550**

<b>Vin</b>	2C4GP44R1	5F	<b>Open Date</b>	06/28/2007	<b>Build Date</b>	06/25/2005	
<b>Model Year</b>	05	<b>Body</b>	RSYH53	CHRYSLER TOWN & COUNTRY LX FWD LWB WAGON			
<b>In Service Dt</b>	07/01/2005	<b>Dealer</b>	68396	<b>Dealer Zone</b>	51	<b>Mileage</b>	39,545
<b>Name:</b>						<b>Contact Type</b>	LETTER
<b>Address</b>						<b>Home Phone</b>	
	RACINE WI					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp  
On/Flashing - Default

Requesting reimbursement for right front impact  
sensor.

Purchased Used

If Used, date purchased? 9/11/06 Mileage? na

From whom did customer purchase used vehicle?

na

(2nd owner) submitted letter, repair invoice, and original  
receipt per previous Cair (16351991) request. Requesting reimbursement  
for replacing right front impact sensor at dealer 68396 5/31/07 with  
39,545 miles. Cost for the repair:

Labor:\$190.00

Parts:\$20.88

Misc charges:\$11.40

Tax:\$11.33

Total cost:\$233.61

Per JMC129 reimburse for the repair minus \$25.00 deductible. Total  
reimbursement \$208.61

Agent attempted to contact the customer on 6/29/07 at 12:06 p.m on the  
customer s home phone. Unable to reach customer, provided phone number,  
extension number, and reference number.

\*\*\*\*\*Next Agent\*\*\*\*\*

If customer calls back update file if customer accepts reimbursement  
offer. Verify payee and address. Document information.

Contacted on 7/2/07 at 9:20 a.m on the customer s home phone.

Customer accepts reimbursement offer. Verified payee and address. TW277  
will process check for \$208.61....

**Customer Assistance Inquiry Record (CAIR)#****16425213**

<b>Vin</b>	2A4GP54L9	6R	<b>Open Date</b>	06/20/2007	<b>Build Date</b>	10/17/2005	
<b>Model Year</b>	06	<b>Body</b>	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON			
<b>In Service Dt</b>	01/30/2006	<b>Dealer</b>	67274	<b>Dealer Zone</b>	35	<b>Mileage</b>	12,000
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	BETHLEHEM PA					<b>Country</b>	UNITED STATES

Product - Electrical - Engine Wiring - Other -  
Default

The customer states that their is a wire pinched from the  
transmission

Customer states that his family was taking a trip and they had some issues with the vehicle and they had the vehicle repaired and now they are having issues again with the vehicle the check engine light came on and she took it to the dealership and they found that when the original repairs were performed that their was a wire pinched and it would not be covered under warranty. Agent contacted the dealership 67274 and spoke with Greg assistance service manager and he states that the air bag light is on and the check engine light is on and that they ordered the parts and that he would check into what is going on and he states that he will call the dealership and provided him with the number and that he will find out if the dealership will cover the repairs and Greg states that he will call the customer and the customer was provided with reference number.

Purchased New or Used? New

If Used, date purchased? NA Mileage?NA

From whom did customer purchase used vehicle?

NA

**Customer Assistance Inquiry Record (CAIR)#****16428534**

<b>Vin</b>	2A8GP64L6	6R	<b>Open Date</b>	06/21/2007	<b>Build Date</b>	02/28/2006	
<b>Model Year</b>	06	<b>Body</b>	RSYS53	CHRYSLER TOWN & COUNTRY LTD FWD LWB WAGON			
<b>In Service Dt</b>	04/20/2006	<b>Dealer</b>	44812	<b>Dealer Zone</b>	32	<b>Mileage</b>	12,536
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	HOLBROOK NY					<b>Country</b>	UNITED STATES

Product - Electrical - Body Control Module - Other - Default	Body control module failure.
Product - Electrical - Speedo/Gauges/Ometer/EIC - Other - Default	Front wheel sensor failure.
Product - Transmission / Transaxle - Unknown - Other - Default	Power liftgate flashed.
Product - Electrical - Radio/Spkrs/Clock/Antenna - Other - Default	Radio connection goes out.
Dealer - Service/Body Shop - Transaction - Repeated Trips Required - Default	Repeated trips required.

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 the vehicle was purchased brand new. States the vehicle has been in for service 8 times for different issues. States the vehicle was taken to the dealer yesterday for the bcm. States the vehicle was taken to the dealer again today for the same thing. States that the radio changes by itself and the sound on the dvd player goes out. States that this will be the second time the body control module will be replaced. Agent contacted dealer 44812 and spoke with Nick (service advisor). States that the service manager was in a meeting. Repair history is as follows:

1/29/07-9,602 miles-abs light, front wheel speed sensor replaced

1/23/07-9,586 miles-intermittent radio concerns, no repair done, working at that time, power liftgate flash,

1/15/07-9,499 miles-replaced speakers, replaced radio, replaced key

States that the vehicle is currently there now for the bcm. Advised of direct-to-dealer. Agent left voicemail for service manager advising of direct-to-dealer. Advised customer of direct-to-dealer. Provided customer with reference number.

##### DIRECT-TO-DEALER Code=1A #####

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 from the Customer Assistance Center may be assigned to this CAIR for follow-up with the customer and will be available as another resource if required.

Agent called dealer and spoke to Nick and left voicemail for service manager to inform that CAIR was being sent.

CUSTOMER CONTACT INFORMATION: 6314712672 and 6317968774

#####

REASSIGNED TO BC/DLR 32 44812 06/21/07 11:55 O 16428534

\*\*\*\*\*D2D CASE MANAGER FOLLOW-UP\*\*\*\*\* Case Manager NAME: Joe / Telephone: 248-944-7242

6/26/07 (1st owner / 3 other Chrysler vehicles/used) Service Manager (SM), Ron was in a meeting. Contacted Service Advisor (SA), Cathy. SA states vehicle came in on 6/21/07 because the left front power window auto down did not work and the air bag light was on. Dealer diagnosed the vehicle and ordered a seat module. Part is not on back order. Owner needs to continue to work with the dealer. Left messages for owner with phone # and file #.

\*Contact Date: 06/27/2007

Service Manager at the dealership has closed the CAIR# 16428534

Customer request has been fulfilled.

CAIR RETURNED FROM DEALER ON 6/27/2007 AT 09:02:847 R 16428534

**16429933**

<b>Vin</b>	1D4GP45R7	5E	<b>Open Date</b>	06/21/2007	<b>Build Date</b>	05/05/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKH52	DODGE CARAVAN SXT FWD SWB WAGON			
<b>In Service Dt</b>	06/01/2005	<b>Dealer</b>	49989	<b>Dealer Zone</b>	66	<b>Mileage</b>	48,624
<b>Name:</b>						<b>Contact Type</b>	E-MAIL
<b>Address</b>						<b>Home Phone</b>	
	WEST AMHERST NY					<b>Country</b>	UNITED STATES

Corporate - Recall - Default - Default - Default	Agent will advise customer that vehicle has no recalls for airbag sensor
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer states several airbag sensors were replaced in fleet vehicles.
Referral - Fleet - Default - Default - Default	Referred customer to Fleet manager.

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

## Need to know about Air Bag sensor recall

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

Purchased New or Used? New

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

From whom did customer purchase used vehicle?

CDJ dealer

[illegible]

I am the fleet maintenance coordinator for Quest Diagnostics in Buffalo, NY. We have 28 Caravans in our fleet and virtually every one of them has had the air bag sensors fail and we have spent a lot of money at the dealer fixing these problems. How can we get our money back? I have been told that there is a recall in the works but it is a mystery one since no one at the dealer can tell me anything about it. Please respond ASAP.

Thanks

>>>>>>>>>>>>>>>>>>END CUSTOMER EMAIL<<<<<<<<<<<<<<<<<

[illegible]

Thank you for contacting the Dodge Group Customer Assistance Center regarding the air bag sensor concerns in your fleet vehicles, and any recalls related to them.

A review of our records indicates that your 2005 Dodge Caravan 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.

For further review of reimbursement consideration, you will need to contact your Fleet Manager. If you do not know who your Fleet Manager is, your selling dealership can provide you with this information.

Thank you again for your email.

>>>>>>>>>>>>>>>>>>>END AGENT EMAIL<<<<<<<<<<<<<<<<<

>>>>>>>>>>>>>>>>>>BEGIN CUSTOMER EMAIL<<<<<<<<<<<<<<<<

I listed one of the 28 Caravans in our Buffalo fleet because the online form required some vehicle information. My question is this - Since we have had almost every one of the 28 vehicles here in Buffalo sidelined with this Airbag Sensor failure what reimbursment can we expect from Dodge? I know who the overall fleet manager is but I am working on the problem. I have heard and have been told that Dodge has announced some kind of recall on the Air Bag sensor issue. Please respond specifically about that issue so that I can proceed to collect reimbursment for the large expense that we have payed to keep our 28 Caravans working. Thank You.

>>>>>>>>>>>>>>>>>>>>>>END CUSTOMER EMAIL<<<<<<<<<<<<<<<<<<<

>>>>>>>>>>>>>>>>>>>>>>>>>BEGIN AGENT EMAIL<<<<<<<<<<<<<<<<<

Thank you for contacting the Dodge Group Customer Assistance Center regarding any incomplete recalls for your fleet vehicles.

There is a recall listed for some of the 2005 Dodge Grand Caravans affecting the supplemental air bag module. The recall identification is G09. This recall has just been released, and as such the letters advising of which vehicles are affected are in the process of being

At this time, I do not show the recall for the specific vehicle identification number you provided, but you will be notified by mail if it is affecting any of the vehicles in your fleet.  
Thank you again for your email.

Thank you again for your email.

\_\_\_\_\_



**Customer Assistance Inquiry Record (CAIR)#****16448182**

Vin	1D4GP45R6	5E	Open Date	06/27/2007	Build Date	06/24/2005	
Model Year	05	Body	RSKH52	DODGE CARAVAN SXT FWD SWB WAGON			
In Service Dt	09/23/2005	Dealer	68480	Dealer Zone	32	Mileage	50,330
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	WINSLOW ME					Country	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Air bag sensor is out.
Product - Engine - Unknown - Check Engine Lamp On/Flashing - Default	Check engine light is on.
Product - Air Conditioning / Heater - Condensor/Drier/Exp Valve - Inadequate Cooling - Default	Condensor needs replaced.
Referral - Tier Two - Internal Escalation - Authorization - Default	Tier two referral.

Purchased New or Used? New

If Used, date purchased? NA Mileage? NA

From whom did customer purchase used vehicle? NA

Customer states she has nothing but trouble out of vehicle. Her airbag light is on and airbag sensor is out. Her check engine light is on and her air conditioner does not work. Customer is seeking assistance with repairs. Vehicle is at Independent air conditioning facility right now, but advised her that the condensor needed changed.

Customer is original owner of 1, current owner of 1 with no service contracts.

Agent consulted with KEG24 and transferred to tier two for further review.

\*\*\*\*Begin structured narrative CL - GOODWILL ESCALATION

What is the customer requesting from DaimlerChrysler?

Assistance with air conditioner, air bag sensor, and check engine light.

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

14000 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 DCX 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?

no

\*\*\*\*End structured narrative CL - GOODWILL ESCALATION

Customer transferred to the internal Tier 2 escalation line for further review of concern. Customer seeking assistance with repair to AC, Air Bag Sensor, and Check Engine light outside of warranty. Agent contacted dealer and spoke with Jeff the Service Manager who will cooperate with DCCAC to look into possible assistance with repairs outside of warranty. 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. Provided writers contact information.

\*JRL84 received voicemail from customer. JRL84 will contact when time allows.\*

\*\*Agent contacted dealer and spoke to John the service advisor who states the vehicle needs an EGR valve for check engine light, front impact sensor for air bag light, and condensor for A/C concern. John states he will contact writer and provide warranty costs for repairs.

\*\*Agent contacted dealer and spoke to John the service advisor who states the vehicle needs an EGR valve for check engine light, front impact

sensor for air bag light, and condensor for A/C concern. John states he will contact writer and provide warranty costs for repairs.

Agent contacted dealer and spoke to Service Manager, Jeff, who provided warranty cost for the repair \$508.00.

Jeff does not mind to assist at warranty cost.

As a one-time goodwill gesture, DaimlerChrysler will cover \$408.00 of the repair. Customer will be responsible for a co-pay of \$100.00. Agent entered PA.

\*Agent contacted primary number and informed customer of the offer.

Customer was pleased.

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**Customer Assistance Inquiry Record (CAIR)#****16449622**

<b>Vin</b>	2A4GP54L4	7R	<b>Open Date</b>	06/27/2007	<b>Build Date</b>	10/03/2006	
<b>Model Year</b>	07	<b>Body</b>	RSYP53	CHRYSLER TOWN & COUNTRY TOURING LWB WAGON			
<b>In Service Dt</b>	03/23/2007	<b>Dealer</b>	68841	<b>Dealer Zone</b>	71	<b>Mileage</b>	7,333
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	MORENO VALLEY CA					<b>Country</b>	UNITED STATES

Dealer - Service/Body Shop - Transaction - Repeated Trips Required - Default	Customer staes she went to dealer several times.
Product - Transmission / Transaxle - Unknown - Other - Default	Customer states transmission jerks when she stops and goes.

Purchased New or Used? New

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

From whom did customer purchase used vehicle?

N/A

Customer calling to place a complaint against dealership. Customer stated that previously her air bag light was coming on. Customer stated dealer 68841 told customer that this was normal. Customer inquired another dealer and was told that it was not normal. Customer claims that they had to get part of the seatbelt replaced. Customer alleges that dealer 68841 ordered the wrong part. Customer claims that in order to get the vehicle repaired, the dealer had to take the part from another vehicle. Customer stated that he was having issues with the vehicle was jumping when it was started, and suspected that this was because of the transmission. Customer again was told by dealer 68841 told him that this was normal. Customer states the dealership test-drove the vehicle and the problem was diagnosed. Agent advised customer that the vehicle would be repaired per terms of warranty. Agent advised customer complaint has been filed and provided customer with reference number. Agent advised customer that when she goes to other dealer to contact DCX back so they can get all appropriate parties involved.

**Customer Assistance Inquiry Record (CAIR)#****16454234**

Vin	2C4GP64LX	5R	Open Date	06/28/2007	Build Date	04/25/2005	
Model Year	05	Body	RSYS53	CHRYSLER TOWN & COUNTRY LTD FWD LWB WAGON			
In Service Dt	04/04/2006	Dealer	44343	Dealer Zone	42	Mileage	2,700
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	HUDSON FL					Country	UNITED STATES

Recall - F01: - Advise Owner/Incomplete Recall

Customer seeking recall information.

## \*\*\*\*\*RECALL CONTACT\*\*\*\*\*

Customer calling on regards to recall information. Customer advised agent there was a recall on her air bag sensor. Agent advised customer there was not a recall on the air bag sensor, but there was a recall on the rear A/C and heater tube corrosion. Customer stated she throw the recall notice away. Customer advised agent she took her vehicle to the dealership and the dealership stated nothing bad would happen and she would be okay. Customer is very upset with the dealer because they did not fix her air bag sensor. Agent transfered to DCCAC per RPL20

Customer calling to say had received card for recall. Customer states the air bag light stays on all the time. Customer alleges she took vehicle to dealer and they did not look at it, but told her it would be okay. Agent advised can go to a second dealer for second opinion. Agent located dealer for customer. Customer is disapointed in the selling dealer, MObility Freedom and Braun, she does not know who actually sold her the vehicle, but feels taken by the \$50,000 she paid for it.

**Customer Assistance Inquiry Record (CAIR)#****16459263**

Vin	2C4GP44RX	5R	Open Date	07/02/2007	Build Date	05/11/2005	
Model Year	05	Body	RSYH53	CHRYSLER TOWN & COUNTRY LX FWD LWB WAGON			
In Service Dt	07/14/2005	Dealer	62224	Dealer Zone	42	Mileage	17,500
Name:						Contact Type	E-MAIL
Address						Home Phone	
	BROOK PARK OH					Country	UNITED STATES

Corporate - Recall - Default - Default - Default	Customer seeking recall information concerning the airbag light.
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer states airbag light comes on when driving through puddle.

## \*\*\*\*\* EMAIL BRIEF DESCRIPTION CONTENT \*\*\*\*\*

Air bag light

## \*\*\*\*\* END EMAIL BRIEF DESCRIPTION CONTENT \*\*\*\*\*

I read in consumer reports that there could be a problem with the air bag sensors in the 2005 town&country (which is what I have) in states that use alot of deicer on the roads but I have not been contacted about replacing these sensors. I am concerned because when I go through a puddle during a rain storm my air bag light comes on. When I inquired at the dealer they told me if I go through a large puddle it will come on, when this light comes on will my air bags still deploy if I have an accident? I have never driven a car that the air bag light comes on when I go through a puddle no matter how big it is. Should I be concerned?

## \*\*\*\*\*END CUSTOMER EMAIL\*\*\*\*\*

Purchased New or Used? NEW

If Used, date purchased? NA Mileage? NA

From whom did customer purchase used vehicle?

NA

\*\*\*\*\*

Thank you for contacting the Chrysler Group Customer Assistance Center regarding a recall for your 2005 Chrysler Town & Country.

A review of our records finds that your vehicle is not involved with a recall relating to your concern. However, if you still feel your vehicle is not operating correctly, we suggest that you give your local dealer the opportunity to assist you. Their service personnel have the factory training, equipment and information available to diagnose and correct concerns with our vehicles.

If you have any questions and would like to talk to us by phone, please contact us at 800-992-1997, between the hours of 8:00 a.m. & 5:00 p.m., Monday through Friday.

Thank you again for your email.

## \*\*\*\*\*END EMAIL RESPONSE\*\*\*\*\*

**Customer Assistance Inquiry Record (CAIR)#****16462249**

Vin	2C4GP44R1	5F	Open Date	07/02/2007	Build Date	06/13/2005	
Model Year	05	Body	RSYH53	CHRYSLER TOWN & COUNTRY LX FWD LWB WAGON			
In Service Dt	06/13/2005	Dealer	49980	Dealer Zone	63	Mileage	43,000
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	PAXTON MA					Country	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing -  
Default

Customer seeking information on his air  
bag.

**\*\*\*\*\*Recall Contact\*\*\*\*\***

Purchased New or Used? used

If Used, date purchased? na Mileage? na

From whom did customer purchase used vehicle?

CDJ dealer

Customer states that his airbag light is coming on. Agent advised customer that there was no incomplete recall on his airbag. Agent transferred to DCCAC per ALS70.

\*\*\*Customer states that he read in the Consumer Report Magazine that a recall for the airbag light came out last month and his vehicles airbag light is on. Agent advised the customer that the recalls are VIN specific and that his vehicle does not have a recall for the airbag. Customer understood and will research further.

**Customer Assistance Inquiry Record (CAIR)#****16469396**

<b>Vin</b>	1D4GP24R4	<b>5E</b>	<b>Open Date</b>	07/03/2007	<b>Build Date</b>	06/09/2005
<b>Model Year</b>	05	<b>Body</b>	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON		
<b>In Service Dt</b>	06/14/2005	<b>Dealer</b>	99999	<b>Dealer Zone</b>		<b>Mileage</b> 36,000
<b>Name:</b>					<b>Contact Type</b>	TELEPHONE
<b>Address</b>					<b>Home Phone</b>	
	ALBUQUERQUE NM				<b>Country</b>	UNITED STATES

Corporate - Recall - Default - Default - Default	Customer is seeking information.
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer seeking information.
Referral - Tier Two - Internal Escalation - Authorization - Default	Seeking assistance with the repairs.

\*\*\*\*\* recall information.\*\*\*\*\*

Purchased Used

If Used, date purchased? 2-24-06mileage 20000

From whom did customer purchase used vehicle?

n/a.

Customer is having problems with his air bad light coming on . Customer is seeking assistance with any needed repairs.

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. TTransferred customer to DCCac for further assistance per RPL20

Customer claims that his air bag light keeps coming on. The customer made an appointment with the dealership Thursday to get the issue looked at. The customer claims that the light went off yesterday. Customer is wanting to know if there is a recall on the vehicle. Agent informed the customer that there was not one and if there would be one in the future he would be notified by mail. The customer is now seeking assistance with the repair.

Customer transferred to the internal Tier 2 escalation line for further review of concern per AMM97.

\*\*\*\*Begin structured narrative CL - GOODWILL ESCALATION

What is the customer requesting from DaimlerChrysler?

Assistance with repairs

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

700 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 DCX vehicles has the customer owned including this vehicle?

three

Is there warranty history related to the current concern?

no

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

no not yet.

\*\*\*\*End structured narrative CL - GOODWILL ESCALATION

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

Customer is the original owner of this vehicle, no history of related repairs and no service contracts. Agent called dealer 43414 and spoke with Service Manager, Steve. Steve advised agent that the customer is not loyal to the dealership and has no maintenance performed there. Steve advised agent that he would not mind assisting with a PA.

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.

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**Customer Assistance Inquiry Record (CAIR)#****16474706**

<b>Vin</b>	2D4GP44L6	5R	<b>Open Date</b>	07/05/2007	<b>Build Date</b>	02/04/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	04/24/2005	<b>Dealer</b>	44931	<b>Dealer Zone</b>	32	<b>Mileage</b>	39,000
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	PULASKI NY					<b>Country</b>	UNITED STATES

Corporate - Recall - Default - Default - Default	Agent advised customer of no incomplete recalls.
Product - Body / Trim / Paint Finish - Air Bag - Install Air Bag On/Off Switch - Both Air Bags	Customer states the dealership won't do the repairs under the recall
Referral - Tier Two - Internal Escalation - Authorization - Default	Seeking assistance in repairs.

## \*\*\*\*\*Recall Contact\*\*\*\*\*

Purchased New or Used? New

If Used, date purchased? NA Mileage? NA

From whom did customer purchase used vehicle?

CDJ dealer / Other dealer / Individual

Customer seeking recall information on vehicle. Advised customer there are no incomplete recalls. Customer was informed they will be notified by letter if there was a recall on the vehicle using the address on file.

Customer states the vehicle is registered in Oregon and they live in NY because her husband is in the military. Customer states the first air bag sensor went out and it was replaced due to the recall within the saltbelt states. Customer states the dealership in NY has worked on the vehicle since she has bought it. Customer states the dealership has diagnosed it with the corrosion. Customer wishes they would replace it. Agent transferred to DCCAC per CDC43.

## \*\*\*\*Begin structured narrative CL - GOODWILL ESCALATION

What is the customer requesting from DaimlerChrysler?

Assistance in repairs for her right air bag light.

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

3,000

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?

4

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

Customer was transferred over for further review. Customer is stating that the vehicle's air-bag light is on again. Customer states that the vehicle's right air bag sensor is corroded now. The left one was replaced back in Dec. and was covered under warranty.

Customer transferred to the internal Tier 2 escalation line for further review of concern per RDD41.

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

Customer states vehicle is at dealership waiting to be picked up. Agent called dealer 44931 and spoke with Sarah in Service. Agent was advised the left impact sensor was replaced. As a one time goodwill gesture, DCX will assist with the cost of repair (62.64), minus 25.00 customer co-pay for a total of 37.64.

Customer accepts offer, agent provided CAIR number to Sarah.

PA entered.

**Customer Assistance Inquiry Record (CAIR)#****16475532**

Vin	2C4GP54L0	5R	Open Date	07/05/2007	Build Date	06/20/2005	
Model Year	05	Body	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON			
In Service Dt	11/04/2005	Dealer	23387	Dealer Zone	42	Mileage	43,012
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	BRIGHTON M					Country	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Other - Both Air Bags

Service manager seeking assistance for customer.

**\*\*\*\*\*RECALL CONTACT\*\*\*\*\***

Purchased New or Used? NEW

If Used, date purchased? NA Mileage? NA

From whom did customer purchase used vehicle?

CDJ dealer

Ralph Ridings service manager from dealer # 23387 is calling to see if we can assist customer with impact sensor. Ralph states the vehicle is having same exact symptoms as recall, however this vehicle is not part of the recall. Ralph states this customer is very loyal and he would like to assist. Agent transferred to DCCAC per ALS70.

\*\*\*\*\*Recall Contact\*\*\*\*\*

Ralph Assistant Service Manager from dealership 23387 was disconnected during transfer. Agent transferred per CDC43.

Agent speaking with Ralph, Assistance service manager at dealer 23387.

Ralph is seeing why this vehicle was not included in recall G09. As near as agent can assess, the vehicle misses by build date. Ralph states this is the exact repair for the sensors that is covered by recall G09, and has corrosion per recall G09.

Agent advised Ralph that agent will assist customer with repair since it is exactly the same as the recall. Agent provided fax information for reimbursement. Agent provided extension and reference.

Customer called to confirm fax number and required information to receive reimbursement. Agent confirmed pertinent information and fax number.

Agent received fax from customer with the repair order, marked Paid at dealership 23387 showing the repair to the air bag sensor. The repair is indeed the same as for recall G09. Customer's repair order for this repair is as follows:

\$269.95 Labor

\$ 44.00 Parts

\$ 2.64 Tax

\$316.59 Total Repair. As a one-time goodwill gesture, DaimlerChrysler will cover \$316.59 of the air bag sensor repair. Customer is responsible for any other charges.

Agent attempted to contact customer on 7/25/07 at 10:44am on the customer's Home phone. Agent leaving message with reference and extension.

Agent received call from customer. Customer accepts offer, verifies address. Agent processing check for \$316.59...

**Customer Assistance Inquiry Record (CAIR)#****16481662**

<b>Vin</b>	2D4GP44L1	5R	<b>Open Date</b>	07/10/2007	<b>Build Date</b>	04/19/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	07/28/2005	<b>Dealer</b>		<b>Dealer Zone</b>		<b>Mileage</b>	42,000
<b>Name:</b>						<b>Contact Type</b>	E-MAIL
<b>Address</b>						<b>Home Phone</b>	
	PARMA OH				<b>Country</b>	UNITED STATES	

Recall - F10: - Advise Owner/Incomplete Recall	Agent advised customer of incomplete recall F10.
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer states that the air bag sensors were replaced.

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

GrandCaravan failed Airbag sensors- should be recalled

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

Purchased New or Used? New

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

From whom did customer purchase used vehicle?

N. A.

\*\*\*\*\*BEGIN EMAIL\*\*\*\*\*

I just had my grandcaravan 2005 serviced for an airbag sensor malfunction and it cost me 270.00. I see there is a recall on the caravan for the exact same problem. I want to know why the grand caravan is different. I believe i should get a credit on this bill as it is unfair. please advise or call me as this 270.00 is an expense that i cannot afford. Thanks

\*\*\*\*\*END EMAIL\*\*\*\*\*

\*\*\*\*\*BEGIN RESPONSE\*\*\*\*\*

Dear

Thank you for contacting the Dodge Customer Assistance Center regarding the airbag sensors in your vehicle.

Our records show that you have contacted us by telephone and we have addressed your concern. We have updated your file to reflect the latest information you provided in the email message.

If your concerns have not been addressed, or you have other concerns, please contact the DaimlerChrysler Customer Assistance Center by telephone at 1-800-992-1997, 8:00 a.m. to 5:00 p.m., Monday through Friday.

Also, our records indicate that the following recall campaign have not been performed by an authorized DaimlerChrysler dealer.

Recall Campaign #F10 - WINDSHIELD WIPER MOTOR

Since we can't always confirm that the needed service has been performed, we ask that you contact your local authorized Dodge dealer to make arrangements for an inspection and, if necessary, corrective action at no charge to you.

Please take a copy of this message with you at the time of service.

Thank you again for your email.

\*\*\*\*\*END RESPONSE\*\*\*\*\*

**Customer Assistance Inquiry Record (CAIR)#****16484102**

Vin	2C8GP54LX	5R	Open Date	07/09/2007	Build Date	02/05/2005	
Model Year	05	Body	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON			
In Service Dt	03/19/2005	Dealer	65733	Dealer Zone	32	Mileage	47,283
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	WESTFORD VT					Country	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Other - Unknown	Customer seeking reimbursement for air bag sensor replacement.
Referral - Tier Two - Internal Escalation - Authorization - Default	Tier Two referral.

\*\*\*\*Begin structured narrative CL - GOODWILL ESCALATION

What is the customer requesting from DaimlerChrysler?

Reimbursement for air bag sensor replacement

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

11283 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 DCX vehicles has the customer owned including this vehicle?

four

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? New

If Used, date purchased? NA Mileage? NA

From whom did customer purchase used vehicle?

NA

Customer seeking reimbursement for air bag sensor repairs prior to recall being released. Informed customer that the recall does not apply to his vehicle. Customer requested goodwill reimbursement. Writer consulted with ADA22

Customer transferred to the internal Tier 2 escalation line for further review of concern. Writer reviewed the above assistance request with the customer. Customer no longer owns this vehicle, but purchased a new Chrysler minivan verified per COIN. Approximate repair cost of \$150.00 to 200.00. Writer advised customer the vehicle is not part of the recall, but agent agreed to reimburse the full repair cost. Agent provided fax number, information, and verified mailing address.

**Customer Assistance Inquiry Record (CAIR)#****16485608**

<b>Vin</b>	2D4GP44L1	5R	<b>Open Date</b>	07/09/2007	<b>Build Date</b>	04/19/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	07/28/2005	<b>Dealer</b>	55816	<b>Dealer Zone</b>	42	<b>Mileage</b>	42,000
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	PARMA OH				<b>Country</b>	UNITED STATES	

Recall - F10: - Advise Owner/Incomplete Recall	Advised customer of incomplete recall.
Corporate - Recall - Default - Default - Default	Customer called inquiring about recall.
Referral - Tier Two - Internal Escalation - Authorization - Default	

## \*\*\* Recall Contact \*\*\*

Purchased New or Used? new

If Used, date purchased? na Mileage? na

From whom did customer purchase used vehicle? CDJ dealer

Customer called inquiring about recall not related to his vehicle.

Customer wondering why his is not under the recall. Agent told Customer that recalls are vehicle identification number specific. Customer still does not understand. Customer requested a supervisor. Agent consulted with TCC17. Customer still requesting a supervisor at this point. TCC17 overtook the call. TCC17 informed customer he does not meet the criteria for recall G09. Customer states he had to have repairs for the impact sensors performed last week. Repairs were performed at dealer 55816. Customer seeking reimbursement for these repairs. Agent transferred customer to A/C.

Customer states the air bag sensors in his vehicle were corroded and needed replaced. Customer states his neighbor had a recall on these sensors, and he doesn't. Customer is wondering why this recall is not on his vehicle and is seeking assistance with the cost of the repairs to his air bag sensors. Agent consulted with TCC17. Call transferred to Tier 2 for further review.

Customer calls seeking recall information. Advised the customer of incomplete recall F10 for this vehicle. Customer was advised to contact a Chrysler, Dodge, or Jeep dealer to schedule an appointment to complete recall repair.

## \*\*\*\*Begin structured narrative CL - GOODWILL ESCALATION

What is the customer requesting from DaimlerChrysler?

Assistance with cost of repair to air bag sensors.

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

6,000 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 DCX 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

Customer transferred to the internal Tier 2 escalation line for further review of concern. Customer is seeking reimbursement for the impact sensors for the air bag. Customer had the repair done at dealer 55816.

Customer is the original owner of 3 vehicles and is out of warranty by 6000 miles. Agent called dealer 55816 and spoke with Joe in service.

Joe stated the customer was there 7/6/06 and both front sensors were replaced for the air bags. Joe stated the customer paid \$231.01.

As a one-time goodwill gesture, DaimlerChrysler will reimburse the full amount at \$231.01. Agent informed to mail in the work order and proof of payment. Agent gave the Auburn Hills address.

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**Customer Assistance Inquiry Record (CAIR)#****16485876**

<b>Vin</b>	1D4GP45R9	5B390071	<b>Open Date</b>	07/09/2007	<b>Build Date</b>	05/18/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKH52	DODGE CARAVAN SXT FWD SWB WAGON			
<b>In Service Dt</b>	05/27/2005	<b>Dealer</b>	68482	<b>Dealer Zone</b>	42	<b>Mileage</b>	45,744
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	AURORA OH					<b>Country</b>	UNITED STATES

Product - Electrical - Lamps and Switches - Other - Default	Claims the air bag sensor had to be replaced.
Product - Emissions - EGR System - Other - Default	Claims the egr valve had to be replaced.
Corporate - DaimlerChrysler Address - Default - Default - Default	Provided customer with Auburn Hills MI address.

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  
vehicle has been at the dealership 3 times for repairs. Customer claims  
has paid \$1165.00 for repairs this year. Customer claims has had the  
automatic door motor, air bag impact sensor, and the egr repair. Customer  
claims the last repair there was a lot of parts that was not covered  
under the contract. Customer would like reimbursed for the parts that was  
not covered and for the deductible.

Agent consulted with LGP14. Agent informed customer DCX will not  
reimburse for a deductible or for maintenance. Agent advised is customer  
is responsible for the deductible was made aware of this at time of  
purchase. Customer feels that since her engine had to be cleaned due to  
part failing needs to be reimbursed for the repairs. Agent advised  
customer maintenance is not covered and customer is responsible for the  
charges. Customer would like to speak to supervisor. Agent advised  
customer that supervisor would not be able to overturn the decision.  
Customer would like to speak to supervisor. Agent consulted with JA723.  
Advised customer that DCX will not be able to reimburse her for the  
maintenance or the deductible. Customer would like to speak to  
supervisor. RDD41 took over call.

RDD41 advised customer per her service contract that she is responsible  
\$100.00 deductible per terms of service contract. Advised customer  
cleaning of the engine is maintenance and would not be covered. Customer  
feels the engine cleaning should be covered. Customer would like to speak  
to supervisor. Advised customer no one else can assist her with her  
issue. Provided customer with Auburn Hills MI address.

**Customer Assistance Inquiry Record (CAIR)#****16496252**

<b>Vin</b>	1C4GP45R8	5E	<b>Open Date</b>	07/11/2007	<b>Build Date</b>	07/01/2005	
<b>Model Year</b>	05	<b>Body</b>	RSYH52	CHRYSLER TOWN & COUNTRY FWD SWB WAGON			
<b>In Service Dt</b>	07/31/2005	<b>Dealer</b>	41943	<b>Dealer Zone</b>	42	<b>Mileage</b>	45,000
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	SOLON OH					<b>Country</b>	UNITED STATES

Corporate - Recall - Default - Default - Default	Customer seeking recall information.
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer states that the air bag is on.

## \*\*\*\*\*Recall Contact\*\*\*\*\*

Purchased New or Used? new  
If Used, date purchased? 07/31/05 Mileage? 75  
From whom did customer purchase used vehicle? 62224  
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 states that she is checking to find out if the air bag recall applies to her vehicle. Agent advised customer that there are no incomplete recalls listed for this vehicle and if there is one listed, that the customer will be notified by mail. Customer states that she is seeking to take the vehicle to Independent repair facility and customer is seeking possible reimbursement if the recall is issued. Agent advised customer that if she prefers to take the vehicle to this facility, then this would be at the owners expense and discretion. Customer understood.



**Customer Assistance Inquiry Record (CAIR)#****16505721**

<b>Vin</b>	1D4GP24R5	5E	<b>Open Date</b>	07/13/2007	<b>Build Date</b>	02/19/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON			
<b>In Service Dt</b>	03/14/2005	<b>Dealer</b>	49956	<b>Dealer Zone</b>	74	<b>Mileage</b>	48,026
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	AKRON OH					<b>Country</b>	UNITED STATES

Product - Electrical - Lamps and Switches - Other - Default	Customer seeks assistance with Air Bag Light.
Corporate - Warranty Coverage - Default - Default - Default	Customer seeks warranty on air bag system.
Referral - Tier Two - Internal Escalation - Authorization - Default	Escalated call.

\*\*\*\*Begin structured narrative CL - GOODWILL ESCALATION

What is the customer requesting from DaimlerChrysler?

Assistance with air bag repair.

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

12,026 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 DCX 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

Purchased New or Used? USED

If Used, date purchased? 8/19/2006 Mileage? 28,778

From whom did customer purchase used vehicle? CDJ dealer

Customer called in checking the warranty on the air bag. Agent asked if there was an issue. Customer said it is coming on intermittently. Agent advised the basic warranty was 3/36 and it has expired. Customer is seeking assistance with the repair. Agent consulted with CST6. Escalated call.

**Customer Assistance Inquiry Record (CAIR)#****16511658**

<b>Vin</b>	2D4GP44LX	6R	<b>Open Date</b>	07/16/2007	<b>Build Date</b>	06/26/2006	
<b>Model Year</b>	06	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	07/18/2006	<b>Dealer</b>	44965	<b>Dealer Zone</b>	32	<b>Mileage</b>	14,000
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	WATERTOWN CT					<b>Country</b>	UNITED STATES

Corporate - Technical Assistance - Default - Default - Default	Agent referred caller to dealer for technical assistance
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	The airbag light has been on

Purchased New or Used? new

If Used, date purchased? na Mileage? na

From whom did customer purchase used vehicle?

na

The caller advised the airbag light has been on and the dealer advised him the impact sensor wire under the vehicle was severed. The dealer advised him that it will be \$200 to replace the impact sensors. The caller advised the dealer told him both sensors need to be replaced. Caller is asking for technical advice. Agent advised caller that the dealer is the best line of technical assistance. Caller is not happy with this answer. Agent advised caller that our dealers are ASE certified and can give better technical advice.

**Customer Assistance Inquiry Record (CAIR)#****16518595**

<b>Vin</b>	1A4GP44R5	6E	<b>Open Date</b>	07/17/2007	<b>Build Date</b>	10/12/2005	
<b>Model Year</b>	06	<b>Body</b>	RSYH53	CHRYSLER TOWN & COUNTRY LX FWD LWB WAGON			
<b>In Service Dt</b>	10/12/2005	<b>Dealer</b>	26040	<b>Dealer Zone</b>	51	<b>Mileage</b>	35,287
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	PEKIN IL					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Advised agent the airbag light is coming on intermittently.
Product - Engine - Unknown - Check Engine Lamp On/Flashing - Default	Customer advised agent the check engine light is on.

Purchased New or Used? Used  
If Used, date purchased? 11/06 Mileage? 21000  
From whom did customer purchase used vehicle? CDJ  
Customer states she is taking vehicle to dealer 45219 for check engine light on. Customer advised agent the airbag light is coming on intermittently also. Customer states she has taking vehicle to dealer numerous times for the check engine light and airbag light concern. Customer seeking information on Lemon Law. Agent advised customer the information is located in her blue and white booklet in the glove compartment. Customer advised agent she is taking vehicle to dealer 26040 for the concerns. Agent advised customer of reference number.

**Customer Assistance Inquiry Record (CAIR)#****16524394**

<b>Vin</b>	1D4GP25B1	6E	<b>Open Date</b>	07/18/2007	<b>Build Date</b>	09/17/2005	
<b>Model Year</b>	06	<b>Body</b>	RSKL52	DODGE CARAVAN SE FWD SWB WAGON			
<b>In Service Dt</b>	10/17/2005	<b>Dealer</b>	25019	<b>Dealer Zone</b>	32	<b>Mileage</b>	14,977
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	SYRACUSE NY					<b>Country</b>	UNITED STATES

Dealer - Service/Body Shop - Transaction - Problem Not Resolved - Default	Customer is upset stalling issue has not been fixed.
Product - Drivability - Unknown - Stalling - Default	Customer's vehicle stalls intermittently, several times a day.
Product - Drivability - Unknown - Hesitation/No Power - Default	Vehicle slows down while driving.

Purchased New or Used? NEW

If Used, date purchased? NA Mileage? NA

From whom did customer purchase used vehicle? NA

Caller says she s having problems with vehicle, has been taking it back and forth to dealer, they keep saying it s this or that and it s still cutting out. Customer says she just picked it up yesterday, and it s still stalling. Customer says first it was a leak, then some sensors. Customer upset, asked dealer about Lemon Law or replacement, was referred to DCCAC.

Agent contacting dealer 25019 for repair history.

Agent speaking with Service manager Paul. Paul says he s extremely busy, can t get repair history right now. Agent asked if she should just go with VIP history.

Paul reviewed history on vehicle.

06/28/2007 14,374 Miles replaced map sensor. Vehicle is slowing down while driving

05/08/2007 13,104 Miles Replaced o2 Sensor Vehicle is slowing down while driving

03/16/2007 11,511 Miles Sensor, air bag impact-Front-R Light on dash, replaced sensor

06/08/2006 4,222 Miles Short engine-2.0-2.4-DOHC engi -Replaced for a wiggle in the crankshaft

11/15/2005 584 Miles Hose, evaporative system

Agent advised Paul customer has mentioned Lemon Law. Agent advised Paul customer says vehicle is stalling. Paul says it s only been in for slowing down while driving. Agent advised Paul Direct to Dealer would be sent.

Agent speaking with customer. Customer says the vehicle is still slowing down while driving. Today it stalled out 2 times while slowing down while driving.

##### 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 from the Customer Assistance Center may be assigned to this CAIR for follow-up with the customer and as another resource if required.

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

CUSTOMER CONTACT INFORMATION: HOME 315-218-6461; CELL 315-729-7722

#####

In addition, the owner is seeking relief under State

Lemon Law / Buyback / Arbitration process.

REASSIGNED TO BC/DLR 32 25019 07/18/07 16:51 O 16524394

Owner inquiring if there is an update on the file. Agent advised owner that her file has been forwarded over to the correct parties but there has not been an update at this time.

Spoke with Ray Brown, Shop Foreman, Sam Dells CJD

Vehicle is at the dealership  
Customer seemed to be okay and is in a loaner vehicle at this time  
7/23/07 RO # 437616 MI 15,068  
Concern: Malfunction indicator light is on  
Repair: still at dealership. Not diagnosed  
Customer is in a loaner. There should be some determination of what is going to be the repair some time today (7/24/07)  
7/16/07 RO #437167 MI 14,944 (1 day)  
Concern: Malfunction indicator light was on and would not go over 40 miles  
Repair: Replaced the map sensor  
6/25/07 RO #436080 MI 14374 (4 days)  
Concern: Idling down while driving  
Repair: Put a PCM in it  
6/14/07 RO #43523 MI 14,109 (1 day)  
Concern: While driving at 65pm vehicle slows down  
Repair: Unable to duplicate concern  
5/8/07 RO #433580 MI 13,104 (1 day)  
Concern: Malfunction indicator light intermittently and was running rough on acceleration from the stop  
Repair: Replaced O2 sensor  
5/15/06 RO# 408723 MI 4222 20+ days  
Concern: Vehicle had an oil leak  
Repair: Replaced the engine (they had to wait for the short block)  
11/15/05 RO #387858 MI 584 (1 day)  
Concern: Had a bad fuel filler neck  
Repair: Replaced the filler neck  
Called and spoke with Vernon at the customer s home and he said to call the customer back in about an hour.  
Called and left a voice mail message for the customer to call us back regarding the repairs on her vehicle.  
Called and left a voice mail message for the customer to call us concerning the repairs that were done on her vehicle. This is the fourth attempt to reach the customer. The dealership says that she has had her car since 7/27 /07. Assuming that the repairs are satisfactory. Closing case.  
Customer seeking status of file. Advised customer that someone was trying to get in contact with her. Customer states that she never checks her answering machine. Agent spoke with CDC43. CDC43 advised agent to reassign CAIR back to DS891.  
Agent updated contact information.  
Agent informed the customer that the files have been forwarded.  
\*\*\*\*\*Will call customer to see what exactly is the most current concern. djs  
s  
null  
\*\*\*\*\*As the car was reopened, I am attempting to contact customer to see if there are additional concerns. Have tried twice and the voice mail says that it is full. djs

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**Customer Assistance Inquiry Record (CAIR)#****16524814**

Vin	2D4GP44LX	6R	Open Date	07/18/2007	Build Date	08/20/2005	
Model Year	06	Body	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
In Service Dt	02/21/2006	Dealer	45340	Dealer Zone	51	Mileage	19,000
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	WAUZEKA WI					Country	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer reports air bag light came on.
Product - Electrical - Lamps and Switches - Defective - Default	Customer reports turn signals defective.

Purchased New or Used? New

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

From whom did customer purchase used vehicle? N/A

Customer reports that the turn signals and headlights will intermittently malfunction, and that the airbag light will stay on most of the time, and states that the dealership has advised that they cannot get any codes from it and cannot otherwise verify the issue one the one visit they have made. Advised customer that the dealership will have to be able to verify the issue before any action may be taken.

**Customer Assistance Inquiry Record (CAIR)#****16524974**

Vin	2D4GP44LX	6R	Open Date	07/23/2007	Build Date	08/20/2005	
Model Year	06	Body	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
In Service Dt	02/21/2006	Dealer		Dealer Zone		Mileage	19,000
Name:						Contact Type	E-MAIL
Address						Home Phone	
	WAUZEKA WI					Country	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default

States air bag light comes on.

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

not happy with the phone conversation with dodge representative

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

Purchased New or Used? NEW

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

From whom did customer purchase used vehicle?

N/A

Email states:

I had this vehicle in the shop 2 or 3 months ago because the turn signals were not working properly and the air bag light was coming on and staying on. This does not happen all the time just when ever it feels like acting up. The service man thought it was the clock spring behind the steering wheel just from what i told him. He could not get an error code so he said to bring it in the next time it did this(without shutting it off) and then maybe he could get a code. This is not very easy to do because you never know when it will happen or where you will be. I talked to a representative on the phone tonight and he told me nothing could be done without a computer code. The more I think about this the more it pisses me off!! So if my family gets rear ended because the turn signal does not work and someone gets hurt or worse what am I supposed to do? Just say Dodge knew there was a problem but no computer code so no problem?!! Also is air bag going to work if it is needed ( the light is on sometimes)? This could be a big problem if it does nt. This is the fourth Dodge Grand Caravan i have owned. I had a 2000,2002,2004 and now 2006. I also have a 2000 Dodge Stratus and a 1994 Dodge Ram 1500 I have been very loyal to Dodge and this is how you treat your customers?

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

Reply states:

Thank you for contacting the Dodge Customer Assistance Center regarding the air bag light concern you have with your 2006 Dodge Grand Caravan. 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.

Thanks again for your email.

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

**Customer Assistance Inquiry Record (CAIR)#****16542972**

<b>Vin</b>	2D4GP44L6	5R	<b>Open Date</b>	07/24/2007	<b>Build Date</b>	05/13/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	06/30/2005	<b>Dealer</b>	66799	<b>Dealer Zone</b>	32	<b>Mileage</b>	41,000
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	AUBURN NY					<b>Country</b>	UNITED STATES

Corporate - Recall - Default - Default - Default	Customer seeking if there is a impact sensor recall on vehicle.
Product - Electrical - Speedo/Gauges/Ometer/EIC - Intermittent or Inoperative - Default	Customer states that the air bag light is on.
Referral - Tier Two - Internal Escalation - Authorization - Default	Tier two referral.

\*\*\*\*Begin structured narrative CL - GOODWILL ESCALATION

What is the customer requesting from DaimlerChrysler?

Assistance with repairs.

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 DCX vehicles has the customer owned including this vehicle?

two

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? New

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

From whom did customer purchase used vehicle?

CDJ dealer

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 seeking if there is a impact sensor recall on vehicle. Agent informed customer that there are no incomplete recalls on the vehicle that pertain to the airbag light and informed customer that recalls are vehicle identification number specific. Customer seeking assistance with repairs.

Customer transferred to the internal Tier 2 escalation line for further review of concern per KW276 and provided reference number.

Customer transferred to the internal Tier 2 escalation line for further review of concern. Customer seeking assistance with the cost to replace the impact sensor on the vehicle. Customer is the original owner of 3 DCX vehicles, two used, no service contracts, and no previous repairs.

Customer has not had a confirmed diagnosis on the vehicle and just basing his information on a recall he seen coming out for the vehicle. Agent called dealer 66799 and talked to Jim the Assistant Service Manager. Jim states he would have the vehicle diagnosed, and see what needs to be replaced.

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.

Agent reset the follow up date for 07/31/07 as the customer has not called back with a diagnosis.



Agent reset the follow up date for 08/03/07 as the customer has not called back with a diagnosis.

Agent will reset one more follow up date for 08/08/07 to see if the customer calls back with a diagnosis.

Agent turned off the follow up date as the customer has not called back with a diagnosis. If customer calls back, assistance can be reviewed at that time.

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**Customer Assistance Inquiry Record (CAIR)#****16549800**

<b>Vin</b>	2A4GP44R5	6R	<b>Open Date</b>	07/25/2007	<b>Build Date</b>	11/07/2005	
<b>Model Year</b>	06	<b>Body</b>	RSYH53	CHRYSLER TOWN & COUNTRY LX FWD LWB WAGON			
<b>In Service Dt</b>	11/29/2005	<b>Dealer</b>	66637	<b>Dealer Zone</b>	51	<b>Mileage</b>	78,138
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	CEDAR RAPIDS IA					<b>Country</b>	UNITED STATES

Product - Engine - Unknown - Check Engine Lamp On/Flashing - Default	Check engine light came on.
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Clockspring must be replaced due to air bag light being on.
Corporate - Technical Assistance - Default - Default - Default	Customer inquiring if spring for air bag is safety concern.
Product - Emissions - EGR System - Other - Default	EGR valve needs to be replaced.
Referral - Other - Default - Default - Default	Referred customer to dealer for technical assistance.

Purchased New or Used? Used

If Used, date purchased? 04/15/07 Mileage? 71,000

From whom did customer purchase used vehicle? Independent

Engine light was on. Air bag light was on. Vehicle was taken to dealer who stated vehicle needs spring for air bag. Customer believes spring for air bag is safety concern and should be covered. Customer inquiring if spring for air bag is safety concern. Referred customer to dealer for technical assistance. Customer did not have vehicle number nor was information in system. Called Francis at dealer who provided reference number. Francis stated vehicle needs EGR valve and Clockspring. Customer has aftermarket extended warranty that does not cover emissions nor safety restraints. Customer seeking assistance on EGR valve and Clockspring. Declined assistance due to the miles outside of the warranty per TNC10.

**Customer Assistance Inquiry Record (CAIR)#****16552467**

Vin	2C8GP64L5	5R	Open Date	07/26/2007	Build Date	02/04/2005	
Model Year	05	Body	RSYS53	CHRYSLER TOWN & COUNTRY LTD FWD LWB WAGON			
In Service Dt	03/31/2005	Dealer	63391	Dealer Zone	42	Mileage	41,000
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	FARIBAULT MN					Country	UNITED STATES

Corporate - Recall - Default - Default - Default

Customer seeking information on recall.

## \*\*\*Recall Contact\*\*\*

Purchased new or used? used

If used, date purchased? 6/18/07 Mileage? 38000

From whom did customer purchased used vehicle? other

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 stating she was having concerns with her air bag light. Agent advised customer there is no incomplete recalls for an air bag concern on this vehicle. Advised customer to contact her nearest dealer for inspection and possible repairs.

**Customer Assistance Inquiry Record (CAIR)#****16553458**

<b>Vin</b>	2D4GP44L4	5R	<b>Open Date</b>	07/26/2007	<b>Build Date</b>	05/14/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	06/01/2005	<b>Dealer</b>	54914	<b>Dealer Zone</b>	32	<b>Mileage</b>	44,581
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	PORTVILLE NY					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer claims air bag light is on.
Corporate - Recall - Default - Default - Default	Customer inquiring about incomplete recalls.
Referral - Tier Two - Internal Escalation - Authorization - Default	Customer seeking assistance with repairs.

Purchased New or Used? New

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

From whom did customer purchase used vehicle?

N/A

Customer claims that his air bag light is on. Customer claims that he heard that there was a recall on the air bag sensor. Customer claims that he should be covered since he is having the same issue as the recall.

Customer seeking assistance with repairs.

Customer transferred to the internal Tier 2 escalation line for further review of concern per AAM41.

\*\*\*\*Begin structured narrative CL - GOODWILL ESCALATION

What is the customer requesting from DaimlerChrysler?

Assistance with repairs to Air bag sensor.

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

8400 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 DCX vehicles has the customer owned including this vehicle?

3 used.

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. Customer stated the vehicle needs to have the air bag sensors replaced. Agent contacted dealer 54914 and spoke with the Service Manager Matt who stated the warranty cost for the repairs would be:

Parts: \$33.60

Labor: \$57.60

Total: \$91.20

As a one-time goodwill gesture, DaimlerChrysler will cover \$91.20 of the repair. Dealer will inform customer of offer due to customer disconnecting the call while he is at the dealership.

**Customer Assistance Inquiry Record (CAIR)#****16558684**

Vin	2A4GP44R4	6R	Open Date	07/27/2007	Build Date	10/31/2005	
Model Year	06	Body	RSYH53	CHRYSLER TOWN & COUNTRY LX FWD LWB WAGON			
In Service Dt	11/07/2005	Dealer	08625	Dealer Zone	71	Mileage	38,162
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	PHOENIX AZ					Country	UNITED STATES

Recall - F10: - Advise Owner/Incomplete Recall	Advised Recall information
Product - Electrical - Lamps and Switches - Other - Default	Customer reporting head light and turn signal problem
Referral - Tier Two - Internal Escalation - Authorization - Default	Transferred to Tier Two

Purchased New or Used? USED

If Used, date purchased? 08/2006 Mileage? ???

From whom did customer purchase used vehicle?

Other dealer

Customer stated she was leasing a Toyota and traded for this vehicle in 2006 , (3) months later air bag light came on and took to dealer 08625 and was replaced spring in steering column. Customer stated light came back on (6) Weeks later, took vehicle to 08625 and (3) hours later, replaced spring in steering column, (3) days later light came back on and called 08625 and requested loaner vehicle and call was never had a call back from dealer. Customer stated head lights went out and turn signal lights are not working and air bag light staying on. Customer made a repair appointment for Friday and was told she will be responsible for rental while vehicle is being repaired. Customer stated she cannot rent a vehicle and unable to leave vehicle for repair. Customer is requesting repair and rental assistance. Agent advised the customer of incomplete recall F10 for this vehicle. Customer was advised to contact a Chrysler dealer to schedule an appointment to complete recall repair. Agent consulted with JBV6 - approved transfer to Tier Two regarding repeat repair attempts, low mileage and safety issue. Agent provided Reference number and advised transferring call to a representative for further research . Agent transferred call to Tier Two.

\*\*\*\*Begin structured narrative CL - GOODWILL ESCALATION

What is the customer requesting from DaimlerChrysler?

Air bag, head lights, turn signal and rental assistance.

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

2,162 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 DCX vehicles has the customer owned including this vehicle?

One used.

Is there warranty history related to the current concern?

Yes - 06/15/2007 08625-BILL LUKE CHRYSLER-JEEP DODGE 314240 33,780

Miles 2007063 WARRANTY

23202903 - Airbag, side-Front seat-Right

03/30/2007 08625-BILL LUKE CHRYSLER-JEEP DODGE 199910 28,657 Miles

2007041 WARRANTY

19852501 - Clockspring, air bag

09/22/2006 08625-BILL LUKE CHRYSLER-JEEP DODGE 919735 18,691 Miles

2006101 WARRANTY

19852501 - Clockspring, air bag

85412300 - Diagnostic LOP - Body-BODY

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.

Customer seeking assistance with repairs to air bag light, headlights, light switch and rental.

Vehicle has not been diagnosed for current issues.

Advised the customer of incomplete recall F10 for this vehicle. Customer was advised to contact a Chrysler, Dodge, or Jeep dealer to schedule an appointment to complete recall repair.

Agent attempted to speak with someone at dealer 08625 but there was not a service manager or advisor available.

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 the vehicle should still be under warranty and agent advised that it is not.

Customer states she can not afford a rental and agent advised customer that no rental assistance can be considered until the vehicle has a full diagnosis.

AGENT ADVISED THAT NO COMMITMENT OF ASSISTANCE CAN BE MADE AT THIS TIME AND THAT SHOULD HAVE TO PAY FOR DIAGNOSTIC CHARGES AND ANY RENTAL CHARGES.

Customer states she will never purchase another DCX vehicle.

States she will see what she can do and call back.

No contact made from customer to date. Agent no longer tracking Cair.

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**Customer Assistance Inquiry Record (CAIR)#****16565405**

<b>Vin</b>	1D4GP24R7	6E	<b>Open Date</b>	07/30/2007	<b>Build Date</b>	10/13/2005
<b>Model Year</b>	06	<b>Body</b>	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON		
<b>In Service Dt</b>	11/01/2005	<b>Dealer</b>	99999	<b>Dealer Zone</b>		<b>Mileage</b> 40,000
<b>Name:</b>					<b>Contact Type</b>	TELEPHONE
<b>Address</b>					<b>Home Phone</b>	
	BUENA PARK CA				<b>Country</b>	UNITED STATES

Corporate - Recall - Default - Default - Default	Customer seeking any incomplete recalls on vehicle.
Product - Electrical - Lamps and Switches - Defective - Default	Customer states air bag light comes on and off.

Purchased New or Used? Used

If Used, date purchased? December 2006 Mileage? 36,000

From whom did customer purchase used vehicle? Other dealer

Customer inquiring any incomplete recalls on vehicle. Agent advised customer that there are no incomplete recalls at this time and should one be issued he would be notified by mail. Customer states that his air bag light is coming off and on and wants to know if this would be covered under warranty. Agent advised customer that the warranty on vehicle has expired. Customer accepted.

**Customer Assistance Inquiry Record (CAIR)#****16577948**

<b>Vin</b>	1D4GP45R3	5E	<b>Open Date</b>	08/03/2007	<b>Build Date</b>	06/28/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKH52	DODGE CARAVAN SXT FWD SWB WAGON			
<b>In Service Dt</b>	07/22/2005	<b>Dealer</b>		<b>Dealer Zone</b>		<b>Mileage</b>	17,500
<b>Name:</b>						<b>Contact Type</b>	E-MAIL
<b>Address</b>						<b>Home Phone</b>	
	PARMA HTS. OH					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer says airbag light is on.
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\*\*\*\*\* EMAIL BRIEF DESCRIPTION CONTENT \*\*\*\*\*

AIRBAG LIGHT ON AFTER DRIVING SHORT TIME.

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

Purchased New or Used? NEW

If Used, date purchased? NA Mileage? NA

From whom did customer purchase used vehicle? NA

\*\*\*\*\*BEGIN RESPONSE\*\*\*\*\*

Thank you for contacting the Chrysler Customer Assistance Center.

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 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 our 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.

Thanks again for your email.

\*\*\*\*\*END RESPONSE\*\*\*\*\*



**Customer Assistance Inquiry Record (CAIR)#****16590898**

<b>Vin</b>	2C4GP54L9	5R	<b>Open Date</b>	08/06/2007	<b>Build Date</b>	06/02/2005	
<b>Model Year</b>	05	<b>Body</b>	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON			
<b>In Service Dt</b>	06/30/2005	<b>Dealer</b>	42369	<b>Dealer Zone</b>	32	<b>Mileage</b>	41,020
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	ROME NY					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer having issues with the air bag light.
Product - Engine - Unknown - Check Engine Lamp On/Flashing - Default	Customer having issues with the engine light.

Customer called in stating he has been having on going issues with the air bag light and the engine light. Customer has taken the vehicle to the dealer while under warranty for the engine light and was told it was either the gas cap or the fuel. Customers vehicle is now at the dealer and needs sensors for both lights. Agent called the dealer 42369 and spoke with Tom the service manager. Tom stated the O2 sensor is needed and the front impact sensors. Tom stated the customers vehicle is not under the recall for the sensors. Tom stated he will not assist because the customer is not a good service customer, but is fine if Chrysler wants to assist. Tom will call back with the warranty costs. Agent offered the customer a call back.

Purchased New or Used? New

If Used, date purchased? NA Mileage?NA

From whom did customer purchase used vehicle?

CDJ dealer

Agent called the dealer and spoke with Dennis. Dennis stated Tom is at lunch and will have him call.

**\*\*Dealer call\*\***

Tom called in with the warranty costs for the repair.

Parts:\$71.43

Labor:\$93.00

Total:\$164.43

Mileage:41,020

As a one-time goodwill gesture, DaimlerChrysler will cover \$114.43 of the repair. Customer will be responsible for a co-pay in the amount of \$50.00. Agent gave Tom the file number. Tom will let the customer know.

**Customer Assistance Inquiry Record (CAIR)#****16607940**

<b>Vin</b>	2C4GP54L4	5R	<b>Open Date</b>	08/09/2007	<b>Build Date</b>	05/31/2005	
<b>Model Year</b>	05	<b>Body</b>	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON			
<b>In Service Dt</b>	08/25/2005	<b>Dealer</b>	68541	<b>Dealer Zone</b>	42	<b>Mileage</b>	26,001
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	MANCHESTER MI					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Air bag light was on and needed new clockspring.
Product - Engine - Unknown - Check Engine Lamp On/Flashing - Default	Customer states check engine light is constantly on.
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Customer wants tie rod ends replaced.
Product - Unknown - Unknown - Stalling - Default	States her vehicle stalls after C/E light flashes.

Purchased New or Used? New

If Used, date purchased? NA Mileage? NA

From whom did customer purchase used vehicle? NA

Customer states that her vehicle is not 2 years old. Customer states the check engine light flashes, and has been at the dealer 3 times for this. Customer states the vehicle stalls out and that the tie rods have been replaced. Customer is requesting to meet with a regional manager about the issues with the vehicle. Customer also states that she spoke with Jake and he informed her that she would need to bring in the vehicle so he could do a warm start and a cold start to find out what the issue is with the vehicle. Agent informed the customer that dealer 68541 would be contacted. Agent spoke with Jake. Jake put agent back on hold to get information. Agent offered customer call back. Informed the customer that further information would need to be gathered before anything can be done with vehicle. Customer complied, and would like to be contacted on

Agent attempted to contact the dealer at 6:29pm. Agent spoke with Jake, customer's service advisor. Jake says that the customer's stalling issue has been repaired, but the customer is concerned with the electrical and the engine light being on. Jake states that there was an issue with the remote start. States that this was installed at a different dealership and was repaired. States that there was also a vacuum harness that was repaired once, but not at his dealership. States that the on July 13, 2007 at 26,929 miles, the remote start module was replaced and a vapor hose. States the vehicle was down for 2 days. Agent attempted to contact the customer at 6:44pm. Agent was unable to speak with customer. Agent left message for the customer to contact agent back. Provided CCAC contact number and personal extension, 69239. Customer is calling back to see status of her account. Agent advised that he will transfer to NS632 Approved by ALL34. Agent received message left at 2:36pm. Agent will contact the customer back once the time permits.

Customer states that her check engine light is on and she is wanting to go up North and is afraid to drive the vehicle. Customer is seeking assistance with getting the vehicle repaired. Customer has requested to speak to the regional manager. Agent reviewed file and there is not any notes on what the previous customer was going to do with the customer. Agent contacted dealership # 68541 and spoke to Jake, Service Manager. Jake states that the previous agent did not want previous history. Jake states that the vehicle has an evaporator leak and needs a new hose and the code erased. Agent advised a direct to dealer would be sent.

HISTORY:

7/13/07 Clock Spring due to air bag light being on 26929 m  
hose, evaporator system leak  
7/05/07 Spark plugs 26751 m  
05/04/07 link for front stabilizer and sway bar 24243 m

10/30/06 tie rod ends 15106m

safety recall

03/14/06 a/c heater lines replaced 6548 m

Agent advised customer that a direct to dealer would be sent to the dealership to get the appropriate parties involved with this. Agent advised customer to continue to work with the dealership and provided reference number for further use.

##### DIRECT-TO-DEALER Code=1A #####

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 from the Customer Assistance Center may be assigned to this CAIR for follow-up with the customer and as another resource if required.

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

CUSTOMER CONTACT INFORMATION: 734-740-9414

#####

REASSIGNED TO BC/DLR 42 68541 08/10/07 16:29 R 16607940

\*Contact Date:08/13/2007

Service Manager at the dealership has updated the Cair# 16607940

An appointment has been set with the customer.

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\*\*\*\*\*D2D CASE MANAGER FOLLOW-UP\*\*\*\*\* Case Manager NAME: Tom Telephone:248

9447108

I called the dealer and spoke to CHRIS, the service manager, not Jake. He says he has spoken with the owner and she is to contact the dealer when she has available time to return the vehicle back to the dealer.

---

There are no phone contact numbers for the owner on the front side of the CAIR.

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I called the owner and confirmed above. She has some vacation scheduled shortly. She may go to another dealer, not sure. I provided my name and number as well as the file number.

T.F.R.

\*Contact Date:09/04/2007

Service Manager at the dealership has updated the Cair# 16607940

Dealer attempting to contact customer.

Customer wanted the reference number. Agent provided. Customer wanted TGK's number. Agent provided.

\*Contact Date:09/13/2007

Service Manager at the dealership has closed the Cair# 16607940

After repeated attempts the dealer was unable to contact this customer. CAIR closed pending further contact from the customer.

CAIR RETURNED FROM DEALER ON 9/13/2007 AT 09:45:083 R 16607940

Customer states that he has left three messages for Tom and he has not contacted him back. He states that the check engine light has come on.

Agent informed customer that the dealership has been trying to contact him. Customer stated that he does not want to contact the dealership and he is still seeking lemon law. Agent advised customer to refer to his blue and white booklet for lemon law information in his state.

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**Customer Assistance Inquiry Record (CAIR)#****16610702**

<b>Vin</b>	2C4GP54L9	5R	<b>Open Date</b>	09/17/2007	<b>Build Date</b>	04/25/2005	
<b>Model Year</b>	05	<b>Body</b>	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON			
<b>In Service Dt</b>	06/02/2005	<b>Dealer</b>	60085	<b>Dealer Zone</b>	42	<b>Mileage</b>	39,828
<b>Name:</b>						<b>Contact Type</b>	LETTER
<b>Address</b>						<b>Home Phone</b>	
	HUDSONVILLE MI					<b>Country</b>	UNITED STATES

Corporate - Recall - Default - Default - Default	Customer seeking reimbursement
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Seeking reimbursement for impact sensor

Purchased New or Used? New

If Used, date purchased? N/A Mileage? 84

From whom did customer purchase used vehicle?

CDJ dealer

Customer seeking reimbursement for G09 recall. G09 is not a recall on this VIN. Customer will not be reimbursed for deductible. Deductible was paid due to warranty not recall per BMC31.

Agent attempted to contact the customer on 9/20/07 at 9:47 am on the customer's home phone. Agent left message for customer to contact CAC. Agent gave CAC number and CAIR ID.\*\*\*If customer calls back please advise him that CAC will not be reimbursing him due to above information.\*\*\*

\*\*\*Recall Contact\*\*\*

Customer called in seeking reimbursement status. The agent advised the customer that according to his VIN and the recall notes the recall does not apply to this vehicle. The customer stated that he feels that since the dealer replaced the sensors the customer should be reimbursed for the deductible for the service contract. The agent conferred with LGP14 who stated since this is a sensitive issue with the recall and the sensors the reimbursement request will be looked into deeper. Per request of LGP14 the agent notified the customer that this issue will be looked into further and the customer gave the contact number of to be contacted back once a final decision is made. Agent notified the customer that he should get a contact back from Chrysler within a few days. Customer will be reimbursed for the deductible due to the fact that it was for the airbag sensors as a one time goodwill gesture. Agent consulted with LGP14 and was advised to reimburse customer.

Deductible-\$100.00

The total amount of the reimbursement is \$100.00.

Agent attempted to contact the customer on 9/27/07 at 11:49 am on the customer's cell phone. Agent left message for customer to contact CAC. Agent gave CAC number and CAIR ID.\*\*\*If customer calls back please advise that CAC will be reimbursing him for the deductible as a one time goodwill gesture and verify address.\*\*\*

Agent attempted to contact the customer on 10/4/07 at 1:19 pm on the customer's Cell phone. Agent left message advising customer that CAC will be reimbursing him and with this having been our 2nd attempt to contact him, will mail the check to the address we have on file.

\*SAW80, since this is a goodwill gesture, not a recall, contact must be made to customer before check can be issued. Also, you must use a product reason code.\*

Agent attempted to contact the customer on 10/18/07 at 1:18 pm on the customer's Cell phone. Agent left message for customer to contact CAC. Agent gave CAC number and CAIR ID.\*\*\*If customer calls back please advise him that CAC will be reimbursing him for the deductible as a one time goodwill gesture and verify address\*\*\*

Agent attempted to contact the customer on 10/25/07 at 5:18 pm on the customer's Cell phone. Agent left message for customer to contact CAC. Agent gave CAC number and CAIR ID.\*\*\*If customer calls back

please advise him that CAC will be reimbursing him for the deductible as a one time goodwill gesture and verify address\*\*\*

Agent will send form letter 031 per JBV6.

Agent will close case and await contact from customer.

Customer states that he received a letter from the previous agent informing him of the offer from Chrysler. Agent informed the customer as a one time goodwill gesture Chrysler is going to reimburse him for the deductible. The customer accepted that offer. Agent verified address and will reassign to the appropriate parties.

██████████ accepts and verifies the check  
should be mailed to the following name and address:

████████████████████  
████████████████████  
HUDSONVILLE, MI, ██████████  
Processing check.

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**Customer Assistance Inquiry Record (CAIR)#****16619113**

<b>Vin</b>	2C4GP54L5	5R574585	<b>Open Date</b>	08/13/2007	<b>Build Date</b>	06/13/2005	
<b>Model Year</b>	05	<b>Body</b>	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON			
<b>In Service Dt</b>	07/15/2005	<b>Dealer</b>	68865	<b>Dealer Zone</b>	32	<b>Mileage</b>	42,123
<b>Name:</b>	BROCHU, AARON					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	13 MODENA DR					<b>Home Phone</b>	(603) 998-3873
	PENACOOK NH 03303-1553					<b>Country</b>	UNITED STATES

Referral - Tier Two - Internal Escalation - Authorization - Default	Assistance with the air bag sensor.
Corporate - Recall - Default - Default - Default	Seeking information on the G09 recall.
Product - Body / Trim / Paint Finish - Air Bag - Other - Unknown	States that the air bag sensor light is on in the vehicle.

Purchased New or Used? New

If Used, date purchased? na Mileage? na

From whom did customer purchase used vehicle?

CDJ dealer

Customer contacting stating that he took his vehicle to dealership because, the sensor for the air bag came on in the vehicle. States that dealership 68865 informed him that his vehicle does not qualify for the recall. States that he would like some assistance with the repair because the light is on in the vehicle. Per RDD41 transfer customer for further review.

\*\*\*\*Begin structured narrative CL - GOODWILL ESCALATION

What is the customer requesting from Chrysler?

Assistance with the air bag sensor.

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

By miles 4,000

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?

Just this one

Is there warranty history related to the current concern?

No

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

Yes, dealer 68865

\*\*\*\*End structured narrative CL - GOODWILL ESCALATION

Customer transferred to the internal Tier 2 escalation line for further review of concern. Customer states the air bag light has illuminated.

Customer states dealer 68865 diagnosed the vehicle and advised customer the air bag sensor needs replaced. Customer seeking assistance with the cost of the repair. Writer contacted dealer 68865 and spoke with Aaron.

Aaron states the left and right air bag sensors and jumper harnesses need replaced. Aaron states the customer is very loyal with the dealer and does have maintenance performed there. Aaron states they currently do not have DSA but customer does merit assistance with the repair. Aaron states the warranty cost for parts is \$49.84 and labor is \$55.90 for a warranty cost of \$105.74. Customer is the original owner, 1 vehicle, 3/36 expired by 6000 miles, and loyal with the dealer. As a one-time goodwill gesture, Chrysler will cover \$80.74 for the repair to the air bag sensors and harnesses. Customer is responsible for a \$25 co-pay. Aaron will contact writer with exact mileage for PA. Customer accepts the offer. Advised customer to contact dealer to arrange for an appointment.

Writer received voicemail from Aaron. Writer contacted dealer 68865 and spoke with Aaron. Aaron provided exact mileage of 42123 miles. Writer entered PA. Provided Aaron with reference number.

**Customer Assistance Inquiry Record (CAIR)#****16620428**

<b>Vin</b>	1A4GP45R3	6	<b>Open Date</b>	08/16/2007	<b>Build Date</b>	04/01/2006	
<b>Model Year</b>	06	<b>Body</b>	RSYH52	CHRYSLER TOWN & COUNTRY FWD SWB WAGON			
<b>In Service Dt</b>	04/17/2006	<b>Dealer</b>	68837	<b>Dealer Zone</b>	51	<b>Mileage</b>	30,000
<b>Name:</b>						<b>Contact Type</b>	E-MAIL
<b>Address</b>						<b>Home Phone</b>	
	ROBINSON IL					<b>Country</b>	UNITED STATES

Product - Electrical - Cruise Control - Intermittent or Inoperative - Default	States Cruise control would not work.
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	States air bag light came on.
Product - Electrical - Horn - Intermittent or Inoperative - Default	States horn would not work.

## \*\*\*\*\* EMAIL BRIEF DESCRIPTION CONTENT \*\*\*\*\*

Lost cruise control, air bag and horn

## \*\*\*\*\* END EMAIL BRIEF DESCRIPTION CONTENT \*\*\*\*\*

Purchased New or Used? NEW

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

From whom did customer purchase used vehicle? N/A

## Email states:

I recently took a trip and the cruise control would not come on. The air bag light came on and I have no horn. I had the exact same problem with a caravan I own, which was recalled. The dealer in town is servcing my van. I am upset because Its the exact same thing on a newer model.

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

## Reply states:

Thank you for contacting the Chrysler Customer Assistance Center regarding the issues you are experiencing with your 2006 Chrysler Town and Country.

We regret to read of your dissatisfaction in your product and appreciate the time and effort you took to bring this matter to our attention. Comments like yours are one way to learn of problems that may develop and the improvements that are desired by customers. The information received is used in product development and quality analysis. We have documented your comments and have forwarded them to the appropriate department for review.

We have made tremendous gains in customer satisfaction and vehicle quality and are dismayed to learn that your expectations have not been met. Please accept our apology for the problems you have experienced. Thanks again for your email.

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

**Customer Assistance Inquiry Record (CAIR)#****16625337**

<b>Vin</b>	2A4GP44R4	6R	<b>Open Date</b>	08/14/2007	<b>Build Date</b>	08/09/2005	
<b>Model Year</b>	06	<b>Body</b>	RSYH53	CHRYSLER TOWN & COUNTRY LX FWD LWB WAGON			
<b>In Service Dt</b>	09/20/2005	<b>Dealer</b>	67436	<b>Dealer Zone</b>	51	<b>Mileage</b>	55,000
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	WASHINGTON MO					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer seeking assistance with air bag light
Corporate - Recall - Default - Default - Default	Customer seeking recall information
Product - Electrical - Lamps and Switches - Complete Failure - Default	Customer seeking assistance with turn signals
Referral - Tier Two - Internal Escalation - Authorization - Default	Tier two support referral.

**\*\*\*\*\*RECALL CONTACT\*\*\*\*\***

Purchased New or Used? USED

If Used, date purchased? 11/22/06 Mileage?55000

From whom did customer purchase used vehicle? 67436

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 called stating that the turn signals are not working and that the air bag light was coming on in the vehicle. Customer claims that he took the vehicle to the dealership and was told that he would have to the internal air bag signals and the signals would need to be replaced.

Customer is seeking assistance with these repairs. Agent transferred to DCAC per

**\*\*\*\*Begin structured narrative CL - GOODWILL ESCALATION**

What is the customer requesting from Chrysler?

Assistance with Turn signal relay and an air bag switch.

How far out of warranty is the vehicle/repair by time and/or mileage?  
19000 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?

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**

Customer called claiming that the vehicle air bag light is on lamp is on and that the turn signals are inoperative. States that the vehicle will need a switch repaired in the vehicle for the air bag and the relay for the turn signal replaced as well. Customer is seeking assistance with the cost of repairs. Agent consulted with EMW20 and as per agent will transfer caller to tier two for further review of concerns.

Customer transferred to the internal Tier 2 escalation line for further review of concern. Customer stated the vehicle is having issues with the turn signal and the air bag light. Agent contacted dealer 67436 and spoke with the Service Advisor Matt who stated he would obtain the warranty cost and call agent back about this concern.



**Customer Assistance Inquiry Record (CAIR)#****16632622**

<b>Vin</b>	1D4GP24R4	5E	<b>Open Date</b>	08/16/2007	<b>Build Date</b>	04/04/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON			
<b>In Service Dt</b>	04/15/2005	<b>Dealer</b>	23340	<b>Dealer Zone</b>	42	<b>Mileage</b>	38,080
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	VERSAILLES IN					<b>Country</b>	UNITED STATES

Corporate - Warranty Coverage - Default - Default - Default	Customer inquiring what warranty is remaining on the vehicle.
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer states his air bag light comes on intermittently.
Product - Transmission / Transaxle - Unknown - Other - Default	Customer states his transmission jerks.

Purchased New or Used? Used

If Used, date purchased? 01/01/2006 Mileage? 26,000

From whom did customer purchase used vehicle? CDJ dealer

Customer claims the air bag light in his vehicle will intermittently come on and go off. Customer states he is also having issues with the transmission in the vehicle jerking. Customer states he went to the dealership in regards to this issue but the dealership told him there is nothing wrong with the transmission. Customer states he feels there is something wrong with the transmission. Customer inquiring if there are any known issues with the transmission or any recalls for it. Advised customer there are no incomplete recalls. Customer was informed they will be

notified by letter if there was a recall on the vehicle using the address on file. Agent informed caller to continue working with the dealership. Customer inquiring what warranty is remaining on the vehicle. Agent informed caller of the remaining warranty.

**Customer Assistance Inquiry Record (CAIR)#****16634629**

<b>Vin</b>	2D4GP44L2	5R	<b>Open Date</b>	08/16/2007	<b>Build Date</b>	04/06/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	04/30/2005	<b>Dealer</b>	42114	<b>Dealer Zone</b>	32	<b>Mileage</b>	41,614
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	TULLY NY					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Air bag light was on.
Product - Air Conditioning / Heater - Unknown - Inadequate Cooling - Default	Air conditioner was not working properly
Referral - Tier Two - Internal Escalation - Authorization - Default	Customer seeking assistance on left front air bag sensor.
Product - Body / Trim / Paint Finish - Air Bag - Other - Front - Driver	Left front air bag sensor needs to be replaced.

Purchased New or Used? New

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

From whom did customer purchase used vehicle? N/A

Air bag light was on. Air conditioner was not working properly. Air is going to be fixed under extended warranty with \$100 deductible. Left front air bag sensor needs to be replaced. Customer seeking assistance on left front air bag sensor. Transferred customer for further research per RBS33 and provided reference number.

\*\*\*\*Begin structured narrative CL - GOODWILL ESCALATION

What is the customer requesting from Chrysler?

Customer seeking assistance on left front air bag sensor.

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

5,614 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?

Only DCX vehicle

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 that he could not wait on hold during previous call and had to disconnect. Transferred customer to Tier Two.

Customer transferred to the internal Tier 2 escalation line for further review of concern. First owner seeking assistance with the repair.

Customer states the air bag sensor needs to be replaced. Customer states the vehicle is currently at the dealership. Writer called dealer and spoke with Ed the service manager who states the left front impact sensor and connector needs to be replaced. He states this is a good customer and does not mind to assist in the repair. Cost of the repair parts and labor \$77.10.

As a one-time goodwill gesture, Chrysler will cover 77.10 of the repair.

**Customer Assistance Inquiry Record (CAIR)#****16635885**

Vin	1C4GP45R8	5E	Open Date	08/16/2007	Build Date	03/14/2005	
Model Year	05	Body	RSYH52	CHRYSLER TOWN & COUNTRY FWD SWB WAGON			
In Service Dt	07/01/2005	Dealer	42877	Dealer Zone	51	Mileage	53,000
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	BUTTERNUT WI					Country	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer seeking assistance.
Referral - Tier Two - Internal Escalation - Authorization - Default	Customer seeking assistance.

\*\*\*\*Begin structured narrative CL - GOODWILL ESCALATION

What is the customer requesting from Chrysler?

Customer seeking assistance with the air bag repair.

How far out of warranty is the vehicle/repair by time and/or mileage?  
one month and sixteen days.

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 original

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

Purchased New or Used? NEW

If Used, date purchased? NA Mileage? NA

From whom did customer purchase used vehicle?

CDJ dealer

Customer stated the air bag light is on and is seeking assistance with the repair.

Agent conferred with RJ16.

Customer transferred to the internal Tier 2 escalation line for further review of concern. Customer stated the vehicles air bag light is on the vehicle and she would like assistance.

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.

Agent provided extension 69424.

**Customer Assistance Inquiry Record (CAIR)#****16644167**

<b>Vin</b>	2C8GP64L8	5R	<b>Open Date</b>	08/20/2007	<b>Build Date</b>	03/17/2005	
<b>Model Year</b>	05	<b>Body</b>	RSYS53	CHRYSLER TOWN & COUNTRY LTD FWD LWB WAGON			
<b>In Service Dt</b>	08/14/2005	<b>Dealer</b>	60136	<b>Dealer Zone</b>	35	<b>Mileage</b>	27,000
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	CENTREVILLE VA					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Other -  
Unknown

Customer stated that she has a concern with the air bag  
sensor.

Purchased New or Used? New

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

From whom did customer purchase used vehicle?

N/A

Customer wants a rental vehicle while the dealership is repairing her air bag sensor. Agent called dealership 60136 and spoke to Lynn a Service Advisor. Lynn stated that the vehicle has been down since Friday and the part is on order. Part number is 5170998AA. Agent does not show that the part is on order. Agent offered customer a call back. Customer wants to speak to a supervisor. Agent advised customer that agent is empowered. Customer can be reached at [REDACTED].

Owner seeking a rental vehicle. Agent contacted dealer 60136 and spoke with Eddie parts advisor. Eddie states that the part had to be reordered today new part number 5170998aa. Eddie states that he plans on special handling the part. Agent advised owner that there is no assistance that can be offered with rental at this time. Agent advised owner that the basic warranty does not cover rental. Owner seeking to speak with a supervisor. Agent advised owner that agent is empowered by Chrysler to make decisions. Owner requested to speak with a supervisor once again. Agent consulted with DJP99. Agent advised owner that DJP99 concurs with the decision. Owner states that she would like a complaint documented stating that she does not plan on purchasing another Chrysler and would be taking the matter higher. Agent advised owner that her complaint has been documented.

Agent shows that the part is on order and has been released to the PDC. Agent shows that rental was declined yesterday. Agent consulted with DLP68 and was advised that rental would not be provided. DLP68 also advised agent that there was no need for further action towards customer.

**Customer Assistance Inquiry Record (CAIR)#****16660464**

<b>Vin</b>	2D4GP44L1	5R	<b>Open Date</b>	08/23/2007	<b>Build Date</b>	05/11/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	06/27/2005	<b>Dealer</b>	56617	<b>Dealer Zone</b>	42	<b>Mileage</b>	43,093
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	EAST LIVERPOOL OH					<b>Country</b>	UNITED STATES

Product - Suspension - Tie Rods / Drag Link - Poor Handling - Unknown	Tie rod had to be replaced.
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	front air bad sensor was replaced.

Purchased New or Used? New

If Used, date purchased? NA Mileage? 96

From whom did customer purchase used vehicle? CDJ dealer.

Tie Rod was replaced as was the air bag light had the right front sensor.

Customer does have an active 7/100 added care contract, but items are not covered under the contract. Customer is out of his basic warranty by 7,093 miles only. Customer states he has already paid out of pocket for the repairs.

Consulted with LGP14.

As a one-time goodwill gesture, Chrysler will reimburse repairs for the tie rod and air bag sensor repairs minus the co-pay. Customer will be responsible for a co-pay in the amount of \$100.00.

Customer accepted the offer. Vehicle is beyond applicable warranty and customer is seeking reimbursement for repairs done to vehicle. Customer was provided the address to Chrysler. Customer was informed of what is needed for request to be processed.

**Customer Assistance Inquiry Record (CAIR)#****16660723**

<b>Vin</b>	2D4GP44L4	6R	<b>Open Date</b>	08/23/2007	<b>Build Date</b>	10/20/2005	
<b>Model Year</b>	06	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	03/31/2006	<b>Dealer</b>	45323	<b>Dealer Zone</b>	51	<b>Mileage</b>	29,962
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	DES MOINES IA					<b>Country</b>	UNITED STATES

Product - Electrical - Power Sliding Door - Intermittent or Inoperative - Both Sides

Claims that power doors are hard to open manually

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 calling in for their mother. Caller claims that the vehicle has been to the dealer three times for the automatic doors on the backside of the vehicle. Dealer states that there is nothing else that they can do for her. Caller states that the doors are hard to open. Caller states that the dealer told her that the doors are just like that and cannot be fixed. Caller also alleges that the steering wheel column makes noise. Dealer told her that if the previous dealer says that the fixed the problem that they are lying because it cannot be fixed. Customer wants to know Lemon Law for vehicle, and customer wants to know who to take the vehicle too. Agent contacted dealer 45323 and spoke with Service Manager Mike.

Mike provided agent with repair history.

\*\*\*\*\* Repair History \*\*\*\*\*

July 27, 2007 at 25,250 miles Power steering make noise; springs fell off middle seat, air bag light is on, and replaced the right door motor.

May 31, 2007 at 21,965 Clock spring and Stow n Go low floor

May 30, 2007 at 22,115 Stow n Go low floor

December 11, 2006 at 13,000 Right door motor was replaced, power steering gear assembly, and head lamp switch

September 12, 2006 at 8,933 Slider door hard to slide manual, replaced the left motor for the door, F10 recall, air noise (could not duplicate) body shop repair.

Advised Mike that agent will be sending a direct to dealer. Agent provided reference number.

\*\*You must determine what the direct-to-dealer type is including the correct code. Please update file then reassign to 81D if necessary\*\*

##### 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 from the Customer Assistance Center may be assigned to this CAIR for follow-up with the customer and as another resource if required.

Agent called dealer and spoke to Service Manager Mike to inform that CAIR was being sent.

CUSTOMER CONTACT INFORMATION

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In addition, the owner is seeking relief under State

Lemon Law / Buyback .

REASSIGNED TO BC/DLR 51 45323 08/27/07 19:36 O 16660723

\*\*\*\*\*OWNER RETENTION TASKFORCE TEAM\*\*\*\*\*

I2R initiates the case, please refer the customer to Channel Hutchinson at 1-888-542-7239 ext: 431.

Contacted the dealership and spoke to service advisor Dale and he provided the repair history for the customer. He states they have been in for problems with the power steering and the sliding doors. On 09/07/07 I contacted the customers daughter who states she used to work at the dealership where

she sold it to her mother. She states that since she has purchased the vehicle it has been back to the dealership for the power doors and the kids have to climb over the front seat and the steering column keeps grinding. The last dealership stated there was nothing else they could do to fix the power doors. She states that the Stew Hanson in Clive IA says that the previous dealership could not have fixed it because there is no repair.

I have been speaking back and forth with the customer with regards to her concerns about the vehicle. I contacted the customer on today and on 10/05/07 and she states she needs more time to decide what she would like to do in reference to her concerns about the vehicle. The customer has stated she will return my call on 10/17/07 so that we may bring some type of resolve to her concerns.

The customer decided that she does not want to do a trade or a service contract at this time. She has decided she can bring the vehicle in for repair. I spoke to the customer on Tuesday 10/23/07 and I gave her the cell phone number of the assistant service manager Todd who advised he can go to the customers home if necessary and pickup the vehicle.

I spoke to the customer today and she states that she will bring the vehicle into the dealership on 10/26/07.

I spoke to the customer and the assistant manager at the dealership and confirmed that the vehicle is repaired to the customers satisfaction. I offered the customer a CRO for her inconvenience.

Customer's Name: [REDACTED]

Customer's CAIR # 16660723

Customer's Address: [REDACTED] Des Moines, IA [REDACTED]

Service or Maintenance Plan Name: Maxium Care 4/60 K -0- deductible

Service or Maintenance Plan Code: M460N

Cost to Dealer: \$585.00

Customer called on 4/16/08, did not think that the service contract had been applied. Check system. Verified that it has been applied. Requested customer call back and verify address so I can request a copy of plan be sent to her. vw61

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**Customer Assistance Inquiry Record (CAIR)#****16664491**

<b>Vin</b>	1D4GP25RX	5E	<b>Open Date</b>	09/25/2007	<b>Build Date</b>	01/19/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKL52	DODGE CARAVAN SE FWD SWB WAGON			
<b>In Service Dt</b>	01/20/2005	<b>Dealer</b>	68009	<b>Dealer Zone</b>	74	<b>Mileage</b>	28,882
<b>Name:</b>						<b>Contact Type</b>	LETTER
<b>Address</b>						<b>Home Phone</b>	
	MANTI UT					<b>Country</b>	UNITED STATES

Recall - G09: - Reimbursement

Reimbursement

Purchased New or Used? Used

If Used, date purchased? 05/17/06 Mileage? N/A

From whom did customer purchase used vehicle? N/A

Customer seeking reimbursement for G09 recall repairs. The repairs were done on 01/09/07 at 68009. The customer sent in an invoice indicating that the repair was paid for by Debit Card. The repair cost are as follows:

Labor-\$123.00

No Parts

Tax-\$7.69

Due to the repairs not being related to recall G09, CAC will not reimburse the customer for the repairs per LGP14. The invoice indicates the technician only repair existing wiring by solder and the Recall reimbursement is specific to parts being replaced.

Agent attempted to contact the customer on 09/25/07 at 3:50pm on the customer's Home phone and left message to call back.

Agent attempted to contact the customer on 09/27/07 at 10:20am on the customer's Home phone and left message to call back.

\*\*\*\*\*Recall Contact\*\*\*\*\*

Customer called inquiring as to why Chrysler would not reimburse for the repairs. Agent advised customer that the reason is that the part was soldered in instead of being actually replaced. Agent contacted dealer 68009 and the dealer did confirm that the customer's impact sensor was replaced. Agent advised customer that the receipt that Chrysler was provided with the wrong one. Agent consulted with keg24. Agent advised customer to send in the correct receipt and Chrysler will review for reimbursement.

Agent closing CAIR at this time, pending correct repair invoice being sent by customer for review of request for reimbursement.



**Customer Assistance Inquiry Record (CAIR)#****16666420**

<b>Vin</b>	1C4GP45RX	5E	<b>Open Date</b>	08/27/2007	<b>Build Date</b>	05/09/2005
<b>Model Year</b>	05	<b>Body</b>	RSYH52	CHRYSLER TOWN & COUNTRY FWD SWB WAGON		
<b>In Service Dt</b>	07/30/2005	<b>Dealer</b>		<b>Dealer Zone</b>		<b>Mileage</b> 41,200
<b>Name:</b>					<b>Contact Type</b>	E-MAIL
<b>Address</b>					<b>Home Phone</b>	
	HANOVER PA				<b>Country</b>	UNITED STATES

Dealer - Service/Body Shop - Transaction - Other -  
Default

Customer states that the dealership did not perform repair properly.

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

Poor customer service

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

Purchased New or Used? New

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

From whom did customer purchase used vehicle?

N. A.

\*\*\*\*\*BEGIN EMAIL \*\*\*\*\*

On 3 April I took my van to the dealership to have the passenger side sliding door put back on track and to also get the airbag sensor replaced. After two days I got my van back and paid the \$378.40 and went on my way. On 16 April my had to take my van back in and have the passenger side sliding door put back on again. I had to go back again on 23 May to have the door put back on for a third time. At this visit I told them that my engine light was on so they ran a diagnostic on it and said I needed a new EGR valve. After that visit I paid the \$870.19 and left. When I got out in the parking lot where my van was I started it up and the check engine light came on. I went inside and told the service advisor (Robert Fisher) and he told me to bring it back in a week if it did not go off that it was nothing wrong with the van it just needed reset. I went back three times to get it reset and had no luck because they wanted to keep my van and I needed it. Again, I was told it was not a problem. Well, August 21st I had to take my van in to get the inspection sticker and during the emission check my van failed. The service center that I took my van to ran a diagnostic and found out that the EGR was not even hooked up. The plug was just hanging down. Is this the kind of service people that work for your corporation? It took three times to fix my door and then they charged me \$213.29 for a EGR valved that they did not even hook up. I am in the Military (17 years) and would not allow this kind of nonsense. Please tell me what you intend to do about this?

\*\*\*\*\*END EMAIL \*\*\*\*\*

\*\*\*\*\*BEGIN RESPONSE\*\*\*\*\*

Dear Albert:

Thank you for contacting the Chrysler Customer Assistance Center regarding your service experience with Hanover Chrysler.

I regret your dissatisfaction with the service you received and appreciate the time and effort you took to bring this matter to my attention.

We realize our reputation depends in part on the quality of service provided by our dealers. Because dealers are independently owned businesses, they are responsible for addressing concerns directly related to their sales and service activities, as well as their personnel.

Although we do not have the authority to resolve concerns related to dealer workmanship, service scheduling, or repair pricing, you may want to pursue the matter directly with dealership management for further resolution.

Information received from customers such as yourself enables better evaluation of dealers service activities. Your complaint will be retained in the dealer's file.

Thank you again for your email.

\*\*\*\*\*END RESPONSE\*\*\*\*\*

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**Customer Assistance Inquiry Record (CAIR)#****16672063**

Vin	2A8GP64L1	6R	Open Date	08/27/2007	Build Date	01/23/2006	
Model Year	06	Body	RSYS53	CHRYSLER TOWN & COUNTRY LTD FWD LWB WAGON			
In Service Dt	10/16/2006	Dealer	24078	Dealer Zone	71	Mileage	8,000
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	TUCSON AZ					Country	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default

Seeking assistance with airbag light.

Purchased New or Used? New

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

From whom did customer purchase used vehicle?

CDJ dealer

Customer seeking assistance with repairing vehicle. Customer states that she has had vehicle to dealership several times for same issue. Customer states that neither of the 2 dealerships she has taken the vehicle seem to fix the air bag light. Agent offered customer a call back. Customer accepted and provided customer with a contact number as [REDACTED] and ask for carol.

Customer calling in stating that she was speaking with JLY9. Customer states that the air bag light is still on. Customer also states that the tire pressure light is on. Customer states that she is going to take the vehicle to the dealer. Agent informed the customer to take the vehicle to the a dealer and have it diagnosed and contact CCAC back to get additional parties involved.

Customer calling in stating that she was speaking with JLY9. Customer states that the air bag light is still on. Customer also states that the tire pressure light is on. Customer states that she is going to take the vehicle to the dealer. Agent informed the customer to take the vehicle to the a dealer and have it diagnosed and contact CCAC back to get additional parties involved.

**Customer Assistance Inquiry Record (CAIR)#****16672416**

<b>Vin</b>	2D4GP44L1	6R	<b>Open Date</b>	08/27/2007	<b>Build Date</b>	08/03/2005	
<b>Model Year</b>	06	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	09/20/2005	<b>Dealer</b>	44756	<b>Dealer Zone</b>	32	<b>Mileage</b>	41,000
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	JAVA VILLAGE NY					<b>Country</b>	UNITED STATES

Product - Brakes - Anti-Lock Brake System - Other - Default	Customer reporting ABS problem
Product - Air Conditioning / Heater - Unknown - Other - Default	Customer reporting air conditioning problem
Product - Brakes - Disc Brake Assy/Calipers - Other - Front-Pass	Customer reporting caliper problem
Product - Body / Trim / Paint Finish - Air Bag - Other - Unknown	Customer stated had air bag sensor problem
Product - Brakes - Unknown - Other - Unknown	Customer stated had brakes and rotor problems

Purchased New or Used? Used

If Used, date purchased? 01/2006 Mileage? 12,000

From whom did customer purchase used vehicle?

CDJ dealer

Customer s wife stated has had to have several repairs, head lights, brakes, rotors, right front caliper, ABS Sensor, air bag sensor and air conditioner has gone out now and requesting repair assistance.

Agent consulted with RBS33 - DECLINED. Agent advised customer unable to assist with repair.

**Customer Assistance Inquiry Record (CAIR)#****16682561**

<b>Vin</b>	2D4GP44L9	7R	<b>Open Date</b>	08/29/2007	<b>Build Date</b>	07/27/2006	
<b>Model Year</b>	07	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT LWB WAGON			
<b>In Service Dt</b>	08/11/2006	<b>Dealer</b>	68558	<b>Dealer Zone</b>	32	<b>Mileage</b>	18,500
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	BUZZARDS BAY MA					<b>Country</b>	UNITED STATES

Product - Air Conditioning / Heater - Unknown - Inadequate Cooling - Default	Customer states air conditioner vent not working.
Corporate - Key Codes - Default - Default - Default	Customer states did not get a second key.
Product - Electrical - Unknown - Intermittent or Inoperative - Default	Customer cigarette lighter not working.
Product - Electrical - Radio/Spkr/Clock/Antenna - Intermittent or Inoperative - Default	Customer states CD/ Radio not working.
Product - Body / Trim / Paint Finish - Interior Styling / Appearance - Other - Unknown	Customer states arm rest are broken.
Product - Transmission / Transaxle - Automatic Trans / Transaxle - Hard Shifting - Default	Customer states hard shifting.
Product - Electrical - Power Windows - Intermittent or Inoperative - F. Door-Pass	Customer states power window not working.
Product - Body / Trim / Paint Finish - Glass - Broken, Cracked - Windshield	Customer states windshield is cracked.
Corporate - CNA Change - Default - Default - Default	New owner CNA update.
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	customer air bag light keeps coming on.

Contacted Purchased New or Used? used

Dated purchased used vehicle? 8/4/07

Miles? 18000

From whom did customer purchase used vehicle? CDJ dealership

Customer reports that service manager at 68558 did not seem interested in resolving all the issues. Customer states transmission has a hard down shift, passenger side window will not work, arm rest is broke, Cracked windshield, Air conditioner vent not working, radio and CD player not working, passenger side air bag light keeps coming on, cigarette lighter not working and would cause the DVD player not to work. Customer states he had to wait 2 hours to have a second key reprogrammed.

Customer seeks to get rid of vehicle.

Customer contacted 68558 service manager Dennis to obtain any repair information. Advise customer that a file can be sent to get the appropriate parties involved on this issue to further look into buy back request. Advised customer to continue to work with the dealership. Advise customer that the vehicle will be repaired as per terms of the warranty. Agent updated new owner CNA.

Customer called back stating that he would like an update on his file.

Customer states that also he would like to add two more things to his file that is wrong with the vehicle. Customer states the vehicle seems to be out of alignment, and the driver side seat belt was twisted and had to be replaced. Customer states the dealership's General Manager contacted him today and discussed with him the issues that he is having with the vehicle. Customer states all he offered to do was repair the issues but he knew they would do that because the vehicle is under warranty. Customer states that he has taken the vehicle to the dealership for all of these issues. Customer states that he left the vehicle there last Tuesday with a detailed list of the issues and a contact number they could reach him at. Customer states that he went on vacation for a week and so the dealership had the vehicle until this Tuesday. Customer states they repaired the A/C vent, and replaced the radio. Customer states they ordered the arm rest and said they repaired the hard down shift but the vehicle still down shifts hard. Customer states when he called the Service Manager yesterday he was told he would just have to bring the vehicle back. Agent contacted dealership 68558 and spoke Wayne, Service

Advisor and he states the repair history is as follows:

08/22/07 at 18250 miles; Customer came in stating the second row upper vent was stuck; replaced air duct, vehicle has a hard down shift; reprogrammed TCM per TSB, driverside seat belt twisted; replaced seat belt, radio cuts in and out; replaced radio, middle row left arm rest is broken; ordered arm rest.

Agent advised Wayne a direct to dealer will be sent for the customer satisfaction. Agent advised the customer she will forward his file for further review of issues with dealership, to get more parties involved.

Agent advised his concerns and complaints have been documented as well.

##### DIRECT-TO-DEALER Code=1A #####

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 from the Customer Assistance Center may be assigned to this CAIR for follow-up with the customer and as another resource if required.

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

CUSTOMER CONTACT INFORMATION: 5085633168 or 7743139050

#####

REASSIGNED TO BC/DLR 32 68558 08/30/07 14:23 R 16682561

\*\*\*\*\*D2D Case Manager, Marvin, 248 944 7034 \*\*\*\*\*

09/5/07 Writer called dealer spoke Tony, Service Manager, SM. SM advised that Customer was unhappy that the armrest console fell apart. SM stated that all the needed parts for customer's vehicle are in and they are happy to have them installed for Customer. Tony stated Customer dealt with General Manager Dennis also. Dealer seems to think that Customer has buyers remorse after purchasing used vehicle 'as is' I left message for John Walton with file & direct line. Mfy.

Customer calling in with more information. Agent informed customer that there has been a case manager assigned to his file. Agent provided customer with case manager's extension and transferred customer to case manager. Customer understood.

9/5/07 Customer stated the day of the sale (and even 2-3 days) after used car sale he noticed all 8 issues as listed in this file. Customer is very displeased that dealer did not tell him he was buying an Enterprise Rental vehicle. Writer advised Customer that warranty of vehicle is a basic 3/36. Customer questions the pre-inspection of the vehicle prior to selling it to him, Customer doubts dealer bothered with the follow up either. I advised Chrysler has obligation to repair per warranty terms so should he need warranty assistance he should contact Tony

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**Customer Assistance Inquiry Record (CAIR)#****16691159**

<b>Vin</b>	2D4GP44L1	5R	<b>Open Date</b>	09/22/2007	<b>Build Date</b>	05/11/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	06/27/2005	<b>Dealer</b>	56617	<b>Dealer Zone</b>	42	<b>Mileage</b>	43,093
<b>Name:</b>						<b>Contact Type</b>	LETTER
<b>Address</b>						<b>Home Phone</b>	
	EAST LIVERPOOL OH					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Broken, Cracked - Front - Driver	seeking to be reimbursed for the air bag sensor.
Product - Suspension - Tie Rods / Drag Link - Other - Front-Driver	seeking to be reimbursed for the outer tie rod.

Purchased New or Used? New

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

From whom did customer purchase used vehicle? N/A

Agent received request reimbursement for the right air bag sensor and left outer tie rod. Agent reviewed previous CAIR 16660464 and consulted LGP14 and MF640. Agent will reimburse the customer for the repairs of the air bag sensor and outer tie rod only minus a \$100 deductible and the following repair cost follows:

Labor-\$155.60

Parts- \$75.35

Tax- \$8.51

Agent will reimburse customer \$130.95 and customer provided a copy of the check for verification of payment.

Agent attempted to contact the customer on 09/22/07 at 11:11 AM on the customer s Home phone. Agent advised customer of the reimbursement offer. Customer accepted. Agent advised customer that the reimbursement should be recieved within 30 days.

Agent reassigned to 81K for check processing.

Reimbursement amount is to be \$139.46. Processing check.

**Customer Assistance Inquiry Record (CAIR)#****16696813**

<b>Vin</b>	2D4GP44L3	6R	<b>Open Date</b>	09/04/2007	<b>Build Date</b>	09/20/2005	
<b>Model Year</b>	06	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	12/27/2005	<b>Dealer</b>	68487	<b>Dealer Zone</b>	66	<b>Mileage</b>	47,885
<b>Name:</b>						<b>Contact Type</b>	
<b>Address</b>						<b>Home Phone</b>	
	TITUSVILLE FL					<b>Country</b>	UNITED STATES

Referral - Tier Two - Internal Escalation - Authorization - Default	Customer is seeking assistance with the battery repair.
Product - Electrical - Battery - Complete Failure - Default	Customer is seeking assistance.

Purchased New or Used? NEW

If Used, date purchased? NA Mileage? NA

From whom did customer purchase used vehicle?

CDJ dealer

Customer stated she took the vehicle in for the air bag light and needed a 02 sensor. Customer advised the agent the battery needs to be replaced again (it was replaced within the 3 yr/36,000 warranty-six months ago).

Agent conferred with TLG64.

\*\*\*\*Begin structured narrative CL - GOODWILL ESCALATION

What is the customer requesting from Chrysler?

Customer is seeking assistance with the battery repair.

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

By time 7000 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 original.

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

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

Caller states that the battery went out after 6 months. Agent contacted the dealer and spoke to Mike who informs he will assist the customer using DSA. Agent provided the reference number and informed Service manager of the direct to dealer. Agent advised caller to contact Mike for details of assistance.

\$\$\$\$\$ DIRECT-TO-DEALER Code=6A \$\$\$\$\$\$

ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER

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

Out of Warranty Assistance Request

Please update this CAIR as required.

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

\$\$\$\$\$ REASSIGNED TO BC/DLR 66 68487 09/04/07 11:35 R 16696813

REASSIGNED TO BC/DLR 66 68487 09/04/07 11:35 R 16696813

\*\*\*DEALER CONTACT\*\*\*

Mike the service manager from dealership 68487 calling in. Mike states that the battery was replaced a year ago tomorrow under basic warranty. Mike states that the customer has put on 28,697 miles since the battery was replaced. Mike states that the customer is out of the Mopar warranty by mileage. Mike suggests CCAC covering the parts cost of the battery repair and customer pay labor. Agent advised Mike that CCAC will agree to that and that will be the offer for the customer: CCAC will assist with the part of the battery repair and customer is responsible for labor. Mike states that the exact mileage is 47,885 and the part cost at warranty is \$76.58. Agent entered in preauthorization and advised Mike



of the CAIR number. Mike states he will tell the customer.

\*Contact Date:09/05/2007

Service Manager at the dealership has closed the Cair# 16696813

Customer request has been fulfilled.

CAIR RETURNED FROM DEALER ON 9/05/2007 AT 08:53:285 R 16696813

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**Customer Assistance Inquiry Record (CAIR)#****16698675**

<b>Vin</b>	2D4GP44LX	6R	<b>Open Date</b>	09/04/2007	<b>Build Date</b>	09/19/2005	
<b>Model Year</b>	06	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	12/10/2005	<b>Dealer</b>	41942	<b>Dealer Zone</b>	42	<b>Mileage</b>	32,000
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	MARQUETTE MI					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	states that the air bag light is intermittent.
Product - Body / Trim / Paint Finish - Body Hardware - Loose - F. Door-Driver	states that the driver side trim fell off.
Product - Suspension - Tie Rods / Drag Link - Noisy - Front	states that the front end is noisy.
Product - Electrical - Occupant Classification System - Intermittent/Inoperative - Default	states that the seat alarm dings.
Product - Electrical - Radio/Spkrs/Clock/Antenna - Intermittent or Inoperative - Default	states that the speaker was replaced.

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 there was an issue with the driver side speaker replaced, rear a/c lines replaced, driver side molding came off, passenger seat alarm continually dings, front end noises that may be tie rod, passenger side door buzzing, and air bag light continues to come on and has recently replaced front air bag sensor and needs repaired. Customer states that there is not an issue with the driver side speaker, rear a/c lines, and the driver side molding. Customer states that the other issues are still occurring. Customer states that the vehicle has not been taken to the dealership and is concerned that the a/c lines will rust and there is not a service contract on the vehicle. Agent advised customer that once the vehicle is back at the dealership contact Chrysler back for a file to be sent to the dealership. Agent advised customer that when he is at the dealership to verify what type of material was used for the rear a/c lines and referred to the finance manager for information on service contracts.

**Customer Assistance Inquiry Record (CAIR)#****16707206**

<b>Vin</b>	1D4GP45R3	5E	<b>Open Date</b>	09/06/2007	<b>Build Date</b>	02/28/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKH52	DODGE CARAVAN SXT FWD SWB WAGON			
<b>In Service Dt</b>	04/04/2005	<b>Dealer</b>	43914	<b>Dealer Zone</b>	32	<b>Mileage</b>	88,025
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	ROCHESTER NY					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	2 Airbag sensors need to be replaced
Referral - Tier Two - Internal Escalation - Authorization - Default	The caller is asking for assistance with the airbag sensors

Purchased New or Used? new

If Used, date purchased? na Mileage? na

From whom did customer purchase used vehicle?  
na

The caller advised the 2 front airbag sensors have burned out and the dealer advised her it would be \$230 to replace them. The caller advised that the dealer told her it was the same issue as the recall on the 2006 models. Unfortunately her vehicle is not included and she would be charged. Caller is asking for assistance with the repair.

The caller is outside of the basic warranty by 56000 miles and the service contract does not cover it. No issues under warranty. Original owner of 1 vehicle

The vehicle is now at the dealer. Agent transferred call for further research

Customer transferred to the internal Tier 2 escalation line for further review of concern. Customer is seeking assistance with the two front air bag sensors. Customer took the vehicle to dealer 43914 for the issue. Customer is the original owner and is out of warranty. Agent called the dealer and spoke with Clark in service. Clark stated there is 88,025 miles and the air bag light is on. The front impact sensors need replaced. Clark is fine with us assisting. Clark will call back with the warranty costs. Agent offered the customer a call back. Clark from dealer called back seeking to speak with TR559. Agent transferred.

Agent called the dealer and spoke with Clark in service. Clark stated the warranty costs for the repair is as follows.

Parts:\$30.20

Labor:\$41.64

Total:\$71.84

Mileage:88.025

As a one-time goodwill gesture, Chrysler will cover the Total costs at \$71.84. Agent gave the file number. Clark will let the customer know.

**Customer Assistance Inquiry Record (CAIR)#****16708232**

<b>Vin</b>	1A4GP45R2	6E	<b>Open Date</b>	09/06/2007	<b>Build Date</b>	10/10/2005	
<b>Model Year</b>	06	<b>Body</b>	RSYH52	CHRYSLER TOWN & COUNTRY FWD SWB WAGON			
<b>In Service Dt</b>	01/09/2006	<b>Dealer</b>	66183	<b>Dealer Zone</b>	42	<b>Mileage</b>	27,817
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	MEMPHIS MI					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp  
On/Flashing - Default

Customer stated that the air bag light keeps coming on

Purchased New or Used? New

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

From whom did customer purchase used vehicle?N/A

Customer stated that the air bag light keeps coming on. Customer stated that the vehicle has been at the dealership 4 times before and now he is going back for this issue. Customer stated that he is not wanting this vehicle anymore. Agent contacted the dealership and spoke to Blake he stated that the customer was in

1 12/06 at 14779 replaced the clock spring

2 5/07 at 22022 replaced the clock spring

3. 8/07 at 25743 replaced the clock spring and the air bag.

Agent informed Blake that a direct to dealer is on the way. Agent informed the customer that a file is being sent to the dealership to get the proper people involved.

##### DIRECT-TO-DEALER 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 from the Customer Assistance Center may be assigned to this CAIR for follow-up with the customer and as another resource if required.

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

CUSTOMER CONTACT INFORMATION: 8103927051 8103051313

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In addition, the owner is seeking relief under State

Lemon Law or Buyback

REASSIGNED TO BC/DLR 42 66183 09/06/07 16:39 O 16708232

\*Contact Date:09/06/2007

Service Manager at the dealership has updated the Cair# 16708232

An appointment has been set with the customer.

DM has reviewed the owner's concern with the dealer. Dealer to inspect the vehicle...DM closing the file....rrb30

Customer called and said that he has had the air bag light fixed five different times and is wanting another vehicle. Customer feels that the vehicle is unsafe to drive and wants to file for lemon law. Reassigning the file to the dealership as per JLM172. Agent advised customer of sending another D2D and customer said that he does not want the vehicle any longer and should not have to wait for the file to be forwarded again. Agent concurred with JLM172 and advised customer that I concurred with my supervisor and that all that DCX can do is forward the file so that it can be reviewed. Agent also advised that customer needs to read the blue & white booklet to know how to file for lemon law because each state is different. Agent advised customer that DCX does not provide training for lemon law.

##### DIRECT-TO-DEALER (Code 1-B) #####

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 from the Customer Assistance Center may be assigned to this CAIR for follow-up with the customer and as another resource if required.

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

CUSTOMER CONTACT INFORMATION: 810 392 7051

#####

In addition, the owner is seeking relief under State

Lemon Law / Buyback / Arbitration process.

REASSIGNED TO BC/DLR 42 66183 09/17/07 16:43 R 16708232

Dm Drove vehicle and no light came on. Dealer is working with star and DM to repair the vehicle. Vehicle is out of Lemon law, and DM declines any replacement or repurchase. DM will repair the vehicle per the terms of the warranty. DM calling star to have OCS mod.....DM closing file...rrb30

\*\*Spoke with owner who is very frustrated with the vehicle and states it is currently at dealer for the 6th time and has been there for 10 days.

Dealer provided loaner but it is a small compact vehicle and does not pull his boat.

Informed owner request was declined to replace or repurchase. Vehicle will be repaired under the terms of the warranty.

Owner is requesting to speak with the DM. No commitment made but request is documented.

Owner is not happy.

Provided direct line.

Spoke with dealer who states the district manager authorized a occupant control module and it came in today. Vehicle should be ready today and he called owner to inform.

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**Customer Assistance Inquiry Record (CAIR)#****16711387**

<b>Vin</b>	2D4GP44L0	5R	<b>Open Date</b>	09/07/2007	<b>Build Date</b>	06/14/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	08/01/2005	<b>Dealer</b>	06761	<b>Dealer Zone</b>	51	<b>Mileage</b>	46,000
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	HARTLAND WI					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Air bag light is on and sensor and wiring needs to be replaced.
Product - Suspension - Tie Rods / Drag Link - Noisy - Front	Customer seeking if the tie rod ends are covered.

Purchased New or Used? New

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

From whom did customer purchase used vehicle? CDJ dealer

Customer is seeking assistance with air bag wiring and sensor replacement/repair. Agent reviewed customer's file and customer only owns this vehicle which was purchased new and has a MAX CARE service contract. Agent reviewed the service contract and it does not cover the air bag repair. Agent consulted with EMW30 and was advised to run the LOP code from dealership. Agent contacted dealership #06761 and spoke to Laura, Service Advisor and Laura states that per STAR line this is a recall and should be covered under such. Agent advised Laura that it is not a recall per the VIN and agent would need the LOP. Laura advised that she does not have the information requested. Agent consulted SG388 and EMW20 and advised customer that this is covered under the service contract per LOP 08-14-25-02. Customer is also seeking if the tie rods are covered under the max care contract and per LOP 19-63-02-02/03 the tie rods are also covered. Agent also advised customer of the rental coverage for the vehicle also. Customer was very pleased.

**Customer Assistance Inquiry Record (CAIR)#****16762242**

<b>Vin</b>	2D4GP44L1	7R	<b>Open Date</b>	09/21/2007	<b>Build Date</b>	09/11/2006	
<b>Model Year</b>	07	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT LWB WAGON			
<b>In Service Dt</b>	04/22/2007	<b>Dealer</b>	43535	<b>Dealer Zone</b>	71	<b>Mileage</b>	7,751
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	NORTH HILLS CA					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Air bag light comes on and clockspring was replaced.
Dealer - Service/Body Shop - Transaction - Problem Not Resolved - Default	Dealer has not resolved issue.
Product - Electrical - Occupant Classification System - Intermittent/Inoperative - Default	System had to be reset due to something being put in passsenger seat
Dealer - Service/Body Shop - Transaction - Repeated Trips Required - Default	Vehicle has been to dealer four times for air bag light coming on.

Purchased New or Used? New

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

From whom did customer purchase used vehicle? N/A

Vehicle has been to dealer four times for air bag light coming on.

Service Manager told customer

not to bring vehicle back for air bag light. Dealer was only able to duplicate concern one time when they replaced clockspring. Called Service Manager is out to lunch. Spoke Advisor Mike who stated repair attempts are as follows: On 9/4/07 at 7,010 miles for air bag light on, light was not on at time and could not be duplicated with no codes stored. On 8/28/07 at 6,659 miles for air bag light on, they replaced clockspring. On 7/19/07 at 3,618 miles for air bag light on, and no concern was found and it was recleared due to something being on seat for OCC system. Left message for Service Manager to call back with information about why customer was told not to come back to dealer for air bag concern. Customer states she may get a second opinion. Provided reference number to customer. Offered customer call back once additional information can be obtained from Manager.

Customer states the air bag light keeps coming on in the vehicle and the dealership cannot fix it. Customer states she has been to the dealership 4 times for the issue. Customer states this is a safety issue and would like it repairs. Agent contacted the dealership and spoke with Franchessco in service to get repairs and repair date.

07/19/07 air bag light reset occupant system

08/28/07 replaced clock spring for air bag light being on.

09/04/07 air bag light on and could not duplicate.

09/20/07 air bag light on and could not duplicate.

Agent advised customer of Franchessco of the direct to dealer. Agent advised customer the file is being sent to the dealership to get all parties involved and would need to keep working with the dealership. Agent advised customer the compliant has been filed and will be reviewed internally and provided the reference number.

##### DIRECT-TO-DEALER Code=1a #####

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 from the Customer Assistance Center may be assigned to this CAIR for follow-up with the customer and as another resource if required.

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

CUSTOMER CONTACT INFORMATION: 8183602926 and 8186420509

#####

REASSIGNED TO BC/DLR 71 43535 10/09/07 15:10 R 16762242

\*Contact Date:10/10/2007

Service Manager at the dealership has closed the Cair# 16762242

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

Request was reviewed with DM.

CAIR RETURNED FROM DEALER ON 10/10/2007 AT 02:59:44 R 16762242

\*\*\*\*\*D2D CASE MANAGER FOLLOW-UP\*\*\*\*\* Case Manager Marvin: Telephone:248 944 7034

Writer called Chrysler dealer involved in this CLOSED CAIR. 43535 VALLEY was contacted today. I spoke with Service Manager Mike. SM advised that the repair order indicated AIR BAG LAMP but dealer found a TIRE PRESSURE MONITOR Lamp ON. Dealer refilled tires to proper specifications (PSI) and eliminated issue, and has not heard or seen the Customer back since then.

10/12/2007 I called Customer today (Mr. Polzien). Customer advised that AIR BAG LAMP is coming on intermittently. I called dealer again who advised that they were not able to replicate the issue. Customer agreed to return to dealer. Dealer agreed to use a STAR Scan to see if anything more can be done. Customer alleges the AIR BAG LAMP does not also come on though. Dealer advised Customer can bring it in anytime that is convenient

\*\*\*\*\* 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 71 43535 10/12/07 11:18 R 16762242

10/15/07 DM UPDATE. DM SPOKE WITH SERV.MGR. MIKE JAMES AND CONFIRMED ABOVE INFO. OWNER AGREED TO BRING VEHICLE BACK TO DEALER WHEN AIR BAG LITE COMES ON AGAIN. DEALER WILL THEN DIAGNOSE VEHICLE. CLOSE PENDING NEXT OCCURANCE. MJO7

10/16/2007 Left message for Customer, requesting call back on direct line. Mfy.

(owner was called again today. Owner stated light switch housing fell apart and seat belt lamp/AIR Bag Lamp is still coming on, non-blinking) The Owner can use rental assistance. Writer willing to assist customer with rental assistance (5 days at \$35.per day for manufacturing defects)

Oct.13 Owner stopped by dealer and Francesco (advisor) verified that the AIR Bag lamp was on. Owner stated he paid \$425.00 per month for this lease would appreciate if Chrysler would refund at least 1 note based on repeat trips.

Customer stated he would like to return to dealer as the AIR Bag Lamp is currently on (and seat belt lamp), Writer sent note to G. Hannah to confirm lease dollar amount to help with 1 car note as this has been returning issue.

SM Mr. James was notified he said he would schedule vehicle return for possibly 10 .17

10.16.2007.....I called Customer today and they will call me in future for any other issues. Vehicle will be repaired per terms of warranty

1 car note was sent (440.74) Hannah sent back note confirming.

Paperwork placed into scan bin.

10/17 The Customer is satisfied and there is a recurrence customer agreed to notify me so that we can further pursue with Business

Center if needed. Dealer fixed per terms of warranty

11/5

Owner stated air bag lamp came back on. Writer spoke with Service and Parts director Rick. Rick agreed to arrange for rental assistance and invited the Owner back to dealer for resolution.

11/19/07: Received attorney demand letter and scanned to system for further handling. bmw27

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**Customer Assistance Inquiry Record (CAIR)#****16773209**

<b>Vin</b>	2A4GP54L8	6R	<b>Open Date</b>	09/25/2007	<b>Build Date</b>	02/27/2006	
<b>Model Year</b>	06	<b>Body</b>	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON			
<b>In Service Dt</b>	03/28/2006	<b>Dealer</b>	60105	<b>Dealer Zone</b>	42	<b>Mileage</b>	15,000
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	MEDINA OH 4					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Air bag light keeps coming on and off
Product - Wheels and Tires - Wheel Covers - Other - Unknown	All four rims are rust pitted

Purchased New or Used? New

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

From whom did customer purchase used vehicle? N/A

Air bag light keeps coming on and off which started in August. Customer went on vacation and dealer

ordered part. Part never came in and dealer stated they would get back to him but never did. All

four rims are rust pitted and dealer blew him off about that. Called Service Manager Tim who stated he has only been there three weeks and no one has contacted him nor told him about it. Tim stated he will speak with technician to see what part was ordered and look up part information to see if it is in stock and he will call customer back once information is found out. Advised repair order does not state what part was needed but new Manager Tim stated he will research with technician to see what part was then contact customer back once order is reviewed. Provided reference number to customer.

**Customer Assistance Inquiry Record (CAIR)#****16778809**

<b>Vin</b>	1D4GP24R9	6E	<b>Open Date</b>	02/22/2008	<b>Build Date</b>	06/12/2006	
<b>Model Year</b>	06	<b>Body</b>	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON			
<b>In Service Dt</b>	07/05/2006	<b>Dealer</b>	42885	<b>Dealer Zone</b>	32	<b>Mileage</b>	16,930
<b>Name:</b>						<b>Contact Type</b>	SURVEY
<b>Address</b>						<b>Home Phone</b>	
	MASSAPEQUA PARK NY					<b>Country</b>	UNITED STATES

Referral - Other - Default - Default - Default

Customer sent in new vehicle survey.

Purchased New or Used? New

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

From whom did customer purchase used vehicle?

CDJ dealer

Customer not satisfied. Customer writes that air bag lights on. Customer writes that the employees were rude. Customer submits additional comments on experience.

Survey is older then 90 days. No need to contact customer.

Agent is closing Cair.

**Customer Assistance Inquiry Record (CAIR)#****16790464**

<b>Vin</b>	1A4GP45R7	6E	<b>Open Date</b>	10/01/2007	<b>Build Date</b>	01/04/2006	
<b>Model Year</b>	06	<b>Body</b>	RSYH52	CHRYSLER TOWN & COUNTRY FWD SWB WAGON			
<b>In Service Dt</b>	01/06/2006	<b>Dealer</b>	23313	<b>Dealer Zone</b>	35	<b>Mileage</b>	36,000
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	GAITHERSBURG MD					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Air bag light came on when water hit the vehicle and went off.
--	---

Purchased New or Used?used

If Used, date purchased? 11/01/06 Mileage? 24800

From whom did customer purchase used vehicle?

Other dealer

Customer contacting stating that this last winter, he went around a corner with some slush in the roads. Alleges that a red light came on in the vehicle and stayed on for a few seconds and then went off. States that he took his vehicle to dealership and was informed that water hit the air bag sensor causing the light to come on. States that dealership informed him that they cannot do anything. Alleges that the two dealership that he went to informed him that they cannot through water under the vehicle. Agent informed customer that his complaints and concerns will be documented.

Provided customer with the reference number.

Customer informed agent that he wants his file forwarded to the factory so, this can be looked into. Agent informed customer that the files are reviewed internally through out the year.

**Customer Assistance Inquiry Record (CAIR)#****16791407**

<b>Vin</b>	2D4GP44L3	5R	<b>Open Date</b>	10/03/2007	<b>Build Date</b>	02/25/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	04/15/2005	<b>Dealer</b>	68420	<b>Dealer Zone</b>	42	<b>Mileage</b>	49,000
<b>Name:</b>						<b>Contact Type</b>	E-MAIL
<b>Address</b>						<b>Home Phone</b>	
	NEWBERRY MI					<b>Country</b>	UNITED STATES

Recall - F01: - Advise Owner/Incomplete Recall	Advised of incomplete recall.
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer stated issue with air bag sensor.
Referral - Tier Two - Internal Escalation - Authorization - Default	Transferred to tier two for further assistance.

## \*\*\*\*\* EMAIL BRIEF DESCRIPTION CONTENT \*\*\*\*\*

Safety problem with Air bag sensor

## \*\*\*\*\* END EMAIL BRIEF DESCRIPTION CONTENT \*\*\*\*\*

Purchased New or Used? New

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

From whom did customer purchase used vehicle?

N/A

Email states:

I'm contacting you with a concern and disappointment issue. I own a 2005

Grand Caravan with 49000 miles on it and this week the air bag light came

on. I bought the extended coverage for this vehicle and now I find out that

this component is not covered. The Front Impact sensor, I'm being told is

bad and this vehicle has less than 50,000 miles. I purchased the extended

warranty to cover these things not to spend more money on them. I switched

to Dodge because my last vehicle not a Dodge went through 6 front wheel bearings in 3 years which was a safety issue itself. I know I'm not the

first customer to complain about this Safety issue and concern nor will I

be the last. I feel that this is a safety issue and should be covered by the manufacture not the customer. Dodge should look into just how many of

these complaints and repairs your dealers are dealing with, there just might be a recall happening here. Why isn't something like a Safety item

covered under this warranty? Work number if I cannot be reached at home

Service contract number 21172146

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

Email states:

Thank you for contacting the Chrysler Customer Assistance Center regarding the air bag sensor of your 2005 Dodge Grand Caravan.

Please call the Customer Assistance Center at 1-800-992-1997 between 8:00 a.m. and 5:00 p.m. Monday through Friday. It is necessary to discuss this issue with you directly. Before calling the Customer Assistance Center, please have the following information handy:

Vehicle owner name

Vehicle owner address

Day and evening phone numbers

Vehicle Identification Number (VIN)

Name of dealership where vehicle was purchased

Date of purchase

Dealership where service was performed

Date of last service

Current vehicle mileage

An explanation of the problem

We have trained Senior Staff agents available to address the questions and concerns you may have. Our records indicate that the following recall campaign has not been performed by an authorized Chrysler Motors dealer. F01 REAR A/C AND HEATER TUBE CORROSION Since we can't always confirm that the needed service has been performed, we ask that you contact your local authorized Dodge dealer to make arrangements for an inspection and, if necessary, corrective action at no charge to you.

Please take a copy of this message with you at the time of service.

Thanks again for your email.

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

Customer called back stating that the airbag sensor needs to be replaced.

He was informed that the sensor is not covered by service contract.

Customer is seeking assistance with this repair. Agent consulted with TCC17 and transferred customer to tier two for further review. Agent provided reference number as well.

\*\*\*\*Begin structured narrative CL - GOODWILL ESCALATION

What is the customer requesting from Chrysler?

Seeking repair assistance with air bag sensor.

How far out of warranty is the vehicle/repair by time and/or mileage?  
13000 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?

yes dealer 68420

\*\*\*\*End structured narrative CL - GOODWILL ESCALATION

Customer transferred to the internal Tier 2 escalation line for further review of concern. Customer seeking assistance with Air Bag Sensor repair. Agent contacted dealer and spoke with Nathan the service manager who will contact writer back. Agent offered customer a call back. Agent provided contact information.

\*\*Called dealer spoke with Jordan who states the impact sensor needs to be replaced. He states this is a good customer and does not mind to assist in the repair. Cost of the repair is \$48.99.

As a one-time goodwill gesture, Chrysler will cover \$23.99 of the repair.

Customer will be responsible for a co-pay in the amount of \$25.00.

Dealer will call and present the offer to the customer.

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**Customer Assistance Inquiry Record (CAIR)#****16806305**

<b>Vin</b>	2C4GP54L4	5R	<b>Open Date</b>	10/08/2007	<b>Build Date</b>	05/31/2005	
<b>Model Year</b>	05	<b>Body</b>	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON			
<b>In Service Dt</b>	08/25/2005	<b>Dealer</b>	26539	<b>Dealer Zone</b>	42	<b>Mileage</b>	29,251
<b>Name:</b>						<b>Contact Type</b>	CERTIFIED LETTER
<b>Address</b>						<b>Home Phone</b>	
	MANCHESTER MI					<b>Country</b>	UNITED STATES

Corporate - Lemon Law - Default - Default - Default	
Product - Engine - Unknown - Check Engine Lamp On/Flashing - Default	

10.04.07 CERTIFIED MAIL RECEIVED

Owner sends in MVDN card and/or letter: demands repair or replacement

Please contact the owner and respond to this complaint ASAP

/ Days out of service / or more

/ Number of repair attempts or more

Description of continuing defect(s) of condition(s):

07.05.07 Check engine light flashing /car stalls/car towed

07.06.07 Check engine light flashing /car stalls/car towed

07.13.07 Check engine light/airbag light/steering binding/car quits

08.21.07 Check engine light/throttle response

08.23.07 to Present Check engine light

Customer wants car fixed

REASSIGNED TO BC/DLR 42 26539 10/11/07 06:41 O 16806305

\*Contact Date:10/17/2007

Service Manager at the dealership has closed the Cair# 16806305

Warranty repair has been documented on Repair Order#176622

CAIR RETURNED FROM DEALER ON 10/17/2007 AT 10:02:186 R 16806305

**Customer Assistance Inquiry Record (CAIR)#****16814543**

Vin	1C4GP45R3	5E	Open Date	10/08/2007	Build Date	07/06/2005	
Model Year	05	Body	RSYH52	CHRYSLER TOWN & COUNTRY FWD SWB WAGON			
In Service Dt	08/23/2005	Dealer	44363	Dealer Zone	42	Mileage	69,950
Name:						Contact Type	E-MAIL
Address				APT 1B		Home Phone	
	NORWALK OH					Country	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer alleges light active.
Corporate - Recall - Default - Default - Default	Customer seeking recall information.

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

Air Bag Light is on and Recall to fix air bags May 11, 2007

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

Purchased New or Used? New

If Used, date purchased? NA Mileage? NA

From whom did customer purchase used vehicle? CDJ Dealer

??

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

Thank you for contacting the Chrysler Customer Assistance Center regarding a recall related to an airbag issued on May of 2007.

We regret the issues you have experienced and appreciate the opportunity for review.

Records indicate this vehicle is not involved in any outstanding factory recalls, including the one mentioned in your email. If your vehicle is involved in any future recalls, a notice will be sent to your postal address. Please contact us with any future changes of address.

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](http://www.chrysler.com); [www.dodge.com](http://www.dodge.com) or [www.jeep.com](http://www.jeep.com) and click on 'For Owners' and then insert your Vehicle Identification Number (VIN) where appropriate on the page.

We suggest that you give your local dealer the opportunity to assist you.

Their service personnel have the factory training, equipment and information available to diagnose and correct concerns with our vehicles.

Furthermore, your dealer is empowered to determine the merits of any goodwill policy consideration for repairs beyond the coverage of your manufacturer's warranty. Should you have any further questions, please feel free to contact the Customer Assistance Center at 800-992-1997 for additional discussion.

Thanks again for your email.

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

**Customer Assistance Inquiry Record (CAIR)#****16816830**

<b>Vin</b>	2D4GP44L5	6R	<b>Open Date</b>	10/08/2007	<b>Build Date</b>	10/15/2005	
<b>Model Year</b>	06	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	10/27/2005	<b>Dealer</b>	65062	<b>Dealer Zone</b>	51	<b>Mileage</b>	25,000
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	KENOSHA WI					<b>Country</b>	UNITED STATES

Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Driverside airbag light.
Product - Electrical - Global Position Sensor - Intermittent or Inoperative - Default	GPS system intermittantly works.

Purchased New or Used? New

If Used, date purchased? na Mileage? na

From whom did customer purchase used vehicle?

CDJ dealer

Customer states that the GPS system in his vehicle is working on an intermittant basis. He is also having the same issue with the drivers side airbag light. he states that he has been to the dealership once for these issues and they have not been able to duplicate them. Customer states that the GPS works 2-5% of the time. He also states that there is an issue with the leather starting to wear on the drivers seat.

Advised that now that the GPS is working less frequently maybe he should return to the dealer as they would be better able to assist him. Also advised that his other issue will be documented as well



**Customer Assistance Inquiry Record (CAIR)#****16825468**

<b>Vin</b>	2A4GP54L9	6R	<b>Open Date</b>	10/10/2007	<b>Build Date</b>	05/08/2006	
<b>Model Year</b>	06	<b>Body</b>	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON			
<b>In Service Dt</b>	07/29/2006	<b>Dealer</b>	44618	<b>Dealer Zone</b>	32	<b>Mileage</b>	15,000
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	LIVERPOOL NY					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default

Caller advised the airbag is 4th time

Purchased New or Used? new

If Used, date purchased? na Mileage? na

From whom did customer purchase used vehicle?

na

Caller advised the vehicle has been to the dealer 3 times for an airbag issue and the dealer has advised him that he can bring it in but rental will not be provided. Caller asked for assistance with the rental as he feels the vehicle would qualify for lemon law and is asking for rental only.

Agent called the dealer and spoke to John.

06/13/07 11,187 miles codes stored in Squib 1 and 2 connectors

reconnected

06/28/07 11808 miles Clock spring light was replaced for airbag light being on.

07/24/07 12,918 miles The codes were stored in the DTC for driver squid number 2. Could not duplicate issue

Agent advised a direct to dealer will be sent.

Agent is the original owner of 4 vehicles. Agent would be inclined to assist with rental. Agent advised caller until a diagnosis is made rental can not be considered. Caller understood and will call back with reference number.

##### DIRECT-TO-DEALER Code1A ##### per CST6

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 from the Customer Assistance Center may be assigned to this CAIR for follow-up with the customer and as another resource if required.

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

CUSTOMER CONTACT INFORMATION: 315 622 4818

#####

REASSIGNED TO BC/DLR 32 44618 10/10/07 16:54 O 16825468

\*\*\*\*\*Owner Retention Task Force Team\*\*\*\*\*

2R initiates the case, please refer the customer to [REDACTED] Street at 1-888-542-7239 ext: 429 for questions about this CAIR.

Called and left a voice mail message for John Greer, Service Manager to give us a call back concerning this vehicle's repair history.

Spoke with Fran Galtieri; the service manager; and obtained the repair history. djs

Called the customer and spoke with Luis; customer's husband.

Customer says that the air bag light is on again.

Called the DSPM, Paul Barbato and left him a voice mail message to see if we could have the technical advisor set an appointment with the customer. djs

Spoke with Paul Barbato and he said that he was on the sales side and the David Littlejohn was the service director for the region. Called David Littlejohn and got his voicemail and asked him to please give us a call back concerning this customer's vehicle. Will also call the customer and the dealership to check on the current status of the vehicle.

Spoke with Mr. Delucas and asked about the vehicle and he said that the air

bag light is on now and comes on intermittently. Calling the dealership to tell them that the customer will be bringing the car back into the dealership.

Called Fran, the service manager at the dealership and left him a voice mail message saying that the customer would bring the car back into the dealership because the airbag light was on. Asked him to please have a loaner or rental ready for the customer upon arrival.

Customer said that he got his vehicle back from the dealership and the airbag light did not come on. Customer also said that this will be the final repair attempt. He said that his wife drives the vehicle and she said that the check engine light has not come back on. Closing CAIR. djs \_

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**Customer Assistance Inquiry Record (CAIR)#****16829020**

<b>Vin</b>	2A4GP54L5	7R	<b>Open Date</b>	10/11/2007	<b>Build Date</b>	10/13/2006	
<b>Model Year</b>	07	<b>Body</b>	RSYP53	CHRYSLER TOWN & COUNTRY TOURING LWB WAGON			
<b>In Service Dt</b>	12/04/2006	<b>Dealer</b>	68748	<b>Dealer Zone</b>	42	<b>Mileage</b>	12,000
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	STERLING HTS MI					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default Customer has air bag light issues.

Purchased New or Used? New

If Used, date purchased? NA Mileage? NA

From whom did customer purchase used vehicle?

CDJ dealer

Customer states the air bag light keeps coming on. He states the vehicle has been into the shop four times. He states the vehicle was at the dealership yesterday. He is afraid the air bag will not work. He states he got a loaner vehicle the last two times he took the vehicle in. He states if the dealership cannot fix the air bag he wants the vehicle bought back. He states the problem first started on 06/30/2007. Agent called dealership 68748 @ 586-465-7210 and spoke with Greg. Greg gave following repair history:

9/06/2007-09/07/2007 11442 miles: Customer complains of air bag lights on. Dealership replaced air bag module, and repaired wiring.

07/10/2007-07/10/2007 9167 miles: Customer complains of air bag lights on. Dealership replaced clock spring and air bag.

05/14/2007-05/14/2007 7332 miles: Customer complains of air bag lights on. Dealership replaced clock spring and air bag.

Agent advised Greg the customer is going to seek lemon law if the vehicle cannot be fixed and the file is going to be forwarded. Greg understood.

Agent advised customer of the file being forwarded to get the appropriate parties involved to get the issue resolved. Agent advised customer the dealership will be contacting them. Customer understood.

##### 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 from the Customer Assistance Center may be assigned to this CAIR for follow-up with the customer and as another resource if required.

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

CUSTOMER CONTACT INFORMATION: or

#####

Customer is seeking relief under State

Lemon Law / Buyback / Arbitration process.

REASSIGNED TO BC/DLR 42 68748 10/11/07 14:11 O 16829020

\*\*\*\*\* OWNER RETENTION TASKFORCE TEAM\*\*\*\*\*THIS CAIR IS ASSIGNED TO PAMELA G LENDENNING, AT 888 542 7239 EXT 437. SHOULD CUSTOMER CALL, PLEASE FORWARD DIRECTLY TO ME.

November 16, 2007

I spoke to and he stated that his wife picked up the car yesterday. A short was repaired in the wiring for the airbag and test driven 100 miles. She further stated that it looked good and additional maintenance was done on the vehicle at no additional cost to them and he appreciated that. He had not inspected it himself (roof) to make sure it was ok. I provided him the Service Director's name should he have further concerns with any damage and offered to reimburse him a refund equal to one monthly car payment, which he stated was either \$250 or \$350. He is financed through Chrysler, and he will fax me a copy of the statement when it comes in the mail. Closing case, Pamela Glendenning  
Monthly Payment Reimbursement

Customer s Name [REDACTED]  
Customer s CAIR # 16829020  
Customer s Address [REDACTED] Sterling Heights, MI [REDACTED]  
Customer s Financier Chrysler  
Customer s Account Number 7002023778  
Customer s Payment Amount \$259.353.

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**Customer Assistance Inquiry Record (CAIR)#****16830167**

<b>Vin</b>	2D4GP44L6	6R	<b>Open Date</b>	10/11/2007	<b>Build Date</b>	12/16/2005	
<b>Model Year</b>	06	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	01/16/2006	<b>Dealer</b>	59387	<b>Dealer Zone</b>	32	<b>Mileage</b>	0
<b>Name:</b>						<b>Contact Type</b>	E-MAIL
<b>Address</b>						<b>Home Phone</b>	
	STATEN ISLAND NY					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer advises air bag needs repair.
Dealer - Unknown - Unknown - Unavailable - Default	Customer advises dealership closed.

## \*\*\*\*\* EMAIL BRIEF DESCRIPTION CONTENT \*\*\*\*\*

Woodbridge dodge is out of business yet I keep receiving mail and offers for service. I need my airbag fixed and don't know where to go.

## \*\*\*\*\* END EMAIL BRIEF DESCRIPTION CONTENT \*\*\*\*\*

Purchased New or Used? NEW

If Used, date purchased? NA Mileage? NA

From whom did customer purchase used vehicle? NA

\*\*\*\*\*

I cannot believe that woodbridge dodgewould go out of business without informing their customers. I need service and do not know where to go. Where do I return my lease to? I have used woodbridge for my last 3 cars.

\*\*\*\*\*

Dear

Thank you for your recent email regarding WOODBRIDGE DODGE, INC. Learning of your dissatisfaction was disappointing. Indeed, there are circumstances when a dealership chooses to close its doors. Because dealers are independently owned and operated, they are responsible for addressing concerns related to their sales and service activities, including addressing the concerns of customers affected by their closure. Although I am unable to provide a more favorable reply, I appreciate you bringing this matter to my attention. Your feedback will be retained in our dealer files.

You can obtain warranty service at any Dodge dealership. I show the closest three dealers to your zip code (10312) are:

Manfredi Chrysler Jeep & Dodge

1239 HYLAN BLVD

STATEN ISLAND, NY 10305-1901

Phone: (718) 667-8989

H & D Linden Motors

400 EAST ST GEORGE AVE

LINDEN, NJ 07036-2228

Phone: (908) 486-6200

Remsen Dodge

3391 RT. 35 NORTH

HAZLET, NJ 07730

Phone: (732) 739-4010

You will need to contact either your leasing company or finance company to obtain information on where this lease vehicle will be turned in since the dealership has closed.

Please let me know if I can be of further assistance.

Thank you again for your email.

\*\*\*\*\*

Thank you Vivian! It is so weird that I keep getting mail from Woodbridge Dodge too. I just got an add for an oil change and a phone number and the place does not exist

Susan Pulice

\*\*\*\*\*

Dear Susan:

Thank you for contacting the Chrysler Customer Assistance Center.

Yes, that is strange. Maybe the mailings are something they have set up

through an outside source and they haven't contacted them to discontinue.  
Thanks again for your email.

\*\*\*\*\*

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**Customer Assistance Inquiry Record (CAIR)#****16839174**

<b>Vin</b>	1D4GP24R4	5E	<b>Open Date</b>	10/15/2007	<b>Build Date</b>	03/22/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON			
<b>In Service Dt</b>	04/06/2005	<b>Dealer</b>	24173	<b>Dealer Zone</b>	71	<b>Mileage</b>	39,969
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	VANCOUVER WA					<b>Country</b>	UNITED STATES

Recall - F01: - Advise Owner/Incomplete Recall

Customer seeking recall information

\*\*\*\*\*recall contact\*\*\*\*\*

Purchased New or Used? USED

If used date purchased? unknown

From whom did customer purchase used vehicle?43298

Relay call ---if needed call customer on video phone

Customer had questions regarding air bag light going on and off. He

thought there may be a recall. Advised customer no recall for this reason, but there was a recall F01. Advised him to take to dealer for recall inspection and ask dealer about the air bag light.

**Customer Assistance Inquiry Record (CAIR)#****16839375**

<b>Vin</b>	2C4GP44R9	5F	<b>Open Date</b>	10/15/2007	<b>Build Date</b>	06/14/2005	
<b>Model Year</b>	05	<b>Body</b>	RSYH53	CHRYSLER TOWN & COUNTRY LX FWD LWB WAGON			
<b>In Service Dt</b>	06/15/2005	<b>Dealer</b>	60182	<b>Dealer Zone</b>	74	<b>Mileage</b>	119,000
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	OMAHA NE					<b>Country</b>	UNITED STATES

Corporate - Recall - Default - Default - Default	Customer seeking recall information.
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Customer states air bag light is on.

\*\*\*\*\*Recall Contact\*\*\*\*\*

Purchased New or Used? Used

If Used, date purchased? 10/10/07 Mileage? 119000

From whom did customer purchase used vehicle?

CDJ dealer 66787

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 states that he is having the same issues as recall. Transferred customer per KD521



**Customer Assistance Inquiry Record (CAIR)#****16844604**

<b>Vin</b>	2C4GP44R4	5F	<b>Open Date</b>	10/17/2007	<b>Build Date</b>	06/11/2005	
<b>Model Year</b>	05	<b>Body</b>	RSYH53	CHRYSLER TOWN & COUNTRY LX FWD LWB WAGON			
<b>In Service Dt</b>	06/19/2005	<b>Dealer</b>	68671	<b>Dealer Zone</b>	32	<b>Mileage</b>	61,464
<b>Name:</b>						<b>Contact Type</b>	E-MAIL
<b>Address</b>				PO BOX 300		<b>Home Phone</b>	
	WEST WINFIELD NY					<b>Country</b>	UNITED STATES

Corporate - Recall - Default - Default - Default	Agent advised customer there are no incomplete recalls via email.
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\*\*\*\*\* EMAIL BRIEF DESCRIPTION CONTENT \*\*\*\*\*

NHTSA RECALL #07V192000

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

I have not had Recall NHTSA #07V192000 performed on my Chrysler. The airbag light goes on and off constantly. I notified my dealer and he gave me an estimate of 300.00 to perform the replacement. Now I am discover on the internet that I should have had this service performed under a NHTSA recall at no charge. Please advise.

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

Purchased New or Used? USED

If Used, date purchased? 03/02/06 Mileage? 12100

From whom did customer purchase used vehicle? DEALER 68671

\*\*\*\*\*BEGIN RESPONSE\*\*\*\*\*

Thank you for contacting the Chrysler Customer Assistance Center regarding your 2005 Chrysler Town & Country. A review of our records indicates that your Town & Country 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](http://www.chrysler.com); [www.dodge.com](http://www.dodge.com) or [www.jeep.com](http://www.jeep.com) and click on 'Owner Services' and then enter your Vehicle Identification Number (VIN). Thanks again for your email to Chrysler.

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

**16856183**

<b>Vin</b>	2D4GP44L6	5R	<b>Open Date</b>	10/19/2007	<b>Build Date</b>	06/02/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	08/01/2005	<b>Dealer</b>	65146	<b>Dealer Zone</b>	32	<b>Mileage</b>	34,600
<b>Name:</b>						<b>Contact Type</b>	
<b>Address</b>						<b>Home Phone</b>	
	KEENE NH					<b>Country</b>	UNITED STATES

Product - Electrical - Body Wiring - Defective - Default	Customer claims she has electrical problems with her vehicle.
--	---

Purchased New or Used? new

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

From whom did customer purchase used vehicle?

Customer claims she has electrical problems with her vehicle. Customer states she has had door problems, headlights twice, gas gage and the wipers issues. Customer states the door has been looked at three times 5/15/06, 9/26/06, and 2/9/07 because of recall and replaced the door actuator, 10/08/07 . Customer wants to know if Chrysler is willing to warranty her previous issue after her warranty.

Customer states she is not having electrical issue at the moment.

Customer states the problem reoccured on 10/08/07.

Agent called dealership 65146 vehicle and the mark states left slider door does not always work. Agent informed mark a direct to dealer will be sent

The dealership informed agent

Date: 10/4/2007

Mileage: 34102

Repairs and diagnosis: air bag light is on and replaced sensor, door left sliders does always work with switch and they tested door and replaced wiring for the sliding door

Date: 2/2007

Mileage: 22336

Repair and diagnosis: replaced sliding door accutuator and customer stated both fuel gage and console dropped to zero not able to duplicate.

Date: 9/25//2006

Mileage: 18226

Repair and diagnosis: sliding door will not open electrically and ordered the part

\$\$\$ DIRECT-TO-DEALER Code=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 Mark to inform that CAIR was being sent.

per SAT40

Agent informed customer that service contracts can be purchased. Customer is not going to pay for service contract. Customer wants to speak to supervisor. Customer wants a guarantee that if Chrysler will cover this for her because she feels this problem is no fault of her but the manufactures. Agent informed customer the files will be forwarded to the appropriate parties.

REASSIGNED TO BC/DLR 32 65146 10/19/07 14:26 O 16856183

Any repair done under warranty has a 12/12 on the parts replaced.

Caller is calling because she was told a partie from chrysler would contact her in regards to her request for a free service contract on the vehicle. Caller is seeking an update on her request. Agent informed caller of the prior notations on line 44. Caller states disagreement with the decision. Agent informed caller if she disagrees with the decision. Caller is inquiring who she could speak with to appeal the decision. Agent informed caller the district manager made the decision. Agent informed this was the final decision of chrysler. Agent informed

the district manager can be contacted through service management at the dealership. Agent informed caller this was no guarantee the district manager would contact her back. Caller inquired why the vehicle had electrical issues and requested a call from the technical department to this effect. Agent informed chrysler did not have technical assistance available to the public, rather the dealership were chrysler s means of technical assistance.

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**Customer Assistance Inquiry Record (CAIR)#****16858395**

<b>Vin</b>	2D4GP44L1	5R	<b>Open Date</b>	10/22/2007	<b>Build Date</b>	02/25/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	03/28/2005	<b>Dealer</b>		<b>Dealer Zone</b>		<b>Mileage</b>	43,000
<b>Name:</b>						<b>Contact Type</b>	E-MAIL
<b>Address</b>						<b>Home Phone</b>	
	SOUTHFIELD MI					<b>Country</b>	UNITED STATES

Product - Brakes - Anti-Lock Brake System - Other - Default	States ABS sensor was replaced.
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	States two air bag sensors was replaced.
Referral - Tier Two - Internal Escalation - Authorization - Default	Tier II

## \*\*\*\*\* EMAIL BRIEF DESCRIPTION CONTENT \*\*\*\*\*

Sensor Repair Cost

## \*\*\*\*\* END EMAIL BRIEF DESCRIPTION CONTENT \*\*\*\*\*

Purchased New or Used? New

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

From whom did customer purchase used vehicle? n/a

## EMAIL STATES:

I paid \$409 to replace 3 bad sensors on this vehicle - 2 for the air bags and one for the ABS system. Should sensors like this 'short out' in a vehicle less than 3 years old?

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

## REPLY STATES:

Thank you for contacting the Dodge Customer Assistance Center regarding the sensor repairs to your 2005 Dodge Grand Caravan.

We regret to read of your dissatisfaction in your product and appreciate the time and effort you took to bring this matter to our attention.

Comments like yours are one way to learn of problems that may develop and the improvements that are desired by customers. The information received is used in product development and quality analysis. We have documented your comments and have forwarded them to the appropriate department for review.

We have made tremendous gains in customer satisfaction and vehicle quality and are dismayed to learn that your expectations have not been met. Please accept our apology for the problems you have experienced. 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.

Thanks again for your email.

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

Customer transferred to the internal Tier 2 escalation line for further review of concern. Caller states last week the vehicle had indicators illuminating. Caller informs the two front sensors for the airbag and the anti-lock brake sensor shorted out. Caller informs because of the cause of failure and the time/mileage on the vehicle she is seeking reimbursement for the repair cost performed through dealer 43581. Agent contacted dealer 43581. Agent was informed Eric the SM was out for the day. Agent spoke with Chris the Assistant Service Manager. He informs of repair cost -

89.60 parts  
290.00 labor  
20.00 misc.  
5.38 taxes  
\$408.98 total.

As a one-time goodwill gesture, Chrysler will reimburse \$ 308.98 of the

repair. Customer will be responsible for a co-pay in the amount of \$100 to replace the front impact sensors and the right rear speed sensor upon receipt and verification of the proper documents mailed to the CCAC.

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**Customer Assistance Inquiry Record (CAIR)#****16872153**

Vin	2C4GP54L6	5R	Open Date	12/07/2007	Build Date	06/21/2005	
Model Year	05	Body	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON			
In Service Dt	07/18/2005	Dealer	68973	Dealer Zone	42	Mileage	46,505
Name:						Contact Type	LETTER
Address						Home Phone	
	ARMADA MI					Country	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp  
On/Flashing - Default

Customer requesting reimbursement for air  
bag repair.

Purchased New or Used? new

If Used, date purchased? na Mileage?na

From whom did customer purchase used vehicle?na

Customer seeking reimbursement for air bag repairs.

\*\*\*\*\*

Reference CAIR #16735412 on 09/14/07 per TCC17 offer one time goodwill,  
CMC will reimburse customer for repairs to air bag less \$25.00 co-pay.

\*\*\*\*\*

Agent received dealer invoice marked paid and VISA receipt marked  
08/31/07 for \$513.05, as proof of payment.

As per TCC17 decision on 09/14/07 in CAIR #16735412 to reimburse the  
customer for

air bag repairs that were made on the vehicle, customer had repair  
performed by

Dealership #68973 on 08/31/07. Total cost of the repairs is \$231.83.

Customer sent in repair invoice and VISA receipt as proof of payment.

Repairs to the air bag break down as follows.

Parts -\$54.40

Labor -\$170.95

Misc -\$ 1.30

Tax -\$ 5.18

Total -\$231.83

CMC will reimburse the customer, [REDACTED] in the amount of  
\$206.83 which reflects a \$25.00 customer co-pay.

Narrative and reimbursement approved by RJB176.

Agent contacted the customer on 12/07/07 at 3:36 PM on the  
customer's Home phone.

Agent spoke with [REDACTED] who would not accept reimbursement until she  
speaks with her husband.

[REDACTED] will call agent back with decision.

Customer contacted agent on 12/10/07 at 9:22 am.

Customer accepts reimbursement amount.

Agent verified contact information for mailing check.

[REDACTED] accepts and verifies the check  
should be mailed to the following name and address:

[REDACTED]  
Armada, MI [REDACTED]

Agent will generate check and reassign to 81K for processing.

Narrative and reimburse previously approved by RJB176.

Processing check.

**Customer Assistance Inquiry Record (CAIR)#****16876736**

<b>Vin</b>	1A4GP45RX	6E	<b>Open Date</b>	10/25/2007	<b>Build Date</b>	03/13/2006	
<b>Model Year</b>	06	<b>Body</b>	RSYH52	CHRYSLER TOWN & COUNTRY FWD SWB WAGON			
<b>In Service Dt</b>	04/17/2006	<b>Dealer</b>	66583	<b>Dealer Zone</b>	51	<b>Mileage</b>	17,000
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	SPRINGFIELD IL					<b>Country</b>	UNITED STATES

Dealer - Service/Body Shop - Transaction - Other - Default	dealership never ordered her a jack for tire.
--	---

Purchased New or Used? New

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

From whom did customer purchase used vehicle? N/A

Customer seeking to trade vehicle in and states vehicle did not come with options like she was informed. States dealership 66583 never ordered her a jack for tire. Advised if she is seeking to trade vehicle in then she would need to speak with sales manager at dealership. Advised they are independently owned and operated and Chrysler does not have control over the dealerships.

Customer called in stating that she is disabled and they have had nothing but trouble with their van and they are currently at the dealer to try to trade the vehicle for another van. The customer stated that she was told that they would give the customer \$15,000.00 for a van she owes over \$21,000.00 on. The customer was seeking to see if there was anything that Chrysler could do to make the dealer give the customer the full amount owed for the vehicle since she is disabled. The agent advised the customer that Chrysler does not own the dealerships and they are an independent business and that we could not legally force them into giving the customer more money for the vehicle. The customer stated that is disappointing and after she goes to the disability act they will not want to finance Chrysler vehicles ever again. The agent advised the customer that he is sorry to hear that but there is nothing that Chrysler can do to get the dealer to give the customer an even deal. The agent advised the customer she is welcome to contact her disability act and anything she does is her discretion.

Customer disappointed because when she purchased vehicle it didn't come with power mirrors, power liftgate or 4WD which she thought were to be equipped on vehicle. Customer states also dealer has told her she only has a 1 year warranty. Agent contacted dealer and spoke with JT. JT states the vehicle has been in for numerous issues including for a low fuel light but when customer brought vehicle in the low fuel light was on. JT states customer complained because airbag light wasn't on. JT states the air bag light will only come on if there is a problem, the light shouldn't be on. JT states another time the customer complained about a tire needing replaced, but customer had driven on a flat tire and caused too much damage to be repaired. JT states the customer is more than welcome to set an appointment to have any current issues addressed. Agent advised customer to contact JT to set appointment for any issues current with vehicle. Customer states she was told by Sales Manager she should take her vehicle to a Ford or GM dealer and trade her vehicle. Customer states she is going to contact her attorney regarding issue with Sales Department because she has tried to resolve concern numerous times and Sales manager has told her not to come back.

Agent advised any actions outside Chrysler owner takes are at her discretion, and writer will document concerns in file.

**Customer Assistance Inquiry Record (CAIR)#****16883720**

<b>Vin</b>	1D4GP24R8	6E	<b>Open Date</b>	12/11/2007	<b>Build Date</b>	12/16/2005	
<b>Model Year</b>	06	<b>Body</b>	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON			
<b>In Service Dt</b>	01/25/2006	<b>Dealer</b>	66404	<b>Dealer Zone</b>	32	<b>Mileage</b>	41,893
<b>Name:</b>						<b>Contact Type</b>	LETTER
<b>Address</b>						<b>Home Phone</b>	
	GRAY ME					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp  
On/Flashing - Default

Customer seeking reimbursement for the  
airbag.

Purchased New or Used? used  
If Used, date purchased? 7-29-06 Mileage? na  
From whom did customer purchase used vehicle?  
Other dealer  
Customer sent in a letter seeking reimbursement for the airbag repair per  
cair 16758074. Writer reviewed the previous cair and seen that the  
customer was advised that CCAC will reimburse 327.83 for the repair.  
CCAC will reimburse the customer for the repair of \$327.83.  
Agent attempted to contact the customer on 12-11-07 at 9:13am on the  
customer s Home phone.  
Agent attempted to contact the customer on 12-12-07 at 8:59am on the  
customer s Home phone.  
Writer left message for a call back.  
Writer will send letter 31 and set follow up date for 12-26-07 per SMD54.  
Mr Lester accepts and verifies the check  
should be mailed to the following name and address:  
Adam Lester  
46 HIDDEN HOLW ,  
GRAY, ME 04039  
Advised to allow 30 days to receive check upon being processed. Customer  
thanked.  
Writer will process the check and reassign the cair to 81k.  
\$313.50 - Labor  
\$080.88 - Parts  
\$028.00 - Misc  
\$005.45 - Tax  
\$427.83 - Total  
\$100.00 - Deductible  
\$327.83 - Reimbursement.  
Processing check.



**Customer Assistance Inquiry Record (CAIR)#****16899367**

<b>Vin</b>	1D4GP45R2	7B1	<b>Open Date</b>	03/04/2008	<b>Build Date</b>	12/12/2006	
<b>Model Year</b>	07	<b>Body</b>	RSKH52	DODGE CARAVAN SXT SWB WAGON			
<b>In Service Dt</b>	02/28/2007	<b>Dealer</b>	59655	<b>Dealer Zone</b>	42	<b>Mileage</b>	4,800
<b>Name:</b>						<b>Contact Type</b>	SURVEY
<b>Address</b>						<b>Home Phone</b>	
	STERLING HEIGHTS MI					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Air bag light was on
Dealer - Service/Body Shop - Transaction - Vehicle Damaged - Default	Customer stated dealer lost Disney topper in free wash they provided.
Dealer - Service/Body Shop - Transaction - Problem Not Resolved - Default	Dealer did not resolve issue first time.

\*\*\*\*Dealer Survey from 10/18/07\*\*\*\*

Purchased New or Used? New

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

From whom did customer purchase used vehicle? N/A

Customer stated she went in for air bag light being on and light was still on when she picked vehicle up from dealer. Customer ran her errand and the light was still on so she went back to dealer. Dealer repaired air bag light and washed vehicle even though they did not offer that after first repair. Customer stated she later noticed that dealer lost her antenna topper she had got from Disney and dealer did not bother to look for it.

To old for contact. Updating CAIR and closing.

**Customer Assistance Inquiry Record (CAIR)#****16907235**

<b>Vin</b>	2A8GP64L2	6R	<b>Open Date</b>	11/05/2007	<b>Build Date</b>	02/07/2006	
<b>Model Year</b>	06	<b>Body</b>	RSYS53	CHRYSLER TOWN & COUNTRY LTD FWD LWB WAGON			
<b>In Service Dt</b>	03/06/2006	<b>Dealer</b>	67282	<b>Dealer Zone</b>	32	<b>Mileage</b>	20,000
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	UPPER SADDLE RIV NJ					<b>Country</b>	UNITED STATES

Product - Electrical - Lamps and Switches - Other - Default	Air bag light is on.
Product - Body / Trim / Paint Finish - Seat Tracks / Frames - Other - Front-Driver	Caller states front driver seat had to be calibrated.

Purchased New or Used? New

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

From whom did customer purchase used vehicle? N/A

Caller states that she was suppose to send in information for consideration of reimbursement for the air bag issue and seat issue per CAIR . She states that she spoke to her dealership and told them she had spoke with Chrysler and they said they would take care of the issue. She states she has not recieved any reimbursement from the dealership and is seeking if she can still submit her information to recieve reimbursement. Agent consulted with EWM20. Agent informed caller that she could still send in for reimbursement consideration.

**Customer Assistance Inquiry Record (CAIR)#****16912784**

<b>Vin</b>	2D4GP44L7	5F	<b>Open Date</b>	11/06/2007	<b>Build Date</b>	04/11/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	06/04/2005	<b>Dealer</b>	65152	<b>Dealer Zone</b>	42	<b>Mileage</b>	96,000
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	STOCKBRIDGE MI					<b>Country</b>	UNITED STATES

Corporate - Recall - Default - Default - Default	Advised customer of no incomplete recalls.
Product - Body / Trim / Paint Finish - Air Bag - Other - Unknown	Customer states that the airbag light is on.
Referral - Tier Two - Internal Escalation - Authorization - Default	Tier two referral.

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 she is having issues with her vehicle. Customer states that the airbag light keeps coming on. Customer states that the left front sensor is faulty. Customer seeking to see if Chrysler would be able to assist with the cost of the repairs. Customer transferred to the internal Tier 2 escalation line for further review of concern RWA22. 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.

\*\*\*\*Begin structured narrative T2 - GOODWILL ESCALATION

What is the customer requesting from Chrysler?

Assistance with the airbag sensor.

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

mileage: 60000

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?

yes

\*\*\*\*End structured narrative T2 - GOODWILL ESCALATION

\* Writer called dealer and spoke with Tracy because Service Manager (SM)

Jeff Powell was off site for a class. Writer left voice mail message for SM (extension 30) as Tracy not empowered to make goodwill decision.

Reviewed with bkr3 as airbag related part.

\* Explained to customer writer cannot make decision without discussing with SM. She said her appointment was for tomorrow morning. Customer wants to get repair done as soon as possible. Writer explained could discuss reimbursement, if SM did not get back to writer. Not known when SM will be at dealer tomorrow. (Dealers have no ability to get through directly to writer, so writer will have to keep checking messages and call back and hope SM is available.)

\* Writer called dealer and asked for SM Jeff. Customer is there now. He will talk to her and call back.

**Customer Assistance Inquiry Record (CAIR)#****16921051**

Vin	1C4GP45R6	5E	Open Date	11/08/2007	Build Date	06/28/2005	
Model Year	05	Body	RSYH52	CHRYSLER TOWN & COUNTRY FWD SWB WAGON			
In Service Dt	07/22/2005	Dealer	67008	Dealer Zone	74	Mileage	46,478
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	DULUTH MN					Country	UNITED STATES

Product - Electrical - Unknown - Noisy - Default

Customer is calling over air bag sensor.

Purchased New or Used? New

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

From whom did customer purchase used vehicle?

CDJ dealer

Customer is calling over issue with the air bag sensor. He was driving and the light came on. He took it to a dealer and had fixed. He paid \$302.53 for them to get fixed. He would like to get reimbursement for the repair. Agent advised that we would not assist with the repair due to miles out of warranty. Denied buy JAY18

**Customer Assistance Inquiry Record (CAIR)#****16921508**

<b>Vin</b>	2D4GP44L0	6R	<b>Open Date</b>	11/08/2007	<b>Build Date</b>	08/04/2005	
<b>Model Year</b>	06	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	09/20/2005	<b>Dealer</b>	09531	<b>Dealer Zone</b>	42	<b>Mileage</b>	50,000
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	BARRYTON MI					<b>Country</b>	UNITED STATES

Referral - Tier Two - Internal Escalation - Authorization - Default

Tier two support referral.

Purchased New or Used? Used

If Used, date purchased? 03/22/06 Mileage? 19000

From whom did customer purchase used vehicle? CDJ dealer 09531

Customer reports air bag sensor failure and is seeking assistance with repairs. Referred customer to a Customer Service Representative for further review.

\*\*\*\*Begin structured narrative T2 - GOODWILL ESCALATION

What is the customer requesting from Chrysler?

Assistance with replacement of right front air bag sensor.

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

14,000 miles.

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

No.

Is the customer the original owner of this vehicle?

No.

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?

Yes.

\*\*\*\*End structured narrative T2 - GOODWILL ESCALATION

Received call. Owner seeking assistance on air bag sensor.

Called dealer and spoke to David. He will discuss with his service manager, who isn't in yet, about goodwill for the owner under DSA program.

David states he'll inform owner of final decision.

Owner understands and is pleased.

Customer called stating that he can not see why he is paying for an air bag sensor. Customer stated that the service manager advised the customer since the customer is out of warranty he would be responsible for the repair. Customer stated that he also has a 2005 Chrysler van and it has also had airbag sensor problems as well. Customer stated that there has been 3 recalls on the airbag sensor for this vehicle. Customer stated that obviously Chrysler knows there is a problem and does not see why he needs to continue to pay to fix this problem.

Customer transferred to the internal Tier 2 escalation line for further review of concern. per RJB176

Writer advised the owner that this dealer is self authorized and if he has decided assistance is not merited this office will not overrule that decision.

**Customer Assistance Inquiry Record (CAIR)#****16932433**

<b>Vin</b>	2D4GP44L3	6R	<b>Open Date</b>	11/12/2007	<b>Build Date</b>	03/17/2006	
<b>Model Year</b>	06	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	05/03/2006	<b>Dealer</b>	44520	<b>Dealer Zone</b>	51	<b>Mileage</b>	10,376
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	CHICAGO IL					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Conv Top / Sunroof / T-Top - Defective - Default	Customer calling with sunroof issue.
Product - Steering - Power Steering Pump / Bkts - Defective - Default	Customer having power steering concern.
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer states air bag light is on.

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 seeking for Chrysler to cover her rental. Customer states that her car is in for several issues. Customer states that dealer put her in a rental vehicle and now is wanting to charge the customer. Agent called dealer and spoke to Mike service manager who advised that vehicle is in now for power steering rack, clock spring, and something with the sun roof. Agent will authorize two days of rental till vehicle is fixed. Agent advised customer of that rental is covered. Agent entered pa.

**Customer Assistance Inquiry Record (CAIR)#****16934416**

Vin	2D4GP44L1	5R	Open Date	12/24/2007	Build Date	02/25/2005	
Model Year	05	Body	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
In Service Dt	03/28/2005	Dealer	43581	Dealer Zone	42	Mileage	43,500
Name:						Contact Type	LETTER
Address						Home Phone	
	SOUTHFIELD MI					Country	UNITED STATES

Product - Brakes - Anti-Lock Brake System - ABS Lamp On/Flashing - Default

Sensors had to be replaced.

Purchased New or Used? New

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

From whom did customer purchase used vehicle?

N/A

Customer sent in paid invoice and proof of payment for air bag and ABS sensors as requested by TLG64 in CAIR 16858395. Invoice show that repair cost 408.98 and customer will be reimbursed 308.98. Customer will have a \$100 copay. Called customer she accepted amount of 308.98 and verified address.

**Customer Assistance Inquiry Record (CAIR)#****16934478**

<b>Vin</b>	1D4GP24R9	6E	<b>Open Date</b>	11/13/2007	<b>Build Date</b>	08/18/2005	
<b>Model Year</b>	06	<b>Body</b>	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON			
<b>In Service Dt</b>	07/21/2006	<b>Dealer</b>	44198	<b>Dealer Zone</b>	35	<b>Mileage</b>	23,218
<b>Name:</b>						<b>Contact Type</b>	
<b>Address</b>						<b>Home Phone</b>	(757) 397-2576
	PORTSMOUTH VA					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Air bag light is on
Product - Transmission / Transaxle - Automatic Trans / Transaxle - Other - Default	Customer states that dealer did not put fluids in the transmission
Product - Electrical - TV/DVD - Defective - Audio	DVD player is not working properly

Purchased New or Used? New

If Used, date purchased? NA Mileage? NA

From whom did customer purchase used vehicle?

NA

Customer states that she just moved from Florida. Customer states that she took vehicle to dealer because engine was idling high and because driver side window is not rolling down and the seat belt chime was not going off and the air bag light kept coming on, and the DVD player was not working properly. Customer states that they checked all the fluids before they left. Customer states that dealer did not resolve the issue. Customer states that the sensors are not working now, and the transmission is acting funny because dealer did not put any fluid in the vehicle. Customer states that when she looked under the hood there was no oil, no anti freeze and no transmission fluid. Customer states that she is going to be taking vehicle to another dealer. Agent contacted dealer and spoke with Richard the Service Manager who informed agent that vehicle was brought in on 9/26/2007-9/28/2007 at 21,335 miles- driver side window not going up- replaced regulator, DVD goes to white screen- no problem found with DVD and passenger side air bag light staying on intermittently- replaced a tensioner for the driver side seat belt.

Vehicle also brought in for vehicle idling high- they cleaned the throttle body. Richard states that no fluid would have been taken out of vehicle for this.

Richard states they could not have left fluid out of the vehicle because they did not take any fluid out. Agent contacted customer back and informed her of what service manager had told agent. Customer states that she knows dealer left the fluids out of the vehicle. Customer states that she has a receipt from Wal-Mart saying she had all her fluids changed there on 9/12/2007. Customer states that no the air bag light is back on, window is rattling, and the brakes are squeaking. Customer state that now the engine is making a noisy from where there were no fluids put back in the vehicle. Customer states that she wants a rental vehicle because she is taking vehicle to dealer 45089 tomorrow. Agent consulted with NS632 and was advised to inform customer it is at her digression where she takes vehicle. Customer states that she does not want to take vehicle back to dealer 44198. NS632 advised agent to contact dealer 45089 and send direct to dealer due to vehicle going back in for air bag light and window not operating properly and now brakes are squeaking. NS632 advised agent to inform customer once vehicle is at dealer to contact CCAC back for possible rental assistance. Agent will contact dealer to advise of direct to dealer.

\*\*\*\*\*Dealer Call\*\*\*\*\*

Richard from dealer 45089 calling in regards to the customers concerns. Richard advised agent that the vehicle is in for a variety of different concerns and that the customer did not make an appointment. Richard advised that they may not be able to get to the vehicle until later in the day. Agent will authorize one day of rental at \$40.00 a day and advised Richard that he could callback to seek an extension if required.



\$\$\$ \$ \$ DIRECT-TO-DEALER (Code=4A) \$\$\$ \$ \$ \$ \$ \$ \$ \$

ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER

### Unresolved vehicle concern

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

REASSIGNED TO BC/DLR 35 44198 11/14/07 10:16 O 16934478

**Customer Assistance Inquiry Record (CAIR)#****16937860**

Vin	2D4GP44L3	5R	Open Date	11/15/2007	Build Date	05/18/2005	
Model Year	05	Body	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
In Service Dt	06/27/2005	Dealer	65722	Dealer Zone	74	Mileage	58,000
Name:						Contact Type	E-MAIL
Address						Home Phone	
	FARIBAULT MN					Country	UNITED STATES

Corporate - Recall - Default - Default - Default

Customer seeks reimbursebent for invalid recall on his Grand Caravan.

## \*\*\*\*\* EMAIL BRIEF DESCRIPTION CONTENT \*\*\*\*\*

To ask about reimbursement for a repair that has become a recall issue.

## \*\*\*\*\* END EMAIL BRIEF DESCRIPTION CONTENT \*\*\*\*\*

Purchased New or Used? New

\*\*\*\*\*Begin customer s email\*\*\*\*\*

I recently became aware of a recall by Dodge (G09-Supplemental Front Airbag

Sensors). In March of this year, I had to have both front impact sensors replace on my Grand Caravan. Since this sounds like the same problem for which a recall was issued, can I be reimbursed by Dodge for the cost of this repair?

\*\*\*\*\*Begin response email\*\*\*\*\*

Informed the customer that the recall mentioned is not valid for the vehicle in question.

\*\*\*\*\*End response email\*\*\*\*\*

**Customer Assistance Inquiry Record (CAIR)#****16944251**

<b>Vin</b>	1D4GP24R3	5E	<b>Open Date</b>	12/20/2007	<b>Build Date</b>	04/26/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON			
<b>In Service Dt</b>	05/02/2005	<b>Dealer</b>	42114	<b>Dealer Zone</b>	32	<b>Mileage</b>	39,858
<b>Name:</b>						<b>Contact Type</b>	LETTER
<b>Address</b>						<b>Home Phone</b>	
	FAYETTEVILLE NY					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp  
On/Flashing - Default

Customer seeking reimbursement for air bag  
sensors

Purchased New or Used? Used

If Used, date purchased? 12/29/05 Mileage? 13855

From whom did customer purchase used vehicle? CDJ dealer

\*\*\*\*\*

Customer seeking reimbursement for airbag sensor repair. The repair was done on 9/13/07 at 42114. The customer sent in an invoice indicating that the repair was paid for by credit card. Agent consulted with BCC13 and was advised due to the mileage and age of vehicle CAC will do a goodwill reimbursement for parts only. Agent has all needed information on dealer repair invoice. Agent contacted the dealership on 12/20/07 at 10:05 AM at 315-637-5001 and spoke to Dan. Dan verified the repairs were paid in full by credit card. The repair cost are as follows:

Parts-\$33.59

Tax-\$2.69

The total amount of the repair was \$36.28. Due to the fact the repair was due to airbag sensors, Chrysler will reimburse the customer in the amount of \$36.28 as a goodwill reimbursement per BCC13.

Agent attempted to contact the customer on 12/20/07 at 10:30 am on the customer's Home phone ( ). Agent left message for customer to contact CAC. Agent gave CAC number and CAIR ID.

\*\*\*\*NEXT AGENT\*\*\*\*

If customer calls back please advise of CAC decision to do a goodwill for parts only \$36.28 and verify address.

Mrs. Woodward accepts and verifies the check should be mailed to the following name and address:

FAYETTEVILLE, NY

customer states that her van should have been recalled for the airbag sensors. Customer seeking how the recalls are determined and why her vehicle was not recalled for this, but every other vehicle that is the same make and module and purchased in the same state. Agent consulted with JAY18 and advised that there are many factors put in effect to determine if the vehicle should be recalled. Agent advised customer that as of now that recall is not in effect and in the future if the recall does apply to her vehicle CCAC can look further into reimbursing for labor as well. Customer states that she does not agree to that decision, but will accept the reimbursement amount.

**Customer Assistance Inquiry Record (CAIR)#****16947646**

<b>Vin</b>	2D4GP44L5	5R	<b>Open Date</b>	11/16/2007	<b>Build Date</b>	06/20/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	07/26/2005	<b>Dealer</b>	65673	<b>Dealer Zone</b>	51	<b>Mileage</b>	55,000
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	DAVENPORT IA					<b>Country</b>	UNITED STATES

Referral - Tier Two - Internal Escalation - Authorization - Default	Customer is seeking assistance with air bag light.
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer stated that the air bag light.

Purchased New or Used? New

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

From whom did customer purchase used vehicle?

N/A

Customer stated that the air bag light. Customer is seeking assistance with the repair. Customer transferred to the internal Tier 2 escalation line for further review of concern.

\*\*\*\*Begin structured narrative T2 - GOODWILL ESCALATION

What is the customer requesting from Chrysler?

Customer is seeking assistance with air bag light.

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

19,000 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?

1

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

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

Owner informs that the dealer has diagnosed the concern as being a front air bag sensor which has failed. The customer states that the dealer told him he has to have right and left sensor replaced. Agent contacted the dealer and spoke to John the service manager. Service manager states that CCAC has no consideration for the dealer's business and the repairs are needed because they said so. Dealer refused to explain why the left sensor has to be replaced if it has not failed. Service manager yelled at agent and disconnected the call. Owner informs the repairs are quoted to be \$450.00. Agent consulted with TLD50 and offered partial reimbursement to Owner of \$300.00.

As a one-time goodwill gesture, Chrysler will \$300.00 of the repair.

Customer will be responsible for remitting the invoice and proof of payment.

**Customer Assistance Inquiry Record (CAIR)#****16947850**

<b>Vin</b>	2C4GP44RX	5R	<b>Open Date</b>	11/16/2007	<b>Build Date</b>	06/08/2005	
<b>Model Year</b>	05	<b>Body</b>	RSYH53	CHRYSLER TOWN & COUNTRY LX FWD LWB WAGON			
<b>In Service Dt</b>	06/10/2005	<b>Dealer</b>	43666	<b>Dealer Zone</b>	32	<b>Mileage</b>	42,575
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	BUFFALO NY					<b>Country</b>	UNITED STATES

Corporate - Recall - Default - Default - Default	Customer states he needs recall updates.
Referral - Tier Two - Internal Escalation - Authorization - Default	Tier Two Support Referral.

**\*\*\*\*\*RECALL CONTACT\*\*\*\*\***

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 states that he has an extended warranty. Spoke with someone already in regards to the warranty. Customer is upset that the vehicle is only 2 years old and this has occurred. Customer had Sensors on the air bags serviced recently.  
Purchased New or Used? used  
If Used, date purchased? 2006 Mileage?  
From whom did customer purchase used vehicle?  
dealer

**\*\*\*\*Begin structured narrative T2 - GOODWILL ESCALATION**

What is the customer requesting from Chrysler?  
Reimbursement for the air bag passive restraints.  
How far out of warranty is the vehicle/repair by time and/or mileage?  
6,000 miles.  
Is there a service contract on this vehicle that would cover the repair?  
No.  
Is the customer the original owner of this vehicle?  
No.  
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?  
Yes.

**\*\*\*\*End structured narrative T2 - GOODWILL ESCALATION**

Customer states the air bag passive restraints were replaced at dealership 43666 . Customer states that he had an after market contract and the after market contract did not cover this repair. Customer is seeking reimbursement for this repair. Per RWA22, agent transferred for further assistance.  
Customer calling seeking reimbursement for repairs to air bag restraints. Agent called dealer and spoke with service manager Domik who transferred agent to service advisor Dick who advised that vehicle needed two air bag sensors and restraints. Dick states that customer paid 344.45.  
As a one-time goodwill gesture, Chrysler will reimburse 244.45 of the repair. Customer will be responsible for a co-pay in the amount of 100.00. Agent advised customer of offer and customer accepted. Agent advised customer of address and that he needed to send in receipts and proof of payment.

**Customer Assistance Inquiry Record (CAIR)#****16948117**

<b>Vin</b>	2A8GP54L1	7R	<b>Open Date</b>	11/16/2007	<b>Build Date</b>	03/05/2007	
<b>Model Year</b>	07	<b>Body</b>	RSYP53	CHRYSLER TOWN & COUNTRY TOURING LWB WAGON			
<b>In Service Dt</b>	04/28/2007	<b>Dealer</b>	68672	<b>Dealer Zone</b>	42	<b>Mileage</b>	8,866
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	LAKE ORION MI					<b>Country</b>	UNITED STATES

Product - Electrical - Lamps and Switches - Noisy/Static - Default	Customer had a multi function switch added to the turn signal.
Product - Electrical - Unknown - Other - Default	Customer had a plug connector replaced.
Product - Electrical - Wipers / Washers - Intermittent or Inoperative - Unknown	Customer had control module replaced for the wipers.
Product - Electrical - Unknown - Intermittent or Inoperative - Default	Customer had handle release cable adjusted.
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer had wiring repaired.
Product - Electrical - Power Sliding Door - Intermittent or Inoperative - Driver side	Sliding door module was replaced.

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 she has had nothing but trouble out of her vehicle.

Customer states she has had the electric slide door fixed two times and has had a issue iwth the air bag light, passenger window, and the turn signal. Agent contacted dealer 68672 and spoke with Debbie. Debbie states that the vehicle came in on 5/2/07 at 234 miles, dealer replaced the driver side sliding door module. On July 2nd at 2,282 miles, customers air bag light was on, dealer repaired some wiring. On August 9, 2007 at 4,466 miles, dealer replaced the control module for the windshield wipers. On September 11, 2007 at 5,840 miles, dealer adjusted the handle release cable and put a multifucntion in the turn signal. On November 13,2007 at 8,866 miles dealer replaced a plug connector. Customer is not having issue right now, but just wanted the issues documented. Agent provided customer with the file number.

Customer states she is continuing to have issues with her vehicle and is seeking to follow buy back process. Agent referred customer to the blue and white booklet in her glove compartment. Customer already has reference number.

**Customer Assistance Inquiry Record (CAIR)#****16952743**

<b>Vin</b>	1D4GP25R6	<b>5E</b>	<b>Open Date</b>	01/14/2008	<b>Build Date</b>	01/19/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKL52	DODGE CARAVAN SE FWD SWB WAGON			
<b>In Service Dt</b>	01/28/2005	<b>Dealer</b>	49947	<b>Dealer Zone</b>	74	<b>Mileage</b>	75,951
<b>Name:</b>						<b>Contact Type</b>	LETTER
<b>Address</b>						<b>Home Phone</b>	
	FREMONT OH					<b>Country</b>	UNITED STATES

Recall - G09: - Advise Owner/Incomplete Recall	Agent advised of incomplete recall.
Recall - G09: - Reimbursement	Customer seeking recall repair reimbursment.

Purchased New or Used? USED

If Used, date purchased? 07/24/07 Mileage? N/A

From whom did customer purchase used vehicle?

N/A.

Customer submitted an invoice from Classic GM Goodwrench (616-249-2199)

seeking reimbursement for G09 recall repairs performed on 04/27/07 at

75,951 miles. Dealer invoice marked paid for by check number 1835.

Agent called dealer on 01/14/08 at 4:45 pm spoke to Crystal she verified the front impact sensors. Crystal verified the method of payment used was check, paid in full.

Deductible-\$ 50.00

Total-\$ 50.00

APPROVED, Chrysler will reimburse the customer \$ 50.00 for the cost of repairs.

Agent attempted to contact the customer on 01/14/08 at 4:49 pm on the customer s Home phone the number was disconnected. Agent attempted to contact the customer on the customers cell phone advised Chrysler will reimburse the customer \$ 50.00.

accepts and verifies the check should be mailed to the following name and address:

Fremont, OH.

Agent creating check.

\*\*\*\*\*

Agent processed check in the amount of \$50.00.....

**Customer Assistance Inquiry Record (CAIR)#****16961965**

Vin	2C4GP54L7	5R	Open Date	11/21/2007	Build Date	07/05/2005	
Model Year	05	Body	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON			
In Service Dt	07/26/2005	Dealer	65733	Dealer Zone	32	Mileage	53,000
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	ESSEX JUNCTION VT					Country	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer reports air bag light came on.
Referral - Tier Two - Internal Escalation - Authorization - Default	Customer seeks assistance on air bag concern.

Purchased New or Used? new

Dated purchased used vehicle? na

Miles? na

From whom did customer purchase used vehicle? Na

\*\*\*\*\*

Customer reports at 35000 miles the air bag light came on. Customer report took images of the air bag light with his cell phone. Customer reports that 65733 told him the cables are corroded and need replaced. Customer seeks assistance.

Contacted 65733. Service manager Luke reports customer came in with the air bag light at 53,000 miles on the vehicle.

Customers cell phone disconnected the call before agent could advise he would be transferred for further review.

\*\*\*\*Begin structured narrative T2 - GOODWILL ESCALATION

What is the customer requesting from Chrysler?

Customer seeks assistance on air bag concern.

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

17000

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?

no

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

Is there warranty history related to the current concern?

no

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

yes

\*\*\*Note to next agent\*\*\*

Transfer to Tier Two when customer calls back.



**Customer Assistance Inquiry Record (CAIR)#****16963359**

<b>Vin</b>	2D4GP44L8	7R	<b>Open Date</b>	11/26/2007	<b>Build Date</b>	12/06/2006	
<b>Model Year</b>	07	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT LWB WAGON			
<b>In Service Dt</b>	01/12/2007	<b>Dealer</b>	44058	<b>Dealer Zone</b>	66	<b>Mileage</b>	16,679
<b>Name:</b>						<b>Contact Type</b>	CERTIFIED LETTER
<b>Address</b>						<b>Home Phone</b>	
	BLYTHEWOOD SC					<b>Country</b>	UNITED STATES

Corporate - Lemon Law - Default - Default - Default

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default

\*\*\*\*Begin structured narrative LEMON LAW REQUEST

This applies to written notifications only

yes

What type of notification was received

notification to the BC

Was it received via Certified Mail

no

Date notification was received

11/21/07

\*\*\*\*End structured narrative LEMON LAW REQUEST

\*\*\*\*\* 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.

Owner indicates 4 repair attempts thus far for problems with the  
air bag light and wind noise that are still unresolved at this time.....  
Please review, contact owner, and handle accordingly.....thank  
you.....lrm

\*\*\*\*\* Attention District Manager\*\*\*\*\*

Lemon Law. Does not qualify. Insufficient repair attempts/days down within  
SC lemon law period of 12/12. Contact owner and advise. Handle repairs per  
warranty. Update/Close CAIR with resolution.

Called owner at his business and residence numbers and left messages for  
him to return call. scl

\*\*\*DM\*\*\*

Please provide update/resolution and close CAIR.

spoke with [REDACTED] and advised her to schedule an appoint with dealer  
44058 to have her air bag light condition repaired. Owner advises she \_  
does not have any thing sitting on the front dest of the vehicle that could  
cause the light to come on. Writer left contact information with owner  
in order that they might advise writer of other concerns that might arise.

scl

Please update/close

**Customer Assistance Inquiry Record (CAIR)#****16986755**

<b>Vin</b>	2C4GP44RX	5R	<b>Open Date</b>	01/10/2008	<b>Build Date</b>	06/08/2005	
<b>Model Year</b>	05	<b>Body</b>	RSYH53	CHRYSLER TOWN & COUNTRY LX FWD LWB WAGON			
<b>In Service Dt</b>	06/10/2005	<b>Dealer</b>	43666	<b>Dealer Zone</b>	32	<b>Mileage</b>	42,572
<b>Name:</b>						<b>Contact Type</b>	LETTER
<b>Address</b>						<b>Home Phone</b>	
	KENMORE NY					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Dealer replaced air bag sensors and restraints.
---	---

Purchased New or Used? Used

If Used, date purchased? 02/13/06 Mileage? unknown

From whom did customer purchase used vehicle?

unknown

Customer seeking reimbursement for repairs performed on air bag sensors and restraints. Customer was advised in file 16947850 that he would be reimbursed for the repairs, minus a \$100 copay, per RBS33.

The customer has provided the dealer invoice showing the repairs and the credit card slip used to pay for the repair. Per RBS33, agent will reimburse customer for repair minus copay. Reimbursement is broken down as follow:

- 1) Parts=\$102.00
- 2) Labor=\$232.45
- 3) Sales tax=\$26.42
- 4) Copay=-\$100.00
- 5) Total=\$260.87

Customer will be reimbursed for \$260.87 upon acceptance of amount.

Agent attempted to contact the customer on 01/10/08 at 11:53am on the customer s home phone. Agent spoke with customer and advised of reimbursement for \$260.87. accepts and verifies the check should be mailed to the following name and address:

KENMORE, NY 1

Agent advised customer that check would arrive in 2-4 weeks.



Service / Parts Director at the dealership has closed the Cair# 16987505  
Customer request has been fulfilled.  
CAIR RETURNED FROM DEALER ON 12/17/2007 AT 04:57:219 R 16987505

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**Customer Assistance Inquiry Record (CAIR)#****16988944**

<b>Vin</b>	2D4GP44L5	5R	<b>Open Date</b>	01/10/2008	<b>Build Date</b>	06/20/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	07/26/2005	<b>Dealer</b>	65673	<b>Dealer Zone</b>	51	<b>Mileage</b>	55,332
<b>Name:</b>						<b>Contact Type</b>	LETTER
<b>Address</b>						<b>Home Phone</b>	
	DAVENPORT IA					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default

Customer stated that the air bag light.

Purchased New or Used? NEW

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

From whom did customer purchase used vehicle? N/A

.....  
Customer seeking reimbursement for air bag sensor according to CAIR #16947646 authorized by MDB80 stating that Chrysler would reimburse customer \$300.00 of the repair. Customer serviced vehicle at Dealer 65673 and paid a total of \$478.01.

Labor: \$373.60

Parts: \$73.14

subTotal: \$446.74

Tax: \$31.27

Total: \$478.01

Agent reviewed documents and found repair bill and front of check so is not enough proof of payment. Agent will contact Dealer 65673 to verify payment of air bag sensors.

Agent contacted Dealer 65673 on 01/10/2008 at 12:33pm and spoke to Service Advisor Dick who verified payment of airbag sensors. Agent thanked and disconnected. Agent will reimburse customer a total of \$300.00 as previously authorized.

Agent attempted to contact customer on 01/10/2008 at 12:38pm on the customer s primary number. Agent was unsuccessful and left message asking customer to call back. Agent left contact information. Agent will attempt to contact customer on 01/10/2008 at a later time.

Agent attempted to contact customer on 01/11/2008 at 11:34am on the customer s primary number. Agent was unsuccessful and left message asking customer to call back. Agent left contact information. Agent will send check amounting to \$300.00. Agent reassigned to 81k for further processing. Agent will use information in file as agent was unsuccessful in contacting customer to verify owner information.

Customer seeking an update on their request for reimbursement.

Customer was advised their request has been received and once the request is processed, they will be contacted. Agent advised him it is being processed at this time. Customer asked how long it will take and agent advised him to wait 2 to 3 weeks. Customer stated if he hasn t received anything in about a month he would call back.

\*\*\*\*\*

Agent authorized reimbursement in the amount of \$300.00.....

**Customer Assistance Inquiry Record (CAIR)#****16989236**

Vin	1D4GP25R0	6E	Open Date	11/30/2007	Build Date	05/31/2006	
Model Year	06	Body	RSKL52	DODGE CARAVAN SE FWD SWB WAGON			
In Service Dt	07/11/2006	Dealer	44578	Dealer Zone	63	Mileage	28,664
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	MCALESTER OK					Country	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer alleges air bag light is on.
Service Contract - No Contract on File - Default - Non CSC Customer - Default	Customer alleges she has an extended warranty.
Corporate - Warranty Coverage - Default - Default - Default	Customer inquires about warranty.
Corporate - CNA Change - Default - Default - Default	Customer updating ownership information.

Purchased New or Used? Used

If Used, date purchased? 9/30/07 Mileage? 19200

From whom did customer purchase used vehicle?

CDJ dealer

Customer updating ownership information. Customer alleges her airbag light is on all the time. Customer alleges there is a noise in the power steering. Customer seeking rental assistance. Customer alleges vehicle has not yet been diagnosed. Customer alleges she purchased an extended warranty from her selling dealer. Agent advised customer that warranty does not cover rental. Agent advised customer there is not a service contract showing in the system. Agent advised customer that a diagnosis must be made before rental assistance can be looked into. Customer alleges she has an easy care service contract. Agent advised customer that is not through Chrysler and agent cannot advise on the provisions. Agent referred customer to her selling dealer and the service contract company for the provisions. Agent advised customer to work with dealer 44578 regarding obtaining rental. Customer inquires if she still has warranty. Agent advised customer that she has the 3/36 basic warranty. Customer inquires if that covers parts and labor. Agent advised customer that it covers parts and labor for repairs that are manufacturers defects and not wear and tear items.

**16995997**

<b>Vin</b>	2A4GP54L7	6R	<b>Open Date</b>	12/03/2007	<b>Build Date</b>	02/27/2006	
<b>Model Year</b>	06	<b>Body</b>	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON			
<b>In Service Dt</b>	05/01/2006	<b>Dealer</b>	41383	<b>Dealer Zone</b>	66	<b>Mileage</b>	14,006
<b>Name:</b>						<b>Contact Type</b>	
<b>Address</b>						<b>Home Phone</b>	
	WINDERMERE FL					<b>Country</b>	UNITED STATES

Customer says many warning lights come on.

CAIR RETURNED FROM DEALER ON 12/11/2007 AT 10:14:164 R 16995997

**Customer Assistance Inquiry Record (CAIR)#****17000154**

<b>Vin</b>	2D4GP44L2	5R	<b>Open Date</b>	12/04/2007	<b>Build Date</b>	03/14/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	07/14/2005	<b>Dealer</b>	44836	<b>Dealer Zone</b>	42	<b>Mileage</b>	46,754
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	FLINT MI					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer seeking assistance with the air bag light.
Product - Brakes - Pads/Shoes - Worn - Front	Customer seeking assistance with the brake rotors.
Product - Suspension - Tie Rods / Drag Link - Worn - Front	Customer seeking assistance with the tie rods.
Recall - F01: - Advise Owner/Incomplete Recall	Customer states the recall is being performed.
Referral - Tier Two - Internal Escalation - Authorization - Default	Tier Two.

Purchased New or Used? new

If Used, date purchased? na Mileage? na

From whom did customer purchase used vehicle?

CDJ dealer

\*\*\*\*Begin structured narrative T2 - GOODWILL ESCALATION

What is the customer requesting from Chrysler?

Customer seeking assistance with the repair of the vehicle

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

10000

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?

four

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

Customer states the vehicle is at the dealership getting recall performed. Customer states the front brake pads and rotors are being replaced. Customer states the tie rod is being replaced and the impact sensor and wiring harness for the airbag light is being replaced.

Customer states she is seeking assistance with the repairs of the vehicle. Customer is 10,000 miles outside of warranty and no service contracts. Customer has had 4 Chrysler vehicles and purchase this vehicle new. Agent transferred customer for further review.

Customer transferred to the internal Tier 2 escalation line for further review of concern. Customer informs that both tie rods, the impact sensor for air bag, and brakes need to be replaced on the vehicle. Customer is the original owner of this vehicle and has four others. Vehicle is currently at dealer 44836. Contacted dealer and spoke with service manager Dave. Dave advises that the customer is good, and is willing to accept PA for repairs. Dave states that both outer tie rods, air bag sensor and wiring harness and pads/rotors need to be replaced. Advises that the pads and rotors are just worn. Agent informed that Chrysler will not assist with brake repair but will with the tie rods and air bag repairs needed. Dave placed agent on hold for extended amount of time, agent released call and offered customer a call back after warranty prices had been gathered.

Customer called seeking to know why the dealership has not heard from the previous agent. This agent advised the customer that the dealership was supposed to let the agent know what the warranty prices were. Customer



stated that she will let them know.

Dave from dealer called about repairs.

As a goodwill gesture, DaimlerChrysler will cover entire repair less  
\$100.00 co-pay.

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**Customer Assistance Inquiry Record (CAIR)#****17009540**

<b>Vin</b>	2D4GP44L6	6R	<b>Open Date</b>	12/06/2007	<b>Build Date</b>	08/06/2005	
<b>Model Year</b>	06	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	12/24/2005	<b>Dealer</b>	44644	<b>Dealer Zone</b>	74	<b>Mileage</b>	26,000
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	WEST JORDAN UT					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default

States the air bag light keeps coming on

Purchased New or Used? New

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

From whom did customer purchase used vehicle?

N/A

Customer calling stating the air bag light is on. Customer states he had the vehicle in Friday and the dealer was unable to fix the problem.

Customer is seeking rental assistance. The vehicle is not at the dealer right now. Agent consulted with MF640. Agent advised customer that when he takes it to the dealer to give us a call back for rental assistance and it will be reviewed. Customer understood.

**Customer Assistance Inquiry Record (CAIR)#****17017317**

<b>Vin</b>	1D4GP45R6	6E	<b>Open Date</b>	12/10/2007	<b>Build Date</b>	09/13/2005	
<b>Model Year</b>	06	<b>Body</b>	RSKH52	DODGE CARAVAN SXT FWD SWB WAGON			
<b>In Service Dt</b>	07/11/2006	<b>Dealer</b>	45120	<b>Dealer Zone</b>	51	<b>Mileage</b>	41,000
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	WOODRIDGE IL					<b>Country</b>	UNITED STATES

Referral - Tier Two - Internal Escalation - Authorization - Default	Customer seeking assistance with an air bag concern.
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer states the air bag light is on.

Purchased New or Used? New

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

From whom did customer purchase used vehicle?

N/A

\*\*\*\*Begin structured narrative T2 - GOODWILL ESCALATION

What is the customer requesting from Chrysler?

Customer seeking assistance with an air bag concern.

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?

Four

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

Customer's daughter is calling in stating that she is the driver for the vehicle, and her dealer has informed her the repair needed at this time is not covered. She states she took the vehicle to her dealer for an air bag light coming on, and the dealer informed her that the repair to the air bag is not covered under any warranty. She would like to know why there is no coverage for her air bag. Agent informed the customer that the air bag components are covered under the basic 3/36 warranty that has now expired by mileage. She then asked if there was something Chrysler would do for assistance, because she has only had the vehicle for just a year. Agent informed the customer that Chrysler will further into possible assistance consideration, however, since the vehicle is outside of warranty the customer will need to speak to another representative. Agent then provided the customer with their reference number, and transferred the customer for further review.

**Customer Assistance Inquiry Record (CAIR)#****17026414**

<b>Vin</b>	2C8GP54L0	5R	<b>Open Date</b>	12/12/2007	<b>Build Date</b>	06/23/2005	
<b>Model Year</b>	05	<b>Body</b>	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON			
<b>In Service Dt</b>	07/25/2005	<b>Dealer</b>	37000	<b>Dealer Zone</b>	32	<b>Mileage</b>	39,090
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	ALBANY NY					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Air bag light has been coming on intermittently.
Referral - Tier Two - Internal Escalation - Authorization - Default	Assistance with air bag.

Purchased New or Used? New

If Used, date purchased? na Mileage? na

From whom did customer purchase used vehicle?

CDJ dealer

Customer contacting in regards to the air bag light coming on in the vehicle. Alleges that dealership informed her that the impact sensor needs to be replaced on the vehicle. States that dealership informed her that it is not covered under the warranty. Customer states that she is aware that there is a recall for the impact sensor in the vehicle.

Customer is contacting seeking assistance with the repairs to the vehicle. Consulted with JLM172. Transfer customer for further review.

\*\*\*\*Begin structured narrative T2 - GOODWILL ESCALATION

What is the customer requesting from Chrysler?

Assistance with air bag.

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

By miles 3,090

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?

Just this one

Is there warranty history related to the current concern?

No

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

Yes, dealership 37000.

\*\*\*\*End structured narrative T2 - GOODWILL ESCALATION

12/12/07 1st owner ( ) seeking assistance regarding above. No other Chrysler vehicles. Air bag light is on. Contacted Service Advisor (SA), Paul. SA states impact sensors need to be replaced and two wiring repairs are needed. No abuse or neglect. Cost of the repair is \$144.76. Chrysler will assist with the cost of the repairs less a \$25.00 customer copay. Updated file with phone #s.

**Customer Assistance Inquiry Record (CAIR)#****17027869**

<b>Vin</b>	2D4GP44L8	5R	<b>Open Date</b>	12/12/2007	<b>Build Date</b>	06/23/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	08/01/2005	<b>Dealer</b>	44358	<b>Dealer Zone</b>	32	<b>Mileage</b>	37,200
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	EAST HARTFORD CT					<b>Country</b>	UNITED STATES

Referral - Tier Two - Internal Escalation - Authorization - Default	Customer seeking assistance with the repair for his front impact sensor.
Corporate - Recall - Default - Default - Default	Customer seeking recall information.
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer states that the air bag light was on.

Purchased New or Used? new

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

From whom did customer purchase used vehicle?

n/a

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 seeking assistance with the repair of his air bag.

Agent provided customer with reference number.

Customer accepted this information.

Agent consulted with ERB21 and he concurred to transfer the customer to tier 2.

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

Received call.

Called dealer and spoke to SM Wayne. States he is not a DSA dealer at the moment.

Concurred to offer owner 100% goodwill assistance for air bag sensor repair.

PA entered

Owner very pleased with assistance.

**Customer Assistance Inquiry Record (CAIR)#****17028624**

<b>Vin</b>	2D8GP44L2	6R	<b>Open Date</b>	12/12/2007	<b>Build Date</b>	08/23/2005	
<b>Model Year</b>	06	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	04/13/2006	<b>Dealer</b>	43071	<b>Dealer Zone</b>	35	<b>Mileage</b>	37,000
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	RUSSELL PA					<b>Country</b>	UNITED STATES

Referral - Tier Two - Internal Escalation - Authorization - Default	Customer is seeking assistance with the repair.
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer stated air bag light is on.

Purchased New or Used? New

If Used, date purchased? NA Mileage? NA

From whom did customer purchase used vehicle? CDJ dealer

Customer stated air bag light is on and is seeking assistance with the repair.

Owner of one original vehicle. Warranties expired by mileage. No service contracts.

\*\*\*\*Begin structured narrative T2 - GOODWILL ESCALATION

What is the customer requesting from Chrysler?

Customer is seeking assistance with the repair.

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

Out by mileage 1000.

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 original.

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 T2 - GOODWILL ESCALATION

Agenta consulted with ERB21.

Owner is not happy that the dealer is assessing a \$65.00 diagnostic fee.

Writer advised the dealer is within their rights to charge a diagnostic fee when the vehicle is out of warranty if no repair takes place. Writer called the dealer and spoke with Mike-Asst SM who advised the appointment is for Tuesday 12/18/07. Mike will call the writer after the inspection takes place.

Mike returned the call to writer stating the owner needed a left front impact sensor and it is covered by her independent service contract.

**Customer Assistance Inquiry Record (CAIR)#****17041732**

<b>Vin</b>	2C4GP54L8	5R	<b>Open Date</b>	12/17/2007	<b>Build Date</b>	06/14/2005	
<b>Model Year</b>	05	<b>Body</b>	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON			
<b>In Service Dt</b>	09/23/2005	<b>Dealer</b>	08075	<b>Dealer Zone</b>	51	<b>Mileage</b>	60,000
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	KILDEER IL					<b>Country</b>	UNITED STATES

Recall - F01: - Advise Owner/Incomplete Recall	Advised customer of incomplete recall
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Air bag light is on
Referral - Tier Two - Internal Escalation - Authorization - Default	

Purchased New or Used? Used  
If Used, date purchased? 08/29/06 Mileage? NA  
From whom did customer purchase used vehicle?  
Other  
Cusaotmer states that dealer is performing F01 now. Gene Ingram owner s wife calling.  
Customer states she is having issues with air bag light coming on.  
Customer states dealer informed her the sensors need to be replaced.  
Customer states she seen online that this was a recall on other vehicles.  
Customer is seeking asstaince with cost of the repair.  
Agent transferred customer for further review.  
Narriative would not post  
Customer is outside of warranty by 24,000 miles  
Customer is second owner of this vehilce and first owner of another vehicle  
No warranty related repairs  
Has been diagnosed by Chrysler dealer.  
I reviewed this with owner. She says she read this information regarding a recall in a newspaper article.  
I verified the CNA .  
Advised caller that if their vehicle becomes the subject of a future recall campaign, we will send her a written notification and she may be entitled to a reimbursement if it involves the same components.

**Customer Assistance Inquiry Record (CAIR)#****17045974**

Vin	2D4GP44LX	5R	Open Date	12/18/2007	Build Date	03/21/2005	
Model Year	05	Body	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
In Service Dt	04/15/2005	Dealer	67104	Dealer Zone	51	Mileage	36,300
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	VESPER W					Country	UNITED STATES

Corporate - Warranty Coverage - Default - Default - Default

Customer seeking warranty information.

Purchased New or Used? Used

If Used, date purchased? 03/22/07 Mileage? N/A

From whom did customer purchase used vehicle?

Other dealer

Customer states that right before her vehicle turned over on 36,000 miles her check air bag light came on in the vehicle. Customer states she had medical issues that prevented her from getting to the dealership before now. Customer states that she feels it is unfair that it will not be under warranty since it actually happened before it hit 36,000 miles.

Agent advised customer that she does have a Maximum Care service contract that depending on diagnosis of vehicle the repair might be covered under that. Customer states she does not want to pay the deductible since it happened before basic warranty was up. Agent advised that we could not even look into assisting her with the deductible until we have a diagnosis of the vehicle. Agent provided reference number to customer.



**Customer Assistance Inquiry Record (CAIR)#****17054290**

<b>Vin</b>	2A8GP64L3	6R	<b>Open Date</b>	12/20/2007	<b>Build Date</b>	09/10/2005	
<b>Model Year</b>	06	<b>Body</b>	RSYS53	CHRYSLER TOWN & COUNTRY LTD FWD LWB WAGON			
<b>In Service Dt</b>	11/30/2005	<b>Dealer</b>	68165	<b>Dealer Zone</b>	51	<b>Mileage</b>	38,000
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	SUN PRAIRIE WI					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default

Customer states the air bag light is on.

Purchased New or Used? used

If Used, date purchased? 2007 Mileage? 21000

From whom did customer purchase used vehicle?

CDJ dealer

Customer states he had the air bag sensor replaced under warranty.

Customer states the air bag light is back on and the dealership is charging him \$600 to replace the air bag sensor. Agent contacted the dealership and spoke with Scott in Service. Scott states that the track sensor was replaced for the sliding door. Scott states the front impact sensor and wiring harness needs to be replaced. Customer states he is seeking assistance with the repairs. Customer 2,000 miles outside of warranty and no service contracts. Customer has 2 Chrysler vehicles. Agent was going to transfer customer for further review and customer disconnected the call.

Customer again calling. States that he has had issue with previous issue with air bag light 3000 miles previously. Claims light is now on again. Customer is requesting assistance repair claiming that it should be under warranty.

Contacted dealer 68165 and spoke to Service Manager Dave. Left impact sensor has shorted and corrosion was found on sensor. Customer was quoted \$260 repair. Claims this is only second time customer has been at dealer for repairs and no maintenance at performed. Dealer does not wish to participate in any assistance.

Third owner of vehicle (purchased 07/03/07), second vehicle in system, also used.

Informed customer that Chrysler will not participate in the repair. The vehicle warranty has expired. Customer displeased stating that he will not pay to repair vehicle every month and will take issue to court.

**Customer Assistance Inquiry Record (CAIR)#****17065430**

<b>Vin</b>	1D4GP25R6	6E	<b>Open Date</b>	12/27/2007	<b>Build Date</b>	01/12/2006	
<b>Model Year</b>	06	<b>Body</b>	RSKL52	DODGE CARAVAN SE FWD SWB WAGON			
<b>In Service Dt</b>	02/20/2006	<b>Dealer</b>	91102	<b>Dealer Zone</b>		<b>Mileage</b>	16,000
<b>Name:</b>					<b>Contact Type</b>	TELEPHONE	
<b>Address</b>					<b>Home Phone</b>		
	RIALTO CA				<b>Country</b>	UNITED STATES	

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer states the air bag light keeps coming on
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Purchased New or Used? Used  
If Used, date purchased? 11/19/07 Mileage? 15000  
From whom did customer purchase used vehicle?  
Other dealer  
Customer calling in stating the air bag lights are coming on the the seat  
belt lights. Customer was seeking to be updated as the new owner. Agent  
updated that information. Agent advised the customer to contact the  
dealer to set up an appointment.

**Customer Assistance Inquiry Record (CAIR)#****17065478**

<b>Vin</b>	2A4GP54L4	6R	<b>Open Date</b>	12/27/2007	<b>Build Date</b>	05/09/2006
<b>Model Year</b>	06	<b>Body</b>	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON		
<b>In Service Dt</b>	07/06/2006	<b>Dealer</b>		<b>Dealer Zone</b>		<b>Mileage</b> 12,800
<b>Name:</b>					<b>Contact Type</b>	E-MAIL
<b>Address</b>					<b>Home Phone</b>	
	FRANKLIN SQUARE NY				<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default

Air bag light remains on

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

work orders involving autostarters

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

Purchased New or Used? New

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

I am requesting a copy of bulletins from chrysler to dealers on remote autostarters. I was told by your techical adviser Charles Brady that the dealers were given memos not to install and am still having problems with my vehicle. The auto starts ruff anf the airbag light is know on. It would be great if your master mechanics could look at the van being it been it the shop 6 times and know going in for the seventh with 12,800 miles.

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

Routed to T2TN as callback to dealer and customer would be helpful.

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

Customer seeks copy. Agent advised customer that information can be picked up at dealer. Customer told agent that dealer would not give them hard copy. Agent called dealer no answer. Agent offered customer call back at 1-516-233-1926.

\*\*\*\*\* BEGIN REPLY \*\*\*\*\*

Thank you for contacting the Chrysler Customer Assistance Center requesting a Technical Service Bullentin for your 2006 Chrysler Town and Country.

You may order by phone via credit card (Mastercard, Visa, American Express or Discover) by calling 1-800-423-7915 Monday through Friday, 8:00 a.m. to 8:00 p.m. Or, by sending a written, detailed description of your order, by mail to:

Tech Authority

P.O. Box 360450

Strongsville, OH 44136

Mailed purchase orders must be received with payment via check, money order or credit card information, including expiration date.

You may also wish to visit Tech Authority online at

<http://www.techauthority.com>

Thanks again for your email.

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

**Customer Assistance Inquiry Record (CAIR)#****17066064**

<b>Vin</b>	1D4GP24R7	6E	<b>Open Date</b>	12/27/2007	<b>Build Date</b>	04/25/2006	
<b>Model Year</b>	06	<b>Body</b>	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON			
<b>In Service Dt</b>	04/28/2006	<b>Dealer</b>	45169	<b>Dealer Zone</b>	32	<b>Mileage</b>	2,653
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	ROSLINDALE MA					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default

Customer reporting air bag light on

Purchased New or Used? Used

If Used, date purchased? 01/2006 Mileage? Unknown

From whom did customer purchase used vehicle?

CDJ dealer

Customer stated when they purchased vehicle at dealer 45169 and driving out of dealership, brakes failed and was provided a rental, vehicle was repaired. One month later had to take back to Dealer 45169 and parts had to be ordered, customer was provided rental. Customer stated she was charged \$600.00 for rental and was told by Dealer she did not get prior approval and that Dealer 45169 has since gone out of business. Customer stated air bag light was on and would not go off and was told by Dealer 09733 repair would fee was \$147.75. Customer stated this should be covered under warranty, but was not. Customer requesting why she was charged for air bag repair and rental. Agent called Dealer 09733, spoke with Service Writer, Brian and he verified vehicle arrived:

12/24/07 to 12/24/07

2,653

Concern: Customer stated Air bag light is on

Diagnosis: Air bag wiring was shredded - repaired, not a manufacture defect.

Agent advised information provided by Dealer 09733. Customer stated she requested to view shredded wiring and was told Technician had gone to lunch and would not return for one hour. Customer first declined repair and was told if she does not have repair completed, warranty would be in jeopardy. Customer had repair completed. Customer requesting rental reimbursement. Agent advised customer Dealer 45169 has gone out of business and unable to verify rental information.

**Customer Assistance Inquiry Record (CAIR)#****17069508**

Vin	2D4GP44L8	5R5	Open Date	12/28/2007	Build Date	05/10/2005	
Model Year	05	Body	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
In Service Dt	07/19/2005	Dealer	44708	Dealer Zone	74	Mileage	39,050
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	OWATONNA MN					Country	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer states that the air bag was on.
Referral - Tier Two - Internal Escalation - Authorization - Default	tier two

**\*\*\*\*Begin structured narrative T2 - GOODWILL ESCALATION**

What is the customer requesting from Chrysler?

seeking reimbursement for the air bag light.

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

3050 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?

4

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**

Purchased New or Used? New

If Used, date purchased? 07/19/2005 Mileage?

From whom did customer purchase used vehicle?

CDJ dealer

Customer seeking reimbursement on the air bag lines replacement. Customer states that she went to dealer 44708 to have the air bag lines replaced yesterday.

Customer transferred to the internal Tier 2 escalation line for further review of concern.per SMD54

Customer transferred to the internal Tier 2 escalation line for further review of concern. Seeking reimbursement for air bag lines. Advised customer to submit proof of payment along with original receipt for consideration. Provided fax number.

Customer faxed in repair invoice. Cost for the repair:

Labor:\$209.55

Parts:\$27.70

Misc charges:\$5.00

Tax:\$2.29

Total cost:\$244.54

As a one-time goodwill gesture, writer will reimburse for the repair minus \$100.00 deductible. Total reimbursement \$144.54.....

Contacted Mr. Dorway on 1/2/08 at 2:56 p.m on the customer s home phone.

Customer accepts reimbursement offer. Verified payee and address. TW277 will process check \$144.54.....

**Customer Assistance Inquiry Record (CAIR)#****17075236**

<b>Vin</b>	1C4GP45R2	5E	<b>Open Date</b>	01/03/2008	<b>Build Date</b>	03/25/2005	
<b>Model Year</b>	05	<b>Body</b>	RSYH52	CHRYSLER TOWN & COUNTRY FWD SWB WAGON			
<b>In Service Dt</b>	04/08/2005	<b>Dealer</b>	58625	<b>Dealer Zone</b>	42	<b>Mileage</b>	65,000
<b>Name:</b>						<b>Contact Type</b>	E-MAIL
<b>Address</b>						<b>Home Phone</b>	
	PETERSBURG MI					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default

Customer complained about airbag light on.

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

Airbag Light on

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

Purchased New or Used? New

\*\*\*\*Customer Email\*\*\*\*

Airbag Light onComments:Our airbag light comes on and stays on while we are driving. It recently has been a problem. I understand that the 2005 Mini Vans are having a problem with the sensor lights being faulty. It could be a safety issue as a accidental deployment while we are driving. Since my I have recently had open heart surgery this could be a serious problem. I am not working right now and receiving reduced disability payments and cannot afford to get it fixed. Since this has been a problem I would appreciate it I could get it fixed on a recall notification at no expense to us. Thank you. Me Keith Cousino

\*\*\*\*Response Email\*\*\*\*

Thank you for contacting the Chrysler Customer Assistance Center regarding your 2005 Town and Country.

Our record indicates that your vehicle 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. For more information you can visit our brand sites: [www.Chrysler.com](http://www.Chrysler.com) and click on 'For Owners' at the top of the home page and then enter the last eight digits of your Vehicle Identification Number 1C4GP45R25

Also, we suggest that you give your local dealer the opportunity to assist you. Their service personnel have the factory training, equipment and information available to diagnose and correct concerns with our vehicles.

Furthermore, your dealer is empowered to determine the merits of any goodwill policy consideration for repairs beyond the coverage of your manufacturer s warranty. Should you have any further questions, please feel free to contact the Customer Assistance Center at 800-992-1997 for additional discussion.

Thanks again for your email and have a nice day.

Sincerely,

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

**Customer Assistance Inquiry Record (CAIR)#****17078621**

<b>Vin</b>	2C4GP54L0	5R	<b>Open Date</b>	01/02/2008	<b>Build Date</b>	06/11/2005	
<b>Model Year</b>	05	<b>Body</b>	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON			
<b>In Service Dt</b>	08/17/2005	<b>Dealer</b>	64077	<b>Dealer Zone</b>	42	<b>Mileage</b>	31,000
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	EASTPOINTE MI					<b>Country</b>	UNITED STATES

Product - Brakes - Anti-Lock Brake System - Defective - Default	ABs brakes failed.
Product - Electrical - Lamps and Switches - Other - Default	Air bag and seat belt light came on.

Purchased New or Used? New

If Used, date purchased? 08/17/05 Mileage?

From whom did customer purchase used vehicle? CDJ dealer

Customer is stating that the vehicle would not start, abs brakes failed, seat belt light came on and the air bag light came on and would not go out. Customer is stating that before the holiday the vehicle would not start and then after the holidays the vehicle would not start. Customer is stating that she does not want this vehicle and she has had multiple problems with the vehicle. Customer is stating that there is a Lemon Law in Michigan. Agent advised that there is a blue and white booklet in the back of the manual that gives information as to the laws of her state or call the attorney general office for the terms of Lemon Law. Agent advised that she will need to mail the card to the appropriate address. Customer is stating that she will contact the attorney general office and file a complaint for she does not want this vehicle. Agent stated that she would call the dealership and get information on the vehicle and she stated that the dealership will call her on that information.

Customer is seeking relief under State

Lemon Law / Buyback / Arbitration process.

**Customer Assistance Inquiry Record (CAIR)#****17079642**

<b>Vin</b>	1D4GP45R1	5E	<b>Open Date</b>	01/02/2008	<b>Build Date</b>	03/30/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKH52	DODGE CARAVAN SXT FWD SWB WAGON			
<b>In Service Dt</b>	06/10/2005	<b>Dealer</b>	44367	<b>Dealer Zone</b>	51	<b>Mileage</b>	41,000
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	SAINT GERMAIN WI					<b>Country</b>	UNITED STATES

Referral - Tier Two - Internal Escalation - Authorization - Default	Customer seeking Goodwill assistance.
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer states that the air bag light came on after being replaced.

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 air bag light came on last year in January customer was under warranty and had the repair fixed. Customer states that his air bag light is on again after having it replace last year.

Agent consulted with TCC17 and we decided to send this up for goodwill assistance.

\*\*\*\*Begin structured narrative T2 - GOODWILL ESCALATION

What is the customer requesting from Chrysler?

help with repair on the air bag sensor.

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

5000

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?

five

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 T2 - GOODWILL ESCALATION

\*\* Customer transferred to the internal Tier 2 escalation line for further review of concern. First owner of five Chrysler vehicles is seeking assistance with the replacement of the air bag sensor. The air bag sensor was replaced once before under warranty. The vehicle has not been diagnosed by a Chrysler dealership as of yet. Customer called the dealership and was advised that he would have to pay 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 advised that he will be working with a different dealership than the one that performed the last repair.



**Customer Assistance Inquiry Record (CAIR)#****17081539**

<b>Vin</b>	1D4GP24R3	6E	<b>Open Date</b>	01/03/2008	<b>Build Date</b>	10/31/2005	
<b>Model Year</b>	06	<b>Body</b>	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON			
<b>In Service Dt</b>	11/16/2005	<b>Dealer</b>	44771	<b>Dealer Zone</b>	51	<b>Mileage</b>	42,000
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	HARTFORD WI					<b>Country</b>	UNITED STATES

Corporate - Recall - Default - Default - Default	Customer seeking recalls.
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Customer states air bag light on because of bad sensors.
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	States that airbag sensors need to be replaced.
Referral - Tier Two - Internal Escalation - Authorization - Default	Transferred to tier two for further review.

**\*\*\*\*\*RECALL CONTACT\*\*\*\*\***

Purchased New or Used? USED

If Used, date purchased? 10/26/06 Mileage? 14,000

From whom did customer purchase used vehicle? CDJ dealer

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 called in stating that he is having problems with the air bag sensors as stated in the recall. The agent checked the vehicle for the recall and found no recall on the vehicle. Due to issue being non recall the agent transferred the customer to CCAC for more assistance.

**\*\*\*\*Begin structured narrative T2 - GOODWILL ESCALATION**

What is the customer requesting from Chrysler?

Seeking repair assistance with front airbag sensors.

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

6000 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?

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 T2 - GOODWILL ESCALATION**

\*\*\*\*Customer stated that the front airbag sensors on the vehicle need to be replaced. Customer stated that he has not been to dealership yet and is seeking assistance with this repair.

\*\*\*Customer is the second owner of this vehicle and owns no other vehicles, has no prior concerns, no service contracts, and is 6000 miles outside of warranty. Agent consulted with KW276 and transferred to tier two for further review. Agent advised of reference number as well. Second owner seeks assistance with air bag sensor repair. Vehicle has an aftermarket warranty. There is non history with this repair, and no recall for airbag. The 3/36 warranty is expired. Writer declined assistance with repair, and referred owner to aftermarket warranty company for coverage.

**Customer Assistance Inquiry Record (CAIR)#****17087092**

<b>Vin</b>	2C4GP54L5	5R	<b>Open Date</b>	01/04/2008	<b>Build Date</b>	06/03/2005	
<b>Model Year</b>	05	<b>Body</b>	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON			
<b>In Service Dt</b>	07/30/2005	<b>Dealer</b>	26002	<b>Dealer Zone</b>	32	<b>Mileage</b>	54,000
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	WEEDSPORT NY					<b>Country</b>	UNITED STATES

Corporate - Recall - Default - Default - Default	Advised customer of no incomplete recalls.
Referral - Tier Two - Internal Escalation - Authorization - Default	Customer seeking assistance with the air bag sensors.
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer states that the vehicle's airbag sensor is defective.

\*\*\*\*\*Recall Contact\*\*\*\*\*

Purchased New or Used? NEW

If Used, date purchased? n/a Mileage? 54000

From whom did customer purchase used vehicle?

n/a

Customer seeking recall information on vehicle. Advised customer there are no incomplete recalls. Customer was informed they will be notified by letter if there was a recall on the vehicle using the address on file.

Customer called stating that there is an airbag sensor control module recall out on Chrysler vehicles and the customer's vehicle is having the same problem. Customer is demanding that Chrysler pays for the repair under recall. Agent advised customer that unfortunately, the repair cannot be covered under a recall because that recall is not on the customer's vehicle. Customer demanded to speak with a supervisor. Agent consulted with emw20.

Agent transferred to CCAC for further assistance.

\*\*\*\*Begin structured narrative T2 - GOODWILL ESCALATION

What is the customer requesting from Chrysler?

Customer seeking assistance with the air bag sensors.

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

18000 miles outside 3/36

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?

No

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

Yes

\*\*\*\*End structured narrative T2 - GOODWILL ESCALATION

Customer states that the dealership has told him that the air bag sensors need to be replaced. Customer seeking assistance with the repairs. Agent consulted with KW276 and transferred for further assistance.

54,143

spoke with Chad and he states very good customer.

As a goodwill gesture, Chrysler will cover 100% of repair.

Put claim in for \$130.00.

**Customer Assistance Inquiry Record (CAIR)#****17095654**

<b>Vin</b>	2D4GP44L1	5R	<b>Open Date</b>	01/07/2008	<b>Build Date</b>	02/05/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	03/22/2005	<b>Dealer</b>	44520	<b>Dealer Zone</b>	51	<b>Mileage</b>	28,000
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	CHICAGO IL					<b>Country</b>	UNITED STATES

Product - Electrical - Lamps and Switches - Worn - Default	customer seeking information on air bag light.
Corporate - Recall - Default - Default - Default	customer seeking recall information.

Purchased New or Used? used  
If Used, date purchased? 2/2007 Mileage?18000  
From whom did customer purchase used vehicle?  
Other dealer  
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 calling in seeking information on air bag light coming on.  
Customer was wanting to know if there were any recalls relating to this.  
Agent informed customer that there was nothing related to recalls concerning the air bag. Agent advised customer to take vehicle to the dealer to have them take a look at it. Agent provided customer with a reference number.

**Customer Assistance Inquiry Record (CAIR)#****17097575**

<b>Vin</b>	2D4GP44L7	7R	<b>Open Date</b>	01/08/2008	<b>Build Date</b>	11/28/2006	
<b>Model Year</b>	07	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT LWB WAGON			
<b>In Service Dt</b>	01/08/2007	<b>Dealer</b>	54982	<b>Dealer Zone</b>	51	<b>Mileage</b>	12,861
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	NEW LENOX IL					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Carpet - Leak/Water Damage/Mildew - Default

Customer states that vehicle has leak in it.

Purchased New or Used? NEW

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

From whom did customer purchase used vehicle? N/A.

Customer calling in and states that he is not happy with the vehicle.

Customer states that vehicle has been leaking and the dealership has not been able to duplicate the concern. Customer states that his vehicle is beginning to smell of mold. Customer states that he can not have vehicle this way. Customer states that he has already contacted a lawyer and he is taking vehicle to dealership this evening for them to fix these issues. Customer also states that the ABS light and Air Bag light is on and stays on and the dealership informed the customer that this was normal. Agent informed customer that his concerns are documented.

\*\*\*\*\*

Customer stated that the vehicle has been having issues every since he has owned the vehicle. Customer stated that he needs new carpet due to his health. Agent contacted the dealership 54982 and spoke to Jennifer service advisor.

Repair History

7/200- Roof leaking

Resealed the satellite antenna.

8/2007-9,460 Roof leaking

Resealed the roof

Adjusted the power roof

9/2007-9,842 roof leaking

Changed the over head and concealed the over head.

Agent informed Jennifer informed that I would be sending a file over to get additional party s involved.

Agent informed the customer that I would be sending over a file to get additional parts involved in getting this issue resolved.

Customer stated that he wants the issue with roof leaking fixed.

He stated that he wants to know what Chrysler is going to do to fix the leak.

##### DIRECT-TO-DEALER Code=1A#####

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 from the Customer Assistance Center may be assigned to this CAIR for follow-up with the customer and as another resource if required.

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

CUSTOMER CONTACT INFORMATION: (no phone number available)

#####

REASSIGNED TO BC/DLR 51 54982 01/29/08 11:28 R 17097575

\*Contact Date:01/29/2008

Service / Parts Director at the dealership has updated the Cair# 17097575  
Parts have been ordered.

\*Contact Date:02/04/2008

Service / Parts Director at the dealership has closed the Cair# 17097575  
Dealer operational issue has been addressed.

Request was reviewed with DM.

CAIR RETURNED FROM DEALER ON 2/04/2008 AT 03:19:121 R 17097575

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**Customer Assistance Inquiry Record (CAIR)#****17097593**

<b>Vin</b>	2D4GP44L2	5R	<b>Open Date</b>	01/08/2008	<b>Build Date</b>	04/30/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	06/17/2005	<b>Dealer</b>	67897	<b>Dealer Zone</b>	42	<b>Mileage</b>	43,101
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	TRAVERSE CITY MI					<b>Country</b>	UNITED STATES

Referral - Tier Two - Internal Escalation - Authorization - Default	customer seeking assistance with repairs
Product - Electrical - Lamps and Switches - Other - Default	customer states the air bag light is on

Purchased New or Used? New

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

From whom did customer purchase used vehicle? Dealer

customer states the vehicle is at dealer and the airbag light is on and dealer stated that some models have a recall but her model was not included. Customer seeking assistance with repairs

\*\*\*\*Begin structured narrative T2 - GOODWILL ESCALATION

What is the customer requesting from Chrysler?

seeking assistance with repairs of airbag

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

7000 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?

yes its there now

\*\*\*\*End structured narrative T2 - GOODWILL ESCALATION

Transfer per rwa22

Transfer Call.....owner advises that the airbag light has come on and she is seeking assistance with the cost of the repair...spoke to Jerry in service and he confirmed that the problem is with the sensor and the same as Recall G09, but owner vehicle is not involved....writer to cover full cost as goodwill and dealer will call with mileage and cost when completed.....lrm

Dealer advises repairs completed at 43,101 miles at total cost of \$233.16 for replacement of the airbag impact sensor.....writer approved PA claim on this date.....lrm

**Customer Assistance Inquiry Record (CAIR)#****17097887**

<b>Vin</b>	1D4GP25BX	6E	<b>Open Date</b>	01/08/2008	<b>Build Date</b>	08/04/2005	
<b>Model Year</b>	06	<b>Body</b>	RSKL52	DODGE CARAVAN SE FWD SWB WAGON			
<b>In Service Dt</b>	02/23/2006	<b>Dealer</b>	66952	<b>Dealer Zone</b>	51	<b>Mileage</b>	20,000
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	MAYWOOD IL					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp  
On/Flashing - Default

Customer wants to know how to turn the airbag  
light off.

Purchased New or Used? New

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

From whom did customer purchase used vehicle?

N/A

Customer wants to know how to turn the airbag light off. Agent advised  
customer to speak to a dealer for determination.

**Customer Assistance Inquiry Record (CAIR)#****17102757**

<b>Vin</b>	2A4GP44R2	6R	<b>Open Date</b>	01/09/2008	<b>Build Date</b>	12/01/2005	
<b>Model Year</b>	06	<b>Body</b>	RSYH53	CHRYSLER TOWN & COUNTRY LX FWD LWB WAGON			
<b>In Service Dt</b>	01/06/2006	<b>Dealer</b>	43897	<b>Dealer Zone</b>	42	<b>Mileage</b>	46,618
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	OWOSSO MI					<b>Country</b>	UNITED STATES

Referral - Tier Two - Internal Escalation - Authorization - Default	Customer is seeking assistance with the air bag pressure switch.
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer stated that the air bag light came on.

Purchased New or Used? Used

If Used, date purchased? 9/22/06 Mileage? 22355

From whom did customer purchase used vehicle?

CDJ dealer - 43897

Customer stated that the air bag light came on and an independent repair facility told her that she needs a passenger pressure switch. Customer is seeking assistance with the repair.

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

\*\*\*\*Begin structured narrative T2 - GOODWILL ESCALATION

What is the customer requesting from Chrysler?

Customer is seeking assistance with the air bag pressure switch

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

10618 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?

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 T2 - GOODWILL ESCALATION

Customer has not been to authorized dealer. Agent advised customer to have diagnosis completed and contact CCAC for further review. Customer seeking diagnostic charges reimbursement through independent. Agent declined. Customer questions another diagnostic fee. Agent advised that once diagnosis is completed, we can review situation. Customer understood.

Customer states that she has had the vehicle diagnosed and it is the front in pack sensor, customer is not seeking assistance from CAC to get this fixed. Customer stated the cost would be around \$150. Agent transferred customer to KLB73 per MDB80.

SM Keith states that vehicle needs front airbag impact sensor and connector, and recalibrate passenger seat air bag. SM Keith states that as goodwill, dealer offered to cover both repairs for \$150.00. Ken states repairs were discounted from \$200.00 original price. Writer concurs with dealer goodwill offer.

Agent contacted dealer #43897 and spoke with Keith, who states that they were going to do the whole job for \$150. There was a discount on labor.

Decision was made on vehicle. Customer understood.



**Customer Assistance Inquiry Record (CAIR)#****17102839**

<b>Vin</b>	2D4GP44L5	5R	<b>Open Date</b>	01/09/2008	<b>Build Date</b>	02/04/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	03/19/2005	<b>Dealer</b>	44991	<b>Dealer Zone</b>	51	<b>Mileage</b>	37,700
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	OREGON W					<b>Country</b>	UNITED STATES

Corporate - Recall - Default - Default - Default	Advised customer of no incomplete recalls.
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer states that the airbag light is defective.

## \*\*\*\*\*Recall Contact\*\*\*\*\*

Purchased New or Used? NEW

If Used, date purchased? n/a Mileage? 37700

From whom did customer purchase used vehicle?

n/a

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 called stating that the rear Air bag Sensor Light is on.

Customer states that this is a defective part that Chrysler should replace. Agent transferred to CCAC for further assistance.

Customer states there are recalls for his kind of vehicle regarding the air bag sensor light and is angry that he did not receive notification.

Agent repeatedly advised customer there is no recall for this item on his vehicle and advised customer to take to dealer for diagnosis. Customer advised agent of his feelings regarding myself and Chrysler corporation.

Agent advised he could also check for recalls on the web site and that these are Vehicle number specific. Customer understood but did not like this.

**Customer Assistance Inquiry Record (CAIR)#****17105683**

<b>Vin</b>	2C4GP54L8	5R	<b>Open Date</b>	01/23/2008	<b>Build Date</b>	06/14/2005	
<b>Model Year</b>	05	<b>Body</b>	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON			
<b>In Service Dt</b>	09/23/2005	<b>Dealer</b>	08075	<b>Dealer Zone</b>	51	<b>Mileage</b>	64,258
<b>Name:</b>						<b>Contact Type</b>	LETTER
<b>Address</b>						<b>Home Phone</b>	
	KILDEER IL					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp  
On/Flashing - Default

Customer states front air bag sensors were replaced  
due to corrosion.

Purchased New or Used? Used

If Used, date purchased? 08/29/06 Mileage? 32000

From whom did customer purchase used vehicle?

Unknown

Customer is seeking reimbursement for repairs performed on the front air bag impact sensors. Customer has provided dealer invoice, but no proof of payment. Customer feels that her concern is related to the G09 recall.

The customer previously contacted CCAC regarding issue in file 17041732, but no decision was stated regarding customer's request for assistance. Agent contacted dealer and spoke with Kevin in service. He verified that the repair was paid for in full.

Due to customer's concerns being related to recall G09, agent will reimburse customer for repairs as a goodwill gesture. Reimbursement is broken down as follow:

- 1) Parts=\$22.38
- 2) Labor=\$334.33
- 3) Misc.=\$19.99 (shop supplies)
- 4) Sales tax=\$7.68
- 5) Total=\$444.38

Customer will be reimbursed for \$444.38 upon acceptance of amount.

Agent attempted to contact the customer on 01/23/08 at 6:27pm on the customer's home phone. The customer's line picked up after 3 rings and then disconnected before agent could say greeting. Agent called back and received an answering machine. Agent left a message requesting that customer contact CCAC at their convenience to discuss the reimbursement request they sent in. Agent provided contact information and reference number.

>>>>>>>>NEXT AGENT<<<<<<<<

If customer calls back, please advise of reimbursement offer for \$444.38.

Please document if customer accepts and the address for reimbursement by using the check verification dropdown. Advise customer check will arrive in 2-4 weeks.

Customer is calling back. He states previous agent left message.

accepts and verifies the check  
should be mailed to the following name and address:

KILDEER, IL

JLN34 submitted and processed reimbursement for \$444.38.

**Customer Assistance Inquiry Record (CAIR)#****17106575**

Vin	2A4GP54L9	6R	Open Date	01/10/2008	Build Date	04/05/2006	
Model Year	06	Body	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON			
In Service Dt	04/26/2006	Dealer	67243	Dealer Zone	42	Mileage	24,580
Name:						Contact Type	
Address						Home Phone	
	WATERFORD M					Country	UNITED STATES

Referral - Parts - Default - Default - Default	Parts referral for rack and pinion.
Product - Drivability - Unknown - Other - Default	States that she is having a front end noise issue with her vehicle.

Purchased New or Used? new

If Used, date purchased? na Mileage? na

From whom did customer purchase used vehicle?

na

Customer called stating that she has been having an issue with the front end of her vehicle. She stated that she has been to the dealer three times for this issue. Agent contacted dealer 67243 and spoke with Jeremy, service advisor and he provided service history:

01/09/2008-24398 miles-Order rack and pinion.

08/14/2007-18505 miles-Struts replaced.

07/21/2007-17363 miles-Replaced outer tie rod ends, sway bar , and bushings.

Agent advised that direct to dealer being sent on customer s issue. Agent also obtained part information:

Part Number: 4766250AM

Agent verified that part is on special handling order. Agent advised customer that file will be forwarded to get the appropriate parties involved with this issue. Agent advised of reference number as well.

Customer stated that she wants to end her lease early because of the front issues that she has been having on the vehicle. Agent advised that concerns have been documented.

\*\*\*\*Begin structured narrative T2 - PARTS STRUCTURED NARR

What is the name and dealer code of the dealer that ordered the part?

GOLLING CHRYSLER JEEP DODGE, INC

67243

What is the phone number of the dealer?

248-334-3600

What is the description of the part that has been ordered?

rack and pinion

What is the part number?

4766250AM

What is the order number?

SH0109

What date was the part ordered?

01/09/2008

What is the VIN of the vehicle?

2A4GP54L96R

What is the current order status of the part (i.e. special handling)?

special handling

\*\*\*\*End structured narrative T2 - PARTS STRUCTURED NARR

\*\*\*\*Agent researched part information and order #SH0109 has released to packaging depot. The eta for part to arrive to dealer is 8 business days or sooner. Agent contacted dealer and spoke with Jason in the parts department, and advised him of this information.\*\*\*\*\$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$

\$ DIRECT-TO-DEALER \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$

ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER

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

Vehicle off road / Parts related concern

Please update this CAIR as required.

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

\$

REASSIGNED TO BC/DLR 42 67243 01/10/08 12:22 O 17106575

Customer called stating the dealership gave her the vehicle back until the part comes in. Customer stated the dealership told her she could come and get the vehicle until the part comes in. Mechanic also said it was leaking and for her not to drive it far. Customer stated she did not know how far he meant. Customer also stated she did not want to drive the vehicle because she feels it is unsafe. Customer is seeking assistance for car rental because she would like a safer vehicle until hers can be repaired.

Agent called dealership 67243 and spoke with Brian in service department and Brian said Jeremy would be the one that was handling the vehicle and transferred to Jeremy. Jeremy accepted PA17106575 for 5 days of car rental at \$35 per day.

Customer seeking rental assistance because she feels vehicle is not safe to drive at this time. Contacted Service Manager, Jeremy at 67243 to discuss the customer's request for rental assistance. Confirmed customer's concern and with Service Manager concurrence, authorized 5 days of rental per guidelines in Warranty Bulletin D-04-26. Per DJP99.

\*Contact Date:01/23/2008

Service Director at the dealership has closed the Cair# 17106575

Warranty repair has been documented on Repair Order#354418

CAIR RETURNED FROM DEALER ON 1/23/2008 AT 09:04:818 R 17106575

Customer states the air bag light is on and claims the vehicle had to be left at the dealership. Customer is seeking rental assistance and claims the vehicle has not been diagnosed. Agent informed customer once the vehicle has been diagnosed she could contact CCAC for possible rental assistance.

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**Customer Assistance Inquiry Record (CAIR)#****17107853**

<b>Vin</b>	2A4GP54L6	6R	<b>Open Date</b>	01/10/2008	<b>Build Date</b>	11/07/2005	
<b>Model Year</b>	06	<b>Body</b>	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON			
<b>In Service Dt</b>	01/23/2006	<b>Dealer</b>	42369	<b>Dealer Zone</b>	32	<b>Mileage</b>	18,770
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	WHITESBORO NY					<b>Country</b>	UNITED STATES

Corporate - Recall - Default - Default - Default	Customer seeking vehicle recalls.
Product - Electrical - Speedo/Gauges/Ometer/EIC - Intermittent or Inoperative - Default	Customer states air bag light goes on and off.

**\*\*\*\*\*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 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 called in seeking to see if there was a recall on the vehicle for the air bag sensors. The customer stated that his air bag light goes on and off on the vehicle. The customer stated that it has been to the dealer and they have not fixed the problem. The customer stated that the dealer has not found the issue and does nothing to try to resolve the issue. The agent advised the customer that any dealership service department can only fix a problem that the dealer can diagnose on a vehicle and that a dealership is not going to tear into a vehicle and put parts on it when it might not resolve the issue. The agent advised the customer that Chrysler will fix the issue but until the vehicle acts up at the dealership there is nothing that can be done to resolve an issue the dealer has not been able to diagnose.

**Customer Assistance Inquiry Record (CAIR)#****17108317**

Vin	1D4GP24R8	7E	Open Date	01/10/2008	Build Date	01/03/2007	
Model Year	07	Body	RSKL53	DODGE GRAND CARAVAN SE LWB WAGON			
In Service Dt	01/11/2007	Dealer	45074	Dealer Zone	32	Mileage	24,000
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	CORAM NY					Country	UNITED STATES

Product - Electrical - Power/Engine Control Module - Other - Default	Caller has the wrong power control module
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Purchased New or Used? used

If Used, date purchased? unknown Mileage? 24000

From whom did customer purchase used vehicle?

Auto Auction

The caller advised he is a used car dealer who purchased the vehicle from an auto auction with the airbag light on. When the caller went to the dealer he was advised the power control module was the wrong one for the vehicle. The caller paid the dealer a diagnosis fee of \$195. The caller took the vehicle to an independent who advised him that the vehicle identification number was half rubbed off. Agent called the dealer and spoke to Michael Meadows in service. The vehicle identification number in the vehicle is completely different than the one that should be in the vehicle. Agent advised the caller of findings. Agent advised caller that his concerns have been documented. Agent will stand behind the diagnosis of the dealer. Agent does not rely on the diagnosis of the dealer. Caller has a dealer dispute on this issue and will need to speak to dealer management. Caller is insisting on speaking to a supervisor. Agent consulted with RJ16 who concurred. Chrysler will stand behind the diagnosis of the dealer. If the vehicle has the wrong power control module then the airbag light would not be covered. Replacing the power control module would not be covered.

**Customer Assistance Inquiry Record (CAIR)#****17110504**

<b>Vin</b>	2A4GP54L6	6R	<b>Open Date</b>	01/15/2008	<b>Build Date</b>	11/07/2005	
<b>Model Year</b>	06	<b>Body</b>	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON			
<b>In Service Dt</b>	01/23/2006	<b>Dealer</b>	42369	<b>Dealer Zone</b>	32	<b>Mileage</b>	18,770
<b>Name:</b>						<b>Contact Type</b>	E-MAIL
<b>Address</b>						<b>Home Phone</b>	
	WHITESBORO NY					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default

Customer facing problem with airbag.

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

air bag light goes on and off and chimes while driving at various speeds

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

Purchased New or Used? New

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

air bag light goes on/off and chime goes off while driving at various speeds. it is intermittent and when i bring it for service this problem does not appear.

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

Routed to T2TN as it is a safety issue.

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

Thank you for contacting the Chrysler Customer Assistance Center regarding your airbag light concerns.

We are very sorry to learn of your dissatisfaction with the handling of your Chrysler Town & Country 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 but hope you will understand our position.

Thank you again for your email.

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

I JUST COMPLETED A SURVEY FROM CHRYSLER REGARDING THE RESPONSE RECEIVED FROM MY RECENT CONCERN ABOUT MY 2006 T&C VAN AIR BAG SENSOR INTERMITTENT ALARM PROBLEM. IN MY RESPONSE I EXPRESSED MY DISSATISFACTION FROM YOUR NON-RESOLUTION OF MY CONCERNS. AS A MATTER OF INTEREST I HAVE BEEN IN CONTACT WITH US DEPARTMENT OF TRANSPORTATION, NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION TO VOICE MY CONCERN TO SEE IF A SAFETY RELATED DEFECT EXISTS.

\*\*\*\*\*END OF CUSTOMERS EMAIL \*\*\*\*\*

Thank you for contacting the Chrysler Customer Assistance Center referring to previous communication.

Your email has been received and the concerns you have raised are appreciated.

After thoroughly reviewing your request and the files on this matter, we respectfully concur with the information provided.

Thank you for taking the time to communicate with us. It is regrettable that a more favorable reply can not be provided.

Thank you again for your email.

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

**Customer Assistance Inquiry Record (CAIR)#****17115193**

<b>Vin</b>	2C4GP54L8	5R	<b>Open Date</b>	01/14/2008	<b>Build Date</b>	06/15/2005	
<b>Model Year</b>	05	<b>Body</b>	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON			
<b>In Service Dt</b>	09/19/2005	<b>Dealer</b>	41626	<b>Dealer Zone</b>	42	<b>Mileage</b>	40,000
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	OREGON OH					<b>Country</b>	UNITED STATES

Corporate - Recall - Default - Default - Default	Advised customer of no incomplete recall.
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer states that the air bag warning light came on.
Referral - Tier Two - Internal Escalation - Authorization - Default	Referred to tier two

## \*\*\*\*\*Recall Contact\*\*\*\*\*

Purchased New or Used? USED

If Used, date purchased? 08/10/07 Mileage? 40000

From whom did customer purchase used vehicle?

n/a

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 called stating that the air bag warning light is on and wants to know if it is covered by a recall. Agent advised customer that it is not covered under a recall, however since it is a safety issue agent offered to transfer the customer for further financial assistance.

Customer accepted. Agent transferred to CCAC for further assistance.

Customer stated that he saw on the internet that the vehicle has a recall. Customer stated that after he went through a car wash the air bag light came on. Customer stated that his vehicle is acting exactly as the recall says. Agent advised that recalls are VIN number specific. Customer understood and is seeking assistance with this repair. Customer stated he bought the vehicle with 28,277 miles.

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

per JAY18

## \*\*\*\*Begin structured narrative T2 - GOODWILL ESCALATION

What is the customer requesting from Chrysler?

Assistance with air bag light

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?

no

Is the customer the original owner of this vehicle?

no

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 T2 - GOODWILL ESCALATION

TRANSFER CALL....issue with airbag light coming on...referred to local dealership for diagnosis and provided name and direct number to have service manager call with findings....will assist with cost of the repair due to being safety related concern.....ltm

Spoke to Adam in service at Charlie s Dodge# 41626....dealer to diagnose and call with findings...offer made to cover full cost.....ltm

Dealer advises they had to replace the front impact sensor and wiring connectors.....repairs completed at 44,309 miles at total cost of \$97.88 writer approved PA claim on this date for amount submitted.....ltm



**Customer Assistance Inquiry Record (CAIR)#****17116147**

<b>Vin</b>	1C4GP45R7	5E	<b>Open Date</b>	01/14/2008	<b>Build Date</b>	06/22/2005	
<b>Model Year</b>	05	<b>Body</b>	RSYH52	CHRYSLER TOWN & COUNTRY FWD SWB WAGON			
<b>In Service Dt</b>	09/16/2005	<b>Dealer</b>	36100	<b>Dealer Zone</b>	32	<b>Mileage</b>	48,500
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	LEWISTON ME					<b>Country</b>	UNITED STATES

Recall - F10: - Advise Owner/Incomplete Recall	Customer advises that recall was completed on 1/11/08
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Seeking assistance with air bag sensor.

Purchased New or Used? New

If Used, date purchased? NA Mileage? NA

From whom did customer purchase used vehicle?

NA

Customer advises that recall F10 was completed. Complains of an issue with the impact sensor, tie rod, shocks, and hood release. Customer seeking assistance with the air bag impact sensor. Customer advises that dealer 36100 has diagnosed the vehicle. Caller is the original owner of this vehicle, has a total of four CJD products. There are no applicable service contracts on the vehicle and no previous issues. Writer contacted dealer 36100, spoke with service manager Shane who states that they will coer the impact sensor repair due to it being a safety concern, but the customer will be responsible for a \$50.00 co-pay. Provided customer with information. Ciustomer not satisfied with decision, states that other vehicles have been recalled for this issue and she should not be responsible for any of the cost. Advised owner that this is the final offer, recalls are VIN specific.

**Customer Assistance Inquiry Record (CAIR)#****17117347**

<b>Vin</b>	1A4GP44R1	6E	<b>Open Date</b>	01/14/2008	<b>Build Date</b>	06/14/2006	
<b>Model Year</b>	06	<b>Body</b>	RSYH53	CHRYSLER TOWN & COUNTRY LX FWD LWB WAGON			
<b>In Service Dt</b>	06/16/2006	<b>Dealer</b>	44393	<b>Dealer Zone</b>	66	<b>Mileage</b>	28,480
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	MOUNT DORA FL					<b>Country</b>	UNITED STATES

Referral - Other - Default - Default - Default	Provided Goodyear Tire phone number
Service Contract - No Contract on File - Default - Non CSC Customer - Default	Provided Service Contract Enrollment number
Corporate - Dealer Information - Default - Default - Default	Provided dealer information
Referral - Dealer Call Transfer Pilot - Default - Default - Default	Referred to dealer

Purchased New or Used? Used

If Used, date purchased? 03/09/07 Mileage? Unknown

From whom did customer purchase used vehicle?

Other dealer

Customer stated air bag light is on and requesting warranty information.

Agent provided BASIC 36 Months or 36,000 Miles - June 16, 2009 17 Months or 7,520 Miles - POWERTRAIN 36 Months or 36,000 Miles 0 June 16, 2009 17 Months or 7,520 Miles. Customer advised tire warranty is thru Goodyear and provided Goodyear phone number, per customer s request. Agent provided Dealer 44393 name, location and phone number. Agent provided Service Contract Enrollment phone number, per customer s request.

**Customer Assistance Inquiry Record (CAIR)#****17117858**

<b>Vin</b>	1C4GP45R2	5E	<b>Open Date</b>	01/14/2008	<b>Build Date</b>	04/02/2005	
<b>Model Year</b>	05	<b>Body</b>	RSYH52	CHRYSLER TOWN & COUNTRY FWD SWB WAGON			
<b>In Service Dt</b>	04/12/2005	<b>Dealer</b>	67320	<b>Dealer Zone</b>	35	<b>Mileage</b>	42,838
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	KANSAS CITY MO					<b>Country</b>	UNITED STATES

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Product - Emissions - EGR System - Failed Test - Default	Customer states check engine light is on
Product - Electrical - Occupant Classification System - Defective - Default	customer states air bag light is on.

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Customer requests goodwill consideration for repair. Dealer diagnosed and replaced EGR valve and airbag sensor.  
POSTMARK DATE: 011408; DATE RECEIVED: 013108

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**Customer Assistance Inquiry Record (CAIR)#****17118883**

<b>Vin</b>	2A4GP54L9	6R	<b>Open Date</b>	01/14/2008	<b>Build Date</b>	04/13/2006	
<b>Model Year</b>	06	<b>Body</b>	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON			
<b>In Service Dt</b>	04/28/2006	<b>Dealer</b>	23171	<b>Dealer Zone</b>	32	<b>Mileage</b>	1
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	HUNTINGTON NY					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default

Customer states the air bag light is on.

Purchased New or Used? New

If Used, date purchased? NA Mileage? NA

From whom did customer purchase used vehicle? NA

Customer states the air bag light came on and when the dealer diagnosed it, they told him when a speed bump was driven over, the wire was ripped. Customer would like to know if that should be covered.

Advised customer that the wire being ripped by road hazards are not covered since it is not a manufacturing defect.

Customer calling in inquiring if he is responsible for diagnosis fees.

Agent informed the customer that it is his responsibility to pay diagnosis fees.

**Customer Assistance Inquiry Record (CAIR)#****17126639**

<b>Vin</b>	1D4GP45R8	5E	<b>Open Date</b>	01/16/2008	<b>Build Date</b>	02/08/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKH52	DODGE CARAVAN SXT FWD SWB WAGON			
<b>In Service Dt</b>	06/20/2005	<b>Dealer</b>	45373	<b>Dealer Zone</b>	32	<b>Mileage</b>	49,600
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	SWANVILLE ME					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer seeking air bag repair assistance
Corporate - Recall - Default - Default - Default	Provided Recall information
Referral - Tier Two - Internal Escalation - Authorization - Default	Transferred to Tier Two

Purchased New or Used? NEW

If Used, date purchased? NA Mileage? NA

From whom did customer purchase used vehicle? NA

Customer stated air bag light was on, took to Dealer 45373 and has been diagnosed, right front air bag sensor has to be replaced and requesting Recall information. Agent checked and advised customer there are no incomplete recalls or known issues regarding this vehicle. Customer was informed they will be notified by letter if there was a recall on the vehicle using the address on file. Customer stated she does not understand why other vehicle, same year and model does have Recall. Agent assured customer there have been no recalls that have involved this vehicle. Customer requesting repair assistance. Agent consulted with KW276 - approved transfer to Tier Two. Agent provided Reference number and advised transferring call to a representative for further research . Agent transferred call to Tier Two.

\*\*\*\*Begin structured narrative T2 - GOODWILL ESCALATION

What is the customer requesting from Chrysler?

Customer seeking air bag repair assistance

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

13,600 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, new.

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

Owner calls to inquire if there is a recall on vehicle for a front air bag sensor. Writer advised owner that there are no recalls for owners vehicle at this time. Owner thanked writer for information.

**Customer Assistance Inquiry Record (CAIR)#****17129266**

<b>Vin</b>	2D4GP44L5	6R	<b>Open Date</b>	01/17/2008	<b>Build Date</b>	09/09/2005	
<b>Model Year</b>	06	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	09/30/2005	<b>Dealer</b>	60015	<b>Dealer Zone</b>	51	<b>Mileage</b>	40,300
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	MARINETTE WI					<b>Country</b>	UNITED STATES

Product - Wheels and Tires - Tires - Excessive Tire Wear - Unknown	All 4 tires are worn and need replacement
Product - Engine - Engine Block / Short Engine - Noisy - Default	Engine being replaced
Product - Brakes - Pads/Shoes - Worn - Front	Froont brakes need to be replaced
Product - Steering - Power Rack and Pinion / Gear - Leaks - Default	Rack and pinion need to be replaced
Referral - Tier Two - Internal Escalation - Authorization - Default	Tier Two transfer.
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	air bag module needs replacement

Purchased New or Used? new

If Used, date purchased? na Mileage? na

From whom did customer purchase used vehicle?

na

The caller advised the vehicle has a tinging and the engine needs to be replaced. The rack and pinion are leaking and the rack will need to be replaced. An airbag light is on and a module needs to be replaced. The vehicle needs 4 new tires. The front brakes need to be replaced. The service contract is covering the major repairs. Caller wanted to issue a complaint against the local dealer Riverside as they did not seem to take her seriously. Agent advised caller that her complaint has been documented.

Caller asked about Lemon Law. Agent referred caller to her blue and white notebook in the vehicle.

Agent advised caller the brake warranty is 12 months 12000 miles. Caller was advised the tires are warranted by their manufacturer.

Customer states that he is not sure if his parents want to file for lemon law. Customer states that the airbag sending light unit is not covered under their warranty. Customer is seeking assistance with repairs. Agent consulted with MF640.

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

\*\*\*\*Begin structured narrative T2 - GOODWILL ESCALATION

What is the customer requesting from Chrysler?

assistance with airbag light sending unit

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

4,300 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?

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

Writer left voice message for Pete to call writer back and advise about repair diagnosis. No promises made to owner.

SM Pete advised that engine, and steering rack repairs are covered under service contracts. Writer declines assistance with tires, and brake pads and rotors due to item is a 12/12 wear item. SM Pete states that vehicle needs air bag sensor replaced. Total cost of repair is \$263.95. As goodwill, due to first owner and low miles, writer will cover total cost

of air bag sensor repair, less a \$100.00 copay to owner.

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**Customer Assistance Inquiry Record (CAIR)#****17129723**

<b>Vin</b>	1C4GP45R2	5E	<b>Open Date</b>	01/17/2008	<b>Build Date</b>	05/04/2005	
<b>Model Year</b>	05	<b>Body</b>	RSYH52	CHRYSLER TOWN & COUNTRY FWD SWB WAGON			
<b>In Service Dt</b>	06/09/2005	<b>Dealer</b>	67979	<b>Dealer Zone</b>	51	<b>Mileage</b>	83,048
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	WISC RAPIDS W					<b>Country</b>	UNITED STATES

Product - Electrical - Unknown - Other - Default	Customer states the airbag light is on.
Referral - Tier Two - Internal Escalation - Authorization - Default	Tier two referral

\*\*\*\*Begin structured narrative T2 - GOODWILL ESCALATION

What is the customer requesting from Chrysler?

Custoer seeking assistance with the air bags

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

47,048 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?

4

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 T2 - GOODWILL ESCALATION

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 seeking assistance with the air bag. Agnet consulted with AMM97 and transferred for further assistance with the repair.

Owner calls dccac on 1/17/08 wants assistance with airbag sensor repair

advised to have dealer inspect willing to assist may cover repair under

warranty as goodwill since issue is safety related. Dealer SM will call

when vehicle is brought in for inspection. Customer has file and direct line for further assistance.

Jolene called to say the repair =\$66.58. Writer agreed to cover the repair as a 'ONE TIME GOODWILL OFFER' 100%.



**Customer Assistance Inquiry Record (CAIR)#****17133263**

<b>Vin</b>	2D4GP44L2	5R	<b>Open Date</b>	01/18/2008	<b>Build Date</b>	06/21/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	07/30/2005	<b>Dealer</b>	63168	<b>Dealer Zone</b>	51	<b>Mileage</b>	37,500
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	BASSETT WI					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Requesting information on air bag sensor.
Referral - Tier Two - Internal Escalation - Authorization - Default	Tier two referral

Purchased New or Used? New

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

From whom did customer purchase used vehicle? n/a

\*\*\*\*\*

Claims she had an air bag sensor replaced. Customer claims she is aware of a recall on 2005 Grand Caravans but was told her vehicle did not qualify for recall. Customer requesting if the part in her vehicle was changed from the original part. Advised CCAC is unable to determine if a part has not changed since vehicle was not involved in any recall for sensor. Customer then claimed that her part will fail again within 2 years because of this concern. Customer demanded to speak to supervisor and was informed twice she could not be transferred. Customer released.

\*\*\*\*\*Recall Contact\*\*\*\*\*

Customer called stating that she feels that the problem should be covered under the recall even though the recall is not on the vehicle. Agent advised customer that since the recall is not on the vehicle, the repairs will not be covered under the recall, however, the agent could transfer to a senior that could possibly find some additional assistance. Agent transferred to CCAC for further assistance.

Customer seeking assistance with the repair. Agent consulted KW276 and transferred for further review.

\*\*\*\*Begin structured narrative T2 - GOODWILL ESCALATION

What is the customer requesting from Chrysler?

Customer seeking assistance with air bag repairs

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

1,500 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?

4

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

Owner says dealer 63168 replaced the left front impact sensor. Owner says total bill was \$79.92. Agent agreed to reimburse owner 100% of bill, as a one time goodwill gesture. Owner does not have access to a fax machine. Provided owner with mailing address and advised her to send the original repair order and proof of payment for review.

**Customer Assistance Inquiry Record (CAIR)#****17140512**

<b>Vin</b>	2D8GP44L9	6R	<b>Open Date</b>	01/21/2008	<b>Build Date</b>	08/15/2005	
<b>Model Year</b>	06	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	08/19/2005	<b>Dealer</b>	41356	<b>Dealer Zone</b>	42	<b>Mileage</b>	50,000
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	KENTWOOD MI					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default

Customer states the air bag light is on.

Purchased New or Used? Used

If Used, date purchased? 10/31/06 Mileage? 29973

From whom did customer purchase used vehicle? 41356

CDJ dealer

Customer states he had assistance with his airbag sensor previously.

Customer states that the airbag light is on again in the vehicle.

Customer is seeking assistance with repairs of the vehicle. Agent consulted with CDC45.

Informed customer that Chrysler will not participate in the repair. The vehicle warranty has expired. Customer states he wants a supervisor. Agent advised she would consult with supervisor. Agent consulted with RJB176. Agent advised that the supervisor concurs that we will not assist with the repairs. Customer states that he is sending out a note to consumer affairs regarding Chrysler not doing anything to help the people that this is happening to.

\*\*\*\*\* RECALL CONTACT \*\*\*\*\*

Customer stated he called yesterday regarding the fact he replaced air bag sensor before and light is back on again and has since read an article regarding 2005 Dodge vehicles with air bag recall. Agent read previous narrative and advised customer unable to verify Recall information without a vehicle identification and customer has already been advised unable to assist with repair assistance. Customer disconnected call.

Dealer ship has informed DM of issue. Customer has had a prior repair done The true milage of vehicle is around 60,000 miles. Customer had part replaced on 1/23/07. Customer falls under mopar warranty but customer has to pay for labor. Will auth replacement of parts under mopar warranty customer responsible for labor. Customer very rude with dealership service department....PDB36

Customer states he took vehicle to dealership to have the issue repaired. He states the dealership was going to charge him for parts as well as labor. Agent contacted dealer 41356 to inquire information. Agent consulted with Mike, Service Advisor he stated that he was only charging the customer for labor cost. Agent advised caller to take vehicle back to dealership and they would repair the issue. Customer understood.

**Customer Assistance Inquiry Record (CAIR)#****17140630**

<b>Vin</b>	1D4GP45R3	5E	<b>Open Date</b>	01/21/2008	<b>Build Date</b>	06/25/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKH52	DODGE CARAVAN SXT FWD SWB WAGON			
<b>In Service Dt</b>	07/30/2005	<b>Dealer</b>	43535	<b>Dealer Zone</b>	71	<b>Mileage</b>	35,000
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	VALLEY VILLAGE CA					<b>Country</b>	UNITED STATES

Service Contract - New Contract Coverage - Maintenance - Verification - Default	Seeks to know what service contract is.
Corporate - Warranty Coverage - Default - Default - Default	Seeks warranty information for air bag light coming on.
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	States air bag light is on.

Purchased New or Used? New

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

From whom did customer purchase used vehicle?

CDJ dealer

Customer seeking to know if his air bag light coming on would be covered.

Agent advised customer that he is still under warranty and as long as it is a manufactures defect it will be covered. Agent advised customer that he would need to refer to an authorized Dodge, Jeep, or Chrysler dealer to determine coverage. Customer then requested to know what his service contract is for. Agent advised customer that it is a maintenance service contract. Customer then requested to know if the basic warranty could be extended. Agent advised customer that if he would like further coverage outside of the basic warranty he would need to speak with the finance department at an authorized dealer about getting a service contract.

**Customer Assistance Inquiry Record (CAIR)#****17148898**

<b>Vin</b>	1D4GP25E9	5E	<b>Open Date</b>	01/23/2008	<b>Build Date</b>	01/19/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKL52	DODGE CARAVAN SE FWD SWB WAGON			
<b>In Service Dt</b>	02/10/2005	<b>Dealer</b>	44402	<b>Dealer Zone</b>	66	<b>Mileage</b>	49,430
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	RALEIGH NC					<b>Country</b>	UNITED STATES

Corporate - Recall - Default - Default - Default	Customer seeking recalls.
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer states light currently on.

**\*\*\*\*\*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 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 called in stating that he had a recall letter on the airbags and his airbag light is currently on. The agent advised the customer there is no recalls for the airbags but appears to be a extension letter on the coverage for the airbag sensors. The agent advised the customer that he would need to take the vehicle into Dodge for a diagnosis and if the light is on because of the airbag sensors they would be replaced and if the light is another issue the customer would be responsible for charges.

## 17157978

<b>Vin</b>	2D4GP44L4	5R415246	<b>Open Date</b>	01/25/2008	<b>Build Date</b>	02/04/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	04/20/2005	<b>Dealer</b>	43808	<b>Dealer Zone</b>	51	<b>Mileage</b>	50,806
<b>Name:</b>						<b>Contact Type</b>	
<b>Address</b>						<b>Home Phone</b>	
	CHICAGO IL					<b>Country</b>	UNITED STATES

Referral - Tier Two - Internal Escalation - Authorization - Default	Customer is seeking assistance with front air bag sensor repair.
Corporate - Recall - Default - Default - Default	Customer seeking information on front air bag sensor light.
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Customer states that the front air bag sensor light is on.

\*\*\*\*Begin structured narrative T2 - GOODWILL ESCALATION

What is the customer requesting from Chrysler?

Assistance with the front air bag sensor.

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

14,000 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?

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

Purchased New or Used? new

If Used, date purchased? na Mileage? na

From whom did customer purchase used vehicle?

na

██████████ called stating that her front air bag sensor light came on and the dealership is stating that it has failed and want to charge her around \$200 for the repair. Customer is seeking if she has this recall and why this is not being covered under the recall. Agent advised the customer that her vehicle does not have the recall on her vehicle due to the recalls being VIN specific. Customer states that she not sure why that is but she does not want to pay for the repair. Agent spoke with LGP14 and she advised this agent to transfer the customer to tier 2 for further review and discussion of this concern. Customer understood.

Agent contacted dealer and spoke to Tom who states air bag sensor light is on and dealer will use DSA and will make offer of assistance on repair of vehicle. Agent advised Tom of direct to dealer. Advised customer Tom will be calling her with offer of some assistance.

\$\$\$ \$ DIRECT-TO-DEALER Code=6A \$\$\$ \$\$\$\$ \$

ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER

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

### Out of Warranty Assistance Request

Please update this CAIR as required.

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

\$ \$

REASSIGNED TO BC/DLR 51 43808 01/25/08 13:20 R 17157978

\*Contact Date:01/28/2008

Service Manager at the dealership has closed the Cair# 17157978

DCX goodwill repair is documented on Repair Order#15412

CAIR RETURNED FROM DEALER ON 1/28/2008 AT 08:24:789 R 17157978

**Customer Assistance Inquiry Record (CAIR)#****17162665**

Vin	1C4GP45R0	5E	Open Date	01/28/2008	Build Date	06/17/2005	
Model Year	05	Body	RSYH52	CHRYSLER TOWN & COUNTRY FWD SWB WAGON			
In Service Dt	07/30/2005	Dealer	26637	Dealer Zone	42	Mileage	40,903
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	MEDINA OH					Country	UNITED STATES

Referral - Tier Two - Internal Escalation - Authorization - Default	Customer seeking assistance with the air bag light.
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer states the air bag light is on.

Purchased New or Used? new

If Used, date purchased? na Mileage? na

From whom did customer purchase used vehicle?

na

Customer states that his air bag light is on. Customer states he took the vehicle to dealership 26637 because he found a recall for the air bag sensors. Customer states the dealership told him they would not repairs his vehicle. Agent advised the customer that the recall does not apply to his vehicle due to the fact that the vehicle was built in June of 2005.

Customer seeking assistance with the repairs. Agent transferred per JAY18.

\*\*\*\*Begin structured narrative T2 - GOODWILL ESCALATION

What is the customer requesting from Chrysler?

Customer seeking assistance with the air bag light.

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

5000 miles outside 3/36 warranty

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?

No

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

Yes

\*\*\*\*End structured narrative T2 - GOODWILL ESCALATION

Writer took call on 1/28/08 customer wants assistance with airbag module repair was recall issue but this vehicle not included. Due to safety issue writer willing to assist may warranty repair as goodwill need dealer diagnoses first.

1/28.. DM contacted by dealer 68225. Dealer states that owner visited their store and demanded recall be completed. Dealer reviewed VIP and finds no incomplete recall. Owner demanded recall based on his internet research.

Dealer advised owner that they would be willing to diagnose at owner s expense and would review out of warranty consideration with DM if merited.

Owner rejected this offer and advised dealer that he would be seeking legal advise. TAS13

\*\*\*\*\*Recall Contact\*\*\*\*\*

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 called about the case above. Agent transferred to CCAC for further assistance.

Customer states he has recall on air bag sensors and he states the dealership will not perform the recall. Agent informed customer that Chrysler would need a diagnostic. Customer claims he got a diagnosis Medina World Cars 26637 performed diagnosis.

Agent informed customer he needs to speak MB97. Customer wants to speak to a supervisor. Agent informed customer a supervisor will tell him the same thing. Customer wants to speak to agent's boss.

Agent consulted with emw20 and he concurs in order to get the part covered under warranty he would need to speak to MB97. Customer wants to speak to a supervisor. Customer states he wants to speak to someone else.

Customer states MB97 never contacts him.

\*\*\*\*\*kw276\*\*\*\*\*

Customer states salt made the airbag sensor stop working. Agent informed customer that recalls are VIN specific. Agent called dealership 26637 and spoke with Jeff, service manager. Jeff states that they have no problem with Chrysler assisting with cost of repairs. States that two sensors need to be replaced. Provided warranty cost:

parts: \$44.52

labor: \$64.50

Total: \$109.02

As a one-time goodwill gesture, Chrysler will cover cost of the repair minus a \$50 co pay. Jeff agreed to this offer. Agent had to offer customer a callback while speaking with dealer.

Agent called customer back and spoke with [REDACTED] and advised her of offer. She states that she will advise her husband when he wakes up, and he will call back to accept or decline offer.

\*\*\*\*\*Next agent\*\*\*\*\*

If customer calls back, please document if he accepts or declines offer and reassign back to KW276.

Agent called customer back and left a message providing number and extension.

Agent received message from [REDACTED] and called him back. Agent spoke with [REDACTED] who states that her husband does want to speak with agent and states he will be available around 4:45 pm today.

Agent called customer and advised him of offer. Customer states that he does not feel he should have to pay the co pay because this is a recall.

Agent advised him that this is not a recall, but if it becomes one in the future, he would not be notified by mail and reimbursed any money he pays out. Customer states that the dealer advised him this should be a recall. Advised him that the warranty has expired for this component, but

we are offering assistance on the repair. Customer states that he accepts the offer, but will not buy another Chrysler vehicle. Agent advised him to call dealer to set up appointment. Agent called dealer 26637 and spoke with Jeff in service and he provided exact mileage.

Advised him the customer accepted offer.

PA entered in system.

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**Customer Assistance Inquiry Record (CAIR)#****17165152**

<b>Vin</b>	2D4GP44LX	6R	<b>Open Date</b>	01/28/2008	<b>Build Date</b>	04/05/2006	
<b>Model Year</b>	06	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	04/15/2006	<b>Dealer</b>	44891	<b>Dealer Zone</b>	35	<b>Mileage</b>	43,268
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	POLK PA					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer claims that her vehicle requires a new sensor.
Corporate - CNA Change - Default - Default - Default	Customer recently purchased this vehicle.

Purchased New or Used? Used

If Used, date purchased? 12/27/07 Mileage? 42,000

From whom did customer purchase used vehicle?

Other dealer

Customer calling to express dissatisfaction over the amount of repairs that have been required on her vehicle. Customer claims that her airbag light was on which required a new sensor. Customer claims that her vehicle does have an aftermarket service contract that is not covering the repairs. Customer is seeking assistance for the cost of repair. Agent called dealer 44891 and spoke with Service Manager, Jeff. Jeff advised agent that the customer is not very loyal to the dealership and has no maintenance performed there. Jeff advised agent that he will review the customers request using his self authorization and contact her with the determination. Agent advised customer that dealer 44891 was reviewing her request and that she would be contacted.



**Customer Assistance Inquiry Record (CAIR)#****17167997**

<b>Vin</b>	2D4GP44L8	5F	<b>Open Date</b>	01/30/2008	<b>Build Date</b>	06/03/2005
<b>Model Year</b>	05	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON		
<b>In Service Dt</b>	07/10/2005	<b>Dealer</b>	99999	<b>Dealer Zone</b>		<b>Mileage</b> 23,000
<b>Name:</b>					<b>Contact Type</b>	E-MAIL
<b>Address</b>					<b>Home Phone</b>	
	BROOKLINE MA				<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Other - Unknown

Cust states front airbag sensor failed

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

Front airbag sensor failed. Service was not willing to cover by warrenty.  
There is an associated recall. Does the recall effect my unit.. I am not hap  
py that it is not covered by warrenty.

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

Purchased New or Used? New

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

My husband, [REDACTED] will handle any discussions. DAIMLERCHRYSLER  
CORPORATION G09/X16 Recall Reason AIR BAGS:FRONTAL:SENSOR/CONTROL MODULE  
Recall Date MAY 03, 2007 Model Affected CARAVAN Potential Units  
Affected 270958 Recall Summary CERTAIN MINIVANS ARE BEING RECALLED  
THAT WERE ORIGINALLY SOLD IN OR CURRENTLY REGISTERED IN THE 27 STATES  
PLUS  
THE DISTRICT OF COLUMBIA THAT USE GREATER AMOUNTS OF SALT FOR WINTER  
ROAD  
DEICING. THE UP-FRONT (UF) AIR BAG SENSORS THAT CONTAIN BRASS BUSHINGS  
INSTALLED IN THESE VEHICLES MAY CORRODE AND CRACK ALLOWING WATER TO  
ENTER  
THE SENSOR. THESE SENSORS PROVIDE ENHANCED AIR BAG PERFORMANCE IN  
CERTAIN  
TYPES OF FRONTAL CRASHES. Consequence IN ONE OF THESE CRASHES, WITH  
ONE OR BOTH OF THE VEHICLE S UF SENSORS INOPERATIVE, THE OCCUPANTS WILL  
NOT  
BENEFIT FROM THE ENHANCED AIR BAG PROTECTION THAT THESE SENSORS WOULD  
PROVIDE. Remedy FOR VEHICLES REGISTERED IN THE RECALL STATES,  
DEALERS WILL REPLACE THE ORIGINAL UF AIR BAG SENSORS WITH ONES WITH  
GREATER  
CORROSION RESISTANCE. VEHICLES REGISTERED IN OTHER STATES WILL OBTAIN A  
LIFETIME FREE REPLACEMENT OF ANY UF SENSOR THAT FAILS. THE CAMPAIGN  
BEGAN  
ON JULY 2, 2007. OWNERS MAY CONTACT DAIMLERCHRYSLER AT 1-800-853-1403.

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

routed to T2TN for further handling. Customer needs a call back.

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

\*\*\*\*\*REPLY STATES\*\*\*\*\*

Dear [REDACTED]

Thank you for contacting the Chrysler Customer Assistance Center in  
regards to the recall G09.

We identify the recall issue and determine which vehicles in the assembly  
plant are involved. This is determined by the specific day and time of  
day vehicles are built. We then recall all those vehicles built within  
that time frame.

Thanks again for your email.

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



**Customer Assistance Inquiry Record (CAIR)#****17173818**

<b>Vin</b>	1D4GP45R6 6	<b>Open Date</b>	01/30/2008	<b>Build Date</b>	08/15/2005
<b>Model Year</b>	06	<b>Body</b>	RSKH52	DODGE CARAVAN SXT FWD SWB WAGON	
<b>In Service Dt</b>	10/26/2005	<b>Dealer</b>	44890	<b>Dealer Zone</b>	42
<b>Mileage</b>	33,334				
<b>Name:</b>					<b>Contact Type</b>
<b>Address</b>					<b>Home Phone</b>
	CANTON OH			<b>Country</b>	UNITED STATES

Product - Transmission / Transaxle - Unknown - Improper Shift - Default	Cusotmer has issues with transmission.
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer has issues with air bag.
Product - Brakes - Pads/Shoes - Loose - Unknown	Customer has issues with brake pads.
Product - Engine - Unknown - Check Engine Lamp On/Flashing - Default	Customer has issues with check engine light.
Product - Fuel System - Unknown - Poor Fuel Economy - Default	Customer has issues with fuel economy.
Product - Steering - Unknown - Leaks - Default	Customer has issues with power steering.
Product - Body / Trim / Paint Finish - Seat Tracks / Frames - Other - Front-Pass	Customer has issues with seat sensor.

Purchased New or Used? New

If Used, date purchased? NA Mileage? NA

From whom did customer purchase used vehicle?

CDJ dealer

Customer s wife states she would like to file a complaint. She states she has had nothing but issues with vehicle. She states the brake pads separated while she was driving. She states the power steering went out. She states the air bag light came on and the harness had to be replaced. She states the water pump has been replaced. She states periodically the sensor in the seat would alarm telling her the passenger has not buckled the seat belt. She states the dealer cannot duplicate that issue. She states the vehicle was jammed in gear and would not shift properly. She states she does not get good gas mileage. Customer states she wants the vehicle bought back. Agent called dealer 4890 and spoke with Tim the service advisor. Tim states the manager is not available at the moment but he will fax complete history. Agent provided fax information and advised him to make it attention to Natalie @ pole 9. Tim understood. Agent advised customer of the fax and offered customer a callback. Customer accepted callback and would like to be contacted at secondary number.

POSTMARK DATE: 013008; DATE RECEIVED: 103008

\*\*\* \*\* Repair History \*\*\* \*\*

03/14/06-03/15/06 9047 miles:

1) Customer states vehicle has poor fuel economy. Dealer found vehicle operating as designed.

2) Customer states vehicle will not go into gear forward or reverse. Dealer adjusted shifter cable and added 1 quart of transmission fluid.

05/15/2007-05/17/2007 25803 miles:

1) Customer states after sitting vehicle does not want to go into gear. Dealer found vehicle operating as designed.

2) Customer states the alarm for the passenger seat will go off for 3-4 minutes. Dealer could not duplicate the concern.

08/27/2007-08/27/2007 29018 miles:

1) Customer states the check engine light was on then went out. Dealer tightened gas cap.

09/05/2007-09/06/2007 29541 miles:

1) Customer states the air bag light came on and cruise control stopped working. Dealer replaced air bag sensor and harness. Dealer found leaking water pump, pending an inspection and replaced.

01/22/08-01/23/08 33328 miles:

1) Customer states power steering fluid is leaking. Dealer replaced power steering hose.



**Customer Assistance Inquiry Record (CAIR)#****17174525**

<b>Vin</b>	2D4GP44L7	5R	<b>Open Date</b>	01/31/2008	<b>Build Date</b>	06/22/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	07/13/2005	<b>Dealer</b>	42835	<b>Dealer Zone</b>	42	<b>Mileage</b>	43,126
<b>Name:</b>						<b>Contact Type</b>	E-MAIL
<b>Address</b>						<b>Home Phone</b>	
	KOKOMO IN					<b>Country</b>	UNITED STATES

Corporate - Recall - Default - Default - Default

Customer wants know about Recalls.

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

Recalls

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

Purchased New or Used? N/A

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

I have a friend that has the same year/make/model of mini van I do. We both

had our airbag sensor changed due to it being ruined. He even has the letter that states there was a recall. Why was mine not listed under the recall, and his mini van was?

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

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

We ve received your mail regarding the recall on your vehicle. We would like to inform you that recalls generally occur on limited numbers of vehicles. Customers are notified by direct mail.

In the automotive industry, a recall campaign occurs when the manufacturer of a vehicle recalls from the customer a product which has been found to require a repair, has a safety-related defect or is in noncompliance with a Federal Motor Vehicle Safety Standard. Occasionally, a manufacturer will issue a recall about a customer satisfaction issue. For further assistance you can access the self-service recall site on the internet to check on your vehicle s involvement in any recalls that are published. Please log on to our brand site: [www.Dodge.com](http://www.Dodge.com), click on 'For Owners' and then insert the last eight digits of your Vehicle Identification Number (VIN).

If we can be of any assistance to you in the future, please feel free to contact us.

Thanks again for your email.

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

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

Thank you for contacting the Dodge Customer Assistance Center regarding recall information on your 2005 Dodge Grand Caravan SXT.

Recalls generally occur on limited numbers of vehicles. Customers are notified by direct mail and through the print and/or broadcast media.

In the automotive industry, a recall campaign occurs when the manufacturer of a vehicle recalls from the customer a product which has been found to require a repair, has a safety-related defect or is in noncompliance with a Federal Motor Vehicle Safety Standard. Occasionally, a manufacturer will issue a recall about a customer satisfaction issue. We identify the recall issue and determine which vehicles in the assembly plant are involved. This is determined by the specific day(s) and time of day vehicles are built. We then recall all those vehicles built within that time frame.

You can 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](http://www.Chrysler.com); [www.Dodge.com](http://www.Dodge.com) or [www.Jeep.com](http://www.Jeep.com) and click on 'For Owners' and then insert the last eight digits of your Vehicle Identification Number (VIN).

There is no cost to the customer for making the necessary repairs or changes. Please contact your dealer for details.

If you have any questions and would like to talk to us by phone, please

contact us at 800-992-1997, between the hours of 8:00 a.m. & 5:00 p.m.,  
Monday through Friday.  
Thanks again for your email.  
\*\*\*\*\* END WRITER S RESPONSE \*\*\*\*\*

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**Customer Assistance Inquiry Record (CAIR)#****17180687**

<b>Vin</b>	2C4GP44R6	5R	<b>Open Date</b>	02/01/2008	<b>Build Date</b>	02/07/2005	
<b>Model Year</b>	05	<b>Body</b>	RSYH53	CHRYSLER TOWN & COUNTRY LX FWD LWB WAGON			
<b>In Service Dt</b>	02/16/2005	<b>Dealer</b>	65559	<b>Dealer Zone</b>	32	<b>Mileage</b>	60,000
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	EAST SYRACUSE NY					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer states air bag sensors need to be replaced
Product - Transmission / Transaxle - Automatic Trans / Transaxle - Defective - Default	Customer states the flex plate needs to be replaced
Referral - Tier Two - Internal Escalation - Authorization - Default	

Purchased New or Used? Used

If Used, date purchased? 02/25/06 Mileage? 28,113

From whom did customer purchase used vehicle?

CDJ dealer

Customer states he took vehicle to dealer because the air bag light and malfunction indicator light was on. Customer states dealer informed him the air bag sensors and the transmission flex plate needs to be replaced. Customer is seeking assistance with cost of the repair.

Agent transferred customer for further review.

\*\*\*\*Begin structured narrative T2 - GOODWILL ESCALATION

What is the customer requesting from Chrysler?

Assistance with air bag sensors and transmission flex plate

How far out of warranty is the vehicle/repair by time and/or mileage?  
by 24000 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?

six, four used, two new

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 accidentally transferred customer to wrong department. Agent contacted customer back to transfer to correct department. Customer states that he was informed that department will call him back and released call. If customer calls back please transfer to correct department for possible assistance with cost of repair for the air bag sensors and flex plate.

Second owner, previously a rental vehicle, no service contract, no prior history. Agent declined assistance.

**Customer Assistance Inquiry Record (CAIR)#****17182490**

<b>Vin</b>	2D4GP44LX	5R	<b>Open Date</b>	02/01/2008	<b>Build Date</b>	07/04/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	07/16/2005	<b>Dealer</b>	62849	<b>Dealer Zone</b>	42	<b>Mileage</b>	49,552
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	SMITHVILLE OH					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer seeking for the front air bag sensor to be covered under recall.
Corporate - Recall - Default - Default - Default	Customer seeking information on the G09 recall.
Referral - Tier Two - Internal Escalation - Authorization - Default	Customer seeking reimbursement for front air bag sensor.

**\*\*\*\*Begin structured narrative T2 - GOODWILL ESCALATION**

What is the customer requesting from Chrysler?

Reimbursement for front air bag repair.

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

33,552 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?

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 T2 - GOODWILL ESCALATION**

Purchased New or Used? new

If Used, date purchased? na Mileage? na

From whom did customer purchase used vehicle?

na

called stating that she has a 2005 Dodge Grand caravan and took the vehicle into the dealership for a seat belt concern and the air bag sensor was replaced on this vehicle. Customer states that at the dealership they informed her that she did not have the recall and she should call CCAC for further assistance with this concern. Customer states that if the vehicle has the recall it should be covered by the recall. Agent informed the customer that the recalls are VIN specific and this vehicle is not one of the vehicles affected by the recall. Customer asked to speak to this agent s supervisor because she feels she should not have to pay for this repair. Agent advised the customer that speaking with this agent s supervisor will provide her the same information that this agent has already. Customer asked again to speak to this agent s supervisor regarding this concern. Agent spoke with MF640 and he concurred with the decision but advised this agent to transfer the customer to tier 2 for further review and discussion of this concern. Customer understood.

TRANSFER CALL -- owner advises she had to pay to replace an air bag sensor due to the light coming on original owner, 3rd Chrysler product.....owner to fax copy of repair order to writer for review....intend to reimburse full cost as goodwill due to safety related concern.....ltm

Received fax copy of paid repair order for air bag sensor.....writer refunding cost of \$148.78 on this date for customer satisfaction.....ltm



**Customer Assistance Inquiry Record (CAIR)#****17186227**

<b>Vin</b>	2D4GP44L2	5R	<b>Open Date</b>	02/04/2008	<b>Build Date</b>	06/21/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	07/30/2005	<b>Dealer</b>	63168	<b>Dealer Zone</b>	51	<b>Mileage</b>	37,699
<b>Name:</b>						<b>Contact Type</b>	LETTER
<b>Address</b>						<b>Home Phone</b>	
	BASSETT WI					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp  
On/Flashing - Default

Customer seeking reimbursement for air bag  
sensors.

POSTMARK DATE: 012608; DATE RECEIVED: 020408

POSTMARK DATE: 012608; DATE RECEIVED: 020408

Purchased New or Used? New

If Used, date purchased? NA Mileage? NA

From whom did customer purchase used vehicle? NA

--

Customer seeking reimbursement for air bag sensor repair. Customer s  
vehicle is not a part of the recall G09. Vehicle is 1,699 miles outside  
of warranty. Customer is the original owner of the vehicle.

As a one-time goodwill gesture, Chrysler will cover reimburse for the air  
bag sensor repairs.

The cost breakdown was:

Parts-\$34.55

Labor-\$40.00

Shop Fees-\$1.49

Tax-\$3.88

Total-\$79.92

CCAC will reimburse \$79.92 for air bag sensor repair per ED476, as a  
one-time goodwill gesture.

--

Agent attempted to contact the customer on 2/4/08 at 4:32pm on the  
customer s home phone. Agent was unable to contact customer at this time.  
Agent left message on voicemail. Agent left reference number and CCAC  
contact number. Agent will try to contact customer at a later time.

--

Agent attempted to contact the customer on 2/4/08 at 4:36pm on the  
customer s work phone. Agent was unable to contact customer at this time.  
Agent left message on voicemail. Agent left reference number and CCAC  
contact number. Agent will try to contact customer at a later time.

--

\*\*\*If customer calls back please advise customer of goodwill offer.

Please document acceptance or denial of offer and verify name and address  
is correct for check.

Customer states somebody left her a message to call back. She states she  
is seeking reimbursement for air bag sensors. Agent reviewed file and  
advised customer she will be reimbursed in the amount of \$79.92.

Customer accepted offer and wants the check made to Joan and agent  
verified mailing address. Customer understood.

--

Agent processed check.

**Customer Assistance Inquiry Record (CAIR)#****17188887**

<b>Vin</b>	2A4GP54L0	6R	<b>Open Date</b>	02/04/2008	<b>Build Date</b>	04/03/2006	
<b>Model Year</b>	06	<b>Body</b>	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON			
<b>In Service Dt</b>	07/13/2006	<b>Dealer</b>	44463	<b>Dealer Zone</b>	42	<b>Mileage</b>	78,000
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	HUDSON OH					<b>Country</b>	UNITED STATES

Product - Emissions - EGR System - Other - Default	Customer states that the EGR valve was replaced.
Product - Body / Trim / Paint Finish - Air Bag - Other - Unknown	Customer states that the airbag sensors are needing replaced.

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 is having issues with dealer 44463. Customer states that he took the vehicle in for an issue with the check engine light and had the EGR valve replaced. Customer states that he also had maintenance on the vehicle. Customer states that the airbag sensors were working fine when the vehicle was taken in and now the warning light is on and they are needing replaced. Customer states that he feels that this is not just a coincidence. Customer seeking the number to the zone representative. Agent informed customer that he would have to get that from management at the dealership. Customer understood.

**Customer Assistance Inquiry Record (CAIR)#****17189713**

<b>Vin</b>	1D4GP45R0	5E	<b>Open Date</b>	02/06/2008	<b>Build Date</b>	06/06/2005
<b>Model Year</b>	05	<b>Body</b>	RSKH52	DODGE CARAVAN SXT FWD SWB WAGON		
<b>In Service Dt</b>	09/13/2005	<b>Dealer</b>	99999	<b>Dealer Zone</b>		<b>Mileage</b> 55,000
<b>Name:</b>					<b>Contact Type</b>	E-MAIL
<b>Address</b>					<b>Home Phone</b>	
	COAL CITY IL				<b>Country</b>	UNITED STATES

Product - Engine - Unknown - Check Engine Lamp On/Flashing - Default	Customer experiencing problem with engine.
Product - Suspension - Tie Rods / Drag Link - Broken - Unknown	Customer states that Tie rod broke.
Product - Steering - Steering Wheel / Column - Defective - Default	Customer states that power steering broke.

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

complete dissapointment

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

Purchased New or Used? New

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

well myself and my family have been loyal dodge owners until we purchased a brand new 2005 dodge caravan.since we bought the 25,000\$ vehicle it has been nothing but a true LEMON...the power steering pump broke three times,the tyrod broke,winshield wipers(attacked each other and almost caused me an accident because they slammed against the window and almost broke it)the air bag light is on,and most recently and very disturbing would be the problems with the check engine light code p0404,p0405 that has to do with the emmission test.in illinois if you dont pass the emmissions they suspend your plates and license.that was why in 2005 i got rid of my dodge stratus because it wouldnt pass the test.so i thought i would buy a brand newdodge 2005 van and not have major problems for at least a 5 years.boy was i 100% wrong dodge is going down hill with poorly build vehicles.i will never buy a dodge again and i plan on telling everyone what horrible vans you sell.ifi could go back i should of bought a toyota or nissian that can easily last 10 years with no problems.

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

Routed to T2TN as customer might be eligible for a goodwill issue.

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

Email states:

Thank you for contacting the Chrysler Customer Assistance Center regarding the issues with your 2005 Dodge Grand Caravan. We suggest that you give your local dealer the opportunity to assist you. Their service personnel have the factory training, equipment and information available to diagnose and correct concerns with our vehicles.

Furthermore, your dealer is empowered to determine the merits of any goodwill policy consideration for repairs beyond the coverage of your manufacturer s warranty. Should you have any further questions, please feel free to contact the Customer Assistance Center at 800-992-1997 for additional discussion.

Thanks again for your email.

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

**Customer Assistance Inquiry Record (CAIR)#****17190599**

<b>Vin</b>	2D4GP44L8	5R	<b>Open Date</b>	02/05/2008	<b>Build Date</b>	05/05/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	05/13/2005	<b>Dealer</b>	42331	<b>Dealer Zone</b>	42	<b>Mileage</b>	47,000
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	WICKLIFFE OH					<b>Country</b>	UNITED STATES

Corporate - Recall - Default - Default - Default	Advised customer of no incomplete recalls.
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Airbag sensor connector corroided

## \*\*\*\*\* Recall Contact\*\*\*\*\*

Purchased New or Used? USED

If Used, date purchased? 06/2006 Mileage? 47000

From whom did customer purchase used vehicle?

Other Dealer

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 stated that he will be taken in to the dealership for inspection and will contact Chrysler back for further assistance.

The caller advised he has salt water corrosion on his connectors for the airbag sensors. Caller disassembled the sensor himself. There is no recall on this vehicle. Agent advised caller the recall is very identification number specific.

Informed customer that Chrysler will not participate in the repair. The vehicle warranty has expired.

Caller took the sensor apart by himself. Caller wants this to be covered under another vehicle recall. Agent advised caller that his concern can be documented but no asisstance will be given.

**Customer Assistance Inquiry Record (CAIR)#****17193559**

<b>Vin</b>	1D4GP24R1	5E	<b>Open Date</b>	02/07/2008	<b>Build Date</b>	03/24/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON			
<b>In Service Dt</b>	04/20/2005	<b>Dealer</b>	67979	<b>Dealer Zone</b>	51	<b>Mileage</b>	85,900
<b>Name:</b>						<b>Contact Type</b>	E-MAIL
<b>Address</b>						<b>Home Phone</b>	
	STEVENS POINT WI					<b>Country</b>	UNITED STATES

Corporate - Policy Issues - Default - Default - Default

Customer complaining about the recall on airbag.

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

I paid over \$250 this morning to fix a sensor on my van that is not covered under a recall because my van was built in Mar. 2005, not before Jan. 31.

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

Purchased New or Used? New

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

After going through a car wash a couple of weeks ago, my airbag light came on. I found out that many 2005 Gr. Caravans were recalled for this very defect, but since mine was made after Jan. 2005, mine is not covered by the recall. Therefore, I was stuck with a \$250+ repair bill. The terminals on the airbag sensor were corroded from salt.

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

Re-routed to T2TN for further handling.

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

\*\*\*\*\*REPLY STATES\*\*\*\*\*

Dear [REDACTED]:

Thank you for contacting the Dodge Customer Assistance Center in regards to your air bag sensor repair.

We regret to read of your dissatisfaction in your product and appreciate the time and effort you took to bring this matter to our attention.

Comments like yours are one way to learn of problems that develop and the improvements that are desired by customers. The information received is used in product development and quality analysis. We have documented your comments and have forwarded them to the appropriate department for review.

We have made tremendous gains in customer satisfaction and vehicle quality and are dismayed to learn that your expectations have not been met. Please accept our apology for the problems you have experienced.

Thanks again for your email.

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

**Customer Assistance Inquiry Record (CAIR)#****17194379**

Vin	2D4GP44L0	7R1	Open Date	02/06/2008	Build Date	11/22/2006	
Model Year	07	Body	RSKH53	DODGE GRAND CARAVAN SXT LWB WAGON			
In Service Dt	11/22/2006	Dealer	67962	Dealer Zone	66	Mileage	20,000
Name:						Contact Type	ROADSIDE
Address						Home Phone	
	ST.LOUIS MO					Country	UNITED STATES

Corporate - Roadside Services - Warranty - Towing - Default

Roadside Assistance Contacted - DATE : 2008-02-04  
Road Side File Created 02-06-08 FOR WARRANTY  
VEHICLE PROBLEM AT: VEHICLE TAKEN TO:  
328 CRANDON BLVD@ENTERPRISE 9975 N W 12TH STREET  
EAST DR- OFF SUNESTA DR  
KEY BISCAYNE MIAMI  
FL USA FL  
CALLER\_COMMENTS AIRBAG LIGHT ON TOW\_COMMENTS VEN  
DEALER CODE : 67962 POTAMKIN S PLANET DODGE

**Customer Assistance Inquiry Record (CAIR)#****17195544**

<b>Vin</b>	1D4GP45R5	5E	<b>Open Date</b>	02/07/2008	<b>Build Date</b>	02/03/2005
<b>Model Year</b>	05	<b>Body</b>	RSKH52	DODGE CARAVAN SXT FWD SWB WAGON		
<b>In Service Dt</b>	04/26/2005	<b>Dealer</b>		<b>Dealer Zone</b>		<b>Mileage</b> 0
<b>Name:</b>					<b>Contact Type</b>	LETTER
<b>Address</b>					<b>Home Phone</b>	
	PORTALES NM				<b>Country</b>	UNITED STATES

Product - Air Conditioning / Heater - Unknown - Other - Default	Air conditioner smells.
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	On only after driving through a puddle.
Product - Body / Trim / Paint Finish - Body Hardware - High/Low Operating Effort - Door-Sliding	Sliding door is difficult.
Product - Electrical - Ignition System - Complete Failure - Default	Solenoid was replaced
Product - Body / Trim / Paint Finish - Interior Ornamentation/Mirrors - Broken, Cracked - Sun Visors/Vanity	Visor arm broke

POSTMARK DATE: 020108; DATE RECEIVED: 020608

POSTMARK DATE: 020108; DATE RECEIVED: 020608

Customer is complaining about the number of repairs this vehicle has had to have when they still owe money on it. She lists the following concerns:

1. Had a funky smell when AC was turned on. Last repair attempted seemed to help.
2. Solenoid failure
3. Passenger side visor arm broke.
4. Airbag light comes on when vehicle drives through a puddle.
5. Driver's side sliding door is difficult to open and close.

Customer is documenting her disappointment in the quality of the vehicle.

Agent attempted to contact the customer on 2/7/08 at 4:00 pm on the customer's Home phone.

Agent attempted to contact the customer on 2/7/08 at 4:00 pm on the customer's Home phone.

**Customer Assistance Inquiry Record (CAIR)#****17196120**

<b>Vin</b>	1D4GP24R3	7E	<b>Open Date</b>	02/06/2008	<b>Build Date</b>	12/02/2006	
<b>Model Year</b>	07	<b>Body</b>	RSKL53	DODGE GRAND CARAVAN SE LWB WAGON			
<b>In Service Dt</b>	02/28/2007	<b>Dealer</b>	44995	<b>Dealer Zone</b>	35	<b>Mileage</b>	7,438
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	COKEBURG PA					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Air bag light was on
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Purchased New or Used? New

If Used, date purchased? NA Mileage? NA

From whom did customer purchase used vehicle?

NA

Customer states he is having an issue with the vehicle. Customer states he has been having issues with the air bag light coming on. Customer states that he has mobility equipment installed on vehicle by Braun Mobility. Customer states he has been working with Braun Mobility and dealer and they have not been able to resolve issue. Customer states that Braun Mobility just called him and said it was a switch in the seat belt. Customer wants to know why dealer did not know this. Agent contacted dealer and spoke with Rich the Service Manager who informed agent that they know it is an issue in the driver seat belt circuit but can not get to the wiring because they can not get the after market panel off to look at the wiring. Rich states there have been a lot of modifications made to the vehicle and that panel will not come off so they can see the wiring. Agent informed customer of this. Customer understood.



**Customer Assistance Inquiry Record (CAIR)#****17196222**

<b>Vin</b>	2D4GP44L6	5R	<b>Open Date</b>	02/06/2008	<b>Build Date</b>	04/22/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	07/18/2005	<b>Dealer</b>	65636	<b>Dealer Zone</b>	74	<b>Mileage</b>	42,000
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	COON RAPIDS MN					<b>Country</b>	UNITED STATES

Referral - Tier Two - Internal Escalation - Authorization - Default	Seeking assistance with the air bag sensors.
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	States the air bag light sensors have to be replaced.

Purchased New or Used? new

If Used, date purchased? na Mileage? na

From whom did customer purchase used vehicle?

Na

Customer states that the air bag light came on in the vehicle so he took it to the dealership and they advised him that the sensors and connections are bad and have to be replaced. Customer informed agent that he is 6,000 miles outside of warranty and the repair is going to cost \$360. Customer is seeking assistance with the repair. Agent consulted with JRL84 and transferred the customer for further review.

\*\*\*\*Begin structured narrative T2 - GOODWILL ESCALATION

What is the customer requesting from Chrysler?

Seeking assistance with the air bag sensors.

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

6,000 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?

6

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

TRANSFER CALL -- owner seeks assist with need for airbag sensor repair...vehicle under 3yrs old with

42K miles....6th Chrysler product, service policy will not cover costs....spoke to dealer and repairs have already been completed at customer pay rates....will have owner pay for the repair and fax copy of the bill directly to writer....will refund full cost as goodwill due to safety related concern.....ltm

Received fax copy of repair order indicating that both front impact sensors and connectors had to be replaced at 43,061 miles due to internal fault codes....total cost of repair was \$366.90

writer processing refund for \$366.90 on this date for customer satisfaction.....ltm

**Customer Assistance Inquiry Record (CAIR)#****17197343**

<b>Vin</b>	1C4GP45R5	5E	<b>Open Date</b>	02/06/2008	<b>Build Date</b>	03/12/2005	
<b>Model Year</b>	05	<b>Body</b>	RSYH52	CHRYSLER TOWN & COUNTRY FWD SWB WAGON			
<b>In Service Dt</b>	04/18/2005	<b>Dealer</b>	63051	<b>Dealer Zone</b>	42	<b>Mileage</b>	89,074
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	VANDALIA OH					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default

Customer states the air bag light is on.

Purchased New or Used? new

If Used, date purchased? na Mileage? na

From whom did customer purchase used vehicle?

na

Customer states her vehicle was making a noise. Customer states the dealer told her it was a problem with something with power steering. Customer states she had taken it in for the repairs. Customer states on December 25 that all of her gauges were down. Customer states the dealer may have done something to it when they did the power steering repair. Customer states then the engine light came on. Customer states she came back from a trip and everything was acting normal. Customer states now the airbag light is on. Customer states that the dealership is charging her \$100 for the diagnostic. Customer is seeking assistance with the repair. Customer states she does not have the money to pay for the diagnostic fee. Agent advised customer that dealership are independently owned and operated and CAC is unable to interfere with the diagnostic fee.

**Customer Assistance Inquiry Record (CAIR)#****17197596**

Vin	1C4GP45R2	5E	Open Date	02/06/2008	Build Date	03/12/2005	
Model Year	05	Body	RSYH52	CHRYSLER TOWN & COUNTRY FWD SWB WAGON			
In Service Dt	05/27/2005	Dealer	60228	Dealer Zone	42	Mileage	81,000
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	TRAVERSE CITY MI					Country	UNITED STATES

Corporate - Warranty Coverage - Default - Default - Default	Customer seeking information about a warranty coverage for air bags.
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer states the air bag light stays on.
Referral - Tier Two - Internal Escalation - Authorization - Default	

**\*\*\*\*Begin structured narrative T2 - GOODWILL ESCALATION**

What is the customer requesting from Chrysler?

Assistance with air bag diagnostic test and repair.

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

Expired by 45,000 miles outside of the 3/36 basic warranty.

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?

3 vehicles all together.

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 T2 - GOODWILL ESCALATION**

Purchased New or Used? New

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

From whom did customer purchase used vehicle?

N/A

Customer seeking information on about a warranty coverage for the air bags because his air bag light is on and he states he has never been in a collision. He states it is going to cost him quite a bit of money to get the vehicle diagnosed to see why the air bag light is on. He states he is seeking assistance with the repairs and diagnostic test for the air bags. He states that he has contacted the dealer and will be contacting them back to take the vehicle in. Agent consulted with DJP99 and was advised to transfer for further review because it is a safety issue. Agent gave customer reference number and transferred.

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

Richard can be reached at extension 69072.

Customer is seeking any assistance with the air bag light that Chrysler is willing to provide.

Agent called Dealer 66570, and spoke with the service manager, John.

Pending diagnostic, is not adverse to CCAC assisting the customer, and performing the repair at warranty rates.

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 dealer.

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

Customer states that he is at the dealership right now. The customer is wanting to speak with RJB176.

Customer called in stating that he spoke to Richard and was advised to take his vehicle for a diagnosis. Customer states that he is at the

dealership now and the vehicle has been diagnosed. Agent consulted with jrl84 and advised the customer that it would be documented that he has been to the dealership for a diagnosis and the previous agent would contact be in contact with him for further information on assistance.

Customer states that he is still waiting on RJB176 to call him back.

States that vehicle is at dealer and has a diagnoses. States that he has been waiting at least 2 hours for a call back. He states that he needs to know something because this is cutting into time he could be at work.

Advised customer that these issues to take time and Richard will get back with him when time is given and file is reviewed. Advised customer that agent will document the issue that way RJB176 will be able to see that the diagnoses is complete but customer will have to be patient on waiting for a call back and informed that this an inbound call center. Advised that agent can transfer to RJB176 s line but cannot make a promise that he will be able to answer. Advised customer that file has been updated to show that diagnoses is complete and again that he will have to be patient. He states that he will leave a voicemail for agent. Agent transferred for further assistance.

Caller states that he is needing a resolution to this concern to his file. Writer consulted with KW276 and advsied that RJB176 would be the agent he would need to continue working with at this time.

Writer transferred the caller to this agents voicemail.

Customer alleges that he has a diagnosis and is currently at the dealer waiting. Agent advised customer that he can be transferred to RJB176 extension and that he will be contacted back if there is no answer.

Agent advised customer that he will have to continue working with RJB176.

Agent advised customer that if necessary it can be looked into from a reimbursement standpoint. Customer states that RJB176 did not want to do reimbursement. Agent transferred customer to RJB176 extension.

02/08

Agent called Dealer 66570, and spoke with the service manager, John.

Vehicle needs a new left front impact sensor and pig tail.

Retail cost is about \$105.00.

As a one-time goodwill gesture, Chrysler will cover 100% of the repair.

Customer will be responsible for a co-pay in the amount of \$0.00.

Agent called customer, and left voice message requesting customer call agent to receive goodwill offer.

Customer seeking update on goodwill request. Agent advised customer as a one time goodwill gesture, Chrysler will cover cost of repairs in full.

Customer was very satisfied.

Agent closed the file KW276 took care of the file.

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**Customer Assistance Inquiry Record (CAIR)#****17203240**

<b>Vin</b>	1C4GP45R8	5E	<b>Open Date</b>	02/08/2008	<b>Build Date</b>	07/05/2005	
<b>Model Year</b>	05	<b>Body</b>	RSYH52	CHRYSLER TOWN & COUNTRY FWD SWB WAGON			
<b>In Service Dt</b>	08/19/2005	<b>Dealer</b>	65085	<b>Dealer Zone</b>	32	<b>Mileage</b>	55,961
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	WHITEHALL MI					<b>Country</b>	UNITED STATES

Corporate - Product Information - Default - Default - Default	Customer inquiring if there are any recalls for impact sensors.
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer state air bag light is on.

Purchased New or Used? New

Customer states air bag light was on. Customer states that the dealer had to make same repair that applies to a recall for impact sensor. Customer states the dealer told him that the recall did not show on his vehicle. Customer states wiring and sensors were corroded. Customer is asking for assistance with repairs. Writer advised customer that there are no recalls showing for his vehicle. Writer advised customer due to corrosion and not a manufacturing defect CCAC will not be able to assist with repairs.

**Customer Assistance Inquiry Record (CAIR)#****17203572**

<b>Vin</b>	1D4GP24R5	5E	<b>Open Date</b>	02/08/2008	<b>Build Date</b>	02/08/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON			
<b>In Service Dt</b>	02/16/2005	<b>Dealer</b>	41098	<b>Dealer Zone</b>	51	<b>Mileage</b>	64,350
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	MADISON WI					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	States the front impact sensor has to be replaced.
--	--

Purchased New or Used? new

If Used, date purchased? na Mileage? na

From whom did customer purchase used vehicle?

Na

Customer states that Sunday the vehicle broke down on her and she had it towed to the nearest dealership. Customer states that they purchase the vehicle and then it is sent to one of their adjustors and then when the basic is out the vehicle comes back to them.

Agent informed customer that she will need to contact her fleet manager for review for assistance.

**Customer Assistance Inquiry Record (CAIR)#****17204004**

Vin	2C8GP54LX	5R	Open Date	02/08/2008	Build Date	03/23/2005	
Model Year	05	Body	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON			
In Service Dt	04/30/2005	Dealer	68119	Dealer Zone	35	Mileage	44,000
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	MILLERSBURG PA					Country	UNITED STATES

Corporate - Recall - Default - Default - Default	customer seeking recall information.
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	customer states the driver side air bag light keeps coming on.

Purchased New or Used? new

If Used, date purchased? na Mileage? na

From whom did customer purchase used vehicle?

68119

Customer wanting to know if the problems shes experiencing with her vehicle could be included in the recalls of other 2005 Town and Country vehicles. Agent advised customer that only the dealer could determine that and she is outside of warranty and a CDJ dealer would be the ones who would diagnose that issue and the diagnostic fee would be at her expense.

**Customer Assistance Inquiry Record (CAIR)#****17204268**

<b>Vin</b>	2C4GP54L7	5R	<b>Open Date</b>	02/08/2008	<b>Build Date</b>	03/14/2005	
<b>Model Year</b>	05	<b>Body</b>	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON			
<b>In Service Dt</b>	04/11/2005	<b>Dealer</b>	42977	<b>Dealer Zone</b>	51	<b>Mileage</b>	43,321
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	WAUKESHA WI					<b>Country</b>	UNITED STATES

Referral - Tier Two - Internal Escalation - Authorization - Default	Customer is seeking assistance with the air bag sensors and wiring.
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer states air bag light is on.

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 right and left airbag sensors and wiring needs to be replaced customer is seeing assistance with the repair.

\*\*\*\*Begin structured narrative T2 - GOODWILL ESCALATION

What is the customer requesting from Chrysler?

Customer is seeking assistance with the air bag sensors and wiring.

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

7321 miles, 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?

4

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

.

I reviewed above with owner and offered to call the dealer.

I called dealer and spoke with service advisor MIKE. We reviewed TSB 08 020 07.

He confirms he is FIVESTAR/SDSA dealer. He agreed to cover repair.

I relayed this information to owner.

He will follow up directly with dealer.



**Customer Assistance Inquiry Record (CAIR)#****17205396**

<b>Vin</b>	2D4GP44L3	5R	<b>Open Date</b>	02/08/2008	<b>Build Date</b>	05/04/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	05/13/2005	<b>Dealer</b>	43117	<b>Dealer Zone</b>	42	<b>Mileage</b>	45,000
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	AKRON OH					<b>Country</b>	UNITED STATES

Corporate - Recall - Default - Default - Default	Advised customer of no incomplete recalls.
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer called stating that the air bag is defective.

## \*\*\*\*\*Recall Contact\*\*\*\*\*

Purchased New or Used? USED

If Used, date purchased? 08/2006 Mileage? 45000

From whom did customer purchase used vehicle?

Other Dealer

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 called stating that the airbag warning light is on. Since there is no recall on the vehicle related to this problem. Agent advised customer that the repair will not be covered under the recall, however agent offered to transfer the customer for possible further assistance. Customer accepted. Agent transferred to CCAC for possible assistance.

Customer states that he needs to speak to a Manager because he has a defective part on his vehicle that he feels is related to a recall he found on the website and he does not feel he should have to pay for the repair.

\*\*\*\*TCC17 took over the call\*\*\*\*

Informed customer there are no incomplete recalls on his vehicle at this time. Informed customer if one comes out for his vehicle then he will be made aware of this by mail.

**Customer Assistance Inquiry Record (CAIR)#****17205710**

<b>Vin</b>	2D4GP44L2	5R	<b>Open Date</b>	02/08/2008	<b>Build Date</b>	05/18/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	07/20/2005	<b>Dealer</b>	45126	<b>Dealer Zone</b>	51	<b>Mileage</b>	48,638
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	LA GRANGE PK IL					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Other - Unknown	Customer seeking Air Bag repair reimbursement
Product - Brakes - Anti-Lock Brake System - Other - Default	Customer seeking Anti Lock Brake System repair reimbursement
Referral - Tier Two - Internal Escalation - Authorization - Default	Transferred to Tier Two

## \*\*\*\*\* RECALL CONTACT \*\*\*\*\*

Purchased New or Used? NEW

If Used, date purchased? NA Mileage? NA

From whom did customer purchase used vehicle? NA

Customer stated took vehicle to Dealer 45126 for air bag light on and sensor for anti lock brake sensor had to be replaced for the third time and requesting repair reimbursement. Agent consulted with TLG64 - approved transfer to Tier Two. Agent provided Reference number and advised transferring call to a representative for further research. Agent transferred call to Tier Two.

\*\*\*\*Begin structured narrative T2 - GOODWILL ESCALATION

What is the customer requesting from Chrysler?

Customer seeking Anti Lock Brake System and Air Bag repair reimbursement

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

12,600 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?

Two, new.

Is there warranty history related to the current concern?

July 20, 2007 45126 - PARK PLAZA DODGE

08141805 - Sensor, wheel speed-Anti-lock

09501006 - Gasket, two piece intake-3.3-3 491200 35,144 Miles 2007075

WARRANTY March 22, 2007 43720 - SOUTH OAK DODGE CHRYSLER JEEP

08141804 - Sensor, wheel speed-Anti-lock 766140 27,044 Miles 2007034

WARRANTY

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

Yes.

\*\*\*\*End structured narrative T2 - GOODWILL ESCALATION

Customer states that the wheel speed sensors had to be replaced because airbag light was on. States that he has read that this is a recall on these vehicles and he should not have been charged. Agent advised him that this is not a recall on his vehicle, and advised that recalls are VIN specific. States that this is the third time this repair had to be done and he is seeking reimbursement for cost of repairs. Agent verified that the 1st two times these repairs were made were on 07/20/2007 at 35144 and 03/22/2007 at 27044 miles. Customer is original owner of vehicle, has owned 1 other new vehicle, no service contract, previous issues. Agent called dealer 45126 and spoke with Mark in service, who states that the reason they did not cover the parts under MOPAR was because it was two different wheel speed sensors this time. States that customer does get service done at dealer. States that they replaced two wheel speed sensors and the wiring connector. Provided cost customer paid, \$449.62. Agent advised customer as a one time goodwill gesture, Chrysler will reimburse customer cost of repairs minus a \$100.00 co pay.

Customer accepted and was satisfied. Agent provided mailing address and advised him to send invoice, receipt and proof of payment. Customer understood.

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**Customer Assistance Inquiry Record (CAIR)#****17206222**

Vin	2C4GP44R6	5R	Open Date	02/13/2008	Build Date	06/07/2005	
Model Year	05	Body	RSYH53	CHRYSLER TOWN & COUNTRY LX FWD LWB WAGON			
In Service Dt	06/10/2005	Dealer	67775	Dealer Zone	51	Mileage	42,000
Name:						Contact Type	E-MAIL
Address				APT I		Home Phone	
	WOODSTOCK IL					Country	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer experiencing problem with the air bag light
Corporate - Recall - Default - Default - Default	Customer wants to know about the pending recall

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

AIR BAG LIGHT ON IN MY 2005 CHRYSLER TOWN &amp; COUNTRY LX

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

Purchased New or Used? used

If Used, date purchased? 01/17/06 Mileage? 42000

From whom did customer purchase used vehicle?na

? CDJ dealer / Other dealer / Individual ?na

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

MY AIR BAG LIGHT IS ON, AND I SEE THAT THERE WAS A RECALL FOR IT, BUT I  
NEVER RECIEVED A LETTER REGARDING IT.

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

Re-routed to T2TN for further handling as it is the safety issue.

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

Dea

Thank you for contacting the Chrysler Customer Assistance Center  
regarding the air bag light being on in your 2005 Chrysler Town &  
Country.A review of our records indicates that your Town & Country 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 our brand site: [www.Chrysler.com](http://www.Chrysler.com), and click on 'For Owners'  
at the top of the home page and then enter the last eight digits of your  
Vehicle Identification Number (VIN).

Please let me know if I can be of further assistance.

Thank you again for your email.

\*\*\*\*\*

**Customer Assistance Inquiry Record (CAIR)#****17209637**

<b>Vin</b>	1D4GP24R0	5E	<b>Open Date</b>	02/11/2008	<b>Build Date</b>	02/17/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON			
<b>In Service Dt</b>	02/23/2005	<b>Dealer</b>	66804	<b>Dealer Zone</b>	51	<b>Mileage</b>	62,000
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	CHICAGO IL					<b>Country</b>	UNITED STATES

Corporate - Recall - Default - Default - Default	Customer seeking recall information on vehicle.
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Customer states the air bag light came on.

Purchased New or Used? used

If Used, date purchased? 02-11-06 Mileage? 30000

From whom did customer purchase used vehicle? Other dealer

Customer states that the Air Bag light has come on and he is seeking assistance to have his vehicle repaired. Customer states that the man at the dealership told him that there is a recall on some of the 2005 Dodge Caravan vehicle air bag lights.

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 adamant to speak with someone who could give him more information regarding the recall on the vehicle. Advised customer that his warranty on the vehicle expired at 36,000 miles he said that that should not have anything to do with his matter with the vehicle. Provided reference number.

**Customer Assistance Inquiry Record (CAIR)#****17210177**

<b>Vin</b>	2C4GP44R8	5F	<b>Open Date</b>	02/11/2008	<b>Build Date</b>	04/29/2005	
<b>Model Year</b>	05	<b>Body</b>	RSYH53	CHRYSLER TOWN & COUNTRY LX FWD LWB WAGON			
<b>In Service Dt</b>	08/24/2005	<b>Dealer</b>	38175	<b>Dealer Zone</b>	42	<b>Mileage</b>	40,987
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	LAKE LINDEN MI					<b>Country</b>	UNITED STATES

Corporate - Recall - Default - Default - Default

Customer seeking recall information.

Purchased New or Used? new  
If Used, date purchased? na Mileage? na  
From whom did customer purchase used vehicle?  
CDJ dealer 38175  
Customer called seeking recall information. Customer states she took the vehicle in to the dealership for the airbag sensor lights. Customer states it was due to wiring corrosion. Customer is wanting to know why the recall was never placed on her vehicle. Agent advised customer that Recalls were VIN specific.

**Customer Assistance Inquiry Record (CAIR)#****17210751**

<b>Vin</b>	1D4GP25B1	5E	<b>Open Date</b>	02/11/2008	<b>Build Date</b>	06/04/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKL52	DODGE CARAVAN SE FWD SWB WAGON			
<b>In Service Dt</b>	06/14/2005	<b>Dealer</b>	55816	<b>Dealer Zone</b>	42	<b>Mileage</b>	53,800
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	CLEVELAND OH					<b>Country</b>	UNITED STATES

Referral - Tier Two - Internal Escalation - Authorization - Default	Customer seeking assistance.
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer states air bag sensors are bad.

## \*\*\*\*\*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 called in stating that he has taken his vehicle to his dealer to have his air bag light checked out and the dealer told the customer the air bag sensors need replacing. The customer stated that he was shown a recall on the vehicle about the sensors but was told by the dealer his vehicle does not apply to the recall. The customer is wanting to see what Chrysler would do to replace the sensors since the customer stated the dealer told the customer his air bag sensors are having the same issue per the recall. Since the issue is not recall related the agent transferred the customer to CCAC for further assistance.

## \*\*\*\*Begin structured narrative T2 - GOODWILL ESCALATION

What is the customer requesting from Chrysler?

Assistance with replacement of air bag sensors.

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

17800 out of 3/36

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?

2 new

Is there warranty history related to the current concern?

no

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

yes, but not currently at the dealership.

## \*\*\*\*End structured narrative T2 - GOODWILL ESCALATION

Customer calls and states he is experiencing an issue with the air bag light. Customer states he had this check and there are no codes but the light is coming on a lot. Customer states he went to his dealer and was informed that he was experiencing the same issue as the recall. Customer states dealer advised him to contact CCAC to seek assistance with replacing the sensors. Agent consulted with JRL84 and transferred customer to Tier Two for further review of assistance.

Customer calling seeking assistance with repair to his front air bag sensors. Customer has not taken vehicle to dealer for diagnosis. Agent called dealer and left message for Joe service manager.

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)#****17212755**

<b>Vin</b>	2D4GP44L5	5R	<b>Open Date</b>	02/11/2008	<b>Build Date</b>	04/08/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	04/12/2005	<b>Dealer</b>	23381	<b>Dealer Zone</b>	42	<b>Mileage</b>	92,222
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	MESICK MI 4					<b>Country</b>	UNITED STATES

Corporate - Recall - Default - Default - Default	customer seeking recall information.
Referral - Tier Two - Internal Escalation - Authorization - Default	customer seeks assistance with air bag issue.
Product - Electrical - Lamps and Switches - Worn - Default	customer states the air bag light is on.

\*\*\*\*Begin structured narrative T2 - GOODWILL ESCALATION

What is the customer requesting from Chrysler?

assistance with air bag issue

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

mileage over 50,000

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?

no

\*\*\*\*End structured narrative T2 - GOODWILL ESCALATION

Purchased New or Used? used

If Used, date purchased? 6/2006 Mileage? 36,000

From whom did customer purchase used vehicle?

CDJ dealer

Customer states the air bag light is on. Customer states he investigated online and found the NHTSA under the defects investigation # EA06003 campaign #07V192000 states there is a defect in the wiring of the air bag system.

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

Bernard can be reached at extension 69424. Customer stated the vehicle is having issues with the air bag light being on and he would take the vehicle to dealer 23381 for repairs. Agent contacted dealer 23381 and left message for the Service Manager advising that agent would need a call back after 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 Assistance Inquiry Record (CAIR)#****17213986**

Vin	1A4GP45R0	6E	Open Date	02/12/2008	Build Date	07/27/2005	
Model Year	06	Body	RSYH52	CHRYSLER TOWN & COUNTRY FWD SWB WAGON			
In Service Dt	10/22/2005	Dealer	67775	Dealer Zone	51	Mileage	65,000
Name:						Contact Type	TELEPHONE
						Home Phone	
	WONDER LAKE IL					Country	UNITED STATES

Corporate - Warranty Coverage - Default - Default - Default	Customer seeking why her vehicle does not have the 336 power train.
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer states that her air bag light is currently on.
Referral - Tier Two - Internal Escalation - Authorization - Default	Customer states that her air bag light is on.
Corporate - Recall - Default - Default - Default	Customer states that she wants her vehicle to be covered under the recall

**\*\*\*\*Begin structured narrative T2 - GOODWILL ESCALATION**

What is the customer requesting from Chrysler?

Assistance with the air bag light on the vehicle.

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

19,000 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?

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**

Purchased New or Used? new

If Used, date purchased? na Mileage? na

From whom did customer purchase used vehicle?

na

called stating that she though she would a 770 power train warranty for this vehicle. Customer states that she took the vehicle in for a power steering leak they where told that the warranty for this vehicle is 336 not the 770 like they where told when they first bought the vehicle. Customer is seeking why the power train warranty on this vehicle is 336 instead of the 336. Customer other concern was why this vehicle does not have the recall for the front air bag sensor when the other models of these vehicle do, so she is seeking to have this covered under the recall. Agent informed the customer that the 2006 Model year CCAC discontinued the 770 power train warranty. Agent advised the customer that the recalls are VIN specific and that this recall does not apply to her vehicle. Agent advised her that this agent is going to forward her over for further review and discussion of this concern for further possible assistance with this concern. As per TCC17. Customer understood.

Writer advised the owner that she would have to give authorization for a diagnosis in order for CMC to make a goodwill decision. Writer called the dealer and spoke with Sal in service who agreed to call the writer back with the diagnosis.

Joanne called from the dealer advising both front impact sensors needs to be replaced along with the wiring. Total repair = \$313.18. Writer is willing to cover all but \$100.00.

Owner accepted the offer.

**Customer Assistance Inquiry Record (CAIR)#****17214579**

<b>Vin</b>	2D4GP44LX	6R	<b>Open Date</b>	02/12/2008	<b>Build Date</b>	07/28/2005	
<b>Model Year</b>	06	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	09/20/2005	<b>Dealer</b>	44358	<b>Dealer Zone</b>	32	<b>Mileage</b>	62,605
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	VERNON CT					<b>Country</b>	UNITED STATES

Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Customer seeking assistance with the Air Bag Sensor repair.
Corporate - Recall - Default - Default - Default	Customer seeking recall information .

Purchased New or Used? used  
If Used, date purchased? 10-07 Mileage? 51965  
From whom did customer purchase used vehicle? Other dealer  
Customer states that since she purchased the vehicle the Air Bag Sensor light has been on. She said that she realizes that there is no warranty on vehicle, she is seeking assistance for the repair. Advised customer that we would not be able to assist her in the repairs per ABW3.  
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. Provided reference number.

**Customer Assistance Inquiry Record (CAIR)#****17214694**

<b>Vin</b>	2A4GP64LX	6R	<b>Open Date</b>	02/12/2008	<b>Build Date</b>	02/07/2006	
<b>Model Year</b>	06	<b>Body</b>	RSYS53	CHRYSLER TOWN & COUNTRY LTD FWD LWB WAGON			
<b>In Service Dt</b>	02/28/2006	<b>Dealer</b>	26450	<b>Dealer Zone</b>	32	<b>Mileage</b>	17,000
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	BROOKLYN NY					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default

Customer's airbag light is on.

Purchased New or Used? New

If Used, date purchased? NA Mileage? NA

From whom did customer purchase used vehicle? NA

Customer wants to get a rental vehicle while his vehicle is in for repair. Agent contacted dealer and spoke to Mike, Service Manager. He stated the vehicle is being worked on right now and should be ready by the end of the day. Agent advised customer of this and customer was fine with this.

**Customer Assistance Inquiry Record (CAIR)#****17215506**

<b>Vin</b>	1D4GP25B9	5E	<b>Open Date</b>	02/12/2008	<b>Build Date</b>	04/15/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKL52	DODGE CARAVAN SE FWD SWB WAGON			
<b>In Service Dt</b>	04/29/2005	<b>Dealer</b>	56821	<b>Dealer Zone</b>	42	<b>Mileage</b>	42,000
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	FAYETTE OH					<b>Country</b>	UNITED STATES

Corporate - Recall - Default - Default - Default	Customer seeking recall information.
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer states that the air bag light is on.

Purchased New or Used? new

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

From whom did customer purchase used vehicle?N/A

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 states that the air bag light is on. Customer states that she read on the internet that there is a recall for these vehicles for the air bag light. Agent advised customer that there is not an address she can write to. Customer seeking an address to write to the chrysler cooperation Agent advised customer that agent has documented her concern and if there is a recall then she would be notified by mail. Customer states that she will do what is necessary in having this become a recall on her vehicle,

**Customer Assistance Inquiry Record (CAIR)#****17221266**

<b>Vin</b>	2D4GP44L3	6R	<b>Open Date</b>	02/13/2008	<b>Build Date</b>	08/24/2005	
<b>Model Year</b>	06	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	09/28/2006	<b>Dealer</b>	60175	<b>Dealer Zone</b>	42	<b>Mileage</b>	52,000
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	ALGONAC MI					<b>Country</b>	UNITED STATES

Referral - Tier Two - Internal Escalation - Authorization - Default	Seeking assistance with repairs.
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	States that air bag light is on.
Product - Electrical - Unknown - Intermittent or Inoperative - Default	States that lights go dim when brake is pressed.
Product - Electrical - Lamps and Switches - Other - Default	States that some dash indicator lights have gone out.
Product - Brakes - Unknown - Other - Front	States that upon letting off the gas pedal the vehicle immediatly stops.
Product - Air Conditioning / Heater - Unknown - Inadequate Cooling - Default	States that vehicle does not cool properly.

**\*\*\*\*Begin structured narrative T2 - GOODWILL ESCALATION**

What is the customer requesting from Chrysler?

Seeking assistance with repairs with A/C, electrical issues, air bag warning light.

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

16,000 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?

16 new

Is there warranty history related to the current concern?

with air bag light

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 of purchase? N/A Mileage? N/A

Where was vehicle purchased? N/A

Customer states that he keeps having issues out of the air bag light, which is currently on, the A/C does not work properly. States that when foot is taken off of the gas pedal the vehicle immediately stops but when the brake is pressed the interior lights go dim. States that some of the some of the dash light indicators have gone out.

Agent consulted with HAD9 and transferred for further assistance.

Contrary to above, owner is NOT asking for assistance. He is just letting us know all the problems he has had with the vehicle. He says he does his own repairs. He cannot afford dealer prices for repairs.

He lets things go if he cant fix them himself.

He says this vehicle is the biggest piece of c--p! he has ever owned.

NEVER buy another one.

He says the starter is making noise too.

**Customer Assistance Inquiry Record (CAIR)#****17225448**

Vin	2A4GP64L2	6R	Open Date	02/14/2008	Build Date	10/12/2005	
Model Year	06	Body	RSYS53	CHRYSLER TOWN & COUNTRY LTD FWD LWB WAGON			
In Service Dt	01/02/2006	Dealer	23153	Dealer Zone	32	Mileage	23,000
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	BROOKLYN NY					Country	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default

Air bag light is on.

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 vehicles tire pressure is a 35 and the tire pressure module light was on and the dealership raised it to 45 and the light went off. Customer states that the vehicle rides very rough now.

Agent was researching and caller disconnected.

**Customer Assistance Inquiry Record (CAIR)#****17232332**

<b>Vin</b>	2C4GP54L9	5R	<b>Open Date</b>	02/18/2008	<b>Build Date</b>	06/29/2005	
<b>Model Year</b>	05	<b>Body</b>	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON			
<b>In Service Dt</b>	07/26/2005	<b>Dealer</b>	68467	<b>Dealer Zone</b>	42	<b>Mileage</b>	49,932
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	MIDLAND MI					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp  
On/Flashing - Default

Customer seeking assistance with air bag  
sensor repairs.

Purchased New or Used? New

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

From whom did customer purchase used vehicle? N/A.

Customer calling in and states that his vehicle is currently at  
dealership #68467 and needs repairs to the air bag sensor on the vehicle.

Customer seeking assistance with repairs due to being outside of  
warranty by 9,000 miles. Customer states that he has been working with  
Terry at dealership #68467. Agent called dealership #68467 and spoke to  
Terry who states that the Right Front Impact Sensor needs to be replaced  
on the vehicle. Terry states that they have seen the customer for only  
warranty repairs on the vehicle and he has only been in four times.

Agent informed Terry that Chrysler will provide reimbursement. Agent  
informed customer as a one-time goodwill gesture, Chrysler will cover the  
cost of the repair to the right front impact sensor. Customer will be  
responsible for a

co-pay in the amount of \$50.00. Agent informed customer of information  
on where to fax info to. Customer was pleased.

POSTMARK DATE: 021808; DATE RECEIVED: 021808

Agent received fax information. Repairs to the Air Bag Sensor breaks  
down as follows:

Parts = \$ 39.29

Labor = \$128.50

Misc = \$ 8.00

Tax = \$ 2.36

Total = \$178.15

Total minus \$50.00 is \$128.15. CCAC will reimburse the customer in the  
amount of \$128.15, PENDING verification of payment from dealership #68467.

Agent called dealership and spoke to Dawn, Service Clerk. Agent was  
informed that customer paid for repairs with a credit card.

Reimbursement will be provided.

Agent attempted to contact the customer on 02/20/08 at 12:01 pm on the  
customer s Cell phone # , but was unable to reach. Writer  
left message with reference number, personal extension, hours available,  
and CCAC number.

Agent attempted to contact the customer on 02/20/08 at 12:03 pm on the  
customer s Home phone # . Agent spoke to Customer wife.

Customer wife supplied his office number and advised that he is in  
meetings all day and would not be able to answer phone calls. Agent  
thanked customer wife for informaiton.

Agent attempted to contact the customer on 02/20/08 at 12:11 pm on the  
customer s Work phone # but was unable to reach. Writer  
left message with reference number, personal extension, hours available,  
and CCAC number.

\*\*\*\*\* NEXT AGENT \*\*\*\*\*

If customer calls back and does not reach writer, please confirm  
acceptance of reimbursement amount, name check should be written to, and  
address of record. Agents please obtain authorization from them for  
Chrysler to send them a check in the amount of \$128.15. Re-open this  
CAIR and then reassign it to JBV6. Advise them that it could take 30  
days to arrive.

Customer called in. Agent advised customer that he would be reimbursed

\$128.15.

[REDACTED] accepts and verifies the check  
should be mailed to the following name and address:

[REDACTED]  
[REDACTED]

MIDLAND M [REDACTED]

Agent submitted check in the amount of \$128.15 and approved...

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**Customer Assistance Inquiry Record (CAIR)#****17232835**

<b>Vin</b>	1D4GP45R5	5B410400	<b>Open Date</b>	02/18/2008	<b>Build Date</b>	06/16/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKH52	DODGE CARAVAN SXT FWD SWB WAGON			
<b>In Service Dt</b>	07/30/2005	<b>Dealer</b>	45301	<b>Dealer Zone</b>	35	<b>Mileage</b>	46,468
<b>Name:</b>	WEAVER, ELWIN					<b>Contact Type</b>	FAX
<b>Address</b>	5316 RICHLAND RD					<b>Home Phone</b>	
	GIBSONIA PA 15044-9434					<b>Country</b>	UNITED STATES

Product - Electrical - Lamps and Switches - Other - Default	Air bag sensor repair.
Referral - Tier Two - Internal Escalation - Authorization - Default	Seeking assistance with airbag sensor.

Purchased New or Used? New

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

From whom did customer purchase used vehicle? N/A

Owner seeking assistance with air bag sensor repair. States his third party service contract (Fidelity) will not cover the repair. Agent consulted with LGP14 and transferred for further review.

\*\*\*\*Begin structured narrative T2 - GOODWILL ESCALATION

What is the customer requesting from Chrysler?

Seeking assistance with airbag sensor repair.

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

10,000 + 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?

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

Writer took call on 2/18/08 owner wants reimbursement for airbag module repair advised he fax in dealer receipt total was about \$146 will reimburse as goodwill full amount. Customer is satisfied.

Customer faxed in receipt total was \$161.92 writer reimbursed that amount as goodwill. Customer is satisfied.

POSTMARK DATE: 031708; DATE RECEIVED: 031808

**Customer Assistance Inquiry Record (CAIR)#****17232900**

<b>Vin</b>	2D4GP44L8	6R	<b>Open Date</b>	02/18/2008	<b>Build Date</b>	12/09/2005	
<b>Model Year</b>	06	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	02/28/2006	<b>Dealer</b>	41626	<b>Dealer Zone</b>	42	<b>Mileage</b>	45,000
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	BOWLING GREEN OH					<b>Country</b>	UNITED STATES

Product - Electrical - Lamps and Switches - Other - Default

Customer states airbag sensor is out.

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 the air bag sensor is out on his vehicle and he knows there was a recall on that for other ans just not his. Customer states he would like CAC to authorize the repair per the recall for him.

Agent advised there are no incomplete recalls on his vehicle and it is outside the warranty. Agent advised customer repairs would be his responsibility.

**Customer Assistance Inquiry Record (CAIR)#****17233244**

<b>Vin</b>	1C4GP45R8	5E	<b>Open Date</b>	02/20/2008	<b>Build Date</b>	07/05/2005	
<b>Model Year</b>	05	<b>Body</b>	RSYH52	CHRYSLER TOWN & COUNTRY FWD SWB WAGON			
<b>In Service Dt</b>	08/19/2005	<b>Dealer</b>	68344	<b>Dealer Zone</b>	42	<b>Mileage</b>	55,961
<b>Name:</b>						<b>Contact Type</b>	LETTER
<b>Address</b>						<b>Home Phone</b>	
	WHITEHALL MI					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer seeking reimbursement for repairs.
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POSTMARK DATE: 020808; DATE RECEIVED: 021808

Customer seeking reimbursment for repair of both front vehicles impact sensors. Customer had repairs completed at dealer 65085.

Cost of repair is as follows:

\*\*\*\*\*

Parts: \$78.50

Labor: \$114.00

Misc: \$10.00

Tax:\$5.31

\*\*\*\*\*

Total: \$207.81

\*\*\*\*\*

Due to customer loyalty and mileage at time of repair, Chrysler will reimburse customer in the amount of \$207.81.

Agent attempted to contact the customer on 02/20/08 at 4:10pm on the customer s home phone. Agent advised customer of reimbursement amount

accepts and verifies the check

should be mailed to the following name and address:

Whitehall, MI

**Customer Assistance Inquiry Record (CAIR)#****17233829**

<b>Vin</b>	2A4GP44R4	6R	<b>Open Date</b>	02/21/2008	<b>Build Date</b>	02/02/2006
<b>Model Year</b>	06	<b>Body</b>	RSYH53	CHRYSLER TOWN & COUNTRY LX FWD LWB WAGON		
<b>In Service Dt</b>	05/09/2006	<b>Dealer</b>		<b>Dealer Zone</b>		<b>Mileage</b> 16,000
<b>Name:</b>					<b>Contact Type</b>	E-MAIL
<b>Address</b>					<b>Home Phone</b>	
	SURFSIDE BEACH SC				<b>Country</b>	UNITED STATES

Corporate - Policy Issues - Default - Default - Default

Customer asking for the replacement of his vehicle

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

Airbag light comes on - 4 th time replaced - pully replaced 1 time - steerin  
g box replaced 1 time - I want a replacement Vehicle

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

Purchased New or Used? New

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

Airbag light comes on - 4 th time replaced - pully replaced 1 time -  
steering box replaced 1 time - I want a replacement Vehicle

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

Re-routed to Internal Escalation Queue for Pune for further handling.

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

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

Thank you for contacting the Chrysler Customer Assistance Center 2006  
Chrysler Town & Country.

We understand your concern and apologies for the inconvenience it might  
have caused. We request you to please call the Customer Assistance Center  
at 1-800-992-1997 between 8:00 a.m. and 5:00 p.m. Monday through Friday.  
It is necessary to discuss this issue with you directly. Before calling  
the Customer Assistance Center, please have the following information  
handy:

Vehicle owner name

Vehicle owner address

Day and evening phone numbers

Vehicle Identification Number (VIN)

Name of dealership where vehicle was purchased

Date of purchase

Dealership where service was performed

Date of last service

Current vehicle mileage

An explanation of the problem

We have trained Customer Service Representatives available to address the  
questions and concerns you may have.

Please accept our sincere apologies for the problems you have  
experienced. Thanks again for your email.

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

**Customer Assistance Inquiry Record (CAIR)#****17233908**

<b>Vin</b>	2D4GP44L9	6R	<b>Open Date</b>	02/18/2008	<b>Build Date</b>	04/10/2006	
<b>Model Year</b>	06	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	06/27/2006	<b>Dealer</b>	62431	<b>Dealer Zone</b>	35	<b>Mileage</b>	20,071
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	PITTSBURGH PA					<b>Country</b>	UNITED STATES

Product - Brakes - Anti-Lock Brake System - ABS Lamp On/Flashing - Default	Claims that the ABS light is on
Product - Electrical - TV/DVD - Intermittent or Inoperative - Video	Claims that the DVD player does not work
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Claims that the air bag light is on
Product - Electrical - Heated Seat - Intermittent/Inoperative - Unknown	Claims that the heated seats are not working
Product - Air Conditioning / Heater - Auto Temp Control System - Inadequate Heating - Default	Claims that the heater does not work
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Claims that the temperature gage does not work
Corporate - CNA Change - Default - Default - Default	Updated vehicle owner information

Purchased New or Used? New

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

From whom did customer purchase used vehicle? CDJ dealer

Customer claims that they have had multiple issues intermittent issues with the vehicle. Customer claims that the vehicle is conversion vehicle.

Customer seeking how to reset the electrical components for the vehicle.

Customer claims that the heater, heated seats, DVD player, and the temperature gage does not work. Customer claims that two air bag and brake lights come on. Agent contacted dealer 62431 and spoke with Service Manager Kevin.

\*\*\*Repair History \*\*\*

9/18/07 at 15,878 miles-ABS and brake light on replaced ABS module

\*\*

Advised customer to continue working with the dealer. Advised customer that the concerns would be documented.

**Customer Assistance Inquiry Record (CAIR)#****17234108**

<b>Vin</b>	2C8GP64L2	5R	<b>Open Date</b>	02/18/2008	<b>Build Date</b>	04/15/2005	
<b>Model Year</b>	05	<b>Body</b>	RSYS53	CHRYSLER TOWN & COUNTRY LTD FWD LWB WAGON			
<b>In Service Dt</b>	05/11/2005	<b>Dealer</b>	62301	<b>Dealer Zone</b>	42	<b>Mileage</b>	63,000
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	MENTOR OH					<b>Country</b>	UNITED STATES

Corporate - Recall - Default - Default - Default

Customer seeks incomplete recall.

Purchased New or Used? new  
If Used, date purchased? na Mileage? na  
From whom did customer purchase used vehicle?  
CDJ dealer  
Customer seeks if he could be reimbursed for the repair of the airbag  
sensors. Customer states that he had the repair performed about 6 months  
ago at a Chrysler dealer. Agent consulted with JMC129.  
Informed customer that Chrysler will not participate in the  
repair. The vehicle warranty has expired. per JMC129

**Customer Assistance Inquiry Record (CAIR)#****17234786**

Vin	1C4GP45R0	5E	Open Date	02/18/2008	Build Date	04/23/2005	
Model Year	05	Body	RSYH52	CHRYSLER TOWN & COUNTRY FWD SWB WAGON			
In Service Dt	06/22/2005	Dealer	45331	Dealer Zone	42	Mileage	65,000
Name:						Contact Type	FAX
Address						Home Phone	
	LKSID MARBLHD OH					Country	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Caller states that the air bag light is on.
Product - Body / Trim / Paint Finish - Air Bag - Other - Front Drivers Side	Customer seeking assistance with repairing the left front sensor.
Referral - Tier Two - Internal Escalation - Authorization - Default	Customer seeking assistance with repairs.

## \*\*\*\*Begin structured narrative T2 - GOODWILL ESCALATION

What is the customer requesting from Chrysler?

Customer seeking assistane with air bag sensor replacement.

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

Expired by 29,000 miles on the 3/36 warranty but still inside the powertrain warranty.

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?

His father owns 1 under zip Customer owns 2 vehicles.

Is there warranty history related to the current concern?

No, but dealership told customer that the same part was a recall on other vehicles of his year make and model.

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

Yes. The repair was quoted as \$130.00 with labor and parts included.

## \*\*\*\*End structured narrative T2 - GOODWILL ESCALATION

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 is having issues with the air bag light will not go off. He states the internet says there is a recall on this item and the dealer states the sensor that is being replaced is the same as the recall part. He is seeking assistance with the repair and would like to know why this part is not a recall on his vehicle. He states he has had to replace several things on the vehicle already. Agent consulted with KW276. Agent transferred customer and gave reference.

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

Robin can be reached at extension 69979.

Customer advises that he is aware other vehicles of this type that have recalls for this issue. Advised owner that recall does not apply to this vehicle but goodwill can be reviewed. Writer attempted to contact dealer, but customer informed that they have already closed for the day and that agent will not get through. Writer offered owner a call back informing that the dealer would be contacted tomorrow. Provided extension. Caller Customer states that she has not been been contacted by RWA22 and unable to reach regarding issue. Writer transferring for review of possible reimbursement due to time since original contact.

\*\*\*Owner will fax the receipt and proof of payment, as well as the correct mailing address for the reimbursement.

\*\*\*Writer reviewed the information. The owner has had 4 Chrysler vehicles and been a good customer.

Both the receipt and proof of payment were submitted. A reimbursement check will be mailed for \$109.75.

POSTMARK DATE: 031208; DATE RECEIVED: 031308

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**Customer Assistance Inquiry Record (CAIR)#****17236218**

<b>Vin</b>	1D4GP24R1	6E	<b>Open Date</b>	02/19/2008	<b>Build Date</b>	03/24/2006	
<b>Model Year</b>	06	<b>Body</b>	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON			
<b>In Service Dt</b>	03/27/2006	<b>Dealer</b>	62079	<b>Dealer Zone</b>	32	<b>Mileage</b>	41,000
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	SHERRILL NY					<b>Country</b>	UNITED STATES

Referral - Tier Two - Internal Escalation - Authorization - Default	Customer seeking assistance with the repair.
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer states the air bag light is on.

Purchased New or Used? used

If Used, date purchased? 02/28/07 Mileage? 20,000

From whom did customer purchase used vehicle?

Other dealer

Customer states the air bag light came on for no reason. Customer states he is just outside of warranty. Customer is seeking if Chrysler will assist with the repair. Agent consulted with JRL84 and transferred the customer for further review.

\*\*\*\*Begin structured narrative T2 - GOODWILL ESCALATION

What is the customer requesting from Chrysler?

Customer is seeking assistance with the repair of the air bag light.

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?

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?

no

\*\*\*\*End structured narrative T2 - GOODWILL ESCALATION

Received call.

Vehicle has not yet been diagnosed by a dealership.

Referred owner to his dealer and service manager for diagnosis.

No promises made.

Owner understands process.

Due to airbag concern, willing to assist with the repair with a copay from the owner.

**Customer Assistance Inquiry Record (CAIR)#****17240770**

Vin	2C4GP54LX	5R	Open Date	02/22/2008	Build Date	02/25/2005	
Model Year	05	Body	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON			
In Service Dt	10/01/2005	Dealer	68959	Dealer Zone	42	Mileage	44,900
Name:						Contact Type	E-MAIL
Address						Home Phone	
	JEFFERSON OH					Country	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default

Customer complaining about the Air Bag.

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

Airbag sensor not warranted?

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

Purchased New or Used? New

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

I am very disappointed. My 2005 Town & Country airbag light came on. I took it directly to my dealer to be serviced. They found that my airbag sensor was corroded. I DO have 44,900 miles on my van, however, I bought it new on 10-1-05, thus, I have really only driven this van for only 2 1/2 years. (we like to travel) I was told that there was a recall/service notification on these vans for this, however, my VIN didn't show as being one of them. I was charged \$120 to replace a corroded sensor! They told me that this was not something that was covered by Chrysler. Even as a safety issue. Is this correct? This is not the first time I have been (I believe) unjustly charged for things that happened even DURING my 36,000 warranty. Including a \$60 charge to clean my throttle body because the gas pedal was sticking (they said that is considered maintenance). ?? And, I have looked at trading in my van, but the nearly \$29,000 that I paid for this van, 2 1/2 years ago, is now only worth \$11,800!!!! (so much for the high resale value that was claimed at purchase). Could you please help me? Thank you, [REDACTED]

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

Re-routed to Tier 3 for further handling.

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

Advised owner to contact CAC at her convenience.

Owner sent email, was recommend call in. Customer had an airbag sensor replaced on her vehicle, is aware of other vans with recall for air bag sensors although hasn't been issued for her vehicle. Customer is seeking assistance with repair performed at dealer.

COIN shows purchased new, no SC, COIN shows 3 purchased new, this is newest.

Agent consulted with VLS18. Customer is advised to send repair receipts for reimbursement review. \$120.66 was the repair total. Agent advised customer as a one-time goodwill gesture, Chrysler will cover \$120.66 of the repair.

Agent provided customer fax information: Karen, Pole 9, reference number and fax number.

Customer states the repair was paid for with a check, repair order is stamped PAID by dealer with their initials.

Agent advised customer she would receive contact once paperwork is received for confirmation. Agent waiting for documentation.

POSTMARK DATE: 022708; DATE RECEIVED: 022708

Customer faxes repair order for dealer 68959 indicating customer had paid repair for an airbag light resulting in replacement of the right front impact sensor and wiring as follows:

Labor \$ 72.00

Parts \$ 38.00

Materials \$ 3.30

Tax \$120.66

Chrysler will reimburse this customer \$120.66 for this repair to the airbag sensor.

Agent attempted to contact the customer on 2/29/08 at 11:49am on the customer's Work phone.

[REDACTED] accepts and verifies the check should be mailed to the following name and address:

[REDACTED]  
Jefferson, OH [REDACTED] 4

Agent advised customer to allow up to 30 days for receipt.

Agent entering check for \$120.66, reassigning to 81K for processing.

Processing check.

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**Customer Assistance Inquiry Record (CAIR)#****17242523**

<b>Vin</b>	2A4GP44R4	6R	<b>Open Date</b>	02/25/2008	<b>Build Date</b>	02/02/2006	
<b>Model Year</b>	06	<b>Body</b>	RSYH53	CHRYSLER TOWN & COUNTRY LX FWD LWB WAGON			
<b>In Service Dt</b>	05/09/2006	<b>Dealer</b>	68646	<b>Dealer Zone</b>	66	<b>Mileage</b>	16,300
<b>Name:</b>						<b>Contact Type</b>	E-MAIL
<b>Address</b>						<b>Home Phone</b>	
	SURFSIDE BEACH SC					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Improper Installation -  
Unknown

Customer wats a vehicle  
replacemant.

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

Airbag light comes on - 4 th time replaced - pully replaced 1 time - steerin  
g box replaced 1 time - I want a replacement Vehicle

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

Purchased New or Used? New

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

Airbag light comes on - 5 th time replaced - pully replaced 1 time -  
steering box replaced 1 time - They replaced the air bag yesterday and  
the Airbag light came on again today - I want a replacement Vehicle

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

Re-routed to Tier 3 as it is a safety issue related to air bag.

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

Writer forwarded CAIR to EJW for handling, dealer verified owner has been  
dealing with ongoing airbag issue.

Thank you for contacting the Chrysler Customer Assistance Center  
regarding your 2006 Chrysler Town & Country.

Your email has been forwarded to a more appropriate area for their  
attention. We appreciate your comments and believe our referral action  
will provide the best opportunity for review.

Thanks again for your email.

**Customer Assistance Inquiry Record (CAIR)#****17242759**

<b>Vin</b>	2A4GP44R4	6R	<b>Open Date</b>	02/20/2008	<b>Build Date</b>	02/02/2006	
<b>Model Year</b>	06	<b>Body</b>	RSYH53	CHRYSLER TOWN & COUNTRY LX FWD LWB WAGON			
<b>In Service Dt</b>	05/09/2006	<b>Dealer</b>	68646	<b>Dealer Zone</b>	66	<b>Mileage</b>	16,300
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	SURFSIDE BEACH SC					<b>Country</b>	UNITED STATES

Product - Electrical - Unknown - Intermittent or Inoperative - Default	Customer had the clockspring replaced 2 times.
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer having a issue with the air bag light coming on.
Product - Body / Trim / Paint Finish - Air Bag - Other - Front - Driver	Dealer replaced drivers air bag.

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 stating he has been having a issue with the air bag light coming on. Customer allege vehicle has been to dealer 68646 a numerous of times. Agent contacted dealer 68646 and spoke with Mitch. Mitch states the customer has been having a ongoing issue with the air bag light coming on.

Mitch provided the repair history:

March 30, 2007 at 10,377 miles, customer states the air bag light is on, dealer replaced the clockspring.

November 30, 2007 at 14,411 miles, customer states the air bag light is on, dealer replaced the clockspring.

February 12, 2008 at 16,079 miles, customer states the air bag light is on, dealer replaced driver side air bag.

Agent informed Mitch of the file being sent. Mitch understood. Agent informed customer of the information. Customer thanked, agent provided the reference number.

##### DIRECT-TO-DEALER Code=1A #####

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 from the Customer Assistance Center may be assigned to this CAIR for follow-up with the customer and as another resource if required.

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

CUSTOMER CONTACT INFORMATION: 843.238.5372

#####

REASSIGNED TO BC/DLR 66 68646 02/20/08 15:26 O 17242759

\*Contact Date: 02/21/2008

Dealer 68646 has updated the mileage to 16299.

Service Manager at the dealership has updated the Cair# 17242759

An appointment has been set with the customer.

**Customer Assistance Inquiry Record (CAIR)#****17245646**

Vin	1D4GP25B9	6E	Open Date	02/21/2008	Build Date	03/15/2006	
Model Year	06	Body	RSKL52	DODGE CARAVAN SE FWD SWB WAGON			
In Service Dt	03/31/2006	Dealer	43940	Dealer Zone	63	Mileage	30,000
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	WALKER LA					Country	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Air bag light is on
Product - Brakes - Unknown - Other - Front	Brake issue
Product - Body / Trim / Paint Finish - External Ornamentation - Other - Door-Sliding	Customer reporting sliding door latch problem
Product - Electrical - Power Door Lock / Deck Lid - Seized, Sticks, Binds - Unknown	Door locks stick
Product - Electrical - Power Windows - Seized, Sticks, Binds - F. Door-Driver	Driver window sticks
Product - Drive Shaft/Universal Joint - Shaft - Other - Front	Replaced front axle shaft
Product - Cooling System - Belts and Hoses - Other - Default	Replaced the belt tensioner
Product - Body / Trim / Paint Finish - Seat Tracks / Frames - Loose - Front-Driver	Seat bezel loose

## \*\*\*\*\* RECALL CONTACT \*\*\*\*\*

Purchased New or Used? NEW

If Used, date purchased? NA Mileage? NA

From whom did customer purchase used vehicle? NA

Customer stated she is wanting vehicle replaced due to numerous problems with vehicle. Agent requested if customer is experiencing problems at this time. Customer stated she is not but Dealer 43940 advised her to contact Chrysler to create a file. Agent called Dealer 43940, spoke with Service Advisor, Bobby and he verified vehicle arrived:

02/07/08 to 02/07/08

Mileage: 29,540

Concern #1: Back door lock is hanging up

Diagnosis: Sliding door latch was binding and damaged solenoid,

Replaced latch and solenoid

Concern #2: Driver s side seat bezel is loose

Diagnosis: Tightened retainers.

Concern #3: Passenger side sliding door molding popped out

Diagnosis: Reinstalled molding

12/20/07 to 12/20/07

Mileage: 27,876

Concern: Air bag light on

Diagnosis: No repair performed at this time.

12/11/07 to 12/11/07

Mileage: 27,550

Concern: Trim piece popping up, door lock sticking

Diagnosis: Ordered parts.

11/20/07 to 11/20/07

Mileage: 26,905

Concern: Driver side window is sticking

Diagnosis: Unable to duplicate concern

Concern #2: Back passenger door lock is sticking

Diagnosis: Removed panel, cleaned and readjusted door latch

09/18/07 to 09/18/07

Mileage: 24,548

Concern: Grinding noise in front end

Diagnosis: Performed brake job

08/07/07 to 08/07/07

Mileage: 23,064

Concern #1: When turning wheel in either direction, hearing a popping noise.

Diagnosis: Replaced front axle shaft  
Concern #2: Customer hearing a squealing noise on right side of vehicle  
Diagnosis: Replaced belt tensioner  
06/05/07 to 06/05/07

Mileage: 18,761  
Concern #1: Customer stated passenger front window will not roll down  
Diagnosis: Replaced window regulator  
Concern #2: Passenger side sliding door will not open from inside  
Diagnosis: Child safety lock was on  
01/31/07 to 01/31/07

Mileage: 14,005  
Concern #1: Rear door was not opening  
Diagnosis: Replaced rear door latch assembly  
Concern #2: Passenger side window sticking  
Diagnosis: Replaced window regulator  
Agent consulted with TLD50 - Approved 1A Direct to Dealer.  
Due to hold time, Agent offered customer a call back. Customer agreed for call back at [REDACTED] Agent called Dealer 43940, spoke with Service Advisor, Bobby and advised sending a Direct to Dealer. Agent called customer at [REDACTED] and provided Reference number and advised customer their file is being forwarded to the dealership to get the appropriate parties involved to resolve vehicle issue. Agent called customer at [REDACTED] and left message providing Reference and advised customer her file is being forwarded to the dealership to get the appropriate parties involved to resolve vehicle issue.

##### DIRECT-TO-DEALER 1A #####

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 from the Customer Assistance Center may be assigned to this CAIR for follow-up with the customer and as another resource if required.

Agent called dealer and spoke to Service Advisor, Bobby to inform that CAIR was being sent.

CUSTOMER CONTACT INFORMATION [REDACTED] and [REDACTED]

#####

REASSIGNED TO BC/DLR 63 43940 02/21/08 13:35 O 17245646

Customer called wondering if there is anything that she should do now. Agent advised her that she will be contacted either by the dealership of the agent working on her file. Customer thanked this agent.

Writer contacted service manager David who said thinks everything has been fixed and has no open repair order. David said it was ok to refer the customer back if any further repair issues.

Writer returned owner's call and left message with direct line as needed.

Writer owner's call who said need to return for rattles in the rear speakers. Owner was concerned about the number of different repairs since purchase. Owner said she thinks she has an aftermarket service contract, but will check her records.

Writer advised her concerns have been documented for future reference based on time, mileage and any prior history. .dg2

Customer states vehicle was taken back to dealer 43940, on 03/16/08.

Customer states the vehicle idles low then starts to jump as if it is going to stall. Customer states she left the vehicle there Sunday evening so it could be looked at Monday morning. Customer states the dealership called on 03/17/08, Monday afternoon and stated they were not able to get to her vehicle. Customer is disappointed with this inconvenience.

Customer states she has not spoken to the dealership yet today, but will be contacting them. Agent advised customer her latest concerns will be documented.

\*\*Customer requests call from DG2.

Owner said the speakers were replaced but also feels like will stall.

Vehicle was not checked 3/17, but o2 sensor was replaced on 3/18, but still doing the same thing.

Owner says is reviewing options under Lemon Law.

Writer agreed to 2 days rental @ \$40 as need to resolve outstanding idle issue.

Service manager please follow outstanding concern to a firm conclusion

Writer contacted service manager Bob Rouso and left message to advise of rental as needed and to update cair with final results.  
Writer noted warranty repair completed for O2 sensor on 3/26/08..dg2

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**Customer Assistance Inquiry Record (CAIR)#****17246882**

<b>Vin</b>	2D4GP44L6	5R	<b>Open Date</b>	02/21/2008	<b>Build Date</b>	04/05/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	04/29/2005	<b>Dealer</b>	41356	<b>Dealer Zone</b>	42	<b>Mileage</b>	65,000
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	GRAND RAPIDS MI					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Other - Unknown

Customer had air bag sensors replaced.

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 stating he had to have the air bag sensors replaced.

Customer seeking reimbursement for the repair. Customer advises agent

that the repair was \$280.00 Agent consulted with MF640. Agent informed

customer that chrysler would reimburse for the total repair. Agent

informed customer to send in original receipt and proof of payment to the

Auburn Hills address.

**Customer Assistance Inquiry Record (CAIR)#****17251567**

<b>Vin</b>	2D4GP44L7	6R	<b>Open Date</b>	02/26/2008	<b>Build Date</b>	09/23/2005	
<b>Model Year</b>	06	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	11/25/2005	<b>Dealer</b>	42977	<b>Dealer Zone</b>	51	<b>Mileage</b>	36,500
<b>Name:</b>						<b>Contact Type</b>	E-MAIL
<b>Address</b>				#73	<b>Home Phone</b>		
	WAUKESHA W					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp  
On/Flashing - Default

Customer is experiencing problem with the  
airbag.

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

Campaign G09/X16, Airbag Sensors

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

Purchased New or Used? New

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

When I look up my vehicle year, make and model on the NHTSA website for defects, its pulls up this issue. The website says it for model year 2006. We are having this issue with our airbag light staying on. When we took the van to Wilde Dodge here in Waukesha who told us this campaign only covers 2005 vehicles. Why when we look up our specific year, make and model does it show this issue. We are having this issue with our 2006 van and I would hate to go through the trouble of filing a complaint with the NHTSA.

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

Customer is experiencing problem with the airbag, hence routed the email to Tier 3 for further handling.

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

Writer replied:

Dear

Thank you for contacting the Chrysler Customer Assistance Center regarding your Dodge Grand Caravan.

Our records indicate this vehicle is not involved in any outstanding factory recalls. If your vehicle is involved in any future recalls, a notice will be sent to your postal address. Please contact us with any future changes of address.

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](http://www.Chrysler.com); [www.Dodge.com](http://www.Dodge.com) or [www.Jeep.com](http://www.Jeep.com), click on 'For Owners' and then insert the last eight digits of your Vehicle Identification Number (VIN) where appropriate.

We suggest that you give your local dealer the opportunity to assist you.

Their service personnel have the factory training, equipment and information available to diagnose and correct concerns with our vehicles.

Furthermore, the Service Manager of your dealership is empowered to determine the merits of any goodwill policy consideration for repairs beyond the coverage of your manufacturer s warranty. Should you have any further questions, please feel free to contact the Customer Assistance Center at 800-992-1997 for additional discussion.

Thanks again for your email.

**Customer Assistance Inquiry Record (CAIR)#****17252151**

<b>Vin</b>	2D4GP44L5	5R	<b>Open Date</b>	02/22/2008	<b>Build Date</b>	03/18/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	04/25/2005	<b>Dealer</b>	54982	<b>Dealer Zone</b>	51	<b>Mileage</b>	50,291
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	ORLAND PARK IL					<b>Country</b>	UNITED STATES

Referral - Tier Two - Internal Escalation - Authorization - Default	Customer seeking assistance with repairs.
Product - Electrical - Lamps and Switches - Other - Default	Customer states the air bag light is on.
Product - Electrical - Unknown - Intermittent or Inoperative - Default	Customer states the impact sensors have malfunctioned.
Product - Electrical - Power Sliding Door - Intermittent or Inoperative - Passenger Side	Customer states the passenger side sliding door needs to be replaced.

Purchased New or Used? new

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

From whom did customer purchase used vehicle? n/a

\*\*\*\*Begin structured narrative T2 - GOODWILL ESCALATION

What is the customer requesting from Chrysler?

Assistance repairing the passenger side sliding door, impact sensor, and air bag light

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

14000 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?

4

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 T2 - GOODWILL ESCALATION

Customer states the passenger side sliding door motor needs to be replaced and claims the air bag light is on. Customer claims the impact sensors and connectors. Customer claims the repairs have been previously performed and claims the vehicle is currently at the dealership. Customer claims she did not purchase a third party contract. Customer is seeking assistance with repairs. Agent consulted with NS632 and transferred customer for further review.

\*\*\*Received internal transfer. States that vehicle is currently at dealer 54982. Alleges that sliding door is needing to have a new motor.

Alleges that air bag light issue is cause by impact sensors and connectors. Customer states she was told by dealer to contact CCAC.

Contacted dealer 54982 and was informed Service Manager is unavailable. Writer was transferred to Assistance Service Manager AI. Stated motor had been replaced on 07/2006 at 20503 miles. Vehicle had stored code for impact sensors and connectors. Sliding door motor is binding and will need to be replaced again. Dealer willing to accept pre-authorization.

Does not wish to use DSA as this is first time vehicle as been at this dealer. AI to call with repair costs (Warranty and retail).

Informed customer dealer was obtaining additional information. Customer can be reached at either number.

AI is calling back with the requested repair information. Agent transferred to agent 69337 extension.

Customer calling in to check on the update on the decision that has been made on assistance. Agent transferred to DWC58.

Customer seeking update of information. Agent transfer to agent extension 69337.

Dealler is calling back with the price of the repair.  
sensors.

parts \$50.52

labor \$57.96

total \$108.48

Door motor.

parts \$176.00

labor \$75.78

total \$251.78

Customer called back for update on her case. Agent transferred her to  
DWC58 at extension 69337.

Customer is seeking update on file. Customer stated that she has not heard  
back from DWC58 to see if CCAC is going to assist. Agent consulted with  
JBV6. Agent informed the customer that she will have to transfer her back  
to previous agent voice mail at this time. Customer states that the  
dealership is waiting for a answer. Customer states that the her vehicle  
has been at the dealership since 2/22/08. Agent apologized for her  
inconvenience and transfer the customer.

AI-SM upset that above agent will not return calls.

As a goodwill gesture, Chrysler will cover entire repair less \$100.00  
co-pay.

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**Customer Assistance Inquiry Record (CAIR)#****17260792**

<b>Vin</b>	1D4GP25R1	5E	<b>Open Date</b>	02/26/2008	<b>Build Date</b>	01/27/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKL52	DODGE CARAVAN SE FWD SWB WAGON			
<b>In Service Dt</b>	01/29/2005	<b>Dealer</b>	45335	<b>Dealer Zone</b>	35	<b>Mileage</b>	48,000
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	BRADFORD PA					<b>Country</b>	UNITED STATES

Corporate - Recall - Default - Default - Default	customer seeking possible recall related information.
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	customer states air bag light frequently flashes.

Purchased New or Used? Used

If Used, date purchased? 2006 Mileage? 21000

From whom did customer purchase used vehicle?

Other dealer

Customer states the air bag light frequently goes on and off. Customer saw recall related issues on the internet. Agent advised customer that his vehicle was not included in the recall however if he feels this is recall related he would need to have a dealer diagnose the vehicle at his own expense and only the dealer could determine if the repair would be recall related. Agent provided customer with reference number.

**Customer Assistance Inquiry Record (CAIR)#****17261414**

<b>Vin</b>	1D4GP24R1	5E	<b>Open Date</b>	02/26/2008	<b>Build Date</b>	06/17/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON			
<b>In Service Dt</b>	06/21/2005	<b>Dealer</b>	42490	<b>Dealer Zone</b>	32	<b>Mileage</b>	38,000
<b>Name:</b>						<b>Contact Type</b>	FAX
<b>Address</b>						<b>Home Phone</b>	
	BUDD LAKE NJ					<b>Country</b>	UNITED STATES

Referral - Tier Two - Internal Escalation - Authorization - Default	Customer seeking assistance on relay switch.
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer stated air bag light came on
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Vehicle needs relay switch

Purchased New or Used? Used

If Used, date purchased? 03/17/06 Mileage? 14,970

From whom did customer purchase used vehicle? Dealer 42490

Customer stated air bag light came on and dealer stated relay switch needs to be replaced for over \$200. Customer stated she does not feel she should have to pay for anything that has to do with air bag.

Customer seeking assistance on relay switch. Customer has total of three DCX vehicles but only one is originally owned. Only service contract on vehicle is CPOV warranty which was provided at no cost to the customer. Vehicle has no previous warranty repairs for air bag light nor relay switch. Transferred customer for further research due to vehicle being out of warranty by miles and not by time. Provided file number to customer.

\*\*\*\*Begin structured narrative T2 - GOODWILL ESCALATION

What is the customer requesting from Chrysler?

Customer seeking assistance on relay switch.

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

2,000 miles

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

No

Is the customer the original owner of this vehicle?

No

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

Three DCX vehicles and one is originally owned

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

Writer called the dealer and spoke with Jim in service who advised the repair is complete. Owner gave authorization for the repair. Based on the owner did purchase a DCSC the writer did agree to reimburse the owner all but \$100.00. Owner will fax a copy of her repair for reimbursement.

Writer receive a fax but it did not have the whole receipt for the repair showing. Writer called the owner and she agreed to re-fax a full copy of the receipt for review.

Writer received a copy of the receipt. Writer submitted the check request for \$152.95. Total repair was \$252.95.

POSTMARK DATE: 030408; DATE RECEIVED: 030508

**Customer Assistance Inquiry Record (CAIR)#****17266033**

<b>Vin</b>	2D4GP44L6	6R	<b>Open Date</b>	02/27/2008	<b>Build Date</b>	02/01/2006	
<b>Model Year</b>	06	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	02/22/2006	<b>Dealer</b>	25002	<b>Dealer Zone</b>	32	<b>Mileage</b>	40,000
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	UTICA NY					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer has air bag light on.
Product - Body / Trim / Paint Finish - Glass - Broken, Cracked - Backlight	Customer seeking information.

Purchased New or Used? Used

If Used, date purchased? 02/07 Mileage? 27000

From whom did customer purchase used vehicle? Other dealer

Customer seeking assistance with repair. He was cleaning the glass off the vehicle and the rear window shattered. Also, the air bag light is on.

Agent advised him that glass is only covered for 12/12. Customer states we do not stand behind our vehicles. Agent advised we do this with our warranties.

Assistance was denied per KU17.

**Customer Assistance Inquiry Record (CAIR)#****17266606**

<b>Vin</b>	2D4GP44L5	5R	<b>Open Date</b>	02/27/2008	<b>Build Date</b>	03/21/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	07/13/2005	<b>Dealer</b>	65673	<b>Dealer Zone</b>	51	<b>Mileage</b>	40,303
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	DAVENPORT IA					<b>Country</b>	UNITED STATES

Corporate - Recall - Default - Default - Default	Customer called seeking recall information.
Referral - Tier Two - Internal Escalation - Authorization - Default	Customer seeking assistance with the repair.
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Customer states the airbag light keeps coming on and off.

**\*\*\*\*Begin structured narrative T2 - GOODWILL ESCALATION**

What is the customer requesting from Chrysler?

Seek assistance with vehicle repair.

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

703 miles, still under power train.

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 T2 - GOODWILL ESCALATION**

Purchased New or Used? new

If Used, date purchased? na Mileage? na

From whom did customer purchase used vehicle?

CDJ dealer 43649

Customer called stating that his air bag lights keep coming on and off.

Customer states he believes that it is because he lives in a salt state.

Customer states that he has not taken the vehicle into the dealership yet and was wanting recall information to see if perhaps it is recall related.

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. Agent checked the warranty coverage on the vehicle and found out the repair was not covered. Since the customer lives in a salt state and there was a G09 recall placed out for the model year and make of the vehicle for salt states in regards to similiar symptoms the customer is facing agent consulted with SG388 and transferred the customer to Tier 2 for further review in offering assistance. Customer is seeking assistance in the repair to fix his air bag light issues.

Owner seeks assistance with air bag lamp repairs. Dealer has not diagnosed vehicle. Writer advised owner that vehicle must be diagnosed by dealer before assistance can be considered. No promises made to owner.

\* Alonda from dealer called - they need left front impact sensor and wiring corroded.

\* Writer created preauthorization (UN02765110304) to cover repair as goodwill after customer pays \$50 copay.



**Customer Assistance Inquiry Record (CAIR)#****17269392**

<b>Vin</b>	2D4GP44L8	5R	<b>Open Date</b>	02/28/2008	<b>Build Date</b>	06/03/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	07/10/2005	<b>Dealer</b>	42731	<b>Dealer Zone</b>	32	<b>Mileage</b>	23,000
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	BROOKLINE MA					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp  
On/Flashing - Default

Customer states the front impact sensors were replaced.

Purchased New or Used? NEW

If Used, date purchased? N/A Mileage? 1

From whom did customer purchase vehicle? 45227 KO DODGE

Customer seeking an update about the airbag sensors, stating he has not heard from the dealership. Agent advised Joe from the dealership was supposed to get in contact with him. Agent referred customer to Joe at the dealership.

**Customer Assistance Inquiry Record (CAIR)#****17269469**

<b>Vin</b>	2D8GP44L4	5R	<b>Open Date</b>	02/28/2008	<b>Build Date</b>	04/25/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	08/27/2005	<b>Dealer</b>	67057	<b>Dealer Zone</b>	42	<b>Mileage</b>	65,000
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	SOUTH LYON MI					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	left front sensor replaced.
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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

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The customer states that on 2/24/2008 the air bag light in her instrument cluster went on. On 2/25/2008 the vehicle was taken to an independent repair facility (IRF). The IRF replaced the left front sensor for the air bag system. The customer had to spend \$132.00 for the repair. The customer feels as though she should not have incurred the repairs and is seeking reimbursement. The customer states that the part was corroded and would have prevented the sensor from detecting an impact. Customer's warranty has expired and the repair was completed at an IRF. Informed customer that Chrysler will not participate in the repair. The vehicle warranty has expired. Customer requested mailing address. Agent provided address.

**Customer Assistance Inquiry Record (CAIR)#****17273582**

<b>Vin</b>	2A4GP54L8	6R	<b>Open Date</b>	02/29/2008	<b>Build Date</b>	09/20/2005	
<b>Model Year</b>	06	<b>Body</b>	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON			
<b>In Service Dt</b>	11/07/2005	<b>Dealer</b>	45322	<b>Dealer Zone</b>	51	<b>Mileage</b>	43,000
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	RUNNELLS IA					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer states air bag light is on
Referral - Tier Two - Internal Escalation - Authorization - Default	

Purchased New or Used? New

If Used, date purchased? NA Mileage? NA

From whom did customer purchase used vehicle?

NA

Customer calling in stating that the air bag light is on. Customer states while vehicle was under warranty he had this issue and now it has occurred again. Customer states that he is taking vehicle back to dealer and is seeking assistance with cost of this repair.

\*\*\*\*Begin structured narrative T2 - GOODWILL ESCALATION

What is the customer requesting from Chrysler?

Assistance with the air bag light coming on

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

by 7,000 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

\* See lines 6-7. Customer said air bag light came on and went off while it was in warranty, so he never had taken it into dealer with this concern.

\* Vehicle has not been diagnosed. Writer spoke with Service Manager (SM) Frank. The dealer is super self authorized.

\* Owner/Customer was informed that in order to review their case for possible assistance, the owner would need to bring the vehicle to an authorized facility and authorize diagnostics.

**Customer Assistance Inquiry Record (CAIR)#****17275395**

<b>Vin</b>	2A8GP64L1	6R	<b>Open Date</b>	02/29/2008	<b>Build Date</b>	02/20/2006	
<b>Model Year</b>	06	<b>Body</b>	RSYS53	CHRYSLER TOWN & COUNTRY LTD FWD LWB WAGON			
<b>In Service Dt</b>	06/27/2006	<b>Dealer</b>	43869	<b>Dealer Zone</b>	42	<b>Mileage</b>	25,500
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	LEXINGTON KY					<b>Country</b>	UNITED STATES

Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Stated airbag light is coming on.
Dealer - Service/Body Shop - Transaction - Problem Not Resolved - Default	Stated her problems are not resolved
Product - Electrical - Radio/Spkrs/Clock/Antenna - Intermittent or Inoperative - Default	Stated radio is changing channels by itself

Purchased New or Used? new

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

From whom did customer purchase used vehicle?

CDJ dealer

Customer stated that while she is having concerns airbag light is coming on, and the radio changes channels by itself. Claims the dealership has replaced her radio, and replaced every in the steering column. Stated the vehicle has 25,000 miles on it now. Customer is wanting this vehicle bought back, another vehicle, or something done period about this situation. Agent informed customer that CCAC can not buyback the vehicle, she will have to work with the selling dealership.

Customer stated she thinks the airbag concerns have been resolved. Stated she is still having concerns with the radio changing channels by itself.

Agent informed customer that CCAC will need to contact 43869 to obtain the repair history from service manager Darren. Darren was unavailable, and agent left 800 number to be contacted, and extension number. Agent informed customer that she will have to offer a call back due to service manager was unavailable.

Agent contacted 43869 to obtain the repair history from the service manager, but he was gone out to lunch at this time per receptionist.

\*\*\*\*\*Dealer Call\*\*\*\*\*

Darren stated that he has spoke with the STAR, techs, District manager, and several other people. Stated he has been restricted by his district manager NOT to put any more parts, or repairs on the radio at this time unless she can show the dealership what is going on.

**Customer Assistance Inquiry Record (CAIR)#****17276183**

<b>Vin</b>	2D4GP44L5	5F	<b>Open Date</b>	02/29/2008	<b>Build Date</b>	02/05/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	02/17/2005	<b>Dealer</b>	44463	<b>Dealer Zone</b>	42	<b>Mileage</b>	36,500
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	AKRON OH					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer states that the air bag light is on.
Referral - Tier Two - Internal Escalation - Authorization - Default	

\*\*\*\*Begin structured narrative T2 - GOODWILL ESCALATION

What is the customer requesting from Chrysler?

assistance with airbag light

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

500 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?

one

Is there warranty history related to the current concern?

no

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

no, the customer called the dealership only.

\*\*\*\*End structured narrative T2 - GOODWILL ESCALATION

Purchased New or Used? Used

If Used, date purchased? 03/31/07 Mileage? 22106

From whom did customer purchase used vehicle? other dealer

Customer states that the air bag light is on and is just barely over the  
3/36 warranty. Customer is seeking assistance for the repair.

Agent is transferring the customer as per BCC13.

\*\*\*\*\*

Customer seeking assistance with repair of vehicles air bag  
lamp. Customer has not had a diagnosis completed. Agent advised  
customer that before any assistance could be considered, a  
complete diagnosis must be completed. Customer understood and  
will call back once it has been completed.

**Customer Assistance Inquiry Record (CAIR)#****17279692**

Vin	2D4GP44L9	5R	Open Date	03/03/2008	Build Date	02/24/2005	
Model Year	05	Body	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
In Service Dt	03/10/2005	Dealer	42189	Dealer Zone	42	Mileage	30,000
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	DELAWARE OH					Country	UNITED STATES

Corporate - Warranty Coverage - Default - Default - Default	Seeking warranty coverage.
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	States the air bag light is on.

Purchased New or Used? USED

If Used, date purchased? 08/06/07 Mileage? N/A

From whom did customer purchase used vehicle? N/A

Customer seeking warranty information. Agent informed customer that basic warranty expires on March 10, 2008. Customer states air bag light is on , seeking if covered. Agent referred customer to dealer. Advised it would be pending a diagnostic whether or not the air bag light repair would be covered.

**Customer Assistance Inquiry Record (CAIR)#****17279816**

<b>Vin</b>	2D4GP44L4	5R	<b>Open Date</b>	03/03/2008	<b>Build Date</b>	07/04/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	07/30/2005	<b>Dealer</b>	45120	<b>Dealer Zone</b>	51	<b>Mileage</b>	52,000
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	NAPERVILLE IL					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer had to replace the air bag sensors.
Corporate - Recall - Default - Default - Default	Customer seeks incomplete recall.

Purchased New or Used? new

If Used, date purchased? na Mileage? na

From whom did customer purchase used vehicle?

CDJ dealer

Customer states that he took the vehicle to the dealer on 02/09/08 due to his air bag light flashing. Customer states that the air bag sensors had to be replaced. Customer states that he was advised by his dealer to contact CCAC to see if there was a recall on this vehicle for the air bag sensors to possibly get reimbursed. Agent informed customer that there are no incomplete recalls on the vehicle and if in the future he was to receive a recall notice on the concern he could submit for reimbursement. Customer thanked agent.

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 Assistance Inquiry Record (CAIR)#****17281476**

Vin	2C4GP54L6	5R	Open Date	03/03/2008	Build Date	05/05/2005	
Model Year	05	Body	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON			
In Service Dt	05/31/2005	Dealer	44991	Dealer Zone	51	Mileage	42,000
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	BROOKLYN WI					Country	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Other - Unknown	Customer seeking air bag sensor repair assistance.
Referral - Tier Two - Internal Escalation - Authorization - Default	Transferred to Tier Two

\*\*\*\*Begin structured narrative T2 - GOODWILL ESCALATION

What is the customer requesting from Chrysler?

Customer seeking air bag sensor repair assistance.

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

6,000 Miles

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

No.

Is the customer the original owner of this vehicle?

No.

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

One new, one used.

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

\*\*\*\*\* RECALL CONTACT \*\*\*\*\*

Purchased New or Used? Used

If Used, date purchased? 06/2007 Mileage? 30,000

From whom did customer purchase used vehicle?

CDJ dealer

Customer's wife, [REDACTED] stated she is having the same problem, with air bag sensor that a Recall has been issued for but did not include her vehicle and requesting why not. Agent checked and advised customer verified this vehicle has not been involved in an air bag sensor recall.

Customer seeking air bag sensor repair assistance. Agent consulted with KEG24 - approved transfer to Tier Two. Agent provided Reference number and advised transferring call to a representative for further research.

Agent transferred call to Tier Two.

Third owner with aftermarket extended warranty. Owner states that aftermarket warranty covers the repair, but requests that Chrysler waive owners warranty deductible. Writer declines assistance with waiver of deductible for repair.



**Customer Assistance Inquiry Record (CAIR)#****17282439**

<b>Vin</b>	2C4GP44R8	5F	<b>Open Date</b>	03/04/2008	<b>Build Date</b>	06/20/2005
<b>Model Year</b>	05	<b>Body</b>	RSYH53	CHRYSLER TOWN & COUNTRY LX FWD LWB WAGON		
<b>In Service Dt</b>	06/20/2005	<b>Dealer</b>	99999	<b>Dealer Zone</b>		<b>Mileage</b> 30,919
<b>Name:</b>					<b>Contact Type</b>	LETTER
<b>Address</b>					<b>Home Phone</b>	
	ROCKFORD IL				<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp  
On/Flashing - Default

Customer seeking reimbursement for impact  
sensors.

POSTMARK DATE: 022208; DATE RECEIVED: 030308

POSTMARK DATE: 022208; DATE RECEIVED: 030308

Purchased New or Used? Used

If Used, date purchased? 3/2/06 Mileage? N/A

From whom did customer purchase used vehicle? Unknown

Customer is writing in seeking reimbursement on the Airbag Impact  
Sensors. Customer does not have recall G99 on their vehicle. Customer  
states that they feel that they should have the recall on their vehicle.

Agent consulted with TW277 who advised to reimburse the customer the full  
amount minus \$100.00 copay. Repair break down is as follows:

Labor-\$270.00

Parts-\$83.96

Tax-\$6.93

The total cost of the repair is \$360.89. Chrysler will reimburse the  
customer in the amount of \$260.89, giving the customer a \$100.00 copay.  
Customer sent in dealer repair invoice and credit card receipt as proof  
of payment.

Agent attempted to contact the customer on 3/4/08 at 1:33 pm on the  
customer's Cell phone. Agent left message for customer to  
contact CAC. Agent gave CAC number and CAIR ID.

Agent attempted to contact the customer on 3/4/08 at 1:38 pm on the  
customer's work phone. Agent spoke to customer's wife.

Agent advised of reimbursement in the amount of \$260.89, due to not  
having the recall on their vehicle.

accepts and verifies the check  
should be mailed to the following name and address:

Rockford, IL

Processing check.

**Customer Assistance Inquiry Record (CAIR)#****17282605**

<b>Vin</b>	2D4GP44L6	6R	<b>Open Date</b>	03/03/2008	<b>Build Date</b>	09/10/2005	
<b>Model Year</b>	06	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	04/26/2006	<b>Dealer</b>	43514	<b>Dealer Zone</b>	51	<b>Mileage</b>	40,000
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	GLASFORD IL					<b>Country</b>	UNITED STATES

Referral - Tier Two - Internal Escalation - Authorization - Default	Assistance with tie rods, air bag sensors and motor and harness for door.
Product - Electrical - Power Sliding Door - Intermittent or Inoperative - Passenger Side	Customer needs a new harness and motor for the door.
Product - Body / Trim / Paint Finish - Air Bag - Other - Unknown	Customer needs new air bag sensors.
Product - Suspension - Tie Rods / Drag Link - Poor Handling - Unknown	Customer states tie rods need replacing.

**\*\*\*\*Begin structured narrative T2 - GOODWILL ESCALATION**

What is the customer requesting from Chrysler?

Assistance with tie rods, air bag sensors and motor and harness for door.

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?

one

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 T2 - GOODWILL ESCALATION**

Purchased New or Used? NEW

If Used, date purchased? Mileage?

From whom did customer purchase used vehicle?

CDJ dealer

Customer needs tie rods replaced, the motor and harness replaced for the sliding door and the air bag sensors replaced. Customer is seeking assistance with the repairs. Customer claims it will be about a

\$1800.00 repair. Agent reviewed customer s file and customer owns only this vehicle which was purchased NEW with no service contracts. Customer has had one in warranty repair on the sliding doors. Agent consulted with JMC129 and agent will transfer to Tier Two for further review.

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

Robin can be reached at extension 69979.

Original owner of vehicle seeking assistance with sliding door, air bag sensor and tie rod repairs. Original owner of one CJD vehicle, no service contracts and one previous issue with the door. Contacted dealer 43514 spoke with service manager Mike. Mike advises vehicle was diagnosed today for these concerns, states that the tie rods are wear items, and they are just worn out. Advises that the previous concern was for a different door and is a totally different part. Mike informs that he is willing to work at warranty prices for the air bag concern but not the tie rod and door. Agent reviewed with RJ16, will review reimbursement after receiving customer pay prices for the door and tie rod, and will authorize goodwill with the air bag sensor. Agent is to call Mike back tomorrow and gather pricing information both customer pay and warranty prices.

Customer seeking update. Agent advised that RWA22 has not contacted the dealer yet. Agent elaborated on how the customer will submit for reimbursement. Customer states he ll wait to hear from RWA22.

Customer wanted to know a status on the situation. Agent advised that I would transfer him to Robin at extension 69979 for an update. Customer thanked.

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**Customer Assistance Inquiry Record (CAIR)#****17284812**

<b>Vin</b>	2D4GP44L8	6F	<b>Open Date</b>	03/04/2008	<b>Build Date</b>	02/09/2006	
<b>Model Year</b>	06	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	03/03/2006	<b>Dealer</b>	67002	<b>Dealer Zone</b>	42	<b>Mileage</b>	35,000
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	BERRIEN SPRGS M					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer reporting air bag problem
Corporate - Recall - Default - Default - Default	Provided Recall information
Corporate - Warranty Coverage - Default - Default - Default	Provided 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 stated air bag light came on and web site shows recalls and requesting information. Agent advised 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 stated she has appointment with dealer and requesting warranty information. Agent checked and advised Basic and Powertrain Warranty information.

**Customer Assistance Inquiry Record (CAIR)#****17286081**

Vin	2D4GP44L3	5R	Open Date	03/04/2008	Build Date	04/17/2005	
Model Year	05	Body	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
In Service Dt	08/31/2005	Dealer	44771	Dealer Zone	51	Mileage	51,735
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	MILWAUKEE WI					Country	UNITED STATES

Product - Body / Trim / Paint Finish - External Ornamentation - Dings or Dents - Unknown	Customer had a dent.
Product - Electrical - Tire Pressure Monitor - Intermittent/Inoperative - Default	Customer has had a concern with the tire pressure sensor.
Referral - Tier Two - Internal Escalation - Authorization - Default	Customer is seeking assistance with the remote start, air bag, headlights
Product - Steering - Unknown - Leaks - Default	Customer stated that he had a power steering leak.
Product - Brakes - Disc Brake Assy/Calipers - Other - Unknown	Customer stated that he replaced his brakes.
Product - Electrical - Radio/Spkr/Clock/Antenna - Intermittent or Inoperative - Default	Customer stated that the CD player quit working.
Product - Electrical - Ignition System - Intermittent or Inoperative - Default	Customer stated that the aftermarket remote start does not work.
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer stated that the air bag light is on.
Product - Electrical - Electronic Vehicle Security - Intermittent or Inoperative - Default	Customer stated that the alarm went off.
Product - Electrical - Battery - Intermittent or Inoperative - Default	Customer stated that the battery is going dead.
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Customer stated that the headlight switch does not work.
Product - Electrical - Navigation System - Intermittent/Cuts In and Out - Default	Customer stated that the navigation system quit working.
Product - Electrical - Wipers / Washers - Intermittent or Inoperative - Rear	Customer stated that the rear windshield wiper does not work.
Product - Electrical - Power Windows - Intermittent or Inoperative - Unknown	Customer stated that the regulator has been replaced.
Product - Body / Trim / Paint Finish - Seat Upholstery - Broken, Cracked - Front-Driver	Customer stated that the seat is cracked.
Product - Body / Trim / Paint Finish - Interior Ornamentation/Mirrors - Broken, Cracked - Unknown	Customer stated the cup holder was cracked.
Product - Drivability - Unknown - Other - Default	Customer states she is having issues with the vehicle.
Dealer - Sales - Transaction - Sales Terms Unsatisfactory - Default	Customer wanted a sunroof which the dealer gave him.

Purchased New or Used? new

If Used, date purchased? na Mileage? na

From whom did customer purchase used vehicle?

na

Customer states that she is having issues with her vehicle. Customer states that her husband is going to contact CAC to provide the information on the issues they are having. Agent provided reference number.

Customer stated that he sent the vehicle to his wife in CA and lights have come on. Customer said that he took the vehicle to the location for the oil changes and found six codes. Customer stated that the dealer reset the computer and a few days later the lights came back on.

Customer said that he was provided a loaner and the shin air bag went off. Customer said that another air bag went off and went to get some items from the dealer. Customer said that the dealer was told to change sensors and the console. Customer said that his tire pressure sensors have been a concern, the trim; the CD player would quit working. Customer said that the CD player has been replaced three times and the

navigation system quit talking. Customer said that the dealer reset the computer. Customer had to have the brakes replaced and the vehicle shakes. Customer stated that the rear windshield wipers quit working and the dealer found that wires were disconnected. Customer said that the dealer repaired the windshield wiper. Customer said that his air bag light is currently on and has an aftermarket service contract. Customer said that the lights will go off and has had a power steering leak. Customer said that the window regulators have been replaced. Customer said that the aftermarket company would not cover the aftermarket remote start. Customer alleges that the seat cracked under warranty and the cup holder broke. Customer said that he was told that the crack and cup holder was normal wear and tear. Customer said that he had a concern with the purchase of the vehicle as well and the alarm did not work. Customer said that the dealer fixed the alarm and there was a dent, which was fixed. Customer wants his vehicle replaced and the current concern is with the battery. Customer stated that the remote start, air bag sensor, headlight switch, cracked seat, and the electrical concern are his current concerns. Agent advised customer that his vehicle will be repaired per the terms of the warranty. Agent called dealer 44771 and spoke to Matthew a Service Advisor.

Service History:

1/25/08 51735 miles Customer had a concern with the headlight switch. Dealer did not duplicate and the switch was not covered by the aftermarket service contract company.

Agent was transferred to Randy a Service Advisor. Randy stated that the aftermarket service contract company would not cover the headlight switch.

12/12/05 6000 miles Customer stated that the air bag light came on. Dealer replaced the clockspring.

12/19/05 6729 miles Customer had an air bag light on. Dealer replaced air bag control module, air bags for passenger side, instrument panels, clockspring, and side air bag.

Agent advised Randy that a direct to dealer will be sent. Agent advised customer that a file will be sent to get additional parties involved.

Customer is seeking assistance to get the vehicle repaired.

Customer is wanting assistance since his aftermarket service contract company will not cover his repairs. Agent consulted with TNC10 and transferred customer for further assistance.

\*\*\*\*Begin structured narrative T2 - GOODWILL ESCALATION

What is the customer requesting from Chrysler?

Customer is seeking assistance with the aftermarket remote start, air bag sensor, headlight switch, cracked seat, and electrical concern involving the battery

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

17,000 miles

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

no but customer has an aftermarket service contract

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?

customer has only had warranty work on the air bag

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

no

\*\*\*\*End structured narrative T2 - GOODWILL ESCALATION

Customer states that the aftermarket remote start does not work, air bag light is on, the seat is cracked, the headlight switch needs replaced, and there is an electrical concern with the battery. States that there was also an issue with the axle braking. States that he took vehicle to Firestone for this repair and states that the dealer only reimbursed him for the parts so he is out \$500 for that repair. Customer seeking assistance with the current concerns. Agent advised customer that Chrysler will not assist with the aftermarket remote start due to this was not on vehicle from the factory. Customer understood. Agent advised customer that the axle repair would have been covered under the powertrain warranty had he taken vehicle to dealer. Advised all warranty repairs must be completed at an authorized dealer. Customer is original

issues. Agent called dealer 44771 and spoke with Matthew, who states he will have service manager call agent back. Agent provided number and extension. Offered customer a call back.

Agent called dealer back and spoke with Taunya in service, who states that the service manager is not in the office. Agent provided number and extension.

===Dealer Contact

Leeroy, Service Manager of dealer 44771. States vehicle was examined with following concerns: Remote start needs main module replaced, could not duplicate issue with head lights, sensor and connector need replaced. No mention of seat or battery concern was made to the dealer. Leeroy verified remote start system is Mopar unit but is technically aftermarket as it was added after sale.

Informed customer that Chrysler will not participate in the repair. The vehicle warranty has expired.

\*\*\*\*\*

Customer called in a stated that some one was supposed to call back from Chrysler and no one had called. Customer also, seeking new update or wanted to talk with Kelly.

Agent stated that pervious agent has left the note that Chrysler will not participate in the repair. The vehicle is warranty has expired.

\*\*\*\*\*

Customer states that customer wants to speak with Kelly or Kelly s supervisor about decision customer was informed about on 03/28/08 that Chrysler will not participate in repairs due to out of warranty issue.

Customer states customer wants to speak to supervisor.

Agent concurred with MDF34 who concurred with agent.

Agent informed customer that agent supervisor concurred and Chrysler will not participate.

Customer again states long hisory of issues and states vehicle should be repurchased.

Agent informed customer that buy back issue should have been addressed while vehicle under warranty.

Customer persists in requesting a supervisor.

MDB80 took over call.

Customer was informed that the decision will not be overturned and that CCAC will document disagreement with decision.

Customer requests if there is anyone else customer can speak with.

Agent informed customer that this decision is final.

Customer was very unhappy about decision and continued to refer to service history and problems.

Agent informed customer that the decision was made at Corporate level and will not be overturned.

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**Customer Assistance Inquiry Record (CAIR)#****17286674**

<b>Vin</b>	2D4GP44L8	6R	<b>Open Date</b>	03/04/2008	<b>Build Date</b>	08/06/2005	
<b>Model Year</b>	06	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	09/20/2005	<b>Dealer</b>	60015	<b>Dealer Zone</b>	51	<b>Mileage</b>	41,200
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	SUAMICO WI					<b>Country</b>	UNITED STATES

Referral - Tier Two - Internal Escalation - Authorization - Default	Caller asking for assistance with the clockspring and airbag sensors
Product - Engine - Unknown - Check Engine Lamp On/Flashing - Default	Check engine light has been on

Purchased New or Used? used

If Used, date purchased? 05/19/06 Mileage? 16107

From whom did customer purchase used vehicle?

CDJ dealer

The caller advised the check engine light is on and the dealer has advised him the clockspring and the airbag sensors are not covered under warranty. The agent advised caller that was correct. Caller advised it was in for the check engine light 6000 miles ago.

In August 2007 at 34580 miles the intake air sensors were replaced.

\*\*\*\*Begin structured narrative T2 - GOODWILL ESCALATION

What is the customer requesting from Chrysler?

Caller asking for assistance with the clockspring and airbag sensors

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

5200 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 the other vehicle is a 2004 and he is original owner on that vehicle

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

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

Mary can be reached at extension 69121.

Owner seeks consideration of assistance in the clockspring and air bag sensor replacements. Agent contacted the dealer and spoke to service manager Pete. Dealer states that they favor assistance but he wants to contact the agent back. Agent offered customer a call back at 920-371-4477. Agent inclined to assist based on a safety concern with a \$150.00 participation pending all information from the dealer.

Agent contacted the dealer and spoke with Pete who states that the repairs were declined as the customer did not want to assist. Dealer had offered to split the costs of the repair. Agent contacted the Owner who states the engine light is still on. Owner states they paid for brakes. Owner states he thinks the vehicle is still within warranty and the dealer should have repaired the concern with the check engine light.

Agent informed the customer that the warranty has expired. The customer confirms he has declined the level of assistance offered by the dealer and agent explained that offer would not be increased. Agent advised the customer that the dealer service manager has stated the customer declined all repairs other than the brakes and that is all the customer was charged for. Owner demands that agents manager contact the dealer and find out why they did not repair his check engine light and agent advised the customer this has already been explained. Customer became irate and disconnected the call.



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**Customer Assistance Inquiry Record (CAIR)#****17287443**

Vin	2D8GP44L2	6R	Open Date	03/04/2008	Build Date	05/02/2006	
Model Year	06	Body	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
In Service Dt	06/12/2006	Dealer	62012	Dealer Zone	32	Mileage	25,333
Name:						Contact Type	LETTER
Address						Home Phone	
	TETERBORO NJ					Country	UNITED STATES

Referral - Fleet - Default - Default - Default

Fleet Referral Quest Diag. , They are requesting reimbursement for repeated repairs to front impact sensors. Reimburse \$1567.83 Several vehicles listed for reimbursement. 6R872217 \$104.06 5B298658 \$219.35 5B209229 \$112.35 5B209226 \$157.19 5B209236 \$102.87 5B209241 \$158.13 5B298673 \$105.00 5B209224 \$158.13 5B209247 \$80.20 5B298676 \$74.95 5B209227 \$194.64 5B209218 \$100.96  
POSTMARK DATE: 081808; DATE RECEIVED: 082208

**Customer Assistance Inquiry Record (CAIR)#****17289617**

<b>Vin</b>	1D4GP24R7	6E	<b>Open Date</b>	03/05/2008	<b>Build Date</b>	04/18/2006	
<b>Model Year</b>	06	<b>Body</b>	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON			
<b>In Service Dt</b>	01/15/2007	<b>Dealer</b>	43653	<b>Dealer Zone</b>	42	<b>Mileage</b>	37,185
<b>Name:</b>						<b>Contact Type</b>	FAX
<b>Address</b>						<b>Home Phone</b>	
	PORT HURON MI					<b>Country</b>	UNITED STATES

Referral - Tier Two - Internal Escalation - Authorization - Default	Seeking reimbursement for air bag sensor and ambient sensor.
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	States an air bag sensor had to be replaced.

Purchased New or Used? new

If Used, date purchased? na Mileage? na

From whom did customer purchase used vehicle?

na

Customer states that they recently had work performed on the vehicle and is seeking reimbursement from Chrysler for the repairs. Customer informed agent that he is just 1,000 miles outside of warranty. Customer states that the air bag sensor and ambient sensor were replaced. Customer informed agent that he had front brakes replaced, but he understands that this is just normal wear and tear on it. Agent consulted with ALS70 and transferred the customer for further review.

\*\*\*\*Begin structured narrative T2 - GOODWILL ESCALATION

What is the customer requesting from Chrysler?

Seeking reimbursement for air bag sensor and ambient sensor.

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

1,000 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?

25

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

Customer states that he was disconnected. Agent transferred for further assistance.

3/5 Owner transferred to Tier 3 regarding the two sensors replaced on his vehicle yesterday. Owner stated the total bill including the brake job done was \$449.20.

Owner stated he travels a lot and was not aware the warranty was 3/36, otherwise he would have gotten the vehicle in sooner.

Writer was surprised the dealer did not address due to owner being 1,000 plus miles over warranty. As a goodwill gesture writer agreed to reimburse owner for the two sensors being replaced.

Provided fax number for owner to submit receipt and proof of payment to writers attention for reimbursement to be processed.

Address on file is owners home address.

3/3 Received owners paperwork for the sensors replaced on his vehicle. Owner also had the brake pads replaced and rotors turned. This job cost \$156.70. Attached to work order is owners VISA receipt as proof of payment.

Total cost of repairs was \$449.20 - brake job \$156.70 = \$292.50 which will be reimbursed to owner.

Reimbursement has been processed.

Contacted owner to advise paperwork was received and has been processed.

POSTMARK DATE: 030508; DATE RECEIVED: 030608

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**Customer Assistance Inquiry Record (CAIR)#****17290477**

<b>Vin</b>	1C4GP45R1	5E	<b>Open Date</b>	03/06/2008	<b>Build Date</b>	05/25/2005	
<b>Model Year</b>	05	<b>Body</b>	RSYH52	CHRYSLER TOWN & COUNTRY FWD SWB WAGON			
<b>In Service Dt</b>	06/30/2005	<b>Dealer</b>	57247	<b>Dealer Zone</b>	32	<b>Mileage</b>	16,125
<b>Name:</b>						<b>Contact Type</b>	E-MAIL
<b>Address</b>						<b>Home Phone</b>	
	NIAGARA FALLS NY					<b>Country</b>	UNITED STATES

Corporate - Warranty Coverage - Default - Default - Default	Advised of warranty.
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer alleges airbag light is on.
Corporate - Recall - Default - Default - Default	Customer inquires about a recall campaign
Product - Electrical - Lamps and Switches - Other - Default	Customer is disappointed about air bag light
Recall - F10: - Advise Owner/Incomplete Recall	advised the customer about the incomplete recall

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

AIR BAG LIGHT ON STEADY ALL THE TIME

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

Purchased New or Used? New

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

ALSO ROTORS WENT BAD @ 14000 MILES LAST VAN OWNED WAS 2000 CARAVAN THAT ALSO HAD AIR BAG LIGHT PROBLEMS. THAT ONE COST ME OVER \$200.00 BUT WAS REIMBURSED A YEAR LATER. I DO SEE A RECALL NOTICE ON WWW.CAR.COM FROM 07/2007. VERY DISSAPOINTED THIS HAPPENED AGAIN, AND NOT NOTIFIED FOR THE SECOND TIME. PLEASE ADVISE THANKS

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

In response to your email regarding the air bag of your vehicle, we would like to inform you that your vehicle is not involved in any recall campaigns regarding the air bag light. However, in the future if there is a recall campaign for the same, you will be notified promptly. Moreover, our records indicate that your vehicle is involved in the factory recall campaign listed below: Recall Campaign # F10 Windshield Wiper Motor. You can also access the self-service recall site on the internet to check on your vehicle's involvement in any recalls that are published. Please visit our brand website at [www.Chrysler.com](http://www.Chrysler.com) and click on 'For Owners' and then enter your Vehicle Identification Number (VIN). There is no cost to the customer for making the necessary repairs or changes. We recommend you call your dealer to schedule an appointment for your vehicle. You can seek for the dealerships that are known for their excellence in customer service - our Five Star dealers. Visit <http://www.fivestar.com>, or call 1-800-677-5-STAR. If a Five Star Dealer is not convenient, you can find a dealership locator in the 'Find a Dealer' area on the Chrysler website at [www.chrysler.com](http://www.chrysler.com).

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

Purchased New or Used? new

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

COULD YOU E-MAIL ME YOUR FAX # ?? I WOULD LIKE TO A NOTICE I PRINTED OFF THE INTERNET THAT SHOWS A RECALL ON 2005 TOWN & COUNTRY FROM 05/03/07 CAMPAIGN # 07V192000. ( COMPONENT AIR BAGS FRONTAL SENSOR/CONTROL MODULE ) I VE HAD 2 DODGE/CHRYSLER VANS IN THE PAST 8 YEARS & THE SAME PROBLEM WITH AIR BAG SENSORS ON BOTH VANS. THANKS

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

In response to your email regarding the recall campaign on your vehicle, we suggest that you please call the Customer Assistance Center at 1-800-992-1997 between 8:00 a.m. and 5:00 p.m. Monday through Friday. It is necessary to discuss this issue with you directly. Before calling the Customer Assistance Center, please have the following information handy: Vehicle owner name  
Vehicle owner address  
Day and evening phone numbers

Vehicle Identification Number (VIN)  
Name of dealership where vehicle was purchased  
Date of purchase  
Dealership where service was performed  
Date of last service  
Current vehicle mileage  
An explanation of the problem We have trained Customer Service  
Representatives available to address the questions and concerns you may  
have.

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

Customer calls seeking recall information. Advised the customer of incomplete recall F10 for this vehicle. Customer was advised to contact a Chrysler dealer to schedule an appointment to complete recall repair. Customer alleges he sent an email and was told there is nothing wrong. Customer alleges his airbag light stays on. Customer alleges there is a recall on the airbags. Customer alleges he has a NHTSA case number for the recall. Agent advised customer that recalls are VIN specific and he does not have a recall on his airbag. Agent advised customer the only recall he has is recall F10. Customer alleges he will just keep driving the vehicle. Agent advised customer that he is still under warranty and can have the vehicle repaired at a Chrysler dealer. Agent advised customer of in service date of 6/30/05 and advised that the vehicle still has the warranty.

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**Customer Assistance Inquiry Record (CAIR)#****17291079**

<b>Vin</b>	1D4GP45R0	5E	<b>Open Date</b>	03/05/2008	<b>Build Date</b>	02/22/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKH52	DODGE CARAVAN SXT FWD SWB WAGON			
<b>In Service Dt</b>	04/29/2005	<b>Dealer</b>	44706	<b>Dealer Zone</b>	42	<b>Mileage</b>	41,000
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	BELDING MI					<b>Country</b>	UNITED STATES

Referral - Tier Two - Internal Escalation - Authorization - Default	Customer seeking to be reimbursed for the repair he just had to the air b
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer states that the airbag light came on.

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 airbag light came on in his vehicle. Customer states that he is seeking recall information. Customer states his friend has a vehicle like this and he had a recall for the airbag. Customer states that it is the same part that went out on his friend that went on his. Customer states that he did go ahead and have repaired.

Agent transfered customer for further assistance per FT512.

\*\*\*\*Begin structured narrative T2 - GOODWILL ESCALATION

What is the customer requesting from Chrysler?

Customer seeking to be reimbursed for the repair he just had to the airbag.

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?

3 new and 2 used

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

Owner seeking reimbursement for air bag sensor performed at dealer 44706.

Owner paid 136.61. Agent informed owner to send in original receipts and proof of payment for reimbursement less 50.00 co-pay for a total of 86.61.

**Customer Assistance Inquiry Record (CAIR)#****17291151**

<b>Vin</b>	1D4GP45R3	5E	<b>Open Date</b>	03/05/2008	<b>Build Date</b>	05/05/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKH52	DODGE CARAVAN SXT FWD SWB WAGON			
<b>In Service Dt</b>	06/01/2005	<b>Dealer</b>	44050	<b>Dealer Zone</b>	32	<b>Mileage</b>	107,783
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	NORTH SYRACUSE NY					<b>Country</b>	UNITED STATES

Corporate - Recall - Default - Default - Default	Seeking recall information on the vehicle.
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	States that the air bag light is on.

Purchased New or Used? Used

If Used, date purchased? na Mileage? na

From whom did customer purchase used vehicle?

na

The customer states that he is leasing the vehicle and he has a vehicle that the air bag light indicator that is on and he would like to know if the vehicle is included in the recall and if it is not he would like to know how with a defective part the vehicle is not included in the recall.

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 and he understands and states that he will contact NSTHA about this and he was informed that this would be at his own discretion and he understands.



**Customer Assistance Inquiry Record (CAIR)#****17291672**

<b>Vin</b>	2C8GP54L1	5R	<b>Open Date</b>	03/05/2008	<b>Build Date</b>	06/27/2005	
<b>Model Year</b>	05	<b>Body</b>	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON			
<b>In Service Dt</b>	08/24/2005	<b>Dealer</b>	60292	<b>Dealer Zone</b>	42	<b>Mileage</b>	63,030
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	HIGGINS LAKE MI					<b>Country</b>	UNITED STATES

Corporate - Recall - Default - Default - Default	Advised of no incomplete recalls on vehicle.
Referral - Tier Two - Internal Escalation - Authorization - Default	Seeking assistance with repairs to right air bag sensor.
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Stattess that right air bag sensor now has to be replaced.

Purchased New or Used? NEW

If used, Date of Purchase? N/A Mileage? N/A

Where was vehicle purchased? N/A

Customer states that in March 07 there was a left air bag sensor that was replaced and now the right air bag sensor has to be replaced. States that vehicle is currently at dealer and they are saying that this is not a recall and out of warranty. Customer is seeking assistance with repairs. 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.

\*\*\*\*Begin structured narrative T2 - GOODWILL ESCALATION

What is the customer requesting from Chrysler?

Seeking assistance with repairs to right air bag sensor.

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

26,850

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?

2 new

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 T2 - GOODWILL ESCALATION

Customer is the original owner of 2 Chrysler vehicles, no service contracts, but there is a previous issue under warranty with air bag sensor. Agent transferred for further assistance.

\*\*\*Received internal transfer. Customer transferred to the internal Tier 2 escalation line for further review of concern. Wayne can be reached at extension 69337. Customer states that vehicle was examined on 03/03/08 by dealer 60292. Customer claims vehicle has issue with air  
Contacted dealer 60292 and spoke to Service Advisor Gary. Was informed Service Manager has left for the day. Message left requesting contact. Informed customer of this. Customer can be reached at (work)

\*\*\*\*\*RECALL CONTACT\*\*\*\*\*

Customer called in stating that the agent that was helping the customer with the goodwill for the air bag sensors was supposed to be in contact with the dealer and was supposed to contact the customer back. The customer stated that she has an appointment this afternoon to have the vehicle repaired and the agent was supposed to find out if the air bag sensor would be goodwill or if she will have to pay for the repairs. The agent consulted with JBV6 and was advised that the agent may transfer the customer to the goodwill agents extension for further assistance. Due to non recall and per JBV6 the agent transferred the customer for

assistance.

Contacted dealer 60292 and spoke to Service Manager Gary. Right front impact sensor and wiring connector was replaced 03/06/08. Cause of issue was corrosion on component. Customer does have previous history at dealer. Cost of repair was approximately \$155 for sensor and wiring. First owner of vehicle, with two vehicles in system. No CSC on vehicle. Due to diagnosis from dealer that issue was result of corrosion, writer will decline assistance with repair costs. Unable to reach customer to advise.

Customer states she was calling for a update on concern. Agent advised customer due to the fact the issue was a result of corrosion CCAC will not be able to assist. Customer understood. Customer would like to know why on the repair order the dealership charged her 1.5 hours of labor on one part and 1.2 hours on the other and she was only there for 2 hours. Agent advised customer that she would need to speak with the dealership on that concern.

Owner has been advised no further action required. Agent closing document.

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**Customer Assistance Inquiry Record (CAIR)#****17293549**

<b>Vin</b>	2C4GP44R3	5R	<b>Open Date</b>	03/06/2008	<b>Build Date</b>	02/18/2005
<b>Model Year</b>	05	<b>Body</b>	RSYH53	CHRYSLER TOWN & COUNTRY LX FWD LWB WAGON		
<b>In Service Dt</b>	02/22/2005	<b>Dealer</b>	67772	<b>Dealer Zone</b>	32	<b>Mileage</b> 55,000
<b>Name:</b>					<b>Contact Type</b>	TELEPHONE
<b>Address</b>					<b>Home Phone</b>	
	LIVONIA NY				<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default

Customer states driver side sensor bad.

**\*\*\*\*\*RECALL CONTACT\*\*\*\*\***

Purchased New or Used? USED

If Used, date purchased? 1/18/06 Mileage? 16,635

From whom did customer purchase used vehicle? CDJ dealer

Customer called in stating that she is upset that her air bag sensor on the driver side has gone bad. The customer stated that the dealer told the customer that the vehicle was built in the same plant as the recall but several days after the recall stopped. The customer states she would like to have Chrysler assist since the vehicle was from the same plant and built within days of the recall deadline. Due to no recall on the vehicle for the air bag sensor the customer was transferred to CCAC for assistance.

Agent was going to transfer customer to CCAC for special air bag sensor assistance when customer disconnected call before she could be transferred. If customer calls back please note customer does not have recall and is seeking assistance with air bag sensor repair.

**Customer Assistance Inquiry Record (CAIR)#****17299192**

<b>Vin</b>	1C4GP45R1	5E	<b>Open Date</b>	03/07/2008	<b>Build Date</b>	04/18/2005	
<b>Model Year</b>	05	<b>Body</b>	RSYH52	CHRYSLER TOWN & COUNTRY FWD SWB WAGON			
<b>In Service Dt</b>	05/19/2005	<b>Dealer</b>	66429	<b>Dealer Zone</b>	32	<b>Mileage</b>	47,000
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	CHRISTINE PARK NY					<b>Country</b>	UNITED STATES

Referral - Tier Two - Internal Escalation - Authorization - Default	Customer seeking assistance for the air bag sensor.
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer states that the air bag light is on.

**\*\*\*\*Begin structured narrative T2 - GOODWILL ESCALATION**

What is the customer requesting from Chrysler?

Assistance with air bag sensors.

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

11,000 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 new and one used.

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**

Purchased New or Used? New

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

From whom did customer purchase used vehicle? N/A

Owner states that she took her vehicle in for the oil change and the air bag light was on. Owner states that the dealership stated that it would cost her \$440 for the air bag sensors. Owner seeking assistance for the air bag sensors.

Per KEG24.

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

Robin can be reached at extension 69472.

Customer calling seeking assistance with repair to her air bag sensors.

Agent called dealer and left message for Ed service manager. Agent offered customer a call back

Agent called dealer spoke Ed service manager. Ed states that his dealer has assisted this customer with every repair out of warranty. on 9/10/07 dealer replaced door motors no charge to customer 11/25/07 Dealer replaced rotors and power rack and pinion no charge to customer

last visit dealer advised customer she needed her 45000 mile maintenance and customer declined to have it done at dealer. Agent advised Ed that Chrysler will not assist with repair.

Agent called customer and advised customer that Chrysler will not assist with repair the vehicle warranty has expired. Customer stated she does not like this decision and wanted to speak with a supervisor. Agent consulted with TLD50. Customer released call while on hold.

**Customer Assistance Inquiry Record (CAIR)#****17299938**

<b>Vin</b>	2D8GP44L9	5R	<b>Open Date</b>	03/07/2008	<b>Build Date</b>	04/09/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	09/03/2005	<b>Dealer</b>	63168	<b>Dealer Zone</b>	51	<b>Mileage</b>	44,000
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	RACINE WI					<b>Country</b>	UNITED STATES

Referral - Tier Two - Internal Escalation - Authorization - Default	Seeking assistance with repairs to air bag warning light.
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	States that air bag light is on.

Purchased New or Used? NEW

If used, Date of Purchase? N/A Mileage? N/A

Where was vehicle purchased? N/A

Customer states that the air bags lights is on and dealer has advised that this repair will cost about \$500.00 due to their vehicle being out of warranty and not being apart of the recall that was on some of these vehicles. Customer is seeking assistance with the repairs.

\*\*\*\*Begin structured narrative T2 - GOODWILL ESCALATION

What is the customer requesting from Chrysler?

Seeking assistance with repairs to air bag warning light.

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

8.000miles

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?

2 new

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 transferred for further assistance.

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 air bag warning light. Vehicle has no service contracts and no previous repairs. Agent contacted the dealership and spoke with Mike, service manager. Mike states the control module and left air bag sensor need to be replaced. Mike states he will assist with the cost of this repair. Warranty costs are as follows.

Total: \$426.33

Mileage: 44,029

As a one-time goodwill gesture, Chrysler will cover \$376.33 of the repair. Customer will be responsible for a co-pay in the amount of \$50.00. Agent entered PA.

**Customer Assistance Inquiry Record (CAIR)#****17301238**

<b>Vin</b>	2C8GP54L1	5R	<b>Open Date</b>	03/10/2008	<b>Build Date</b>	06/27/2005	
<b>Model Year</b>	05	<b>Body</b>	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON			
<b>In Service Dt</b>	08/24/2005	<b>Dealer</b>	60292	<b>Dealer Zone</b>	42	<b>Mileage</b>	63,030
<b>Name:</b>						<b>Contact Type</b>	E-MAIL
<b>Address</b>				431 COLUMBIA ST	<b>Home Phone</b>		
	HIGGINS LAKE M					<b>Country</b>	UNITED STATES

Dealer - Parts - Transaction - Damaged/Defective Goods - Default	Customer issue Regarding Right side Sensor, air bag
Dealer - Parts - Transaction - Other - Default	Customer seeking for compensation

## \*\*\*\*\* EMAIL BRIEF DESCRIPTION CONTENT \*\*\*\*\*

Airbag Sensor s requiring replacement

## \*\*\*\*\* END EMAIL BRIEF DESCRIPTION CONTENT \*\*\*\*\*

Purchased New or Used? New

## \*\*\*\*\* BEGIN CUSTOMER EMAIL \*\*\*\*\*

Last March I had to have my left side airbag sensor repaired (under warranty). This month 3-6-08 I had to have the right side repaired (no warranty). I was told when I filed a complaint that it may be considered as a Our of Warranty Consideration because of the history of these sensors having failed. File # 17291672. When finally getting an answer back I am told that I would not be compensated because the sensor was corroded. Well excuse me I feel that this is a poor design! Why is all the recall action happening anyway? If this sensor had not been poorly designed and placed where corrosion would occur there would be no problem. I live in Northern Michigan, if this is going to be a problem perhaps Chrysler should put a disclaimer on their vehicles they sell in areas where there is snow and road salt. Maybe then we would buy a FORD. I would like compensation of \$\$153.58 that I paid for this most recent repair!

## \*\*\*\*\* BEGIN EMAIL RESPONSE \*\*\*\*\*

Re Route to T2 ustomer had the same issue of the Air bag Routed to Internal Escalation

## \*\*\*\*\* END EMAIL RESPONSE \*\*\*\*\*

Purchased New or Used? NEW

## \*\*\*\*\* BEGIN CUSTOMER EMAIL \*\*\*\*\*

Last March I had to have my left side airbag sensor repaired (under warranty). This month 3-6-08 I had to have the right side repaired (no warranty). I was told when I filed a complaint that it may be considered as a Our of Warranty Consideration because of the history of these sensors having failed. File # 17291672. When finally getting an answer back I am told that I would not be compensated because the sensor was corroded. Well excuse me I feel that this is a poor design! Why is all the recall action happening anyway? If this sensor had not been poorly designed and placed where corrosion would occur there would be no problem. I live in Northern Michigan, if this is going to be a problem perhaps Chrysler should put a disclaimer on their vehicles they sell in areas where there is snow and road salt. Maybe then we would buy a FORD. I would like compensation of \$\$153.58 that I paid for this most recent repair!

## \*\*\*\*\* BEGIN EMAIL RESPONSE \*\*\*\*\*

Thank you for contacting the Chrysler Customer Assistance Center regarding your 2005 Chrysler Town and City.

We appreciate the time and effort you took to write to us and please accept my sincerest apologies for the problems you have had. I hope we will have another chance, sometime soon, to restore your faith in us. It is always a concern when a customer is dissatisfied with our products or dealer service.

Over the past few years, we have made tremendous gains in improving levels of customer satisfaction. But in your case, we apparently missed the mark and your concerns, particularly in view of the expense and

inconvenience involved in this issue is understandable.

However, your request for consideration in this matter must be declined, because the vehicle in question has exceeded the time or mileage limitations of the manufacturer s warranty at the time the expense was incurred.

For further questions, please feel free contact the Customer Assistance Center at 1-800-992-1997 between 8:00 a.m. and 5:00 p.m. Monday through Friday.

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

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

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**Customer Assistance Inquiry Record (CAIR)#****17302953**

<b>Vin</b>	2D4GP44L3	6R	<b>Open Date</b>	03/10/2008	<b>Build Date</b>	03/14/2006	
<b>Model Year</b>	06	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	05/12/2006	<b>Dealer</b>	67871	<b>Dealer Zone</b>	42	<b>Mileage</b>	46,000
<b>Name:</b>						<b>Contact Type</b>	FAX
<b>Address</b>						<b>Home Phone</b>	
	ALGER MI					<b>Country</b>	UNITED STATES

Referral - Tier Two - Internal Escalation - Authorization - Default	Customer is calling for assistance with wire harness and air bag sensor.
Corporate - Warranty Coverage - Default - Default - Default	Customer is calling over warranty
Product - Electrical - Engine Wiring - Other - Default	Customer is calling over wiring harness.

Purchased New or Used? New

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

From whom did customer purchase used vehicle?

CDJ dealer

Customer is calling over air bag sensor. He would like to know if this is covered by any warranty. Agent advised that there is know warranty on the vehicle to cover the repair. The customer asked if there was any way we can assist with the repair. Agent advised that we would transfer him for more review. Approved by MDB80

Writer took call on 3/10/08 owner wants reimbursement for airbag module repair advised he fax in dealer receipt will reimburse parts and labor as goodwill. Customer is satisfied.

Customer faxed in dealer receipts total was \$269.47 writer reimbursed as goodwill.

POSTMARK DATE: 031208; DATE RECEIVED: 031208



**Customer Assistance Inquiry Record (CAIR)#****17304138**

<b>Vin</b>	2D4GP44L2	5F	<b>Open Date</b>	03/10/2008	<b>Build Date</b>	05/02/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	05/06/2005	<b>Dealer</b>	08735	<b>Dealer Zone</b>	42	<b>Mileage</b>	61,970
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	ALBANY IN					<b>Country</b>	UNITED STATES

Product - Electrical - Lamps and Switches - Other - Default

Customer states the air bag light is on.

Purchased New or Used? Used

If Used, date purchased? 07/08/06 Mileage? 28,000

From whom did customer purchase used vehicle? Other dealer

Customer called stating that the air bag light comes on and off. Customer states he took the vehicle by a local IRF and was advised the sensors are corroded. Agent consulted with JBV6 and due to customer being the third owner of a previous rental vehicle CCAC will not offer any out of warranty assistance with the repair.

**Customer Assistance Inquiry Record (CAIR)#****17304508**

<b>Vin</b>	1C4GP45R9	5E	<b>Open Date</b>	03/10/2008	<b>Build Date</b>	07/01/2005	
<b>Model Year</b>	05	<b>Body</b>	RSYH52	CHRYSLER TOWN & COUNTRY FWD SWB WAGON			
<b>In Service Dt</b>	09/28/2005	<b>Dealer</b>	23387	<b>Dealer Zone</b>	42	<b>Mileage</b>	37,927
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	HIGHLAND MI					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp  
On/Flashing - Default

Customer seeking reimbursement for repairs to vehicle.

Purchased New or Used? New

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

From whom did customer purchase used vehicle?

n/a

Customer stated the vehicle was having issues with the air bag light and was taken to dealer 23387 for the repairs and the dealer did the repairs to the air bag sensor. Customer advised that the dealer referred her to CCAC for assistance with the issue due to the issue being a recall on other vehicles and not the customers vehicle. Agent contacted dealer 23387 and spoke with the Service Advisor Frank due to the Service Manager not being available and Frank stated the customer did pay for the front right and left impact sensors in the amount of \$281.16. Agent informed customer of what was stated and advised customer as a one-time goodwill gesture, Chrysler will reimburse the full amount of the repairs. Customer accepted offer and agent informed customer what to submit for the reimbursement.

**Customer Assistance Inquiry Record (CAIR)#****17305037**

<b>Vin</b>	1C4GP45RX	5E	<b>Open Date</b>	03/11/2008	<b>Build Date</b>	03/18/2005	
<b>Model Year</b>	05	<b>Body</b>	RSYH52	CHRYSLER TOWN & COUNTRY FWD SWB WAGON			
<b>In Service Dt</b>	05/27/2005	<b>Dealer</b>	99999	<b>Dealer Zone</b>	32	<b>Mileage</b>	54,500
<b>Name:</b>						<b>Contact Type</b>	E-MAIL
<b>Address</b>						<b>Home Phone</b>	
	CAMILLUS NY					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Other -  
Unknown

Customer is experiencing problem with the airbag  
sensor.

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

AIR BAG SENSOR

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

Purchased New or Used? New

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

I live in Central New York - a VERY high salt area (in fact, Syracuse - where I work - is called the Salt City). My dealer and your site tell me that my Town & Country is NOT under air bag sensor recall and yet my sensor has been going off and on since last year. PLEASE double check my VIN, as it simply does not make any sense, especially when you read all the consumer complaints. Thank you very much!

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

Customer is experiencing problem with the airbag, hence routed the email to Tier3 for further handling.

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

Writer replied:

Dear Jessica:

Thank you for contacting the Chrysler Customer Assistance Center regarding your Town and Country.

A review of our records indicates that your vehicle 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](http://www.Chrysler.com); [www.Dodge.com](http://www.Dodge.com) or [www.Jeep.com](http://www.Jeep.com) and click on 'For Owners' at the top of the home page and then enter the last eight digits of your Vehicle Identification Number (VIN).

Thanks again for your email.

**Customer Assistance Inquiry Record (CAIR)#****17307617**

<b>Vin</b>	2A4GP54L0	6R	<b>Open Date</b>	03/11/2008	<b>Build Date</b>	11/21/2005	
<b>Model Year</b>	06	<b>Body</b>	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON			
<b>In Service Dt</b>	12/06/2005	<b>Dealer</b>	66924	<b>Dealer Zone</b>	42	<b>Mileage</b>	40,051
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	CANTON MI					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer states his air bag light needs replacement.
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Purchased New or Used? Used

If Used, date purchased? 11/07 Mileage? 34411

From whom did customer purchase used vehicle? CDJ dealer

Customer states he has had to pay deductible for existing issue when he purchased the vehicle. The air bag light was on and was repaired by the selling dealer. Vehicle again having the issue and agent was advised the part should be covered under the MOPAR warranty. Agent advised customer of this. Customer has already paid the deductible. Agent advised customer he can send in receipts for reimbursement to service contracts.

Customer states sent in letter to service contracts and customer states does not want to have anything to due with original dealer.

Customer states that customer got denied due to not be being covered under powertrain warranty.

Customer wants deductible back for having to go to second dealership for same repairs.

Agent asked if customer attempted to get original dealer to cover repairs after first repair on 11/27/07 and customer indicated that he would not go back to original dealer.

Agent asked if covered under MOPAR warranty and customer stated that they did and customer paid a \$100.00 deductible when fixed on 3/08 and CCAC told customer all of the repair bill should be covered.

Agent contacted dealer #66924 Fox Hills and spoke with Scott, assistant service manager, who informed that there was more repairs to the air bag sensor and connector so customer had to pay deductible due to customer being past the 3/3000 certified used vehicle.

Agent informed customer of above and told customer that this is a customer to dealer issue that he needs to go to original dealer to see if dealer will reimburse customer.

Agent informed customer that service contracts has already denied reimbursement for the deductible and CCAC will not overturn decision. Customer states that Chrysler is washing their hands of issue and do not want a good customer.

Agent states that is not what agent is saying that agent is saying that this is a customer to dealer issue that customer needs to take up with original repairing dealer.

**Customer Assistance Inquiry Record (CAIR)#****17309404**

<b>Vin</b>	1D4GP24R6	5E	<b>Open Date</b>	03/11/2008	<b>Build Date</b>	02/15/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON			
<b>In Service Dt</b>	02/22/2005	<b>Dealer</b>	63681	<b>Dealer Zone</b>	42	<b>Mileage</b>	46,000
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	BOWLING GREEN OH					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Air bag light was on, left sensor was replaced.
Product - Suspension - Tie Rods / Drag Link - Other - Unknown	Customer claims of tie rod issue.
Corporate - DaimlerChrysler Address - Default - Default - Default	Customer seeking mailing address.
Service Contract - Deductible - Unknown - Default - Default	Seeking deductible waiver.
Product - Wheels and Tires - Tires - Defective - Unknown	States all 4 tires had to be replaced.
Product - Steering - Steering Wheel / Column - Defective - Default	States that she had to have the steering column replaced.
Product - Body / Trim / Paint Finish - Glass - Other - Side-Vent	States that the mirrors do not work.
Product - Air Conditioning / Heater - Front Defroster - Inadequate Heating - Default	States that the rear defroster does not work.

Purchased New or Used? Used

If Used, date purchased? 11/01/2005 Mileage? 17,284

From whom did customer purchase used vehicle? 41626

Customer states that she has been having nothing but problems with this vehicle. Customer states that she has had problems with the defroster, tie rods, steering column, tires, side mirror and the air bag light.

Customer states that on Feb 19, 2008 she had the steering concern repaired, and had to pay a deductible. Customer also states that about 3 days ago she had a airbag sensor replaced. Customer is requesting a deductible waiver for the next time she is going to the dealership.

Agent reviewed, and advised the customer that per the terms of her service contract, Chrysler is not waiving the deductible. Customer then states that for the Caravans, there was a recall on the vehicle for the airbag sensor and wants her deductible. Advised the customer that this has already been declined. Customer then released the call.

**Customer Assistance Inquiry Record (CAIR)#****17309614**

<b>Vin</b>	2D4GP44L7	5R	<b>Open Date</b>	03/11/2008	<b>Build Date</b>	05/06/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	07/30/2005	<b>Dealer</b>	42085	<b>Dealer Zone</b>	51	<b>Mileage</b>	40,700
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	NEW BERLIN WI					<b>Country</b>	UNITED STATES

Referral - Tier Two - Internal Escalation - Authorization - Default	Customer seeking assistance with air bag light repair.
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Customer states air bag light is on.

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 his air bag light is on. He states the vehicle is just out side of warranty and he is seeking assistance with the cost of the repair. Agent transferred for further assistance.

\*\*\*\*Begin structured narrative T2 - GOODWILL ESCALATION

What is the customer requesting from Chrysler?

Customer seeking assistance with air bag light repair.

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

4700 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?

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

\*\*1st owner seeking assistance with air bag light on.

Owner/Customer was informed that in order to review their case for possible assistance, the owner would need to bring the vehicle to an authorized facility and authorize diagnostics.

Called dealer service manager Jerry to inform of above and provided direct line for review.

Referred owner to dealer.

Writer will consider a small co-pay based on just out of warranty by mileage.

**Customer Assistance Inquiry Record (CAIR)#****17312187**

<b>Vin</b>	2A4GP54L7	6R	<b>Open Date</b>	03/12/2008	<b>Build Date</b>	09/27/2005	
<b>Model Year</b>	06	<b>Body</b>	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON			
<b>In Service Dt</b>	11/29/2005	<b>Dealer</b>	68225	<b>Dealer Zone</b>	42	<b>Mileage</b>	47,000
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	BRUNSWICK OH					<b>Country</b>	UNITED STATES

Referral - Tier Two - Internal Escalation - Authorization - Default	Customer seeking assistance with the replacement of front impact sensors.
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer states the air bag light is on.

**\*\*\*\*Begin structured narrative T2 - GOODWILL ESCALATION**

What is the customer requesting from Chrysler?

Customer seeking assistance with the replacement of front impact sensors.

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

11000 miles outside 3/36

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?

Four; three used one new

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**

Purchased New or Used? new

If Used, date purchased? na Mileage? na

From whom did customer purchase used vehicle?

na

Customer states that the air bag light was on so she took the vehicle to the dealership and they have advised that the vehicle needs both front impact sensors. Customer states she was told that the contract she was given by TGK last year that this contract would cover everything.

Customer states now she is being told that the front impact sensors are not being covered under the contract. Agent consulted with ALS70 and transferred for further assistance.

I reviewed this CAIR and the previous file. I offered to call the dealer (twice) and spoke to Steve in service . He was very busy and offered to call me back to work something out as goodwill. Perhaps owner will end up paying a deductible similar to her service contract. I provided my name and direct number as well.

I relayed to the owner that the dealer and I will be working something out for some goodwill assistance which will require her participating in the form of a deductible.

I returned Steves call and spoke to Andria, warranty clerk. Advised her I already put in a PA claim for (\$50.)  
Owner to pay \$100. deductible.

**Customer Assistance Inquiry Record (CAIR)#****17312446**

<b>Vin</b>	2D4GP44L6	6R	<b>Open Date</b>	03/12/2008	<b>Build Date</b>	12/01/2005	
<b>Model Year</b>	06	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	12/13/2005	<b>Dealer</b>	67231	<b>Dealer Zone</b>	32	<b>Mileage</b>	45,000
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	GENEVA NY					<b>Country</b>	UNITED STATES

Referral - Tier Two - Internal Escalation - Authorization - Default	Customer is seeking assistance with the air bag concerns
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer states that the air bag light is coming on

**\*\*\*\*Begin structured narrative T2 - GOODWILL ESCALATION**

What is the customer requesting from Chrysler?

Customer is seeking assistance with the air bag concerns.

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

9,000

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?

5 in family

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**

Purchased New or Used? Used

If Used, date purchased? 5/09/07 Mileage? 19000

From whom did customer purchase used vehicle?

Customer states that he is having issue with the fact that the air bag light keeps coming on. Customer states that he is seeking assistance for this issue. Agent consulted with DLP68.

3/12 Owner transferred to Tier 3 regarding air bag light staying on.

Owner is taking the vehicle to the dealer tomorrow for diagnosis. Owner seeking out of warranty assistance. Advised owner assistance would be reviewed once estimate for the repair can be provided.

Customer seeking update on assistance. Customer states he did get a diagnostic and he needs new inoact sensors. Agent transferred customer per JMC129.

Per Paul the sa at dealer vehicle repaired for air bag sensors he stated owner paid for bill. \$146.77 advised owner to send in paid bill and I will reimburse less a \$ 50.00 co-pay owner happy



**Customer Assistance Inquiry Record (CAIR)#****17312449**

<b>Vin</b>	1D4GP25R6	6E	<b>Open Date</b>	03/12/2008	<b>Build Date</b>	01/18/2006	
<b>Model Year</b>	06	<b>Body</b>	RSKL52	DODGE CARAVAN SE FWD SWB WAGON			
<b>In Service Dt</b>	02/28/2006	<b>Dealer</b>	44945	<b>Dealer Zone</b>	42	<b>Mileage</b>	39,854
<b>Name:</b>						<b>Contact Type</b>	LETTER
<b>Address</b>						<b>Home Phone</b>	
	CLEVELAND OH					<b>Country</b>	UNITED STATES

Referral - Tier Two - Internal Escalation - Authorization - Default	Customer seeking assistance with air bag light.
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Customer seeking assistance with the air bag light.
Product - Electrical - Unknown - Complete Failure - Default	Customer seeking reimbursement

POSTMARK DATE: 030108; DATE RECEIVED: 030708

Customer seeking reimbursement for the repiar work performed ,call the dealership spoke with the sm he informed the vehicle was out of warrenty so that was the reason he had to pay for the repiar work call the customer but not available left message to call us back .

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 his air bag light came on. He states that he is seeking to get his air bag light off in his vehicle. Customer stated that want to charge him \$400.00 to get it repaired. Agent contacted dealer 44945 and spoke with Joel the service manager. He states that he is out of warranty. He states that the end of Feb. the customer had 39,854 miles on the vehicle. Customer is seeking assistance with air bag light. Agent consulted with RJ16 and transferred customer for further review. Agent provided reference number.

\*\*\*\*Begin structured narrative T2 - GOODWILL ESCALATION

What is the customer requesting from Chrysler?

Customer seeking assistance with air bag light.

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

3,854 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?

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

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

Ben can be reached at extension 69894. Customer is the original owner of this vehicle, no history of related repairs and no service contracts.

Agent called dealer 44945 and spoke with Service Manager, Joe. Joe advised agent that the customer is not very loyal to the dealership and has limited maintenance performed there. Joe advised agent that he is willing to accept a PA for a total cost of \$194.00(\$85.00 parts).

As a one-time goodwill gesture, Chrysler will cover \$194.00 of the repair. Agent advised customer of the offer and he accepted. Joe advised that the customer can bring the vehicle down on any morning and have the item repaired without an appointment.

**Customer Assistance Inquiry Record (CAIR)#****17313255**

Vin	2C4GP64L8	5R	Open Date	03/12/2008	Build Date	06/02/2005	
Model Year	05	Body	RSYS53	CHRYSLER TOWN & COUNTRY LTD FWD LWB WAGON			
In Service Dt	08/01/2005	Dealer	66262	Dealer Zone	42	Mileage	46,000
Name:						Contact Type	LETTER
Address						Home Phone	
	NOVI MI					Country	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	airbag sensors need replaced.
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**\*\*EXECUTIVE REFERRAL \*\***

Airbag light on- airbag impact sensors need replaced.

I authorized repair fully. Service Manager Mike Hughes has my direct ext for auth/PA Claim. Mike to contact owner and schedule repair.

Owner did pay a 95\$ diagnostic fee.

Original owner- prior originalowner >>>

PC106957

SC540910

3C607183

\*\*Spoke with owner - is very pleased.

\*\*\*\*\*

We did a recall for 2005 Minivans, which was Recall G-09 issued in June of 2007. (I believe we notified customers in the Salt Belt only).

We also did a Lifetime Warranty Notification to all dealers that was issued via TSB 08-020-07 on July 13th 2007.

CLOSING CAIR AT THIS TIME/MJF5

3/18/08 Submitting check to owner for diagnostic fee he paid for- 95\$.

POSTMARK DATE: 031708; DATE RECEIVED: 032008

**Customer Assistance Inquiry Record (CAIR)#****17313280**

<b>Vin</b>	2A8GP64L2	6R	<b>Open Date</b>	03/12/2008	<b>Build Date</b>	08/08/2005	
<b>Model Year</b>	06	<b>Body</b>	RSYS53	CHRYSLER TOWN & COUNTRY LTD FWD LWB WAGON			
<b>In Service Dt</b>	08/18/2005	<b>Dealer</b>	44142	<b>Dealer Zone</b>	51	<b>Mileage</b>	67,000
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	PLYMOUTH WI					<b>Country</b>	UNITED STATES

Product - Electrical - Electronic Vehicle Security - Intermittent or Inoperative - Default	Caller claims to have an issue with his airbag sensors.
Referral - Tier Two - Internal Escalation - Authorization - Default	Transferred for further review.

Purchased New or Used? New

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

From whom did customer purchase used vehicle?

CDJ dealer

Caller states that he is having issues with his airbag sensors. Caller claims that he is currently leasing the vehicle through Joe Van Horn and he feels that there is an issue with the airbags sensors. Caller is seeking assistance with the repair. Customer transferred to the internal Tier 2 escalation line for further review of concern per SG388.

\*\*\*\*Begin structured narrative T2 - GOODWILL ESCALATION

What is the customer requesting from Chrysler?

Repair assistance on his airbag sensor.

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

31,000 miles

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

No

Is the customer the original owner of this vehicle?

Leasing company is.

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

101, (leasing company)

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

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

Robin can be reached at extension 69979.

Caller seeking assistance with air bag sensor, states dealer informed him that it was corroded. The leasing company does have a fleet of vehicles but this caller's law firm has leased this vehicle from the leasing company. Agent contacted dealer 44142 spoke with Patrick the service manager who informs that this is the customer's first visit to them, but they are willing to work at warranty rates. States that warranty prices are

parts\$47.04

labor\$87.48

total \$134.52

miles\*67,093

As a one-time goodwill gesture, Chrysler will cover \$109.52 of the repair. Customer will be responsible for a co-pay in the amount of \$25.00

Customer accepts offer.

17314533

<b>Vin</b>	2D4GP44L2	7R	<b>Open Date</b>	03/12/2008	<b>Build Date</b>	08/04/2006	
<b>Model Year</b>	07	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT LWB WAGON			
<b>In Service Dt</b>	11/28/2006	<b>Dealer</b>	58742	<b>Dealer Zone</b>	42	<b>Mileage</b>	44,661
<b>Name:</b>						<b>Contact Type</b>	
<b>Address</b>						<b>Home Phone</b>	
	DETROIT MI					<b>Country</b>	UNITED STATES

Product - Transmission / Transaxle - Torque Converter - Slips - Default	States torque converter was replaced.
Product - Transmission / Transaxle - Unknown - Slips - Default	States transmission slips.

Purchased New

If New, date purchased? 11/28/06 Mileage? 25

From whom did customer purchase used vehicle?

58742

Customer states that he has been having issue with the transmission slipping. Customer states that he has almost been into a accident several. Customer states that he fears for his life and the life of his family. Customer states that he went to dealer 57042 on March 4th for the same issue, but the dealership informed the customer that the vehicle is no longer under warranty. Customer states that he is no longer concerned about the warranty but more less his life. Customer is wanting Chrysler to buy back the vehicle. Agent contact dealer 58742 and spoke to Mary who stated the repair history:

Fed 27, 07 - 11,574 - Shifter goes into neutral while driving, air bag light on - No duplicate, cycle the key-no duplicate

Mary states that is all of the service.

Agent contacted dealer 57042 (COLONIAL DODGE) and spoke to Dennis who stated the repair history:

Oct 23 - 35,705 - trans slips - seals, torque converter, flush cooler

Aug 20 - 29,830 - trans slips after it sit for a while - Low on fluid, front pump

Dennis states that his service advisor did get a message from the customer about the issue, but hasn't got to talk to the customer as of yet. Dennis states that he will check the vehicle out when the vehicle comes back.

comes back:

\$\$\$\$\$ DIRECT-TO-DEALER (Code=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 Dennis to inform that CAIR was being sent.

\$ \$

REASSIGNED TO BC/DLR 42 58742 03/12/08 17:38 R 17314533

\*\*\*\*\* DM UPDATE \*\*\*\*\*

Dealer to contact owner in inquire about concern. Dealer Management to test ride with owner to duplicate concern. If concern is present dealer to diagnose and contact DM prior to repair performed on the vehicle. If concern is not present dealer to notify DM and update and close car. Vehicle does not qualify for State Lemon Law. JKP5

Dealer attempted to duplicate the concern several times. added the co-pilot and owner drive for two weeks. Dealer reports no codes stored or active. A fter and exhaustive effort to verify the owners concern the dealership has not been able to duplicate the concern. owner is currently not in the area of the dealership and is out of town.

----- DM seeking Dealer to Update and Close -----

**Customer Assistance Inquiry Record (CAIR)#****17316432**

<b>Vin</b>	2D8GP44L1	6R	<b>Open Date</b>	03/13/2008	<b>Build Date</b>	10/17/2005	
<b>Model Year</b>	06	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	10/31/2005	<b>Dealer</b>	44876	<b>Dealer Zone</b>	32	<b>Mileage</b>	44,000
<b>Name:</b>						<b>Contact Type</b>	FAX
<b>Address</b>						<b>Home Phone</b>	
	PITTSFORD NY					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Airbag light is on .
Referral - Tier Two - Internal Escalation - Authorization - Default	Tier two support referral.

Purchased New or Used? New

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

From whom did customer purchase used vehicle?

N/A

Customer calling because airbag light is on. He states he had similar problem with his 05 Caravans and was seeking assistance. He has not had diagnosis from dealer. He has called about it to dealer 44876.

Customer is owner of the company that bought vehicle new.

Owner has not been to the dealer yet.

Owner/Customer was informed that in order to review their case for possible assistance, the owner would need to bring the vehicle to an authorized facility and authorize diagnostics.

Writer inclined to assist minus a \$50.00 co-pay.

Customer calling stating that dealership is asking him to pay for the repair, and customer states that his understanding was that Chrysler was going to assist with repair. Agent advised that previous documentation states that customer needed to have a diagnosis before assistance could be offered.

Agent will transfer for further consideration per previous documentation.

Owner alleges that dealer states he did not receive a CAIR and is not willing to cover repair under warranty. Repair has been completed, dlr. replaced left front impact sensor. Called Vision Dodge spoke with service manager Ron Kyle who states he is high on his warranty and this customer does not spend any money at his dealer and Ron not willing to goodwill repair. Writer advised dlr that issue will be reviewed with his D/M.

Writer asked owner to pay for repair \$211.00 and fax copy of the bill to TJK7 for reimbursement, Owner agreed.

Received fax reviewed and issue a check for #228.20. TJK7

POSTMARK DATE: 031908; DATE RECEIVED: 032008

**Customer Assistance Inquiry Record (CAIR)#****17320889**

<b>Vin</b>	2A4GP54L7	6R	<b>Open Date</b>	03/14/2008	<b>Build Date</b>	09/16/2005	
<b>Model Year</b>	06	<b>Body</b>	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON			
<b>In Service Dt</b>	11/26/2005	<b>Dealer</b>	68271	<b>Dealer Zone</b>	42	<b>Mileage</b>	23,683
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	CINCINNATI OH					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer stated that the air bag light is on.
Corporate - Dealer Information - Default - Default - Default	Customer wanted dealer information.

Purchased New or Used? Used

If Used, date purchased? 12/4/06 Mileage? 12712

From whom did customer purchase used vehicle?

CDJ dealer - 68271

Customer stated that the air bag light is on. Customer seeking dealer location information. Provided the customer with name and address for a nearby dealer 44717 and 67643.

**Customer Assistance Inquiry Record (CAIR)#****17321632**

<b>Vin</b>	2A8GP64L6	6R	<b>Open Date</b>	03/14/2008	<b>Build Date</b>	10/07/2005	
<b>Model Year</b>	06	<b>Body</b>	RSYS53	CHRYSLER TOWN & COUNTRY LTD FWD LWB WAGON			
<b>In Service Dt</b>	02/10/2006	<b>Dealer</b>	41234	<b>Dealer Zone</b>	66	<b>Mileage</b>	44,900
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	LONG LAKE WI					<b>Country</b>	UNITED STATES

Product - Air Conditioning / Heater - Compressor/Clutch/R Valve - Inoperative - Default	Customer states that the compressor needs replaced.
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer states the air bag light is on
Product - Air Conditioning / Heater - Condensor/Drier/Exp Valve - Inoperative - Default	Dealer states the AC condensor needs replaced.

Purchased New or Used? New

If Used, date purchased? NA Mileage? NA

From whom did customer purchase used vehicle?

NA

Customer states that she is out of town and the AC has gone out and dealer 41234 states that the compressor needs replaced. Customer also states that the airbag light came on and the dealer advised her that this means the airbag does not work. Seeking if there is a recall for this.

Agent advised customer that there is not a recall for this concern on her vehicle. Customer seeking assistance with cost of repairs. Customer is original owner of vehicle, has owned 2 new vehicles, 7000 miles out of warranty, no service contract. Agent called dealer 41234 and spoke with Steve, the service manager, who states that the AC condensor needs replaced and an impact sensor also needs replaced for the air bag concern. States they recommended maintenance and the customer is doing all of the maintenance they recommended. States that the condensor is leaking and there is no damage to it so it is definitely not the customer's fault. States he also provided customer with a loaner vehicle. Steve states he is not willing to work with Chrysler on assistance because this is not a customer of his and she does not have a service contract. States that customer is being charged:

AC condensor: \$730.00

Air bag repair: \$158.00

Total: \$888.00

Agent had to offer a call back to customer while on the line with the dealer.

States she can be contacted at

As a one time goodwill gesture, Chrysler will reimburse customer cost of repairs minus a \$200.00 deductible. Agent will contact customer when avail allows.

Agent called customer and advised of offer. Customer accepted and was satisfied. Agent advised customer to send invoice, receipt and proof of payment to CCAC and provided address and reference number.

**Customer Assistance Inquiry Record (CAIR)#****17325888**

<b>Vin</b>	1D4GP24R5	5E	<b>Open Date</b>	03/17/2008	<b>Build Date</b>	05/10/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON			
<b>In Service Dt</b>	05/23/2005	<b>Dealer</b>	68846	<b>Dealer Zone</b>	42	<b>Mileage</b>	57,700
<b>Name:</b>						<b>Contact Type</b>	FAX
<b>Address</b>						<b>Home Phone</b>	
	WILLOWICK OH					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Other - Unknown

Customer claiming for reimursment

Customer experiencing an issue with the air bag and wants an reimbursement.

Second owner is seeking reimbursement for the airbag sensor and connector that the dealer replaced. Owner says that the airbag light came on, and the dealer repaired the vehicle on 3/15/08. Owner states that the total cost of the repair was \$132.97 - \$31.40 for parts and \$86 for labor.

Agent agreed to reimburse owner all but \$50 of the repair, as a one time goodwill gesture. Owner was given the fax number and will be sending the original repair order and proof of payment (debit card receipt).

Customer seeking update and if we d received the fax. Agent consulted with WHH17 and advised the customer to allow 24 hours from the time the fax is sent before checking on the status of it due to the faxes being scanned and then distributed to agents. The customer wanted the fax number for LTG1. Agent advised that until the 24 hours has passed we would not look further into the status of the fax.

Received customer s fax. Total reimbursement will be \$82.97. There will be no further goodwill assistance provided to this customer on this vehicle.

POSTMARK DATE: 031708; DATE RECEIVED: 032008

Check has been mailed.



**Customer Assistance Inquiry Record (CAIR)#****17326286**

<b>Vin</b>	1C4GP45R1	5E	<b>Open Date</b>	03/17/2008	<b>Build Date</b>	04/06/2005	
<b>Model Year</b>	05	<b>Body</b>	RSYH52	CHRYSLER TOWN & COUNTRY FWD SWB WAGON			
<b>In Service Dt</b>	04/29/2005	<b>Dealer</b>	66340	<b>Dealer Zone</b>	35	<b>Mileage</b>	42,200
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	WEST SPRINGFIELD PA					<b>Country</b>	UNITED STATES

Corporate - Recall - Default - Default - Default	Advised customer of no incomplete recall.
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer states that the airbag warning light is on.

## \*\*\*\*\*Recall Contact\*\*\*\*\*

Purchased New or Used? USED

If Used, date purchased? 12/28/05 Mileage? 42200

From whom did customer purchase used vehicle?

Other Dealer

Customer called stating that the airbag warning light is on in his vehicle and wants to know if his vehicle is covered under any recall.

Agent advised customer of no recall on the vehicle related to this problem.

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 Assistance Inquiry Record (CAIR)#****17326919**

<b>Vin</b>	2D4GP44L9	5R	<b>Open Date</b>	03/17/2008	<b>Build Date</b>	03/29/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	06/16/2005	<b>Dealer</b>	68865	<b>Dealer Zone</b>	32	<b>Mileage</b>	41,521
<b>Name:</b>						<b>Contact Type</b>	LETTER
<b>Address</b>						<b>Home Phone</b>	
	GLOVER VT					<b>Country</b>	UNITED STATES

Dealer - Service/Body Shop - Transaction - Other - Default	Customer states he feels repairs were not needed .
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customers vehicle has problems with the air bag lights.

POSTMARK DATE: 030308; DATE RECEIVED: 031208

Customers vehicle has problems with the air bag lights. He has also sent some bills of the repairs performed, but hasnt mentioned what he expects from Chrysler. Tried to call the customer but was unable to talk to him.

Reassigned the Cair to 81E for further handling.

Purchased New or Used? NEW

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

From whom did customer purchase used vehicle?

CDJ dealer

Customer states air bag light was on at 41,251 miles and he brought vehicle to dealer 68865 for repairs. Customer states air bag connector, and sensor was corroded and replaced. Customer states he would like to know why waterproof and anti-corrosive grease was not put on these components to begin with. Customer unhappy that dealer did not clean the components with electrical contact cleaner and reused. Customer also unhappy with cost of parts, as well as the labor time for repairs.

Customer states he would like to know what CAC is going to do regarding the repair cost for this issue. Customer states he feels these repairs were unnecessary.

Agent will advise customer this is a dealer service dispute, and needs to be addressed at dealership level, no reimbursement will be offered from CAC.

Agent attempted to contact the customer on 3/19/08 at 4:11pm on the customer s Home phone. Agent unable to speak with customer, or leave message, no answering machine picked up.

\*\*Next Agent

If customer calls in regards to letter, please advise of lines 20-22

Agent attempted to contact the customer on 3/20/08 at 10:00am on the customer s Home phone. Agent unable to speak with customer, or leave message, no answering machine picked up.

Agent sending letter 06 (dealer service complaint)

Agent closing CAIR

**Customer Assistance Inquiry Record (CAIR)#****17330215**

<b>Vin</b>	2A8GP64L9	6R	<b>Open Date</b>	03/18/2008	<b>Build Date</b>	03/06/2006	
<b>Model Year</b>	06	<b>Body</b>	RSYS53	CHRYSLER TOWN & COUNTRY LTD FWD LWB WAGON			
<b>In Service Dt</b>	10/06/2006	<b>Dealer</b>	26354	<b>Dealer Zone</b>	71	<b>Mileage</b>	30,231
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	DESCANSO CA					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer has air bag lights.
Product - Electrical - Power Windows - Intermittent or Inoperative - Unknown	Customer said that the windows went out.
Product - Electrical - TV/DVD - Intermittent or Inoperative - Video	Customer stated that he has three DVD players.
Product - Electrical - Electronic Vehicle Security - Intermittent or Inoperative - Default	Customer stated that the alarm went off when opening the rear liftgate.
Product - Body / Trim / Paint Finish - Interior Ornamentation/Mirrors - Discolored - Exterior Mirror-Power	Customer stated that the mirror would change colors and crack.
Product - Electrical - Radio/Spkrs/Clock/Antenna - Intermittent or Inoperative - Default	Customer stated that the radio changes randomly.
Corporate - Technical Assistance - Default - Default - Default	tech fax

3/17/08: rec d tech request. customer states drivers side outside mirror turns blue and cracks intermittently. dealer states mirror has been replaced several times. reassign to sld3 for assistance. mlh2

3/18/08 LEFT MESSAGE FOR SM, CHRIS THAT I WOULD INSPECT 4/4/08..DOTY

4/4/08 INSPECTED VEHICLE. INSIDE AUTO DIM WORKS PROPER. CONTACTED VENDOR OF MIRRORS. FOUND THAT THE INSIDE MIRROR HAS TOTAL CONTROL OVER DRIVER S O/S MIRROR. MAX VOLTS TO OUTSIDE MIRROR SHOULD BE 1.3 VOLTS. FOUND THERE WAS .36 VOLTS WHEN DOME LIGHTS LIT. NEW O/S MIRROR DID NOT DIM. FOUND OPEN CIRCUIT IN TWO WIRE B+ CIRCUIT. RAN OUT OF TIME. TECH TO REMOVE INTERIOR TRIM TO ACCESS C-312 CONNECTOR AT BOTTOM OF RIGHT B POST AND C-200 UNDER LEFT I/P TO TRACE FOR OPEN CIRCUIT.DOTY.

4/8/08 INSTRUCTED TECH, ERIC, TO HARD WIRE THE TWO B+ AND B- WIRES BETWEEN INSIDE MIRROR AND DRIVER S MIRROR.

4/9/08 BOTH MIRRORS NOW AUTO DIM PROPERLY. RETURN VEHICLE TO CUSTOMER DOTY FORWARD TO DM FOR INFO AND CLOSE. DOTY

4/9/08 Thank You Mr. Doty.. JAT7

Purchased New or Used? New

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

From whom did customer purchase used vehicle?

N/A

Customer stated that he has had electrical concerns with the vehicle.

Customer has had a concern with the air bag lights, windows not working, alarm going off when opening rear liftgate, DVD has been replaced 3 times, radio changes channels randomly, and on sixth side view mirror.

Customer said that the vehicle has been at the dealer three weeks and the vehicle is being repaired. Customer wants communication to see if there is another concern that is causing the electrical concerns. Agent called dealer 26354 and spoke to Chris the Service Manager. Chris will fax the service history.

POSTMARK DATE: 041108; DATE RECEIVED: 041408

Service History:

10/30/07 to 11/2/07 24980 miles to 24989 miles Customer stated that there is a rattle under the vehicle when driving. Dealer aligned heat shield over tire and exhaust and realigned air conditioning hoses. Customer stated that the left rear speaker is buzzing. Dealer installed insulation around speaker. Customer stated that there is a squeak noise going over bumps with a load in the back. Dealer lubed all rubber fittings for rear shocks, control arm and leaf springs. Customer stated that the air bag light was on. Dealer did not duplicate. Customer stated that the driver side heat mirror turns blue for a few hours.

Dealer replaced mirror.

11/20/07 to 11/23/07 25678 miles to 25691 miles Customer stated that the drivers mirror turned blue and has lines all over it. Dealer replaced mirror. Customer wanted electrical system checked. Dealer tested DVD system with a good DVD system. Customer stated that there is a rattle under vehicle when driving over semi rough road. Dealer adjusted the fuel line. Customer stated that the rear hatch did not work with the remote one time. Dealer did not duplicate. Customer stated that the lever for the headrest is inoperative. Dealer replaced middle row seat headrest.

12/3/07 to 12/6/07 26236 miles Customer stated that the mirror turns blue and has lines in it. Dealer replaced the IPM.

2/27/08 to 3/6/08 30231 miles Customer stated that the mirror turns blue a few days after replacing it. Dealer found that the BCM had shorted. Customer stated that the front passenger window would not move. Dealer cleaned channel. Customer stated that outside windshield molding is cracked on passenger side. Dealer replaced cowl.

Agent called dealer 26354 and spoke to Chris the Service Manager. Chris stated that the vehicle is at the dealer now. Chris stated that the vehicle in the dealer for the mirror and DVD player. Chris stated that the dealer has put 3 DVD players in and the first had no audio out headphones and the second had no visual. Chris stated that the windows would not go down and the window regulaors have been replaced. Chris stated that the customer advised of an air bag light on and radio changing stations. Chris stated that the vehicle has not been duplicated for these concerns. Vehicle was brought in to dealer on 3/25/08 to current. Agent advised Chris that a direct to dealer will be sent.

Agent called customer back at [REDACTED] and left a message advising customer a file has been sent to get additional parties involved. Agent called customer at [REDACTED] 4 and left a message advising customer a file has been sent to get additional parties involved.

##### DIRECT-TO-DEALER (Code=1A) #####

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 Chris to informed that CAIR was being sent.

CUSTOMER CONTACT INFORMATION: [REDACTED] and [REDACTED]

#####

REASSIGNED TO BC/DLR 71 26354 04/16/08 14:15 R 17330215

REASSIGNED TO BC/DLR 71 26354 04/22/08 14:18 R 17330215

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**Customer Assistance Inquiry Record (CAIR)#****17332830**

Vin	2C4GP44R2	5F	Open Date	03/18/2008	Build Date	06/18/2005	
Model Year	05	Body	RSYH53	CHRYSLER TOWN & COUNTRY LX FWD LWB WAGON			
In Service Dt	06/18/2005	Dealer	62082	Dealer Zone	74	Mileage	42,628
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	SAINT PAUL MN					Country	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Other - Front - Driver	Customer states left front air bag sensor was replaced.
Referral - Tier Two - Internal Escalation - Authorization - Default	Customer transferred for further review.

Purchased New or Used? Used

If Used, date purchased? 02/23/06 Mileage? 27281

From whom did customer purchase used vehicle? CDJ dealer

Customer alleges air bag light came on. He states took vehicle to dealer. He states dealer said left front air bag sensor had gone out due to corrosion. He states the dealer replaced the wiring two-way and sensor impact. He states the dealer did not warranty the repair due to vehicle not being under the recall. He states another dealer is saying the right one should be replaced also. Customer seeking reimbursement for repair. Agent consulted with FT512. Agent transferred customer for further review.

\*\*\*\*Begin structured narrative T2 - GOODWILL ESCALATION

What is the customer requesting from Chrysler?

Assistance with left front air bag sensor repair.

How far out of warranty is the vehicle/repair by time and/or mileage?  
6,000 miles.

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

No.

Is the customer the original owner of this vehicle?

No.

How many Chrysler 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 T2 - GOODWILL ESCALATION

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

Ben can be reached at extension 69894. Customer is the second owner of this vehicle, no history of related repairs and no service contracts.

Agent called dealer 62082 and spoke with Service Manager, Kent. Kent advised agent that the customer is not very loyal to the dealership and has no maintenance performed there. Kent advised that the customer paid a total of \$289.35(\$5.70 sensor/\$28.85 sensor).

As a one-time goodwill gesture, Chrysler will reimburse \$289.35 of the repair. Agent advised of the offer and he accepted. Agent informed of mailing address along with material to provide and advised to allow 8-10 weeks for the information to be received and reviewed. Customer requested what to do with the other sensor. Agent advised that if he had any issues he could contact the CCAC for review.

**Customer Assistance Inquiry Record (CAIR)#****17335728**

<b>Vin</b>	2D4GP44L8	6R	<b>Open Date</b>	03/19/2008	<b>Build Date</b>	02/11/2006	
<b>Model Year</b>	06	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	02/24/2006	<b>Dealer</b>	25019	<b>Dealer Zone</b>	32	<b>Mileage</b>	28,000
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	SYRACUSE NY					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Air bag light is on.
Product - Fuel System - Unknown - Other - Default	Fuel gauge is not properly working.
Product - Steering - Power Rack and Pinion / Gear - Defective - Default	Rack and pinion needs to be replaced.
Product - Body / Trim / Paint Finish - External Ornamentation - Rusted - Trunk/Deck Lid/Hatch	Rear hatch is rusted.

Purchased New or Used? New

If Used, date purchased? NA Mileage? NA

From whom did customer purchase used vehicle? NA

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Customer states that she is having multiple issues with the vehicle. Customer states that the dealer is waiting for the rack and pinion and scuff plate, which is on backorder. Customer states that she is also having a problem with the air bag light coming on, the gas gauge not working, and the hatch lid being rusted. Customer states that she is waiting for the parts to come in before she has the dealer address the other issues. Agent contacted dealer 25019 and spoke with parts manager, Dean. Dean stated that the rack and pinion has arrived and that he notified the customer's husband of this. Dean provided part number for the scuff plate as [REDACTED] and order number E0211A. Dean states that this is not a mechanical part and that there is a promise date of 3/27/08. Agent advised customer of dealer comments. Customer inquiring what can be done for her since she is having so many problems with the vehicle at once. Agent advised customer that the other issues would need to be addressed by the dealer and if there is not resolution then she would need to contact CCAC back. Customer understood. Customer is calling in stating that dealer 25019 advised her to contact Chrysler regarding the rust on the hatch lid. Customer states that she feels that Chrysler should fix the rust cause she is certain that there was no chip on her vehicle. Customer states that a 2 yr old vehicle should not be rusting. Customer states that dealer advised her to contact Chrysler regarding this concern. Agent contacted dealer 25019 at 4:21 pm and spoke to Dave, body shop manager. David states that it looks as if water had gotten behind even a minor little chip and caused the paint to bubble. Dave states he spoke to his DM and was advised that it would not be covered by the rust warranty unless it was a rust through. Agent thanked for information and released the call. Agent advised customer that it would not be covered under warranty. Customer states she wants a supervisor. Agent consulted with TLG64 who advised that concurred with District Manager. Agent advised customer that her supervisor concurred with decision. Customer requested supervisor again.

\*\*\*\*\*TLG64 took over call\*\*\*\*\*

Customer states that she does not agree with the dealer's decision and wants Chrysler to fix her vehicle. TLG64 advised customer that it was concluded at the dealer that the rust was caused by a chip in the paint and that it would not be covered under warranty. TLG64 advised customer that she can take the vehicle to another dealer. Customer states that she does not want to take the vehicle to another dealer and wanted TLG64's supervisor.

\*\*\*\*\*CDC45 took over call\*\*\*\*\*

Customer states that she wants her vehicle fixed. Customer states that

she feels that the rust was caused by a manufacturer defect. CDC45 advised customer that Chrysler does take the word of the dealership as to warranty coverage. Customer requesting CDC45 s supervisor. CDC45 advised customer that this is the final decision of Chrysler. Customer released the call.

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**Customer Assistance Inquiry Record (CAIR)#****17335958**

<b>Vin</b>	2D4GP44LX	5R	<b>Open Date</b>	03/19/2008	<b>Build Date</b>	05/23/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	06/14/2005	<b>Dealer</b>	36100	<b>Dealer Zone</b>	32	<b>Mileage</b>	46,000
<b>Name:</b>						<b>Contact Type</b>	E-MAIL
<b>Address</b>						<b>Home Phone</b>	
	WESTBROOK ME					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Other - Unknown

customer states air bag light is coming on .

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

air bag light is coming on - recall

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

Purchased New or Used? usedIf Used, date purchased?12/30/06Mileage?

46000From whom did customer purchase used vehicle?Individual

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

I am concerned that my air bag light is coming on. I see there is a recall for 05 vans. I would like to take it to the dealer to have them look at but I do not want to have them charge me 95.00 to diagnose

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

Routed to tier 3 as customer states air bag light is coming on.

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

Referred owner to dealership for diagnosis/repair.



**Customer Assistance Inquiry Record (CAIR)#****17336461**

<b>Vin</b>	2D4GP44L1	5R	<b>Open Date</b>	03/19/2008	<b>Build Date</b>	06/20/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	07/26/2005	<b>Dealer</b>	42924	<b>Dealer Zone</b>	51	<b>Mileage</b>	55,000
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	FREMONT WI					<b>Country</b>	UNITED STATES

Referral - Tier Two - Internal Escalation - Authorization - Default	Customer seeking assistance.
Corporate - Recall - Default - Default - Default	Customer seeking recall information.
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer states problem with airbag.

Purchased New or Used? New

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

From whom did customer purchase used vehicle? N/A

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 states she has had a problem with the airbag and thinks she should not have to pay for the repair. Customer states she had the vehicle in to dealer 42924, last week for a diagnosis. Per TW277, agent will refer for review for possible goodwill assistance.

\*\*\*\*Begin structured narrative T2 - GOODWILL ESCALATION

What is the customer requesting from Chrysler?

Assistance with airbag repair.

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

19,000 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?

Four.

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

Owner states her driver side air bag light comes on and independent repair shop advised owner that there is a recall on air bags on this vehicle. Writer advised owner that there is no recall on above issue but writer is willing to review repairs needed with authorized Chrysler dealer if owner wants to take vehicle to a dealer. Writer advised owner that Chrysler would consider some goodwill assistance after diagnoses completed. Owner thanked writer for offer and stated she will think about it. If owner calls back writer was considering covering parts or 50% of repair. TJK7

**Customer Assistance Inquiry Record (CAIR)#****17337069**

<b>Vin</b>	2C4GP44R4	5F	<b>Open Date</b>	03/19/2008	<b>Build Date</b>	05/13/2005	
<b>Model Year</b>	05	<b>Body</b>	RSYH53	CHRYSLER TOWN & COUNTRY LX FWD LWB WAGON			
<b>In Service Dt</b>	05/16/2005	<b>Dealer</b>	68568	<b>Dealer Zone</b>	51	<b>Mileage</b>	58,000
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	GREEN BAY WI					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	A third party called in saying that needs to check in for reimbursement
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\*\*\*\*\*Re-assign Cair\*\*\*\*\*

Mr. Scott Shewmake called in stating that he needs to check in for the reimbursement of the customer's issue. The Contact number for Mr. Scott Shewmake is 920-499-1495. Agent informed him that he would be getting a call from Chrysler as soon as possible. Agent reassigned the cair to 82H. Called above #920-499-1495 and spoke with Scott who is independent repair shop manager. Scott was looking for assistance with air bag light that is on. Scott states he checked the Recalls inf. and found that this vehicle missed a recall for air bag impact sensor replacement with about 3 months and it is same issue. Vehicle is at 79,610 miles and is 2nd owner purchased from Rental. Writer advised Scott to have owner call writer/direct line# provided and advise which dealer he wants to go to and TJK7 will cover repair.

calls writer stating he would like to go to S & L MOTORS. Called dealer spoke with serv. mngr. Phil Meyer who will call writer back with diagnoses. TJK7

Called dealer spoke with ser. mngr. Phil and was informed owner never called or made appointment to come in. Closing CAIR. TJK7

Dlr. calls back stating they performed repairs and replaced both air bag sensors. TJK7 authorized repair as goodwill, total of \$232.52

**Customer Assistance Inquiry Record (CAIR)#****17337156**

<b>Vin</b>	1D4GP24R3	5E	<b>Open Date</b>	03/19/2008	<b>Build Date</b>	05/05/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON			
<b>In Service Dt</b>	09/24/2005	<b>Dealer</b>	43724	<b>Dealer Zone</b>	35	<b>Mileage</b>	66,000
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	BURKE VA					<b>Country</b>	UNITED STATES

Corporate - Warranty Coverage - Default - Default - Default	Seeking warranty coverage.
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	States that air bag light is on.

Purchased New or Used? NEW

Date of Purchase? N/A Mileage? N/A

If Used, Where was vehicle purchased? N/A

Customer states that his air bag light is on and wants to know the warranty on his vehicle. Advised that he does have a 7/70 max care service contract. Informed that this contract covers over 800 components and the coverage would be pending a dealer diagnoses. Advised that he needs to take vehicle in for diagnoses and provided with reference number. Customer thanked.

**Customer Assistance Inquiry Record (CAIR)#****17337219**

<b>Vin</b>	2D4GP44L3	6R	<b>Open Date</b>	03/19/2008	<b>Build Date</b>	05/25/2006	
<b>Model Year</b>	06	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	08/02/2006	<b>Dealer</b>	42043	<b>Dealer Zone</b>	42	<b>Mileage</b>	25,000
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	AUBURN HILLS MI					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Other - Both Air Bags	Air bag module needs to be replaced.
Corporate - Rental Vehicle - Default - Default - Default	Customer seeking rental.

Purchased New or Used? New

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

From whom did customer purchase used vehicle?

CDJ dealer

Customer seeking a rental vehicle. Customer states the air bag module is being repaired on the vehicle. Customer states the vehicle has been at the dealership since Monday evening. Writer contacted dealership and spoke with Service Advisor, Todd. Todd states the vehicle has been at the dealership since last Thursday. Todd states that the front air bag module needed to be replaced. After the module was received, it was bad and another one had to be ordered. Todd states there is also a broken wire and the harness must be replaced. Todd states the second module has arrived and the harness was ordered today. Todd states repair history is as follows:

-06/02/2006 at 2 miles- Incorrect sticker on the vehicle.

-03/13/2008 at 25,972- Customer complains the air bag light was on. Air bag module was ordered. Vehicle is there now but the repair order has been left open.

Todd states the vehicle is torn apart right now so this is why the customer cannot drive the vehicle. Todd states the part # 5183598AA and Order # is Do0319.

Todd states that agent will have to speak with the service manager about accepting a PA. Agent spoke with Service Manager, James. James states that he will be able to accept a PA. Agent authorized up to 5 days of rental at \$40 per day.

\*\*\*\*Begin structured narrative T2 - RENTAL

Is the vehicle still under warranty?

Yes.

Does the vehicle have any service contract that covers rental?

No.

What repairs are currently being completed?

Wiring harness and air bag module.

Why has the vehicle not been repaired and returned to the owner?

Parts arrival.

What is the estimated date that the repair will be completed?

N/A

Is this a recall repair?

No.

Is this a pre-authorization or a request for reimbursement?

PA.

Chrysler authorizes rental? Explain why or why not...

Yes. Vehicle is still not repaired.

How many days are being authorized and at what dollar amount?

5 days at \$40 per day.

\*\*\*\*End structured narrative T2 - RENTAL

Entered PA.

Cadd from dealer 42043 calling to see if the PA was entered. Advised Cad to enter PA in the authorisation feilds.

\*\*Todd from dealer seeking additional 4 days of rental. Writer authorized 4 additional days under the same PA CLAIM UN03223510320

Provided Todd with writers direct line if additional days are needed.

Todd called and states vehicle will be ready on Monday. Additional 3 days are needed for loaner.

Authorized 3 additional days.

Todd left message that total cost for rental was 385.00. 11 days at 35.00 a day.

Left message for Todd that PA CLAIM was submitted for above amount.

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**Customer Assistance Inquiry Record (CAIR)#****17339775**

<b>Vin</b>	2C4GP44RX	5R	<b>Open Date</b>	03/20/2008	<b>Build Date</b>	06/14/2005	
<b>Model Year</b>	05	<b>Body</b>	RSYH53	CHRYSLER TOWN & COUNTRY LX FWD LWB WAGON			
<b>In Service Dt</b>	06/14/2005	<b>Dealer</b>	68129	<b>Dealer Zone</b>	74	<b>Mileage</b>	40,729
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	BIG LAKE MN					<b>Country</b>	UNITED STATES

Referral - Tier Two - Internal Escalation - Authorization - Default	Customer is seeking assistance with the air bag light.
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer stated that her air bag light is on.
Corporate - Recall - Default - Default - Default	Customer wanted to know if the air bag was a recall.

Purchased New or Used? Used

If Used, date purchased? 8/22/06 Mileage? 16000

From whom did customer purchase used vehicle?

Other dealer - Lee s Riverside Auto

Customer stated that her air bag light is on and wants to know if this is covered by a recall. Agent advised customer that this is not a recall.

Customer is seeking assistance. Customer transferred to the internal Tier 2 escalation line.

\*\*\*\*Begin structured narrative T2 - GOODWILL ESCALATION

What is the customer requesting from Chrysler?

Customer is seeking assistance with the air bag light.

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

4729 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?

no

\*\*\*\*End structured narrative T2 - GOODWILL ESCALATION

Owner looking for assistance with air bag light on. Called ELK RIVER

CHRYSLER spoke with Jeff in service who will self authorized. Owner

advised to contact Jeff and schedule appointment. TJK7

**Customer Assistance Inquiry Record (CAIR)#****17341033**

<b>Vin</b>	1D4GP24R6	6E	<b>Open Date</b>	03/20/2008	<b>Build Date</b>	04/20/2006	
<b>Model Year</b>	06	<b>Body</b>	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON			
<b>In Service Dt</b>	10/02/2006	<b>Dealer</b>	06761	<b>Dealer Zone</b>	51	<b>Mileage</b>	38,850
<b>Name:</b>						<b>Contact Type</b>	E-MAIL
<b>Address</b>						<b>Home Phone</b>	
	WEST ALLIS WI					<b>Country</b>	UNITED STATES

Product - Electrical - Body Control Module - Intermittent or Inoperative - Default	Customer seeks assistance with BCM.
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer seeks assistance with air bag.
Referral - Tier Two - Internal Escalation - Authorization - Default	Customer seeks assistance with radio and BCM and air bag.
Product - Electrical - Radio/Spkrs/Clock/Antenna - Intermittent or Inoperative - Default	Customer wants to resolve his issue regarding ECM or BCM

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

Question on warranty for ECM OR BCM

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

Purchased New or Used? New

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

Brief Description:

Question on warranty for ECM OR BCM

Comments:

I own a 2006 Grand Caravan. My radio stop working a day ago. I went to a radio repair. They said I was not getting power to the radio. They said possible causes could be the ECM or BCM. I know I'm out of warranty by mileage but in warranty by time. I feel that I should not pay the full cost of an ECM or BCM which ranges from 300-500 dollars plus the cost of analyzing and installation but the cost of analyzing and 100 dollars.

Yours truly, Thomas E Kolasinski

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

escalated to tier 03 as customer is asking for goodwill

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

Customer states he sent us an email about a warranty issue. He states he has a reference number and he would discuss his complaint. He states he has issues with the radio and the radio. He states an independent told him the radio and the air bags are related. Agent transferred for further review and provided reference number.

\*\*\*\*\*Begin structured narrative T2 - GOODWILL ESCALATION

What is the customer requesting from Chrysler?

Customer seeks assistance with radio and BCM and air bag.

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

in by time out by 2850 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?

3

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 T2 - GOODWILL ESCALATION

Purchased New or Used? new

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

From whom did customer purchase used vehicle? n/a

\*\*\*\*\*

Received internal transfer. Customer transferred to the internal Tier 2 escalation line for further review of concern. Wayne can be reached at

extension 69337. States that he had contacted the dealer by phone. Claims that he believes cost quoted is not justifiable for repair costs. 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. Contacted dealer 06761 however Service Manager was not available. Left message advising of customer's concern.

Email states:

Dear [REDACTED] Thank you for contacting the Chrysler Customer Assistance Center.

Your message concerning a problem, was received and reviewed by the Customer Assistance Center.

We suggest that you give your local dealer the opportunity to assist you. Their service personnel have the factory training, equipment and information available to diagnose and correct concerns with our vehicles. Furthermore, your dealer is empowered to determine the merits of any goodwill policy consideration for repairs beyond the coverage of your manufacturer's warranty. Should you have any further questions, please feel free to contact the Customer Assistance Center at 800-992-1997 for additional discussion.

Thanks again for your email. Sincerely, Jonathan

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**Customer Assistance Inquiry Record (CAIR)#****17341359**

Vin	2C4GP54L6	5R	Open Date	03/20/2008	Build Date	06/22/2005	
Model Year	05	Body	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON			
In Service Dt	06/30/2005	Dealer	42977	Dealer Zone	51	Mileage	64,000
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	WAUKESHA WI					Country	UNITED STATES

Corporate - Recall - Default - Default - Default	Customer seeking information for pending recalls.
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer's air bag light is on.
Referral - Tier Two - Internal Escalation - Authorization - Default	Tier Two Support Authorization

Customer seeking information for pending recalls and was informed with all details.

Purchased New or Used? NEW

Caller has a question, received number from dealer. Customer has an airbag light on. Customer brings up recall for airbag sensors.

Customer called dealer, was given our number to see if any recalls. Agent advises customer recall is not for his vehicle based on the date the vehicle left the factory.

Customer would like to seek assistance with repairs to the air bag light, although he has not had a diagnosis.

\*\*\*\*Begin structured narrative T2 - GOODWILL ESCALATION

What is the customer requesting from Chrysler?

Assistance with air bag concern

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

28000 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?

COIN shows 3, 1 new

Is there warranty history related to the current concern?

No

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

No, but customer contacted 42977.

\*\*\*\*End structured narrative T2 - GOODWILL ESCALATION

Agent consulting with PKS13. Agent is advised to transfer, air bag is safety concern.

Agent advised customer before CCAC can consider assistance a diagnosis must be completed. Agent provided customer with extension for once a diagnosis is performed.

\*\*\*Dealer call\*\*\*

Richard, Service Consultant from 42977 seeking assistance regarding the same concern. Agent transferred the call Tier 3 for further handling.

Service advisor Richard (42977) states that the customer brought his

vehicle in with an airbag light complaint, and gave him this reference

number. Richard is trying to find out what he s supposed to be doing.

He says that the vehicle currently has 73,462 miles on it - almost 9,500 miles and 4 months later - and the matter hasn t been addressed.

Informed Richard that the CAC will not offer any assistance. Explained

that the matter can be reviewed further with the SM, if the dealer feels

assistance is merited. The dealer is self authorized.

Customer seeking assistance regarding the same concern. Agent transferred the call Tier 3 for further handling.

**Customer Assistance Inquiry Record (CAIR)#****17341456**

<b>Vin</b>	2A4GP54LX	6R	<b>Open Date</b>	03/20/2008	<b>Build Date</b>	05/26/2006	
<b>Model Year</b>	06	<b>Body</b>	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON			
<b>In Service Dt</b>	01/28/2007	<b>Dealer</b>	45313	<b>Dealer Zone</b>	71	<b>Mileage</b>	22,614
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	LA VERNE CA					<b>Country</b>	UNITED STATES

Product - Drivability - Unknown - Hesitation/No Power - Default	Customer complains of poor acceleration at times.
Product - Transmission / Transaxle - Automatic Trans / Transaxle - Other - Default	Customer complains of transmission jerking
Product - Brakes - Brake Pedal and Linkage - Won't Hold - Default	Customer complaint of brake pedal moves down while braking
Product - Steering - Power Steering Pump / Bkts - Noisy - Default	Customer complaint of howling noise
Product - Wheels and Tires - Tires - Noisy - Rear	Customer complaint of humming noise from tires or wheels
Product - Drivability - Unknown - Hard Starting - Default	Customer complaint of long crank when starting vehicle.
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer states airbag light on when she starts the vehicle.
Product - Electrical - Body Wiring - Intermittent or Inoperative - Default	Customer states overhead light not working properly
Product - Electrical - Power Sliding Door - Intermittent or Inoperative - Driver side	Customer states sliding door will not work with remote
Product - Transmission / Transaxle - Automatic Trans / Transaxle - Hard Shifting - Default	Customer states transmission is hard shifting at times.
Product - Brakes - Pads/Shoes - Vibration - Front	Customer states vibration when coming to stop
Product - Steering - Steering Wheel / Column - Vibration - Default	Customer states vibration when slowing down

Customer states that her vehicle is lemon. Agent advised that the department is closed and she will get a call back using the phone # on the file, from chrysler for further handling. Customer OK.

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 she is having multiple issues with the vehicle. Customer states the vehicle would not start, has a hard crank and there is a problem with the transmission and the brakes. Customer states she thinks the issue is with the computer. Customer states if she pushes on the accelerator really hard, it stalls or shutters. Customer states there is also a clunking noise with the vehicle and once she pushes on the accelerator it stops making that noise and feels as though it is sluggish. Customer states the RPMs drop to the bottom it is hard to get into the next gear (while driving). Customer states while making smooth stops, she has to push the brake pedal all the way down. Customer states there is also a whining noise in the rear end. Customer states she likes the vehicle but she feels as though she purchased a lemon. Customer states the vehicle will not downshift and makes noise. Customer states she has taken the vehicle to El Monte Chrysler and she does not feel that they can resolve the issues and would like a replacement vehicle. Customer states there was also a short in the dome light and in the turn signal. Customer states the dealership had to tear out the inner lining of the vehicle to find the short and they also replaced a module that had caused the short.

Agent contacted dealer 45313 spoke with Phil, who states the customer has the same issue each time that she brings the vehicle to the dealership. Phil states they are able to document some issues. Phil states he will fax over the repair history.

POSTMARK DATE: 032108; DATE RECEIVED: 032408

\*\*Agent received repair history. Agent documented repair history below:  
2/23/2007 at 1,985 miles.

1) Customer states that sliding driverside door does not open at times with remote and button. Inspected operation of sliding doors. All doors are operating properly at this time. 2) Transmission shifting concern...Dealer road tested, found the trans is shifted properly at this time. 3) Rear lift gate will not open with remote. Inspected rear liftgate operation and noticed a clicking noise which is normal operation from the latching mechanism. 4) Airbag light comes on and goes off...no faults or DTCs found, airbag light comes on at startup to re-calibrate itself. 5) vehicle stalls out while starting...inspected; no DTCs found, could not duplicate customer's concern.

4/11/2007 at 5,588 miles

1) acceleration very poor at times. Test drove vehicle and found the minivan accelerates as it was designed. 2) transmission sticks and holds back acceleration, then lets go jerking the car...testdrove vehicle 6 miles and could not duplicate any of the customer's concerns, checked for DTCs, applicable software updates or TSBs, performed shift lever test and clutch slip test, both tests passed. Checked CVI volumes. All readings are within factory specs. 3) Customer states car wouldn't start, starter cranked extra fast and shook whole car. Previous occurrence window fogged. Inspected Starter system-could not duplicate customer's no start condition. Load tested battery. No faults with starting system at this time. 4) Brake pedal moves down during braking. Inspected braking operation and could not duplicate any faults with braking system. Test drove vehicle brakes are operating as designed.

7/18/2007 at 7,686 miles

1) customer states when coming to a complete stop, the brake pedal will go to the floor-losing pressure/vibration when applying brakes. Road tested, inspected brakes system for leaks and master cylinder operation performed as like vehicle. While road tested coming off freeway, felt severe brake pedal pulse turned both from right and left rotors and replaced front brake pads. 2)...transmission feel like it's shifting rough. No work performed, could not duplicate customer concern. 3)...Inspect vehicle for concern and advise. Humming noise coming from tires or wheels, vehicle rides rough. No work performed; could not duplicate customer concern.

9/27/2007 at 13,334 miles

1) While driving, howling noise from mid to rear area on driver side. Inspected vehicle for concern, found power steering pump seal leak. Replaced power steering pump and road tested. vehicle is running as design.

10/11/2007 at 13,790

1) Customer states moaning noise coming from the vehicle. Same noise as before. Roadtest, no noise present, same as before. 2) customer states brake pedal will go down while driving. Inspected for concern, trans shift to specs, same as before. 3) customer states trans will have a harsh shift at times and when it happens it seems very hard to accel. rear hatch performs as like vehicle, no concern present. 4) customer states rear tail gate will have a popping noise when closes. Cannot duplicate.

02/09/2008 at 20,838 miles...

1) customer states while braking the brake pedal will go to the floor. Road tested vehicle, performed as like vehicle brake pedal did not fade but rotors need resurfacing. 2) customer states tire monitor light is on. Adjusted tire pressure to specs. pressure were too low. 3) customer states while driving, slowing down or accelerating, the car has a hard shift. Inspected for concern, found trans shifts as designed. No trans concerns. 4) passenger dome light above drivers side rear tire inop. Body Diag. No DTCs present; acutated interior courtesy lamps left rear lamp (interior) would not illuminate. Removed lamp assembly from head liner, tested circuit, discovered lamp driver was shorted to ground. Removed headliner, removed overhead DVD player and overhead console to gain access to interior lamp over console to gain access to interior lamp over head wiring harness. Traced short to ground. Courtesy lamp driver wire cut and ground out on sheet metal. Repaired wire reinstalled headliner and over head DVD console assembly. Retest interior lamp circuit and all lamps work as designed. 5) car has stalled for 7 to 10 minutes on 2 different occasions. Diagnose DTC P0461 present fuel levels sensor #1 performance TSB flash erroneous DTC. Flash update PCM, road tested prior and after update vehicle; did not stall

IS WORKING PROPERLY. CLOSE MJO7

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**Customer Assistance Inquiry Record (CAIR)#****17344308**

<b>Vin</b>	1C4GP45R6	5E	<b>Open Date</b>	03/21/2008	<b>Build Date</b>	03/29/2005
<b>Model Year</b>	05	<b>Body</b>	RSYH52	CHRYSLER TOWN & COUNTRY FWD SWB WAGON		
<b>In Service Dt</b>	06/27/2005	<b>Dealer</b>	9999	<b>Dealer Zone</b>		<b>Mileage</b> 67,700
<b>Name:</b>					<b>Contact Type</b>	E-MAIL
<b>Address</b>					<b>Home Phone</b>	
	WEBSTER NY				<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default

Air Bag light just came on.

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

Air Bag light just came on. Appears there is a recall on this subject but have not received a written notice on my car.

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

Purchased New or Used? New

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

Air Bag light just came on. Appears there is a recall on this subject but have not received a written notice on my car.

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

We understand your concern and appreciate the time and effort you took to write this email to us.

In response to your mail regarding the recall, our records indicate that your vehicle is not involved in any incomplete recall campaign. If your vehicle is involved in a future recall campaign, you will be notified promptly by mail.

Furthermore, we suggest that you give your local dealer the opportunity to assist you. Their service personnel have the factory training, equipment and information available to diagnose and correct concerns with our vehicles.

If we can be of any further assistance, please contact us.

[http://www.chrysler.com/wccs/brand\\_forms/us/reply.jsp?trk\\_ID=KM\\_TRACKING\\_STRING\\_KM&](http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KM_TRACKING_STRING_KM&)

Thanks again for your email. We appreciate your business with us.

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



\* \* \* \* \*

Customer states she is calling back with dealer diagnosis. Customer states that the dealer has agreed to pay for parts and labor but the diagnosis will be at the customer s expense. Agent informs customer that if the dealer is offering goodwill then CCAC cannot offer any additional goodwill for this issue. Customer asks if this issue is a safety issue that they must get resolved. Agent informed customer that only the dealer could inform them if this issue is a safety issue. Customer states they will just let it go then. Customer disconnected call.

DSA dealership offered a goodwill adjustment which was reaffirmed by call center personnel closing call as information provided to owner and goodwill offer made for out of warranty concern.paf

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**Customer Assistance Inquiry Record (CAIR)#****17347530**

<b>Vin</b>	2C8GP64L0	5R	<b>Open Date</b>	03/24/2008	<b>Build Date</b>	06/29/2005	
<b>Model Year</b>	05	<b>Body</b>	RSYS53	CHRYSLER TOWN & COUNTRY LTD FWD LWB WAGON			
<b>In Service Dt</b>	07/22/2005	<b>Dealer</b>	66231	<b>Dealer Zone</b>	42	<b>Mileage</b>	44,000
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	PINCKNEY MI					<b>Country</b>	UNITED STATES

Corporate - Recall - Default - Default - Default	Agent advised there are no incomplete recalls
Product - Body / Trim / Paint Finish - Body Hardware - Rusted - Unknown	Caller advised a brass fitting is rusted
Corporate - Lost Customer - Default - Default - Default	Caller advised she will not buy another Chrysler
Dealer - Service/Body Shop - Transaction - Excessive Service Costs - Default	Customer has an issue with the costs at the dealership
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Dealer is addressing issue with airbag light

Customer felt that the repair of the airbags was a recall related issue and felt that the dealership charges were unfair. The Agent told the customer that there were no pending recalls related to airbags. Asked her to call the 1-80-992-1997 Number to get in touch with the CAC

Purchased New or Used? new

If Used, date purchased? na Mileage? na

From whom did customer purchase used vehicle?

na

The caller advised that the brass oring on her vehicle needs to be replaced and th edealer advised her it will be \$185 to replace. Caller advise fthe airbag light was on but the dealer is addressing the issue with that under warranty. Caller feels th eOring should be covered as a recall. Agent advised caller there is not a recall on her vehicle and recalls are vehicle identification number specific. Caller advised she would not buy another Chrysler

**Customer Assistance Inquiry Record (CAIR)#****17347905**

<b>Vin</b>	2C8GP64L0	5R	<b>Open Date</b>	03/24/2008	<b>Build Date</b>	06/18/2005	
<b>Model Year</b>	05	<b>Body</b>	RSYS53	CHRYSLER TOWN & COUNTRY LTD FWD LWB WAGON			
<b>In Service Dt</b>	07/27/2005	<b>Dealer</b>	60230	<b>Dealer Zone</b>	51	<b>Mileage</b>	37,021
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	BUFFALO GROVE IL					<b>Country</b>	UNITED STATES

Referral - Tier Two - Internal Escalation - Authorization - Default	Customer is seeking assistance with a repair.
Corporate - Recall - Default - Default - Default	Customer seeking recalls.
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer states air bag sensors are defective.
Product - Body / Trim / Paint Finish - Seat Upholstery - Split, Cut, Torn - Unknown	Stated the seat has a small tear in it.

**\*\*\*\*\*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 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 called in stating that his vehicle is at dealer 60230 for an issue with the air bag sensors. The customer stated that the dealer has diagnosed the vehicle and the sensors need replacement. The customer stated he was told the recall did not exist on the vehicle and the warranty is out by a few thousand miles. The customer is wanting to see if Chrysler can do anything to help the customer with the repairs. Due to no recall the customer was transferred to CCAC.

**\*\*\*\*Begin structured narrative T2 - GOODWILL ESCALATION**

What is the customer requesting from Chrysler?

Customer is seeking assistance with the repair of the air bag sensor.

How far out of warranty is the vehicle/repair by time and/or mileage?  
2,000 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?

4

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**

Customer is seeking assistance with the repair of the air bag sensor.

Agent consulted with VLB21. Agent transferred customer for further review.

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 air bag issue.

Agent called Dealer 60230, and spoke with the service manager, Joe.

Caller has been tot he dealer only four times.

Is not adverse to CCAC assisting the customer, and performing the repair at warranty rates.

Vehicle mileage is 37021.

Does not have warranty cost on hand, will call agent back with same.

Agent informed caller that agent was waiting for some information from the Service Manager.

Agent will call customer after dealer contact.

Agent provided caller with agent s contact information.  
Customer inquired about possible assistance with a tear in the seat.  
Agent informed customer that agent would discuss that with the service manager during dealer contact.

03/25

Customer left voice message inquiring as to status of request for assistance.

Agent called Dealer 60230, and spoke with the service manager, Joe.  
Joe stated that he took care of the repair under self authorization.

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<b>Customer Assistance Inquiry Record (CAIR)#</b>						<b>17347913</b>	
<b>Vin</b>	2C4GP54L1	5R	<b>Open Date</b>	03/25/2008	<b>Build Date</b>	04/02/2005	
<b>Model Year</b>	05	<b>Body</b>	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON			
<b>In Service Dt</b>	07/07/2005	<b>Dealer</b>	23523	<b>Dealer Zone</b>	32	<b>Mileage</b>	48,000
<b>Name:</b>						<b>Contact Type</b>	E-MAIL
<b>Address</b>						<b>Home Phone</b>	
	CLARENCE CENTER NY					<b>Country</b>	UNITED STATES
Corporate - Recall - Default - Default - Default				Customer is inquiring about the recall.			

\*\*\*\*\* EMAIL BRIEF DESCRIPTION CONTENT \*\*\*\*\*  
 airbag light is on in van. Other similar vehicles are on recall for this.  
 \*\*\*\*\* END EMAIL BRIEF DESCRIPTION CONTENT \*\*\*\*\*  
 Purchased New or Used? New  
 \*\*\*\*\* BEGIN CUSTOMER EMAIL \*\*\*\*\*  
 The airbag light remains on in our van.  
 \*\*\*\*\* BEGIN EMAIL RESPONSE \*\*\*\*\*  
 NAN as customer has been answered by the agent for the same question.  
 \*\*\*\*\* END EMAIL RESPONSE \*\*\*\*\*

**Customer Assistance Inquiry Record (CAIR)#****17349503**

<b>Vin</b>	2D4GP44L3	6R	<b>Open Date</b>	03/24/2008	<b>Build Date</b>	10/19/2005	
<b>Model Year</b>	06	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	12/16/2005	<b>Dealer</b>	42921	<b>Dealer Zone</b>	74	<b>Mileage</b>	62,500
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	SAINT CLOUD MN					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Airbag light on.
Product - Electrical - Unknown - Corrosion/Rusty - Default	Airbag sensor corroded
Referral - Tier Two - Internal Escalation - Authorization - Default	Seeking assistance with airbag sensors

Purchased New or Used? New

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

From whom did customer purchase used vehicle? N/A

Caller says that his airbag light has come on and he was told that the sensors were corroded. He vehicle is currently at the dealership. He is seeking assistance with the repair. Transferred for further review per DJP99.

\*\*\*\*Begin structured narrative T2 - GOODWILL ESCALATION

What is the customer requesting from Chrysler?

Seeking assistance with airbag sensors

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

26000 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?

2

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 T2 - GOODWILL ESCALATION

Customer transferred to the internal Tier 2 escalation line for further review of concern. Robin can be reached at extension 69472.

Customer calling seeking assistance with repairs to air bag sensors.

Customer is original owner of this vehicle and one other Chrysler vehicle. Agent called dealer and left message for service manager. Agent offered customer a call back.

Agent called dealer and spoke to Glen service manager who states that vehicle needs front air bag sensors. Glen states he has offered customer a 50/50 split. Agent advised Glen that Chrysler will back him on that offer. Glen to call customer.

\*\*\*\*\*

Customer seeking goodwill assistance. Informed him about the notes on the records and inquired about the call from the dealer. Customer informed that dealer called and informed about the 50-50 Assistance. Customer seeking more assistance so transferred to Tier 3

\*\*\*\*\*

Owner states he was informed he would have to pay 300.00.

Called dealer service manager Glen on owners behalf who states owners cost would be about 152.00.

Writer informed owner of above and concurred with dealers decision.

**Customer Assistance Inquiry Record (CAIR)#****17352510**

<b>Vin</b>	1D8GP24R2	5E	<b>Open Date</b>	03/25/2008	<b>Build Date</b>	04/21/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON			
<b>In Service Dt</b>	06/29/2005	<b>Dealer</b>	60085	<b>Dealer Zone</b>	42	<b>Mileage</b>	47,000
<b>Name:</b>						<b>Contact Type</b>	FAX
<b>Address</b>						<b>Home Phone</b>	
	HOLLAND MI					<b>Country</b>	UNITED STATES

Recall - F10: - Advise Owner/Incomplete Recall	Advised of incomplete recall.
Product - Body / Trim / Paint Finish - Air Bag - Other - Unknown	Airbag sensor is being replaced.
Referral - Tier Two - Internal Escalation - Authorization - Default	Seeking assistance with repair.

Purchased New or Used? used

If Used, date purchased? 2/2/06 Mileage? 5000

From whom did customer purchase used vehicle?

CDJ dealer - 60085

\*\*

Customer is calling because she is having a front air bag sensor replaced and she is concerned that this is the same part that was recalled on the regular Caravans. She wants to know why it is not recalled on the Grand Caravans. Writer explained how recalls are determined. Customer asked if she could send her receipts for reimbursement and writer offered to transfer her for consideration. Writer also advised of incomplete recall.

\*\*\*\*Begin structured narrative T2 - GOODWILL ESCALATION

What is the customer requesting from Chrysler?

Air bag sensor

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

11,000 miles, under time

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

no

Is the customer the original owner of this vehicle?

no, second

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

two

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

Owner seeks reimbursement for front airbag sensor replaced by dealer # 60085. Owner stats that total cost of repair is \$270.00. As goodwill, due to lower miles, and safety item, writer agreed to reimburse owner total cost of \$170.00 for repair. Owner will fax dealer invoice, and copy of credit card statement to writer for review. Owner is happy with goodwill offer.

Writer received owners fax including dealer invoice, and credit card statement showing proof of payment to dealer. Writer contacted owner and left voice message advised owner that reimbursement check for \$170.00 for repair will be sent to owner.

POSTMARK DATE: 041508; DATE RECEIVED: 041508

**Customer Assistance Inquiry Record (CAIR)#****17352606**

<b>Vin</b>	2C4GP54L4	5R	<b>Open Date</b>	03/25/2008	<b>Build Date</b>	03/29/2005	
<b>Model Year</b>	05	<b>Body</b>	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON			
<b>In Service Dt</b>	06/03/2005	<b>Dealer</b>	64777	<b>Dealer Zone</b>	42	<b>Mileage</b>	55,110
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	HUBBARD OH					<b>Country</b>	UNITED STATES

Referral - Tier Two - Internal Escalation - Authorization - Default	Customer seeking assistance with the cost of the repair on the vehicle.
Corporate - Recall - Default - Default - Default	Customer states she is having the issues with the recall.
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer states the air bag light keeps coming on.

**\*\*\*\*Begin structured narrative T2 - GOODWILL ESCALATION**

What is the customer requesting from Chrysler?

Assistance with the cost of the repair on the vehicle.

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

21110 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?

4

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**

Purchased New or Used? new

If Used, date purchased? na Mileage? na

From whom did customer purchase used vehicle?

CDJ dealer na

Customer called seeking recall information. Customer states the vehicle s air bag sensor light is coming on in the vehicle. Customer states they live in Ohio which is a salt state. Customer states the issue that she is having is the same one as the recall. Agent advised the customer that recalls were Vehicle Identification Number specific and the particular recall she is referring too is not on this vehicle.

Customer is now seeking assistance with the cost of repairs on the vehicle. Customer states the dealer will have to replace the air bag sensor on the vehicle. Agent consulted with SHM9 and transferred the customer for further review.

**Customer Assistance Inquiry Record (CAIR)#****17352945**

Vin	2C4GP44R0	5F	Open Date	03/25/2008	Build Date	04/21/2005	
Model Year	05	Body	RSYH53	CHRYSLER TOWN & COUNTRY LX FWD LWB WAGON			
In Service Dt	05/09/2005	Dealer	44876	Dealer Zone	32	Mileage	70,000
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	FAIRPORT NY					Country	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Other - Unknown

Customer wants goodwill assistance.

Customer wants goodwill assistance. Agent escalated to T3 for further assistance.

Purchased New or Used? Used

If Used, date purchased? 12/23/05 Mileage? Unknown

From whom did customer purchase used vehicle? Other dealer

Customer calling in stating that the rightside air bag sensor needs to be replaced. Customer seeking assistance with repair. Agent consulted with RJ16. Agent transferred customer to tier two.

Agent could not add reason code, file is in 82h s in basket.

Owner/Customer was informed that Chrysler

Corporation would not participate in the repair since the vehicle has expired the warranty period by considerable time/miles or time and miles.



**Customer Assistance Inquiry Record (CAIR)#****17358603**

<b>Vin</b>	2D4GP44L3	7R	<b>Open Date</b>	03/26/2008	<b>Build Date</b>	10/31/2006	
<b>Model Year</b>	07	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT LWB WAGON			
<b>In Service Dt</b>	11/01/2006	<b>Dealer</b>	42277	<b>Dealer Zone</b>	32	<b>Mileage</b>	38,000
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	HIGHLAND PARK NJ					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Air bag light is coing on.
Referral - Tier Two - Internal Escalation - Authorization - Default	Seeking assistance.

Purchased New or Used? used  
If Used, date purchased? 11/07 Mileage? 32000  
From whom did customer purchase used vehicle?  
Other dealer  
\*\*

Customer states the airbag light is on and he has researched online and finds that Chrysler has had a lot of problems with this issue. He would like for Chrysler to take care of this issue. Vehicle has not been to a dealer.

\*\*\*\*Begin structured narrative T2 - GOODWILL ESCALATION

What is the customer requesting from Chrysler?

Air bag light repair

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

2000 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?

two

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 T2 - GOODWILL ESCALATION

**Customer Assistance Inquiry Record (CAIR)#****17361533**

<b>Vin</b>	1D4GP24R5	5E	<b>Open Date</b>	03/27/2008	<b>Build Date</b>	04/29/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON			
<b>In Service Dt</b>	05/03/2005	<b>Dealer</b>	67561	<b>Dealer Zone</b>	42	<b>Mileage</b>	55,000
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	ELYRIA OH					<b>Country</b>	UNITED STATES

Corporate - Warranty Coverage - Default - Default - Default	Customer needed warranty information.
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer states that the air bag light is on.
Referral - Tier Two - Internal Escalation - Authorization - Default	

Customer's vehicle is out of warranty. Air bag is not functioning. Wanted to talk to supervisor. Customer Hung up.

Purchased New or Used? Used

If Used, date purchased? 05/08/06 Mileage? 27358

From whom did customer purchase used vehicle? other dealer

Customer states that his air bag light is on and is seeking assistance since his vehicle is out of warranty by mileage.

Agent is transferring to tier two as per MDF34 due to this being a safety issue.

TRANSFER CALL -- owner with air bag issues and dealer told him he would need to replace both of the sensors....vehicle is under 3yrs old with 55K miles....spoke to Brad in service and he confirmed that the right front sensor and wiring is bad and the left front probably will need replacing as well....vehicle is well maintained...writer agreed to cover full cost minus \$50 co-pay as goodwill...dealer to call with mileage and cost when complete.....ltn

Dealer advises repairs completed at total cost of \$247.90 minus \$50 co-pay to owner

writer approved PA claim for \$197.90 as submitted on this date.....ltn

**Customer Assistance Inquiry Record (CAIR)#****17362407**

<b>Vin</b>	2A8GP54L2	6R	<b>Open Date</b>	03/27/2008	<b>Build Date</b>	10/22/2005	
<b>Model Year</b>	06	<b>Body</b>	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON			
<b>In Service Dt</b>	01/16/2006	<b>Dealer</b>	68549	<b>Dealer Zone</b>	32	<b>Mileage</b>	27,000
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	MONTVILLE NJ					<b>Country</b>	UNITED STATES

Product - Wheels and Tires - Tires - Excessive Tire Wear - Unknown	Customer had to get the tires replaced.
Product - Steering - Power Rack and Pinion / Gear - Leaks - Default	Customer has issues getting part.
Product - Suspension - Unknown - Noisy - Front	Customer has issues with front end.

Purchased New or Used? New

If Used, date purchased? NA Mileage? NA

From whom did customer purchase used vehicle?

CDJ dealer

Customer states the lease is up on the vehicle. He states he is disappointed with the experience getting the vehicle fixed. He states the independent told him the rack and pinion is leaking. He states the parts are on back order according to Loman a local dealer. He states he had previous issues with the tires. Customer states there is an issue with front end being noise and the air bag light is on. Customer states he wants to know when the rack and pinion is going to come off of back order. Agent called dealer 68549 and spoke with Carmine. Carmine states the part came in yesterday. Agent advised customer of this information and advised to call and make an appointment.

**Customer Assistance Inquiry Record (CAIR)#****17362881**

<b>Vin</b>	2D4GP44L6	5R	<b>Open Date</b>	03/27/2008	<b>Build Date</b>	04/05/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	04/29/2005	<b>Dealer</b>	41356	<b>Dealer Zone</b>	42	<b>Mileage</b>	65,000
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	GRAND RAPIDS MI					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Other -  
Unknown

States that he is seeking reimbursement for the RS impact sensor.

Purchased New or Used? New

If Used, date purchased? na Mileage? na

From whom did customer purchase used vehicle?

na

The customer states he was previously speaking with ADB52 and he was informed that CCAC would be reimbursing him for the RS impact sensor replacement and he states that he has sent in his information and he is inquiring on his reimbursement request. The customer was informed that as of 3/27/08 that his information has not been scanned into the system and that the reimbursement process can take up to 6-8 weeks and he understands and was provided with his reference number.

Customer is seeking an update on his file. Agent informed customer the information has not been processed into the system and informed him he would be contacted once the information is reviewed. Agent informed customer a time limit could not be given on how long the process could take.

Customer called to see the status of the letter he sent us. Advised the customer that the letter has been received and its under review. Customer understood

Customer called for same. Agent transferred to tier3.

Customer called in to know about the status of the case. Agent informed the customer that as in for now we have not yet received any receipts and advised the customer to send us the duplicate copies at the mailing address as she has already submitted the original last time.

\*\*\*\*\*

Customer calls in for the same. Agent transferred to tier3.

**Customer Assistance Inquiry Record (CAIR)#****17362908**

Vin	2C4GP44R2	5R	Open Date	03/27/2008	Build Date	06/18/2005	
Model Year	05	Body	RSYH53	CHRYSLER TOWN & COUNTRY LX FWD LWB WAGON			
In Service Dt	06/18/2005	Dealer	62082	Dealer Zone	74	Mileage	42,628
Name:						Contact Type	LETTER
Address						Home Phone	
	SAINT PAUL MN					Country	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Other -  
Front Passengers Side

Customer seeking reimbursement for left front air bag  
sensor replacement.

POSTMARK DATE: 031908; DATE RECEIVED: 032608

As agreed and approved by the previous agent, customer has sent the documents seeking reimbursement for left front air bag sensor replacement for \$289.35. Agent submitting check request.

04/17/08 MN258, the check amount is approved. Please contact the customer & review, update the check screen with any name/address changes, and reassign the CAIR back to NJI for check approval. Thank you...nji

The check amount has been approved for \$289.35. Agent called the customer on on 04/18/08 at 08:20 a.m. CST. Customer was not available, customer s wife spoke with the agent. Agent informed that the reimbursement has been approved and provided the amount being approved. Agent confirmed the mailing address for sending the check. Customer s wife confirmed the address which was on the account for sending the check. Agent advised that a reimbursement check would be sent to the address on the file and that they should receive the check within 30 days. Agent also advised the customer to call 1-800-992-1997 if the check is not received in 30 days and reference number was also provided. Agent reassigning the check to NJI for approval.  
04/18/08 Check approved...nji

**Customer Assistance Inquiry Record (CAIR)#****17363202**

Vin	1D4GP45RX	5E	Open Date	03/27/2008	Build Date	06/22/2005	
Model Year	05	Body	RSKH52	DODGE CARAVAN SXT FWD SWB WAGON			
In Service Dt	01/27/2006	Dealer	59732	Dealer Zone	32	Mileage	61,000
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	CORFU NY					Country	UNITED STATES

Corporate - Recall - Default - Default - Default	Customer seeking recalls.
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer states light was diagnosed as bad sensor.
Referral - Tier Two - Internal Escalation - Authorization - Default	Tier two referral

**\*\*\*\*\*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 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 called in stating that she was told by a local independent that she has her oil changed at that her air bag light that they diagnosed for the customer showed that she had at least one bad air bag sensor. The customer wanted to see if the recall was on her vehicle. The agent advised the customer that the recall was not on her vehicle. The customer stated that she was told of a extended coverage on the air bag sensors. The agent advised the customer that another department will look into the matter further for her and then she was transferred to CCAC.

**\*\*\*\*Begin structured narrative T2 - GOODWILL ESCALATION**

What is the customer requesting from Chrysler?

Customer seeking assistance with the air bag light

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

25,000 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?

2

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 T2 - GOODWILL ESCALATION**

Customer seeking assistance with an air bag light. Agent transferred for further review.

**\*\*\*\*\*RECALL CONTACT\*\*\*\*\***

Customer called stating that she was on hold and did not get to speak with a agent about her goodwill request. Agent conferred with NAH15 and retransferred customer to Tier Two for assistance.

\*\*\*Owner requests assistance on a 'recall' but there is no recall on this vehicle that pertains to the airbag sensor. She gave me an ID of 07V192000. Writer explained how recalls are determined and that the id number she gave me is not for a recall but possibly a warranty letter or tsb. Writer declined to assist on repairing this since a dealer has not evaluated it and determined if this is something that the manufacturer would cover.

**Customer Assistance Inquiry Record (CAIR)#****17363222**

<b>Vin</b>	2D4GP44L0	5R	<b>Open Date</b>	03/27/2008	<b>Build Date</b>	06/30/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	07/30/2005	<b>Dealer</b>	42267	<b>Dealer Zone</b>	42	<b>Mileage</b>	45,000
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	DELTON MI					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Air bag sensor was replaced.
Referral - Tier Two - Internal Escalation - Authorization - Default	Reimbursement for air bag sensors and sway bar joints.
Corporate - Recall - Default - Default - Default	Seeking incomplete recalls on air bag sensor.
Product - Suspension - Torsion / Sway Bars - Vibration - Front	Sway bar joints had to be replaced.

**\*\*\*\*Begin structured narrative T2 - GOODWILL ESCALATION**

What is the customer requesting from Chrysler?

Reimbursement for air bag sensors and sway bar joints.

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

9 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?

four

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**

Purchased New or Used? NEW

If Used, date purchased? Mileage?

From whom did customer purchase used vehicle?

CDJ dealer

Owner calling in seeking if there is a recall on his air bag sensors or his sway bars due to having to have both replaced. Writer advised customer that the vehicle does not show a recall for either of these issues. Customer is seeking reimbursement for the repairs due to him feeling that this is earlier failure. Agent reviewed customer s file and he owns 2 new vehicles and 2 used vehicles with no service contracts and no in warranty repairs. Agent will transfer to Tier Two for further assessment of the customer s request due to time outside of warranty. Owner seeking reimbursement for air bag sensor at 45000 miles. Agent declined.

**Customer Assistance Inquiry Record (CAIR)#****17366176**

<b>Vin</b>	2D4GP44LX	6R	<b>Open Date</b>	03/28/2008	<b>Build Date</b>	03/25/2006	
<b>Model Year</b>	06	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	04/15/2006	<b>Dealer</b>	45331	<b>Dealer Zone</b>	42	<b>Mileage</b>	36,480
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	PORT CLINTON OH					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer states the air bag light has came on 2 times.
Product - Electrical - Battery - Other - Default	Customer states the battery light came on.
Product - Brakes - Unknown - Brake/Parking Brake Lamp On/Flashing - Default	customer states the ABS light keeps coming on

Purchased New or Used? New

If Used, date purchased? na Mileage? na

From whom did customer purchase used vehicle?

na

Cusotmer states she is having issues with the vehicle. She states she had an air bag sensor and connector was replaced. She states the ABS light came on and they had to replaced the right rear wheel speed sensor. She states the air bag light came on again and it would not bring up a code. She states the motor on the right side door had to be replaced. She states the air bag light came on again and this time it the left sensor. The cusotmer states the battery light came on today and went off again. The customer states she is concerned about the vehicle. She states she is nervous because what if the air bag deploys when she is driving. The customer states there is nothing wrong with the vehicle yet. The agent advised the customer that she would document the concerns and if she has anymore problems to give us a call and we could get additional parties involved at that time. The agent advised the customer of the reference number.



**Customer Assistance Inquiry Record (CAIR)#****17366889**

<b>Vin</b>	1C4GP45R7	5E	<b>Open Date</b>	03/28/2008	<b>Build Date</b>	06/20/2005	
<b>Model Year</b>	05	<b>Body</b>	RSYH52	CHRYSLER TOWN & COUNTRY FWD SWB WAGON			
<b>In Service Dt</b>	06/25/2005	<b>Dealer</b>	68225	<b>Dealer Zone</b>	42	<b>Mileage</b>	37,600
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	BRUNSWICK OH					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Air bag light on.
Product - Engine - Unknown - Check Engine Lamp On/Flashing - Default	Check engine light on
Referral - Tier Two - Internal Escalation - Authorization - Default	Seeking assistance with air bag, check engine light & hesitation.
Product - Drivability - Unknown - Hesitation/No Power - Default	Vehicle hesitating.

Purchased New or Used? New

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

From whom did customer purchase used vehicle? N/A

Caller says her lease is up in September. She says her airbag and check engine light is on. She says the vehicle sometimes hesitates. She says all of this just started happening within the last week. Transferred for further review per VLB21.

\*\*\*\*Begin structured narrative T2 - GOODWILL ESCALATION

What is the customer requesting from Chrysler?

Seeking assistance with air bag, check engine light & hesitation.

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

1600 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?

2

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 T2 - GOODWILL ESCALATION

Writer took call on 3/28/08 owner wants assistance with airbag light and hesitation concerns. Advised owner to have dealer inspect willing to assist as goodwill vehicle less than 2000 miles past warranty. Dealer will inspect then call writer direct with repair information decision on assistance will be made then.

May warranty repair parts and labor as goodwill if no neglect.

**Customer Assistance Inquiry Record (CAIR)#****17371461**

<b>Vin</b>	2D4GP44L6	5R	<b>Open Date</b>	03/31/2008	<b>Build Date</b>	07/04/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	07/21/2005	<b>Dealer</b>	42189	<b>Dealer Zone</b>	42	<b>Mileage</b>	49,000
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	TRENTON MI					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default

Customer states air bag light came on.

Purchased New or Used? New  
If Used, date purchased? NA Mileage? NA  
From whom did customer purchase used vehicle? NA  
Customer states took vehicle to dealer today. He states dealer replaced part for free and charged him labor. He states part of the air bag sensor was corroded. He states he has a customer satisfaction notice. He states the air bag light had come on. Customer states the repair should be covered. Customer seeking reimbursement for the labor. Agent consulted with KLB73. Agent advised customer assistance is denied. Agent advised customer if the issue becomes a recall he can submit for review for reimbursement. Customer states Dodge has just lost a customer.

**Customer Assistance Inquiry Record (CAIR)#****17371575**

<b>Vin</b>	1D4GP45R6	5E	<b>Open Date</b>	03/31/2008	<b>Build Date</b>	02/01/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKH52	DODGE CARAVAN SXT FWD SWB WAGON			
<b>In Service Dt</b>	02/23/2005	<b>Dealer</b>	43666	<b>Dealer Zone</b>	32	<b>Mileage</b>	38,581
<b>Name:</b>						<b>Contact Type</b>	FAX
<b>Address</b>						<b>Home Phone</b>	
	CHEEKTOWAGA NY					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer states the air bag sensor needs replaced.
Referral - Tier Two - Internal Escalation - Authorization - Default	Tier two referral

**\*\*\*\*Begin structured narrative T2 - GOODWILL ESCALATION**

What is the customer requesting from Chrysler?

Customer seeking reimbursment of the air bag sensor

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

2,581 miles and 1 month

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?

yes

**\*\*\*\*End structured narrative T2 - GOODWILL ESCALATION**

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 the vehicle was at the dealer to have an airbag sensor replacement. Customer seeking reimbursement for the repair and agent transferred for further review.

\*\*\*\*\*

Informed owner to fax writer a copy of receipt / proof of payment.

States he will fax the end of this week.

Provided fax number 248 512-8084.

Received fax from owner. Based on low mileage and just out of warranty writer will reimburse 232.39

Called owner to inform.

No assistance with tire rotation at 19.95.

POSTMARK DATE: 040208; DATE RECEIVED: 040208

**Customer Assistance Inquiry Record (CAIR)#****17375468**

<b>Vin</b>	2C4GP54L0	5R	<b>Open Date</b>	04/01/2008	<b>Build Date</b>	05/12/2005	
<b>Model Year</b>	05	<b>Body</b>	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON			
<b>In Service Dt</b>	06/29/2005	<b>Dealer</b>	67031	<b>Dealer Zone</b>	74	<b>Mileage</b>	42,000
<b>Name:</b>						<b>Contact Type</b>	FAX
<b>Address</b>						<b>Home Phone</b>	
	ST LOUIS PARK MN					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing  
- Default

Customer complaining about the air bag  
lamp.

Customer complaining about the air bag lamp and wants Chrysler to participate in the repairs as it is a safety feature. Agent transfered the call to Tier 3 for further handling.  
Writer took call on 4/1/08 owner wants reimbursement for airbag sensor repair due to safety issue writer agreed to reimburse full repair cost owner to fax in dealer receipt will verify and reimburse when received. Customer faxed in dealer receipt total cost was \$375.07 writer reimbursed that amount as goodwill customer is satisfied.  
POSTMARK DATE: 040108; DATE RECEIVED: 040208

**Customer Assistance Inquiry Record (CAIR)#****17376118**

<b>Vin</b>	2A4GP54L1	6R	<b>Open Date</b>	04/01/2008	<b>Build Date</b>	08/06/2005	
<b>Model Year</b>	06	<b>Body</b>	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON			
<b>In Service Dt</b>	09/20/2005	<b>Dealer</b>	44707	<b>Dealer Zone</b>	42	<b>Mileage</b>	49,900
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	BUCYRUS OH					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Caller claims to have an issue with his airbag sensor.
Referral - Tier Two - Internal Escalation - Authorization - Default	Transferred for further review of concerns.

Purchased New or Used? Used

If Used, date purchased? 1-15-08 Mileage? 30000

From whom did customer purchase used vehicle?

CDJ dealer

Caller claims to be having an issue with his right front airbag sensor.

Caller is seeking assistance with the repair.

Customer transferred to the internal Tier 2 escalation line for further  
review of concern per HAD9.

(FIRST NAME) can be reached at extension XXXXX.

\*\*\*\*Begin structured narrative T2 - GOODWILL ESCALATION

What is the customer requesting from Chrysler?

Repair assistance on airbag sensor.

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

13,000 miles

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

No

Is the customer the original owner of this vehicle?

No

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?

Yes

\*\*\*\*End structured narrative T2 - GOODWILL ESCALATION

Third owner just purchased vehicle last week, seeking out of warranty  
assistance with air bag sensor. Agent declined assistance.

**Customer Assistance Inquiry Record (CAIR)#****17376324**

<b>Vin</b>	1C4GP45R9	5E	<b>Open Date</b>	04/01/2008	<b>Build Date</b>	07/01/2005	
<b>Model Year</b>	05	<b>Body</b>	RSYH52	CHRYSLER TOWN & COUNTRY FWD SWB WAGON			
<b>In Service Dt</b>	09/28/2005	<b>Dealer</b>	23387	<b>Dealer Zone</b>	42	<b>Mileage</b>	37,928
<b>Name:</b>						<b>Contact Type</b>	LETTER
<b>Address</b>						<b>Home Phone</b>	
	HIGHLAND MI					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default

Customer seeking repair reimbursement.

POSTMARK DATE: 031708; DATE RECEIVED: 031908

In the previous CAIR 17304508, agent informed the customer that Chrysler will reimburse the customer as a gesture of goodwill. Agent contacted dealer (23387) and spoke with the Service Advisor Frank due to the Service Manager not being available and Frank stated the customer did pay for the front right and left impact sensors in the amount of \$281.16.

Reassigned to 81E for further handling. Case of Goodwill.

Purchased New or Used? NEW

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

From whom did customer purchase used vehicle?

CDJ dealer

Customer sent invoice from dealer 23387 for front impact sensor repair.

As well as proof of payment in the form of copy front and back of processed check.

Per CAIR 17304508 customer is to be reimbursed total amount of impact sensor repair as follows:

Parts 30.40

Labor 228.95

Total 259.35

Agent attempted to contact the customer on 4/1/08 at 2:25pm on the customer s cell phone. Agent unable to speak with customer. Agent left voicemail with CCAC telephone number, reference number and extension.

Agent attempted to contact the customer on 4/1/08 at 2:25pm on the customer s work phone listed on invoice. Agent unable to speak with customer, no listing for this person or her husband in company directory.

\*\*\*\*\*NEXT AGENT\*\*\*\*\*

If customer calls in, please verify name and address where customer would like check sent using standard check verification paragraph. Please advise customer check should arrive in the mail within the next thirty days.

Agent attempted to contact the customer on 4/2/08 at 9:28am on the customer s Home phone. Agent unable to speak with customer. Agent left voicemail with CCAC telephone number, reference number and extension.

Agent attempted to contact the customer on 4/2/08 at 9:30am on the customer s work phone. Agent unable to speak with customer. Agent left voicemail with CCAC telephone number, reference number and extension.

\*\*Due to goodwill offer being made in prior CAIR, and accepted by customer. Agent will generate and process check, mailing it to address on file for customer.

Customer calling in erence to LGP14. nfor

Customer calling in reference to call by LGP14. Informed him that check was processed and he should receive it in 7 to 10 business days. Also informed him of waiting for 30 days.

Customer states he and his wife are very appreciative of this assistance.

**Customer Assistance Inquiry Record (CAIR)#****17378164**

<b>Vin</b>	2D4GP44L0	6R	<b>Open Date</b>	04/01/2008	<b>Build Date</b>	02/13/2006	
<b>Model Year</b>	06	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	04/06/2006	<b>Dealer</b>	43140	<b>Dealer Zone</b>	51	<b>Mileage</b>	29,000
<b>Name:</b>						<b>Contact Type</b>	LETTER
<b>Address</b>						<b>Home Phone</b>	
	HOMER GLEN IL					<b>Country</b>	UNITED STATES

Corporate - Lemon Law - Default - Default - Default	Attorney letter
Product - Transmission / Transaxle - Automatic Trans / Transaxle - Hard Shifting - Default	Customer states vehicle has hard shifts going from 1st to 2nd
Product - Drivability - Unknown - Hesitation/No Power - Default	check engine light on
Product - Body / Trim / Paint Finish - Sheet Metal - Other - Door-Sliding	hard to open
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	light on
Product - Steering - Unknown - Noisy - Default	nois eon turns
Product - Body / Trim / Paint Finish - Sheet Metal - Corrosion/ Rusted - Unknown	
Product - Electrical - Navigation System - Unknown - Default	
Product - Electrical - Radio/Spkr/Clock/Antenna - Other - Default	

Customer has been into Svc Dept at 43140 multiple times in order to get hard-shift concern from 1st to 2nd gear addressed. Despite multiple attempts, issues persisted. Unit is apparently fixed now, yet for purpose of customer satisfaction will apply Svc Contract P770N. Processed a 7/70 Powertrain CSC on this date. Plan Code P770N. CSC # 32993352...mam50

POSTMARK DATE: 052108; DATE RECEIVED: 052808

\*\*\*\*\*

Check engine light on, transmission jerks-rough shift, electrical system-airbag light, radio, nav system. Noise on turns, rust on body, pinstripe problem. Sliding door hard to open.

\*\*\*\*\*

Krohn & Moss-Attorneys at Law-Final Opportunity to Repair Notice  
Attorney-Gregory Moss  
Reassigned to Business Center for review and handling. JSS15.

\*\*\*\*\*

Forwarded to the Office of General Counsel for review and handling...mam50

**Customer Assistance Inquiry Record (CAIR)#****17379654**

Vin	2D4GP44L7	5R	Open Date	04/02/2008	Build Date	04/19/2005	
Model Year	05	Body	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
In Service Dt	07/30/2005	Dealer	99999	Dealer Zone	32	Mileage	43,612
Name:						Contact Type	LETTER
Address						Home Phone	
	CICERO NY					Country	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default

Customer seeking reimbursement.

POSTMARK DATE: 032108; DATE RECEIVED: 040108

Customer mailed in the receipts and invoices of the repair and was looking for a reimbursement of \$331.88. Customer thought that the airbag sensors were covered under the service contract. Agent called up the dealer to confirm it. Agent was informed by the dealer that the service contract does not cover the airbag sensor. So the customer will not be reimbursed for this repair. Agent tried to call up the customer but reached the voicemail. So whenever the customer callsback inform the customer that she wont be reimbursed for the repair she is looking for.



**Customer Assistance Inquiry Record (CAIR)#****17379855**

<b>Vin</b>	1D4GP24R5	5E	<b>Open Date</b>	04/02/2008	<b>Build Date</b>	06/29/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON			
<b>In Service Dt</b>	09/30/2005	<b>Dealer</b>	68786	<b>Dealer Zone</b>	32	<b>Mileage</b>	42,606
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	HAVERHILL MA					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer states that the air bag light is on.
Referral - Tier Two - Internal Escalation - Authorization - Default	

\*\*\*\*Begin structured narrative T2 - GOODWILL ESCALATION

What is the customer requesting from Chrysler?

assistance with air bag light being on

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

6606 miles

not out 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?

no-bought with 1,406 miles

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

4

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

Purchased New or Used? used

If Used, date purchased? 1405 Mileage? 12/30/05

From whom did customer purchase used vehicle? CDJ dealer

CDJ dealer

Customer states that the airbag light is on and they will have to replace the right front sensor and harness. Customer states that this will cost him \$316.00 and is seeking assistance for the repairs.

The vehicle is at dealer 68786 right now for the repairs.

Agent is transferring the call to tier two as per MDF34 for review, as the vehicle is barely outside of warranty.

Owner states that the vehicle is currently at the dealership, and that he didn't review his request with the dealership before calling the CAC.

The dealer is SuperDSA. Spoke with Parts and Service Director Jeff Kelley, who states that he is willing to offer a 50/50 split. Jeff states that this is not a good servicing customer, and that the vehicle was not purchased at this dealership. Informed owner of the offer, and referred him to his service advisor.

**Customer Assistance Inquiry Record (CAIR)#****17380676**

<b>Vin</b>	2A4GP54L7	6R	<b>Open Date</b>	04/02/2008	<b>Build Date</b>	09/27/2005	
<b>Model Year</b>	06	<b>Body</b>	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON			
<b>In Service Dt</b>	11/29/2005	<b>Dealer</b>	68225	<b>Dealer Zone</b>	42	<b>Mileage</b>	49,000
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	BRUNSWICK OH					<b>Country</b>	UNITED STATES

Product - Emissions - EGR System - Failed Test - Default	EGR Valve Failure
Referral - Tier Two - Internal Escalation - Authorization - Default	Seeking Goodwill Assistance
Product - Steering - Power Rack and Pinion / Gear - Worn - Default	Steering Rack Failure

**\*\*\*\*\*BEGIN NARRATIVE\*\*\*\*\***

Purchased New or Used? NEW

If Used, date purchased? NA

Mileage? NA

From whom did customer purchase used vehicle? CDJ Dealer

Customer states the following:

D4ealer has found that the EGR valve needs replacing onthe vehicle.

Failed emissions test. Also requires steering rack replacement. and alignment. Service Contract is paying for the steering rack with a \$1009.00 deductible from customer. EGR valve is not covered nor is the alignment. Customeris seeking goodwill relief for these concerns.

**\*\*\*\*Begin structured narrative T2 - GOODWILL ESCALATION**

What is the customer requesting from Chrysler?

Financial assistance with out of warranty repairs

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

13,000 miles/

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

Contract yes, coverage, no.

Is the customer the original owner of this vehicle?

yes

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

4

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**

Received call.

Owner seeking additional assistance.

Owner was provided with a one-time goodwill adjustment last month for air bag impact sensors.

Declined Assistance for current needed repairs to EGR valve/front end alignment.

Final decision.

Owner understands.

**Customer Assistance Inquiry Record (CAIR)#****17381432**

<b>Vin</b>	2D4GP44L8	5R	<b>Open Date</b>	04/02/2008	<b>Build Date</b>	04/15/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	07/21/2005	<b>Dealer</b>	59244	<b>Dealer Zone</b>	42	<b>Mileage</b>	32,661
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	WEST LAFAYETTE OH					<b>Country</b>	UNITED STATES

Corporate - CNA Change - Default - Default - Default	Agent updated customer as new owner.
Corporate - Warranty Transfer - Default - Default - Default	Customer seeking information on powertrain transfer.
Corporate - In Service Date - Default - Default - Default	Customer seeking inservice date.
Corporate - Recall - Default - Default - Default	Customer seeking recall information.
Corporate - Warranty Coverage - Default - Default - Default	Customer seeking warranty coverage.

Purchased New or Used? USED

If Used, date purchased? 04/02/2008 Mileage? 32661 miles

From whom did customer purchase used vehicle? Auction

Customer seeking inservice date. Agent provided. Customer asked coverage on vehicle. Agent advised of 3/36 and optional 7/70 powertrain with \$150.00 fee. Customer thanked. Customer states airbag light on and wondering about recalls. Agent advised no incomplete recalls, but because vehicle is under warranty it can be taken to a dealership to be repaired per terms of warranty. Customer thanked and declined reference number.

**Customer Assistance Inquiry Record (CAIR)#****17382181**

<b>Vin</b>	2D4GP44L8	5R	<b>Open Date</b>	04/02/2008	<b>Build Date</b>	06/03/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	07/10/2005	<b>Dealer</b>	42731	<b>Dealer Zone</b>	32	<b>Mileage</b>	24,747
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	BROOKLINE MA					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Other - Front - Driver	Seeking an update on his file about air bag sensor
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Purchased New or Used? New  
If Used, date purchased? NA Mileage? NA  
From whom did customer purchase used vehicle? NA  
Customer states that he is seeking an update on his air bag sensor issue.  
He still feels that he should not have had to pay for the repair and wants reimbursement for the repair. He states he has not heard from the service manager at the dealership yet. Agent contacted the dealership and spoke to Joe the service manager. Joe stated that they were no longer an authorized dealership and he has not seen his district manager yet. Joe stated that he had saved the parts of the sensor for her to examine and the district manager was supposed to come by the dealership either Thursday or Friday of this week. Agent advised customer since it was not covered at the time of the repair, the only person who could overturn that decision was the district manager and to continue to work with Joe to resolve this issue.

**Customer Assistance Inquiry Record (CAIR)#****17382224**

<b>Vin</b>	2D4GP44L9	6R615105	<b>Open Date</b>	04/02/2008	<b>Build Date</b>	08/10/2005	
<b>Model Year</b>	06	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	09/20/2005	<b>Dealer</b>	59469	<b>Dealer Zone</b>	32	<b>Mileage</b>	49,000
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	NORWOOD NY				<b>Country</b>	UNITED STATES	

Referral - Tier Two - Internal Escalation - Authorization - Default	Customer seeking assistance.
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer states air bag light on.

**\*\*\*\*\*RECALL CONTACT\*\*\*\*\***

Purchased New or Used? USED

If Used, date purchased? 3/30/06 Mileage? 15,000

From whom did customer purchase used vehicle? Other dealer

Customer called in stating that when the vehicle was under the factory warranty the customer had the driver side air bag sensor replaced on the vehicle. The customer stated air bag light is currently on and would like to have Chrysler assist with the repairs since the customer feels that the same air bag sensor is not working. Due to no recall the customer was transferred to CCAC.

Customer states that he has already had the repair performed 2 years ago and now the issue has reoccured. Customer seeking assistance with the repair. Agent consulted with BEB43 and transferred.

**\*\*\*\*Begin structured narrative T2 - GOODWILL ESCALATION**

What is the customer requesting from Chrysler?

Assistance with air bag sensor repair.

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

13000 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?

one

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 T2 - GOODWILL ESCALATION**

Customer transferred to the internal Tier 2 escalation line for further review of concern. Tara can be reached at extension 69672. Customer is seeking assistance with the air bag sensor. Customer claims this was replaced 2 years ago, right after purchasing the vehicle. Customer has called dealer 59469, but has not been to the dealer. Agent informed the customer he would need to take the vehicle to a dealership for a diagnosis. Customer asked if he would have to pay for this. Agent informed yes he would be responsible, he is out of warranty. Customer stated he would call back if he decides to take the vehicle to the dealer.

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.

3/4/08 - Owner stated he is calling back to advise he has an appointment scheduled with the dealership 59469 next week. Writer advised owner to call back after the vehicle has been diagnosed a Chrysler will review for possible assistance.

**\*\*\*\*\*RECALL CONTACT\*\*\*\*\***

Customer called in stating that he took his vehicle to dealer 59469 this

morning for a diagnosis of his air bag concern. The customer stated that the dealer told the customer his sensor and wiring were corroded and the sensor and wiring harness would have to be replaced. The agent transferred the customer to TR559 per MDB80 for further assistance. The agent also transferred the file to TR559 per MDB80. Customer stated number on file is a good number to call customer at. Agent called the dealer and spoke with Blaine the service manager. Blaine stated the customer came in with the airbag light light. Blaine stated the air bag sensor and wiring harness need replaced. Agent asked Blaine if he is willing to assist the customer at the dealership. Blaine stated he is willing to assist the customer under his DSA. Blaine stated he will work out a copay. Agent called the customer on the primary number at 1:53 PM. Agent left a message.

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**Customer Assistance Inquiry Record (CAIR)#****17384440**

<b>Vin</b>	2C4GP54L1	5R	<b>Open Date</b>	04/03/2008	<b>Build Date</b>	04/02/2005	
<b>Model Year</b>	05	<b>Body</b>	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON			
<b>In Service Dt</b>	07/07/2005	<b>Dealer</b>	23523	<b>Dealer Zone</b>	32	<b>Mileage</b>	48,000
<b>Name:</b>						<b>Contact Type</b>	LETTER
<b>Address</b>						<b>Home Phone</b>	
	CLARENCE CENTER NY					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer is seeking additional reimbursement related to airbag light.
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POSTMARK DATE: 032508; DATE RECEIVED: 040208

Followed from the previous cair, customer is seeking additional reimbursement regarding diagnostic charges. Decision has already been made. Dealer offered goodwill for parts and labor, but the diagnostic charges will be at customer s expenses. Agent called the customer to inform the same, but reached voicemail. Agent left message and reference no. If the customer calls back, inform him that he will not be reimbursed for diagnostic charges.

**Customer Assistance Inquiry Record (CAIR)#****17384511**

<b>Vin</b>	1D4GP45R6	6B501094	<b>Open Date</b>	04/03/2008	<b>Build Date</b>	07/29/2005	
<b>Model Year</b>	06	<b>Body</b>	RSKH52	DODGE CARAVAN SXT FWD SWB WAGON			
<b>In Service Dt</b>	11/23/2005	<b>Dealer</b>	65477	<b>Dealer Zone</b>	42	<b>Mileage</b>	44,250
<b>Name:</b>						<b>Contact Type</b>	E-MAIL
<b>Address</b>						<b>Home Phone</b>	
	HOLTON MI					<b>Country</b>	UNITED STATES

Product - Unknown - Unknown - Poor Idle Quality - Default

Customer is unhappy with the dealership.

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

Unhappy about the number of things that have gone wrong with a vehicle that isn't even 3 years old yet.

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

Purchased New or Used? New

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

July 2007 - Needed stabilizer bar bushings replaced. April 2008 - Needs impact sensors replaced. Needs tie rod replaced. Needs EGR Valve replaced which caused Fuel Injection System to need flushing. Family Auto sold me an extended warranty but not through the Chrysler Corp. that covers the tie rod and impact sensors but not the EGR Valve. I am very disillusioned that there has been this much that has gone wrong with the very first new vehicle that I have bought. Before now I was extremely satisfied with Chrysler products but now my husband and I are considering buying other brands. If there is anyway of making this right I would appreciate it and might reconsider buying a different brand. This is costing me over \$400. Thank you for your attention to this matter. Maybe losing one customer doesn't matter to you, however, I can promise I will spread the word

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

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

We regret your dissatisfaction and appreciate the time and effort you took to write to us.

In response to your email regarding the concerns with your vehicle, we suggest that you call the Customer Assistance Center at 1-800-992-1997 between 8:00 a.m. and 5:00 p.m., Monday through Friday. It is necessary to discuss this issue with you directly. Before calling the Customer Assistance Center, please have the following information handy: (Data inserted)

We have trained Customer Service Representatives available to address the questions and concerns you may have.

Thanks again for your email.

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



**Customer Assistance Inquiry Record (CAIR)#****17385091**

<b>Vin</b>	2D4GP44L7	5R	<b>Open Date</b>	04/03/2008	<b>Build Date</b>	03/07/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	03/29/2005	<b>Dealer</b>	43514	<b>Dealer Zone</b>	51	<b>Mileage</b>	73,604
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	LACON IL					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing  
- Default

Customer states that the air bag needs a repair.

Customer seeking goodwill assistance for the air bag lamp flashing.

Customer states that he has diagnosed the vehicle at the dealer?43514?.

Agent transferred the call to tier 3.

4/3/08 1st owner. 1 other Chrysler vehicle/used. Maximum Care service contract expired. Owner seeking assistance regarding above. Contacted Service Advisor (SA), Jan. SA states left front impact sensor and wiring needs to be replaced. No abuse or neglect. Good customer. Cost of the repair is about \$180.00. Chrysler will assist with the cost of the repair less a \$100.00 customer copay. Created pre-auth. (UN03676020403). Owner claims his neighbor had the exact same repair covered under a recall. Advised owner no recalls on his vehicle for this concern. Again, advised owner of the above decision. Owner will accept the offer.

**Customer Assistance Inquiry Record (CAIR)#****17386704**

<b>Vin</b>	1D4GP45R3	5E	<b>Open Date</b>	04/04/2008	<b>Build Date</b>	05/20/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKH52	DODGE CARAVAN SXT FWD SWB WAGON			
<b>In Service Dt</b>	07/07/2005	<b>Dealer</b>	42331	<b>Dealer Zone</b>	42	<b>Mileage</b>	38,197
<b>Name:</b>						<b>Contact Type</b>	E-MAIL
<b>Address</b>						<b>Home Phone</b>	
	CLEVELAND OH					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Other - Unknown	Customer is experiencing problem with the air bag sensor.
Corporate - Recall - Default - Default - Default	Customer is inquiring about the air bag sensor recall on his vehicle.

## \*\*\*\*\* EMAIL BRIEF DESCRIPTION CONTENT \*\*\*\*\*

air bag sensor recall

## \*\*\*\*\* END EMAIL BRIEF DESCRIPTION CONTENT \*\*\*\*\*

Purchased New or Used? New

## \*\*\*\*\* BEGIN CUSTOMER EMAIL \*\*\*\*\*

I found an article regarding NHTSA campaign #: 07V192000 stating a recall of the air bag sensors of DaimlerChrysler minivans. I would like to know if recall steps have begun and if my minivan falls into this category as I just had to have my sensors replaced and was told that they were cracked and may not be of benefit to us. The article also stated that DaimlerChrysler would provide lifetime free replacement of any UF sensor that fails. I am just very concerned over this as the Dealership is not aware of this and when I spoke to a customer representative she told no air bag sensors have been recalled. I would like to know if my minivan falls in this category and if the recall has been made public. Thank you for your time in this matter.

## \*\*\*\*\* BEGIN EMAIL RESPONSE \*\*\*\*\*

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

We regret to read of the problem you are experiencing due to the crack in the air bag sensor. We appreciate the time and effort you took to share your concern with us. In response to your email, we would like to inform you that our records do not reflect that your 2005 Dodge Caravan (VIN: 5B401680) is not involved in any outstanding factory recalls. If your vehicle is involved in any future recall, a notice will be sent to you. Alternatively, you can also access the self-service recall site on our brand website at [www.dodge.com](http://www.dodge.com). This will help you to check on your vehicle's involvement in any/all recalls that are published. Please log on to our brand website, click on 'For Owners' tab on the home page and then enter the last eight characters of the Vehicle Identification Number (VIN).

In regards to the National Highway Traffic Safety Administration (NHTSA) Campaign # 07V192000 mentioned in your email, we suggest that you click on the link mentioned below for detailed information:

<http://nhthqnwws112.odi.nhtsa.dot.gov/acms/docServlet/Artemis/Public/Purchases/2006/EA/INLE-EA06003-25606.pdf>

We also suggest that you visit your local authorized dealership for the diagnosis and the repair concerning the crack in the sensor. You are not limited to the dealership that sold you the vehicle. You can contact our dealerships that are known for their excellence in customer service - our Five Star dealers. Please log on to our website at [www.fivestar.com](http://www.fivestar.com), or call 1-800-677-5-STAR.

Mentioned below is a list of addresses of our Five Star dealerships located in your vicinity:

- 1) Ganley Dodge West  
15200 Lorain Ave  
Cleveland, OH 44111-5531  
Phone: (216) 476-1000
- 2) Strongsville Dodge

11800 Pearl Road  
Strongsville, OH 44136-3357  
Phone: (440) 238-8100

If a Five Star Dealer is not convenient, you can find a dealership using  
the 'Find a Dealer' area on our brand website at [www.dodge.com](http://www.dodge.com).

Thanks again for your email. We value you and your business.

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

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**Customer Assistance Inquiry Record (CAIR)#****17387530**

Vin	2C4GP54L2	5R	Open Date	04/04/2008	Build Date	05/16/2005	
Model Year	05	Body	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON			
In Service Dt	05/31/2005	Dealer	65399	Dealer Zone	42	Mileage	44,900
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	OXFORD MI					Country	UNITED STATES

Product - Electrical - Electronic Stability Program - Defective - Default	Air bag sensor was corrosion on the sensor.
Referral - Tier Two - Internal Escalation - Authorization - Default	Customer is seeking assistance.
Corporate - Recall - Default - Default - Default	Customer seeking recall information.

Purchased New or Used? New

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

From whom did customer purchase used vehicle?

CDJ dealer

The customer states the air bag light came on. The customer states the dealer replaced the air bag sensor. Customer states that they charged her \$330 for the repair. Customer is outside of the basic warranty. The customer states they have web information that this has a TSB that states this is a safety issue on 2005 Town & Country vehicles. Her sensor had corrosion on it. Customer states this is a safety issue and wants help. Customer wants reimbursement or assistance for this repair. Agent consulted with VLS18 and concurred to forward this for further review.

\*\*\*\*Begin structured narrative T2 - GOODWILL ESCALATION

What is the customer requesting from Chrysler?

Assistance or reimbursement for repair.

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

Still good by dates 5-31-2008

Over by 6900 mileage

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?

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 T2 - GOODWILL ESCALATION

Customer transferred to the internal Tier 2 escalation line for further review of concern. Robin can be reached at extension 69472.

Customer calling seeking reimbursement for repair to her air bag impact sensor. Customer states that she had to pay 324.90. Customer is original owner of this vehicle and five other Chrysler vehicles. Customer states that she did not ask dealer for help. Agent advised customer to mail in original receipt and proof of payment to Chrysler address. Agent advised customer that Chrysler will reimburse for repairs to the impact sensor.

**Customer Assistance Inquiry Record (CAIR)#****17392183**

<b>Vin</b>	1D4GP45R8	5E	<b>Open Date</b>	04/07/2008	<b>Build Date</b>	04/29/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKH52	DODGE CARAVAN SXT FWD SWB WAGON			
<b>In Service Dt</b>	09/02/2005	<b>Dealer</b>	60345	<b>Dealer Zone</b>	74	<b>Mileage</b>	120,000
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	HINCKLEY MN					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing -  
Default

Customer states connection is  
corroded.

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 air bag light is on in the vehicle and was advised  
by dealer 60345 that it was corroded and would need to be replaced.  
Customer states that she was advised that there was a recall on this part  
of the vehicle.

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 seeking assistance. While agent was  
researching, call was disconnected.

**Customer Assistance Inquiry Record (CAIR)#****17392888**

Vin	1D4GP25R1	5E	Open Date	04/07/2008	Build Date	04/12/2005	
Model Year	05	Body	RSKL52	DODGE CARAVAN SE FWD SWB WAGON			
In Service Dt	04/20/2005	Dealer	41461	Dealer Zone	32	Mileage	42,000
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	ROCHESTER NY					Country	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer seeking air bag repair assistance
Corporate - Recall - Default - Default - Default	Customer seeking recall information.
Referral - Tier Two - Internal Escalation - Authorization - Default	Referred to Tier Two

Customer alleges that the vehicle needs repairs and it should be included in a recall campaign.

Agent provided recall information and explained about recalls and advised about future information.

\*\*\*\*\* RECALL CONTACT \*\*\*\*\*

Purchased New or Used? Used

If Used, date purchased? 10/31/2005 Mileage? Unknown

From whom did customer purchase used vehicle?

CDJ dealer

Customer stated air bag light coming on and off, checked internet and found recall that did not evolve his vehicle. Customer contacted Highway Traffic Safety Administration regarding air bag issue and he received a call from Chrysler message was left to contact DCX dealer if they are unable to assist with repair to contact CCAC and if they were unable to assist with repair, to ask to be transferred to Detroit. Agent consulted with CST6 - approved transfer to Tier Two. Agent provided Reference number and advised transferring call to a representative for further research. Agent transferred call to Tier Two.

Agent checked and advised customer there are no incomplete recalls. Customer was informed they will be notified by letter if there was a recall on the vehicle using the address on file.

\*\*\*\*Begin structured narrative T2 - GOODWILL ESCALATION

What is the customer requesting from Chrysler?

Customer seeking air bag repair assistance

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

6,000 Miles

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

No.

Is the customer the original owner of this vehicle?

No.

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

One used, one new.

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

Customer transferred to the internal Tier 2 escalation line for further review of concern. Bryan can be reached at extension 69338. 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)#****17394496**

<b>Vin</b>	2D4GP44L6	6R	<b>Open Date</b>	04/07/2008	<b>Build Date</b>	12/01/2005	
<b>Model Year</b>	06	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	12/13/2005	<b>Dealer</b>	67231	<b>Dealer Zone</b>	32	<b>Mileage</b>	45,097
<b>Name:</b>						<b>Contact Type</b>	LETTER
<b>Address</b>						<b>Home Phone</b>	
	GENEVA NY					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp  
On/Flashing - Default

Customer wants to be reimbursed for repair performed.

POSTMARK DATE: 031408; DATE RECEIVED: 032008

Customer has sent a letter stating that the air bag light was on. He was informed by Chrysler to take his vehicle to an authorized Chrysler dealer. Customer wants to be reimbursed for the repair performed at dealership( 67231) on 03/13/08. The repair cost is as follows:

Labor-\$101.40

Parts-\$34.50

Tax-\$10.87

The total amount of repair was \$146.77. As per the previous Cair, MFP had agreed to reimburse less \$50.00 co-pay. Hence, agent is sending a check of \$ 96.77 for approval.

\*\*\*\*\*

Check approved.

**Customer Assistance Inquiry Record (CAIR)#****17399027**

<b>Vin</b>	2D4GP44L7	5R	<b>Open Date</b>	04/09/2008	<b>Build Date</b>	06/25/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	08/15/2005	<b>Dealer</b>		<b>Dealer Zone</b>		<b>Mileage</b>	55,000
<b>Name:</b>						<b>Contact Type</b>	E-MAIL
<b>Address</b>						<b>Home Phone</b>	
	FRANKLIN WI					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Other - Both Air Bags

Customer is experiencing problems with the airbags.

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

airbag sensor recall- I was recently informed that both airbag sensors are corroded and need to be replaced. According to the dealer, my vehicle is not included in the recall. Please let me know if my vehicle can be covered under this recall.

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

Vehicle New or Used? New

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

This is my 2nd Dodge vehicle & I would like to continue to be a loyal customer. I m concerned that a safety recall such as this is not covered on all vehicles. I m making my 14 yr old son sit in the back seat because I m afraid the air bag won t deploy. Please advise.

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

Thank you for contacting the Chrysler Customer Assistance Center regarding your 2004 Jeep Grand Cherokee.

We apologize for the inconvenience caused to you and appreciate the time and effort you took to write to us.

In response to your email regarding the airbags, we would like to inform you that your vehicle is not involved in any of the outstanding recall related to airbag.

In this case, we would recommend you to contact your local authorized dealership since our dealerships have the factory training, equipment, and information available to them to diagnose and correct problems with our vehicles. They have all the information about the air bags and they can assist you in a better way.

If your concerns are still not resolved after contacting the dealership, please contact the Customer Assistance Center at 800-992-1997 for additional information.

Thanks again for your email and for sharing your concern with us.

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



**Customer Assistance Inquiry Record (CAIR)#****17401457**

<b>Vin</b>	2C4GP44R1	5F	<b>Open Date</b>	04/09/2008	<b>Build Date</b>	06/18/2005	
<b>Model Year</b>	05	<b>Body</b>	RSYH53	CHRYSLER TOWN & COUNTRY LX FWD LWB WAGON			
<b>In Service Dt</b>	06/19/2005	<b>Dealer</b>	67753	<b>Dealer Zone</b>	51	<b>Mileage</b>	44,000
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	SUFFOLK VA					<b>Country</b>	UNITED STATES

Product - Electrical - Body Wiring - Defective - Default	States that the RS impact sensors needs to be replaced.
Referral - Tier Two - Internal Escalation - Authorization - Default	Tier Two

Purchased New or Used? Used

If Used, date purchased? 7/24/06 Mileage? na

From whom did customer purchase used vehicle?

na

The customer is having issues with the RS impact sensor and he is seeking out of warranty assistance with the repairs and per JMA468 the customer will be sent up for further review due to the issues is safety related.

\*\*\*\*Begin structured narrative T2 - GOODWILL ESCALATION

What is the customer requesting from Chrysler?

Assistance with the RS impact sensor replacement

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

8,000 miles

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

no

Is the customer the original owner of this vehicle?

no

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 T2 - GOODWILL ESCALATION

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

Bryan can be reached at extension 69338.

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.

4/9/08 Owner called regarding above. Owner states vehicle is currently at a Ford dealership. Parts have been ordered and arrived at the Ford dealer. Ford dealer cannot return the parts. Ford dealer is currently in the process of repairing the vehicle. Owner is now unable to get the vehicle to a Chrysler dealer. Advised owner Chrysler declines any assistance/reimbursement. Owner expressed his dissatisfaction and degraded Chrysler.

**Customer Assistance Inquiry Record (CAIR)#****17409889**

<b>Vin</b>	2D4GP44LX	5R	<b>Open Date</b>	04/11/2008	<b>Build Date</b>	05/13/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	08/25/2005	<b>Dealer</b>	41600	<b>Dealer Zone</b>	42	<b>Mileage</b>	44,000
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	BROOKLYN MI					<b>Country</b>	UNITED STATES

Corporate - Recall - Default - Default - Default

Customer seeking recall information.

Customer states that there is problem with the air bag sensor and states that it is similar problem as per the recall (07v192000) and has visited the 41600 dealership for assistance. The dealer told that it is a similar problem as per the recall and asked the customer to call the CAC for further assistance. Transferred to Internal CAC for further assistance. Transferred to Tier 3 for further assistance as customer seeking goodwill assistance.

4/11 Owner transferred to Tier 3 seeking to have recall for the air bag sensor completed on her vehicle even though the recall does not apply to her vehicle.

Owner spoke with the dealer over the phone - they never inspected - and directed owner to Chrysler to get the situation taken care of.

Advised owner we would review for out of warranty assistance once diagnosed by authorized dealer. Will not be covered as a recall repair because the recall does not apply.

Owner frustrated with the decision not being made over the phone. Left message for David McMillen in service with writer s direct line to review out of warranty assistance once vehicle is diagnosed.

4/14 Carol from Extreme Dodge contacts writer with estimate for owners vehicle. Returned call to Carol and she stated vehicle needs air bag sensor and wiring repair which is the same as the recalled vehicles.

Estimated cost of the repair is around \$200.

Carol and writer agreed that Chrysler would cover the cost of the repair 100% due to needed repair being the same as recalled vehicles.

Current mileage on the vehicle is 45,104.

Pre-Authorization for repair has been entered.

**Customer Assistance Inquiry Record (CAIR)#****17412648**

<b>Vin</b>	2D4GP44L8	5R	<b>Open Date</b>	04/14/2008	<b>Build Date</b>	07/04/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	07/19/2005	<b>Dealer</b>	44991	<b>Dealer Zone</b>	51	<b>Mileage</b>	45,122
<b>Name:</b>						<b>Contact Type</b>	E-MAIL
<b>Address</b>						<b>Home Phone</b>	
	VERONA WI					<b>Country</b>	UNITED STATES

Product - Electrical - Power Door Lock / Deck Lid - Defective - F. Door-Pass	customer unhappy about non functioning of his vehicle's door
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\*\*\*\*\* EMAIL BRIEF DESCRIPTION CONTENT \*\*\*\*\*

Failure of automatic doors

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

Purchased New or Used? ? new ?

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

A month ago the driver side door stopped functioning with the remote and today the passenger side door did the same. Is this poor workmanship? I have two children and used the automatic remote opener often but I would not go as far as to say I abused the door functions. I am extremely displeased this has happened. Am I alone in this or have you heard other customer complaints about the same? Second, the air bag sensors both had to be replaced a month ago but no recall has happened on the 2005. Again, very displeased these already stopped functioning. Thank you

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

We regret the problem your vehicle has experienced and appreciate the time and effort you took to bring this matter to our attention. .

In response to your email, unfortunately, given the many variables involved, we are unable to diagnose your vehicle's problem via email. We recommend you to contact your authorized 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 our vehicles.

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.

Furthermore, we identify the recall issue and determine which vehicles in the assembly plant are involved. This is determined by the specific day and time of day vehicles are built. We then recall all those vehicles built within that time frame.

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

**Customer Assistance Inquiry Record (CAIR)#****17414363**

<b>Vin</b>	2A4GP54L0	6R	<b>Open Date</b>	04/14/2008	<b>Build Date</b>	10/15/2005	
<b>Model Year</b>	06	<b>Body</b>	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON			
<b>In Service Dt</b>	01/16/2006	<b>Dealer</b>	68987	<b>Dealer Zone</b>	63	<b>Mileage</b>	31,000
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	ARLINGTON TX					<b>Country</b>	UNITED STATES

Product - Electrical - Power Sliding Door - Intermittent or Inoperative - Passenger Side	Customer states button does not open door.
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Customer states the passenger side air bag light is on.
Corporate - Policy Issues - Default - Default - Default	Customer was not happy with the airbags of his vehicle.
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Issue with the air bag light
Product - Body / Trim / Paint Finish - Seat Belts - Broken, /Cracked - Front Driver	Replaced seat belt retractor

Customer was not happy with the airbags of his vehicle. Customer states that I m seeking lemon law as its a safety issue. He has been to the dealership five times but still the problem is not fix. Agent transfer the call to T3 for further handling.

\_4.14.2008

Customer called and stated that the airbag light is back on. This is six time. The customer would like to get out of the vehicle if it cannot be repaired. She has called Texas Dept of Transportation. Lemon Law. Please investigate and lend tech assistance to bring this to a firm conclusion. mrp

Cair assigned to Dm, Please investigate and resolve.

\*\*\*\*\*

4/29/08 TES6 calls Svc Mgr Dave DeRudder at Meador C-J in Fort Worth, as they were the last dealer to touch this vehicle. Dave advises that he will personally call [REDACTED] and schedule him back into the dealership to investigate the Airbag Warning Lamp illumination. TES6

Customer called and advised that they did not receive a call & the vehicle is now at Manuel CDJ. vw61

\*\*\*\*\*

TES6 is advised by Svc. Mgr. Gary LaPlace that the vehicle is fixed, bad connection at wiring harness under the driver seat. Dealer replaced this piece of the wiring harness, vehicle now fixed. TES6

**Customer Assistance Inquiry Record (CAIR)#****17415379**

<b>Vin</b>	2D4GP44L6	6R	<b>Open Date</b>	04/14/2008	<b>Build Date</b>	04/05/2006	
<b>Model Year</b>	06	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	05/24/2006	<b>Dealer</b>	44836	<b>Dealer Zone</b>	42	<b>Mileage</b>	41,000
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	FENTON MI					<b>Country</b>	UNITED STATES

Referral - Tier Two - Internal Escalation - Authorization - Default	Customer seeking assistance with air bag light issue.
Product - Electrical - Unknown - Other - Default	Customer seeking assistance on air bag light issue.

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 stating that they were driving to florida and the air bag light came on. customer states that they were over by mileage on the contract by about 2,000 miles. Customer alleges that they took the vehicle into their local dealership (45244) and were advised that their warranty is expired and they would not look at the vehicle for free.

Customer states that they then contacted their original leasing dealership (44836) and were advised to contact Chrysler in regards to possible assistance. Customer also advised that there has not yet been a diagnosis on the vehicle and that they finished their trip to Florida and back, which is why the mileage is at it s current level. Customer also states that dealer 45244 never advised them of the option to contact Chrysler for a repair assistance request.

\*\*\*\*Begin structured narrative T2 - GOODWILL ESCALATION

What is the customer requesting from Chrysler?

Assistance with air bag light issue.

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?

2

Is there warranty history related to the current concern?

No

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

Yes, but there is no diagnosis

\*\*\*\*End structured narrative T2 - GOODWILL ESCALATION

Writer consulted with jnb11 and transferred the customer for further review of assistance after advising the customer of the situation.

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

Mary can be reached at extension 69121.

Agent contacted dealer and spoke to Dave service manager in service.

Dealer states they are willing to assess and contact agent back. Agent is inclined to assist the owner if no signs of abuse or neglect are noted.

Dealer does not have self authorization but is willing to accept a PA if merited.

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.

Agent contacted the dealer and requested update on the issue from the service manager Dave. Dealer informs that the vehicle has been assessed.

Service manager who informs that the vehicle has been repaired and the

issue resolved utilizing their factory representative. Agent closing the document as the issue has been resolved.

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**Customer Assistance Inquiry Record (CAIR)#****17416130**

<b>Vin</b>	2A8GP64L6	6R	<b>Open Date</b>	04/14/2008	<b>Build Date</b>	10/07/2005	
<b>Model Year</b>	06	<b>Body</b>	RSYS53	CHRYSLER TOWN & COUNTRY LTD FWD LWB WAGON			
<b>In Service Dt</b>	02/10/2006	<b>Dealer</b>	41234	<b>Dealer Zone</b>	66	<b>Mileage</b>	44,925
<b>Name:</b>						<b>Contact Type</b>	LETTER
<b>Address</b>						<b>Home Phone</b>	
	LONG LAKE WI					<b>Country</b>	UNITED STATES

Product - Air Conditioning / Heater - Compressor/Clutch/R Valve - Defective - Default	Customer looking for reimbursement.
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer seeking reimbursement.

POSTMARK DATE: 032508; DATE RECEIVED: 033108

Customer has sent the invoice and receipt of the repairs done at the dealership. Previous agent has approved that Chrysler will reimburse customer cost of repairs minus a \$200.00 deductible out of the \$888.00. That means Chrysler will reimburse the customer \$688.00. Agent discussed with the supervisor and confirmed the amount. So submitting a check request of \$688.00.

Customer called in to get information on her reimbursement request. Agent informed the customer that the check request has already submitted on the 04/14/2008. Customer stated that she would wait for few days for the cheque to arrive.

\*\*\*\*\*

Check approved.

**Customer Assistance Inquiry Record (CAIR)#****17416820**

<b>Vin</b>	1D4GP25R8	6E	<b>Open Date</b>	04/15/2008	<b>Build Date</b>	12/02/2005	
<b>Model Year</b>	06	<b>Body</b>	RSKL52	DODGE CARAVAN SE FWD SWB WAGON			
<b>In Service Dt</b>	12/06/2005	<b>Dealer</b>	44756	<b>Dealer Zone</b>	32	<b>Mileage</b>	40,500
<b>Name:</b>						<b>Contact Type</b>	E-MAIL
<b>Address</b>						<b>Home Phone</b>	
	LAKE VIEW NY					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp  
On/Flashing - Default

Customer is complaining about the airbag  
light repair.

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

Unhappy with a recent repair to my Dodge Caravan.

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

Vehicle New or Used? N/A

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

My 2006 Dodge Caravan s air bag light went on recently. I took it to the dealer and they ended up charging me \$300 to replace bumper sensors. I feel that somehow they should stand behind the product they sell even though my warranty just expired.How can these senors go bad in 2 years? When I complained all they could offer me is \$300 off a new car in the future. I just wanted someone at Dodge to know this. I think it is wrong. I guess every 2 years I ll need to replace these senors for my family s safety. If you can help in any way I d appreciate it. Thank you.

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

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

We apologize for the inconvenience caused to you and appreciate the time and effort you took to write to us.

In response to your email regarding the airbag light repair, we would like to inform you that it is always a concern when a customer is dissatisfied with our products or Dealer service. Over the past few years, we have made tremendous gains in improving levels of customer satisfaction.

We can consider this case for a reimbursement. Letters are the most efficient way to submit requests for reimbursement consideration on service repair costs. 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

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:

Chrysler Customer Assistance Center

P.O. Box 4639

Oak Ridge, TN 37831

After we read your letter, we will try to contact you by phone to provide you with a prompt response.



Thanks again for your email and for sharing your concern with us.  
\*\*\*\*\*END EMAIL RESPONSE\*\*\*\*\*

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**Customer Assistance Inquiry Record (CAIR)#****17418047**

<b>Vin</b>	2D4GP44L4	6R	<b>Open Date</b>	04/15/2008	<b>Build Date</b>	10/21/2005	
<b>Model Year</b>	06	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	11/19/2005	<b>Dealer</b>	41461	<b>Dealer Zone</b>	32	<b>Mileage</b>	16,000
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	ROCHESTER NY					<b>Country</b>	UNITED STATES

Product - Steering - Power Rack and Pinion / Gear - Leaks - Default	Customer had a leaking power steering rack and pinion.
Product - Electrical - Power Sliding Door - Intermittent or Inoperative - Both Sides	Customer stated that door will not close.
Product - Fuel System - Fuel Tank - Other - Default	Customer stated that her gas cap light is on.
Corporate - Lost Customer - Default - Default - Default	Customer stated that she would not purchase another vehicle.
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer stated that the air bag light was on.
Product - Engine - Unknown - Check Engine Lamp On/Flashing - Default	Customer stated there is another light on her vehicle on.
Corporate - Technical Assistance - Default - Default - Default	Customer wanted to know why she is needing repairs to her vehicle.

Purchased New or Used? New

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

From whom did customer purchase used vehicle?

N/A

Customer stated that she received a call a couple months from maintenance center. Customer said that she was told that there was a recall and after that there has been repeated concerns with the vehicle. Customer stated that she has gone to dealer 43914. Customer stated that her air bag light was on, the vehicle made noise with the power steering, the door would not close, and the gas cap and another light is on. Customer wants to know why. Agent advised customer that agent would not know why but a dealer might be able to. Customer wants to know if the dealers are reliable. Agent advised customer that the dealers are trained by Chrysler. Customer stated that she would not purchase another vehicle. Customer stated that every time she takes the vehicle in other concerns happen. Agent advised customer that she could go to another dealer. Customer wanted to know if she took it to another dealer if another concern would show up. Agent advised customer that agent would not know. Customer stated that she would not purchase another vehicle.

**Customer Assistance Inquiry Record (CAIR)#****17418418**

<b>Vin</b>	2C8GP64L8	5R	<b>Open Date</b>	04/15/2008	<b>Build Date</b>	04/02/2005	
<b>Model Year</b>	05	<b>Body</b>	RSYS53	CHRYSLER TOWN & COUNTRY LTD FWD LWB WAGON			
<b>In Service Dt</b>	05/31/2005	<b>Dealer</b>	44623	<b>Dealer Zone</b>	51	<b>Mileage</b>	40,000
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	FOND DU LAC WI					<b>Country</b>	UNITED STATES

Referral - Tier Two - Internal Escalation - Authorization - Default	Customer seeking assistance with repairs.
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer states that air bag wiring is corroded.

Purchased New or Used? New

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

From whom did customer purchase used vehicle? N/A

Customer is calling in stating that they had hit a chunk of snow about six weeks ago and after hitting the snow they took the vehicle into dealer 44623. Customer states that they had noticed that the airbag light had started illuminating. Customer states that dealer 44623 checked the airbag sensor wiring and found that it was corroded and rusted on both front bumpers and needed to be replaced. Customer is seeking assistance with the repairs to the airbag sensor wiring. Agent consulted with SHM9 who advised to transfer customer for further assistance.

\*\*\*\*Begin structured narrative T2 - GOODWILL ESCALATION

What is the customer requesting from Chrysler?

goodwill assistance

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?

no

Is the customer the original owner of this vehicle?

yes

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 T2 - GOODWILL ESCALATION

Agent advised customer that she was going to be transferred for further assistance. Customer thanked for help. Agent gave reference number and transferred customer.

\*\*\*Received internal transfer. Customer transferred to the internal Tier 2 escalation line for further review of concern. Wayne can be reached at extension 69337. States that vehicle was examined by dealer 44623. Claims that vehicle was taken to dealer 44623. Claims vehicle was initially to an independent facility for bumper replacement after striking a large peice of snow behind a snow plow. Customer claims that this is when the air bag light luminated. Customer states that facility took vehicle to dealer 44623 for the air bag light.

Contacted dealer 44623 and spoke to Service Manager Tim. Codes found for right and left wiring harness and sensors. States that harness and sensors were damaged as part of the accident, no corrosion noted. Due to this, writer will decline assistance with repair.

Informed customer of this and referred to her insurance company.

**Customer Assistance Inquiry Record (CAIR)#****17419022**

<b>Vin</b>	2A4GP44R1	<b>6F</b>	<b>Open Date</b>	04/15/2008	<b>Build Date</b>	11/08/2005	
<b>Model Year</b>	06	<b>Body</b>	RSYH53	CHRYSLER TOWN & COUNTRY LX FWD LWB WAGON			
<b>In Service Dt</b>	08/31/2006	<b>Dealer</b>	59253	<b>Dealer Zone</b>	32	<b>Mileage</b>	11,457
<b>Name:</b>						<b>Contact Type</b>	
<b>Address</b>						<b>Home Phone</b>	
	FORT KENT ME					<b>Country</b>	UNITED STATES

Product - Engine - Unknown - Other - Default	Customer has smoke smell coming from front of vehicle.
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**\*\*\*\*\*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 called in stating that he took his vehicle to dealer 68452 for an issue with a smoke smell coming from the vehicle. The customer stated that the dealer has worked on the vehicle and could not find the place the smell was coming from. The customer stated that he wants Chrysler to know about the smoke smell issue and wants to know what Chrysler will do to resolve the matter. Due to no recall the customer was transferred to CCAC.

Customer is calling in regards to the issue with the smoke smell coming from the vehicle. Customer states he wants this issue resolved. Agent contacted dealer and spoke with Charlie in service who informed agent vehicle was in at 10,736 miles on 2/21/2008- air bag light is on, customer states he smells a smoke smell- replaced the left sensor for the air bag light, unable to duplicate the smell issue. Charlie states this is the only time vehicle has been in. Customer states he brought vehicle in yesterday for this and spoke with Jay. Charlie states Jay is at lunch. Agent offered customer a call back for once she has spoken with Jay. Customer states he can best be reached at

Agent contacted dealer and spoke with Jay in Service who informed agent that vehicle was in on 4/14/2008 at 11,574 miles- smoke smell in vehicle while driving- unable to duplicate. Jay states customer was upset that a repair was not made but he was unable to duplicate any smoke smell. Agent contacted customer back to verify that issue was occurring again and inform to take vehicle back to dealer if issue is still occurring so file can be sent to get appropriate parties involved.

Customer states that he is going to take vehicle to dealer 59253. Agent informed customer she will contact and advise that file is being sent.

Agent contacted dealer 59253 to advise of direct to dealer due to customer taking vehicle in to dealer twice for same issue and issue still exists and customer wishes to take vehicle to dealer 59253 instead of the dealer that he has been taking the vehicle to.

Agent contacted dealer 59253 and spoke with the Service Manager Eli. Agent explained to Eli the customer's issue with the smoke smell. Agent informed Eli of direct to dealer. Eli states he will be happy to diagnose the issue for customer.

\$\$\$\$\$ DIRECT-TO-DEALER Code=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 Eli to inform that CAIR was being sent.

\$\$\$\$\$ REASSIGNED TO BC/DLR 32 59253 04/15/08 14:50 R 17419022

\*\*\*\*\*Dealer Call\*\*\*\*\*

Eli from dealer 59253 states that the customer has not had the vehicle back into the dealer. Eli states that the customer is wanting a copy of the CAIR to prove that he has called in. Advised dealer that CAC does not provide copies of the notes to customers. Eli is wanting to know if he can provide this to the customer. Agent consulted with TLG64 and

advised that this is proprietary information and can not be provided.  
Owner has been contacted by Eli at dealer #59253. The owner will contact  
the dealership when he can drive to Bangor Dodge.

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**Customer Assistance Inquiry Record (CAIR)#****17426909**

<b>Vin</b>	2C4GP54LX	5R	<b>Open Date</b>	04/17/2008	<b>Build Date</b>	03/31/2005	
<b>Model Year</b>	05	<b>Body</b>	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON			
<b>In Service Dt</b>	06/11/2005	<b>Dealer</b>	67859	<b>Dealer Zone</b>	35	<b>Mileage</b>	58,000
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	BETHEL PARK PA					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	customer seeking information on the recalls.
Corporate - Warranty Coverage - Default - Default - Default	

customer seeking information on the recalls customer states there should be a recall on air bag and seeking assistance for the same. Customer called and says that the air bag lamp should be covered under a recall. Agent checked but there is no recall on the vehicle as of now. Customer says that the dealer told him that there was a recall prior to his purchase of the vehicle. Agent called the dealer 67859 and spoke to Bill who is the service manager who also checked and said that right now there is no recall and said that he will call the customer and assist him. Agent conveyed the same to the customer. Customer also asking for the waterpump being covered under the powertrain warranty. Agent informed that the engine is covered under warranty, but the best person would be the dealer to advise him. Customer understood.

**Customer Assistance Inquiry Record (CAIR)#****17427064**

<b>Vin</b>	1D4GP45R0	6E	<b>Open Date</b>	04/17/2008	<b>Build Date</b>	09/22/2005	
<b>Model Year</b>	06	<b>Body</b>	RSKH52	DODGE CARAVAN SXT FWD SWB WAGON			
<b>In Service Dt</b>	10/29/2005	<b>Dealer</b>	44520	<b>Dealer Zone</b>	51	<b>Mileage</b>	65,847
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	CHICAGO IL					<b>Country</b>	UNITED STATES

Corporate - Recall - Default - Default - Default	Seeks to know if there are any recalls.
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	States air bag light is on.

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

Caller seeking recall information on vehicle. Advised caller there are no incomplete recalls. Caller was informed they will be notified by letter if a there was a recall on the vehicle using the address on file.

Caller states that the air bag light stays on. Caller states that the vehicle has not been in an accident and the air bag has never deployed. Caller states that they have not been to a dealer for this concern. Agent referred caller to any authorized Dodge, Jeep, or Chrysler dealer.

**Customer Assistance Inquiry Record (CAIR)#****17428615**

<b>Vin</b>	2C4GP54L0	5R	<b>Open Date</b>	04/17/2008	<b>Build Date</b>	06/20/2005	
<b>Model Year</b>	05	<b>Body</b>	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON			
<b>In Service Dt</b>	08/01/2005	<b>Dealer</b>	56958	<b>Dealer Zone</b>	42	<b>Mileage</b>	42,548
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	ORLEANS MI					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer states air bag light is on.
Referral - Tier Two - Internal Escalation - Authorization - Default	Tier Two.

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 stating his air bag light has come on and dealer informed him that a lot of these vehicles have been recalled, but his was not on the list. Customer is seeking assistance with the repair. Agent transferred customer to tier two.

\*\*\*\*Begin structured narrative T2 - GOODWILL ESCALATION

What is the customer requesting from Chrysler?

Assistance with repair.

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

6,548 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?

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

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

Robin can be reached at extension 69979.

Customer informs that the air bag light came on in his vehicle and the front air bag sensors and wiring need to be replaced. Customer seeking assistance with the cost. Writer contacted dealer 56958 and spoke with Drew who informed that the service manager is, out but will be back in about ten minutes. Writer is to call back. Offered owner a call back.

\*\*\*\*\*RECALL CONTACT\*\*\*\*\*

Customer called in stating that his air bag sensors are bad on the vehicle. The customer stated he was told that other vans were recalled and not his. The customer stated that he had spoken with a agent that was supposed to contact the dealer and help the customer. The agent conferred with MDB80 and was advised to transfer the customer to the agents extension. The agent then advised the customer that it takes time for the agent to reach the dealer and to allow time and then agent then transferred the customer to RWA22 extension per MDB80.

Customer states that the he wants to know the present status of hte issue as he was about to recieve a call from us, Transferred to T3 for further handling.

4/18/08 Owner seeking assistance regarding above. Contacted Service Manager (SM), Chris. SM states air bag impact sensors and wiring harnesses need to be replaced. No abuse or neglect. Cost of the repair is \$80.00. Chrysler will assist with the cost of the repairs less a \$50.00 customer copay. Created pre-auth. (UN04118600418).



**Customer Assistance Inquiry Record (CAIR)#****17428876**

Vin	1C4GP45R8	5E	Open Date	04/17/2008	Build Date	03/30/2005	
Model Year	05	Body	RSYH52	CHRYSLER TOWN & COUNTRY FWD SWB WAGON			
In Service Dt	05/01/2005	Dealer	68860	Dealer Zone	32	Mileage	50,777
Name:						Contact Type	FAX
Address						Home Phone	
	CHICOPEE MA					Country	UNITED STATES

Product - Electrical - Body Wiring - Rusted or Corroded - Default	Customer called stating that the wires corroded.
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Customer called in stating that the wires on her vehicle have corroded causing the airbag sensors to stop functioning. Customer wants goodwill.  
Transferred to tier3 for further handling.  
Reimburse owner for airbag sensor replacement  
RO attached \_  
POSTMARK DATE: 041708; DATE RECEIVED: 041808

**Customer Assistance Inquiry Record (CAIR)#****17433153**

<b>Vin</b>	2C4GP54L2	5R	<b>Open Date</b>	04/18/2008	<b>Build Date</b>	05/16/2005	
<b>Model Year</b>	05	<b>Body</b>	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON			
<b>In Service Dt</b>	05/31/2005	<b>Dealer</b>	65399	<b>Dealer Zone</b>	42	<b>Mileage</b>	44,916
<b>Name:</b>						<b>Contact Type</b>	LETTER
<b>Address</b>						<b>Home Phone</b>	
	OXFORD MI					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Other - Unknown

Customer seeking reimbursement.

POSTMARK DATE: 040508; DATE RECEIVED: 040908

Customer seeking reimbursement for replacement of air bag sensor. The customer states the dealer replaced the air bag sensor. According to the cair number 17387530, previous agent told customer to send in all documents and proof of payment for consideration. Agent reassigned the cair to 81E for further handling.

Purchased New or Used? NEW

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

From whom did customer purchase used vehicle?

CDJ dealer

Per CAIR 17433153 customer sent invoice for air bag sensor, as well as proof of payment in the form of charge card receipt.

Customer will be reimbursed for repair as follows:

Parts 79.90

Labor 245.00

Total 324.90

Agent attempted to contact the customer on 4/21/08 at 2:59pm on the customer s Home phone.

Agent unable to speak with customer. Agent left voicemail with CCAC telephone number, reference number and extension.

\*\*\*\*\*NEXT AGENT\*\*\*\*\*

If customer calls in, please verify name and address where customer would like check sent using standard check verification paragraph. Please advise customer check should arrive in the mail within the next thirty days.

Voicemail message received on 4/22/08 at 12:58pm. Customer requested contact back as she received a message from LGP14. Customer requested contact back at

Called customer.

accepts and verifies the check should be mailed to the following name and address:

OXFORD, MI 4

Processing check.

**Customer Assistance Inquiry Record (CAIR)#****17433210**

<b>Vin</b>	2D4GP44LX	5F	<b>Open Date</b>	04/21/2008	<b>Build Date</b>	06/21/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	07/27/2005	<b>Dealer</b>	63814	<b>Dealer Zone</b>	51	<b>Mileage</b>	37,827
<b>Name:</b>						<b>Contact Type</b>	E-MAIL
<b>Address</b>						<b>Home Phone</b>	
	SOUTH MILWAUKEE WI					<b>Country</b>	UNITED STATES

Corporate - Recall - Default - Default - Default	Seeks recall information.
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Wants the airbag sensor to be replaced under recall repairs.

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

Corroded air bag sensor

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

Purchased New or Used? New

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

I had my van looked at today because the air bag signal comes on in wet weather. The dealer said the sensor is corroded. I then found on the internet that cars in WI are being recalled for this problem. When I contacted Chrysler, I was told my minivan was not part of the recall.

Since

this is a safety issue and I seem to fit the criteria for the recall I would expect that this repair should be covered under this recall.

Please

set this in motion. Sincerely,

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

Forwarded to Tier 3 for further handling.

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

\*\*\*\*\*Please do not consider the previous response\*\*\*\*\*

\*\*\*\*\*Email Response 1\*\*\*\*\*

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

We identify the recall issue and determine which vehicles in the assembly plant are involved. This is determined by the specific day and time of day vehicles are built. We then recall all those vehicles built within that time frame.

A review of our records indicates that your vehicle 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.

Please visit our brand site [www.Dodge.com](http://www.Dodge.com) and click on 'For Owners' at the top of the home page and then enter the last eight digits of your Vehicle Identification Number (VIN).

Thanks again for your email.

\*\*\*\*\*End Of Response1\*\*\*\*\*

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

Dear Nick,

Thank you for your reply to my query, but since my issue of a corroded air

bag sensor is one that you have identified as a recall issue (although not

for my vehicle), could it be that you need to expand the range of the recall? I obviously have this problem and I am upset about having to pay over one hundred dollars to repair something that you have found to be a problem. Is there any way we can make this repair ourselves? Where is the sensor located?

Thank you again,

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

Thank you for contacting the Chrysler Customer Assistance Center

regarding your 2005 Dodge Grand Caravan.

In response to your email, we would like to inform you that we are unable to assist you regarding your concern for expanding the range of recall.

In addition, an independent repair may cause damage to a co-related part and as a result may increase the expense incurred. The technicians at our dealerships are experts at servicing Dodge vehicles. Their state-of-the-art diagnostic equipment is designed specifically for your vehicle; it is able to read fluid and emissions levels and diagnose electrical and mechanical functions to ensure your vehicle is operating at maximum efficiency. Hence, we would request you to perform the repairs at an authorized dealer.

Furthermore, it would be wise to check around and compare with other authorized dealers close to your location. Our dealers are competitive in their retail service pricing with other repair facilities, both foreign and domestic.

It is regrettable that a more favorable reply cannot be provided.

Thanks again for your email.

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

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**Customer Assistance Inquiry Record (CAIR)#****17433609**

<b>Vin</b>	1D4GP24R5	6E	<b>Open Date</b>	04/19/2008	<b>Build Date</b>	11/04/2005	
<b>Model Year</b>	06	<b>Body</b>	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON			
<b>In Service Dt</b>	11/25/2005	<b>Dealer</b>	26453	<b>Dealer Zone</b>	42	<b>Mileage</b>	24,001
<b>Name:</b>						<b>Contact Type</b>	ROADSIDE
<b>Address</b>						<b>Home Phone</b>	
	AKRON OH					<b>Country</b>	UNITED STATES

Corporate - Roadside Services - Warranty - Towing - Default

Roadside Assistance Contacted - DATE : 2008-04-17  
Road Side File Created 04-19-08 FOR WARRANTY  
VEHICLE PROBLEM AT: VEHICLE TAKEN TO:  
47 W INGLESIDE DRIVE 3195 BARBER RD  
WINTHROP DRIVE  
AKRON NORTON  
OH USA OH  
CALLER\_COMMENTS AIR BAG LIGHT ON TOW\_COMMENTS VE  
DEALER CODE : 26453 FRED MARTIN SUPERSTORE

**Customer Assistance Inquiry Record (CAIR)#****17440133**

<b>Vin</b>	2D4GP44L3	6R	<b>Open Date</b>	04/22/2008	<b>Build Date</b>	08/19/2005	
<b>Model Year</b>	06	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	09/20/2005	<b>Dealer</b>	45219	<b>Dealer Zone</b>	51	<b>Mileage</b>	50,000
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
EAST PEORIA IL						<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp  
On/Flashing - Default

Customer states that the air bag light keeps coming on.

**\*\*\*\*\*Recall Contact\*\*\*\*\***

Purchased New or Used? USED

If Used, date purchased? n/a Mileage? 50000

From whom did customer purchase used vehicle?

CDJ Dealer

Customer called stating that there is an on going issue with the dealer.

Customer states that the Airbag light keeps coming on. Customer states that the dealer can not fix the problem. Customer states that the vehicle has been taken to the dealer five or six times for the same issue. Agent transferred to CCAC for possible further assistance.

Customer states that he has been having on going issues with the air bag light. Customer states that the air bag light is currently not on. Agent advised the customer to contact CCAC back once he is experiencing the issue again and we can see what steps can be done to resolve this issue.

**Customer Assistance Inquiry Record (CAIR)#****17443977**

<b>Vin</b>	1D4GP45R8	5E	<b>Open Date</b>	04/23/2008	<b>Build Date</b>	05/31/2005
<b>Model Year</b>	05	<b>Body</b>	RSKH52	DODGE CARAVAN SXT FWD SWB WAGON		
<b>In Service Dt</b>	06/28/2005	<b>Dealer</b>		<b>Dealer Zone</b>		<b>Mileage</b> 74,000
<b>Name:</b>					<b>Contact Type</b>	E-MAIL
<b>Address</b>					<b>Home Phone</b>	
	SPRINGVILLE IN				<b>Country</b>	UNITED STATES

Recall - F10: - Advise Owner/Incomplete Recall

Informed customer about incomplete recall.

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

Airbag sensor light is on - saw a blog about a recall but haven't received recall notice - is there one?

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

Purchased New or Used? Used

If Used, date purchased? 06/01/06 Mileage? 74000

From whom did customer purchase used vehicle? CDJ dealer

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

Airbag sensor light is on - saw a blog about a recall but haven't received recall notice - is there one?

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

We appreciate the time and effort you took to write to us. In response to your email, regarding the Airbag Sensor Light, we would like to inform you that our records indicate your vehicle is involved in the factory recall campaign listed below:

Recall Campaign # F10 WINDSHIELD WIPER MOTOR.

Please contact your local authorized Dodge dealer to arrange for an inspection and for the repairs. The recall services are performed free of charge.

Also, seek the dealerships that are known for their excellence in customer service - our Five Star dealers. Please visit <http://www.fivestar.com>, or call 1-800-677-5-STAR.

You can also find a dealership using the 'Find a Dealer' area on the Dodge website at <http://www.dodge.com>.

Given below are the names and addresses of our Five Star Dealerships in your vicinity:

Community Chrysler Dodge Jeep

555 STATE ROAD 37 SOUTH

MARTINSVILLE, IN 46151

Phone: (765) 342-5000

Bryan Bowman Chrysler Jeep Dodge

1873 E TIPTON ST

SEYMOUR, IN 47274

Phone: (812) 522-2982

Washington Chrysler Center

105 EAST VAN TREES

WASHINGTON, IN 47501-2944

Phone: (812) 254-3217

If you have any further questions, please feel free to contact the Customer Assistance Center at 1-800-992-1997 for an additional discussion.

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

**Customer Assistance Inquiry Record (CAIR)#****17444812**

<b>Vin</b>	2D4GP44L5	6R	<b>Open Date</b>	04/23/2008	<b>Build Date</b>	09/29/2005	
<b>Model Year</b>	06	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	10/18/2005	<b>Dealer</b>	66103	<b>Dealer Zone</b>	42	<b>Mileage</b>	44,000
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	HOLT MI					<b>Country</b>	UNITED STATES

Product - Electrical - Unknown - Defective - Default

Customer states that there is a problem with the vehicle

Customer states that there is a problem with the vehicle regarding the air bag and contacted the dealer and was charged and he feels that he should not be charged for the repair. Agent transferred the call to CAC Customer States that he is facing problem with the oxygen sensor and the air bag sensor and states that the dealership told him to replace the sensors. Customer seeking goodwill assistance as he feels it a manufacturing defect and these sensors should not fail for just 44000 miles on the vehicle. Agent informed the customer that he will arrange a call back from a senior staff member for further assistance. Customer requested to call him at [REDACTED]

Customer states that he was assured a call back from the agent regarding his issue with the vehicle. But he has not yet received the call.

Owner looking for assistance with air bag sensor and O2 sensor at 44863 miles. Called BILL SNETHKAMP S LANSING DODGE INC spoke with serv. manager Tony and have authorized to cover parts only as goodwill, total \$73.15. Owner satisfied. TJK7



**Customer Assistance Inquiry Record (CAIR)#****17445829**

<b>Vin</b>	1D4GP45RX	5E	<b>Open Date</b>	04/23/2008	<b>Build Date</b>	03/10/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKH52	DODGE CARAVAN SXT FWD SWB WAGON			
<b>In Service Dt</b>	08/23/2005	<b>Dealer</b>	60093	<b>Dealer Zone</b>	51	<b>Mileage</b>	19,600
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	NORTHFIELD IL					<b>Country</b>	UNITED STATES

Corporate - Recall - Default - Default - Default

Customer inquiring about any recall on the vehicle.

Customer called regarding any recall regarding the air bag sensor light on the vehicle. Agent informed the customer that there are no pending recalls.

**Customer Assistance Inquiry Record (CAIR)#****17446104**

<b>Vin</b>	1D4GP25R7	7E	<b>Open Date</b>	04/23/2008	<b>Build Date</b>	08/24/2006	
<b>Model Year</b>	07	<b>Body</b>	RSKL52	DODGE CARAVAN SE SWB WAGON			
<b>In Service Dt</b>	02/13/2007	<b>Dealer</b>	43808	<b>Dealer Zone</b>	51	<b>Mileage</b>	23,886
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	SUMMIT IL					<b>Country</b>	UNITED STATES

Product - Transmission / Transaxle - Unknown - Noisy - Default

Noise concern

Customer states that there are the same ongoing problems with the vehicle. States that had been to many dealers many times. States that the Air Bag System light comes on but the dealer told that the vehicle does not has an Air bag in it. Customer wants a different vehicle from Chrysler. States that also has problems with the knocking noise in the sway bar of the vehicle, transmission had problems four times. Transferred to Tier 3 for further handling.

Tier 3 was closed. Customer needs a call back on [REDACTED] before 12.00 pm (CST). Reassigned Cair to 82H.

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 back stating the brakes are not working again and the transmission is making a loud noise. Agent tried contacting the dealer with no result. Agent offered customer after the dealer is spoken with and customer left this number [REDACTED].

Agent contacted the dealer and spoke with Tom a Service Advisor. Tom states the customer had the brake pads replaced and then later had the rotors cut and they were cut to short by an IRF. Tom states they have not found anything wrong with the transmission and the Service Director has driven the vehicle as well and has not found anything wrong. Tom states he does not have a diagnosis on this vehicle yet due to they are going to contact the customer for authorization for diagnosis.

Tom states if agent wants to call back at about 2 they should know what is wrong with the brakes.

Agent contacted the dealer back and spoke with Oracio an advisor. Oracio states Tom is out to lunch and there are no notes on the repair order at this time.

Agent contacted the dealer again and spoke with Oracio who states no one is back from lunch yet. Oracio advised agent to call back in ten minutes and someone should be back.

Agent contacted the dealer again and spoke with Tom. Tom states the customer came and took the vehicle without them being able to completely diagnose the brake concern. Agent closing file due to customer has pulled the vehicle from the dealer and advised he will take to where the brakes were worked on last.

Owner s friend [REDACTED] says the sensor was damaged and not covered under warranty. Owner says vehicle has broken down twice per month since purchase.

Owner says the brake pedal feel intermittently feels low at times and is being charged \$68 to check the brakes.

Writer explained 12/12 warranty for brake pads and rotors, but advised if the brake caliper or master cylinder is needed, the repair is covered under the 3/36 warranty and physical damage is not covered.

Writer also advised the trade value is between him and the dealer..dg2

**Customer Assistance Inquiry Record (CAIR)#****17449130**

<b>Vin</b>	2D4GP44L0	6R	<b>Open Date</b>	04/24/2008	<b>Build Date</b>	08/05/2005	
<b>Model Year</b>	06	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	09/29/2006	<b>Dealer</b>	68679	<b>Dealer Zone</b>	66	<b>Mileage</b>	37,700
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	HAMLET NC					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default

Customer alleges airbag light comes on.

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 his airbag light has come on three times since his purchase. Customer alleges that the left side seat belt pre-tensioner has been replaced. Customer alleges the repairs have been covered each time. Customer inquires about now that the warranty is out if it happens again. Agent advised customer that the future cannot be speculated on. Agent advised customer that if it occurs again assistance can be looked into but there are no guarantees.

**Customer Assistance Inquiry Record (CAIR)#****17450832**

<b>Vin</b>	2C4GP44RX	5R	<b>Open Date</b>	04/25/2008	<b>Build Date</b>	05/30/2005	
<b>Model Year</b>	05	<b>Body</b>	RSYH53	CHRYSLER TOWN & COUNTRY LX FWD LWB WAGON			
<b>In Service Dt</b>	06/17/2005	<b>Dealer</b>	68225	<b>Dealer Zone</b>	42	<b>Mileage</b>	59,300
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	BROOK PARK OH					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Caller stated the air bag sensor needed replaced.
Product - Suspension - Torsion / Sway Bars - Worn - Front	Caller stated the front sway bar links and bushings need replaced.
Referral - Service Contracts - Default - Default - Default	Customer wanted to know about the sevice contract
Referral - Tier Two - Internal Escalation - Authorization - Default	Tier Two Referral.

Customer wanted to know about the sevice contract.

Agent referred to service contract department.

Customer stated the dealer advised her that the front sway bar links and bushings need replaced and are not covered under the contract. Customer stated she was also advised the air bag sensor needed replaced and was not covered. Customer inquiring if the repairs should be covered, advised the front sway bar links and bushings are not covered under the contract.

\*\*\*\*Begin structured narrative CL - GOODWILL ESCALATION

What is the customer requesting from Chrysler?

Assistance with the front sway bar links and bushings and the air bag sensor.

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

23,300 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?

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 CL - GOODWILL ESCALATION

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

per JMA468

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

Robin can be reached at extension 69979.

Caller is owner s wife seeking assistance with the cost of replacing the air bag sensors and front sway bar and bushings. States that vehicle is currently at dealer 68225. Writer reviewed and found that the caller s husband has owned two new CJD vehicles, a 2001 model and this one a 2005. Contacted dealer 68225 and left message for service manager as he was ont available. Advised service manager of reference number, agent extension and message number 865-425-3671. Advised caller that writer will call her back after speaking with the service manager in regards to goodwill assistance request. Caller provides cell phone number which has been updated is records.

Voicemail message from 68225 advising that they feel customer does not merit assistance. Dealer advises that they are happy to assist if Chrysler authorizes repairs. No name left to contact back at dealer.

**Customer Assistance Inquiry Record (CAIR)#****17456864**

<b>Vin</b>	2D4GP44L6	6R	<b>Open Date</b>	04/28/2008	<b>Build Date</b>	09/10/2005	
<b>Model Year</b>	06	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	04/26/2006	<b>Dealer</b>	43514	<b>Dealer Zone</b>	51	<b>Mileage</b>	42,000
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	GLASFORD IL					<b>Country</b>	UNITED STATES

Product - Electrical - Power Sliding Door - Intermittent or Inoperative - Passenger Side	Customer states door needs repair
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer states that the air bag sensors need replaced
Product - Suspension - Tie Rods / Drag Link - Poor Handling - Unknown	Customer states that tie rod ends need replaced
Referral - Tier Two - Internal Escalation - Authorization - Default	Tier two referral

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 needs repair on the air bag sensors, the tie rod ends, and the power sliding door. He is seeking assistance for the repairs per CAIR 17282605. Agent consulted with FT512 and will transfer to tier two for further review.

\*\*\*\*Begin structured narrative T2 - GOODWILL ESCALATION

What is the customer requesting from Chrysler?

Assistance with repairs per CAIR 17282605

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

6000 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?

There was a previous concern for a sliding door but the dealer said it was the other door

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

Yes

\*\*\*\*End structured narrative T2 - GOODWILL ESCALATION

Claims that sliding door will not open or shot and tie rod ends are loose and air bag sensor light is coming on. Vehicle was examined by dealer.

Customer had original called in March but no decision was reached.

Writer reviewed CAIR 17282605.

Contacted dealer 43514 and spoke to Service Manager Mike. Sliding door motor was burned out and wiring channel was cracked and broken. Impact sensors had an internal short and will need replaced. Diagnosis was performed 03/03/08 at 40065 miles. Customer does have some history. Per previous CAIR, tie rod ends were work from normal operation of vehicle.

Mike to call with repair costs. Writer considering partial reimbursement for repair.

Informed customer that Service manager was obtaining additional information. Customer can be reached at (cell).

Voicemail message from Mike at 43514. Mike advises that for the front impact sensors, the cost is \$340.00 and the power sliding door track and motor will cost \$700.00. Mike advises that he can be reached at 309-263-2345 if there are any further questions.

Contacted dealer 43514 and spoke to Service Manager Mike. Cost break down was \$94 parts for impact sensor with \$246 labor. Also \$422 parts and \$270 labor for power sliding door repair. Total costs are \$388 for

front impact sensors and \$692 for Power sliding door before application of taxes and shop supply charges.

Writer will authorize reimbursement for one half of the final repair costs for these two components. As tie rods ends were previously stated be worn from normal wear and operation of vehicle, no assistance will be provided that repair.

Contacted customer and advised of above offer and information. Customer stated that he believed the dealer would be taking care of all of the impact sensor repair. Writer could not locate any documentation to support this in either CAIR. Advised customer of this.

provided CCAC address and requesting original repair invoice and proof of payment.

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**Customer Assistance Inquiry Record (CAIR)#****17463101**

<b>Vin</b>	2D4GP44L1	6R	<b>Open Date</b>	04/29/2008	<b>Build Date</b>	09/16/2005	
<b>Model Year</b>	06	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	11/25/2005	<b>Dealer</b>	44980	<b>Dealer Zone</b>	74	<b>Mileage</b>	48,622
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	ELK RIVER MN					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer called regarding issue with airbag light on.
Referral - Tier Two - Internal Escalation - Authorization - Default	

Purchased New or Used? NEW

If Used, date purchased? NA Mileage? NA

From whom did customer purchase used vehicle? NA

Customer called regarding issue with airbag light on. Customer states the airbag sensors need to be replaced. Customer states the dealer told her it would cost \$345.00 for the repair. Customer is seeking assistance with airbag sensors repair. Customer is the original owner and owns 2 new vehicles. Customer has a 7/70 Powertrain service contract which does not cover airbag sensors repair. Customer is out of warranty by 12622 miles but in by time. Agent consulted SAT40. Agent advised customer of transfer and provided reference number.

\*\*\*\*Begin structured narrative T2 - GOODWILL ESCALATION

What is the customer requesting from Chrysler?

Assistance with airbag sensors repair

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

12622 miles but in 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?

2 new

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

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

Robin can be reached at extension 69979.

Caller is owner's wife [REDACTED] advises that the air bag light was on, the vehicle was taken to dealer 44980 but she could not afford the repairs at this time. Customer requesting goodwill assistance with the cost of repairs. Agent contacted dealer 44980 and spoke with service manager Brad who informs that they will use DSA to assist the customer with a \$100.00 co-pay. That customer needs to contact their advisor Brian to authorize repairs so that they can order the parts. Agent provided customer with information, who was very pleased with offer from dealership.

**Customer Assistance Inquiry Record (CAIR)#****17463113**

<b>Vin</b>	1C4GP45R2	5E	<b>Open Date</b>	04/30/2008	<b>Build Date</b>	06/22/2005	
<b>Model Year</b>	05	<b>Body</b>	RSYH52	CHRYSLER TOWN & COUNTRY FWD SWB WAGON			
<b>In Service Dt</b>	07/28/2005	<b>Dealer</b>	68179	<b>Dealer Zone</b>	51	<b>Mileage</b>	52,000
<b>Name:</b>						<b>Contact Type</b>	E-MAIL
<b>Address</b>						<b>Home Phone</b>	
	KALAMAZOO MI				<b>Country</b>	UNITED STATES	

Corporate - Product Information - Default - Default - Default

Customer seeks reimbursement for repairs

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

Reimbursement for Repairs

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

Purchased New or Used? ? New ?

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

I understand that a recall related to SRS impact sensors has occurred which affects many minivans of 2005 model year. I was told by the dealer that my minivan was not part of the recall and that a replacement part was instituted by Chrysler in the manufacturing process. However, I recently had two separate incidents where the right front and left front impact sensors prematurely failed at different times. It is clear that the replacement parts are not correcting this problem. Considering the systemic nature of this issue, and that this is a known defect, I am asking that Chrysler reimburse me for these repairs.

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

We appreciate the time and effort you took to write to us.

We would like to discuss this matter with you in more detail. Therefore, we will attempt to call you at the phone number you provided, (269-377-1185).

If you need immediate assistance, please call the Customer Assistance Center at 1-800-992-1997 between 8:00 a.m. and 5:00 p.m., Monday through Friday. Before calling the Customer Assistance Center, please have the following information handy:

Vehicle owner name

Vehicle owner address

Day and evening phone numbers

Vehicle Identification Number (VIN)

Current vehicle mileage

An explanation of the problem

We have trained Customer Service Representatives available to address the questions and concerns you may have.

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



**Customer Assistance Inquiry Record (CAIR)#****17467640**

<b>Vin</b>	2D4GP44L9	6R	<b>Open Date</b>	04/30/2008	<b>Build Date</b>	08/06/2005	
<b>Model Year</b>	06	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	02/03/2006	<b>Dealer</b>	44991	<b>Dealer Zone</b>	51	<b>Mileage</b>	46,764
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	MOUNT HOREB W					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer complaining about the airbag sensor.
Product - Engine - Unknown - Check Engine Lamp On/Flashing - Default	Customer complaining about the check engine light.

Check engine light is on continuous and the airbag sensor is bad and dealership told customer it will take \$400 labor and part cost. Customer looking for goodwill. Agent called the dealership 08223 service manager was not available. Agent promised a call back to customer once clarification taken from dealership. Agent will call customer on the next day. Customer agreed

Agent called dealership spoke to service manager Mr. Jeff he told that customer has been to dealership for the last service on Feb 08 and he has not been there for the airbag sensor to be defective. Agent called customer and informed to take the vehicle to the dealership and get the vehicle diagnose and send the repair receipts to the corporate address as at this moment we will not be able to provide any kind of goodwill assistance with out the complete diagnose of the vehicle.

**Customer Assistance Inquiry Record (CAIR)#****17469088**

<b>Vin</b>	1D4GP24R1	6E	<b>Open Date</b>	05/01/2008	<b>Build Date</b>	01/18/2006	
<b>Model Year</b>	06	<b>Body</b>	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON			
<b>In Service Dt</b>	01/19/2006	<b>Dealer</b>	44359	<b>Dealer Zone</b>	71	<b>Mileage</b>	43,000
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	DELHI CA					<b>Country</b>	UNITED STATES

Corporate - CNA Change - Default - Default - Default	Agent updated owner information.
Referral - Tier Two - Internal Escalation - Authorization - Default	Customer seeking assistance with air bag light repair.
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer states air bag light will make a noise.

## \*\*\*\*Begin structured narrative T2 - GOODWILL ESCALATION

What is the customer requesting from Chrysler?

Customer is seeking assistance with the air bag light repair.

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

7,000 miles

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

no

Is the customer the original owner of this vehicle?

no

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 T2 - GOODWILL ESCALATION

Purchased New or Used? used

If Used, date purchased? 03/22/07 Mileage? 20,674

From whom did customer purchase used vehicle?

Other dealer

Agent updated owner information. Customer states about a month ago the air bag light came on and it dinged. Customer states that he is afraid that it might go off. Customer states it will do it when he turns slightly to the left. Customer states that he is seeking assistance with the repair. Customer states that the dealership wanted to charge him \$100.00 to look at it. Agent consulted ADA22 and transferred for further review.

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

taunya can be reached at extension 69281.

Caller states he can not afford the \$100 to diagnosis the vehicle.

Caller states he can not afford the diagnostic fees.

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. Agent provided contact information for future use. caller states request of services through dealer 44359. Agent contacted dealer 44359. Agent received an answering machine informing the dealer is closed. Agent will call dealer at later time to inquire of SM about possible self authorizations.

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

taunya can be reached at extension 69281.

Caller states he can not afford the \$100 to diagnosis the vehicle.

Caller states he can not afford the diagnostic fees.

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. Agent provided contact information for future use. caller states request of services through dealer 44359. Agent contacted dealer 44359. Agent received an answering machine informing the dealer is closed. Agent will call dealer at later time to inquire of SM about possible self authorizations.

Agent contacted dealer 44359. Agent requested the Service Manager.

Agent received voice mail.

Agent left message requesting a return call.

Agent attempted to contact dealer 44359. Agent requested the Service Manager Jim.

Jim states he is not willing to self authorize the repairs for the customer. He is willing to call the agent with the retail repair cost.

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**Customer Assistance Inquiry Record (CAIR)#****17472916**

Vin	1C4GP45R5	5E	Open Date	05/02/2008	Build Date	06/21/2005	
Model Year	05	Body	RSYH52	CHRYSLER TOWN & COUNTRY FWD SWB WAGON			
In Service Dt	11/28/2005	Dealer	68662	Dealer Zone	42	Mileage	38,600
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	WARREN OH					Country	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	air bag lite flashing on off
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Owner calls stating she spoke with a 'David' last night who took all her information and told her that a supervisor would be call her back. No one called. She had no file number as the 'David' never entered a CAIR under her VIN.

Caller says 'David' had an Indian accent.

--

She says the (selling) dealer examined her vehicle and she says 'Nate' told her that they had seen the problem before with vehicles under a recall and he would check if they could do hers as well.

Owner says she was contacted and advised her vehicle wasnt part of this recall and that 'there was nothing they could do for her; call Chrysler @ the 800#'.

--

I offered to call the dealer. I spoke to Nate and advised him that they have SDSA authorization and they certainly have the capability to assist their customer. He acknowledges that he didnt know what SDSA meant; I suggested he review with the service manager as it is a tool to take care of their customers instead of sending them to an 800#.

I provided my name and extension and advised him I will be sending a CAIR to the store so they may follow up with their customer and if they need further direction, they can also use the resources of the DM.

REASSIGNED TO BC/DLR 42 68662 05/02/08 10:21 O 17472916

REASSIGNED TO BC/DLR 42 68662 05/02/08 10:22 O 17472916

REASSIGNED TO BC/DLR 42 68662 05/02/08 10:22 O 17472916

DM spoke to Nate- vehicle needs an impact sensor and liftgate props. DM offered to cover repair with a \$50 deductible. BM38

Owner calls back to clarify reason for co-pay as she thought the item was under recall.

Writer explained the one recall has been completed and that she would be notified of any future recalls. Writer explained, since the warranty has expired, we offered a goodwill gesture to pay for the majority of the repair, with a \$50 co-pay on her part. Owner was happy with explanation..dg2

**Customer Assistance Inquiry Record (CAIR)#****17473074**

Vin	1C4GP45R6	5E	Open Date	05/02/2008	Build Date	04/28/2005	
Model Year	05	Body	RSYH52	CHRYSLER TOWN & COUNTRY FWD SWB WAGON			
In Service Dt	05/21/2005	Dealer	52699	Dealer Zone	42	Mileage	53,300
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	CLEVELAND OH					Country	UNITED STATES

Corporate - Recall - Default - Default - Default	Custoemr demanding vehicle be repairs by recalls not on VIN.
Product - Emissions - EGR System - Other - Default	States EGR valve needs to be replaced
Product - Electrical - Unknown - Other - Default	States impact sensor needs to be replaced.

Purchased New or Used? New

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

From whom did customer purchase used vehicle? n/a

\*\*\*\*\*

Customer claims that dealer told that her that impact sensor, front seat belt tensioner, and EGR valve need to be replaced. Customer claims that she found online that seat belt selt issue and impact sensor were recalled by Chrysler but dealer is refusing to honor the recalls. Advised customer that these recalls are not on her vehicle and vehicel cannot be repaired under recalls. Advised CCAC could review for assistance with repair costs however.

Customer refused and demanded that these repairs be covered under the recalls. Customer provided recall IDs from NHTSA as 07v192000 for impact sensors and 04v047000. Writer cross referenced and connected to Chrysler recall IDs G09 and D04, respectively. Informed customer of the details of these recalls and that, regardless of information found on the internet, her vehicle, under no conditions, will not be covered by recalls it did not receive. Customer continued to demand that her vehicle be covered by recalls not on vehicle and was again told that this is impossible. Customer released call.

Customer states that she has dealt with numerous 800 numbers. She states that she has been on hold numerous times. She states that the issue she is having with the seatbelt retractor code is showing that it is a stored code and can not tell what the code is. She states that she feels that it should still be covered under warranty. Customer states that there are recalls for her year make and model. She states that she feels the recall should be opened up to other vehicles. Agent advised customer that Chrysler will not be covered under recall due to the fact that the recalls are very vehicle identification specific and her vehicle does not qualify for the recalls for the components that need to be replacement. Customer states that she is not satisfied with the response she is getting for this issue. Agent advised customer that her concerns have been documented and will be internally reviewed. Agent consulted with JNB11 who spoke with DWC58 and he states that he offered to look into assistance outside of the warranty as goodwill assistance and customer declined. JNB11 advised agent that due to goodwill previously being denied it will not be offered again. Agent advised customer that she will be responsible for the cost of the repairs and her concerns will be documented and will be internally reviewed. She states that she worked with the dealership for goodwill assistance and was denied.

**Customer Assistance Inquiry Record (CAIR)#****17479143**

Vin	1C4GP45R2	5E	Open Date	05/05/2008	Build Date	06/22/2005	
Model Year	05	Body	RSYH52	CHRYSLER TOWN & COUNTRY FWD SWB WAGON			
In Service Dt	07/28/2005	Dealer	43275	Dealer Zone	42	Mileage	56,000
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	KALAMAZOO MI					Country	UNITED STATES

Corporate - Product Information - Default - Default - Default	Customer seeking product information
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	

Customer seeking product information

ESCALATED TRANSFER CALL --- owner advises that he had to replace both of the front air bag impact sensors on his vehicle and is upset that it was not included in a recall...original owner, 4th Chrysler product...writer requested fax copy of repair order and offered reimbursement in full.....ltm

Received fax copies of paid repair orders for replacement of impact sensors

writer processing reimbursement for amount of \$245.25 on this date.....ltm

**Customer Assistance Inquiry Record (CAIR)#****17482486**

<b>Vin</b>	1D4GP45R0	5E	<b>Open Date</b>	05/06/2008	<b>Build Date</b>	06/21/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKH52	DODGE CARAVAN SXT FWD SWB WAGON			
<b>In Service Dt</b>	08/22/2005	<b>Dealer</b>	41461	<b>Dealer Zone</b>	32	<b>Mileage</b>	49,000
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	SPENCERPORT NY					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Air bag light is on
Corporate - Recall - Default - Default - Default	Customer inquiring about recall pertaining to air bag light
Referral - Other - Default - Default - Default	Provided number to NHTSA

Purchased New or Used? New

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

From whom did customer purchase used vehicle? N/A

Customer inquiring about recall for air bag control module. Customer stated her air bag light is on. Customer stated dealer told they would charge diagnostic fee to see what is wrong with vehicle but she does not feel she should pay for diagnostics on recall. Advised vehicle does not have any incomplete recalls. Customer stated she read about failure of frontal air bag sensor recall on internet. Advised customer that NHTSA is doing a Preliminary Evaluation but there is not a recall out at this time. Customer upset about having to pay diagnostics. Advised customer diagnostics are paid every time vehicle is taken to dealer out of warranty. Customer stated she has CSC. Advised customer that diagnostic must be paid and if issue is covered under contract, the diagnostic fee will be waived into deductible under contract. Customer inquiring when something will be known about frontal air bag sensors and she was provided number to NHTSA for additional information.

**Customer Assistance Inquiry Record (CAIR)#****17484319**

<b>Vin</b>	2A4GP54L8	6R	<b>Open Date</b>	05/07/2008	<b>Build Date</b>	09/21/2005	
<b>Model Year</b>	06	<b>Body</b>	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON			
<b>In Service Dt</b>	11/25/2005	<b>Dealer</b>	99999	<b>Dealer Zone</b>	42	<b>Mileage</b>	22,613
<b>Name:</b>						<b>Contact Type</b>	E-MAIL
<b>Address</b>						<b>Home Phone</b>	
	MILTON OR					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Other -  
Unknown

customer states that airbag light is coming on and  
off.

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

airbag light coming on, disarming passenger airbag!!!

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

Purchased New or Used?n/a

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

Your web site tells me there are no recalls on this problem however other web sites show me there is a problem with this condition. Also I don't need someone in India, whom I cannot understand, trying to tell me not to notify The National Highway Safety Council about this problem. I will wait until Friday May 9th to get your reply then I will report my situation. Thank you.

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

Routed to tier 3 as legal and safety issue.

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

Thank you for contacting the Chrysler Customer Assistance Center regarding your 2006 Chrysler Town & Country.

Our records indicate this vehicle is not involved in any outstanding factory recalls. If your vehicle is involved in any future recalls, a notice will be sent to your postal address. Please contact us with any future changes of address.

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](http://www.Chrysler.com); [www.Dodge.com](http://www.Dodge.com) or [www.Jeep.com](http://www.Jeep.com), click on 'For Owners' and then insert the last eight digits of your Vehicle Identification Number (VIN) where appropriate.

I regret the problem your vehicle has experienced and appreciate the time and effort you took to bring this matter to my attention. We recommend contacting your authorized 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 our 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.



**Customer Assistance Inquiry Record (CAIR)#****17487699**

Vin	1A4GP45RX	6E	Open Date	05/07/2008	Build Date	09/10/2005	
Model Year	06	Body	RSYH52	CHRYSLER TOWN & COUNTRY FWD SWB WAGON			
In Service Dt	11/30/2005	Dealer	52516	Dealer Zone	42	Mileage	38,547
Name:						Contact Type	LETTER
Address						Home Phone	
	EAST JORDAN M					Country	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default

Owner says that the dealer replaced the right front airbag sensor on 4/2/08 at 38,547 miles, and that the advisor Richard Babcock told her to call the CAC for reimbursement. Dealer is DSA. Spoke with SM Rick Kline, who confirmed that this sensor was replaced, in addition to the EGR valve. SM says the customer paid a total of \$135.31 (includes tax) for the air bag sensor repair. Informed owner that Chrysler will reimburse her the total cost of the air bag sensor repair only, as a one time goodwill gesture. Provided owner with fax number (248)512-8084, and advised her to send the original repair order and proof of payment (credit card).

Owner provided documentation. Repair invoice shows total of \$307.35 (minus \$61.08), but credit card receipt shows total paid was \$246.27. Spoke with SM Rick, who says that owner s aftermarket service contract company - Protective Advantage - reimbursed \$61.08 toward part of the repairs. Agent will reimburse \$135.31, above. Again, this is a one time goodwill gesture, as owner has an aftermarket service contract.  
POSTMARK DATE: 050708; DATE RECEIVED: 051608

<b>Customer Assistance Inquiry Record (CAIR)#</b>						<b>17489397</b>	
<b>Vin</b>	1A4GJ45R1	7E	<b>Open Date</b>	05/08/2008	<b>Build Date</b>	03/22/2007	
<b>Model Year</b>	07	<b>Body</b>	RSYH52	CHRYSLER TOWN & COUNTRY SWB WAGON			
<b>In Service Dt</b>	05/16/2007	<b>Dealer</b>	44436	<b>Dealer Zone</b>	32	<b>Mileage</b>	23,437
<b>Name:</b>						<b>Contact Type</b>	ROADSIDE
<b>Address</b>						<b>Home Phone</b>	
	TULSA OK					<b>Country</b>	UNITED STATES

Corporate - Roadside Services - Warranty - Towing - Default	
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Roadside Assistance Contacted - DATE : 2008-05-06  
 Road Side File Created 05-08-08 FOR WARRANTY  
 VEHICLE PROBLEM AT: VEHICLE TAKEN TO:  
 239 MARGINAL STREET 107 ANDOVER ST  
 WILLOW STREET  
 CHELSEA DANVERS  
 MA USA MA  
 CALLER\_COMMENTS AIRBAGLIGHTS ON @ VANGUARD CAR RE  
 DEALER CODE : 44436 HERB CHAMBERS CHRYSLER JEEP DODGE

**Customer Assistance Inquiry Record (CAIR)#****17494848**

<b>Vin</b>	2C4GP54L6	5R	<b>Open Date</b>	05/09/2008	<b>Build Date</b>	05/23/2005	
<b>Model Year</b>	05	<b>Body</b>	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON			
<b>In Service Dt</b>	09/24/2005	<b>Dealer</b>	60068	<b>Dealer Zone</b>	66	<b>Mileage</b>	26,095
<b>Name:</b>						<b>Contact Type</b>	LETTER
<b>Address</b>						<b>Home Phone</b>	
	MOORESVILLE NC					<b>Country</b>	UNITED STATES

Corporate - Lemon Law - Default - Default - Default	Attorney letter
Product - Body / Trim / Paint Finish - Air Bag - Other - Unknown	air bag light on
Product - Steering - Unknown - Other - Default	

POSTMARK DATE: 050608; DATE RECEIVED: 050908

Claim of 8 repairs for air bag light, 7 repairs for steering complaints.

\*\*\*\*\*

Postlethwait, Huggins &amp; Morrison-Final Opportunity to Repair Notice

Attorney-Cam Morrison

Reassigned to Business Center for review and handling. JSS15.

\*\*\*\*\*

\*\*\*\*\* Attention District Manager \*\*\*\*\*

Lemon Law. Contact ATTORNEY to set appt. to correct concerns within 15 days. Contact must be by a DCX representative. Update CAIR with contact info. Upon resolution update and close CAIR.

Owner brought vehicle into dealership on 5/22/08, dealer is diagnosing owner concerns as of 5/28/08. cag7

POSTMARK DATE: 052208; DATE RECEIVED: 052808

\*\*\*\*\*

Received another letter from Attorney.

Reassigned to Business Center for review and handling. JSS15.

\*\*\*\*\*

DM has authorized replacement for owner retention, owner states concerns still exist. cag7

**Customer Assistance Inquiry Record (CAIR)#****17501474**

Vin	2C4GP54L1	5R	Open Date	05/12/2008	Build Date	02/04/2005	
Model Year	05	Body	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON			
In Service Dt	03/03/2005	Dealer	26016	Dealer Zone	42	Mileage	45,000
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	CHICAGO IL					Country	UNITED STATES

Corporate - Recall - Default - Default - Default	Customer inquiring about recall.
Referral - Tier Three - Default - Default - Default	Customer need some assistance on goodwill and the evaporator also...

Customer stated that the front left sensor for the airbag is defective and turns on automatically anytime and she says that the front left sensor was on a recall and it was fixed and so she would like to know whether the front left will also be covered under the recall or not?  
Agent found that there was no recall on the vehicle for the front right sensor and informed the customer regarding the same.  
customer seeking for good will as well as the customer having problem with the a/c evaporator which dealer told her to get it fix new which costed her around 1000\$ which the customer is not ready to pay and want that chrysler should pay of it....previous agent transferred it to tier-3 for further handling but the call got disconnected so now the customer wants to speak to senior staff agent only  
Purchased New or Used? Used.  
If Used, date purchased? 12/11/06 Mileage? 9000  
From whom did customer purchase used vehicle? Other dealer.  
Customer transferred to the internal Tier 2 escalation line for further review of concern.  
Richard can be reached at extension 69072.  
Customer is seeking any assistance with the evaporator, and air bag light repairs that Chrysler is willing to provide.  
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 dealer.  
Informed customer that any authorization for a Chrysler 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)#****17503484**

<b>Vin</b>	2A8GP64L3	6R	<b>Open Date</b>	05/13/2008	<b>Build Date</b>	09/27/2005	
<b>Model Year</b>	06	<b>Body</b>	RSYS53	CHRYSLER TOWN & COUNTRY LTD FWD LWB WAGON			
<b>In Service Dt</b>	11/18/2005	<b>Dealer</b>	60106	<b>Dealer Zone</b>	66	<b>Mileage</b>	34,670
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	NAVARRE FL					<b>Country</b>	UNITED STATES

Corporate - Policy Issues - Default - Default - Default	Customer complaining about the airbag light is coming on.
Referral - Tier Three - Default - Default - Default	Customer complaining about the airbag light is coming on.

Customer complaining about the airbag light is coming on. Agent transferred call to tier3.

Owner states that dealer # 60106 diagnosed the drivers side seat belt tensioner as needing replacement for air bag lamp being on. Dealer has ordered part # WP151D1AF. Owner asked if part is available at another dealership. Writer spoke with SA Monte who advised that part order has been released from mopar Sherwood, CA depot and should arrive at dealer tomorrow for repairs. Owner thanked writer for information.

**Customer Assistance Inquiry Record (CAIR)#****17509172**

<b>Vin</b>	2D4GP44L7	5R	<b>Open Date</b>	05/14/2008	<b>Build Date</b>	05/31/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	07/19/2005	<b>Dealer</b>	43299	<b>Dealer Zone</b>	74	<b>Mileage</b>	39,058
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	SAINT PAUL MN					<b>Country</b>	UNITED STATES

Referral - Tier Two - Internal Escalation - Authorization - Default

Customer needs to talk to senior staff agents.

Customer called in saying that he had called yesterday and was told to call again today on a matter related to a safety issue. Agent transferred the call to USCAC for further assistance.

Customer states that he is facing problem with the air bags and he states that the 2005 vehicle air bags are under recall as per his information.

Agent checked on the system which states there is no recall on the vehicle. Transferred to tier 3 for further handing.

customer called in for teh same issue and states that the agent was transferring the call but he was disconnected hence wants to speak with senior staff agent hence transferd the call to tier 03.

Purchased New or Used? New

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

From whom did customer purchase used vehicle? N/a.

Customer seeking to be reimbursed for a left front impact sensor and wiring harness. Customer states this vehicle should have been included in the recall for this concern.

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 was advised to mail request r/o and proof of payment to Po box 21-8004 and pending verification he will be reimbursed for the repairs less a \$50 co pay.

**Customer Assistance Inquiry Record (CAIR)#****17509748**

<b>Vin</b>	2D4GP44L0	5R	<b>Open Date</b>	05/14/2008	<b>Build Date</b>	04/08/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	08/03/2005	<b>Dealer</b>	44435	<b>Dealer Zone</b>	74	<b>Mileage</b>	36,000
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	HUDSON WI					<b>Country</b>	UNITED STATES

Corporate - Recall - Default - Default - Default

Customer seeking recall information.

The Customer states that the air bag impact sensor has problem and there is no recall on it and he also states that the previous recall F01 does not cover this and he has to pay some \$250.  
Agent informed that recall VIN specific.

**Customer Assistance Inquiry Record (CAIR)#****17512809**

<b>Vin</b>	2D4GP44L5	5R	<b>Open Date</b>	05/15/2008	<b>Build Date</b>	04/06/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	04/23/2005	<b>Dealer</b>	45120	<b>Dealer Zone</b>	51	<b>Mileage</b>	44,724
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	MONTGOMERY IL					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Unknown - Loose - Unknown

customer having issues with airbags

customer having issues with airbags customer states that this is a new vehicle and this should not happen the customer also states that the vehicle is at the dealership hence the agent called the dealership at DODGE OF NAPERVILLE, INC spoke with mario from service department he states that the customer is a genuine customer and the problem is a unusual problem and also states that the charge would be \$278 hence as the customer is seeking goodwill assistance reassigned the CAIR to 82h. if the customer calls back with the same issue transfer the call to tier 03.

Customer called in with the same issue but Tier 3 was closed hence informed to call back between 8AM-5PM.

Customer seeking assistance regarding the same concern. Transferred to Tier 3 for further handling.

Owner seeks assistance with airbag repairs. Writer spoke with SA Mario who confirmed that air bag sensor needs replacement. As goodwill, due to first owner and low miles, writer will cover total cost of repair, less a \$50.00 copay to owner. Owner is happy with goodwill offer. SA Mario will call writer back with total cost of repair at warranty rates for pre-authorization.

SA Mario calls back states that total cost of repair at warranty rates is \$128.55. Writer will pre-authorize claim.



**Customer Assistance Inquiry Record (CAIR)#****17514643**

<b>Vin</b>	2D4GP44L2	6R	<b>Open Date</b>	05/19/2008	<b>Build Date</b>	11/14/2005	
<b>Model Year</b>	06	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	02/20/2006	<b>Dealer</b>	43272	<b>Dealer Zone</b>	35	<b>Mileage</b>	60,000
<b>Name:</b>						<b>Contact Type</b>	E-MAIL
<b>Address</b>						<b>Home Phone</b>	
	MCGUIRE AFB NJ					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Body Hardware - Other - Door-Sliding	Complains of the automatic door motors need replacement.
Product - Body / Trim / Paint Finish - Air Bag - Other - Front - Driver	Complains that the driverside airbag not working properly.

## \*\*\*\*\* EMAIL BRIEF DESCRIPTION CONTENT \*\*\*\*\*

Major parts repair not covered under warranty

## \*\*\*\*\* END EMAIL BRIEF DESCRIPTION CONTENT \*\*\*\*\*

Purchased New or Used? New

## \*\*\*\*\* BEGIN CUSTOMER EMAIL \*\*\*\*\*

We received a repair bill for almost \$2000 for replacement of parts that by everyone's account should not have broken on a 2 year old vehicle. Both automatic door motors need replacement as well as the track of one. Furthermore the airbag on the driver's side is no longer working properly and may not deploy when needed. When we purchased this van 2 years ago, we knew that we put a lot of highway miles on our cars and bought a \$1000 extended warranty. The salesman explained this was the warranty for us because it covered those items that may be affected by mileage. We now find out that these items are not covered although they are NOT affected by mileage and SHOULD NOT have worn out in 2 years. We are so disappointed with the van and are flabbergasted that these parts did not hold up. We are extremely disheartened to learn that Dodge will not stand behind the quality of your products in a car that is 2 years old. We formally would request that these items be repaired under the initial 3 year warranty of our vehicle. Thank you. Bill Paparteys

## \*\*\*\*\* BEGIN EMAIL RESPONSE \*\*\*\*\*

Thank you for contacting the Chrysler Customer Assistance Center regarding your 2006 Dodge Grand Caravan. We regret for the inconvenience caused to you. In response to your email, we request you to please call the Customer Assistance Center at 1-800-992-1997 between 8:00 a.m. and 5:00 p.m. Monday through Friday (in all Continental Time Zones).

When calling the Customer Assistance Center, please have the following information handy:

Vehicle owner name

Vehicle owner address

Day and evening phone numbers

Vehicle Identification Number (VIN)

Name of dealership where vehicle was purchased

Dealership where service was performed

Date of last service

Current vehicle mileage

An explanation of the problem

We have Customer Service Representatives available to address the your questions and concerns.

Thanks again for your email.

## \*\*\*\*\* END EMAIL RESPONSE \*\*\*\*\*

Customer states that airbag light flickers and a switch needs to be replacement, which will cost \$800 and motor needs replacement which will

cost \$600. Customer states that the vehicle is only 3 yrs old and wants it should be covered under warranty.

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**Customer Assistance Inquiry Record (CAIR)#****17515351**

<b>Vin</b>	1D4GP24R4	5E	<b>Open Date</b>	05/16/2008	<b>Build Date</b>	06/11/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON			
<b>In Service Dt</b>	06/11/2005	<b>Dealer</b>	23391	<b>Dealer Zone</b>	42	<b>Mileage</b>	62,000
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	SOUTHFIELD MI					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	air bag light on
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2nd Owner, former used rental, seeking recall info regarding air bag light.  
Advised her no open recalls.  
Verified CNA.

**Customer Assistance Inquiry Record (CAIR)#****17515917**

<b>Vin</b>	2D4GP44L2	6R	<b>Open Date</b>	05/16/2008	<b>Build Date</b>	03/30/2006	
<b>Model Year</b>	06	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	04/11/2006	<b>Dealer</b>	44566	<b>Dealer Zone</b>	51	<b>Mileage</b>	42,732
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	OMRO WI					<b>Country</b>	UNITED STATES

Product - Electrical - Unknown - Other - Default	Customer complaining about the crash sensor as its not working.
Corporate - Recall - Default - Default - Default	Customer requesting recall information on the vehicle.

Customer calls in saying that he has problem with the crash sensor and power steering rack which needs to be replaced, customer wanted to know if there is any recall on the parts which needs to be replaced or is there anything Chrysler can do about that. Call got disconnected. (Please ignore the statment call got disconnected )customer mentioned that he is really upset that his vehcile is creating problem as soon as he got out of warrenty, transferring the call to T3.

====

2nd owner, former used rental, owner bought it used with 30k.  
No warranty , no extended warranty, no related warranty repair history whatsoever.  
I reviewed warranty parameters with the caller.  
Advised caller that this repair is, financially, his responsibility.  
CUSTOMER PAY.

**Customer Assistance Inquiry Record (CAIR)#****17519317**

<b>Vin</b>	2D8GP44L8	6R	<b>Open Date</b>	05/19/2008	<b>Build Date</b>	08/12/2005	
<b>Model Year</b>	06	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	03/20/2006	<b>Dealer</b>	44330	<b>Dealer Zone</b>	35	<b>Mileage</b>	31,000
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	WEST GROVE PA					<b>Country</b>	UNITED STATES

Corporate - Product Information - Default - Default - Default

Customer informed about the issues she is facing since she has bought this

Customer informed about the issues she is facing since she has bought this vehicle, she has taken in at the dealership several times for one or another reason and she wants to speak to some higher authority regarding this hence transferred the call to internal escalation Pune for further assistance.

Customer states that she is experiencing electrical problem with her vehicle. Customer mentions that while driving the car air bag light comes on, radio goes off, air conditioning goes off and on. Customer also experiencing problem with the control module, seat switch and the navigation system. Customer states that she just wanted Chrysler to know of these problem. Writer asked customer if she is looking something from Chrysler, Customer told that her vehicle is at the dealership and would like to wait till it comes back. Writer advised the customer that her complaint has been recorded and she can call Chrysler back once she has her vehicle back and experiences the same problem again. Customer understood.

**Customer Assistance Inquiry Record (CAIR)#****17522518**

<b>Vin</b>	1D4GP24R4	6E	<b>Open Date</b>	05/20/2008	<b>Build Date</b>	11/07/2005	
<b>Model Year</b>	06	<b>Body</b>	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON			
<b>In Service Dt</b>	05/24/2006	<b>Dealer</b>	43414	<b>Dealer Zone</b>	63	<b>Mileage</b>	27,834
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	SANTA FE TX					<b>Country</b>	UNITED STATES

Corporate - Warranty Coverage - Default - Default - Default	Customer seeking warranty coverage information.
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer states that the air bag light is on.

Customer states that the air bag light is coming on. Customer states that he wants to know whether it is covered under warranty. Agent advised customer that he can contact the dealer for more information regarding the air bag warranty coverage. Customer seeking warranty coverage information. Agent provided the information.

**Customer Assistance Inquiry Record (CAIR)#****17522624**

<b>Vin</b>	1D4GP24R4	6E	<b>Open Date</b>	05/20/2008	<b>Build Date</b>	11/07/2005	
<b>Model Year</b>	06	<b>Body</b>	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON			
<b>In Service Dt</b>	05/24/2006	<b>Dealer</b>	43414	<b>Dealer Zone</b>	63	<b>Mileage</b>	27,834
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	SANTA FE TX					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default

Customer states that the airbag light is on.

Customer states that the airbag light of his vehicle comes on. Customer called up 4 dealers in the vicinity but they said that they do not have loaner vehicle. Customer seeking help with the rental vehicle. Customer call was transferred to Sr.staff agent. The customer has contacted many dealers himself on the phone. The call was made to 45106 dealership that do they provide loaner if the vehicle is there for diagnose and he informed that he can provide shuttle for a day. The customer will get in touch himself with them.

**Customer Assistance Inquiry Record (CAIR)#****17529463**

<b>Vin</b>	2D4GP44L5	5R	<b>Open Date</b>	05/21/2008	<b>Build Date</b>	05/13/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	05/21/2005	<b>Dealer</b>	45084	<b>Dealer Zone</b>	51	<b>Mileage</b>	75,126
<b>Name:</b>						<b>Contact Type</b>	LETTER
<b>Address</b>						<b>Home Phone</b>	
	CARY IL					<b>Country</b>	UNITED STATES

Corporate - Recall - Default - Default - Default

Customer seeking reimbursement for recall(G09) repair reimbursement.

POSTMARK DATE: 051308; DATE RECEIVED: 052108

Customer states that a few months ago the airbag light on the driver s side of his vehicle star was on. Agent found out that there is a recall G09 which states that This notification applies only to the above vehicles built at the Windsor Assembly plant ( R in the 11th VIN position) through February 3, 2005 (MDH 02-03-23). According to the recall G09 the supplemental front airbag sensors on about 50,000 of the above vehicles may crack under certain conditions and allow water to enter into the sensor. These sensors were added to enhance the performance of the vehicle s airbag system; however, a cracked sensor may not operate properly in a frontal crash. A cracked sensor can also illuminate the airbag warning light.

\*\*\*\*\*

Customer seeking reimbursement for (G09) recall repairs. The repairs were done on 04/19/08 and 04/21/08 at 45084. The customer sent in an invoice indicating that the repair was paid for by credit card. Agent contacted the dealership on 05/22/08 at 1:05 pm at 847-382-5400 and spoke to Anthony. Anthony confirmed both the repairs performed by the dealer 45084. Customer has sent the proof of payment. The payment was made by credit card. The repair cost is as follows:

Labor- \$347.20

Parts- \$100.80

Tax- \$7.06

Misc Charges- \$9.86

The total amount of the repair was \$464.92. Due to the fact the repair was due to recall G09, Chrysler will reimburse the customer in the amount of \$464.92 per KKN7. Submitting a check request to 85K for \$464.92. I don t see G09 for this VIN? - Yet we are about to reimburse customer 464? Review and return - have team lead review. Thanks, EJW

\*\*\*\*\*

Agent called the customer on 05/28/2008 at 6:30 pm and reached the voice mail. Agent left the reference number and the customer care number. If the customer calls back please advice that there is no recall regarding their concern. The part is not recall related hence we can not go forward and reimburse.

Customer calling regarding above stated issue. Agent advised the customer that his vehicle is not under recall and we would not be in position to reimburse. Agent transferring call to internal escalation.

\*\*\*\*\* Internal Escalation \*\*\*\*\*

Customer very irate knowing that her vehicle is not involved in the list of the vehicle that were being recalled. Customer wants to know the details where her vehicle was manufactured and which assembly line was recalled. Agent advised the customer that the information she seeks is proprierty and could not be provided to her. Customer states that she will contact the higher officials through a letter.



**Customer Assistance Inquiry Record (CAIR)#****17530651**

Vin	1C4GP45R5	5E	Open Date	05/22/2008	Build Date	03/30/2005	
Model Year	05	Body	RSYH52	CHRYSLER TOWN & COUNTRY FWD SWB WAGON			
In Service Dt	04/19/2005	Dealer	68414	Dealer Zone	32	Mileage	25,000
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	RUSSELL MA					Country	UNITED STATES

Recall - F10: - Advise Owner/Incomplete Recall	Customer informed about the recall.
Corporate - CNA Change - Default - Default - Default	Customer wanted dealer information.
Product - Body / Trim / Paint Finish - Air Bag - Other - Unknown	The air bag light came in.

Customer seeking recall information because the air bag lights are on.  
Agent informed that the recall is not for the air bag but it is for the windshield and provided the dealer information.

**Customer Assistance Inquiry Record (CAIR)#****17536669**

<b>Vin</b>	1C4GP45R7	5E	<b>Open Date</b>	05/23/2008	<b>Build Date</b>	07/05/2005	
<b>Model Year</b>	05	<b>Body</b>	RSYH52	CHRYSLER TOWN & COUNTRY FWD SWB WAGON			
<b>In Service Dt</b>	10/26/2005	<b>Dealer</b>	67243	<b>Dealer Zone</b>	42	<b>Mileage</b>	36,900
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	W BLOOMFIELD MI					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default

Customer not happy with \$100 deductible.

Customer states that the air bag lights glow when he starts the engine and he took to the dealership and they charged \$100 deductible and he states why he has to pay and why the light is on if there is no problem. Agent informed that the \$100 deductible is as per warranty above 36000 miles and there might be some problem with the air bag lights that dealership can duplicated for him and if required they will repair that. Customer do not wanted to go to the dealership and wanted to speak to the supervisor.

Agent transferred the call to external escalation team.

\*\*\*\*\* Internal escalation \*\*\*\*\*

Customer called and wants to know why the air bag light is on without the vehicle being in an accident. Customer says the dealer is charging him 101\$ just to diagnose the vehicle and he thinks that he would understand if this would be a check engine light coming on but the air bag is not his mistake. Agent advised the customer that Chrysler would not pay for the diagnose. Agent advised customer to get the evhicle diagnosed by the dealer. Customer understood.

**Customer Assistance Inquiry Record (CAIR)#****17542838**

<b>Vin</b>	2A4GP44R7	6R	<b>Open Date</b>	05/27/2008	<b>Build Date</b>	10/01/2005	
<b>Model Year</b>	06	<b>Body</b>	RSYH53	CHRYSLER TOWN & COUNTRY LX FWD LWB WAGON			
<b>In Service Dt</b>	10/26/2005	<b>Dealer</b>	49903	<b>Dealer Zone</b>	71	<b>Mileage</b>	42,000
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	(818) 705-1182
	VAN NUYS CA					<b>Country</b>	UNITED STATES

Corporate - Warranty Coverage - Default - Default - Default

customer seeking warranty information

customer states that the vehicle is at the dealership for the repairs for the airbag sensor and the dealership says its not covered under warranty. agent informed the customer that the warranty has expired on odometer, informed but she had a extended warranty.

**Customer Assistance Inquiry Record (CAIR)#****17546499**

<b>Vin</b>	2C8GP64L2	5R	<b>Open Date</b>	05/28/2008	<b>Build Date</b>	05/09/2005	
<b>Model Year</b>	05	<b>Body</b>	RSYS53	CHRYSLER TOWN & COUNTRY LTD FWD LWB WAGON			
<b>In Service Dt</b>	07/30/2005	<b>Dealer</b>	44681	<b>Dealer Zone</b>	51	<b>Mileage</b>	52,000
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	RICHLAND CENTER WI					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Other - Unknown	Air bag light is on.
Product - Engine - Unknown - Check Engine Lamp On/Flashing - Default	Check engine light is come on.
Product - Emissions - EGR System - Worn - Default	EGR failure.

Customer called in regarding the check engine light & airbag light as they are coming on. Customer told that these repairs should be covered under the warranty as she has a power train warranty with her. Customer told that the dealer would charge 300\$ to fix the vehicle. Agent called up the dealership @ 608 647 2233, but the SM was not available. Agent offered a call back to the customer@ .

Agent called up the dealership again but nobody responded. Agent called up the customer & left a message for her.

customer is calling in for the same issue regarding the the check engine lights and airbag light hence the agent called the dealership @ 608 647 2233 spoke with sm ron he states that the check engine light is on due to erg valve and it is not covered under warranty and the airbag light is on due to impact sensors and it is not covered under warranty as well and states that there would be a charge of \$350.00 hence the agent informed the same to the customer states that she belives that the powertrain warranty should cover everything she also states that she has a chevrolet vehicle and taht vehicle has a powertrain warranty to and it does cover every parts so why chrysler does not basically customer is seeking goodwill assistance for \$350 hence the agent transferd the call to tier 03.

Purchased New or Used? New

If Used, date purchased? 07/30/05 Mileage? 30 miles

From whom did customer purchase used vehicle?

Richland County Chrysler Inc. 44681

Customer requesting assistance with the replacement of the EGR valve and the impact sensors in the vehicle. Agent called dealer 44681 and spoke with Service Manager, Ron, who advised that he will be willing to use his self authorization to assist the customer on both repairs. Ron stated that he would like to see if he could get the customer to participate with a \$100.00 co/pay. Agent advised customer that she will be responsible for \$100.00 and the dealer will be absorbing the remainder of the cost.

Agent advised customer that she will need to speak with Ron to advise him if she accepts the offer. Customer stated that she will have to ask her husband. Customer stated that she thinks that she will just trade the vehicle in for a Chevrolet.

**Customer Assistance Inquiry Record (CAIR)#****17546744**

<b>Vin</b>	1A4GP45RX	6E	<b>Open Date</b>	05/28/2008	<b>Build Date</b>	06/15/2006
<b>Model Year</b>	06	<b>Body</b>	RSYH52	CHRYSLER TOWN & COUNTRY FWD SWB WAGON		
<b>In Service Dt</b>	07/18/2006	<b>Dealer</b>	45200	<b>Dealer Zone</b>	32	<b>Mileage</b> 58,156
<b>Name:</b>					<b>Contact Type</b>	TELEPHONE
<b>Address</b>					<b>Home Phone</b>	
	BOLTON MA				<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer had problems with the Air Bag Lights.
Corporate - Lost Customer - Default - Default - Default	Customer stated that he will not purchase another Chrysler.
Product - Body / Trim / Paint Finish - External Ornamentation - Other - Trunk/Deck Lid/Hatch	Stated rear cargo door will not lock.

Customer had problems with the Air Bag Lights. Customer seeks Goodwill Assistance with the repair on the Air Bag Lights. Agent called the Dealer 45200 and spoke with Tammy, the Service Manager. Agent asked Tammy about the Estimated Cost of the Repair. Customer currently owns 1 New Chrysler Vehicle. Agent asked whether he came to their place for regular oil changes and servicing. Tammy, the Service Manager informed that the Total Cost of the Repair would be \$395 including the labor. Agent requested if she could provide her with some Goodwill Assistance. Tammy denied. Agent informed the customer as a Goodwill Gesture Chrysler LLC would pay \$250 and the remaining \$145 had to be paid by the him. Customer disagreed. Customer wanted to cover the Entire Cost of the Repair because that was a Safety issue. Agent informed that he would contact the Supervisor regarding this concern. Supervisor denied. Agent informed that Chrysler LLC would pay \$250 and the Remaining \$145 had to be paid by the customer. Agent created the Pre-Authorization Number. Pre-Authorization Number: Spoke with the customer and customer mentioned that he is unhappy with Chrysler as this is a safety issue. Customer wants that the entire amount should be paid by Chrysler. Consulted the client and concluded that to offer a goodwill assistance for \$ 395 as he is valued customer. Customer happy. PA - UN05321880528.

Customer called in now regarding the power door. Customer says that the power door lock doesn't work at all. Customer states that it is a safety issue. Customer wants us to cover the repairs. Customer isn't sure of the issue, and states that there might be an issue with the actuator.

Customer stated that the mileage on the vehicle is 59000. Agent advised the customer to get in touch with the dealership, and get the vehicle diagnosed as we can't figure out the problem with the vehicle over the phone. Customer acknowledged & said that he'll take his vehicle to the dealership and will call back again.

Customer called back regarding the passenger side cargo door concern. Customer informed that the actuator needs to be replaced. Customer wants Chrysler to help him with this as Chrysler has helped the customer with the air bag light concern.

Agent spoke to SM, Tammy, who informed that the actuator with part and labour will cost \$253. SM also informed that the technicians are working on air bag issue on which the customer has not incurred \$100 deductible cost also customer has cancelled one service contract.

Agent informed the customer to incur the cost to which customer denied citing safety issue. Agent informed the customer that will transfer the call to SSA for further assistance.

Customer calling regarding the air bag and the door lock repair of his vehicle and wants to talk to somebody higher. Agent transferred the call to Tier 3.

Purchased New or Used? New

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

From whom did customer purchase the used vehicle? N/A

Customer stated the rear cargo door will not lock.

Customer feels this is a safety issue, and would like Chrysler to assist with the cost of repairs.  
Agent called Dealer 45200, and spoke with the service manager, Tammy. Informed customer that Chrysler will not participate in the repair. The vehicle warranty has expired.  
Customer stated that he will not purchase another Chrysler.  
Customer requested to speak with a supervisor.  
Agent informed caller that the supervisor would like to know why he wants to speak with him.  
Customer would like to dispute the decision.  
Agent informed caller that the supervisor concurs.  
Customer requested to speak with a supervisor.  
### BEB43 took over call. ####  
Customer reiterated that he feels this is a safety issue, and therefore for Chrysler should cover the cost of the repair to the rear cargo door lock.  
BEB43 informed caller that Chrysler will not participate in the repair.  
The vehicle warranty has expired.

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**Customer Assistance Inquiry Record (CAIR)#****17548913**

<b>Vin</b>	2A4GP44R5	7R	<b>Open Date</b>	05/30/2008	<b>Build Date</b>	12/18/2006	
<b>Model Year</b>	07	<b>Body</b>	RSYH53	CHRYSLER TOWN & COUNTRY LX LWB WAGON			
<b>In Service Dt</b>	05/21/2007	<b>Dealer</b>	45309	<b>Dealer Zone</b>	63	<b>Mileage</b>	18,000
<b>Name:</b>						<b>Contact Type</b>	E-MAIL
<b>Address</b>						<b>Home Phone</b>	
	IRVING TX					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Carpet - Other - Default	Customer wants the carpet to be replaced.
Dealer - Service/Body Shop - Personnel - Discourteous/ Rude - Service Management	
Dealer - Service/Body Shop - Transaction - Vehicle Damaged - Default	

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

We deeply feel, that the Service Department, where our vehicle is being repaired, is being deceitful, untrustworthy, in disregard of said, disabilities covered by ADA. Upper management refuses to help, broken repair promises!

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

Purchased New or Used? New

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

At 3:00 pm. prior to the close of business (at 6:00pm. CST.) we were told by Rusty Miller (Service Manager), that he had spoken to Dave Jones (District Service Manager), and that he stated that he had no reason to discuss any concerns I may have, and that he was on his way out (vacation?) and that Rusty could handle everything. Mr. Jones from my understanding stated exactly what Mr. Miller stated... 'I am sorry that you have a problem.... (My disability of OCD - which is covered by the Americans with Disabilities Act), BUT IT IS NOT OUR problem to deal with'. Furthermore, Mr. Rusty Miller stated, that he was probably more versed in the ADA then he really cared to be, and stated, that it only covered Government buildings, and public access areas, and the like., for which I disagree.... It protects against, DISCRIMINATION, of those who have disabilities, also. After, I had discussed my concerns with Mr. Miller, he continued to be extremely rude to me throughout our conversation. This has caused an enormous amount of distress, and disruption to both me, and our family. It is hard to explain to our children why people can be so uncaring in regards to those with disabilities. Calling, me at 3pm. does not provide me with enough time to contact the appropriate people to dispute our repair, and discrimination concerns. Mr. Miller stated that he would no longer pay for the rental, which was being covered due to the fact that the repair was a manufacturer's defect. He also, at the time stated, that I had until 6 pm. when the rental agency (located in their building) closed, to get the rental back, and not be charged for it, and that we needed to pick up our vehicle immediately. When I stated that I did not feel that we should have to pay for the rental, or the repair to the carpet which had been proven to have an existing problem in relation to standing water caused by a body seam leak. This caused mold, and mildew problems.... He stated, well if you feel that way then we will have them repossess? the vehicle. I am not sure if he was speaking of our Chrysler Town and Country, or the rental. There were 'SEVERAL' things, we brought the car in for. FOUR, of the issues are still unresolved. We have had the rental vehicle, I think, since May 17th. We also, have had problems with the rental vehicle (but... I guess that is the rental agencies area, of concern or fault.) There were these, four Major concerns needing immediate attention: Water 'THROUGH OUT' the floor of the vehicle with mold and mildew (seen by 3 mechanics, two adults in our family, myself, and two service managers), also, a problem in the feeling of the vehicle when it came to a stop, it would shift hard.... WHICH they say, that they can not duplicate, and refuse to do further diagnostics., also, when the air conditioner was on the air would blow between the front vent, and the defrost vent, (almost

like it would stop blowing and then blow while in operation of the vehicle...) AGAIN, they are unable to duplicate it.... and the last MAJOR CONCERN being that the front drivers side "AIR BAG LIGHT", would come on during operation of the vehicle. I have had many concerns about the vehicle ever since the car was purchased, when we bought the car from Meador Chrysler Jeep, in Ft. Worth, TX. we were told that many of our concerns not to be worried about and did not need fixing because they were normal....well my reply to that was if I am spending that much on a vehicle, and that is normal....then there is a problem, they had told us that if we were unsatisfied with it in the future to bring it back into the dealer. After our experience there, though, we then had chosen to go to the Grapevine Dealer. As a first time customer, and new vehicle owner, I did NOT anticipate such a difficult time! When I initially went into the Grapevine Chrysler Jeep Dodge Dealer, we were greeted cordially, and treated nicely by many people, it was not until we were promised that the entire length of the carpet was to be repaired that Mr. Miller, got involved, and then the person whom, I thought was going to help us, did a 360 in both his character, and in his business dealings. We do not feel that especially after having witnesses who were there in person, and those who overheard phone conversations that things would be repaired and that they promised after we asked them VERY SPECIFIC questions regarding the carpet, that in fact the entire carpet through out the vehicle would be replaced....they went back on there word. NOT ONLY THAT, Mr. Miller states, that he knows that it doesn't seem right that they are going back on their word, but they can, and that they are. What kind of service is that? I had considered purchasing another new vehicle (Chrysler 300), from them in the future, until we ran into this problem, and our friends who we referred to Chrysler, we are now cautioning. I have also, contacted a local news station called K.T.V.T regarding the way your company does business while handling it's customer complaints and service needs, and we are also contacting the Department of Justice to discuss, with the appropriate people how to go about filing a grievance in regards to the "Americans With Disabilities Act", since it is a federal law, to not discriminate against those with various disabilities. We were told by Mr. Miller, that "they can not accommodate everyone who has a disability, or they would be out of business!" Personally, I feel that, that would actually be "GOOD" customer service! THIS HAS BEEN A VERY DIFFICULT SITUATION, SINCE IT IS OUR FIRST SERVICE EXPERIENCE WITH CHRYSLER. WE ARE VERY, DISAPPOINTED!! In regards, to WHY, they promised to replace the carpet.... (for which they only have replaced half, and stated that they would pay for the time, and labor, but that I would have to come up with the \$300 to COVER THE PART).... We were told by a service manager, named JACK LOUNSBURY, that since it was EVIDENT, that the water.... which had been found through out the ENTIRE floor of the vehicle, had caused, both, MOLD, AND MILDEW that it was best to seek the removal of the carpet, and have a full replacement of new carpet, and padding. This was not only because it was the RIGHT thing to do, but it was directly caused by the leak in the body seam where the metal comes together in the floor of the vehicle. We were told that this was a manufacturer defect. We also, became aware that water leaks were a, a common issue in various older Chrysler models. The conversation CONFIRMING THE FULL REPLACEMENT, was reiterated, and readdressed several times! We felt that Jack, was VERY helpful, and quite a God Send, because he, tried to understand and was sympathetic to the fact that my three children have severe allergies, and asthma with R.A.D, that require s medical breathing treatments! To Top that all off, I have a disability called OCD- for which I have Panic attacks, and fears of germs, and other phobias related to this condition. Since, this has all happened, I have had to require medicine, to relieve my anxieties, and to help deal with the pressure, and stress that both Mr. Rusty Miller, and Mr.Dave Jones have directly caused me, and my family. My husband has had to deal with this situation, also, while working, through various phone calls to his office. We are PLEADING, for help!!!! We are asking for someone, to stand behind their word, and we would like Chrysler to actually be concerned about our safety, and well being!! I do not feel that it is very business like, nor very kind to make fun of those, or put down those who have "ANY" form of disability!! You wouldn't tell someone with



circumstance. Thank you, for taking the time to read my lengthy complaint. I was promised a full length carpet repair, and mist to disinfect the vehicle? from Grapevine Chrysler Jeep Dodge. When I bought the car I was promised touch up paint for free, (for which I just purchased), replacement of a cargo net, which was missing between the front seats, two head phones for which we paid for, and also, replacement of the two front window tints, because of a defect in the way they were put on. When we purchased the vehicle, we bought it with 95 miles on it. We also, had purchased a 100,000 mile warranty. I am not sure what you can do about these issues, but they were documented when we bought the car. We even also, brought up problems with the carpet when we bought it, because it did not seem to be installed properly. I am hoping, that this is not a lemon. Thanks again, [REDACTED]

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

Routed to Tier 3 for further handling.

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

See previous cair. Issue has been addressed by telephone.

NAN.

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**Customer Assistance Inquiry Record (CAIR)#****17548915**

<b>Vin</b>	2A4GP44R5	7R	<b>Open Date</b>	05/30/2008	<b>Build Date</b>	12/18/2006	
<b>Model Year</b>	07	<b>Body</b>	RSYH53	CHRYSLER TOWN & COUNTRY LX LWB WAGON			
<b>In Service Dt</b>	05/21/2007	<b>Dealer</b>	45309	<b>Dealer Zone</b>	63	<b>Mileage</b>	18,000
<b>Name:</b>						<b>Contact Type</b>	E-MAIL
<b>Address</b>						<b>Home Phone</b>	
	IRVING TX					<b>Country</b>	UNITED STATES

Dealer - Service/Body Shop - Personnel - Discourteous/ Rude - Service Management

customer disappointed with the dealership.

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

Our problems with the Service Department, are unresolved after contacting the District Mang. UNFAIR, AND DECITEFUL PRACTICES!!!!

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

Purchased New or Used? new

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

At 3:00 pm. prior to the close of business (at 6:00pm. CST.) we were told by Rusty Miller (Service Manager), that he had spoken to Dave Jones (District Service Manager), and that he stated that he had no reason to discuss any concerns I may have, and that he was on his way out (vacation?) and that Rusty could handle everything. Mr. Jones from my understanding stated exactly what Mr. Miller stated...'I am sorry that you have a problem.... (My disability of OCD - which is covered by the Americans with Disabilities Act), BUT IT IS NOT OUR problem to deal with'. Furthermore, Mr. Rusty Miller stated, that he was probably more versed in the ADA then he really cared to be, and stated, that it only covered Government buildings, and public access areas, and the like., for which I disagree.....It protects against, DISCRIMINATION, of those who have disabilities, also. After, I had discussed my concerns with Mr. Miller, he continued to be extremely rude to me throughout our conversation. This has caused an enormous amount of distress, and disruption to both me, and our family. It is hard to explain to our children why people can be so uncaring in regards to those with disabilities. Calling, me at 3pm. does not provide me with enough time to contact the appropriate people to dispute our repair, and discrimination concerns. Mr. Miller stated that he would no longer pay for the rental, which was being covered due to the fact that the repair was a manufacturer s defect. He also, at the time stated, that I had until 6 pm. when the rental agency (located in their building) closed, to get the rental back, and not be charged for it, and that we needed to pick up our vehicle immediately. When I stated that I did not feel that we should have to pay for the rental, or the repair to the carpet which had been proven to have an existing problem in relation to standing water caused by a body seam leak. This caused mold, and mildew problems....He stated, well if you feel that way then we will have them reposess? the vehicle. I am not sure if he was speaking of our Chrysler Town and Country, or the rental. There were 'SEVERAL' things, we brought the car in for. FOUR, of the issues are still unresolved. We have had the rental vehicle, I think, since May 17th. We also, have had problems with the rental vehicle (but... I guess that is the rental agencies area, of concern or fault.) There were these, four Major concerns needing immediate attention: Water 'THROUGH OUT' the floor of the vehicle with mold and mildew (seen by 3 mechanics, two adults in our family, myself, and two service managers), also, a problem in the feeling of the vehicle when it came to a stop, it would shift hard....WHICH they say, that they can not duplicate, and refuse to do further diagnostics., also, when the air conditioner was on the air would blow between the front vent, and the defrost vent, (almost like it would stop blowing and then blow while in operation of the vehicle...) AGAIN, they are unable to duplicate it.... and the last MAJOR CONCERN being that the front drivers side "AIR BAG LIGHT ", would come on during operation of the vehicle. I have had many concerns

about the vehicle ever since the car was purchased, when we bought the car from Meador Chrysler Jeep, in Ft. Worth, TX. we were told that many of our concerns not to be worried about and did not need fixing because they were normal....well my reply to that was if I am spending that much on a vehicle, and that is normal....then there is a problem, they had told us that if we were unsatisfied with it in the future to bring it back into the dealer. After our experience there, though, we then had chosen to go to the Grapevine Dealer. As a first time customer, and new vehicle owner, I did NOT anticipate such a difficult time! When I initially went into the Grapevine Chrysler Jeep Dodge Dealer, we were greeted cordially, and treated nicely by many people, it was not until we were promised that the entire length of the carpet was to be repaired that Mr. Miller, got involved, and then the person whom , I thought was going to help us, did a 360 in both his character, and in his business dealings. We do not feel that especially after having witnesses who were there in person, and those who overheard phone conversations that things would be repaired and that they promised after we asked them VERY SPECIFIC questions regarding the carpet, that in fact the entire carpet through out the vehicle would be replaced....they went back on there word. NOT ONLY THAT , Mr. Miller states, that he knows that it doesn't seem right that they are going back on their word, but they can, and that they are. What kind of service is that? I had considered purchasing another new vehicle (Chrysler 300), from them in the future, until we ran into this problem, and our friends who we referred to Chrysler, we are now cautioning. I have also, contacted a local news station called K.T.V.T regarding the way your company does business while handling it's customer complaints and service needs, and we are also contacting the Department of Justice to discuss, with the appropriate people how to go about filing a grievance in regards to the "Americans With Disabilities Act", since it is a federal law, to not discriminate against those with various disabilities. We were told by Mr. Miller, that "they can not accommodate everyone who has a disability, or they would be out of business!" Personally, I feel that , that would actually be "GOOD" customer service! THIS HAS BEEN A VERY DIFFICULT SITUATION, SINCE IT IS OUR FIRST SERVICE EXPERIENCE WITH CHRYSLER. WE ARE VERY, DISAPPOINTED!! In regards, to WHY, they promised to replace the carpet.... (for which they only have replaced half, and stated that they would pay for the time, and labor, but that I would have to come up with the \$300 to COVER THE PART).... We were told by a service manager, named JACK LOUNSBURY, that since it was EVIDENT, that the water.... which had been found through out the ENTIRE floor of the vehicle, had caused, both, MOLD, AND MILDEW that it was best to seek the removal of the carpet, and have a full replacement of new carpet, and padding. This was not only because it was the RIGHT thing to do, but it was directly caused by the leak in the body seam where the metal comes together in the floor of the vehicle. We were told that this was a manufacturer defect. We also, became aware that water leaks were a, a common issue in various older Chrysler models. The conversation CONFIRMING THE FULL REPLACEMENT, was reiterated, and readdressed several times! We felt that Jack, was VERY helpful, and quite a God Send, because he, tried to understand and was sympathetic to the fact that my three children have severe allergies, and asthma with R.A.D, that require s medical breathing treatments! To Top that all off , I have a disability called OCD- for which I have Panic attacks, and fears of germs, and other phobias related to this condition. Since, this has all happened, I have had to require medicine, to relieve my anxieties, and to help deal with the pressure, and stress that both Mr. Rusty Miller, and Mr.Dave Jones have directly caused me, and my family. My husband has had to deal with this situation, also, while working, through various phone calls to his office. We are PLEADING, for help!!!! We are asking for someone, to stand behind their word, and we would like Chrysler to actually be concerned about our safety, and well being!! I do not feel that it is very business like, nor very kind to make fun of those, or put down those who have "ANY" form of disability!! You wouldn't tell someone with diabetes, or cancer to just get over it! Well, it is the same in my circumstance. Thank you, for taking the time to read my lengthy complaint. I was promised a full length carpet repair, and mist to disinfect the vehicle? from Grapevine Chrysler Jeep Dodge. When I bought

purchased), replacement of a cargo net, which was missing between the front seats, two head phones for which we paid for, and also, replacement of the two front window tints, because of a defect in the way they were put on. When we purchased the vehicle, we bought it with 95 miles on it. We also, had purchased a 100,000 mile warranty. I am not sure what you can do about these issues, but they were documented when we bought the car. We even also, brought up problems with the carpet when we bought it, because it did not seem to be installed properly. I am hoping, that this is not a lemon. Thanks again, [REDACTED]

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

Previous agent already addressed the concern. so NAN.

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

060408dj5-DM rec'd e-mail from Larry Benitz, who had rec'd a call from this owner last night, requesting that we call this owner due to problems and concerns with her vehicle. At approx. 9AM DM called owner to address her concern that the carpet be replaced throughout the entire vehicle due to a water leak at the front passenger's floor board (I was already knowledgeable of this owner's issue). Our conversation lasted almost two hours. we discussed all the issues listed in this CAIR. First the carpet, I explained that the water leak had been very small and water had been contained to the front area of the vehicle and had not gone to the rear of the vehicle. Second, our carpet is made of a material that resists mold and mildew. Also that our normal procedure is to remove the carpet and let it dry only. But because she insisted we replaced the front portion of the carpet. Further explain that would not be a reason to replace the rear carpet since it did not get wet period. After much conversation the owner still wanted all the carpet replaced due to her OCD condition even though it was not necessary due to her claimed issues about worrying about every little detail.

Then owner and I discussed her other concerns, which is an airbag light that she claims is coming on her dash but the dealership has not seen it or found any codes in the computer that the air bag light has come on. Also, we discussed her A/C concern that the dealership had not been able to duplicate, too. In an effort to resolve these two issues. I offered the owner the opportunity to drive with the dealership personnel to demo these two issues. The owner refused and stated that she would only do this if we replaced the rear carpet of the vehicle, too. DM, David Jones, declined to replace the rear carpet again. Owner wanted to read me a four page letter over the phone but I requested that she fax or e-mail it to me. Owner did not have a fax machine but I provided her my e-mail address. Also advised owner that since her vehicle has been repaired and the dealership advised her on 5/30/08 that they are no longer covering her rental bill since vehicle has been repaired since at least May 28. Vehicle actually had been repaired May 20, but was ready on May 21 since owner insisted that the carpet be replaced.

After two hours DM ended conversation and asked owner to e-mail me if she had any additional new issues to discuss since we were at a stalemate. Also request to owner that she return the rental since she had been in it since May 16 and the dealership had stopped paying for it since May 30. Owner advised me that was not my concern and not to speak about the rental from Enterprise. I ended call and thanked her for her time. Also, Mr. Larry Benitz, of Chrysler Brand Protection in Detroit, was advised of this conversation and that I, David Jones - District Manager, had addressed his request that he had sent to Mr Van Gray, Bill Harry, Joe Mathis, and Paul Sweeney, all of the SWBC.

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**Customer Assistance Inquiry Record (CAIR)#****17551203**

<b>Vin</b>	2A8GP64L2	6R	<b>Open Date</b>	05/29/2008	<b>Build Date</b>	02/07/2006	
<b>Model Year</b>	06	<b>Body</b>	RSYS53	CHRYSLER TOWN & COUNTRY LTD FWD LWB WAGON			
<b>In Service Dt</b>	03/06/2006	<b>Dealer</b>	99999	<b>Dealer Zone</b>	32	<b>Mileage</b>	16,553
<b>Name:</b>						<b>Contact Type</b>	LETTER
<b>Address</b>						<b>Home Phone</b>	
	UPPER SADDLE RIVER NJ					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp  
On/Flashing - Default

Customer seeking reimbursement for the air  
bag repairs

POSTMARK DATE: 051608; DATE RECEIVED: 051608

Customer is seeking reimbursement Passenger side air bag. Customer has  
sent the invoice. Image on page 3 and 4 is not clear. Agent re-assigning  
the cair to 85B for further handling.

Writer received the documentation for the airbag repair. Total  
reimbursement for the repair =\$97.50.

**Customer Assistance Inquiry Record (CAIR)#****17551530**

Vin	1C4GP45R4	5E	Open Date	05/29/2008	Build Date	06/15/2005	
Model Year	05	Body	RSYH52	CHRYSLER TOWN & COUNTRY FWD SWB WAGON			
In Service Dt	08/01/2005	Dealer	58625	Dealer Zone	42	Mileage	42,000
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	WOODHAVEN MI					Country	UNITED STATES

Product - Engine - Unknown - Other - Default	Customer called in to complain about the engine valve
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer complaining about the airbag lamp coming on.
Corporate - Dealer Information - Default - Default - Default	Customer seeking dealership information.

The customer called in to complain about the engine and also about the airbag light coming on. The agent advised the customer to take his vehicle to the dealership for a diagnose of the vehicle. The customer also provided the customer with the dealership name, address and phone number. The customer agreed.

**Customer Assistance Inquiry Record (CAIR)#****17554687**

<b>Vin</b>	2D4GP44L1	5R	<b>Open Date</b>	05/30/2008	<b>Build Date</b>	05/04/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	06/30/2005	<b>Dealer</b>	68847	<b>Dealer Zone</b>	51	<b>Mileage</b>	72,908
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	NEW LISBON WI					<b>Country</b>	UNITED STATES

Product - Electrical - Power Door Lock / Deck Lid - Other - Hatch/Deck Lid

Customer not happy with the vehicle.

Customer not happy with the vehicle. Agent transferred the call to T3.

\*\*\*Owner states his out of warranty repairs include the a/c, an airbag sensor, oxygen sensor and egr valve. The current problem is with the mil light and dome light won t come on when the sliding door is open. Writer contacted Marty, in service, who will call me back when he get the information.

\*\*\*Writer returned a call to Marty, who said he will contact the customer to offer assistance. He said that he could understand the problems since there have been so many recent repairs.

**Customer Assistance Inquiry Record (CAIR)#****17557818**

<b>Vin</b>	2D4GP44L7	5R	<b>Open Date</b>	06/02/2008	<b>Build Date</b>	05/31/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	07/19/2005	<b>Dealer</b>	43299	<b>Dealer Zone</b>	74	<b>Mileage</b>	39,058
<b>Name:</b>						<b>Contact Type</b>	LETTER
<b>Address</b>						<b>Home Phone</b>	
	SAINT PAUL MN					<b>Country</b>	UNITED STATES

Product - Electrical - Engine Wiring - Defective - Default

Customer seeking reimbursement.

POSTMARK DATE: 051508; DATE RECEIVED: 052008

Customer seeking reimbursement for the wiring harness and impact sensors.

In the previous cair the agent has already informed the customer that we will reimburse the customer for the repairs less a \$50.00 co-pay. So now the customer has sent the invoice and the proof of payments. Date, Name of the dealership and the amount paid are matching. So the amount to be reimbursed to the customer is:

Total: \$317.01

- Co-pay: \$50.00

=====

Total: \$267.01

So submitting a check request for \$267.01.



**Customer Assistance Inquiry Record (CAIR)#****17557956**

<b>Vin</b>	2C8GP64L2	5R	<b>Open Date</b>	06/02/2008	<b>Build Date</b>	03/19/2005	
<b>Model Year</b>	05	<b>Body</b>	RSYS53	CHRYSLER TOWN & COUNTRY LTD FWD LWB WAGON			
<b>In Service Dt</b>	07/11/2005	<b>Dealer</b>	68286	<b>Dealer Zone</b>	32	<b>Mileage</b>	59,000
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	PRINCETON NJ					<b>Country</b>	UNITED STATES

Product - Unknown - Unknown - Hesitation/No Power - Default	Customer is unhappy with the product..
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer states the air bag has come on.
Product - Air Conditioning / Heater - Hoses/Fittings/Water Valve - Other - Default	Customer states the water line has rotted.

Customer wants to complaint about the product and says that she doesn't have any problems with the dealership. Customer wants some one to call her. Customer says that the water line out in three years of purchase. Agent provided the reference number.

Purchased New or Used? NEW

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

From whom did customer purchase used vehicle? N/A

Agent attempted to contact the customer on 06/02/2008 at 12:15pm on the customer's home phone. Customer states she has had multiple issues with this. The most recent of which was with the air conditioning. Customer was informed by the dealership the water line needed to be replaced due to it has rotted out. Customer feels the line should of lasted longer then three years. Customer states now the air bag light has come on. No diagnosis 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 calling regarding the same concern agent transferred the call to tier 3 for further handling.

Owner calls back, says vehicle was taken to dealer 68286. Owner claims 81 agent promised her coverage of the repairs, as related to the air bag light. Informed owner that there was no commitment made, and that Chrysler would not make any commitments prior to diagnosis. Placed owner on hold and spoke with the SM Ray Pinelli, as the dealer is SUPERDSA. Ray says that the vehicle was in today, but the light was not on. Ray says that there was a stored - not active - code for the driver seat belt tensioner. SM agreed to review for partial goodwill assistance, per his SUPERDSA empowerment, if the light comes back on and the dealer finds that repairs are necessary. Agent informed owner, who became extremely rude, and demanded to be told that she would get a free repair. Agent repeatedly informed owner that IF a diagnosis of an active code is made, that the SM is willing to offer partial assistance, but she will be expected to participate in the repair cost - because the vehicle has 60,000 miles and no Chrysler service contract. Owner dismissed this information, and made inappropriate remarks to agent. Call was terminated.

\*\*\*\*\*Refer to above

narrative\*\*\*\*\*

Customer called to complain about somebody from Chrysler because the representative hung up on the customer. IG490 transferred the call to tier3 and the customer claims a lady from the transferred department hung up on her, saying that she should pay for the entire cost without any goodwill assistance. Since the call is already being handled by tier3, agent transferred the call to tier3 for further handling.

Customer insists to be transferred to the same department she was transferred to by IG490 as she need 100% goodwill assistance. Agent transferred the call to ter3 for further handling.

Owner calls back requesting 100% assistance with above repairs for the airbag lamp. Writer concurs with above dealer decision for partial assistance using dealer self authorization. Writer declines 100% assistance with repairs.

Customer is not happy with the decision made by LTG1. Customer wants to make a complaint about the agent that the agent hung up on her. Customer has an intermittent problem with air bag light which comes on. Agent called the dealership 68286 and spoke to Ray, the SM. Ray said she has called for this but when we diagnosed the vehicle we did not found any thing and the air bag light was not on. Ray said as I have spoken to the previous agent, we will participate in repairs if need to repair any airbag light defect, but customer needs to pay some portion in that. Agent informed the customer that she needs to call the dealer if she experiences the same problem. Customer agreed.

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**Customer Assistance Inquiry Record (CAIR)#****17558099**

<b>Vin</b>	2D4GP44L1	5R	<b>Open Date</b>	06/02/2008	<b>Build Date</b>	04/26/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	07/19/2005	<b>Dealer</b>	23748	<b>Dealer Zone</b>	51	<b>Mileage</b>	56,000
<b>Name:</b>						<b>Contact Type</b>	LETTER
<b>Address</b>						<b>Home Phone</b>	
	NEW LONDON WI					<b>Country</b>	UNITED STATES

Product - Engine - Unknown - Check Engine Lamp On/Flashing - Default	Customer seeking reimbursement for the repairs.
Corporate - Roadside Services - Warranty - Towing - Default	Customer seeking reimbursement for towing.
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer states air bag light turned on and wants repaired at no charge.

POSTMARK DATE: 051508; DATE RECEIVED: 052008

Customer sent a letter stating that they purchased a new 2005 Dodge Caravan from Kolosso. Customer states they have two concerns that they have been trying with their dealership and have failed. On April 11th 2008 his van left him stranded in a busy intersection and was towed to Dodge Country for repairs. The service department determined the Process Control Module (PCM) was bad along with the EGR valve. The dealership replaced both items and the PCM was covered by the Powertrain Warranty, but he was still charged \$305.04 for the repairs along with \$75.00 for the tow. On April 14th he picked the van up from the PCM & EGR valve incident and immediately noticed the Check Engine Light was on and the speedometer and odometer were not working. Customer states he had the service department address the issue. This time the dealership replaced the Transmission Input & Output sensor and Customer was charged \$140.23. Customer states the drivers side air bag light turned on in January 2008. The dealership service department informed him that this is common problem in the 2005 vans that are in salty climates and a recall was sent out to correct it. Customer states his van VIN isn't included in this recall. Customer states he does not feel he is responsible for any labor, parts, or towing seeing how the entire issue stems from the PCM failing and would like to be reimbursed. Customer states he feels his van's VIN should be included in the recall and would like to have the air bag issue repaired at no charge. Customer states they are loyal Dodge Customers and believe in purchasing brand new vehicles every 3 years and would have a hard time considering Dodge in the future if they cannot reach a resolution.

Agent consulted WAD and was advised to decline Customer's request for reimbursement. Agent called the Customer on 06/06/08 on the phone number [REDACTED] at 3:05 pm and the call went on voicemail. Agent provided the reference number 17558099 and CCAC number.

If Customer calls inform Customer his vehicle has passed the warranty by mileage. The vehicle has 56000 miles. The repairs and towing were not covered under warranty so the Customer was charged by the dealer. Advise Customer for the air bag issue to contact the dealer for a proper diagnosis and then contact the CCAC for further assistance. Agent also inform Customer recall are VIN specific if Customer's vehicle is involved in a recall Customer will be informed by US mail.

Writer reviewed with the Customer as he called back noted that first bill was for EGR valve and this repair for EGR Gasket (\$341.24) is declined. Writer noted PCM was flashed (\$78.75 & cost to have dealer replace transmission output and input sensors, \$147.24). Total bill is \$225.99 sent check for other items listed on the bill receipt. (Check was sent for 226.00)

Dealer 23748, Mr. Troy calling regarding the above issue. Agent transferred the call to Tier 3

Caller is Troy from dealer 23748 stating that they have completed the diagnosis for the air bag light. States that the impact sensor needs replaced. Provided warranty cost for part, \$23.52. States he will have

to call agent back with warranty cost for labor.  
Agent called dealer back and spoke with Troy in service, who states that the warranty cost for

Parts: \$56.56

labor: \$178.20

Total: \$234.76

Agent advised him as a goodwill gesture, Chrysler will cover the cost of the air bag repairs minus a \$50.00 co pay. Troy agreed to this offer.

Verified mileage is 59,888. PA entered in system.

\*\*\*\*\*Voicemail\*\*\*\*\*

Received: 06/20/08 @ 1:20pm

Please contact Troy (Dealer) @ 920-739-6381. Thank you.

Cost of repair will be \$234.76 (Parts & Labor)

\*\*\*\*\*

\*\*\*\*\*Voicemail\*\*\*\*\*

Received: 07/02/08 @ 11:18pm

Please contact Troy (Dealer) @ 920-739-6381. Thank you.

\*\*\*\*\*

\*\*\*\*\*Voicemail\*\*\*\*\*

Received on 07/10/08 @ 9:13am

Please contact Troy (Dealer) @ 920-739-6381. Thank you

\*\*\*\*\*

Agent contacted dealer 23748 and spoke to Troy. Agent advised Troy of pre auth information. Dealer understood.

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**Customer Assistance Inquiry Record (CAIR)#****17562425**

<b>Vin</b>	2D4GP44L1	7R	<b>Open Date</b>	06/03/2008	<b>Build Date</b>	09/11/2006	
<b>Model Year</b>	07	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT LWB WAGON			
<b>In Service Dt</b>	04/22/2007	<b>Dealer</b>	43535	<b>Dealer Zone</b>	71	<b>Mileage</b>	20,000
<b>Name:</b>						<b>Contact Type</b>	LETTER
<b>Address</b>						<b>Home Phone</b>	
	NORTH HILLS CA					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Air bag light comes on and clockspring was replaced.
Dealer - Service/Body Shop - Transaction - Problem Not Resolved - Default	Dealer has not resolved issue.
Product - Electrical - Occupant Classification System - Intermittent/Inoperative - Default	System had to be reset due to something being put in passsenger seat
Dealer - Service/Body Shop - Transaction - Repeated Trips Required - Default	Vehicle has been to dealer four times for air bag light coming on.

6/11/08 s/w Chuck Wainwright@ Valley he advised he will assist. T/A dispatch. sj  
6/13/08 sent email to Todd Friedman regarding T/A. Check will be sent to atty office. sj  
6/17/08 s/w Ed Glass @ Chrysler Financial he advised consumer has made 13 payments at \$440.74. sj  
6/18/08 vehicle surrender will be completed on 6/20/2008, 09:30 AM at VALLEY DODGE INC/43535. sj \_  
6/20/08 Transaction complete mailed atty and payoff check. Forward file to title.sj  
6/23/08 Set transpor to Moss Bros for repairs. kw  
06/30/08 Faxed odom statement to Brian @ CFC FAX # 913 851-5405. mr  
7/1/08 per Translogic this transport should arrive today. ETA July 1, 08. kw  
7/8/08 per Fred at Moss Bros. working. kw  
7/15/08 Received final RO, transported to Riverside AA. kw  
POSTMARK DATE: 072108; DATE RECEIVED: 112508

**Customer Assistance Inquiry Record (CAIR)#****17564793**

<b>Vin</b>	1D4GP45R5	6E	<b>Open Date</b>	06/03/2008	<b>Build Date</b>	08/27/2005	
<b>Model Year</b>	06	<b>Body</b>	RSKH52	DODGE CARAVAN SXT FWD SWB WAGON			
<b>In Service Dt</b>	11/16/2005	<b>Dealer</b>	42905	<b>Dealer Zone</b>	32	<b>Mileage</b>	40,000
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	WORCESTER MA					<b>Country</b>	UNITED STATES

Corporate - Recall - Default - Default - Default	Advised customer there are no incomplete recalls on vehicle.
Product - Electrical - Unknown - Intermittent or Inoperative - Default	Air bag sensors need replaced.

Purchased New or Used? New

If Used, date purchased? NA Mileage? NA

From whom did customer purchase used vehicle? NA

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 states she went to dealer 42905 for the air bag light. She states dealer said the air bag sensors need replaced. She states she saw on the internet there was a recall for this issue but it did not say her vehicle was part of it. Customer seeking assistance with repair. Agent contacted dealer 42905 and spoke with service director . He states the failure is due to the part and not the customer. He states it looks like the vehicle has been in an accident at some point. He states he does not see that having a lot of bearing on the situation. He states they do not know if the sensors have ever been replaced or anything. Agent asked if the situation merited using DSA. states he does not see any major loyalty to Chrysler. He states he would decline it unless there was some good customer loyalty. Agent requested warranty cost. Nuno states the warranty cost for parts is \$48.44 and labor is \$46.92. He states if Chrysler has the customer pay a \$50 copay he will do a PA. Agent consulted with BEB43. Agent advised Nuno Chrysler will have customer be responsible for a \$50. Agent provided Nuno with reference number. Agent advised customer Chrysler is covering the repair less a \$50 copay. Agent advised customer to continue working with the dealer. Customer thanked. PA has been entered.

**Customer Assistance Inquiry Record (CAIR)#****17566938**

<b>Vin</b>	1D4GP24R5	5E	<b>Open Date</b>	06/04/2008	<b>Build Date</b>	06/09/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON			
<b>In Service Dt</b>	06/18/2005	<b>Dealer</b>	61909	<b>Dealer Zone</b>	74	<b>Mileage</b>	63,000
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	HUDSON WI					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Other -  
Unknown

Customer seeks goodwill from chrysler about air bags.

Customer is seeking goodwill from Chrysler. Customer states that the air bags sensors are gone bad and the dealership is charging him \$ 443.85. Agent spoke to Bob at Barnett Chrysler dealership and was informed that the warranty price will be \$ 218.61; dealership also informed that the customer declined all the servicing on the vehicle and the dealership has already helped with goodwill last year for the alternator.

Agent transferred the call to Tier 3.

Purchased New or Used? used

If Used, date purchased? 02/25/06 Mileage? 19209

From whom did customer purchase used vehicle?

dealer 61909

Customer transferred over for assistance. Agent contacted dealership 61909 and spoke with Ron in Service. Ron transferred agent to Bob. Bob stated the costs:

Parts \$44.53

Labor \$174.08

Total \$218.61

Agent advised Bob Chrysler will cover \$118.61 and the customer will have a \$100 deductible, per KW276. Agent advised the customer of the offer.

Customer accepted the offer.

Bob from dealer 61909 calling stating that the service manager, Doug, does not agree with the goodwill. Bob then put Doug on the line. Doug stated that the customer is not loyal with the dealer and it makes the dealer look bad because the customer agreed to pay for the whole entire bill and then called Chrysler to get the decision overturned. Doug stated that he should have been involved in the situation and will go ahead and accept the authorization, but wanted it documented that he should have been contacted regarding the customers request.

Agent advised that his concerns are documented.

PA entered in system.

**Customer Assistance Inquiry Record (CAIR)#****17571474**

<b>Vin</b>	1D4GP45R0	6E	<b>Open Date</b>	06/05/2008	<b>Build Date</b>	10/10/2005	
<b>Model Year</b>	06	<b>Body</b>	RSKH52	DODGE CARAVAN SXT FWD SWB WAGON			
<b>In Service Dt</b>	01/12/2006	<b>Dealer</b>	60015	<b>Dealer Zone</b>	51	<b>Mileage</b>	50,000
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	COLEMAN WI					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default

Air bag light is on

Purchased New or Used? New

If Used, date purchased? NA Mileage? NA

From whom did customer purchase used vehicle?

NA

Customer states that the air bag sensors and wiring need to be replaced.

Customer states that he has taken vehicle to dealer 60015 for diagnosis.

Agent was unable to speak with any one at dealer to get repair information. Dealer is not DSA. Agent offered customer a call back.

Customer accepted.

Customer called for same issue and wanted to speak to tier 3, so transfered

Writer took call on 6/6/08 owner wants assistance with airbag sensor and wiring replacement. Called dealer spoke to Julie agreed to cover full repair cost parts and labor as goodwill will pa claim when work is done.

Dealer has file and direct phone number for further assistance.



**Customer Assistance Inquiry Record (CAIR)#****17574295**

Vin	1C4GP45R7	5E	Open Date	06/06/2008	Build Date	06/30/2005	
Model Year	05	Body	RSYH52	CHRYSLER TOWN & COUNTRY FWD SWB WAGON			
In Service Dt	08/23/2005	Dealer	68211	Dealer Zone	42	Mileage	42,000
Name:						Contact Type	E-MAIL
Address						Home Phone	
	TRENTON OH					Country	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer experiencing problem with the Air bag light
Corporate - Recall - Default - Default - Default	Customer seeking recall information information

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

05 T&amp;C drivers air bag light comes on

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

Purchased New

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

Light started coming on when driving. It is not always on when first starting. But shortly after moving vehicle.

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

Thank you for contacting the Chrysler Customer Assistance Center regarding your 2005 Chrysler Town & Country.

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 Air bag light. 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 website at <http://www.chrysler.com>. 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 \*\*\*\*\*

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

I saw on the NHTSA>GOV That this is a problem with possible the sensor if so

is it covered under the notice.

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

Thank you for contacting the Chrysler Customer Assistance Center regarding your 2005 Chrysler Town & Country.

We have reviewed your email regarding the recall. In response to your email, we would like to inform you that a review of our records indicates that your 2005 Chrysler Town & Country 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.chrysler.com](http://www.chrysler.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)#****17575716**

Vin	2C4GP54L1	5R	Open Date	06/06/2008	Build Date	06/29/2005	
Model Year	05	Body	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON			
In Service Dt	08/01/2005	Dealer	66231	Dealer Zone	42	Mileage	0
Name:						Contact Type	TELEPHONE
Address						Home Phone	020
	PINCKNEY MI					Country	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp  
On/Flashing - Default

Customer called in regarding the Air Bags of  
her Vehicle.

Customer called in regarding the Air Bags of her Vehicle. Customer says that the Air Bag light came on and I had to get it repaired. Customer was enquiring about the amount that he paid to the dealership. Agent called up the dealership and also provided the information to the customer. Agent also informed the customer that the \$ 200 was for the labor charge and \$55 for the parts.

**Customer Assistance Inquiry Record (CAIR)#****17581876**

<b>Vin</b>	2D4GP44L0	6R	<b>Open Date</b>	06/09/2008	<b>Build Date</b>	03/10/2006	
<b>Model Year</b>	06	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	03/31/2006	<b>Dealer</b>	44050	<b>Dealer Zone</b>	32	<b>Mileage</b>	43,000
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	HORSEHEADS NY					<b>Country</b>	UNITED STATES

Corporate - Policy Issues - Default - Default - Default	Customer seeking repair assistance.
Referral - Tier Three - Default - Default - Default	Customer seeking repair assistance.
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	clockspring and impact sensors
Product - Air Conditioning / Heater - Evaporator - Inadequate Cooling - Default	rear evap
Product - Electrical - Power Windows - Complete Failure - F. Door-Pass	window regulator

Customer states that the air conditioner is broken, window is broken, air bag light coming on of her vehicle. Customer seeking goodwill assistance. Customer is the original owner of 3 vehicle. Customer states that the estimated cost for the repair is \$1300. Transferred to tier3. Customer called for the above , customer wants a call back on this number.

Customer called in for the above mentioned concern. But was not able to connect to T3. When the customer calls back, transfer the call to T3. Christian Dale called in for the same concern

Transfer the call to the Senior Staff Agent for further assistance

Writer contacted service manager Ron who said mileage is 43,684 miles.

Writer agreed to \$400 co-pay as goodwill gesture. Ron will call back with final warranty cost.

Owner was happy with our help..dg2

Ron called back indicating final cost was \$660.21 after deductible.

Writer spoke to Ron and confirmed is final cost and advised will process PA claim. .dg2

**Customer Assistance Inquiry Record (CAIR)#****17582337**

Vin	1D4GP45R0	5E	Open Date	06/09/2008	Build Date	02/26/2005	
Model Year	05	Body	RSKH52	DODGE CARAVAN SXT FWD SWB WAGON			
In Service Dt	03/26/2005	Dealer	42331	Dealer Zone	42	Mileage	40,223
Name:						Contact Type	LETTER
Address						Home Phone	
	WESTLAKE OH					Country	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Other - Unknown

Customer seeking assistance from Chrysler.

POSTMARK DATE: 052808; DATE RECEIVED: 060208

Customer states that he took his vehicle to the dealer for a oil, grease and filter to be checked and the air bag light which stays on. Customer states that after the test result the insulated fault to failed right front sensor and corrosion in wiring connector and needs to be replace sensor and wiring connector to repair and the cost for the repairs \$203.59 + tax. Customer states that it is not right for this item is not under more warranty than 3 years or 36,000 miles and this is a quality and engineering defect and should not fall on the consumer. Customer states that it is a safety part and is to protect you in a crash. Customer states that Chrysler is responsible for correcting this situation and due to poor engineering and quality control it is up to them to replace it.

Agent contacted the customer on 06/10/08 at 2:15 on the customer s home phone no. and spoke to and asked her about the issue and she informed agent that this part was related to safety. Agent asked for the dealership s phone no and told customer that writer will speak to the dealer about this and would give her a call back.

Agent contacted dealership 42331 on 06/10/08 at 2:30 and spoke to Service Advisor Nate and SA informed writer that this is related to the air bags when the vehicle is involved in a collision the air bags might not deploy. SA informed writer that Chrysler should participate in co-pay like a \$50 or \$100 and the total cost for the repair would come to \$201.32 labor, part 57.96 and total \$259.28.

Agent consulted with supervisor SK563 and decided to go for a co-pay of \$100.

Agent informed customer about the co-pay and she informed writer that she would let her husband know about this and would give us a call back on the 1-800 no.

\*\*\*\*\*Next Agent\*\*\*\*\*

If the customer calls back inform him that Chrysler would only go with co-pay of \$100, if the customer accepts the offer ask him to perform the repairs and send the repair invoice and the proof of payment.

\*\*\*\*\*

Agent informed about the same as the previous agent has mentioned in the narrative.

Customer agreed with the co-pay of \$100.

Agent advised the customer to perform the repairs and send the repair invoice and the proof of payment to Chrysler and later on Chrysler will reimburse the amount.

Agent provided the CCAC address and the reference number for further assistance.

**Customer Assistance Inquiry Record (CAIR)#****17583414**

<b>Vin</b>	2A4GP64L7	6R	<b>Open Date</b>	06/10/2008	<b>Build Date</b>	03/13/2006	
<b>Model Year</b>	06	<b>Body</b>	RSYS53	CHRYSLER TOWN & COUNTRY LTD FWD LWB WAGON			
<b>In Service Dt</b>	06/23/2006	<b>Dealer</b>	68482	<b>Dealer Zone</b>	42	<b>Mileage</b>	29,668
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	STOW OH					<b>Country</b>	UNITED STATES

Corporate - Product Information - Default - Default - Default

Customer is seeking assistance regarding the Reimbursment

Customer is seeking information on the warranty repairs work done  
Customer states that he was not aware of the warranty left on the vehicle  
Customer has paid \$330.00 to the Local Mechanic  
Customer states he had the Air Condition Servicing done \$124.77  
Customer had a problem with the Passenger side sliding door fixed it was not working \$63.00  
The Air Bag lights ON the dashboard  
Clock spring summery \$12.50  
Customer has paid \$330.00 to the Local Mechanic  
Agent advice the customer to send the Original receipt and did not commit any thing

**Customer Assistance Inquiry Record (CAIR)#****17583745**

<b>Vin</b>	2D4GP44L6	6R	<b>Open Date</b>	06/10/2008	<b>Build Date</b>	04/13/2006	
<b>Model Year</b>	06	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	08/18/2006	<b>Dealer</b>	67294	<b>Dealer Zone</b>	32	<b>Mileage</b>	40,000
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	SPRINGFIELD VT					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Air bag light coming on
Product - Air Conditioning / Heater - Unknown - Other - Default	Customer experiencing problem with the air conditioner

Customer experiencing problem with the air bag light, air bag sensor and air conditioning. Customer stated that the vehicle is just 4000 miles over the warranty, and there should not be the problem. Customer seeking assistance from Chrysler to fix the problem. Agent spoke to the SM Dale at #67294, SM stated that the cost of the repairs will be \$1161.73. Agent escalated the call to T3 for further assistance.

6/10 Owner transferred to Tier 3 regarding above concerns with the vehicle and seeking out of warranty assistance. Contacted dealer and spoke with Service Manager Dale who confirmed above information. The rear evaporator and lines to the evaporator are corroded and causing the system to leak. Wiring for the air bag sensor is corroded and needs to be replaced.

Owner is not a regular maintenance customer.

Dale and writer agreed to split the cost of the repairs with owner 50/50.

Estimate will change from above because work will be done at warranty rates.

Owner to contact Dale in service to find out what his half will be to decide if he accepts the assistance offered.

Advised Dale PA has been entered if owner decides to accept.

**Customer Assistance Inquiry Record (CAIR)#****17583926**

<b>Vin</b>	1A4GP45R9	6E	<b>Open Date</b>	06/10/2008	<b>Build Date</b>	01/03/2006	
<b>Model Year</b>	06	<b>Body</b>	RSYH52	CHRYSLER TOWN & COUNTRY FWD SWB WAGON			
<b>In Service Dt</b>	01/23/2006	<b>Dealer</b>	62125	<b>Dealer Zone</b>	32	<b>Mileage</b>	27,100
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	BROOKLYN NY					<b>Country</b>	UNITED STATES

Corporate - Warranty Coverage - Default - Default - Default	Customer seeking warranty information.
Dealer - Service/Body Shop - Transaction - Problem Not Resolved - Default	Customer states the dealership refused to service the vehicle.

Customer states that there is a check engine light and air bag light problem but the dealership ?Bay Ridge CJD? refused to repair his vehicle and asked him to go to his selling dealership. Agent provided the customer with the name and address of another dealership. Customer was also seeking for warranty information. Agent provided the information. Agent spoke with the SA ?Louis? of ?Bay Ridge CJD Dealership? and he informed that the customer had never been there and asked the customer to come back to the dealership once again. Agent informed the customer about the same. He was ok.

**Customer Assistance Inquiry Record (CAIR)#****17585897**

<b>Vin</b>	2D4GP44L1	6R	<b>Open Date</b>	06/10/2008	<b>Build Date</b>	08/29/2005	
<b>Model Year</b>	06	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	09/14/2005	<b>Dealer</b>	42913	<b>Dealer Zone</b>	42	<b>Mileage</b>	75,000
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	RICHLAND MI					<b>Country</b>	UNITED STATES

Corporate - Product Information - Default - Default - Default

Customer wanted to complain regarding his vehicle.

Customer wanted to complain regarding his vehicle because he thinks there is a designing defect on this vehicle. Customer is facing lots of problem with the airconditioning, steering, sliding door of the vehicle and check engine light of the vehicle. Customer took the vehicle to the local mechanic. Agent advised the customer to take the vehicle at the Chrysler authorize dealership, so that we can consult the dealership, and if there is any kind of designing defect according to them, we would look into the matter and try to participate in the repair work.

Purchased New or Used? New

If Used, date purchased? Mileage?

From whom did customer purchase used vehicle? CDJ dealer

Customer states the vehicle is currently at a cdj dealership for the air conditioner. Customer states he previously taken the vehicle into an independent and they recharged the air conditioner and replaced the egr valve. Customer states two days after the system was recharged he turned the air on and it only blew hot air. Customer states he went back into the independent and was advised the rear evaporator had failed. Customer states he took the vehicle into a cdj dealership for the evaporator to be repaired. Customer states he was advised by the independent that this was a design flaw. Customer states the dealership is advising him the part is on back order. Customer states the air bag light is on and the rack and pinion needs to be replaced because all the fluid leaked out. Customer states he choose not to have the repair performed yet. Customer states the automatic doors do not open correctly and they are very hard to open manually. Customer states the center high mounted brake light has not worked since the day of purchase. Customer is seeking assistance with the cost of the repairs. Customer states the steering concern happened at 50 or 60,000 miles. Customer states he is seeking assistance with the cost of the repairs and states the vehicle is currently at dealership #42931 for the concerns. Agent consulted with RWA22 and advised customer Chrysler will not assist with the cost of the repairs the warranty has expired. Customer is requesting to speak with a supervisor. Agent consulted with RWA22 who concurred Chrysler will not assist with the cost of the repairs the warranty has expired. Customer continues to request to speak with a supervisor.

\*\*\*RWA22 took over call per request. Customer states he is seeking assistance with the cost of the repairs. Customer states he was advised by an independent facility that the evaporator was in his opinion was a poor design. Customer states he was advised by the dealership that the rack and pinion needed to be replaced. Customer states the sliding doors are hard to open unless the switch is used. Customer states the air bag light is on and will not go off. Customer states the egr valve was replaced through the independent facility. Customer states he is very unhappy with this vehicle. Customer is seeking assistance with the cost of these repairs. Agent advised customer the vehicle is too far outside of the warranty for Chrysler to consider assistance with the air conditioning unit. Customer states he will never purchase another cdj vehicle. Customer is requesting the file number and states he is going to take the concerns on. Agent provided customer with the file number.



**Customer Assistance Inquiry Record (CAIR)#****17589587**

<b>Vin</b>	2D4GP44L7	6R	<b>Open Date</b>	06/11/2008	<b>Build Date</b>	12/01/2005	
<b>Model Year</b>	06	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	01/09/2006	<b>Dealer</b>	26677	<b>Dealer Zone</b>	32	<b>Mileage</b>	41,389
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	HOULTON ME					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Air Bag lamp on.
Product - Air Conditioning / Heater - Evaporator - Water Leak - Default	having issues with A/C as teh evaporator is leaking

customer states that she is having issues with A/C as the evaporator is leaking she states that the vehicle is just 41389 miles and this should not happen she also states that the part is on national order and states that she is seeking some help from crysler regarding the repair she also states that they cannot get that much of fund to repair the vehicle and states that she purchased dodge as she used to thing that it dodge vehicle does not has any problem basically the customer is seeking goodwill assisstance for teh repair customer states that the charge for the repair would be around \$687.32 hence the agent transferd trhe call to tier 03 as customer is seeking goodwill assistance.

6/11 Vehicle has not been looked at by a Chrysler dealership yet Writer explained that in order for Chrysler to even consider review of goodwill gesture a dealer diagnosis is required not independent repair facility the Customer communicates it is her opinion with 99999 that an H-Valve might be needed writer advised CMC would require first DCX dealer involvement. File number was given and my direct line to reference back in event Owner cooperates to support an authorized dealership first; suggest Bangor Dodge. Writer spoke with SM Eli who stated that a/c dye was run and they are still check for proper a/c operation. Eli stated would also look at the air bag lamp issue and est. would be called back to CAC. Direct line was provided to Eli along with file#.

Eli assisted with scheduling Customer this Fri (6/27)

Eli called back explained that air bag sensors and wiring is needed and a/c is still yet to be determined. Writer willing to cover the full cost of air bag repair, Writer is still awaiting call back for A/C work which would require some level of customer participation which is still pending as firm warranty price and diagnosis on A/C incomplete. Eli agreed to let me know more.

7/2 Writer called dealer Bangor Chrysler back. Spoke with Dana their Business Manager who advised that their complete store was recently bought out by another Chrysler dealer and their new SM is David Levring, SM was left a message requesting to call back so that file can be updated to reflect these changes. Writer advised that was willing to still honor decision made to repair the air bag concern, Writer advised Owner that a/c be repaired but with some level of customer participation. Eli SM to call back with warranty pricing on above. Writer willing to cover these repairs minus \$400 copayment.

**Customer Assistance Inquiry Record (CAIR)#****17604370**

<b>Vin</b>	1D8GP45R8	6E	<b>Open Date</b>	06/16/2008	<b>Build Date</b>	10/08/2005	
<b>Model Year</b>	06	<b>Body</b>	RSKH52	DODGE CARAVAN SXT FWD SWB WAGON			
<b>In Service Dt</b>	11/10/2005	<b>Dealer</b>	60124	<b>Dealer Zone</b>	32	<b>Mileage</b>	69,000
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	EATON NY					<b>Country</b>	UNITED STATES

Corporate - Recall - Default - Default - Default

Customer disappointed with chrysler

Customer called and was disappointed with Chrysler. Customer said that his vehicle has the same problem as the vehicles which were called for the recall. Advised the customer that the recall are VIN specific and do not occur on each and every vehicle. Customer wants to speak to corporate people. Transferred to tier 3 for handling.

Customer called about air bag light coming on. Advised customer to properly diagnose the vehicle at Morrisville Motors. Spoke with Matt SM informed him good will assistance will be provided for the customer.

**Customer Assistance Inquiry Record (CAIR)#****17604810**

<b>Vin</b>	1C4GP45R2	5E	<b>Open Date</b>	06/16/2008	<b>Build Date</b>	06/30/2005	
<b>Model Year</b>	05	<b>Body</b>	RSYH52	CHRYSLER TOWN & COUNTRY FWD SWB WAGON			
<b>In Service Dt</b>	08/22/2005	<b>Dealer</b>	44669	<b>Dealer Zone</b>	32	<b>Mileage</b>	36,150
<b>Name:</b>	NA, NA					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	NA					<b>Home Phone</b>	
	NA NY na					<b>Country</b>	UNITED STATES

Dealer - Service/Body Shop - Transaction - Repeated Trips Required - Default	Customer experiencing problem with the dealership.
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Customer experiencing problem with the dealership 44669. Customer states that she had been to the dealership for the battery regulator repair and when the customer went to pick the vehicle the dealership informed the customer that the air babs light is on and if the customer meets with an accident the air bags wont deploy. Customer states that the dealership did nt repair that as the vehicle was at the dealership. Customer states that the dealership wants them to pay the \$100 deductible and then get it repaired. Agent spoke to the SM at the dealership and informed him about the situation. SM informed me to send the customer back and they dont have to pay the \$100 deductible. Agent provided this informtion to the customer. Customer happy.

**Customer Assistance Inquiry Record (CAIR)#****17606270**

Vin	2D4GP44LX	5R	Open Date	06/17/2008	Build Date	04/26/2005	
Model Year	05	Body	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
In Service Dt	05/27/2005	Dealer	42977	Dealer Zone	51	Mileage	50,500
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	WAUKESHA WI					Country	UNITED STATES

Corporate - Vehicle Equip / Monroney - Default - Default - Default

Customer seeking vehicle repair information.

Customer seeking vehicle repair information. Customer has done the repairs on the vehicle on the impact sensors and is again facing the same problem again. Agent tried calling the dealership at (3625445400) but was unable to contact as the dealership was closed. Agent told the this to customer and also arranged a callback to the customer.

Agent called the dealership and inquired that there was a problem with the front impact sensor, front and rear brakes were worn out and that the total cost of repairs was \$1267.25 with taxes. The vehicle was out of warranty and the customer had one vehicle. Customer looking for goodwill.

The customer hung up.

Purchased New or Used? New

If Used, date purchased? NA Mileage? NA

From whom did customer purchase used vehicle? NA

Customer alleges took vehicle to dealer 42977 on 02/15/08 for air bag light. He states dealer said they replace right front impact sensor and harness. He states there was a clunk in the front end. He states the dealer said the front sway bar bushings were cracked and worn. He states he paid for the repair. He states the clunking has not gone away. He states the dealer says the left impact sensor is corroded and the right front outer tie rod is corroded. He alleges the repair will cost about \$600. He states the dealer will not call him back. He states a previous agent was supposed to call him back and did not. Customer seeking assistance with repairs. Agent contacted dealer 42977 and spoke with service receptionist. Agent was advised the service manager is not available. Agent was transferred to service manager voicemail. Agent left message for service manager Kevin to call back. Agent provided call back number and reference number. Agent offered customer a call back. Customer accepted call back.

Customer seeking assistance regarding the same concern. Agent transferred the call to Tier 3 for further handling.

Customer calling stating that she is seeking assistance with tie rod ends and impact sensors. Agent contacted Kevin, service manager at dealer 62977. Kevin states that the tie rod ends need to be replaced due to wear. Kevin states he feels like this is the customers responsibility. Kevin stated that the customer is not loyal to the dealership and he is not inclined to assist with the impact sensors. Kevin stated that the customer also needs brakes and they have declined to have the brakes replaced.

Informed customer that Chrysler will not participate in the repair. The vehicle warranty has expired.

Customer has been given a resolution.

**Customer Assistance Inquiry Record (CAIR)#****17611752**

<b>Vin</b>	1D4GP24R3	6E	<b>Open Date</b>	06/19/2008	<b>Build Date</b>	01/06/2006	
<b>Model Year</b>	06	<b>Body</b>	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON			
<b>In Service Dt</b>	01/26/2006	<b>Dealer</b>		<b>Dealer Zone</b>		<b>Mileage</b>	50,000
<b>Name:</b>						<b>Contact Type</b>	E-MAIL
<b>Address</b>						<b>Home Phone</b>	
	INDIANA PA					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default

Customer complains about the airbag fault.

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

I own a 2006 caravan, and my airbag sensor light keeps coming on.

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

Purchased New or Used? Used

If Used, date purchased? 04/11/07 Mileage? 50000

From whom did customer purchase used vehicle? N/A

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

Consumer Affairs feds are investigating the air bag sensors. Mine started coming on 3 weeks ago. Can this be covered under a recall? I am not comfortable if I am in an accident and the air bag doesn't deploy, which according to Consumers Affairs, that would be possible.

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

Re-routed to Tier3 for further handling approved by supervisor GK222.

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

Email states:

If you think there has been a recall on your vehicle and you haven't been notified, you can call any one of our dealers and ask if your particular vehicle has been recalled. If it has, you can take it to the dealer, without a written recall notice for your free-of-charge repairs or changes. You may want to call and set up a specific appointment time. A dealership locator is available in the 'Find a Dealer' area on the Chrysler web site at [www.Chrysler.com](http://www.Chrysler.com), the Dodge site at [www.Dodge.com](http://www.Dodge.com), or the Jeep site at [www.Jeep.com](http://www.Jeep.com).

If you prefer, you can check online on the sites above for recall notices on specific vehicles (using the Vehicle Identification Number - VIN). Start by clicking on 'For Owners' and enter the last eight digits of your VIN (6E). Any further questions regarding this issue can be directed to your local Chrysler, Jeep or Dodge dealer.

**Customer Assistance Inquiry Record (CAIR)#****17611996**

<b>Vin</b>	2C8GP54L1	5R	<b>Open Date</b>	06/18/2008	<b>Build Date</b>	04/25/2005	
<b>Model Year</b>	05	<b>Body</b>	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON			
<b>In Service Dt</b>	08/08/2005	<b>Dealer</b>	66492	<b>Dealer Zone</b>	74	<b>Mileage</b>	60,497
<b>Name:</b>						<b>Contact Type</b>	LETTER
<b>Address</b>						<b>Home Phone</b>	
	WOODBURY MN					<b>Country</b>	UNITED STATES

Corporate - Recall - Default - Default - Default

Customer looking for recall reimbursement.

POSTMARK DATE: 060708; DATE RECEIVED: 061808

Customer has mailed in the invoice and seeking reimbursement. Customer states that there is a recall on the impact sensor and thus he is looking for reimbursement. But here it does not show that there is no recall on the vehicle. So agent tried to call the customer but reached the voicemail so left the ref number and an 800 number. So now whenever the customer calls back deny the reimbursement.

Customer called for same. Agent informed about denial to the customer. Customer not happy with this information

**Customer Assistance Inquiry Record (CAIR)#****17619692**

<b>Vin</b>	2D4GP44LX	5R	<b>Open Date</b>	06/20/2008	<b>Build Date</b>	06/20/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	07/07/2005	<b>Dealer</b>	42331	<b>Dealer Zone</b>	42	<b>Mileage</b>	38,432
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	ROCKY RIVER OH					<b>Country</b>	UNITED STATES

Corporate - Rebates/Incentives - Default - Default - Default

Customer seeking goodwill assistance.

Customer seeking goodwill assistance regarding the Airbag sensor.  
Customer is out of warranty by mileage. Mileage on the vehicle is 38432 miles.  
Dealership states the cost of the repair is \$306.1. Transferred to tier 3.  
Owner implies that his vehicle is involved in a recall, based off independent web forum information. Informed owner that his vehicle is not involved in any recalls regarding the air bag. Owner then mentioned that the vehicle is currently at the dealer body shop for accident related repairs. Spoke with SM Tim Carolin, who is familiar with the vehicle. Tim states that there s no clear indication that the air bag sensor is related to the accident. Agent agreed to cover total cost of sensor repair, minus a \$50 co-pay. Tim will call agent direct with the warranty cost and mileage verification. Informed owner of offer. Owner is happy with the assistance.  
SM provided \$144.24 as the total warranty cost. Agent preauthorized the claim.

<b>Customer Assistance Inquiry Record (CAIR)#</b>						<b>17619987</b>	
<b>Vin</b>	1C4GP45R8	5E	<b>Open Date</b>	06/20/2008	<b>Build Date</b>	06/03/2005	
<b>Model Year</b>	05	<b>Body</b>	RSYH52	CHRYSLER TOWN & COUNTRY FWD SWB WAGON			
<b>In Service Dt</b>	07/12/2005	<b>Dealer</b>	23170	<b>Dealer Zone</b>	32	<b>Mileage</b>	39,137
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	GLEN COVE NY					<b>Country</b>	UNITED STATES

Corporate - Recall - Default - Default - Default	wants to know is there any recall on airbags
Corporate - Warranty Coverage - Default - Default - Default	wants to know is air bag repairs covered under warranty

customer states that the airbag light is on and wants to know is there any recall on it or does the warranty covers it hence the agent informed the customer that there is no recall pending on it and to know whether it is covered under warranty or not get in touch with the dealership.



**Customer Assistance Inquiry Record (CAIR)#****17625674**

Vin	2C4GP54L9	5R	Open Date	06/23/2008	Build Date	05/18/2005	
Model Year	05	Body	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON			
In Service Dt	07/20/2005	Dealer	42977	Dealer Zone	51	Mileage	52,890
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	WAUKESHA WI					Country	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Other - Unknown

customer facing problem with airbag

customer facing problem with airbag sensors says the sensors are corroded  
wants chrysler to call him on

\*\*\*\*\*

Purchased New or Used? New  
If Used, date purchased? N/A Mileage? N/A  
From whom did customer purchase used vehicle? N/A

\*\*\*\*\*

Customer calling seeking goodwill assistance with the repair of the  
front air bag sensors.

Agent attempted to contact the customer on 06/24/08 at 9:08am on the  
customer s cell phone per customer request. No answer. Agent left  
call back information on customers voicemail.

\*\*\*\*\*Voicemail\*\*\*\*\*

Recieved :06/24/08 @ 9:22am

Please contact @

\*\*\*\*\*

Agent attempted to contact the customer on 06/24/08 at 3:21pm on the  
customer s cell phone. Agent confirmed with customer that the front  
impact

sensors do need replaced on the vehicle. Customer took vehicle to dealer  
42977 for diagnosis.

Agent contacted dealer 42977 and spoke to Kevin (Service Manager).  
Kevin stated he is currently working with his district rep regarding this  
issue and will handel it on the dealership level. Agent understood.

**Customer Assistance Inquiry Record (CAIR)#****17627344**

<b>Vin</b>	2C4GP54L9	5R	<b>Open Date</b>	06/23/2008	<b>Build Date</b>	05/18/2005	
<b>Model Year</b>	05	<b>Body</b>	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON			
<b>In Service Dt</b>	07/20/2005	<b>Dealer</b>	42977	<b>Dealer Zone</b>	51	<b>Mileage</b>	52,800
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	WAUKESHA WI					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Other - Both Air Bags	Customer seeks goodwill regarding the airbag problem.
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Customer called in from the dealership told that his airbag didnt worked properly and when he diagnosed it at the dealership it was told that the air bag sensors are corroded. Agent talked to the service advisor Mr.Mike who verified the information provided by customer ,and added that it happened as the wiring connector area has burnt out and it needs new wiring harness and sensors. Both will come at acost of \$380 including the diagnostics(\$280 without diagnostics). Agent transferred the call to t3. Customer states that the airbag sensor is corroded. Customer is seeking assistance with the repair. Customer owns 3 vehicles. No previous issues. Customer is currently at the dealership. Customerdoesnothavetheextendedwarrantyfortheairbagsensors.Consulted with SAT40, and advised the customer that Chrysler would not assist with the cost of the repairs to the vehicle. Advised the customer that corrosion is not a defect. Customer was not satisfied and requested a supervisor. Advised the customer that this decision is final and would not be overturned. Customer states he would not purchase another vehicle from Chrysler.

**Customer Assistance Inquiry Record (CAIR)#****17633917**

Vin	1D4GP45R3	5E	Open Date	06/25/2008	Build Date	05/20/2005	
Model Year	05	Body	RSKH52	DODGE CARAVAN SXT FWD SWB WAGON			
In Service Dt	07/22/2005	Dealer	44430	Dealer Zone	35	Mileage	57,000
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	MONROEVILLE PA					Country	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Activation - Unknown	Customer experiencing problem with the air bag sensors.
Recall - F10: - Advise Owner/Incomplete Recall	Customer is seeking recall information.

Customer is seeking recall information. Agent informed the customer about the recall#F10 and suggested the customer to contact the authorized Chrysler dealership for diagnosis and repairs regarding this recall for free of cost. Customer also states that the air bag sensors needs to be replaced and wants to know if its covered under any recall. Agent informed that there was no recall on the vehicle regarding the air bag sensors. Customer says the air bag sensors are not active. Agent transferred the customer to tier 3 for further handling.

1st owner states she did research on NHTSA and found that her vehicle has existing recalls on the airbag sensors. States her vehicle is having the exact same issues and needs repair. Agent informed customer that the recall does not apply to her vehicle, explained how recalls can apply to different vehicles. Customer requested a reason why her vehicle was not involved. Agent informed that the recall pertained to vehicles made in the Windsor Assembly Plants and had 'R' in the 11th position of the VIN (per DealerConnect Global Recall). Her vehicle was manufactured at the St. Louis Assembly Plant and has 'B' in eleventh position. Customer inquired also about salty states having an airbag recall. Agent informed customer her vehicle was not involved in any way or is would show in her vehicle history. Customer unhappy, terminated call.

Rob called in from THE NEW MONROEVILLE DODGE INC and wanted a claim no for the repair. The cair was handled by the 82. Agent transferred the call to tier 3.

Agent informed Rob that no assistance would be provided, Rob understood and informed the customer.

**Customer Assistance Inquiry Record (CAIR)#****17635659**

<b>Vin</b>	2D4GP44L6	5R	<b>Open Date</b>	06/25/2008	<b>Build Date</b>	04/05/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	04/29/2005	<b>Dealer</b>	41356	<b>Dealer Zone</b>	42	<b>Mileage</b>	65,000
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	GRAND RAPIDS MI					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Other - Unknown

Customer seeking reimbursement.

Purchased New or Used? New

Customer seeking update on reimbursement for RS Impact sensor. Agent reviewed CAIR 17362881. Agent advised customer there has not been information recieved on the his request. Agent advised customer he would need to send workorder, proof of payment, and a lette requesting reimbursement. Agent verified CCAC address. Agent provided customer with reference number.

**Customer Assistance Inquiry Record (CAIR)#****17636314**

<b>Vin</b>	2D4GP44L1	6R	<b>Open Date</b>	06/25/2008	<b>Build Date</b>	08/22/2005	
<b>Model Year</b>	06	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	12/03/2005	<b>Dealer</b>	41943	<b>Dealer Zone</b>	42	<b>Mileage</b>	60,000
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	PARMA OH					<b>Country</b>	UNITED STATES

Corporate - Policy Issues - Default - Default - Default	seeks air bag repairs.
Product - Body / Trim / Paint Finish - Body Hardware - Other - Door-Sliding	seeks information on door repairs.
Product - Air Conditioning / Heater - Unknown - Other - Default	seeks repair on air condition.

customer states that he is experiencing lot of problems with his 06 vehicle, ac is not working,air bag is giving problem, side doors are not working,customer seeks assistance from chrysler, agent called the dealership68191 to confirm the information,SM states that the AC is not working and the evaporator and extention tube needs to be replacedand it will cost \$800. regarding doors and the airbags customer did not authorise them to diagnose. agent informed the customer that first let the dealership diagnose all the issues that the vehicle is expeirencing and ones the dealership provides him with the estimate cost of repair then call chrysler and then we will review the case see what we can do to help the customer.

Customer called with the estimate cost for the repairs which is \$1400. Coin indicated he had five chrysler new vehicle out of which he still owns 2 vehicle. Customer seeking goodwill. Agent transferre the call to t3 for further handling.

Lease customer seeking assistance with multiple repairs. Customer says that the a/c stopped working in the fall of 07 at 46,000 miles, buy he never took the vehicle to an authorized dealer for diagnosis or repair. Customer says that he does all of his own maintenance. Dealer is DSA. Spoke with SM Gary, who says that he s willing to assist with the rear evaporator repair only, minus a \$200 co-pay. Customer will additionally be responsible for the \$120 front impact sensor repair (corroded) and the \$100 wiring harness repair for the sliding door. Agent informed owner, who accepts the offer and will contact the dealer.

**Customer Assistance Inquiry Record (CAIR)#****17638037**

<b>Vin</b>	2D4GP44L6	5R	<b>Open Date</b>	06/26/2008	<b>Build Date</b>	04/05/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	04/29/2005	<b>Dealer</b>	41356	<b>Dealer Zone</b>	42	<b>Mileage</b>	65,531
<b>Name:</b>						<b>Contact Type</b>	LETTER
<b>Address</b>						<b>Home Phone</b>	
	GRAND RAPIDS MI					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp  
On/Flashing - Default

Customer seeking reimbursement for the repairs on  
Airbag Sensor.

POSTMARK DATE: 022208; DATE RECEIVED: 061808

Customer writes seeking reimbursement for the repairs performed on the airbag sensors. Customer has provided the invoice #186843 for the repairs performed at 41356 K & M Northfield Dodge on 02/12/08 for \$324.32 with 65531 miles on the vehicle. Customer has also provided the proof of payment credit card ticket.

Customer had previously contacted CCAC seeking reimbursement for the repairs on the sensors. The previous agent cair #17246882 had reviewed the matter with the supervisor and had approved a reimbursement for the repairs on the sensors.

As per the invoice the repair amount for the sensor is \$280.33.

Agent updated the mileage 65531 and the servicing dealer 41356.

As the reimbursement has already been approved, agent submitting check request to 85J for \$280.33

Check approved. Review the reimbursement and confirm the address with the customer. Reassign the cair to SK563.

In order to inform the customer about the reimbursement, agent called the customer on 07/02/08, and informed the customer that the reimbursement has been approved for \$280.33 and the check will reach the customer in 10-15 business days. Agent confirmed the name and address to mail the check and it was confirmed as per the name and address on the file. Agent is re-assigning the cair to SK563 for final check handling.

**Customer Assistance Inquiry Record (CAIR)#****17638176**

Vin	1C4GP45R3	5E	Open Date	06/26/2008	Build Date	03/11/2005	
Model Year	05	Body	RSYH52	CHRYSLER TOWN & COUNTRY FWD SWB WAGON			
In Service Dt	03/31/2005	Dealer	44571	Dealer Zone	42	Mileage	124,000
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	SAGINAW MI					Country	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default

Customer seeking repair assistance.

CUstomer states that he wants his vehicle to be included in the recall. Customer states that he has an air bag light on his vehicle and says that the other models of this vehicle has the same problem and they are repaired under the recall. Customer states that the cost of the repairs is \$318 and is seeking assistance for the same. Customer states that he has paid for the diagnostic and wants rest to be covered by CHrysler. Rep transferred the call to T3 for further handling. Customer is outside of warranty and there is not recall on the vehicle. I explained to him that ASSISTANCE IS DECLINED. I informed him that if there is ever a recall on the vehicle for the issue that we are discussing, if he saves the receipts, we will reimburse him for it.

**17638270**

<b>Vin</b>	2D4GP44L8	7R	<b>Open Date</b>	06/26/2008	<b>Build Date</b>	09/13/2006	
<b>Model Year</b>	07	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT LWB WAGON			
<b>In Service Dt</b>	11/03/2006	<b>Dealer</b>	42977	<b>Dealer Zone</b>	51	<b>Mileage</b>	41,074
<b>Name:</b>						<b>Contact Type</b>	
<b>Address</b>						<b>Home Phone</b>	
	WAUKESHA WI					<b>Country</b>	UNITED STATES

Corporate - Policy Issues - Default - Default - Default	Customer regarding the Air bag sensor light
Product - Body / Trim / Paint Finish - Air Bag - Other - Unknown	Customer regarding the Air bag sensor light
Referral - Tier Three - Default - Default - Default	Customer regarding the Air bag sensor light .

CAIR RETURNED FROM DEALER ON 7/10/2008 AT 09:35:830 R 17638270



**Customer Assistance Inquiry Record (CAIR)#****17638820**

<b>Vin</b>	2C4GP54L5	5R	<b>Open Date</b>	06/26/2008	<b>Build Date</b>	06/17/2005	
<b>Model Year</b>	05	<b>Body</b>	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON			
<b>In Service Dt</b>	07/25/2005	<b>Dealer</b>	45423	<b>Dealer Zone</b>	32	<b>Mileage</b>	45,461
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	ELMIRA NY					<b>Country</b>	UNITED STATES

Referral - Tier Three - Default - Default - Default	Customer calling for the Good Will.
Corporate - Product Information - Default - Default - Default	Customer calling for the impact sensor.

Customer called in and said that there is the problem with the Air Bag and the impact sensor and he said that it is not covered under service contract and he wants the good will and as well it was the safety issue, Agent transferred the call to tier 3 for further assistance.

Customer called with the same concern. Agent transferred the call to tier 3 for handling.

\*\*\*Writer spoke to Ron, in service, and we agreed to assist the owner on the above repairs. He will call me when the vehicle is there for the repairs. Writer would cover the majority of the cost for this work either by paying for parts or giving the owner a small copay.

\*\*\*Writer returned a call to Ron and preauthorized this repair for him.

**Customer Assistance Inquiry Record (CAIR)#****17639352**

<b>Vin</b>	1D4GP24R2	5E	<b>Open Date</b>	06/26/2008	<b>Build Date</b>	06/27/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON			
<b>In Service Dt</b>	08/15/2005	<b>Dealer</b>	41943	<b>Dealer Zone</b>	42	<b>Mileage</b>	39,801
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	EUCLID OH					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Install Air Bag On/Off Switch - Both Air Bags

Customer facing problems with the vehicle.

Customer facing problems with the vehicle. Agent could not transfer the call to T3, because it was close for lunch. If customer calls back please transfer the call to T3.

Customer provided the reference no. 17639352. As mentioned in the previous narrative, agent transferred the call to T3 for further assistance.

Customer calling about air bag light coming on. Agent contacted dealership 44945 and informed Don the SM to contact customer and set up an appointment for customer to bring in vehicle. Also informed Don to contact technical assistance if needed.

**Customer Assistance Inquiry Record (CAIR)#****17639502**

<b>Vin</b>	1D4GP25R8	6E	<b>Open Date</b>	06/26/2008	<b>Build Date</b>	01/18/2006	
<b>Model Year</b>	06	<b>Body</b>	RSKL52	DODGE CARAVAN SE FWD SWB WAGON			
<b>In Service Dt</b>	02/28/2006	<b>Dealer</b>	44945	<b>Dealer Zone</b>	42	<b>Mileage</b>	37,000
<b>Name:</b>						<b>Contact Type</b>	LETTER
<b>Address</b>						<b>Home Phone</b>	
	WILLOWICK OH					<b>Country</b>	UNITED STATES

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

Airbag light on.

\*\*\*\*\*EXECUTIVE REFERRAL STAFF\*\*\*\*\*

Owner sent a letter to PR department regarding service performed at 36,859 miles. Owner asked for goodwill and the dealer told her they had used it all up for that month. Called Bob Lucas and provided the details. Service Manager Don Pucci will be involved.

Mr. Pucci called to advise that he will call the customer and get this taken care of. Writer asked Mr. Pucci to call me after the conclusion. Writer will follow up with the customer.

Called Don and Bob to see why the customer was not contacted.

Called Don and Bob to see why the customer was not contacted. Bob will have Don follow up on this matter.

Don called to advise that he has already spoken with the customer regarding her reimbursement.

Ann will call me after this has been resolved.

called owner for update, Owner failed to call the dealer when she was planning to so she will call Don on 7/11/08. Owner still intends to call me upon the conclusion.

Called owner for an update, message left.

Spoke with owner, Dealer has allegedly cut her the check and she will call me once it has been received.

Owner called to advise that she has received the check. Case closed.

POSTMARK DATE: 061308; DATE RECEIVED: 072408

**Customer Assistance Inquiry Record (CAIR)#****17643256**

<b>Vin</b>	2A4GP64L7	6R	<b>Open Date</b>	06/27/2008	<b>Build Date</b>	03/13/2006
<b>Model Year</b>	06	<b>Body</b>	RSYS53	CHRYSLER TOWN & COUNTRY LTD FWD LWB WAGON		
<b>In Service Dt</b>	06/23/2006	<b>Dealer</b>	99999	<b>Dealer Zone</b>		<b>Mileage</b> 29,668
<b>Name:</b>					<b>Contact Type</b>	LETTER
<b>Address</b>					<b>Home Phone</b>	
	STOW OH				<b>Country</b>	UNITED STATES

Product - Air Conditioning / Heater - Unknown - Leak/Water Damage/Mildew - Default	Customer seeking reimbursement.
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer seeking reimbursement.
Product - Body / Trim / Paint Finish - Body Hardware - Inoperative - Door-Sliding	Customer seeking reimbursement.

POSTMARK DATE: 061208; DATE RECEIVED: 061808

Customer has sent a letter regarding the reimbursement he is looking for the repairs done at the Independent repair facility. Customer states that she repaired the vehicle at the IRF as she didnt know that whether the vehicle was under the warranty or not. So now the customer is looking for reimbursment. Customer owns 4 vehicles in the household and in the letter the customer has mentioned that he is looking for other vehicle. But here on the main screen it shows that the customer does not visit the dealership regularly for services. So we can give a one time goodwill to the customer. There is no service contract on the vehicle but if there was a service contract on the vehicle than we could have deducted \$100.00 deductible. So the amount to be reimbured to the customer is:

Inspect A/C System-Installation: \$124.77

Diagnose/Repair sliding door: \$63.55

Diagnose/Air bag light: \$112.50

Tax 6%: \$18.80

=====

Total is : \$319.62

- Deductible: \$100.00

=====

Total: \$219.62

\*\*\*\*\*

Agent called up the customer to inform about the goodwill. Customer states that he should have received the whole amount. Agent informed that as he has been to the IRF for the repairs and if he had been to the chrysler authorised dealer he wouldnt have been charged for the repairs as it is still under the warranty.

Customer accepted the offer.

Also confirmed the name and address on which the check needs to be sent.

It will be the same as on the AW main screen.

**Customer Assistance Inquiry Record (CAIR)#****17652045**

<b>Vin</b>	2D4GP44L1	7R	<b>Open Date</b>	07/01/2008	<b>Build Date</b>	04/05/2007	
<b>Model Year</b>	07	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT LWB WAGON			
<b>In Service Dt</b>	09/25/2007	<b>Dealer</b>	45141	<b>Dealer Zone</b>	63	<b>Mileage</b>	15,100
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	FRITCH TX					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default

Air bag light keeps coming on

Owner files for arbitration for the air bag light keeps coming on.

The vehicle is not eligible for the arbitration process in the state of TX.

Owner states in his letter that the vehicle has been back to the dealer six times for this concern. The dealer has contacted Star Center for assistance

The passenger air bag has been replaced - the circuit was open, the wiring harness was replaced. The owner requests that Chrysler repair the problem.

Please contact the owner for an appointment and resolve this concern.

owner's phone number - 1-806-857-3640. Spoke to Mike at the dealership.

REASSIGNED TO BC/DLR 63 45141 07/01/08 10:09 O 17652045

\*Contact Date:07/02/2008

Service Manager at the dealership has updated the Cair# 17652045

An appointment has been set with the customer.

Customer called in for the same concern. Agent transferred the call to Tier 3.

Customer stated that he wanted the vehicle replaced due to the air bag system failing three times, customer claims the vehicle has been down previously for over 10 days. . Customer claims the air bag system was replaced twice. Customer stated that he has started the process of lemon law. Customer stated that he has not made an appointment with the dealer and does not want to take the vehicle in for repeated repairs. Customer stated he no longer wants the vehicle. Advised the customer the file was forwarded to the appropriate parties, advised customer to speak with the Service Manager at the dealership, customer stated that he would contact Mike the Service Manager.

\*Contact Date:07/26/2008

Service Manager at the dealership has updated the Cair# 17652045

An appointment has been set with the customer.

Purchased New or Used? New

Customer calling in stating that his vehicle has been down off and on for 45 days. Customer's vehicle has been at dealer 45141 since July 18, 2008.

Agent contacted dealer 45141 and spoke with Mike, SM. Mike informs agent that his DM is actually working on a buyback or lemon law case with the customer. Mike provides the repair information:

07.21.08 at 15,106 miles, customer states air bag light is on, dealer is still diagnosing vehicle.

03.15.08 at 9,543 miles, customer states air bag light is on, dealer plugged and unplugged connector.

02.02.08 at 7,985 miles, customer states air bag light is on, dealer could not duplicate concern.

12.06.07 at 4,747 miles, customer states air bag light is on, dealer replaced wiring harness.

11.27.07 at 4,428 miles, customer states air bag light is on, dealer could not duplicate concern.

11.01.07 at 2,089 miles, customer states air bag light is on, dealer replaced the occupant restraint module.

10.20.07 at 1,561 miles, customer states air bag light is on, dealer replaced rightside air bag.

Agent advised customer that he would need to continue to work with the dealership and that a file had been sent over concerning his request.

Mike, SM is going to email his DM to update the CAIR.

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

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

The vehicle has had 7 repair attempts and has been out of service for a total of 35 days for Customer is

requesting that Chrysler purchase his vehicle back. CAIR is

being assigned to your dealership for further handling and review

DM attempted to contact customer at [REDACTED] at 10:08am. DM got no answer. DM will try to contact customer later on in the day. sjh63

DM got in contact with the customer about his Grand Caravan. DM offered the customer a replacement package. It is a MSRP swap with the swap of a few accessories. The usage fee would be \$2,015.65 and the customer would have

to pay tax, title, and license fees. Customer said he needed to think about the offer. DM told the customer to contact the DM back with an answer.sjh63

DM talked to GKT3 about the customers repurchase agreement and GKT3 was in contact with TX DOT about this issue. The customer agreed to a flat usage

fee of \$1,937.31. DM entered the replacement package for the customer.sjh63

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**Customer Assistance Inquiry Record (CAIR)#****17652591**

<b>Vin</b>	2C4GP54L3	5R	<b>Open Date</b>	07/01/2008	<b>Build Date</b>	02/11/2005	
<b>Model Year</b>	05	<b>Body</b>	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON			
<b>In Service Dt</b>	02/26/2005	<b>Dealer</b>	68934	<b>Dealer Zone</b>	51	<b>Mileage</b>	42,831
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	DODGEVILLE WI					<b>Country</b>	UNITED STATES

Corporate - Policy Issues - Default - Default - Default

Customer calls in regards to air bags problem.

Customer calls in stating that he wants to speak with Adam. Customer also states that he took his vehicle in to the dealership; however, the air bag is not functioning. Customer wants to speak with senior staff. Agent transferred to tier3.

Owner transferred from zone 85 looking for assistance with air bag light on. Called IOWA COUNTY CHRYSLER INC spoke with service manager Larry who states both air bag sensors and wiring needs to be replaced at 42,8 K miles. Owner has paid diagnostic fee of \$42.50. Writer agreed to cover repair owner covered diagnostic fee. Owner satisfied. Dealer will call back for authorization. TJK7

Spoke with dealer / Larry and was informed that dealer self authorized repair. Closing CAIR. TJK7

**Customer Assistance Inquiry Record (CAIR)#****17653100**

<b>Vin</b>	2D4GP44L1	7R	<b>Open Date</b>	07/01/2008	<b>Build Date</b>	04/05/2007	
<b>Model Year</b>	07	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT LWB WAGON			
<b>In Service Dt</b>	09/25/2007	<b>Dealer</b>	45141	<b>Dealer Zone</b>	63	<b>Mileage</b>	13,000
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	FRITCH TX					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default

The air bag system failed to operate.

Customer states that he has repeated issues with the air bag on the vehicle. He states that the air bag system failed to operate. He has written a letter from the national center of dispute. Customer states that he needs to talk to someone higher in Chrysler about it as it involves a safety issue. he further states that he has already filed for lemon law.

Agent transferred the call to t3.

Customer called in again for the same concern. Agent arranged a call back as T3 was closed. Customer requested a call back on home phone.

Customer s concerns being addressed in CAIR 17652045. NAN.



**Customer Assistance Inquiry Record (CAIR)#****17654040**

Vin	2D4GP44L6	5F	Open Date	07/02/2008	Build Date	05/13/2005	
Model Year	05	Body	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
In Service Dt	06/02/2005	Dealer	60255	Dealer Zone	42	Mileage	47,200
Name:						Contact Type	E-MAIL
Address						Home Phone	
	CHARDON OH					Country	UNITED STATES

Product - Brakes - Anti-Lock Brake System - ABS Lamp On/Flashing - Default	Customer complains that ABS sensor is not working.
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer complains that Air bag light is not working.
Product - Air Conditioning / Heater - Unknown - Inoperative - Default	Customer complains that Air conditioning is not working.
Product - Engine - Unknown - Check Engine Lamp On/Flashing - Default	Customer complains that check engine light is not working.
Product - Electrical - Power Sliding Door - Intermittent or Inoperative - Both Sides	Customer complains that power doors are not working.
Corporate - Policy Issues - Default - Default - Default	Customer seeks reimbursement consideration for repair works.

## \*\*\*\*\* EMAIL BRIEF DESCRIPTION CONTENT \*\*\*\*\*

My 2005 Grand Caravan in constantly needing premature repair. Can anyone answer my questions or help?

## \*\*\*\*\* END EMAIL BRIEF DESCRIPTION CONTENT \*\*\*\*\*

Purchased New or Used? Used

If Used, date purchased? 02/25/08 Mileage? 47200

From whom did customer purchase used vehicle? CDJ dealer

## \*\*\*\*\* BEGIN CUSTOMER EMAIL \*\*\*\*\*

I am desperate to find confidence in Dodge again. In February 2008 I sold my 2000 Grand Caravan and purchased a 2005 Grand Caravan with roughly 43,000 miles. My hope was to continue to have a reliable vehicle that would not be in need of constant repair. Today, July 1st, I have just over 47,000 miles, and I have been nothing but disappointed with the vehicle's need for premature repair. As a pastor in the community I desperately need a reliable vehicle and quite frankly cannot afford to dump hundreds (approaching thousands) into a vehicle with only 47,000 miles. Within the few months of my owning the vehicle I have had to face the following in a frustrating series of checks and rechecks: Check Engine light (O2 sensor), ABS light - 2 separate ABS sensors, Trac button on column works half of the time, Front passenger Air bag light comes on & off intermittently, the electrical side door decides not to work sometimes and the real shocker is the fact that it is July 1st and the air conditioning does not work. The mechanic is pointing to a rear evaporator coil. As if I'm not frustrated enough, Dodge can't even provide the part for the expensive repair (I've been told that the dealership would charge over \$1,200). This vehicle is located in the northern climate (previously in PA). The AC isn't even used 7 months of the year! This vehicle has 47,000 miles and the air hasn't worked since I've owned it! Can anyone at Dodge represent the company well and reinstall my hope & respect for this American company? I've been told that Dodge has been known to assist with the financial obligations that are equated with inexcusable repairs. I hope that to be true. Needing assistance. Can Dodge please help? Dan DeLembo 440-655-4077 ps For verification, contact Vince at Urban Auto Services (440-943-5200). Their technicians are all ASE certified. Urban has also taken the van to Adventure Dodge on my behalf. In fact it was there this morning for a scan.

## \*\*\*\*\* BEGIN EMAIL RESPONSE \*\*\*\*\*

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

We regret to read of your dissatisfaction in our product and appreciate

the time and effort you took to bring this matter to our attention.

Comments like yours are one way to learn of problems that develop and the improvements that are desired by customers. The information received is used in product development and quality analysis. We have documented your comments and have forwarded them to the appropriate department for review and the reference number for it is 17654040.

We have made tremendous gains in customer satisfaction and vehicle quality and are dismayed to learn that your expectations have not been met. Please accept our apology for the problems you have experienced.

Furthermore, we suggest that you please call the Customer Assistance Center at 1-800-992-1997 between 8:00 a.m. and 5:00 p.m. Monday through Friday (in all Continental Time Zones). It is necessary to discuss this issue with you directly.

When calling the Customer Assistance Center, please have your Reference (CAIR) number and the following information handy:

Vehicle owner name

Vehicle owner address

Day and evening phone numbers

Vehicle Identification Number (VIN)

Name of dealership where vehicle was purchased

Date of purchase

Dealership where service was performed

Date of last service

Current vehicle mileage

An explanation of the problem

We have Customer Service Representatives available to address your questions and concerns.

Thanks again for your email. We value your continued business with us.

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

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**Customer Assistance Inquiry Record (CAIR)#****17661942**

<b>Vin</b>	2D4GP44L9	6R	<b>Open Date</b>	07/03/2008	<b>Build Date</b>	08/04/2005	
<b>Model Year</b>	06	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	01/08/2006	<b>Dealer</b>	42561	<b>Dealer Zone</b>	32	<b>Mileage</b>	44,000
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	BERLIN NH					<b>Country</b>	UNITED STATES

Product - Suspension - Tie Rods / Drag Link - Other - Unknown	Facing many problems with the vehicle.
Product - Air Conditioning / Heater - Unknown - Other - Default	
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	
Product - Electrical - Power Sliding Door - Complete Failure - Passenger Side	

Customer says that she has many listed problems with the vehicle:

Tie rod replaced, Air bag sensors replaced, Door rattling, AC doesn't work, one of the electric doors stopped working, Head lights inoperative and other tie rod inspected recently.

Customer says that she is paying \$400.00 as a monthly payment and \$200.00 to \$300.00 every month for the repairs. Customer says that the vehicle is just 2 years old and never expected the outcome as this from Chrysler's product. Customer was informed by the dealership 42561 that it would cost around \$700.00 for the repairs and says that she cannot afford so much money. Customer requests goodwill for the repairs.

Agent informed the Customer that Chrysler will not be able to participate for the repairs.

**Customer Assistance Inquiry Record (CAIR)#****17667155**

<b>Vin</b>	2D4GP44L0	5R	<b>Open Date</b>	07/07/2008	<b>Build Date</b>	05/04/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	06/13/2005	<b>Dealer</b>	55528	<b>Dealer Zone</b>	32	<b>Mileage</b>	80,860
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	BELCHERTOWN MA					<b>Country</b>	UNITED STATES

Corporate - Recall - Default - Default - Default	Customer inquiring about the recall information
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	

Customer stated that there is a recall on the other same vehicle on air bag sensors, but there is no recall on his vehicle. Customer stated that he is at the dealership for getting the same problem fixed. Agent told the customer that the recalls are VIN specific. Customer stated that he has a piece of paper which he downloaded from Internet which says that the air bag sensors of 05-07 dodge caravans corrode due to its metal. Agent informed the customer that as of now there is no recall on his vehicle, if there will be he will be informed by Daimler Chrysler.

Customer insisted to speak with a supervisor, agent escalated the call to the Internal Escalation Team.

Customer states that some other vehicle having same problem has been recalled but his vehicle has the same problem and his vehicle hasn't been recalled yet. Writer advised that as recalls are VIN specific and that he will have to wait till Chrysler officially announces recall on this vehicle. Customer wanted to speak to the supervisor. Writer transferred the call to T3 for further handling.

7/7/08 1st owner. 2 other Chrysler vehicles/used. Air bag light is on and the front air bag sensor and wiring harness needs to be replaced. Owner claims the vehicle is involved in a recall for this same concern. No recalls regarding the owner's concern. Vehicle is currently at the dealer. Service Advisor (SA), Tony states both front impact sensor and wiring connectors need to be replaced. No abuse or neglect. Good customer. Cost of the repair is about \$355.30. Chrysler will assist with the cost of the repairs less a \$100.00 customer copay. Created pre-auth. (UN06303370707).

**Customer Assistance Inquiry Record (CAIR)#****17669250**

Vin	2D4GP44L2	6R	Open Date	07/07/2008	Build Date	08/13/2005	
Model Year	06	Body	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
In Service Dt	10/15/2005	Dealer	68165	Dealer Zone	51	Mileage	37,365
Name:						Contact Type	LETTER
Address						Home Phone	
	DE FOREST WI					Country	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Other - Unknown

Customer seeking reimbursement

POSTMARK DATE: 063008; DATE RECEIVED: 070708

Customer sent the letter stating that left air bag sensor failed at about 37000 miles. Customer sent the invoice and recall related paper but as there is no recall vehicle.

According to the agent Chrysler will reimburse the amount \$138.35 as a goodwill gesture on following basis.

Just out of warranty

Household history is good

As customer visited Chrysler dealership agent process the check for \$138.35 and reassign to 85J

**Customer Assistance Inquiry Record (CAIR)#****17670739**

<b>Vin</b>	2C8GP44R3	5F	<b>Open Date</b>	07/08/2008	<b>Build Date</b>	06/27/2005	
<b>Model Year</b>	05	<b>Body</b>	RSYH53	CHRYSLER TOWN & COUNTRY LX FWD LWB WAGON			
<b>In Service Dt</b>	10/01/2005	<b>Dealer</b>	62224	<b>Dealer Zone</b>	42	<b>Mileage</b>	65,340
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	BRUNSWICK OH					<b>Country</b>	UNITED STATES

Product - Air Conditioning / Heater - Unknown - Defective - Default	complaining about the AC
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	complaining about the air bag sensor
Product - Emissions - EGR System - Defective - Default	complaining about the egr valve
Product - Cooling System - Water Pump / Thermostat - Leaks - Default	seeking for a goodwill.

The customer states that he is having a problem with vehicle and is very upset. There was no component which was not replaced. The air bag sensor is not working and it was gone badly 3 times. The AC has gone bad 3 times. The cost of that were 120\$. Two months later he was having the same problem again. The customer is frustrated and he has spent a lot of money on it. The AC is gone badly again. The customer has taken the vehicle back to the dealer and gain they are charging him the money. The customer is not ready to pay the money. The dealer is going to charge 895.84\$, the EGR valve is also broken. The water pump is also leaking. The customer is seeking a problem with the air bag sensors again, AC, water pump, EGR valve has to be replaced. The customer is seeking for a goodwill. For further assistanec transfered the call to teir3.

Customer seeking assistance. Called dealership for diagnosis. Service department is not available. Left message with receptionist to have someone call me with the information. Told customer that I d call him back when the dealership contacts me with the diagnosis. Call at primary phone number on file.

Dir Shawn (SA 62224) called with diagnosis and said Vehicle needs water pump; wiring to impact sensor replaced; EGR Valve. Dealership is empowered by Chrysler to make goodwill decisions so we will concur with the dealership on this issue. Dealer will contact customer if any further assistance will be provided at the dealership.

**Customer Assistance Inquiry Record (CAIR)#****17672721**

<b>Vin</b>	2D4GP44L3	5R	<b>Open Date</b>	07/08/2008	<b>Build Date</b>	06/27/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	07/18/2005	<b>Dealer</b>	43251	<b>Dealer Zone</b>	42	<b>Mileage</b>	56,165
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	HOLLAND MI					<b>Country</b>	UNITED STATES

Corporate - Recall - Default - Default - Default

customer wanted to know about the recall

customer said that he had recieved a recall notice related to airbags bit  
as per our information there was no such recall so informed the customer  
about the same

\*\*\*\*\*

Customer calls back regarding the same. ASking why Chrysler has not  
decided to have a recall on his vehicle while other dodge caravans have  
the same problem with the airbag sensor. Agent informed the customer that  
recall is VIN specific and it is Chrysler decision to decide about  
recalls. Customer wants to lodge a complaint with the higher management.  
Agent transferred the call to Tier 3 for further assistance.

Purchased New or Used? new

From whom did customer purchase used vehicle?

CDJ dealer

Customer stated that he was having issues with the air bag sensors and  
that he was advised there was a recall for the same component. Customer  
states the dealer advised him that his vehicle did not have any open  
recalls, customer seeking assistance with replacing the air bag sensor.  
Contacted dealer 43251 and spoke with Matt who stated the impact sensor  
and wiring harness need to be replaced. Matt states he does not feel the  
customer merits any assistance because he is selling the vehicle to a  
private party this evening.

Informed customer that Chrysler will not participate in the  
repair. The vehicle warranty has expired.

Customer stated that he was upset because this was the same repair as the  
recall that was issued. Advised the customer that the recalls are VIN  
specific, advised that the recall did not apply to his vehicle, advised  
his concerns would be documented.

**Customer Assistance Inquiry Record (CAIR)#****17673508**

<b>Vin</b>	2D4GP44L3	5R	<b>Open Date</b>	07/08/2008	<b>Build Date</b>	04/07/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	05/12/2005	<b>Dealer</b>	42643	<b>Dealer Zone</b>	42	<b>Mileage</b>	67,000
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	INDIANAPOLIS IN					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer alleges that air bag lights come on.
Product - Unknown - Unknown - No Start - Default	Customer alleges there is starting problem for the vehicle.
Product - Fuel System - Fuel Injection System / Injectors - Defective - Default	Customer is experiencing problem with fuel injectors.

Customer called and states that fuel injectors needs to be replaced on the vehicle. Customer alleges that he has taken the vehicle to IRF. Agent advised to take the vehicle at authorized dealership for proper diagnosis and getting fix the problem. Customer alleges that there is problem in starting the vehicle earlier, he has taken the vehicle to the dealership, but still the problem exists. Agent advised to keep working with the dealer and still the problem is not resolved he can go ahead and ask the dealership for technicians from Chrysler. Customer alleges that airbag lights come on. Agent advised to get this problem repaired as its safety issue. Customer agreed.



**Customer Assistance Inquiry Record (CAIR)#****17673745**

<b>Vin</b>	2D4GP44L2	6R	<b>Open Date</b>	07/08/2008	<b>Build Date</b>	11/04/2005	
<b>Model Year</b>	06	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	03/14/2006	<b>Dealer</b>	08658	<b>Dealer Zone</b>	74	<b>Mileage</b>	32,000
<b>Name:</b>						<b>Contact Type</b>	
<b>Address</b>						<b>Home Phone</b>	
	NEWTON KS					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Other - Front - Pass	Customer states that the air bag has a problem.
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Customer states that the air bag has a problem with it. Customer states that the air bag light is on and the dealer cannot do anything for it. Customer states that the dealer informed that the it is factory manufactured and nothing can be done. Customer states that the vehicle has a safety issue with it and states that Chrysler should do something about it and needs a call back from someone senior in Chrysler. Customer needs a call back on [REDACTED] between 2 pm - 4 pm (CST). Agent reassigned the Cair to 82H.

Purchased New or Used? New

If Used, date purchased? Na Mileage? Na

From whom did customer purchase used vehicle?

CDJ dealer

Agent attempted to contact the customer on 7/9/08 at 3:08PM on the customer s home phone. Agent left a message.

Agent attempted to contact the customer on 7/10/08 at 10:42AM on the customer s home phone. Agent spoke with the customer. Customer claims there is an issue with the air bag light. Customer claims when she is in the passenger seat the light will come on. When she is not in the seat the light is not on. Customer claims the dealer 08658 has done what they can but state they can not recalibrate the light. Customer is seeking for this to be resolved for safety. Agent called the dealer and spoke with Tim the Service Manager. Tim claims the lady is right at the weight to trigger the light, and that she is very small. Tim claims she does not sit on the seat with all her weight, or if going over a bump will trigger this light. Tim stated the design of the systems calibration and there is nothing that can be done. Agent informed the customer of this information from the dealership. Customer claims she is not that small, and is concerned that she is not going to protected. Agent consulted with RJ16, and suggest getting a second opinion. Agent informed the customer of this information. Customer stated she trusts the dealerships decision, and is just concerned.

Customer seeking assistance regarding the same concern. Agent transferred the call to Tier 3 for further handling.

Customer states the air bag light comes on while she is in the passenger seat. Customer states the dealership advised there were no repairs that could be done. Customer is seeking to have this concern corrected. Agent contacted dealership #08658 and spoke with Tim, service manger. Agent was advised when the seat sensors have been calibrated and is operating as designed. Agent was advised they have contacted STAR on 07/18/2008 with 3,118 miles and the seat is working as designed. Agent was advised there are no repairs that need to be performed. Agent was advised the system thinks she is too light to sit in the seat and deactivates the air bag. Agent advised customer the dealership advised the seat sensors/air bag sensor is operating as designed. Agent advised customer the dealership advised there are no repairs that are needed. Customer request to speak with a supervisor. Customer states this is a design flaw in the vehicle and feel safe in the vehicle. Agent consulted with RWA22 who concurred with this information and advised she could take the vehicle into another CDJ dealership for a second opinion.

\*\*\*RWA22 took over call per request. Customer states she is concerned because the dealership can not correct the system. Customer states she does not believe going to another dealership would solve the problem.



**Customer Assistance Inquiry Record (CAIR)#****17678356**

<b>Vin</b>	2D4GP44L6	5R	<b>Open Date</b>	07/09/2008	<b>Build Date</b>	04/05/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	04/29/2005	<b>Dealer</b>	41356	<b>Dealer Zone</b>	42	<b>Mileage</b>	65,531
<b>Name:</b>						<b>Contact Type</b>	LETTER
<b>Address</b>						<b>Home Phone</b>	
	GRAND RAPIDS MI					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default

Customer has sent the same letter.

POSTMARK DATE: 062608; DATE RECEIVED: 070208

Customer has sent a invoice and the proof of payments. In the previous cair customer has been issued the check for the same so no action necessary.

**Customer Assistance Inquiry Record (CAIR)#****17680641**

Vin	1D4GP45R0	5E	Open Date	07/10/2008	Build Date	05/04/2005	
Model Year	05	Body	RSKH52	DODGE CARAVAN SXT FWD SWB WAGON			
In Service Dt	05/15/2005	Dealer	55816	Dealer Zone	42	Mileage	37,324
Name:						Contact Type	FAX
Address						Home Phone	
	PARMA OH					Country	UNITED STATES

Corporate - Recall - Default - Default - Default

The customer inquired about the recall.

The customer inquired about the recall. The customer states that at 36400 miles the air bag lights on his vehicle was on. The customer further states that he took his vehicle to the dealership and the dealership told him that 2006 Dodge Caravan has a recall on this part. The customer wants to know if his vehicle has a recall on this part or not. The agent provided the information to the customer and assisted the customer. The customer further states that he has paid \$266.68 for the repairs and he wants to pursue this matter further and wants Chrysler to assist him. For further assistance the agent escalated the call to T3.

\* Owner seeking goodwill on repair to the left front impact sensor he had replaced at dealer on 6/30/08.

Called dealer service to confirm above.

Informed owner to fax writer a copy of the receipt / proof of payment to 248 512-8084.

Received fax from owner. Looks like owner had a coupon for 115.00.

Paid 151.68

Left message for owner that writer will reimburse 151.68

Owner states the coupon he had was something he paid for.

Writer will submit oil change coupons for the difference. Plan code

EC312N Essential Care.

POSTMARK DATE: 071008; DATE RECEIVED: 071108

**Customer Assistance Inquiry Record (CAIR)#****17681118**

<b>Vin</b>	2A4GP54L9	7R	<b>Open Date</b>	07/11/2008	<b>Build Date</b>	09/28/2006	
<b>Model Year</b>	07	<b>Body</b>	RSYP53	CHRYSLER TOWN & COUNTRY TOURING LWB WAGON			
<b>In Service Dt</b>	07/21/2007	<b>Dealer</b>		<b>Dealer Zone</b>		<b>Mileage</b>	4,433
<b>Name:</b>						<b>Contact Type</b>	E-MAIL
<b>Address</b>						<b>Home Phone</b>	
	BATON ROUGE LA					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp  
On/Flashing - Default

Customer experiencing problem with air bag  
light.

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

Driver Side Air Bag light goes on and off

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

Purchased New or Used? New

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

The driver's side air bag warning light comes on and goes off randomly. Henderson Chrysler has changed the Clockspring, the air bag itself and an associated circuit board. Each time, after the maintenance, the light goes off as normal but then will come on again while driving down the road. Then it may or may not go off minutes later. What else could be the problem?

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

Thank you for contacting the Chrysler Customer Assistance Center regarding the 2007 Chrysler Town and Country.

We regret to read of your dissatisfaction in our product and appreciate the time and effort you took to bring this matter to our attention.

Comments like yours are one way to learn of problems that develop and the improvements that are desired by customers. The information received is used in product development and quality analysis. We have documented your comments and have forwarded them to the appropriate department for review.

We have made tremendous gains in customer satisfaction and vehicle quality and are dismayed to learn that your expectations have not been met. Please accept our apology for the problems you have experienced. Furthermore, intermittent problems are often very difficult for the dealership to duplicate. This may cause delay in diagnosis and repair. Often, there are many components that could produce the same symptoms. Unless the dealership 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 dealership to perform prompt diagnosis and repairs. It is our suggestion that you continue to work with your servicing dealer.

We regret your dissatisfaction but hope you will understand our position.

If your concerns are still not resolved, 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. We value your continued business with us.

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

**Customer Assistance Inquiry Record (CAIR)#****17682997**

<b>Vin</b>	2C4GP44R2	5F	<b>Open Date</b>	07/10/2008	<b>Build Date</b>	02/04/2005	
<b>Model Year</b>	05	<b>Body</b>	RSYH53	CHRYSLER TOWN & COUNTRY LX FWD LWB WAGON			
<b>In Service Dt</b>	02/05/2005	<b>Dealer</b>	65673	<b>Dealer Zone</b>	51	<b>Mileage</b>	48,322
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	DAVENPORT IA					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	problem with the air bag light on
Product - Brakes - Unknown - Defective - Unknown	problem with the brakes
Product - Exhaust - Unknown - Defective - Default	problem with the exhaust

Customer called in saying she has the airbag light is always on .  
Customer says that she has problem with the exhanust and the brakes  
rodors . Customer says that she has a warranty on the vehicle . Customer  
says that she ahs replaced the brakes pads and the rotors in the year  
2006 and had to be replaced now again. Customer says that it a repeated  
problem again . Customer says the charge for the repair wapuld be about  
\$300 and wants Chrysler to pay for the repair. Agent transfered the call  
to tier 3 for further handling.

Purchased New or Used? Used

If Used, date purchased? 04/17/06 Mileage? 14520

From whom did customer purchase used vehicle? CDJ dealer 65673

Customer seeks assistance with repairs to the SRS sensor and the rotors  
because they are not covered by her Service Contract. Agent contacted  
65673 and spoke to Dick the Service writer who advises the SRS sensor  
does need replacing and the dealer would assist at warranty cost but he  
will have to call back with that information. Agent offered customer a  
call back after the dealer provides the needed information and a decision  
has been made.

\*\*\*\*\*Voicemail\*\*\*\*\*

Received on 07/10/08 @ 7:15pm

Please contact Dick (Dealer) @ 563-391-8300

Cost of repair is as follows:

Parts: \$24.22

Labor: \$19.50

Customer will also be responsible for 1 hour of  
diagnostics charges.

\*\*\*\*\*

Agent contacted 65673 and was advised by Dick that the customer does not  
want to pay the \$65 diagnostic fee because she thinks CMC should cover  
the entire cost of the repair for the SRS sensor not just the parts &  
labor (\$43.72). Agent advised Dick that CMC will stand behind the offer  
of 65673 and the customer will be responsible for the diagnostic fee.  
Dick states he will contact the customer and advise her the offer if  
final offer of CMC regarding this matter.

\*\*\*\*Next

Agent\*\*\*\*\*

Do not transfer the customer regarding this matter she has been advised  
of the decision regarding her request for assistance.

\*\*\*\*\* Next Agent : Recall Center \*\*\*\*\*

Customer called in to check the status of her case and quoted the  
reference #. Hence, the agent transferred the call to CAC for assisting  
the customer with the status of her case.

Agent consulted CAC Agent (Nancy) and was advised to transfer the call  
directly to Tier 3 for further assistance of the concern. Hence, recall  
agent transferred the call to Tier 3.

The call got dropped while the customer was on hold.

Customer called regarding the same issue. According to previous notes,  
agent advised the customer that she will have to pay the Diagnostic  
charges for the repairs. Customer agreed.

Customer is now seeking rental vehicle as she wants to go out of town

till 20th of July and she needs to drop her vehicle at the dealership today for diagnosis for the above issue. Agent checked that Customer has got Service contract. Agent advised to contact service contract department. Customer alleges that if she is not avail with rental from extended warranty department, will she be provided with rental assistance. Agent did not commit anything and advised to check with service contract department first. Customer agreed. Agent transferred the call to Service contracts.

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**Customer Assistance Inquiry Record (CAIR)#****17686464**

<b>Vin</b>	1D4GP24R8	5E	<b>Open Date</b>	07/11/2008	<b>Build Date</b>	04/25/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON			
<b>In Service Dt</b>	03/14/2005	<b>Dealer</b>	26730	<b>Dealer Zone</b>	51	<b>Mileage</b>	74,000
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	RACINE WI					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Other - Front - Driver

Customer complaining about the product

Customer complaining about the product. The airbag rusted,airbag corded,  
sensor rusted. Agent asked to visit the dealership.



**Customer Assistance Inquiry Record (CAIR)#****17692041**

<b>Vin</b>	1D4GP24R7	6E	<b>Open Date</b>	07/14/2008	<b>Build Date</b>	01/09/2006	
<b>Model Year</b>	06	<b>Body</b>	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON			
<b>In Service Dt</b>	01/11/2006	<b>Dealer</b>	68952	<b>Dealer Zone</b>	32	<b>Mileage</b>	45,268
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	HILLSBORO NH					<b>Country</b>	UNITED STATES

Product - Electrical - Unknown - Defective - Default

The Air Bag needed replacement.

The customer is calling to inform that she recently got the Air Bags sensors replaced for her vehicle. However, as it was covered under the Ford Service contract, she paid \$100 deductible.

Agent spoke with Les Pike, SM at the 68952 Dealership. He confirmed that the Air Bag light was On and sensors were not communicating with the System. so Sensors were changed. The total cost would have been \$195.36 but the Ford Service Contract covered and paid \$95.36 and customer was charged \$100 deductible. He insists that like any other Electrical component, even Air Bag sensors fails and so its not a factory defect.

Agent confirmed the same to the customer and denied any reimbursement request. Agent tried to explain that it would have been covered under 3/36 Basic warranty, which has already expired and \$100 Deductible was charged by Ford and so Chrysler can do nothing about it.

**Customer Assistance Inquiry Record (CAIR)#****17693315**

<b>Vin</b>	1A4GP45R2	6E	<b>Open Date</b>	07/14/2008	<b>Build Date</b>	10/17/2005	
<b>Model Year</b>	06	<b>Body</b>	RSYH52	CHRYSLER TOWN & COUNTRY FWD SWB WAGON			
<b>In Service Dt</b>	11/28/2005	<b>Dealer</b>	66785	<b>Dealer Zone</b>	32	<b>Mileage</b>	58,205
<b>Name:</b>						<b>Contact Type</b>	LETTER
<b>Address</b>						<b>Home Phone</b>	
	KANSAS CITY MO					<b>Country</b>	UNITED STATES

Product - Electrical - Occupant Classification System - Intermittent/Inoperative - Default

Customer states air bag light is on

Customer requests goodwill consideration for repair of air bag light on.  
Dealer diagnosed and replaced pass seat cushion bladder assembly. Review case, and offer parts/labor split for the customer. Case accepted and approved.

POSTMARK DATE: 071408; DATE RECEIVED: 072208

<b>Customer Assistance Inquiry Record (CAIR)#</b>						<b>17693378</b>	
<b>Vin</b>	1A4GP45R2	6E	<b>Open Date</b>	07/14/2008	<b>Build Date</b>	10/17/2005	
<b>Model Year</b>	06	<b>Body</b>	RSYH52	CHRYSLER TOWN & COUNTRY FWD SWB WAGON			
<b>In Service Dt</b>	11/28/2005	<b>Dealer</b>	66785	<b>Dealer Zone</b>	32	<b>Mileage</b>	58,164
<b>Name:</b>						<b>Contact Type</b>	LETTER
<b>Address</b>						<b>Home Phone</b>	
	KANSAS CITY MO					<b>Country</b>	UNITED STATES

Product - Electrical - Occupant Classification System - Defective - Default	Customer states air bag light on
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Customer request goodwill consideration for air bag system repair. This is a first repair attempt for an air bag light on, dealer diagnosed and replaced air bag module. Air bag light subsequently came back on, requiring a seat bladder on CAIR 17693315. Reimburse customer for repair.  
 POSTMARK DATE: 071408; DATE RECEIVED: 072208

<b>Customer Assistance Inquiry Record (CAIR)#</b>						<b>17695400</b>	
<b>Vin</b>	1A4GJ45R2	7E	<b>Open Date</b>	07/15/2008	<b>Build Date</b>	02/22/2007	
<b>Model Year</b>	07	<b>Body</b>	RSYH52	CHRYSLER TOWN & COUNTRY SWB WAGON			
<b>In Service Dt</b>	04/14/2007	<b>Dealer</b>	59580	<b>Dealer Zone</b>	66	<b>Mileage</b>	53,379
<b>Name:</b>						<b>Contact Type</b>	LETTER
<b>Address</b>						<b>Home Phone</b>	
	KANSAS CITY MO					<b>Country</b>	UNITED STATES

Product - Electrical - Occupant Classification System - Defective - Default	Customer states air bag light is on
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Customer requests goodwill consideration for repair of air bag light on.  
 Dealer diagnosed as a failed air bag. Review case and approve goodwill.  
 POSTMARK DATE: 071508; DATE RECEIVED: 072208

**Customer Assistance Inquiry Record (CAIR)#****17695953**

Vin	1C4GP45R9	5E	Open Date	07/15/2008	Build Date	01/25/2005	
Model Year	05	Body	RSYH52	CHRYSLER TOWN & COUNTRY FWD SWB WAGON			
In Service Dt	03/08/2005	Dealer	23867	Dealer Zone	63	Mileage	42,000
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	SANANTONIO TX					Country	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer seeking information about airbag.
Corporate - Recall - Default - Default - Default	Customer wants repair covered under recall.

Custoemr states that there is a problem with the airbag lights and is looking for assistance. Transferred to CAC.

Customer states that her vehicle is experiencing the same problem with the air bag and it has not been recalled so needs a letter from Chrysler to fix this problem. Agent informed customer that there is no recall for her vehicle and as the recalls are VIN specific there is no recall for her vehicle. Customer states that she wants to talk to somebody regarding this as she states that she lives in Texas so has not received a letter. Customer seekinig a recall letter for her vehicle as her vehicle is experiencing the same problem.

\*\*\*\*\*Re-assign

cair\*\*\*\*\*

Purchased New or Used? Used

If Used, date purchased? Unknown Mileage? Unknown

From whom did customer purchase used vehicle? Unknown

Agent attempted to contact the customer on 07/16/08 at 10:11 am on the customer s Cell phone. Left message requesting contact back.

customer called in regarding the issue mentioned above, agent transfered the call to tier 3.

Customer advising there is a concern with the air bag light coming on.

Customer advising she spoke with dealer 23867 who states the vehicle is outside of warranty and customer would be responsible for the diagnosis charge. Customer advising there is a recall on 2005 Chrysler s for an air bag concern but the recall does not pertain to her because she does not live in a certain state. Customer would like vehicle repaired under the recall. Informed customer recalls are listed VIN specific. Informed customer the recall does not pertain to her vehicle. Advised customer Chrysler is willing to look into offering goodwill assistance with the cost of the repairs due to the vehicle being outside of warranty.

Customer requesting repair be covered under recall. Customer released the call.

**Customer Assistance Inquiry Record (CAIR)#****17696087**

<b>Vin</b>	2D4GP44LX	6R	<b>Open Date</b>	07/15/2008	<b>Build Date</b>	11/10/2005	
<b>Model Year</b>	06	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	12/15/2005	<b>Dealer</b>	43120	<b>Dealer Zone</b>	71	<b>Mileage</b>	39,629
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	ALTA LOMA CA					<b>Country</b>	UNITED STATES

Product - Brakes - Pads/Shoes - Other - Rear	Customer states rear brakes are moaning.
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Problem is intermittant, lights keep coming on.

Customer seeks assistance in repairs- the dealer quotes a repair cost of \$400.

The dealer who gave the customer the cost of repair is 43120.

Alex-SA is at the dealership, and the vehicle is at the dealership.

Call transferred to Tier 3 for further review.

Purchased New or Used? Used

If Used, date purchased? 2/07 Mileage? 21000

From whom did customer purchase used vehicle

CDJ dealer

Caller states brakes are dragging and back brakes need to be shaved. Air bag light is also coming on intermittently. Clockspring needs to be replaced. Customer states repairs will be \$400. Customer is requesting assistance with repairs. Contacted dealer 43120 and spoke to service advisor, Alex. Alex states there is a third party service contract that will not cover repairs. Informed customer that Chrysler will not participate in the repair. The vehicle warranty has expired.

**Customer Assistance Inquiry Record (CAIR)#****17700261**

<b>Vin</b>	1D4GP24R8	6E	<b>Open Date</b>	07/16/2008	<b>Build Date</b>	10/25/2005	
<b>Model Year</b>	06	<b>Body</b>	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON			
<b>In Service Dt</b>	11/16/2005	<b>Dealer</b>	45422	<b>Dealer Zone</b>	32	<b>Mileage</b>	37,063
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	ATTICA NY					<b>Country</b>	UNITED STATES

Product - Electrical - Lamps and Switches - Other - Default	Customer seeks assistance regarding the turn signal.
Referral - Tier Three - Default - Default - Default	

Customer called in saying that the brake turn signal doesn't work when ever she hits the brake. Customer said that she has an appointment with the dealership tomorrow & she can't drive her vehicle. Customer said that she had a same issue when the vehicle was under warranty. Customer said that every time there is a new issue with the vehicle. Customer said earlier she had a problem with the window regulator & airbag sensors. Customer said it's a junk & doesn't want the vehicle. Agent transferred the call to T3.

\*\*Second owner calls seeking assistance with loaner and states vehicle has appointment tomorrow.

Informed owner under the factory warranty loaner is not provided.

Called dealer service manager and left message with direct line.

Owner demanding loaner.

Explained that vehicle is out of 3/36 warranty and writer will review for some goodwill. Informed owner she is responsible for rental. Suggested she look into a CSC.

Mark from dealer left message.

Called dealer but line was busy.

Spoke with Mark who states owner has appointment this afternoon. He will call writer back after inspection.

**Customer Assistance Inquiry Record (CAIR)#****17701564**

<b>Vin</b>	2D4GP44L5	7R	<b>Open Date</b>	07/16/2008	<b>Build Date</b>	08/21/2006	
<b>Model Year</b>	07	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT LWB WAGON			
<b>In Service Dt</b>	11/10/2006	<b>Dealer</b>	08011	<b>Dealer Zone</b>	74	<b>Mileage</b>	35,648
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	WEST JORDAN UT					<b>Country</b>	UNITED STATES

Product - Engine - Oiling System / Pan / Pump - Other - Default	Customer states that the water pump has been replaced.
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer states that there is an ongoing issue with the Airbag lights.

Customer states that the vehicle is under warranty. Customer states that the vehicle has been repaired 5-6 times on the same issue. Customer states that the clock spring has been replaced. Customer states that the window has been repaired. Customer states that there is an ongoing issue with the Airbag lights. Customer states that the water pump has been replaced. Customer states that the battery has some problems. Customer states that the vehicle certainly has some defect. Customer states that he wants the vehicle to be fixed or need some other assistance under Lemon law. Agent transferred the call to Tier 3 for assistance.

\*\*\*\*\*Agent Notes\*\*\*\*\*

1st owner calls with continuous recurrent issues. States repairs were done on the exact issues numerous times, but issues still persist. Agent informed customer file will be sent direct to dealer, requesting STAR to be involved with diagnosing and repairing vehicle. Agent contacted dealer (08011) to inform file will be sent over direct to dealer.

\*\*\*\*\* 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 08011 07/16/08 16:30 R 17701564

\*Contact Date:07/18/2008

Dealer 08011 has updated the mileage to 35642.

Body Shop Manager at the dealership has closed the Cair# 17701564

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

Request was reviewed with DM.

CAIR RETURNED FROM DEALER ON 7/18/2008 AT 10:14:040 R 17701564

Customer seeking assistance regarding the same concern. Agent transferred the call to Tier 3 for further handling.

Customer states the air bag light came back on last Friday and video recorded this. States he took vehicle to 08011 for diagnosis. States dealer saw the light come on and dealer found the same code when vehicle was diagnosed. Seeking to know if STAR is aware of this at this time. Advised the dealer keeps in contact with STAR and advises STAR of updates.



**Customer Assistance Inquiry Record (CAIR)#****17704021**

<b>Vin</b>	2D4GP44L8	5R	<b>Open Date</b>	07/17/2008	<b>Build Date</b>	04/11/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	07/19/2005	<b>Dealer</b>	99999	<b>Dealer Zone</b>	35	<b>Mileage</b>	67,972
<b>Name:</b>						<b>Contact Type</b>	LETTER
<b>Address</b>						<b>Home Phone</b>	
	OIL CITY PA					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp  
On/Flashing - Default

Customer is seeking reimbursement for the  
airbag sensors

POSTMARK DATE: 071108; DATE RECEIVED: 071608

Customer is seeking reimbursement for the recall G09. Customer has sent the invoice and the recall notification. Agent checked the records and there is no recall G09 on the vehicle.

Agent called the customer on 07/17/08 on the home phone number to deny the reimbursement, but reached the voicemail. Agent left a message and the reference # 17704021.

\*\*\*Attention next agent\*\*\*

Kindly inform the customer that there is no recall on the vehicle and Chrysler will not reimburse the customer for the repairs. Inform the customer the recall are Vin specific. Thank you.

customer called with the same. agent informed the customer as mention above.

Customer called with the same. Agent informed the customer that there is nothing which Chrysler can do, Customer told that she is facing the same problem which Chrysler has recalled, agent told the customer that it is just a coincident and recalls are vin specific and if there is any recall Chrysler will notify the customer through mail.

**Customer Assistance Inquiry Record (CAIR)#****17705616**

<b>Vin</b>	2D4GP44L6	6R	<b>Open Date</b>	07/17/2008	<b>Build Date</b>	10/22/2005	
<b>Model Year</b>	06	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	03/29/2006	<b>Dealer</b>	23633	<b>Dealer Zone</b>	74	<b>Mileage</b>	49,000
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	OVERLAND PARK KS					<b>Country</b>	UNITED STATES

Product - Electrical - Lamps and Switches - Other - Default	Customer informing about the airbag light which stays on.
Referral - Tier Three - Default - Default - Default	Customer seeking assistance.

The Customer called in and informed about the airbag light which stays on since he has purchased the vehicle. The Customer stated that he worked with MCCARTHY DODGE, LLC previously but now this dealership has closed. The Customer stated that he had been to another Dodge dealership (overland)

and they informed him that they need to replace the clock spring as the airbag light stays on. The Customer is disappointed with McCarthy Dodge as they never informed him about the airbag light. The dealership has informed him about the clockspring replacement which will cost \$225 approximately. The Customer stated that he is been using Chrysler minivans since last 14 yrs. The Customer seeking assistance. The Agent transferred the call to Tier 3 for further handling.

Writer called the dealer and spoke with John-SM who advised the computer shows the light has been on for quite some time. Based on this is a loyal CMC purchaser the writer agreed to cover the repair less a \$25.00 co-pay from the owner.

The dealer called in regarding the customers issue and the case is handled by the Tier3, customer asked whether Chrysler is participating in the repairs. Agent informed that Chrysler will participate and has agreed to cover the repair less \$25.00 co-pay from the owner.

**Customer Assistance Inquiry Record (CAIR)#****17705637**

<b>Vin</b>	2D4GP44LX	6R	<b>Open Date</b>	07/17/2008	<b>Build Date</b>	04/07/2006	
<b>Model Year</b>	06	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	06/28/2006	<b>Dealer</b>	41461	<b>Dealer Zone</b>	32	<b>Mileage</b>	39,000
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	ALBION NY					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Other - Unknown	Customer has a problem with air bag light
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer seeking goodwill assistance.

Customer has a problem with air bag light. As customer states that he is experiencing the problem with the air bag light. Customer alleges that he took the vehicle to the dealership and they have ordered some part which costs \$270. Agent was calling to dealer to know the part name and problem but customer hung up.

Customer states that he has been to the dealership and they reset the computer and charged the customer \$130. Customer states that he feels that this is a safety related issue and should be covered under warranty. Customer seeking goodwill assistance. Agent called the dealership and talked to Bob-service manager and he states that it is a seat belt retractor has been already order for the customer and he further states that they are willing to do a \$100 co-pay. SM gave the part number as 23130702. He further requested the agent to inform the customer about the decision. Agent thanked the SM for the information.

Agent informed the same to the customer and he agreed and understood. Customer thanked the agent for his help.

**Customer Assistance Inquiry Record (CAIR)#****17708892**

<b>Vin</b>	1C4GP45R3	5E	<b>Open Date</b>	07/18/2008	<b>Build Date</b>	06/25/2005	
<b>Model Year</b>	05	<b>Body</b>	RSYH52	CHRYSLER TOWN & COUNTRY FWD SWB WAGON			
<b>In Service Dt</b>	07/20/2005	<b>Dealer</b>	36269	<b>Dealer Zone</b>	51	<b>Mileage</b>	46,758
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	BYRON IL					<b>Country</b>	UNITED STATES

Corporate - Recall - Default - Default - Default	Customer feels his vehicle should be part of the recall
Product - Body / Trim / Paint Finish - Air Bag - Other - Unknown	Customer has a problem with airbag
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer stated air bag light is on

Customer has a problem with airbag. As customer states that he is experiencing the problem with the airbag. Airbag light is on. Customer wanted to know is there any recall on it? Agent informed that there is no recall, but customer states that since this is a safety issue Chrysler should help him. Agent talk to the dealer (36269) where customer has taken his vehicle. Dealer informed that it will cost \$235.06. Agent informed the customer that he will have to pay but customer is not ready to listen and want to talk to the senior staff agent. Since it's a safety issue agent transferred the call to tier3.

Purchased New or Used? New

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

From whom did customer purchase used vehicle? N/A

Customer stated air bag light was on so he went to dealer who stated the cable needs to be replaced and the sensors are rusting out. Customer stated there are recalls on other vehicles for same issue and feels he should be part of the recall. Advised customer recalls are vehicle specific and determined by Federal Government so repair can not be covered under recall if recall is not on his vehicle. Called Jim the Service Manager who stated vehicle came in on today at 46,758 miles for air bag light on, they determined the sensors are corroded so it needs wiring and sensors. Jim stated sensors are not rusted due to being in state of Illinois, he sees a lot of these concerns at his dealer. Jim stated the customer should be helped but he does not want to use SUDSA because the auditor can charge him back. Jim stated warranty cost is as follows:

Parts: \$44.52

Labor: \$100.48

Total: \$145.00

Customer has six originally owned DCX vehicles but no CSC. Advised customer CCAC will cover repair minus \$50 co-pay and Terry the SA got on the phone and file number was provided for authorization. Terry was advised customer is responsible for \$50 co-pay.

**Customer Assistance Inquiry Record (CAIR)#****17714705**

<b>Vin</b>	2D4GP44L3	6R	<b>Open Date</b>	07/21/2008	<b>Build Date</b>	02/27/2006	
<b>Model Year</b>	06	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	03/17/2006	<b>Dealer</b>	44771	<b>Dealer Zone</b>	51	<b>Mileage</b>	46,093
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	HARTFORD W					<b>Country</b>	UNITED STATES

Corporate - Warranty Coverage - Default - Default - Default	Customer called for warranty information.
Product - Electrical - Unknown - Defective - Default	Customer needs clockspring replaced.
Referral - Tier Three - Default - Default - Default	Customer seeking assistance for the air bag repair.
Product - Body / Trim / Paint Finish - Air Bag - Other - Unknown	Customer seeking assistance as the air bag light goes on and off.

Customer called in for warranty information. Agent provided the customer with the PERFORATION and EXTENDED FEDERAL EMISSIONS warranty information. Customer states that there is a problem with the clock spring and because of that the air bag light goes on and off and states that she can understand for wear and tear item but this is regarding the air bag and is a safety issue. Agent called the dealer 44771 and had a word with SA Tanya who informed that the customer is not a loyal customer and she had been to the dealership this morning as the air bag light was on and also a new clock spring needs to be replaced, the tie rods were loose. Customer is seeking assistance for the repairs. Agent transferred the call to Tier 3.

\*\*\*\*\*

Purchased New or Used? New

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

From whom did customer purchase used vehicle? N/A

\*\*\*\*\*

Customer calling regarding vehicle needs the clock spring replaced. Vehicle is currently at dealer 44771. Agent contacted dealer and spoke to Todd (Service Advisor). Todd advised that neither Tanya or the service manager were available. Agent will have to call back at a later time.

Agent

advised customer of this information. Customer understood. Customer requested to be contacted at second contact number.

Customer calling in regarding the same issue. Agent transferred the call to Tier-3 as previously handled.

Customer calling in seeking update on assistance. Customer informs agent that the clockspring needs to be replaced. Agent contacted dealer 44771 and spoke with Tonya. Tonya informs agent that they have not seen vehicle in a year and that the customer is not loyal to dealer. Tonya provides that the customer refused to let them diagnose vehicle because he could go to his local mechanic and have it diagnosed cheaper. Tonya took the diagnosis fee down to \$49.00 and they found that the clockspring does need to be repaired. Tonya also states that the vehicle needs sway bar bushings and tie rods replaced, but the customer neglected to have repair done.

Agent consulted with ALS70. Agent inclined to assist with repair due to it being a safety concern. Agent asked Tonya to get warranty cost for repair. Tonya requests call back from agent in 10 minutes. Agent offered customer a call back at

\*\*\*\*\*

Customer states that ADB52 was supposed to call her back in 10 min and she is waiting from last 1 hr for the call. Customer states that she needs a resolution today itself. Customer requested the agent to transfer the call to the senior department. Agent transferred the customer to Tier 3 for assistance.

\*\*\*\*\*

Caller seeking update on request for assistance. Agent advised previous

agent has not spoken back with dealer for needed information.

Agent called dealer to speak with Tonya to try to get warranty cost for repairs to clock spring. Tonya states warranty cost parts and labor is 84.05 total.

As a one-time goodwill gesture, Chrysler will cover 84.05 of the repair.

Customer will be responsible for a

co-pay in the amount of 0.00 for clockspring. Tonya states last mileage is 46272.

Agent advised customer of offer, customer accepts.

PA entered

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**Customer Assistance Inquiry Record (CAIR)#****17717370**

<b>Vin</b>	2C4GP44R7	5R446153	<b>Open Date</b>	07/22/2008	<b>Build Date</b>	02/18/2005	
<b>Model Year</b>	05	<b>Body</b>	RSYH53	CHRYSLER TOWN & COUNTRY LX FWD LWB WAGON			
<b>In Service Dt</b>	02/23/2005	<b>Dealer</b>	43284	<b>Dealer Zone</b>	42	<b>Mileage</b>	69,500
<b>Name:</b>	TOMLINOSN, LANDA					<b>Contact Type</b>	E-MAIL
<b>Address</b>	22188 MOULTON FT. AMANDA RD.					<b>Home Phone</b>	(419) 657-2436
	SPENCERVILLE, OH 45887					<b>Country</b>	UNITED STATES

Corporate - Recall - Default - Default - Default

Customer is inquiring about the airbag recall.

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

I m tired of talking to people in India!!

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

Vehicle New or Used? Used

If Used purchase date? 02/24/06 Mileage? 69500

From whom did the customer purchase the vehicle? Individual

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

My 2005 van started showing the airbag light after going through water. My friend s 2004 van had a recall for this and I m wandering if mine has the same problem why it would not be fixed with a recall. Her s showed an airbag light while she went through water on a church youth trip while I was with her, this is how I know it was the same problem. Please contact me. Thanks Landa Tomlinoson

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

Thank you for contacting the Chrysler Customer Assistance Center regarding your 2005 Chrysler Town & Country.

We apologize for the inconvenience caused to you and appreciate the time and effort you took to write to us. It is always a concern when a customer is dissatisfied with our products or our Customer service. In response to your email regarding the recalls, we would like to inform you that according to our records this vehicle is not involved in any outstanding factory recalls. If your vehicle is involved in any future recalls, a notice will be sent to your postal address.

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](http://www.Chrysler.com); [www.Dodge.com](http://www.Dodge.com) or [www.Jeep.com](http://www.Jeep.com), click on 'For Owners' and then insert the last eight digits of your Vehicle Identification Number (VIN) where appropriate.

In this case, we would recommend you to contact your local authorized dealership to seek an opinion. Our dealerships have the factory training, equipment, and information available to them to diagnose and correct problems with our vehicles. They have all the information about the airbag light and they can assist you in a better way. You can find a dealership using the 'Find a Dealer' area on the Chrysler web site at [www.chrysler.com](http://www.chrysler.com).

If we can be of any help to you in future, please contact the Customer Assistance Center at 800-992-1997 or click on the reply link given below. Thanks again for your email and for sharing your concern with us.

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

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

I understand there is no recall, my question is why not?. My van did the exact same thing as a van that was made in 04 that did have a recall. The person in India told me it was fixed before mine was made, however, I had my van way before that recall was made. The problem was still there. Why will you not fix it? Sincerely, Landa Tomlinson

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

Thank you for contacting the Chrysler Customer Assistance Center regarding your 2005 Chrysler Town & Country.

In response to your email regarding the recalls, we would like to inform you that recalls generally occur on limited numbers of vehicles and are VIN specific. In the automotive industry, a recall campaign occurs when

the manufacturer of a vehicle recalls from the customer a product which has been found to require a repair, has a safety-related defect or is in noncompliance with a Federal Motor Vehicle Safety Standard. Your email does not contain any information that would cause a change in the previous decision. Therefore, your request must again be respectfully declined.

Any future communication related to this issue will be retained in corporate records.

Thanks again for your email and for sharing your concern with us.

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

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**Customer Assistance Inquiry Record (CAIR)#****17720291**

<b>Vin</b>	1C4GP45R3	5B437382	<b>Open Date</b>	07/22/2008	<b>Build Date</b>	06/27/2005	
<b>Model Year</b>	05	<b>Body</b>	RSYH52	CHRYSLER TOWN & COUNTRY FWD SWB WAGON			
<b>In Service Dt</b>	07/25/2005	<b>Dealer</b>	37000	<b>Dealer Zone</b>	32	<b>Mileage</b>	45,000
<b>Name:</b>	DOOLEY, MARY L					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	6 GREENLEA DR					<b>Home Phone</b>	
	CLIFTON PARK NY 12065-5706					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Other - Unknown

Customer complaining about the air bag

Customer complaining about the air bag. Customer says that there was a recall on the airbag but according to our system the recall was for windsheild wiper motor, agent explained the customer that there was no recall for the airbag. Customer says she wont pay for the repair for the airbag, wants to speak to supervisor. Agent transferred the call to internal escalataion department.

\*\*\*\*\*Internal Escalations\*\*\*\*\*

Customer says that the air bag wiring and sensors are corroded and says that there is a recall on air bag for this vehicle. Agent requested the Customer to guide him for the recall on the webiste, however, the Customer couldn t guide. Agent spoke to Tom, SM at the dealership 37000 at 518-641-7639 and was informed that it would cost \$234.36 for 2.7 hours of labor, parts would cost \$58.59 under warranty. Tom says that the dealership 37000 is neither a SUDSA, nor a DSA. Agent informed the Customer that as a first time goodwill gesture Chrysler will participate for the repairs and the Customer has to pay \$92.95. Agent provided the reference number to the Customer. Agent informed to submit a claim under warranty for \$200.00. Authorization number: UN06738680722.

**Customer Assistance Inquiry Record (CAIR)#****17721670**

<b>Vin</b>	2C4GP44R1	5R532414	<b>Open Date</b>	07/22/2008	<b>Build Date</b>	04/22/2005	
<b>Model Year</b>	05	<b>Body</b>	RSYH53	CHRYSLER TOWN & COUNTRY LX FWD LWB WAGON			
<b>In Service Dt</b>	05/25/2005	<b>Dealer</b>	26017	<b>Dealer Zone</b>	51	<b>Mileage</b>	50,000
<b>Name:</b>	O BRIEN, JULIE					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	8213 W 30TH ST					<b>Home Phone</b>	(708) 442-7113
	N RIVERSIDE IL 60546					<b>Country</b>	UNITED STATES

Product - Electrical - Unknown - Defective - Default	The Airg Bag sensors are bad and needs replacement.
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\*\*\*Original Owner\*\*\*

Julie/Patrick O Brien

8213 W 30TH ST

N RIVERSIDE, IL-60546

The customer is calling to inquire about the Warranty coverage on Airbag sensors. The dealership had told her that the part is not covered under the warranty.

Agent confirmed that the Airbag sensors are covered 3/36 Basic, which has already expired. Customer also insists that they are Original Owners and we have somebody else's info as the current Owner.

Call disconnected, while agent was trying to call Dealership.

\*\*\*\*\*

Customer called for same. Agent consulted supervisor and then he updated the records in original owners name. Agent also informed that air bag is not covered under factory warranty. Customer wants to speak to supervisor, agent transferred to senior staff.

\*\*\*\*\*Internal Escallation\*\*\*\*\*

Customer states that they have issues with sensors of air bag. Customer states if the air bag wont deploy if he has accident than what he will do? Agent called 26017 spoke to John SM and he states that they are taking care of repairs by \$100.00 deductibel by powertrain warranty will take care of waterpump. Rack and turning switch will be taken by another aftermarket SC. Customer needs good will assistance for airbag repairs. Agent got the warranty cost for air bag which will be \$235.95 including parts and labor. John feels Chrysler should give goodwill as its safety issue. John also states that customer is good at maintainance of his vehicle. Agent provided goodwill based on the facts given by John Agent provided PA # UN06745970722 and the miles is only 24478. Goodwill was provided by TID t0950es

**Customer Assistance Inquiry Record (CAIR)#****17721911**

<b>Vin</b>	2D8GP44L2	6R620564	<b>Open Date</b>	07/22/2008	<b>Build Date</b>	08/06/2005	
<b>Model Year</b>	06	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	01/31/2006	<b>Dealer</b>	25055	<b>Dealer Zone</b>	42	<b>Mileage</b>	58,050
<b>Name:</b>	WAGNER GROUP, INC., JAMES M					<b>Contact Type</b>	LETTER
<b>Address</b>	P.O BOX 1683					<b>Home Phone</b>	
	ELKHART IN 465163626					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Other -  
Unknown

Customer is seeking reimbursement for air bag sensor  
repair.

POSTMARK DATE: 071108; DATE RECEIVED: 071508

Customer states that he is requesting a refund for 2 repairs performed on his vehicle earlier this year in the amount \$343.99. Customer states that both right and left impact sensors were replaced. Customer states that he found that there was a recall on the 2005 Dodge and Chrysler minivans which called the replacement of the front air bag sensors. Customer states that his vehicle was included in this recall due to build date and model year both sensor terminals corroded causing the airbag light to illuminate. Customer states that the recall wiring part was the actual part replaced on the invoice dated April 10. Customer states that he is requesting Chrysler to cover that total cost of these repairs and issue a refund for same. There are no recalls on this vehicle.

Customer has 1 new vehicle in the household. Customer is out of warranty by miles but is within warranty by years. As this is related to a safety issue Chrysler will reimburse the customer for labor in the amount \$148.20 + 135.79.

Total \$283.99

As a goodwill gesture Chrysler will reimburse the customer \$283.99.

Agent is submitting check request of \$283.99 to 85J.

ok - contact customer and advise - reassign to ejw for final approval.

Agent contacted customer on 07/30/08 at 2:10 on the customer s phone no.

574-294-2769 and spoke to Mr. Wagner and informed him about the reimbursement and verified the mailing address.

Agent is reassigning cair back to EJW.

**Customer Assistance Inquiry Record (CAIR)#****17725618**

<b>Vin</b>	2C4GP54L4	5R543019	<b>Open Date</b>	07/23/2008	<b>Build Date</b>	05/09/2005	
<b>Model Year</b>	05	<b>Body</b>	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON			
<b>In Service Dt</b>	06/25/2005	<b>Dealer</b>	65673	<b>Dealer Zone</b>	51	<b>Mileage</b>	53,000
<b>Name:</b>	JOHNSON, ANDREW M					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	814 24TH AVE					<b>Home Phone</b>	(309) 755-3138
	EAST MOLINE IL 61244-2814					<b>Country</b>	UNITED STATES

Corporate - Warranty Coverage - Default - Default - Default	Customer called in for warranty information.
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Seeking assistance on repairs.
Product - Emissions - EGR System - Other - Default	Seeking assistance on repairs.

Customer called in for warranty information. Customer states that her vehicle is having problem with the EGR valve and she had been to the dealership for the repair work . Customer seeks goodwill assistance for \$108 . Agent call the dealership and had a word with the SM i.e John but he said that the customer had never been to his dealership . Customer will give us call back.

Customer called for the same and also has problem with the Airbag so asked the customer to contact the dealership and get the vehicle diagnose but customer is not ready to pay for the diagnoses and asked for escalation.

so call transferred to internal escalation

\*\*\*\*\*Previous agent transferred the call to internal

escalation\*\*\*\*\*

Customer vehicle is out of warranty. The EGR needs to be repaired and will cost 180.00 and the Air -back sensor needs a replacement and that will cost 211.00. Therefore, i want Chrysler to assist me with the repairs.

Agent call the dealership (65673) spoke with John the service manager. John stated the customer has never been to the dealership for diagnoses. Agent informed the same, so customer says i spoke with Matt over the phone and he said he will diagnoses the vehicle first and then repair the problem, but before that he will charge \$100 for diagnostic. Customer stated the vehicle was diagnosed at Courtesy Chrysler Jeep (26294) and has paid for diagnoses. Therefore, agent informed her to take the vehicle to the Courtesy Chrysler Jeep for repairs, so customer says they do not have power and they recommended me to Kimberly Chrysler.

Agent informed dealers are independently owned and running business and Chrysler has no control over them. So get this vehicle diagnosed and then call Chrysler for assistance. Customer was not happy and stated; she will go to the business bureau and television center and disconnected the line.

**Customer Assistance Inquiry Record (CAIR)#****17731297**

<b>Vin</b>	1D4GP21E2	6B514366	<b>Open Date</b>	07/24/2008	<b>Build Date</b>	09/08/2005	
<b>Model Year</b>	06	<b>Body</b>	RSKL12	DODGE CARAVAN CV FWD SWB WAGON			
<b>In Service Dt</b>	10/11/2005	<b>Dealer</b>	69910	<b>Dealer Zone</b>	63	<b>Mileage</b>	11,397
<b>Name:</b>	AVERHERT, JERRY					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	740 S CANAL ST					<b>Home Phone</b>	(312) 983-8710
	CHICAGO IL 60699-					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing -  
Default

Customer facing problem with air bag  
lights .

Customer facing problem with air bag lights and the dealership is  
charging him \$343 vehicle is still under warranty , agent transferred the  
call to tier3.  
Called dealer repair should be under warranty vehicle was not in accident  
as service advisor thought. Dealer will cover under factory warranty.  
Customer is satisfied.

**Customer Assistance Inquiry Record (CAIR)#****17731354**

<b>Vin</b>	2A4GP54L0	7R235777	<b>Open Date</b>	07/24/2008	<b>Build Date</b>	12/19/2006	
<b>Model Year</b>	07	<b>Body</b>	RSYP53	CHRYSLER TOWN & COUNTRY TOURING LWB WAGON			
<b>In Service Dt</b>	04/30/2007	<b>Dealer</b>	67779	<b>Dealer Zone</b>	66	<b>Mileage</b>	240,000
<b>Name:</b>	BRIGGS, LATOYA					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	8930 THORNTON GARDEN LN					<b>Home Phone</b>	(919) 771-3226
	RALEIGH NC 27616-8047					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Interior Ornamentation/Mirrors - Leak/Water Damage/Mildew - Door Trim	Advised water is coming through the door handles and seat belts.
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer advised agent the airbag light came on.
Product - Electrical - Power Windows - Intermittent or Inoperative - F. Door-Driver	Customer advised agent the front driver window will not roll up.
Product - Body / Trim / Paint Finish - Seat Belts - Broken, /Cracked - Default	Customer advised agent the seat was broken.
Referral - Tier Three - Default - Default - Default	Seeks lemon law information.

Customer seeks lemon law information. Transferred call to T3 for further assistance.

Purchased New or Used? New

Customer advised agent she has filed for lemon law through her state.

Customer advised agent she is wanting to file lemon law through CCAC.

Customer advised agent there is an issue with her window rolling up.

Customer advised agent she has taken her vehicle to dealer for airbag light coming on. Customer also advised agent she had an issue with the seat broken. Customer advised agent the driverside window is having an issue rolling up and only on the passengerside the water is coming through the seat belts and handle.

Agent contacted dealer 67779 and spoke with Heather inservice. Agent advised Heather customer is calling wanting to file for lemon law.

Heather provided agent with repair history.

\*\*\*\*\*

5/22/07 @1,920

Concern: drivers window will not roll up

:lubricated the window glass channel

\*\*\*\*\*

12/10/07 @ 15,449

Concern: seat latch was broken

:replaced seat latch

\*\*\*\*\*

2/13/08 @ 18,958

Concern: passengerside airbag light on and driver window not working

:replaced passengerside airbag and window regulator

\*\*\*\*\*

2/25/08 @19,347

Concern: water leaks when it rains through passengerside grab handle

:unclogged the sunroof drian

\*\*\*\*\*

4/08/08 @ 25,064

Concern: water leaks when it rains through passengerside grab handle

:found drain had a kink, rerouted sunroof drain hose

##### 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 Heather to informed that CAIR was being sent.

CUSTOMER CONTACT INFORMATION: 919-771-3226

#####

Customer is seeking relief under State

Lemon Law / Buyback / Arbitration process.

REASSIGNED TO BC/DLR 66 67779 07/24/08 15:56 R 17731354

\*Contact Date:07/29/2008

Parts / Service Mgr-General at the dealership has updated the Cair# 17731354

An appointment has been set with the customer.

\*Contact Date:09/05/2008

Parts / Service Director at the dealership has closed the Cair# 17731354

After repeated attempts the dealer was unable to contact this customer.CAIR

closed pending further contact from the customer.

CAIR RETURNED FROM DEALER ON 9/05/2008 AT 10:43:708 R 17731354

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**Customer Assistance Inquiry Record (CAIR)#****17738699**

<b>Vin</b>	2D4GP44L3	5R478175	<b>Open Date</b>	07/28/2008	<b>Build Date</b>	03/16/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	06/27/2005	<b>Dealer</b>	25019	<b>Dealer Zone</b>	32	<b>Mileage</b>	48,000
<b>Name:</b>	EUDELL, THERESA					<b>Contact Type</b>	E-MAIL
<b>Address</b>	PO BOX 324					<b>Home Phone</b>	(315) 475-7207
	SYRACUSE NY 13207					<b>Country</b>	UNITED STATES

Corporate - Recall - Default - Default - Default

Customer seeking information regarding the recall

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

airbag light staying on continuously.

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

Purchased New

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

i thought there was a recall for the airbag light in my van and mine hasn't been fixed yet. the dealer informed me awhile ago that there was going to be a recall to fix the airbag light staying on & they had to wait for the recall.

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

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

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 regarding the recall information. In response to your email, we would like to inform you that a review of our records indicates that your 2005 Dodge Grand Caravan 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](http://www.dodge.com), click on 'For Owners' and then enter your Vehicle Identification Number (VIN).

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 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 locator in the 'Find a Dealer' area on the Dodge website at (<http://www.dodge.com>).

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)#****17750260**

<b>Vin</b>	1D4GP25RX	6B637703	<b>Open Date</b>	07/29/2008	<b>Build Date</b>	01/24/2006	
<b>Model Year</b>	06	<b>Body</b>	RSKL52	DODGE CARAVAN SE FWD SWB WAGON			
<b>In Service Dt</b>	04/14/2006	<b>Dealer</b>	41423	<b>Dealer Zone</b>	51	<b>Mileage</b>	35,450
<b>Name:</b>	MCCOY, TRENA					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	103 BROOKSIDE DR					<b>Home Phone</b>	(618) 632-3987
	O FALLON IL 62269-1604					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Other - Unknown	Customer informed that air bag light keeps coming on
Corporate - Recall - Default - Default - Default	Customer inquiring about recall
Referral - Tier Three - Default - Default - Default	Customer is seeking for 1 more day rental
Product - Transmission / Transaxle - Unknown - Broken or Cracked - Default	the transmission pans are damaged

The customer is unhappy with services at the dealership  
the vehicle s transmission pan are damage and will not be covered under warranty

the vehicle is at the dealership agent called the dealership and spoke with the service advisor Kay  
she they have covered the water pumps and the bushes but the transmission pans will not be covered because the it is damaged because of the impact, but the vehicle does not seems to be involved in an accident, dealer advises if Chrysler can provide goodwill to the customer the total repair cost will \$450, and the warranty cost will be \$313.39 the wheel alignment will cost the customer extra which is 79.95 spoke with the service manager Jason, he said that he will not be able to take part in the goodwill

offer the customer a 50-50 Copay customer denied agent transferred the call to tier3

Customer seeking assistance regarding the same concern. Agent transferred the call to Tier 3 for further handling.

Purchased New or Used? New

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

From whom did customer purchase used vehicle?

N/A

Customer is calling for assistance with the transmission pan. Customer states she was advised from the dealership that the transmission pan is dented. Customer advises that the dealership also informs that the axle shaft needs to be replaced on the vehicle. Agent contacted dealer 41423 and spoke with Assistant Service Manager Dan. Dan states the right front axle is broken and is covered by the warranty. Dan states the pan is crunched and could have been damaged due to hitting a manhole, speed bumps or jumping a curb. Agent informed customer of this and advised that the right front axle is covered by the warranty, however, the warranty does not cover the alignment or the transmission pan. Customer states the previous agent advised her that he would cover \$250. Agent advised there is no documentation showing that there was an offer from Chrysler. Agent declined assistance due to the transmission pan not being a manufacturing defect. Customer requested to speak with a supervisor. \*\*\*\*TCC17 took over the call \*\*\* customer was explaining the issue and the customer s line disconnected.

Customer seek information for the above issue. Writer transfer the call to esclation team.

\* Customer said Mike said vehicle would be covered\_up to \$250.

Line 14 indicates she declined an offer. No one named 'Mike' on file.

Her contention is that it should all be covered by the warranty.

She said she called again and Tasha said they would not cover anything. anything.

She said she was going through the drive through and heard a loud noise - like something fell. The car wouldn t 'go.'

Dealer Code: 41423 Dealer Name : MARTY CANCILA DODGE CHRYSLER JEEP

Dealer Phone : 314-831-3300.

Writer spoke with Service Manager (SM) Jason. The axle has nothing to do with the transmission pan. The axle shaft is what caused the car not to move. The axle has been replaced. The vehicle can be picked up.

\* The transmission pan is leaking due to impact. Writer advised her it is not a warranty issue. Referred her to insurance company. Told her she had choice of where she could go to get it repaired.

\* Writer declined to transfer her to anyone further.

\*\*\*Owner calls back requesting another contact number for headquarters and was advised that this is the number for escalated calls. She was also told that her issues have been addressed and no further referrals are needed.

Customer calling regarding the same issue. Agent check the records and asked the mail the concern and chrysler will review it.

Customer states while driving vehicle she heard a noise and the vehicle would only go into reverse. Dealer informed customer the axle, water pump, and transmission pan need to be replaced. Due to pan being damaged repair is not being covered under warranty. Customer would like to dispute the warranty denial and the \$250 goodwill offer from an agent by the name of Mike. Informed customer the transmission pan is not covered under warranty due to concern is related to impact and not a defect. Informed customer Chrysler will not participate with the cost of the repairs. Advised customer if she is having any additional concerns with her vehicle she would need to speak with the dealer. Customer released the call.

Customer called as airbag issue. Agent transferred the call to Tier3.

Customer informed that air bag light keeps coming on. Customer is seeking for 1 more day rental. As case is already taken care by tier3, agent transferred to tier 3.

Customer is inquiring about recall. Agent informed that there is no recall announced ever on this VIN and transferred to tier 3.

The customer states that the dealer is keeping the vehicle for another day for a repair that is needed to repair the vehicle. The customer states that she needs the vehicle for another day and is seeking rental as a good will gesture. She states that the dealer has provided her with a rental vehicle for the past 5 days. The customer was informed that additional rental will not be offered, due to there is not a service contract that provides rental. She states that is she takes the vehicle and she is in an accident, that Chrysler would be liable. The customer was informed that if she is aware that there is an issue with the vehicle and she knows that there is an issue, that it is at her own discretion to take the vehicle and to drive it. The customer disconnected the call.

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<b>Customer Assistance Inquiry Record (CAIR)#</b>						<b>17761445</b>	
<b>Vin</b>	1D4GP24R7	7B111290	<b>Open Date</b>	08/01/2008	<b>Build Date</b>	08/30/2006	
<b>Model Year</b>	07	<b>Body</b>	RSKL53	DODGE GRAND CARAVAN SE LWB WAGON			
<b>In Service Dt</b>	11/01/2006	<b>Dealer</b>	43581	<b>Dealer Zone</b>	42	<b>Mileage</b>	41,836
<b>Name:</b>	LEWIS, GENE					<b>Contact Type</b>	LETTER
<b>Address</b>	1220 RANKIN DR					<b>Home Phone</b>	
	TROY MI 4808360044					<b>Country</b>	UNITED STATES

Product - Electrical - Unknown - Other - Default	
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Fleet customer requests out of warranty policy consideration for repair of airbag sensors on 07 minivan. As a gesture of goodwill in appreciation of their continued business Chrysler will reimburse for the parts and labor of the repair of the airbag system less a \$100 deductible, not to exceed \$163.40.

POSTMARK DATE: 080108; DATE RECEIVED: 082008

**Customer Assistance Inquiry Record (CAIR)#****17773918**

<b>Vin</b>	2A4GP54L2	6R694646	<b>Open Date</b>	08/05/2008	<b>Build Date</b>	10/07/2005	
<b>Model Year</b>	06	<b>Body</b>	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON			
<b>In Service Dt</b>	10/21/2005	<b>Dealer</b>	65505	<b>Dealer Zone</b>	51	<b>Mileage</b>	49,821
<b>Name:</b>	HORVATH, DONNA					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	51717 QUINCE RD					<b>Home Phone</b>	(574) 272-9679
	SOUTH BEND IN 4662 -9639					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Air bag light was on.
Product - Air Conditioning / Heater - Evaporator - Other - Default	Customer seeking assistance on repair.

Customer calls seeking goodwill assistance for the repair on the air conditioning. She states that she has the same problem last year in summer when the temperature was 90 degree and the air conditioning did not work and parts that was needed was on back ordered so the dealership took out teh parts from another brand new vehicle and replaced the parts on her vehicle and she was happy about that and she used for three months and after that she did not use during winter and this year some time in last week of june she tried to use the air conditioning but it has broke and she took it to the dealership and they said that it is the same parts that need to be repaired and since the warranty has expired she will have to pay \$400 but the customer cannot afford to pay that much and she wants assistance on this repair.

The vehicle is out of warranty by 12000 miles and her household indicates three chrysler vehicles.

Agent called the dealership and spoke to Mike and and he told that vehicle had problem with a/c last year but that was different parts that was body line leaking which was taken care under warranty but this time she will have to replace the rear evoporator but he does not have estimated cost of repair and since his manager was not available he was busy at that time so told that he will call back and give us the estimated cost of repair. If the dealership calls back next agent needs to take that cost and escalate the issue according to the requirement. Agent has informed that she will have to wait till the dealership calls back and dealership needs to inform the customer what ever will be decided and the customer can be reached at 574-272-9679 or 574-261-2066. The customer called in regards to the same problem mentioned above. The customer states that she was waiting for a call from Chrysler and when she did not hear she called back. The cost of the repair would be \$400.00 and so the agent transferred the call to tier 3 for further assistance.

08.08.08 - I called service and spoke to Mike in service - they diagnosed rear evap and h-valve

I will cover the repairs less a \$50 customer co-pay - I started a PA claim

Customer is happy

YB615375 O HORVATH, DONNA

3R192464 O HORVATH, DONNA

6R694646 C HORVATH, DONNA

I approved PA claim

Customer called and left a VMM - states now dlr charged \$73 to tell her, it needs an air bag

I called NAN - and we agreed to cover air bag parts and labor - customer;s responsible for the fee she already paid

Purchased New or Used? Used

If Used, date purchased? 03/15/07 Mileage? 18433

From whom did customer purchase used vehicle? 65505

Customer complains of an issue with the air conditioning. Chrysler offered assistance less a \$50 co pay. Customer advised that the air bag light has been coming on. Dealership charged her \$73.60 for diagnosing the air bag. There is an internal short in the clock spring. She is seeking assistance for this repair as well. Advised her that the last

agent that she was working with agreed to cover the costs of the air bag repairs parts and labor. Customer is only responsible for the fees that she has already paid.

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**Customer Assistance Inquiry Record (CAIR)#****17780020**

<b>Vin</b>	2D4GP44L6	7R105960	<b>Open Date</b>	08/07/2008	<b>Build Date</b>	08/10/2006	
<b>Model Year</b>	07	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT LWB WAGON			
<b>In Service Dt</b>	08/22/2006	<b>Dealer</b>	65146	<b>Dealer Zone</b>	32	<b>Mileage</b>	36,400
<b>Name:</b>	MATHEWS, DANA E					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	99 FULLAM HILL RD					<b>Home Phone</b>	(603) 585-3139
	FITZWILLIAM NH 03447-3206					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp  
On/Flashing - Default

Customer wants to cover the Airbag light repairs.

Customer states that the Airbag light keeps coming on. Customer states that the dealership told that its over the warranty. Customer states that the vehicle is just 400 M out of warranty. Customer states that Chrysler should cover it. Customer states that the KEENE CHRYSLER DODGE (65146) dealership has not yet diagnosed the vehicle. Agent suggested the customer to get the vehicle diagnosed and then call CAC with the estimates. Agent gave the reference number to the customer. Nothing promised to the customer.

Dealership called again regarding the same concern. Service advisor mentioned that there was a problem with the Seat belt tensioned off. Agent took the warranty cost that is \$66 for the labor and 86.10 for the parts. Agent asked the service advisor to cover the goodwill. Service advisor asked for supervisor. Supervisor spoke to the service advisor and asked him to cover the goodwill as it was a super DSA. SERVICE manager agreed.

**Customer Assistance Inquiry Record (CAIR)#****17784234**

<b>Vin</b>	2A4GP54L6	6R687909	<b>Open Date</b>	08/08/2008	<b>Build Date</b>	10/05/2005	
<b>Model Year</b>	06	<b>Body</b>	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON			
<b>In Service Dt</b>	02/27/2006	<b>Dealer</b>	62078	<b>Dealer Zone</b>	74	<b>Mileage</b>	25,000
<b>Name:</b>	FICKEN, LEANA					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	4604 NORWOOD CT					<b>Home Phone</b>	(816) 313-8487
	KANSAS CITY MO 64133-7313					<b>Country</b>	UNITED STATES

Referral - Tier Three - Default - Default - Default	Customer facing multiple problem with the vehicle.
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer had air bag light on.
Product - Engine - Unknown - Check Engine Lamp On/Flashing - Default	Customer had check engine light come on.
Product - Electrical - Navigation System - Complete Failure - Default	Customer had issue with navigation system, dealer updated disc.
Product - Drive Shaft/Universal Joint - Shaft - Broken - Front	Customer had left axle shaft replaced.
Product - Brakes - Unknown - Other - Unknown	Customer states she had issue with brakes.
Product - Electrical - Lamps and Switches - Defective - Default	Dealer replaced ambient temp sensor.
Product - Electrical - Unknown - Defective - Default	Dealer replaced front control module.
Product - Electrical - Body Wiring - Defective - Default	Dealer replaced wiring harness.

Customer facing Multiple problem with the vehicle. Customer wants Chrysler to buy back this vehicle and she needs a replacement. Agent transferred the call to tier three for further handling.

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 seeking for Chrysler to buy her vehicle back.

Customer states her vehicle has had issues with the braking system, electrical system, and just the other day an axle broke on her while in a drive through getting some food. Customer states now there is a grinding noise coming from vehicle when she turns. Customer has been working with dealer 62078. Agent contacted dealer 62078 and spoke with Meril. Meril provides repair information:

08.05.08 at 25,786 miles, customer states vehicle would not move, dealer replaced left axle.

03.04.08 at 21,563 miles, customer states air bag light is on, dealer replaced wiring harness and front control module.

12.07.07 at 18,950 miles, customer states check engine light is on, dealer replaced front ambient temp sensor.

09.28.07 at 17,512 miles, customer states Navigation System reads error, dealer replaced Navigation disc.

Agent consulted with TCC17. Agent advised customer that she would need to continue to work with her dealership at this time and that if she had anymore issues with vehicle she could contact us back with her reference number.

<b>Customer Assistance Inquiry Record (CAIR)#</b>						<b>17785047</b>	
<b>Vin</b>	2D4GP44L5	7R117209	<b>Open Date</b>	08/08/2008	<b>Build Date</b>	09/07/2006	
<b>Model Year</b>	07	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT LWB WAGON			
<b>In Service Dt</b>	09/18/2006	<b>Dealer</b>	62301	<b>Dealer Zone</b>	42	<b>Mileage</b>	22,288
<b>Name:</b>	KRASHCHENKO, BOGDEN					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	103 GREENBRIAR CT					<b>Home Phone</b>	
	CLEVELAND OH 44143-2405					<b>Country</b>	UNITED STATES

Product - Electrical - Unknown - Other - Default	Air bag light on / Occupant Class.Module
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Dealer notifies DM of owner s concern with air bag light on. Dealers  
 diagnosis reveals that OCM - Occupant Classification Module - has fault.  
 Diagnosis reveals that OCM is a part used in 2004 minivan. VIN not matched  
 on module to vehicle. Dealer questioned owner who admitted that vehicle  
 was involved in an accident prior and he is unsure who / used what - in  
 repair. DM advised dealer that current repair is not a warranty condition.  
 Not a original part to this vehicle (used part installed during accident  
 repair).



**Customer Assistance Inquiry Record (CAIR)#****17785306**

<b>Vin</b>	1D4GP25BX	5B392712	<b>Open Date</b>	08/08/2008	<b>Build Date</b>	06/03/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKL52	DODGE CARAVAN SE FWD SWB WAGON			
<b>In Service Dt</b>	06/18/2005	<b>Dealer</b>	60288	<b>Dealer Zone</b>	51	<b>Mileage</b>	37,295
<b>Name:</b>	LEANES, SCOTT					<b>Contact Type</b>	E-MAIL
<b>Address</b>	3 HELLIOS CT.					<b>Home Phone</b>	(847) 587-7769
	FOX LAKE IL 60020					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer experience problem with airbag sensor & seeks reimbursement.
Recall - F10: - Advise Owner/Incomplete Recall	Informed customer about incomplete recall.

## \*\*\*\*\* EMAIL BRIEF DESCRIPTION CONTENT \*\*\*\*\*

Electrical problem (airbag sensor had to be replaced) on my 2005 Dodge Caravan at 37000 miles, standard warranty just expired at 36000, and no courtesy fix. Very upset about the fact that this issue occurred at such low miles and not fixed as courtesy.

## \*\*\*\*\* END EMAIL BRIEF DESCRIPTION CONTENT \*\*\*\*\*

Purchased New or Used? New

## \*\*\*\*\* BEGIN CUSTOMER EMAIL \*\*\*\*\*

There was an electrical problem (airbag deployment sensor had to be replaced) on my wife's 2005 Dodge Caravan at 37000 miles. First, this is bad that at 37000 miles, an electrical issue occurs with a part of the electrical system that never gets used (airbags have never been deployed). How could that happen at such a low mileage, other than a poorly-manufactured or defective part? That should never happen. Also, it just so happens that the standard warranty just expired (conveniently) at 36000, so we had to pay to get this fixed because we were a month past (a cost of \$190 that I feel is unwarranted). To say that I am very upset about the fact that this issue occurred at 37000 miles, and it was not fixed as a courtesy (which I have had with my other vehicle of another manufacturer), is an understatement. We are a family that goes through both of our cars every 5 years, if not sooner, and with this incident, it is safe to say we are very turned off at Dodge right now. Is there anything that can be done to remediate this situation? I have an invoice I can fax over if need be. I would greatly appreciate a timely response.

Thanks. Regards, Scott Leanes

## \*\*\*\*\* BEGIN EMAIL RESPONSE \*\*\*\*\*

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

We regret that you are experiencing problem with your vehicle and appreciate the time and effort you took to write to us. In response to your email, we suggest that you please call the Customer Assistance Center at 1-800-992-1997 between 8:00 a.m. and 5:00 p.m. Monday through Friday (in all Continental Time Zones). It is necessary to discuss this issue with you directly.

When calling the Customer Assistance Center, please have your Reference (CAIR) number and the following information handy:

Vehicle owner name

Vehicle owner address

Day and evening phone numbers

Vehicle Identification Number (VIN)

Name of dealership where vehicle was purchased

Date of purchase

Dealership where service was performed

Date of last service

Current vehicle mileage

An explanation of the problem

Furthermore, our records indicate that your vehicle is involved in the factory recall campaign listed below.

Recall Campaign # F10 WINDSHIELD WIPER MOTOR

Please contact your local authorized Dodge dealership to arrange for an

inspection and for the repairs. The recall services are performed free of charge.

Thanks again for your email. We value your continued business with us.

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

\*\*\*\*\*

Please ask the customer whether he has performed the repair at an IRF or at an authorized dealership. If at an IRF then decline the reimbursement and if at Authorized Dealership then request customer to send the original receipts of repair at our corporate address for review.

Also, do not promise the customer about reimbursement.

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**Customer Assistance Inquiry Record (CAIR)#****17789401**

<b>Vin</b>	1D4GP25B2	6B620509	<b>Open Date</b>	08/11/2008	<b>Build Date</b>	12/23/2005	
<b>Model Year</b>	06	<b>Body</b>	RSKL52	DODGE CARAVAN SE FWD SWB WAGON			
<b>In Service Dt</b>	06/30/2006	<b>Dealer</b>	68467	<b>Dealer Zone</b>	42	<b>Mileage</b>	33,000
<b>Name:</b>	SAMPSON, KATIE L					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	737 E SAIKO RD					<b>Home Phone</b>	(989) 689-0737
	HOPE MI 48628-9301					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Other - Unknown	Customer facing problem with the breaks, airbag sensor.
Product - Brakes - Unknown - Defective - Unknown	Customer facing problem with the breaks, airbag sensor.
Referral - Tier Three - Default - Default - Default	Customer facing problem with the breaks, airbag sensor.

Customer states she is facing the problem with the breaks, airbag sensor of the vehicle. She had taken the vehicle to the dealership for atleast 8 times since she bought the vehicle in november and would like to sale the vehicle back to Chrysler. Agnet transferred the call to T3 for further handling.

Second owner seeks buyback.

Advised that vehicle will be repaired per the terms of the factory warranty, not bought back.

Owner states the dealership has replaced the gas cap twice since she s owned the vehicle.

Vehicle currently repaired.

Owner just wanted concerns documented.

**Customer Assistance Inquiry Record (CAIR)#****17799126**

<b>Vin</b>	1D4GP24R8	5B319305	<b>Open Date</b>	08/13/2008	<b>Build Date</b>	02/03/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON			
<b>In Service Dt</b>	07/13/2005	<b>Dealer</b>	41356	<b>Dealer Zone</b>	42	<b>Mileage</b>	58,000
<b>Name:</b>	FLICKINGER, MARY					<b>Contact Type</b>	E-MAIL
<b>Address</b>	256 WEST LAKE					<b>Home Phone</b>	
	CADILLAC MI 49601					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Other - Unknown	Customer wants reimbursement for the repairs to the airbag sensor
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## \*\*\*\*\* EMAIL BRIEF DESCRIPTION CONTENT \*\*\*\*\*

I am seeking reimbursement for the repair to the airbag sensor on my second 2005 Dodge Caravan which corroded and was not included under recall.

## \*\*\*\*\* END EMAIL BRIEF DESCRIPTION CONTENT \*\*\*\*\*

Purchased New or Used? New

## \*\*\*\*\* BEGIN CUSTOMER EMAIL \*\*\*\*\*

I have (2) 2005 Dodge Caravans and live in Michigan. Only van was included in the May 3, 2007 recall-although the airbag sensors on BOTH vehicles corroded in the same way and needed the same repair at around the same mileage! Clearly this vehicle should have been included in the recall and I would appreciate reimbursement for the repair on this vehicle which was performed @ K&M Northfield Dodge, Grand Rapids, MI on August 13, 2008. Thank you.

## \*\*\*\*\* BEGIN EMAIL RESPONSE \*\*\*\*\*

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

In response to your email, we suggest that you call the Customer Assistance Center at 1-800-992-1997 between 8:00 a.m. and 5:00 p.m. Monday through Friday (in all Continental Time Zones).

When calling the Customer Assistance Center, please have your Reference (17799126) number.

We have Customer Service Representatives available to address your questions and concerns.

Thanks again for your email.

## \*\*\*\*\* END EMAIL RESPONSE \*\*\*\*\*

**Customer Assistance Inquiry Record (CAIR)#****17801630**

<b>Vin</b>	2D4GP44L3	6R625757	<b>Open Date</b>	08/13/2008	<b>Build Date</b>	08/13/2005	
<b>Model Year</b>	06	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	04/29/2006	<b>Dealer</b>	43071	<b>Dealer Zone</b>	35	<b>Mileage</b>	22,236
<b>Name:</b>	MICHELL, CONSTANCE					<b>Contact Type</b>	LETTER
<b>Address</b>	309 4TH AVE					<b>Home Phone</b>	(814) 723-5378
	WARREN PA 163652319					<b>Country</b>	UNITED STATES

Product - Unknown - Unknown - Poor Idle Quality - Default	Customer is not happy with the quality of the vehicle.
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POSTMARK DATE: 080108; DATE RECEIVED: 080708

Customer states that this is her sixth minivan as she loves the design and always try to support American companies but this may be coming to an end in light of her recent experiences. Customer states that after purchasing her first vehicle she had problems with the alarm for the passenger air bag and dealership was not able to resolve the problem. Customer states that in April 2008 she faced problems with left impact sensor and wiring connector, June 2008 a/c was not working and parts were on back order for three months. Customer states that she called CAC and a young lady helped her to locate the parts. Customer states that in July 2008, the van fails yearly inspection because the resonator has holes in it and again she was told that part is back ordered. Customer states that she is not happy as a 2 year old van has so many problems. Customer states that she always try to buy American car, but she feels like she is being pushed to buy a foreign car.

\*\*\*\*\*

Agent sends form letter 111 Vehicle Quality. Agent closing the CAIR.

**Customer Assistance Inquiry Record (CAIR)#****17802822**

<b>Vin</b>	1D4GP25R1	5B309777	<b>Open Date</b>	08/14/2008	<b>Build Date</b>	02/02/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKL52	DODGE CARAVAN SE FWD SWB WAGON			
<b>In Service Dt</b>	02/04/2005	<b>Dealer</b>	45030	<b>Dealer Zone</b>	32	<b>Mileage</b>	73,000
<b>Name:</b>	WILCOX, DAVID J					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	16 TAYLOR ST					<b>Home Phone</b>	
	CANISTEO NY 14823-1024					<b>Country</b>	UNITED STATES

Corporate - Recall - Default - Default - Default	Customer inquiring about recall.
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	

Customer says that he is experiencing problems with three parts on the vehicle.

Brakes, Lights and the Airbag sensor lights and he wants to know whether there are any recalls on the same. Agent informed no recalls.

Customer then seeked supervisor. Transferred to Internal Escalation.

\*\*\*\*\*INTERNAL ESCALATION\*\*\*\*\*

Agent informed that the warranty is over and we cannot confirm the conditions in which the vehicle was maintained by the first owner. Customer said that he will never buy a dodge.

\*\*\*\*\*

Customer is very disappointed and insisting to speak someone in us.

Hence call transfer to tier3 for the further handling.

Customer also states that he has very poor experience with the dodge and is very irate.

\*\*Writer explained to owner based on too far out of warranty by mileage no goodwill offered.

**Customer Assistance Inquiry Record (CAIR)#****17808718**

<b>Vin</b>	2A4GP54LX	6R612355	<b>Open Date</b>	08/15/2008	<b>Build Date</b>	08/04/2005	
<b>Model Year</b>	06	<b>Body</b>	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON			
<b>In Service Dt</b>	09/30/2006	<b>Dealer</b>	66262	<b>Dealer Zone</b>	42	<b>Mileage</b>	44,755
<b>Name:</b>	KELLER, GREG					<b>Contact Type</b>	LETTER
<b>Address</b>	36843 ASPEN DR.					<b>Home Phone</b>	(248) 476-7840
	FARMINGTON HILLS MI 48335					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Other - Both Air Bags	Caller stated the front air bag sensors were replaced.
Product - Emissions - EGR System - Other - Default	Customer seeking reimbursement for EGR valve.
Product - Emissions - Oxygen Feedback Sensor - Other - Default	Customer seeking reimbursement for the air sensor.

POSTMARK DATE: 080608; DATE RECEIVED: 081308

Customer is seeking reimbursement for the air sensors and the EGR valve.  
Customer states the air bag indicator is a safety issue and it should be covered under warranty. Customer also states the EGR valve and gasket are emissions related it should also be covered.

\*\*\*\*\*

Agent tried calling the customer at 313-506-6551 to decline the reimbursement but as the customer was not available agent left a message on voicemail with the reference number.

\*\*\*\*\*NEXT AGENT\*\*\*\*\*

If the customer calls back inform the customer that Chrysler will not participate in this reimbursement as the vehicle is out of warranty and the parts are not covered under it. Customer has also disposed the vehicle.

customer called regarding the same issue as she got a voice mail. Agent informed that Chrysler will not participate in the reimbursement. Customer alleges that he has another manufacturer car and Chrysler is of no use. Agent said Chrysler's decision regarding this matter is final. Customer wants to talk to manager. Agent transferred the call to tier 3.

Purchased New or Used? new

From whom did customer purchase used vehicle?

CDJ dealer

Customer stated that he paid for the impact sensors and wiring harness and also paid for an EGR valve. Customer states that he mailed in his receipts because he felt the air bag sensors were a safety concern and felt they should be covered. Customer states that he received a message stating that he would not be reimbursed and felt he should be reimbursed. Agent reviewed the invoices from the dealer, which shows the customer paid for the impact sensors and wiring harness and other services. Agent consulted with TCC17, as goodwill CCAC would reimburse for the repair to the impact sensors and wiring harness only. Advised that a check would be issued in the amount of \$343.21. Customer accepted the offer and stated that he was pleased with the decision to reimburse for the impact sensors.

\*\*\*\*\*

Agent processed check in the amount of \$343.21.....

**Customer Assistance Inquiry Record (CAIR)#****17813399**

<b>Vin</b>	1D4GP45RX	6B642556	<b>Open Date</b>	08/18/2008	<b>Build Date</b>	02/16/2006	
<b>Model Year</b>	06	<b>Body</b>	RSKH52	DODGE CARAVAN SXT FWD SWB WAGON			
<b>In Service Dt</b>	09/15/2006	<b>Dealer</b>	68385	<b>Dealer Zone</b>	71	<b>Mileage</b>	40,512
<b>Name:</b>	READY, MARK T					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	1474 RIVERSTONE CT					<b>Home Phone</b>	(951) 487-8610
	HEMET CA 92545-2171					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer is experiencing problem with Air Bag lights.
Product - Electrical - Power Windows - Intermittent or Inoperative - Unknown	Customer is experiencing problem with power window.

Customer called in regards to power window as it is not sliding up and down and Air bag light turning on and off. Customer says that they had been to the dealership when the vehicle was within warranty regarding this concern where the dealership informed that there is no problem with it. Customer says that they informed the dealership about this concern on NOV 12 2007 when the vehicle had 22000 miles on it. Agent called the dealership 68385 and spoke to Nathan at the dealership. Nathan informed that we look into the problem and that time there was no problem with it. Nathan also informed that they haven't seen the vehicle now as that is the reason why he can not assure about any thing. Nathan informed that if there is a same problem with the windows he will speak with the SM and try to help the customer. Agent informed the same to the customer. Customer is not happy as he will have to pay for diagnostic Charges. Agent provided the customer with the reference number.



**Customer Assistance Inquiry Record (CAIR)#****17825330**

<b>Vin</b>	2C4GP44R1	5R439375	<b>Open Date</b>	08/21/2008	<b>Build Date</b>	02/08/2005	
<b>Model Year</b>	05	<b>Body</b>	RSYH53	CHRYSLER TOWN & COUNTRY LX FWD LWB WAGON			
<b>In Service Dt</b>	02/16/2005	<b>Dealer</b>	45220	<b>Dealer Zone</b>	74	<b>Mileage</b>	67,358
<b>Name:</b>	SIBILRUD, GRANT					<b>Contact Type</b>	LETTER
<b>Address</b>	1005 7TH ST NW					<b>Home Phone</b>	(507) 833-1609
	WASECA MN 560931832					<b>Country</b>	UNITED STATES

Corporate - Recall - Default - Default - Default

Customer seeking recall reimbursement

POSTMARK DATE: 081608; DATE RECEIVED: 082008

Customer sends the invoice stating that the impact sensor is the part of recall. Customer seeking reimbursement for the recall repair

According to AW there is no recall related to impact sensor. As there is no recall assistance denied

\*\*\*\*\*

Agent called the customer #507-833-1609 but call went on voicemail left message with call back number and reference number

\*\*\*\*\*Next Agent\*\*\*\*\*

If customer calls back informed him that assistance denied because there no recall related to impact sensor airbag

Customer called in regarding the same concern, agent told the customer that Chrysler will not reimburse for the recall recall. Customer states that she received a letter in the mail stating that there is a recall on the airbag sensors, agent told the customer that will not be able to change as the decision is been made.

**Customer Assistance Inquiry Record (CAIR)#****17826745**

<b>Vin</b>	2A4GP54LX	6R748517	<b>Open Date</b>	08/21/2008	<b>Build Date</b>	11/29/2005	
<b>Model Year</b>	06	<b>Body</b>	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON			
<b>In Service Dt</b>	03/18/2006	<b>Dealer</b>	68225	<b>Dealer Zone</b>	42	<b>Mileage</b>	53,145
<b>Name:</b>	BREWSTER, JOANNA					<b>Contact Type</b>	LETTER
<b>Address</b>	4640 REDWOOD DR					<b>Home Phone</b>	(330) 220-8080
	BRUNSWICK OH 44212					<b>Country</b>	UNITED STATES

Product - Air Conditioning / Heater - Evaporator - Water Leak - Default	Customer is seeking repair reimbursement.
Product - Body / Trim / Paint Finish - Air Bag - Other - Unknown	

POSTMARK DATE: 081808; DATE RECEIVED: 081808

Customer went to the dealership 68225 on 7/22/2008 at 53,145 miles.  
Customer is seeking reimbursement for the repairs performed on the air bags and the rear evaporator. Customer has sent a copy of the repair order. Customer is the original owner of the vehicle. The vehicle is under warranty by time but is out of warranty due to miles. Agent decides to reimburse the customer to reimburse for the repairs performed on the impact sensors. There is no long repair history associated with the vehicle. The repair was related with the safety issue of the vehicle. Agent decides to reimburse the customer \$367.20 as one time goodwill gesture. Customer called the customer on 8/21/2008 at 330-220-8080 at 7:40 pm and reached the voice mail. Agent left the reference number and the customer care number. Agent called the customer on 8/21/2008 at 330-352-1800 at 7:45 pm and reached the voice mail. Agent left the reference number and the customer care number.

\*\*\*\*\*NEXT AGENT\*\*\*\*\*

If the customer calls back please request to send the proof of payment.  
On the invoice it is handwritten customer used the MasterCard for payment of the repairs.

\*\*\*\*\*next agent\*\*\*\*\*

Customer called in to saying that she recieved a voicemail to call back.  
Agent advised Customer to send the proof of payment . Agent provided ref #17826745 . Customer agrees.

**Customer Assistance Inquiry Record (CAIR)#****17827560**

<b>Vin</b>	2D4GP44L4	5R573442	<b>Open Date</b>	08/21/2008	<b>Build Date</b>	06/24/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	07/28/2005	<b>Dealer</b>	41808	<b>Dealer Zone</b>	74	<b>Mileage</b>	55,999
<b>Name:</b>	JOHANSEN, JAMES					<b>Contact Type</b>	LETTER
<b>Address</b>	304 SESAME ST					<b>Home Phone</b>	(712) 225-3990
	CHEROKEE IA 510122214					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Other - Both Air Bags	Customer is seeking repair reimbursement.
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POSTMARK DATE: 080508; DATE RECEIVED: 082108

Customer is seeking repair reimbursement for the repairs performed on the front air bag sensors. Customer believes that the work was due to recall related parts. Agent verified the information and found out that the repairs were not related to the recall related part. Agent called the customer on 8/21/2008 at 712-225-3990 at 6:00 pm and someone picked up the call and disconnected. Agent called the customer on 8/21/2008 at 712-225-3633 at 6:05 pm and reached the voice mail. Agent left the reference number and the customer care number.

\*\*\*\*\*NEXT AGENT\*\*\*\*\*

If the customer calls back please inform that the repairs performed on the vehicle were not related to the recall and hence Chrysler will not participate in the reimbursement.

**Customer Assistance Inquiry Record (CAIR)#****17829777**

<b>Vin</b>	2C4GP44R5	5R520203	<b>Open Date</b>	08/22/2008	<b>Build Date</b>	04/18/2005	
<b>Model Year</b>	05	<b>Body</b>	RSYH53	CHRYSLER TOWN & COUNTRY LX FWD LWB WAGON			
<b>In Service Dt</b>	05/16/2005	<b>Dealer</b>	59016	<b>Dealer Zone</b>	42	<b>Mileage</b>	48,464
<b>Name:</b>	HAZARD, DAVID					<b>Contact Type</b>	LETTER
<b>Address</b>	7190 SOWUL DR					<b>Home Phone</b>	(440) 639-1901
	CONCORD TWP OH 440772202					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default

Customer is complaining about the vehicle.

POSTMARK DATE: 080608; DATE RECEIVED: 081808

Customer is complaining about the 2005 Chrysler town and country.

Customer states that the airbag warning light has been on for the past 3 months. Customer states that he took the vehicle to dealer 59016 and was informed that it would cost him \$ 200+ for the repairs. Customer states that this is a safety issue and Chrysler should repair it at no cost.

Customer states that finally the service manager agreed to repair for \$ 100.

Customer appreciates the efforts of Bill Cornnato the service manager and states that Chrysler shoul take care of this matter as this is a safety issue.

Agent called the customer on 08/22/08 on the home phone number to address the concern. Customer disconnected the call.

**Customer Assistance Inquiry Record (CAIR)#****17831441**

Vin	1D4GP45R4	5B385618	Open Date	08/22/2008	Build Date	04/20/2005	
Model Year	05	Body	RSKH52	DODGE CARAVAN SXT FWD SWB WAGON			
In Service Dt	06/27/2005	Dealer	43835	Dealer Zone	51	Mileage	62,857
Name:	SHANAVAS, AASHIQ					Contact Type	TELEPHONE
Address	2715 STOWMARKET AVE APT 1					Home Phone	(815) 399-7876
	ROCKFORD IL 61109-7532					Country	UNITED STATES

Corporate - Recall - Default - Default - Default	Customer seeking recall information.
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	

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 states that the 2005 dodge caravan have a recall regarding the RS impact sensor and he wants the similar repairs performed on his vehicle. Agent informed that there is no recall on this vehicle regarding the RS impact sensor. Customer not ready to accept and stated that he wants to speak to a supervisor. Agent transferred the call to internal escalations.

\*\*\*\*\*Internal escalation\*\*\*\*\*

Customer called up regarding the above mentioned issue. Agent advised the customer that the recall are VIN specific & its announced by NHTSA, so Chrysler wont be able to tell him that why his vehicle is not included for this particular recall. Agent provided him with the name & ID no.

\*\*\*\*\* Referral worked for TFM4 \*\*\*\*\*

Owner seeks assistance with air bag impact sensor repair. Writer spoke with SA Marty at dealer # 43835 who confirmed that air bag impact sensor needs replacement. As goodwill, due to moderate miles, writer will cover total cost of repair, less a \$50.00 copay to owner. Owner is happy with goodwill offer. Marty will call writer back with cost at warranty rates for PA authorization.

Mike-SA calling from the dealership-43835 for PA authorization. Agent transferred the call to tier3 for further handling.

Mike from the dealership 43835 calling to get the authorisation for total repair charge of \$201.70.

Agent transferred the call to t3.

Mike, calling from dealer 43835 seeking authorization for customers repairs to the air bag impact sensor. Agent reviewed notes. Agent advised caller JHW5 was needing the warranty cost for pa. Mike provided agent with warranty cost. Agent advised JHW5 will review information.

Part \$59.50

Labor \$142.20

ANDERSON DODGE INC/ Dealer Code: 43835 called for the above pre authorisation. Writer reviewed prior notes and transferred to tier 3.

Dealership personnel, Tina called in to say that she was supposed to receive an authorisation number. Agent reviewed the concern and transferred the call to T3.

\*\*\*Tina called for authorization and writer preauthorized this claim for her.

Customer called in regards to same concern and states got disconnected before while transferring. Transferred to T3 for further assistance.

T\*\*\*ina from dealer 43835 advised she is having an issue with gettin the pa entered.

Agent consulted with RJB176. Agent advised caller to try the pa again.

Agent advised caller if the pa is not working to contact dealer connect help desk or the business center.

Writer reviewed file. Writer notes PA claim has been submitted for repair.

**Customer Assistance Inquiry Record (CAIR)#****17835134**

<b>Vin</b>	1C4GP45R7	5B354750	<b>Open Date</b>	08/25/2008	<b>Build Date</b>	03/07/2005	
<b>Model Year</b>	05	<b>Body</b>	RSYH52	CHRYSLER TOWN & COUNTRY FWD SWB WAGON			
<b>In Service Dt</b>	04/15/2005	<b>Dealer</b>	26016	<b>Dealer Zone</b>	42	<b>Mileage</b>	49,000
<b>Name:</b>	EVANS, RICHARD					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	2427 CAMEL DR					<b>Home Phone</b>	(586) 977-9373
	STERLING HEIGHTS MI 48310-5222					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Air bag light is on.
Corporate - Recall - Default - Default - Default	Seeks recall information.

Customer states that the air bag light is on and wants to know if Chrysler has a recall on the 2005 TOWN AND COUNTRY for the front sensor. CCAC informed customer that there are no pending recalls on the vehicle. Customer states that he wants Chrysler to take action against his concern, as a lot of other customers are facing the same problem. Customer states that the front sensor is corroded and cracked. Informed customer that his complaint is documented. Customer wants someone from Chrysler to call him back. Reassigned CAIR to 82H for further handling. Purchased New or Used? New  
If used, date purchased? N/A Mileage? N/A  
From whom did customer purchase the used vehicle? N/A  
Agent called Dealer 26016, but the dealer is not open on saturday. Agent called customer, and left voice message for customer, informing that agent would be looking in to his request for assistance with the air bag light repair.

Agent provided caller with agent's contact information.

\*\*\*\*\*Voicemail\*\*\*\*\*

Received 08/30/08 @ 9:46am

Please contact Mr. Evans @ 586-292-1272

\*\*\*\*\*

Customer called regarding the same concern as he got a message on his voicemail. Call transferred to Tier3 for followup.

\*\*\*\*\*

Owner seeking assistance with air bag light on, spoke with Bob Lerczak at dealer 26016. Repair is about \$390.00. As a goodwill gesture, Chrysler will cover entire repair less \$50.00 co-pay.

**Customer Assistance Inquiry Record (CAIR)#****17835911**

<b>Vin</b>	2A4GP44RX	6R812568	<b>Open Date</b>	08/25/2008	<b>Build Date</b>	02/27/2006	
<b>Model Year</b>	06	<b>Body</b>	RSYH53	CHRYSLER TOWN & COUNTRY LX FWD LWB WAGON			
<b>In Service Dt</b>	02/28/2007	<b>Dealer</b>	44726	<b>Dealer Zone</b>	66	<b>Mileage</b>	16,029
<b>Name:</b>	PARSON, DEFNEY L					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	38 MARIE PL					<b>Home Phone</b>	
	VILLA RICA GA 30180-4390					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Other - Unknown	Customer complaining about the air bag lights.
Product - Body / Trim / Paint Finish - Interior Styling / Appearance - Other - Instrument Panel	Customer complaining about the board.
Product - Brakes - Pads/Shoes - Worn - Front Driver	Customer complaining about the front right brakes worn.
Product - Transmission / Transaxle - Unknown - Other - Default	Customer complaining about the transmission.
Product - Electrical - Wipers / Washers - Defective - Unknown	Customer complaining about the wipers not working.

Customer called in to complain about the problems on her vehicle. The problems are on breakes pads that have worn out at 16000 miles only on one side, wipers that are not working, board is having some problem, drivers seat is causing problem, the air bag lights are coming up, transmission is also having some problem on the vehicle. Customer is dissapointed about it. And wants Crysler to take note of it.

**Customer Assistance Inquiry Record (CAIR)#****17838411**

<b>Vin</b>	1D4GP25B8	6B539689	<b>Open Date</b>	08/25/2008	<b>Build Date</b>	09/28/2005	
<b>Model Year</b>	06	<b>Body</b>	RSKL52	DODGE CARAVAN SE FWD SWB WAGON			
<b>In Service Dt</b>	02/11/2006	<b>Dealer</b>	45173	<b>Dealer Zone</b>	71	<b>Mileage</b>	22,500
<b>Name:</b>	EEVER, OBETTE					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	PO BOX 2507					<b>Home Phone</b>	(208) 788-9122
	HAILEY ID 83333-2507					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer is worried about the air bag.
Corporate - Warranty Coverage - Default - Default - Default	Customer seeking warranty information.

Customer was seeking warranty information on her vehicle. She complains that the air bag is lighted up, customer called in for warranty information on her air bag. Customer is worried that she might be charged for the diagnostic charge. Customer also complains that the vehicle suddenly dies out and then again gains the strength. .



**Customer Assistance Inquiry Record (CAIR)#****17840738**

<b>Vin</b>	2A4GP54LX	6R748517	<b>Open Date</b>	08/26/2008	<b>Build Date</b>	11/29/2005	
<b>Model Year</b>	06	<b>Body</b>	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON			
<b>In Service Dt</b>	03/18/2006	<b>Dealer</b>	68225	<b>Dealer Zone</b>	42	<b>Mileage</b>	53,145
<b>Name:</b>	BREWSTER, JOANNA					<b>Contact Type</b>	FAX
<b>Address</b>	4640 REDWOOD DR					<b>Home Phone</b>	(330) 220-8080
	BRUNSWICK OH 442122430					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer seeking reimbursement.
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POSTMARK DATE: 082608; DATE RECEIVED: 082608

In the previous cair it was informed the customer to send in the proof of payments. As the agent in the previous cair has decided to reimburse the customer for the air bag sensors. The amount to be reimbursed to the customer is \$367.20. So now the customer has sent in the invoice of the repairs and also the proof of payments. So agent submitting a check request for \$367.20.

ok - contact customer and advise - reassign to ejw for final approval.  
Agent tried to call the customer but reached the voicemail so left the ref number. So now whenever the customer callsback inform him about the reimbursement.

Tried to contact the customer but still no response so as the address on the letter and on the AW main screen is same so we can send the check on the same address.

So agent reassigning the cair to EJW.

**Customer Assistance Inquiry Record (CAIR)#****17841576**

<b>Vin</b>	2D4GP44L5	5R415398	<b>Open Date</b>	08/26/2008	<b>Build Date</b>	02/04/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	04/18/2005	<b>Dealer</b>	41461	<b>Dealer Zone</b>	32	<b>Mileage</b>	45,000
<b>Name:</b>	STEFL, NATHAN L					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	520 PAUL RD					<b>Home Phone</b>	
	ROCHESTER NY 14624-4728					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Airbag light is coming on.
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Customer called stating that the airbag light is coming on and also has problem with the brake pedal says that it is a safety concern and says that Chrysler should take care of it. Agent asked customer to get the diagnostics done and give CAC a call. Agent provided the reference number. Customer called stating that the airbag light is coming on and also has problem with the brake pedal says that it is a safety concern and says that Chrysler should take care of it. Agent asked customer to get the diagnostics done and give CAC a call. Agent provided the reference number.

**Customer Assistance Inquiry Record (CAIR)#****17841796**

<b>Vin</b>	2D4GP44L9	6R641560	<b>Open Date</b>	08/26/2008	<b>Build Date</b>	09/07/2005	
<b>Model Year</b>	06	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	10/20/2005	<b>Dealer</b>	66570	<b>Dealer Zone</b>	42	<b>Mileage</b>	39,000
<b>Name:</b>	RINEER, JILL M					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	PO BOX 451					<b>Home Phone</b>	
	BEULAH MI 49617-0451					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer facing problem with air bag light on.
Referral - Tier Two - Internal Escalation - Authorization - Default	Customer wants to talk to supervisor.

Customer called in and states that there is a problem with the air bag light and the dealership told that this has been redesigned and it will cost him \$200 and also stated that all the other 2006 dodge grand caravans had a recall on them about this, now the customer asking that why dint my vehicle have a recall and states that he did not redesign it and he is not responsible if Chrysler does it and before agent could tell anything he wanted to talk to supervisor.

\*\*\*\*\*internal escalation

Agent calling the dealer(60228) John for further information, dealer had to say that the air bag sensors are corroded and that it is not the customers fault agent provided the dealer with the authorization no. UN07868620826 for \$200 as a goodwill, informed the customer and also apologized the customer for the delay as agent was placed on hold for a long time.

by the dealer placed on hold that is why it took time to get back to the customer, customer understood.

**Customer Assistance Inquiry Record (CAIR)#****17845259**

<b>Vin</b>	2A4GP44R7	7R147548	<b>Open Date</b>	08/27/2008	<b>Build Date</b>	09/18/2006	
<b>Model Year</b>	07	<b>Body</b>	RSYH53	CHRYSLER TOWN & COUNTRY LX LWB WAGON			
<b>In Service Dt</b>	09/19/2006	<b>Dealer</b>	08397	<b>Dealer Zone</b>	63	<b>Mileage</b>	35,025
<b>Name:</b>	BAIRD, MARQUEETA					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	14249 DESERT STONE DR					<b>Home Phone</b>	(915) 861-7768
	EL PASO TX 79928-6485					<b>Country</b>	UNITED STATES

Dealer - Service/Body Shop - Transaction - Problem Not Resolved - Default

Customer complaining about the dealership

Customer complaining about the vehicle saying that it stops in the middle of the road. It happened twice. The dealership has said that there is nothing wrong with the vehicle. The check engine light and the air bag light goes on and off. Customer had his baby in the car when the vehicle stopped. The dealership still said that there is nothing wrong with the vehicle.

Agent called up the dealership and talked to Rubin, service writer who said that the customer has not got their vehicle recently for any diagnosis. Customer said that he took the vehicle to the dealership on the 12th August. Customer says that he is a truck driver and he stays away from home. His wife drives the vehicle and he thinks that it is not safe anymore for his family. Agent transferred the call to T3.

The owner called back just to verify that the above mentioned concern will be documented in case he needs to refer to it in the future. Writer advised it was documented and provided the cair # for reference.

<b>Customer Assistance Inquiry Record (CAIR)#</b>						<b>17850421</b>	
<b>Vin</b>	2D4GP44LX	6R741599	<b>Open Date</b>	08/28/2008	<b>Build Date</b>	11/17/2005	
<b>Model Year</b>	06	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	12/11/2005	<b>Dealer</b>	44601	<b>Dealer Zone</b>	32	<b>Mileage</b>	52,000
<b>Name:</b>	PLATTE, APHRODITE E					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	23 CUTTER LN					<b>Home Phone</b>	(401) 624-2443
	TIVERTON RI 02878-4263					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer complains about the Air bag computer module
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Customer complains about the Air bag computer module, needs to be replaced, as the air bag lights are coming up. CAC called up the dealership (44601) spoke to the Service Advisor Debbie, is informed that the vehicle is way out of warranty, and according to her it is a safety issue, and the estimated cost for that repair is \$458.00 and some change; it includes the part, labor and the taxes. CAC informed the same to the customer, and transferred the call to tier 3 for further assistance. No commitments made.  
call transferred.

**Customer Assistance Inquiry Record (CAIR)#****17852807**

<b>Vin</b>	2A4GP44R8	7R342719	<b>Open Date</b>	08/29/2008	<b>Build Date</b>	04/16/2007	
<b>Model Year</b>	07	<b>Body</b>	RSYH53	CHRYSLER TOWN & COUNTRY LX LWB WAGON			
<b>In Service Dt</b>	04/20/2007	<b>Dealer</b>	X7625	<b>Dealer Zone</b>		<b>Mileage</b>	22,420
<b>Name:</b>	RAMSEY, MARRY					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	5310 E 31ST ST					<b>Home Phone</b>	
	TULSA OK 74135-5073					<b>Country</b>	UNITED STATES

Corporate - CNA Change - Default - Default - Default	Agent advice customer to contact the dealership to update the Ownership
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer states the Air Bag light cam ON

Customer states that she has a problem with the Air Bag on the vehicle the lights come ON.

Customer purchased the used vehicle .Agent advice the customer to contact the nearest Chrysler authorized dealership to get the vehicle fix and update the ownership as current owner of the vehicle

**Customer Assistance Inquiry Record (CAIR)#****17854449**

<b>Vin</b>	1C4GP45R2	5B305293	<b>Open Date</b>	08/29/2008	<b>Build Date</b>	01/19/2005	
<b>Model Year</b>	05	<b>Body</b>	RSYH52	CHRYSLER TOWN & COUNTRY FWD SWB WAGON			
<b>In Service Dt</b>	04/30/2005	<b>Dealer</b>	26001	<b>Dealer Zone</b>	71	<b>Mileage</b>	60,000
<b>Name:</b>	MOORE, KIM					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	9636 E AZUMA WAY					<b>Home Phone</b>	(520) 887-7911
	TUCSON AZ 85747-8701					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer states that the air bags came on.
Dealer - Service/Body Shop - Transaction - Other - Default	Dealer not honoring warranty

Customer dissaponted since customer not honoring waranty. Agent transferred the call to CAC.

\*\*\*\*\*CAC\*\*\*\*\*

Customer states that the air bag light came on, so she took the vehicle to 60346; but they ain t honoring the warranty. Agent spoke with the SM Bob at the dealership# 60346, and he informed that the SA Jerry who s handling the case isn t available right now. SM informed that he ll reconfirm with Jerry, and give a call to the customer. SM Bob informed that the customer came up with the problem of air bag light coming on, and he isn t sure of the exact issue with the vehicle. Bob states that the vehicle has a Front air bag sensor warranty, and if the vehicle is under warranty; they ll honor the warranty. Bob told that they ll call up the customer & inform him whether the repairs would be covered under warranty or not. Agent informed the same to the customer, and also provided the reference no. to the customer.

**Customer Assistance Inquiry Record (CAIR)#****17862870**

<b>Vin</b>	2D4GP44L1	6R694382	<b>Open Date</b>	09/03/2008	<b>Build Date</b>	09/30/2005	
<b>Model Year</b>	06	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	11/25/2005	<b>Dealer</b>	44836	<b>Dealer Zone</b>	42	<b>Mileage</b>	52,349
<b>Name:</b>	HUNT, WILIAM					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	N/A					<b>Home Phone</b>	
	N/A MI n/a					<b>Country</b>	UNITED STATES

Product - Air Conditioning / Heater - Unknown - Other - Default	Customer facing problems with the A/C.
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer facing problems with the air bag.

Customer states that he is facing lot of problems with the vehicles and he is not happy with that. Customer states that the vehicle is at the dealership. Agent called up the dealership and confirmed the same. Dealership states that the vehicle has problems with the A/C, impact sensor, rear evaporators and the seats. Dealership states that it will take \$599.66 to get it repaired. Customer seeking goodwill for the same. Transferred call to tier-3 for further assistance. Dealer service advised customer these repairs are CUSTOMER PAY. I concurred.



**Customer Assistance Inquiry Record (CAIR)#****17865037**

<b>Vin</b>	1D4GP24R4	6B510401	<b>Open Date</b>	09/03/2008	<b>Build Date</b>	08/10/2005	
<b>Model Year</b>	06	<b>Body</b>	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON			
<b>In Service Dt</b>	11/12/2005	<b>Dealer</b>	60329	<b>Dealer Zone</b>	35	<b>Mileage</b>	43,700
<b>Name:</b>	KLINE, ERIC M					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	513 CHURCH ST					<b>Home Phone</b>	(724) 446-2049
	HERMINIE PA 15637-1459					<b>Country</b>	UNITED STATES

Referral - Tier Three - Default - Default - Default	Customer facing problem with air bag light.
Product - Body / Trim / Paint Finish - Air Bag - Deactivation - Unknown	Customer facing problem with the air bag light coming on.

Customer called in and states that she wants to find out if we have many complaints on the air bag lights coming on on the 2006 dodge grand caravans, agent informed that as of now we do not have any recalls on this which means there are no many complaints and incase if any in future will we inform. Agent also asked the customer to visit dealership for this problem. Customer not ready to go to dealership unless we promise something from Chrysler side and she wants to talk to someone in higher position. Agent transferred the call to tier 3.

**Customer Assistance Inquiry Record (CAIR)#****17865609**

<b>Vin</b>	1D4GP24R4	6B639903	<b>Open Date</b>	09/03/2008	<b>Build Date</b>	02/18/2006	
<b>Model Year</b>	06	<b>Body</b>	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON			
<b>In Service Dt</b>	02/21/2006	<b>Dealer</b>	43389	<b>Dealer Zone</b>	71	<b>Mileage</b>	78,000
<b>Name:</b>	PIGON, PETER L					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	303 E DUNBAR DR APT 6					<b>Home Phone</b>	
	TEMPE AZ 85282-6959					<b>Country</b>	UNITED STATES

Corporate - Warranty Coverage - Default - Default - Default	Customer called in to inquire about the warranty information.
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer complain about the air bag light coming on.
Product - Body / Trim / Paint Finish - Body Hardware - Inoperative - R. Door-Driver	Customer complain about the rear driver's side door.

The customer called in to inquire about the warranty coverage. The agent provided the customer with the information. The customer also complain about the rear driver s side door. The customer states that the door does not open. The customer also complain about the air bag light coming on. The agent advised the customer to get in touch with an authorized dealership for the diagnose. The customer understood.

**Customer Assistance Inquiry Record (CAIR)#****17868733**

<b>Vin</b>	1C4GP45R5	5B440459	<b>Open Date</b>	09/04/2008	<b>Build Date</b>	07/05/2005	
<b>Model Year</b>	05	<b>Body</b>	RSYH52	CHRYSLER TOWN & COUNTRY FWD SWB WAGON			
<b>In Service Dt</b>	08/16/2005	<b>Dealer</b>	23388	<b>Dealer Zone</b>	42	<b>Mileage</b>	67,200
<b>Name:</b>	THOMAS, LISA W					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	74 MAPLETON RD					<b>Home Phone</b>	(313) 881-1995
	GROSSE POINTE MI 48236-3615					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Other - Unknown	Customer complaining about the air bag.
Referral - Tier Three - Default - Default - Default	Customer states that air bag does not deploy.
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	

Customer states that the air bag lights are on since a long time. The air bag now does not deploy. Agent transferred the call to T3.

9/4/08 1st owner (Lisa Thomas) called regarding above. Owner states the air bag light has been on for about a year and 35,000 miles. Owner has not attempted to get the vehicle into a dealer until now. Owner has a busy life and a busy schedule. Owner did not know the significance of the light. Owner did not know the air bag system was disabled when the light is on. Owner is now seeking assistance. Vehicle is at dealer 23388. Owner has been working with Tim Long. Left message for Tim Long at the dealer with vin #, file #, and phone #. Owner can be reached at 248-336-3171. Owner's husband (Dave) can be reached at 248-250-1285.

Tim left message with phone # 248-549-5798. Left message for Tim.

Service Advisor (SA), Tim left message. Contacted SA. SA states owner authorized the repairs to correct the air bag light issue. Repairs have been completed. Dealer replaced the front impact sensor (repair cost \$345.95) SA reviewed the owner's request for assistance with the Service Manager (SM). 1st time at the dealer. Vehicle has not been maintained at the dealer. SM declined any assistance. SM does not believe the owner is merited in receiving any assistance. No Chrysler service contract. Owner failed to bring the concern to the attention of the dealer as soon as the problem exists. Agent concurs with the SM. Chrysler declines any assistance.

**Customer Assistance Inquiry Record (CAIR)#****17884211**

<b>Vin</b>	2D4GP44LX	5R516548	<b>Open Date</b>	09/09/2008	<b>Build Date</b>	05/12/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	05/31/2005	<b>Dealer</b>	23513	<b>Dealer Zone</b>	32	<b>Mileage</b>	74,000
<b>Name:</b>	MCGUIRK, TERRY					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	3 PERRY RD					<b>Home Phone</b>	
	TROY NY 12182-1112					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default

Customer says that the air bag is on.

Customer says that the air bag light is on, and she got the information from the dealership that there is a recall for the same. CAC informed the customer that there is no recall pending for air bags. Customer insisted to talk to some one.

CAC transfer the call to internal escalation for further assistance.

\*\*\*\*\* Internal Escalation \*\*\*\*\*

Customer complaining of the issue with airbag sensor and states that she has a received a notification letter which states that all the similar make and models and the 11 letter of the VIN which is R have a recall on the airbag sensors. Agent explained that recalls are VIN specific and her vehicle is not involved in a recall campaign. Agent also advised the customer to seek assistance from a nearby authorised dealership to get the vehicle diagnosed.

Customer has performed the pending recall on her vehicle F10.

**Customer Assistance Inquiry Record (CAIR)#****17887859**

<b>Vin</b>	2D4GP44LX	5R438398	<b>Open Date</b>	09/10/2008	<b>Build Date</b>	02/09/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	02/14/2005	<b>Dealer</b>	67057	<b>Dealer Zone</b>	42	<b>Mileage</b>	62,000
<b>Name:</b>	REED, WILLIAM T					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	1017 N MICHIGAN AVE					<b>Home Phone</b>	
	HOWELL MI 48843-1241					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer complaining about the airbag lights.
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William called in. Wanted to inform that the air bags lights are on.  
Customer complaining he does not want the lights to be continuously on.  
Agent advised the customer to get in touch with the dealer and get the vehicle diagnosed in order to get the repair charge. Customer said will get the vehicle diagnosed and give a call back.

**Customer Assistance Inquiry Record (CAIR)#****17888197**

<b>Vin</b>	1D4GP24R2	6B510249	<b>Open Date</b>	09/10/2008	<b>Build Date</b>	08/09/2005	
<b>Model Year</b>	06	<b>Body</b>	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON			
<b>In Service Dt</b>	10/28/2005	<b>Dealer</b>	44991	<b>Dealer Zone</b>	51	<b>Mileage</b>	39,926
<b>Name:</b>	FULLER, CASEY P					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	5822 ODANA ROADN AVE					<b>Home Phone</b>	
	MADISON WI 53719-3720					<b>Country</b>	UNITED STATES

Referral - Tier Three - Default - Default - Default	Agent transferred the call to tier-3.
Product - Body / Trim / Paint Finish - Air Bag - Other - Unknown	Customer experiencing problem with the sensors of the air bag.

Customer experiencing problem with the sensors of the air bag. Customer wants the sensors to be replaced under warranty. Agent transferred the call to tier-3 for further handling.

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SEE OTHER VIN 6B516398

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Selling dealer cannot DSA airbag sensors (warning lite on)

I called the dealer and spoke with AJ., service manager.

Provided athorization for 100% coverage.

I relayed this information to the owner and he was happy.

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Mr. Fouller from the dealership call for the same issue asking for authorization code. Agent transferred the call to tier3 since no authorization code mention above.

Mr. Fouller from the warranty administration at the dealership call for the same issue asking for authorization code. Agent transferred the call to tier3 since no authorization code mention above.

The SM Tanis from 44991 called in about the same so the 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

Casey warranty administrator calling from dealership 44991. Casey is seeking authorization number for repairs for a total cost of \$130 dollars. Agent advised caller to contact Dealer Connect Help Desk and provided contact information.

-

claim paid this date \$133.30.

**Customer Assistance Inquiry Record (CAIR)#****17903903**

<b>Vin</b>	1C4GP45R2	5B371133	<b>Open Date</b>	09/15/2008	<b>Build Date</b>	04/04/2005	
<b>Model Year</b>	05	<b>Body</b>	RSYH52	CHRYSLER TOWN & COUNTRY FWD SWB WAGON			
<b>In Service Dt</b>	07/18/2005	<b>Dealer</b>	61345	<b>Dealer Zone</b>	42	<b>Mileage</b>	52,000
<b>Name:</b>	STRBIK, OLIVER					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	58 LONGMEADOW DR # 1					<b>Home Phone</b>	
	HOLLAND OH 43528-7917					<b>Country</b>	UNITED STATES

Corporate - Recall - Default - Default - Default	Customer seeking recall information on air bag sensor light.
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer states an air bag sensor needs replaced.

Customer states that he wants to know if there is any recall on the air bag sensor light. Agent informed him that there is no recall on the air bag sensor light. Customer states that the air bag sensor light has come on the dashboard. Customer states that there is a campaign on this vehicle from Chrysler which promises for a free replacement of a bad sensor. Agent found the service bulletin number 08-020-07 for this issue. Since this is a safety issue agent transferred the call to tier3 for further handling.

Customer states that he needs to go and he wants a call back. Agent reassigned the CAIR to 81h. Customer can be reached at 4194102258.

Purchased New or Used? NEW

If Used, date purchased? NA Mileage? NA

From whom did customer purchase used vehicle? NA

Customer is the original owner of this and one older vehicle and had one used vehicle; no service contract on this vehicle.

Agent is inclined to assist with repair.

Agent attempted to contact the customer on 9/16/2008 at 6:10 pm on the number provided above and received voicemail. Left a message advising to obtain a full diagnosis for the vehicle issue and that agent will phone back on 9/17/2008.

Follow-up date set for 9/17/2008.

Called dealer 61345 (SUDSA) and spoke with Bob, a Service Advisor (service manager not available). Bob states the vehicle has not been there since April 2005.

Agent attempted to contact the customer on 9/17/2008 at 12:36 pm on the customer's Home phone and received voicemail. Left a message requesting a callback; provided CCAC/OR phone number and reference number.

Agent attempted to contact the customer on the number provided in line 10 of above narrative and received voicemail. Left a message requesting a callback; provided CCAC/OR phone number and reference number.

Follow-up date set for 9/18/2008.

\*\*\*\*\*Voicemail\*\*\*\*\*

Received 09/18/08 @ 2:51pm

Please contact Mr. Stribik @ 419-410-2258

\*\*\*\*\*

Agent attempted to contact the customer on 9/22/2008 at 4:51 pm on the customer's Home phone. Customer states that he has not had the vehicle diagnosed. Customer inquiring about a TSB that a previous agent had spoken with him about. Advised customer that agent does not have access to technical information; that it is provided to dealerships for possible repairs for vehicle concerns. Advised customer that should he choose to have vehicle diagnosed at a CDJ dealership, Chrysler would consider covering all or a portion of the cost of repairs. Advised customer to call CCAC when he has received the diagnosis.

**Customer Assistance Inquiry Record (CAIR)#****17911901**

<b>Vin</b>	1D4GP45R9	6B518388	<b>Open Date</b>	09/17/2008	<b>Build Date</b>	08/15/2005	
<b>Model Year</b>	06	<b>Body</b>	RSKH52	DODGE CARAVAN SXT FWD SWB WAGON			
<b>In Service Dt</b>	04/02/2006	<b>Dealer</b>	26765	<b>Dealer Zone</b>	71	<b>Mileage</b>	30,000
<b>Name:</b>	TISCARENO, DIANA V					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	5518 ALLAN ST					<b>Home Phone</b>	
	LOS ANGELES CA 90032-3129					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Interior Styling / Appearance - Other - Instrument Panel	Customer experiencing problem with the air bag lights.
Product - Electrical - Unknown - Other - Default	Customer seeking warranty coverage on air bag lights.

Customer experiencing problem with the air bag lights. Customer states that the air bag lights came on and when he consulted dealership regarding that they informed that they found broken reactor in it and informed that it is not covered under warranty. Customer seeking warranty coverage on air bag lights. Customer states its a safety issue. Approved by GC314. Transferred to T3 for further assistance.

Purchased New or Used? New

If Used, date purchased? na Mileage?na

From whom did customer purchase used vehicle?

na

The customer states that the air bag repair is not going to be covered under warranty. Agent contacted the dealer 26765 and was able to speak with John in the service department and he states that the vehicle has physical damage and this is why the component is not being covered under warranty. The customer was informed that due to physical damage the component will not be covered under warranty. He was informed that if the damage was caused by an outside source damage, that he may need to contact his insurance company. The customer understands and states that he will contact the dealer.



**Customer Assistance Inquiry Record (CAIR)#****17914235**

<b>Vin</b>	2C4GP44R7	5R520350	<b>Open Date</b>	09/18/2008	<b>Build Date</b>	04/21/2005	
<b>Model Year</b>	05	<b>Body</b>	RSYH53	CHRYSLER TOWN & COUNTRY LX FWD LWB WAGON			
<b>In Service Dt</b>	05/09/2005	<b>Dealer</b>	66785	<b>Dealer Zone</b>	32	<b>Mileage</b>	55,000
<b>Name:</b>	UTTER, ERIC M					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	27 MERTENSIA LN					<b>Home Phone</b>	
	HENRIETTA NY 14467-8912					<b>Country</b>	UNITED STATES

Product - Electrical - Unknown - Corrosion/Rusty - Default	customer says airbag sensor corroded
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Customer called in he says that the vehicle is at local dealership and he will be going to (66785) as they are expecting him to get the vehicle for diagnose as airbag sensor is corroded and it is defective. Agent asked his (mib8) supervisor and agent transferred the call to T3. Vehicle has not been diagnosed by his dealership. Vehicle is at an IRF. Owner seeking assistance with air bag sensor. Advised owner to have vehicle diagnosed by his dealership and then we can consider assistance. Vehicle is 3 years old, 55,000 miles, no csc, second owner. No promises made. Owner understands.

**Customer Assistance Inquiry Record (CAIR)#****17918143**

<b>Vin</b>	2A8GP64L6	6R690300	<b>Open Date</b>	09/19/2008	<b>Build Date</b>	10/11/2005	
<b>Model Year</b>	06	<b>Body</b>	RSYS53	CHRYSLER TOWN & COUNTRY LTD FWD LWB WAGON			
<b>In Service Dt</b>	04/08/2006	<b>Dealer</b>	43664	<b>Dealer Zone</b>	42	<b>Mileage</b>	49,006
<b>Name:</b>	BADER, RANDALL C					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	5878 STONEBRIDGE CIR					<b>Home Phone</b>	(513) 576-0576
	MILFORD OH 45150-2696					<b>Country</b>	UNITED STATES

Product - Electrical - Unknown - Intermittent or Inoperative - Default	Customer claims he has an air bag light on.
Product - Brakes - Pads/Shoes - Foreign Material/Contamination - Unknown	Customer has brake rust.
Referral - Tier Three - Default - Default - Default	Customer thinks that his vehicle is a lemon.

\*\*\*\*Begin structured narrative T2 - GOODWILL ESCALATION

What is the customer requesting from Chrysler?

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

Service contract (Chrysler or 3rd party) that would cover the repair?

Original owner? (yes/no) If no, purchased when?

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

Is there any repair history related to the current concern?

Has the vehicle been diagnosed by a Chrysler, Dodge or Jeep dealership?

Service dealer code?

Service manager name?

NIC of team leader/floor walker who authorized escalation of caller?

\*\*\*\*End structured narrative T2 - GOODWILL ESCALATION

Customer called in and states that he has already spent 2000\$ on the repair work on it. Now again he has to spend \$300 to \$400 on the repairs. Customer has a long list of the receipts. Agent transferred the call to T3.

Customer called in again 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?

n/a

Customer saying that he has rust on his brakes and saying that it is a manufacturers defect. Customer saying that he is not happy with the assistance that he has been given in the past. Contacted the dealer and the customer is requesting assistance with the impact sensor. Dealer did not want to assist. With the dealers approval 93.36 for the cost of the impact sensor repair 86.00 the customer will pay.

As a goodwill gesture, Chrysler will cover

93.36 parts/labor/ for the impact sensor. entire repair less 86.00 co-pay.

Advised the owner of the offer. Advised that we would not assist with the brake repair. Advised that the previous offers were accepted and would not be reviewed.

**Customer Assistance Inquiry Record (CAIR)#****17922889**

<b>Vin</b>	2D4GP44LX	5R522463	<b>Open Date</b>	09/22/2008	<b>Build Date</b>	04/15/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	04/30/2005	<b>Dealer</b>	43666	<b>Dealer Zone</b>	32	<b>Mileage</b>	37,000
<b>Name:</b>	NESBIT, BARBARA A					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	3884 KNOTTINGWOOD DR					<b>Home Phone</b>	
	N TONAWANDA NY 14120-3731					<b>Country</b>	UNITED STATES

Referral - Tier Three - Default - Default - Default	Customer is seeking goodwill assistance for the repair
Product - Air Conditioning / Heater - Evaporator - Other - Default	Customer is seeking reimbursment for the repair work done IRF
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer states the Air Bags Lights came ON
Product - Engine - Unknown - Check Engine Lamp On/Flashing - Default	Customer states the Check Engine Lights came ON

The repair work was done at the IRF that is Firestone  
Customer states the A/C went out of warranty on April 2008 customer had to replace the Rear Evaporator for \$900 Customer is seeking reimbursement.

Customer states now the vehicle is at the dealership 43666 and the Check Engine lights came ON and the Air bags Lights came ON. Customer states the cost for the repair is \$1,100

Customer is seeking goodwill assistance for the repairs

Agent consulted floor support PA166. Agent transfer the call to Tier 03  
Owner is angry, requesting reimbursement for an a/c repair she chose to have performed by Firestone. Owner says she never goes to dealers because they re more expensive than independents. Informed owner that there will be no reimbursement for the a/c repairs. Reviewed current diagnosis with the SM Dominic. This is the selling, DSA dealer. SM says that he s willing to cover the EGR valve and front impact sensors, if the customer pays for the maintenance and diagnostic fee - less the coupons she has. SM says the dealer will honor the coupons. Maintenance required is a throttle body cleaning, alignment, oil change, and air filter. SM says customer s cost is \$385, minus her coupon discounts. Agent informed owner, who accepts the offer and will contact her advisor Marty.

**Customer Assistance Inquiry Record (CAIR)#****17928026**

<b>Vin</b>	1C4GP45R3	5B415401	<b>Open Date</b>	09/23/2008	<b>Build Date</b>	06/21/2005	
<b>Model Year</b>	05	<b>Body</b>	RSYH52	CHRYSLER TOWN & COUNTRY FWD SWB WAGON			
<b>In Service Dt</b>	07/06/2005	<b>Dealer</b>	67473	<b>Dealer Zone</b>	42	<b>Mileage</b>	49,842
<b>Name:</b>	VOORHEIS, ANDREW J					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	119 SOUTH ST					<b>Home Phone</b>	(419) 294-4889
	UPPER SANDUSKY OH 43351-1538					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer states that air bag lamp keep on flashing as sensor is broken.
Referral - Tier Three - Default - Default - Default	Customer states that air bag lamp keep on flashing as sensor is broken.

## \*\*\*\*Begin structured narrative T2 - GOODWILL ESCALATION

What is the customer requesting from Chrysler?

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

Service contract (Chrysler or 3rd party) that would cover the repair?

Original owner? (yes/no) If no, purchased when?

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

Is there any repair history related to the current concern?

Has the vehicle been diagnosed by a Chrysler, Dodge or Jeep dealership?

Service dealer code?

Service manager name?

NIC of team leader/floor walker who authorized escalation of caller?

## \*\*\*\*End structured narrative T2 - GOODWILL ESCALATION

Customer states that air bag lamp keep on flashing as sensor is broken.

Agent gave the reference no to the customer and transferred to T3.

Approved by NS670.

Purchased New or Used? New

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

From whom did customer purchase used vehicle?

N/A

Customer is calling to verify the recall for the airbag light is not on his vehicle. Customer states that he took the vehicle to an independent repair facility for repairs and was informed that the model years before this one has a recall for the airbag light. Customer is seeking to know why his vehicle would not qualify for this recall, as this appears to be the same issue. Agent informed customer that the recall is specific to vehicles that were built before his and the materials changed when his was built and that is why the recall is not on this vehicle. Agent informed customer that if the recall did apply, or should in the future, he would be notified. Customer is seeking assistance on this repair being covered by Chrysler.

Owner/Customer was informed that in order to review their case for possible assistance, the owner would need to bring the vehicle to an authorized facility and authorize diagnostics.

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.

<b>Customer Assistance Inquiry Record (CAIR)#</b>						<b>17937794</b>	
<b>Vin</b>	2D4GP44L8	5R580085	<b>Open Date</b>	09/25/2008	<b>Build Date</b>	06/20/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	07/15/2005	<b>Dealer</b>	63292	<b>Dealer Zone</b>	32	<b>Mileage</b>	35,400
<b>Name:</b>	GHIO, PETER J					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	10 DEARBORN RD					<b>Home Phone</b>	(781) 272-1291
	BURLINGTON MA 01803-3017					<b>Country</b>	UNITED STATES

Corporate - Warranty Coverage - Default - Default - Default	Customer seeks warranty information.
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Customer called in regarding the warranty information on the airbag light. Agent informed the customer that the component is out of warranty.

**Customer Assistance Inquiry Record (CAIR)#****17938764**

<b>Vin</b>	2A8GP54L2	6R635367	<b>Open Date</b>	09/25/2008	<b>Build Date</b>	08/22/2005	
<b>Model Year</b>	06	<b>Body</b>	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON			
<b>In Service Dt</b>	09/14/2005	<b>Dealer</b>	66799	<b>Dealer Zone</b>	32	<b>Mileage</b>	62,908
<b>Name:</b>	FARRUGIA, KATHERINE G					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	116 TYLER DR					<b>Home Phone</b>	(315) 253-6006
	AUBURN NY 13021-2926					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer complains about air bag light sensor.
Referral - Tier Three - Default - Default - Default	Referral to T3.

**\*\*\*\*Begin structured narrative T2 - GOODWILL ESCALATION**

What is the customer requesting from Chrysler?

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

Service contract (Chrysler or 3rd party) that would cover the repair?

Original owner? (yes/no) If no, purchased when?

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

Is there any repair history related to the current concern?

Has the vehicle been diagnosed by a Chrysler, Dodge or Jeep dealership?

Service dealer code?

Service manager name?

NIC of team leader/floor walker who authorized escalation of caller?

**\*\*\*\*End structured narrative T2 - GOODWILL ESCALATION**

Customer complains about air bag light sensor problem on her vehicle.

Customer states that this is the third time she is experiencing this same problem. Customer also alleges that the dealership 66799 over charged her and would never go back to this dealership. Agent transferred the call to T3.

9/25/08 1st owner. 5 other Chrysler vehicles. Owner called regarding above. Air bag light is on again. Owner states this will be the 3rd time for the same problem. Vehicle was last at the dealer for this same problem in 3/08. Owner paid over \$200.00 for the repair at that time. Dealer is now advising the owner it is a different sensor. Owner is seeking assistance. Owner claims dealer did not notify her up front she would be responsible for a \$90.00 diagnostic fee if she take the vehicle someplace else for the repairs. Verified prior repair with Service Manager (SM), John. SA states currently the left front impact sensor and wiring needs to be replaced. No abuse or neglect. SM needed to obtain repair cost information. Owner could not wait any longer. Offered to call owner back at 315-253-6006. Call was disconnected while waiting for SM. Waited for SM for an extended period of time. SM was not able to come back. Service Advisor (SA), Pete took agents information for a call back from the SM. Advised owner of the above information. SM and owner were both informed agent will be out of the office tomorrow (9/26/08). Customer called in for the same concern. Agent transferred the call to tier 3 for further assistance as case previously handled by them. Authorized by SS1246

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Customer calling in regards to above concern and states that she was disconnected. Transferred call to Tier 3 for further assistance. Approved by SS1246.

Purchased New

Customer states the air bag light is on and dealership 66799 wants to charge \$90 just to look at vehicle. States this is the third time issue has occurred. States she does not trust 66799. States the left side air bag sensor needs replaced and wants Chrysler to fix this and pay for it. States she would rather go back 09866 and does not think the sensor should cost \$294. Advised CCAC does not have information on the part costs. States she will call 09886.

**Customer Assistance Inquiry Record (CAIR)#****17946710**

<b>Vin</b>	2D4GP44L9	7R151055	<b>Open Date</b>	09/30/2008	<b>Build Date</b>	09/25/2006	
<b>Model Year</b>	07	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT LWB WAGON			
<b>In Service Dt</b>	11/25/2006	<b>Dealer</b>		<b>Dealer Zone</b>		<b>Mileage</b>	11,502
<b>Name:</b>	ARASIN, DANIEL					<b>Contact Type</b>	E-MAIL
<b>Address</b>	40 DEVON STREET					<b>Home Phone</b>	
	NORTH ARLINGTON NJ 07031					<b>Country</b>	UNITED STATES

Product - Electrical - Unknown - Noisy -  
Default

Customer wants to know that what time it takes to repair the  
vehicle

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

Service Repair on Airbag System Sensor in Front End of 2007 Grand Caravan

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

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

I recently brought in my 2007 Grand Caravan for the airbag light coming on. Dealer stated that front impact sensor wiring harness was pulled from the connector and the connector was cracked. What is the standard service time to fix this repair? Thank you.

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

Dear Daniel:

Thank you for contacting the Chrysler Customer Assistance Center regarding your 2007 Dodge Grand Caravan Sxt Lwb Wagon.

We appreciate the time and effort that you took to write to us. In response to your email we recommend that you contact your local factory-authorized dealer to schedule an appointment. If, after meeting with your dealer, these concerns are still not resolved to your satisfaction, please re-contact us by email or by phoning our office at 1-800-992-1997. We will be happy to review the situation with you at that time as we can not be able to diagnose the vehicle over the phone only our dealership will be able to give you the time frame.

Thanks again for your email.

Sincerely,

Charles Franklin

Customer Service Representative

Chrysler Customer Assistance Center

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

**Customer Assistance Inquiry Record (CAIR)#****17952377**

<b>Vin</b>	1D4GP24R1	5B313846	<b>Open Date</b>	09/30/2008	<b>Build Date</b>	02/09/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON			
<b>In Service Dt</b>	03/08/2005	<b>Dealer</b>	38713	<b>Dealer Zone</b>	32	<b>Mileage</b>	72,000
<b>Name:</b>	DORING, EMILY A					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	143 N MAIN ST					<b>Home Phone</b>	
	HOLLAND NY 14080-9704					<b>Country</b>	UNITED STATES

Product - Steering - Tubes and Hoses - Leaks - Default	States that air bag not functioning.
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	States that she is having issues with the clock spring in the vehicle.

Customer called in to state that air bag is not functioning as a result of the power steering leaks. The customer relates to safety issue. The agent transferred the call to T-3 for further handling . Authorized by Am1107

Purchased New or Used? Used

If Used, date purchased? 10/24/06 Mileage? na

From whom did customer purchase used vehicle?

na

The customer states that she just had an inspection and the rack and pinion steering gear is leaking. She states that she has also been told that the clock spring in the vehicle needs to be replaced, she states that this is causing her air bag light to come on. The customer states that she is seeking assistance with the replacement of the clock spring because it is a safety related item. The customer states that she took the vehicle to an IRF for the diagnosis.

Informed customer that before Chrysler considers 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 is seeking out of warranty assistance in the form of Assistance with the clockspring replacement.



**Customer Assistance Inquiry Record (CAIR)#****17952411**

<b>Vin</b>	2D4GP44L4	6R641689	<b>Open Date</b>	09/30/2008	<b>Build Date</b>	08/22/2005	
<b>Model Year</b>	06	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	12/31/2005	<b>Dealer</b>	44746	<b>Dealer Zone</b>	51	<b>Mileage</b>	39,509
<b>Name:</b>	KNUEPPEL, ROBERT H					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	785 SPRUCE ST					<b>Home Phone</b>	(920) 349-3472
	HUSTISFORD WI 53034-9728					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer experiencing a problem with the air bags lights being on.
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Customer experiencing a problem with the air bags lights being on. He told the agent that he is experiencing this problem when the vehicle was under warranty. At that time the dealership 44746 replaced the right front impact sensor. And now when the warranty on the vehicle is expired the customer is experiencing the same problem again and this time the dealership told him that they have to replace the left front impact sensor and for that they are charging an amount of \$175. And according to the customer the dealership should have replaced both the parts at the same time and that is why he wants chrysler to assist him in the repair charges. Agent after consulting with ll679 transfered the call to tier3. As a one-time goodwill gesture, Chrysler will reimburse customer \$175.00. Customer will be responsible for a co-pay in the amount of \$0.00. Decision to offer goodwill based on known issue with impact sensors, writer spoke to Service Manager, Mark, dealer 44746. Dealer states known issue with impact sensors, right front impact sensor replaced in January 2008 under warranty. Dealer states impact sensors do not go out in pairs, therefore could not replace both impact sensors under warranty in January. Dealer also states customer is loyal. Writer provided customer with Chrysler customer assistance center address and advised to submit The original receipt of the paid repair invoice. Writer advised customer offer good for 30 days.

<b>Customer Assistance Inquiry Record (CAIR)#</b>						<b>17952620</b>	
<b>Vin</b>	1D4GP45R3	5B416969	<b>Open Date</b>	09/30/2008	<b>Build Date</b>	06/30/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKH52	DODGE CARAVAN SXT FWD SWB WAGON			
<b>In Service Dt</b>	10/12/2005	<b>Dealer</b>	41055	<b>Dealer Zone</b>	32	<b>Mileage</b>	39,000
<b>Name:</b>	MITCHELL, ROBERT L					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	PO BOX 165					<b>Home Phone</b>	(518) 828-3762
	STOTTVILLE NY 12172-0165					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Other - Unknown	Customer facing problem with the impact sensor
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Customer facing problem with the impact sensor. Agent updated the phone number and transferred the call to Tier 3.

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Owner is claiming he saw something on the internet regarding impact sensors.

I researched the database and advised there are no open recalls on this vehicle.

There is no related repair history and the reason why the dealer charged him for the repairs is because he is out of warranty.

I reviewed the warranty parameters with the owner and concurred with the dealer. Owner says ALL safety items should be warranted like the catalytic converter (?)

note: servicing dealer was FIVESTAR/SDSA.

**Customer Assistance Inquiry Record (CAIR)#****17959479**

<b>Vin</b>	2D4GP44LX	6R741599	<b>Open Date</b>	10/02/2008	<b>Build Date</b>	11/17/2005	
<b>Model Year</b>	06	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	12/11/2005	<b>Dealer</b>	44601	<b>Dealer Zone</b>	32	<b>Mileage</b>	54,000
<b>Name:</b>	PLATTE, APHRODITE E					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	23 CUTTER LN					<b>Home Phone</b>	(401) 624-2443
	TIVERTON RI 02878-4263					<b>Country</b>	UNITED STATES

Referral - Tier Three - Default - Default - Default	Customer is referring cair number-17850421
Product - Body / Trim / Paint Finish - Air Bag - Other - Unknown	Customer states that its ongoing problem for air bag light that keeps com

Customer states that its ongoing problem for air bag light that keeps coming on. It was replaced earlier which cost \$450 for the repair. Now customer states that dealership is charging \$90 for diagnose and will charge \$450 for the repair. Agent transferred to tier 3.

Customer called regarding the airbag light has come on for the second time. 1st time, he brought in on 08/28/2008 and the problem was fixed by the dealership under warranty costing \$450.00. Customer brought the vehicle to the Dartmouth Chrysler Jeep Dodge dealership today 10/02/08 and spoke with Kelly, service representative. Customer agreed to pay the \$90.00 diagnoses but does not feel he should have to pay anymore and stated that it sounds like defect for the airbag light that keeps coming on. Called Dartmouth Chrysler dealership and spoke to Service Advisor, Debbie and she explained that they are currently working on the vehicle, she said, they replace the airbag module the last time, but seems to be a different problem this time, they do not have a diagnoses on the problem yet, it will take a few more hours. Writer explained to customer that we need to wait for the diagnoses first before determining to the next step on the matter. Writer let customer know that Chrysler will call him back on the status.

Called Dartmouth Chrysler Jeep Dodge and spoke to Debbie (SA) and they made a decision to DSA the repair for the customer. Debbie, (SA) stated that their technician found that the front control module needed to be replaced and the testing done earlier on the coding was inaccurate information, the dealership has decided to assist customer with all the repair, customer not paying any cost. Dealership has contacted customer and went over the information.

**Customer Assistance Inquiry Record (CAIR)#****17964219**

<b>Vin</b>	2D4GP44L0	6R612142	<b>Open Date</b>	10/03/2008	<b>Build Date</b>	08/05/2005	
<b>Model Year</b>	06	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	09/29/2006	<b>Dealer</b>	68679	<b>Dealer Zone</b>	66	<b>Mileage</b>	54,400
<b>Name:</b>	BUNN, PAUL G					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	301 HYLAN AVE					<b>Home Phone</b>	(910) 582-0794
	HAMLET NC 28345-2427					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer experiencing a problem with the air bags.
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Customer experiencing a problem with the air bags being on. He told the agent that he started experiencing this problem when the mileage on the vehicle was 6000 miles. And after that this problem occurred again and again. He went to the dealership 68679 four times for this problem and still now the problem is not fixed. He told the agent that the dealership replaced the seat belt pretensioner 2 times as well as the seat belt buckle once and they were not able to fix the problem and that is why the customer wants Chrysler to assist him so that the problem can be fixed as well as he does not have to pay for the repair charges. Agent took the number of the dealership and had a word with Andy, the service manager. He told the agent that the customer moves around the places and the last time he visited the dealership on May 08 and they replaced the seat belt buckle. He also told the agent that if the problem is with the same part then they will not charge him but if the problem is due to a different part then the customer will be charged. Agent informed the same to the customer.

**Customer Assistance Inquiry Record (CAIR)#****17967418**

<b>Vin</b>	1D4GP24R4	5B343262	<b>Open Date</b>	10/06/2008	<b>Build Date</b>	03/09/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON			
<b>In Service Dt</b>	09/29/2005	<b>Dealer</b>	68991	<b>Dealer Zone</b>	32	<b>Mileage</b>	53,815
<b>Name:</b>	LOSO, PATRICK					<b>Contact Type</b>	FAX
<b>Address</b>	5929 FAIRWAY LN					<b>Home Phone</b>	(315) 337-7689
	ROME NY 134409384					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default

Customer seeking reimbursement,

POSTMARK DATE: 100308; DATE RECEIVED: 100608

Customer seeking reimbursement for the repairs done on the impact sensor s wiring. Customer thinks that there is a recall on that part as the wiring and the sensors were replaced. But the recall is on the Air conditioning and heater tube, and these parts are no where related to each other.

So agent reviewed the case and denied the reimbursement.

So agent sending a form letter no 071 that the repairs are not related with the recall.

\*\*\*\*Updated COIN, dealer & mileage.

**Customer Assistance Inquiry Record (CAIR)#****17968473**

<b>Vin</b>	2C4GP54L6	5R601826	<b>Open Date</b>	10/06/2008	<b>Build Date</b>	07/06/2005	
<b>Model Year</b>	05	<b>Body</b>	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON			
<b>In Service Dt</b>	07/29/2005	<b>Dealer</b>	60066	<b>Dealer Zone</b>	32	<b>Mileage</b>	60,000
<b>Name:</b>	RZEZNIK, CHRISTOPHER R					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	68 HAMMERSCHMIDT AVE					<b>Home Phone</b>	
	BUFFALO NY 14210-2229					<b>Country</b>	UNITED STATES

Corporate - Recall - Default - Default - Default

Customer called in inquiring about a recall.

Customer called in inquiring about a recall for control airbag sensor front. Informed the customer that there was no recall on the vehicle. Customer insisted that he checked on the NHTSA website and there was a recall and there was no recall announced on Chrysler website. Informed the customer that recalls are VIN specific. Customer was not satisfied with the resolution provided. Insisted to talk to a supervisor. Transferred to supervisor.

\*\*\*\*\* NS657 \*\*\*\*\*

Explained the recall policy to the customer. Customer understood. As its a safety issue transferred to Tier 3 and informed the same to the customer. ( no goodwill promised.)

\*\*\*Writer waiting to speak to dealer 60066, who is out of the office today.

##### DIRECT-TO-DEALER ##### ATTENTION SERVICE  
DIRECTOR OR SERVICE MANAGER The USCAC is sending this CAIR to you because of a goodwill policy decision that was made on behalf of this customer. A pre-auth has been created within GWA for 49.20. The customer has accepted to pay 225.00 co-pay. If you need additional assistance with this PA, contact js1631 at 800-992-1997 extension 66094. Customer has been informed of this decision. Customer will call for a appointment. Please update and close CAIR when complete #####  
REASSIGNED TO BC/DLR 32 60066 10/07/08 13:47 R 17968473  
REASSIGNED TO BC/DLR 32 60066 11/03/08 09:49 R 17968473  
service mgr ed shaffer is aware of goodwill offer

**Customer Assistance Inquiry Record (CAIR)#****17981776**

<b>Vin</b>	2D4GP44L1	5R579778	<b>Open Date</b>	10/09/2008	<b>Build Date</b>	06/21/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	07/18/2005	<b>Dealer</b>	44811	<b>Dealer Zone</b>	42	<b>Mileage</b>	61,000
<b>Name:</b>	SAILOR, ROBERT L					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	6474 OAK CT					<b>Home Phone</b>	(269) 473-3155
	BERRIEN CTR MI 49102-8707					<b>Country</b>	UNITED STATES

Corporate - Recall - Default - Default - Default	Customer enquiring about pending recall on vehicle
Product - Body / Trim / Paint Finish - Air Bag - Other - Front Passengers Side	Customer states that the front right airbag is defective

Customer calls seeking recall information. Advised the customer there are no incomplete recalls for this vehicle. The customer was also advised a notification letter will be mailed to the address on file in the event their vehicle is involved in a future recall.

Customer states that the front right airbag is defective. Customer states that an IRF diagnosed the vehicle last winter. Agent advised the customer to get the vehicle diagnosed by an authorized dealership and give Chrysler a call back if required.

\*\*\*\*\*Next Agent\*\*\*\*\*

Customer called in regarding the same concern, customer states that there are several issues with the airbag, customer states that it needs a sensor harness and is gone corroded, customer states that the sensors needs to be replaced, customer states that his vehicle is not involved under the airbag recall o802007. The cost of repair would be \$502 for the repair at the dealership 44811, customer states that wants Chrysler to pay for the repair as it is a safety issues and is a loyal customer. First owner seeking for goodwill assistance and owns 5 vehicles in the Chrysler records. Agent consulted with ?Internal escalation? GC314 and transferred the call to t3 for further handling.

Customer states call did not get through to senior staff. Agent transferred the call to T3. Approved by KS647  
As a one-time goodwill gesture, Chrysler will assist in these repairs. Customer will be responsible for a co-pay in the amount of \$100.00.

##### DIRECT-TO-DEALER #####

ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER

The USCAC is sending this CAIR to you because of a goodwill policy decision that was made on behalf of this customer. A pre-auth has been created within GWA. If you need additional assistance with this PA, contact Ingrid at 800-992-1997 extension 66079.

Customer has been informed of this decision. If not, please contact this customer and extend the goodwill offer as discussed.

Please update and close CAIR when complete

#####

**Customer Assistance Inquiry Record (CAIR)#****17985112**

<b>Vin</b>	2C8GP54L7	5R460781	<b>Open Date</b>	10/13/2008	<b>Build Date</b>	03/07/2005	
<b>Model Year</b>	05	<b>Body</b>	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON			
<b>In Service Dt</b>	07/16/2005	<b>Dealer</b>	60180	<b>Dealer Zone</b>	42	<b>Mileage</b>	93,000
<b>Name:</b>	BRYANT, KEN					<b>Contact Type</b>	E-MAIL
<b>Address</b>	8826 GLEN ABBEY CT					<b>Home Phone</b>	(937) 748-5324
	SPRINGBORO OH 45066					<b>Country</b>	UNITED STATES

Corporate - Recall - Default - Default - Default

inquiring about the repairs to be done under recall

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

I am told my vehicle isn't part of recall 07v192000- I agreed to a \$88 charge for diagnosis- Dealer wants to charge me for a sensor unit he burned up while deciding I needed another part - a control unit for air bag. continued below

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

Purchased New or Used? New

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

Please decode my vin number which follows 2C8GP54L75R460781 and email decoded structure. Continued-- It appears the diagnosis is a replacement until I get it right approach at customer expense. I read recall information- seems I should be covered?

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

Dear Ken:

Thank you for contacting the Chrysler Customer Assistance Center regarding your 2005 Chrysler Town & Country.

We have reviewed your email concerning the inquiry about the repair that the dealership is not ready to perform under recall. We appreciate the time and effort you took to write to us.

In response to your email, we suggest that you contact the Customer Assistance Center at 1-800-992-1997 between 8:00 a.m. and 5:00 p.m. Monday through Friday (in all Continental Time Zones). It is necessary to discuss this issue with you directly.

When calling the Customer Assistance Center, please have your Reference # 17985112 and the following information handy:

Vehicle owner name

Vehicle owner address

Day and evening phone numbers

Vehicle Identification Number (VIN)

Name of dealership where vehicle was purchased

Date of purchase

Dealership where service was performed

Date of last service

Current vehicle mileage

An explanation of the problem

We have Customer Service Representatives available to address your questions and concerns.

Thank you for your email and for sharing your concern with us.

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

-----  
Customer calling in regards to above concern. Customer wants to know why his vehicle was not involved in the recall. Informed customer that recalls are VIN specific. Customer wanted to get his VIN decoded. Informed customer that he could find the VIN decoder on the internet. Customer got irate and hung up.



**Customer Assistance Inquiry Record (CAIR)#****17985244**

<b>Vin</b>	2A8GP54L2	6R635367	<b>Open Date</b>	10/10/2008	<b>Build Date</b>	08/22/2005	
<b>Model Year</b>	06	<b>Body</b>	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON			
<b>In Service Dt</b>	09/14/2005	<b>Dealer</b>	09866	<b>Dealer Zone</b>	32	<b>Mileage</b>	65,111
<b>Name:</b>	FARRUGIA, KATHERINE G					<b>Contact Type</b>	LETTER
<b>Address</b>	116 TYLER DR					<b>Home Phone</b>	(315) 253-6006
	AUBURN NY 130212926					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer complains about air bag light sensor.
---	--

POSTMARK DATE: 100108; DATE RECEIVED: 101008

Customer is seeking reimbursement for the repairs done on the air bag light sensor.

Customer says that it is a reoccurring problem and the customer had taken the vehicle to the 09866 dealership and got it replaced.

Customer has sent the repair invoice.

\*\*\*\*\*

Agent called the 09866 dealership and spoke to Mr. Dean Service advisor and he told the agent that there is no physical abuse to the vehicle but this problem is reoccurring again because of the salty weather conditions in that area.

Most of the vehicle is having recalls on this particular part.

He also told the agent that the payment was made by credit card.

\*\*\*\*\*

Agent reviewed the documents and consulted SK563 and decided that as a one time goodwill gesture Chrysler will reimburse the customer for \$117.23 for the following reasons:

1. The customer has 7 vehicles is household?5 disposed all original owner, 1 current and 1 original owner?
2. The vehicle is out of warranty by miles but is still in warranty by time.
3. The repairs were done at an authorized dealership.
4. There is a repair history on the vehicle.

\*\*\*\*\*

Agent is submitting a check of \$117.23 for approval.

\*\*\*\*\*

Agent updated the coin, mileage and the dealership.

Customer called in to find why she received a check. Agent informed that this reimbursement for the air beg sensor

**Customer Assistance Inquiry Record (CAIR)#****17997753**

<b>Vin</b>	2D4GP44LX	5R438398	<b>Open Date</b>	10/15/2008	<b>Build Date</b>	02/09/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	02/14/2005	<b>Dealer</b>	67057	<b>Dealer Zone</b>	42	<b>Mileage</b>	62,000
<b>Name:</b>	REED, WILLIAM T					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	1017 N MICHIGAN AVE					<b>Home Phone</b>	
	HOWELL MI 48843-1241					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer complain about the air bag light.
Referral - Tier Three - Default - Default - Default	Customer seeking goodwill assistance.

\*\*\*\*Begin structured narrative T2 - GOODWILL ESCALATION

What is the customer requesting from Chrysler?

Goodwill

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

26000 miles

Service contract (Chrysler or 3rd party) that would cover the repair?

no

Original owner? (yes/no) If no, purchased when?

No, 11/30/06

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

7 Chrysler products

Is there any repair history related to the current concern?

No

Has the vehicle been diagnosed by a Chrysler, Dodge or Jeep dealership?

Yes

Service dealer code?

67057

Service manager name?

NA

NIC of team leader/floor walker who authorized escalation of caller?

LL679

\*\*\*\*End structured narrative T2 - GOODWILL ESCALATION

The customer called in with the reference number 17887859. The customer states that the airbag light is flashing on. The customer had taken the vehicle to the dealership for diagnose and the dealership told him that the airbag sensors are not able to communicate with the computer due to some corrosion. The total cost of the repair would be \$300.00. The customer seeking goodwill assistance from Chrysler. The agent transferred the call to tier 3 for further assistance.

The customer felt the corrosion was caused by the issue that was done on the vehicles for the same year but they stopped the recall just before his vehicle. Writer called the dealership and spoke to the SM Sam. SM stated that recall has nothing to do with this issue And described where the corrosion was. The warranty price is \$203.12. This vehicle is used and the SM said he has had very little business from this customer. The vehicle is 26,000 miles out of warranty. But because the customer is a good Chrysler customer and has bought 7 vehicles so writer offered the customer a split. Writer offered to the customer if they would pay \$105.00 Chrysler would pay the rest. Customer asked what would happen if they do a recall on this issue. Writer stated that he would need to keep his documentation and then he could apply for a refund.

**Customer Assistance Inquiry Record (CAIR)#****18000505**

<b>Vin</b>	1D4GP45R3	6B629194	<b>Open Date</b>	10/16/2008	<b>Build Date</b>	01/12/2006	
<b>Model Year</b>	06	<b>Body</b>	RSKH52	DODGE CARAVAN SXT FWD SWB WAGON			
<b>In Service Dt</b>	03/22/2006	<b>Dealer</b>	99999	<b>Dealer Zone</b>	35	<b>Mileage</b>	49,000
<b>Name:</b>	JIMERSON, SUZANNE					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	292 W WASHINGTON ST					<b>Home Phone</b>	(814) 368-7999
	BRADFORD PA 16701-2853					<b>Country</b>	UNITED STATES

Product - Electrical - Lamps and Switches - Other - Default	airbag light comes on
Corporate - Warranty Coverage - Default - Default - Default	seeking for warranty information
Corporate - CNA Change - Default - Default - Default	wanted to get registered as the new owner

The customer called in seeking for the warranty information as the air bag light has come on.

The agent informed her that the vehicle is out of warranty and suggested her to get the vehicle diagnosed at an authorised CJD dealership.

Also updated the owners information in coin as there was no owners information

\*\*customer called in the same and wants to know the warranty information hence the agent informed the caller that there is no warranty on the vehicle.

**Customer Assistance Inquiry Record (CAIR)#****18003819**

<b>Vin</b>	2D4GP44L4	5R514410	<b>Open Date</b>	10/17/2008	<b>Build Date</b>	04/06/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	04/29/2005	<b>Dealer</b>	68991	<b>Dealer Zone</b>	32	<b>Mileage</b>	50,826
<b>Name:</b>	SCHWEGEL, KERRI					<b>Contact Type</b>	LETTER
<b>Address</b>	12460 REDFIELD RD					<b>Home Phone</b>	
	CAMDEN NY 133165612					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Other - Unknown

Customer is seeking reimbursement.

POSTMARK DATE: 100308; DATE RECEIVED: 101508

Customer states that on 15th of September 2008 the right front sensor of his vehicle was replaced and he was charged \$104.20. Customer states that he did not purchase the vehicle in one of the states listed on the recall shortly after purchasing the vehicle.

\*\*\*\*\*

Customer has received a letter from NHTSA. Customer states that this part is covered as recall part hence customer is seeking reimbursement \$104.20. Customer has sent in the invoice related to the repair and the proof of payment along with the NHTSA.

\*\*\*\*\*

Agent Workbench and as per the records there is no recall on air bag sensors.

\*\*\*\*\*

Agent called the customer and spoke with Ms. Kerri ,informed her that there is no recall on this vehicle. Customer was convinced hence she asked for the supervisor.

\*\*\*\*\*Supervisor took the call\*\*\*\*\*

Supervisor informed the customer that chrysler will not participate in this reimbursement as there is no recall declared on air bag sensors. Customer insisted that recall is declared in her state. Supervisor informed the customer that recalls are VIN specific not state specific. Customer was not willing to understand. Agent closing the CAIR.

**Customer Assistance Inquiry Record (CAIR)#****18005033**

<b>Vin</b>	1D4GP45R0	5B430196	<b>Open Date</b>	10/17/2008	<b>Build Date</b>	06/21/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKH52	DODGE CARAVAN SXT FWD SWB WAGON			
<b>In Service Dt</b>	08/22/2005	<b>Dealer</b>	41461	<b>Dealer Zone</b>	32	<b>Mileage</b>	57,030
<b>Name:</b>	SAHRLE, HEATHERA AND BR R					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	89 MAIDA DR					<b>Home Phone</b>	
	SPENCERPORT NY 14559-1733					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Improper Installation - Unknown	Customer is facing problem with the air bags.
Referral - Tier Three - Default - Default - Default	Customer is seeking goodwill

\*\*\*\*Begin structured narrative T2 - GOODWILL ESCALATION

What is the customer requesting from Chrysler?

Customer is seeking goodwill

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

Service contract (Chrysler or 3rd party) that would cover the repair?

Original owner? (yes/no) If no, purchased when?

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

Is there any repair history related to the current concern?

Has the vehicle been diagnosed by a Chrysler, Dodge or Jeep dealership?

Service dealer code?

Service manager name?

NIC of team leader/floor walker who authorized escalation of caller?

kp285

\*\*\*\*End structured narrative T2 - GOODWILL ESCALATION

Customer is facing problem with the air bags. Customer is seeking goodwill for the repairs done on the air bag worth \$400. Agent transferred the call to tier 3. Authorised by kp285

Customer requesting a Service Contract deductible waiver. Writer transferred to service contracts.

customer transferred from ccac t3. she was seeking a deductible waiver on the sc. She seems to be given a goodwill for some other concern she was irate as she was speaking to three different people and for 40 minutes.

Advised the dealer needs to call us for a deductible waiver. She was irate hence offered that writer calls him and transfer him to the appropriate department for a review. The customer requested a call back after this is sorted out next agent please review her request and call her with resolution dealer s no# 5852258000 customer s no# 5857340157. spoke to micheal who said that this is not an sc problem the total repairs cost is \$470 and it is a air bag sensor which she thinks should be a recall they are giving a goodwill the part is not covered under the sc (lop# 08142502 not covered) it is a copay they pay \$370 she pays \$100 but she is not happy and doesn't want to pay \$100. she called to get that waived (however she was referring it as deductible waiver)

\*\*\*\*\*She Is Not Seeking Deductible Waiver For SC it is a copay goodwill and she deos not want to pay her part\*\*\*\*\*

called customer advised that the repairs are not covered under the sc or warranty and dealer has given her a good will of \$370 and she has to pay \$100 for that repairs.

customer very irate wanted chrysler to cover the repairs advised she has already been given a \$370 goodwill if she feels that this repair should be covered and she doesn't have to pay \$100 for that she can call 8009921997 for goodwill. Customer requested supervisor. vh516 took the call advised her that she has to call again as it is technically not possible to transfer the call to ccac she did that next agent transfer to t3 ccac at \*8100

note that even if the repairs were covered she had to pay \$100 that is her deductible under sc plan

Agent consulted with VS204, transferred to Tier 3 for further assistance  
Owner seeking waiver of 100.00 co-pay that dealer has offered for air bag repair. Vehicle is out of warranty and repair is not covered by her

service contract, so dealer offered 100.00 co-pay to reflect the service contract coverage and that deductible. Owner wants assistance to be 100%. Agent declined. CCAC concurs with dealer offer of assistance.

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**Customer Assistance Inquiry Record (CAIR)#****18009605**

<b>Vin</b>	1D4GP45R7	6B629019	<b>Open Date</b>	10/20/2008	<b>Build Date</b>	01/11/2006	
<b>Model Year</b>	06	<b>Body</b>	RSKH52	DODGE CARAVAN SXT FWD SWB WAGON			
<b>In Service Dt</b>	06/13/2006	<b>Dealer</b>	44044	<b>Dealer Zone</b>	71	<b>Mileage</b>	55,000
<b>Name:</b>	VASILOUDIS, VICKIE					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	761 SANTA LUCIA AVE					<b>Home Phone</b>	
	SAN BRUNO CA 94066-5414					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer states that the air bag sensor light keeps on flashing
--	--

Customer called in stating that the air bag sensor light keep on flashing and wants to know whether it is covered under warranty. Agent informed the customer that the air bag is covered under basic warranty and his basic warranty is expired due to mileage however he can still take the vehicle to the dealership and get the vehicle diagnosed and if he needs further assistance from Chrysler he can call us back.

**Customer Assistance Inquiry Record (CAIR)#****18011127**

<b>Vin</b>	2D4GP44L4	6R646360	<b>Open Date</b>	10/20/2008	<b>Build Date</b>	08/25/2005	
<b>Model Year</b>	06	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	08/31/2006	<b>Dealer</b>	43527	<b>Dealer Zone</b>	42	<b>Mileage</b>	43,000
<b>Name:</b>	BORGERT, JAMES W					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	31604 STEINKE RD					<b>Home Phone</b>	(269) 432-2835
	BURR OAK MI 49030-9649					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Air bag light is flashing
Product - Electrical - Unknown - Other - Default	Impact Sensor

Customer called in regards to the components:-

Impact sensor

Air bag light is coming on.

Went to the dealership so he informed that call Chrysler for assistance.

Called the SM at the dealership but the sales manager(Tom) inform that they have left for the day.

Customer case is pending so incase she calls tom, please check from the dealership for her concerns.

Customer case is to follow.

Tom from dealer states that left front impact sensor needs replacing again. Prior warranty repair in 1/08. Exact miles is 45723. Customer pay is 97.00. Agent will offer 25.00 co-pay.

UN09305561021

so owner will benefit from Mopar warranty.

Customer calling in for the same issue, agent informed the customer about the decision taken by tier 3. Customer very happy and appreciated.



**Customer Assistance Inquiry Record (CAIR)#****18014451**

<b>Vin</b>	1D4GP45R2	5B393829	<b>Open Date</b>	10/21/2008	<b>Build Date</b>	06/14/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKH52	DODGE CARAVAN SXT FWD SWB WAGON			
<b>In Service Dt</b>	07/02/2005	<b>Dealer</b>	68482	<b>Dealer Zone</b>	42	<b>Mileage</b>	38,602
<b>Name:</b>	STANLEY, CHARLES E					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	1513 6TH ST					<b>Home Phone</b>	(330) 923-3481
	CUYAHOGA FALLS OH 44221-4615					<b>Country</b>	UNITED STATES

Referral - Tier Three - Default - Default - Default

Safety related issues .

\*\*\*\*Begin structured narrative T2 - GOODWILL ESCALATION

What is the customer requesting from Chrysler?

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

Service contract (Chrysler or 3rd party) that would cover the repair?

Original owner? (yes/no) If no, purchased when?

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

Is there any repair history related to the current concern?

Has the vehicle been diagnosed by a Chrysler, Dodge or Jeep dealership?

Service dealer code?

Service manager name?

NIC of team leader/floor walker who authorized escalation of caller?

KP285

\*\*\*\*End structured narrative T2 - GOODWILL ESCALATION

Customer alleges that the airbag lighting on the vehicle is on &amp; He is worried as this is a safety concern.

Agent transfered the call to tier 3 for further handling .

advised customer their would be a 50.00 copay to have his airbag light fixed dealer sm will fix under warrenty

**Customer Assistance Inquiry Record (CAIR)#****18041780**

<b>Vin</b>	2D4GP44L4	6R762030	<b>Open Date</b>	10/30/2008	<b>Build Date</b>	12/16/2005	
<b>Model Year</b>	06	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	01/16/2006	<b>Dealer</b>	42894	<b>Dealer Zone</b>	71	<b>Mileage</b>	70,861
<b>Name:</b>	TAYLOR, PAUL					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	144 MULBERRY CIR					<b>Home Phone</b>	(209) 200-3035
	LODI CA 95240-7157					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Other - Unknown	The customer stated that the airbag light is on.
Corporate - Recall - Default - Default - Default	The customer wanted to know if there is any pending recall on the airbag.
Referral - Tier Three - Default - Default - Default	The customer wants Chrysler to participate in the repair cost.

Customer calls seeking recall information. Advised the customer there are no incomplete recalls for this vehicle. The customer was also advised a notification letter will be mailed to the address on file in the event their vehicle is involved in a future recall.

The customer stated that the air bag had to be previously repaired. The cost of the repairs were paid by the customer. The customer stated that the same problem is still persisting and would like Chrysler to participate in the repair cost of the vehicle. As the customer is seeking goodwill assistance. Agent consulted CT654 and transferred the call to Tier 3 for further assistance.

#####

\*\*\*Transfer authorized by CT654\*\*\*

#####

Clarification: This customer claims that he paid the dealer to repair an air bag light concern 5 months ago. He claims the light is back on, but acknowledges that he has not called the dealership or made an appointment for diagnosis. Owner wants agent to speculate on what may be found and guarantee him that he won't have to pay for anything. Agent informed owner that the CAC can't guarantee a free repair, nor diagnose his vehicle over the phone. Agent suggested that the customer contact the dealer. Informed owner that the dealer will require him to authorize diagnosis up front. Explained that it's possible that there may be a warranty on the previous work that was performed, if the same repair is necessary.

**Customer Assistance Inquiry Record (CAIR)#****18042743**

<b>Vin</b>	2A4GP64L4	6R706205	<b>Open Date</b>	10/30/2008	<b>Build Date</b>	10/22/2005	
<b>Model Year</b>	06	<b>Body</b>	RSYS53	CHRYSLER TOWN & COUNTRY LTD FWD LWB WAGON			
<b>In Service Dt</b>	06/12/2006	<b>Dealer</b>	67615	<b>Dealer Zone</b>	71	<b>Mileage</b>	22,000
<b>Name:</b>	WELTY, WILLIAM J					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	6840 SE WOODSTOCK BLVD					<b>Home Phone</b>	(503) 778-8091
	PORTLAND OR 97206-6522					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Air bag light on.
Corporate - Rental Vehicle - Default - Default - Default	Customer requesting for a rental vehicle.

Customer states that his vehicle is at the dealer 67615 and the passenger side air bag wiring harness of his vehicle needs to be replaced. Customer seeking a rental vehicle from Chrysler until these repairs are completed. Agent called the dealership 67615 and spoke to Serra who advised that that the vehicle is at the dealership and they have ordered a part for the repair. Serra advised that the customer has an after market SC on the vehicle which covers the first 3 days of rental for him. Serra also advised that she is not very sure about the parts arrival and the date when the repairs would be completed. Agent advised the customer that the rental is covered under the SC of his vehicle.

**Customer Assistance Inquiry Record (CAIR)#****18043037**

<b>Vin</b>	1D4GP25B2	6B516697	<b>Open Date</b>	10/30/2008	<b>Build Date</b>	08/08/2005	
<b>Model Year</b>	06	<b>Body</b>	RSKL52	DODGE CARAVAN SE FWD SWB WAGON			
<b>In Service Dt</b>	09/27/2005	<b>Dealer</b>	45126	<b>Dealer Zone</b>	51	<b>Mileage</b>	44,000
<b>Name:</b>	MONTANEZ, JESSICA					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	720 HOME AVE					<b>Home Phone</b>	(708) 386-5393
	OAK PARK IL 60304-1014					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Other - Unknown	Cusotmer complains about air bag light on.
Product - Suspension - Torsion / Sway Bars - Other - Unknown	Customer complains about sway bar problem.
Product - Electrical - Unknown - Other - Default	Customer complains rigth front sensor problem.
Referral - Tier Three - Default - Default - Default	repair assistance.

\*\*\*\*Begin structured narrative T2 - GOODWILL ESCALATION

What is the customer requesting from Chrysler?

repair assistance

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

8000 miles

Service contract (Chrysler or 3rd party) that would cover the repair?

NA

Original owner? (yes/no) If no, purchased when?

Yes

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

2

Is there any repair history related to the current concern?

NO

Has the vehicle been diagnosed by a Chrysler, Dodge or Jeep dealership?

Yes

Service dealer code?

45126

Service manager name?

NA

NIC of team leader/floor walker who authorized escalation of caller?

AM1106

\*\*\*\*End structured narrative T2 - GOODWILL ESCALATION

Customer complains about swary bar, air bag light and front end sensor

light problem. Customer states that this should be repaired under

warranty as she states it is not her problem which occur in front end

sensor and air bag ligh. The total estimated repair cost is \$369. Agent

transferred to tier 3 for any possible goodwill assistance. AM1106.

Candy Montanez the mother of Jessica Montanez and the driver of this

vehicle called. Customer stated that the harness needs to be replaced and

the sensor has had water leak inside. Customer does not think she should

pay for this because is must be a design issue if water gets inside.

Writer called the acting SM Mike. SM Mike stated that the wires had been

pulled and there is dirt and rust in the sensor. Writer stated that the

customer feels this is a defect in the sensor that the water got into it.

SM Mike stated he would repair the harness and senor with his DSA .

Writer assigned the cair to the dealership.

##### DIRECT-TO-DEALER #####

ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER

The USCAC is sending this CAIR to you because of a goodwill

policy decision that was made on behalf of this customer.

You have indicated you will be using your DSA to assist this customer.

The customer has been informed of this decision.

Please update and close CAIR when complete.

#####

REASSIGNED TO BC/DLR 51 45126 10/30/08 13:51 R 18043037

REASSIGNED TO BC/DLR 51 45126 12/03/08 12:38 R 18043037

This writer reviewed with the dealer service manager. The dealer advised

that they ended up replacing the right side air bag impact sensor on the

vehicle and it is currently repaired. Please refer to WRO # 65490, dated

10/31/08 for further information. Based upon this information, this writer is closing the CAIR at this time...mam50

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**Customer Assistance Inquiry Record (CAIR)#****18044304**

<b>Vin</b>	2D4GP44LX	7R348445	<b>Open Date</b>	10/30/2008	<b>Build Date</b>	04/04/2007	
<b>Model Year</b>	07	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT LWB WAGON			
<b>In Service Dt</b>	04/04/2007	<b>Dealer</b>	24044	<b>Dealer Zone</b>	63	<b>Mileage</b>	36,700
<b>Name:</b>	NASTAS, HANAN					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	10800 LOWE ST NE					<b>Home Phone</b>	(505) 332-3343
	ALBUQUERQUE NM 87111-1837					<b>Country</b>	UNITED STATES

Corporate - CNA Change - Default - Default - Default	Agent updated ownership
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer bag lamp coming on and off
Referral - Tier Three - Default - Default - Default	Goodwill
Product - Body / Trim / Paint Finish - Body Hardware - Broken, Cracked - Door-Sliding	Sliding door cracked

Mr. NASTAS called in and said that he is facing the following problems with the vehicle.

1. Air bags light comes on and off.

2. Sliding dooor broken so cannot close.

Customer seeking help from Chrysler. Agent advised the customer to get the vehicle diagnosed first and then call Chrysler as an inspection is necessary and the customer has not visited the dealership yet. Agent provided the Cair # to the customer and no promises were made.

Also agent updated the ownership for the customer

\*\*\*\*Begin structured narrative T2 - GOODWILL ESCALATION

What is the customer requesting from Chrysler?

Goodwill assistance.

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

700 miles

Service contract (Chrysler or 3rd party) that would cover the repair?

no

Original owner? (yes/no) If no, purchased when?

no

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

4

Is there any repair history related to the current concern?

no

Has the vehicle been diagnosed by a Chrysler, Dodge or Jeep dealership?

yes

Service dealer code?

24044

Service manager name?

na

NIC of team leader/floor walker who authorized escalation of caller?

PG606

\*\*\*\*End structured narrative T2 - GOODWILL ESCALATION

As advised customer called back with the diagnosis report. He states that the transmission has the dealy, air bag light come on and off and wire harness for the sliding door has broken. Dealer informed the customer that the total amount for the repair will be \$386.50 plus taxes. Customer is looking for the goodwill assistance. He states that the vehicle is out of warranty only by 700 miles. Agent transferred the call to T3 for further handling as per SF309.

Customer seeking assistance regarding the same concern. Agent referred to YS72 and transferred the call to Tier 3 for further handling.

Received transfer.

Called dealer and left message for Dan, SM, advising him of owner s request.

Will have dealer inform owner of final decision once it has been determined.

Owner understands.

Writer will authoirize repairs to sliding door, trans, and airbags.

Dealer will call for authorization.

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**Customer Assistance Inquiry Record (CAIR)#****18065785**

<b>Vin</b>	2C4GP54L0	5R587597	<b>Open Date</b>	11/07/2008	<b>Build Date</b>	07/05/2005	
<b>Model Year</b>	05	<b>Body</b>	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON			
<b>In Service Dt</b>	07/18/2005	<b>Dealer</b>	43720	<b>Dealer Zone</b>	51	<b>Mileage</b>	42,492
<b>Name:</b>	OKLESHEN, ORLANDO O					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	22637 RIDGEWAY AVE					<b>Home Phone</b>	(708) 748-8151
	RIGHTON PARK IL 60471-2513					<b>Country</b>	UNITED STATES

Referral - Tier Three - Default - Default - Default	Customer seeking goodwill assistance
Product - Body / Trim / Paint Finish - Air Bag - Other - Unknown	Customer complaining about the airbag light

Customer complaining about the airbag light, customer states he visited the dealership and they are charging him \$450 for the repair, and now the customer want Chrysler to pay for the same. Agent apologize for the same and transferred the call to T3, transfer approved by RP762.

Writer contacted dealer 43720n South Oak 708-747-7950, Service Manager Joe on vacation Service Advisor Dan in charge when SM on vacation, stated SA is going to use his DSA for Air Bag Light repair that came on.

##### DIRECT-TO-DEALER #####

ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER

CAC is sending this CAIR to you because of a goodwill policy decision that was made on behalf of this customer.

You have indicated you will be using your DSA to assist this customer.

The customer has not been informed of this decision. If not, please contact this customer and extend the goodwill offer as discussed. Please update and close CAIR when complete.

#####

REASSIGNED TO BC/DLR 51 43720 11/07/08 11:13 R 18065785

\*Contact Date:11/10/2008

Service Manager at the dealership has closed the Cair# 18065785

DCX goodwill repair is documented on Repair Order#277600

CAIR RETURNED FROM DEALER ON 11/10/2008 AT 10:45:52 R 18065785



**Customer Assistance Inquiry Record (CAIR)#****18071449**

<b>Vin</b>	1D4GP24R8	6B717244	<b>Open Date</b>	11/10/2008	<b>Build Date</b>	06/09/2006	
<b>Model Year</b>	06	<b>Body</b>	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON			
<b>In Service Dt</b>	06/12/2006	<b>Dealer</b>	44884	<b>Dealer Zone</b>	35	<b>Mileage</b>	26,642
<b>Name:</b>	BROSS, MARY B					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	2156 TOBACCO RD					<b>Home Phone</b>	
	NATHALIE VA 24577-3500					<b>Country</b>	UNITED STATES

Dealer - Used Car - Unknown - Unknown - Default	2ND OWNER OF RECORD
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Air bag light flashing.
Dealer - Parts - Transaction - Parts N/A / Backordered - Default	WORKING WITH MOPAR ON ISSUE

Customer says that the airbag light comes on and off. This has happened three or four times. Customer says that the vehicle is not in the dealership. Customer says that the dealership(44884) he used to take it to is telling there is a part which is to be ordered and it will be not be in the dealership until december. Agent transferred the call to tier 3 as this is a safety concern. Authorized by pk606.

Customer concerned that part ordered (harness), to correct airbag light, won't be in until December 15, and customer is concerned that airbag won't deploy if get in an accident. Customer requesting loaner vehicle or some type of rental. Writer spoke with Clyde 44884. Clyde said ordered special handling 10/15/2008. Writer spoke with dealership's Oscar, Parts mgr. Holding part for their customer 305-470-8000. Mike at 949-472-7430 said they sold part 2 months ago. Writer spoke with Clyde again and Clyde will set customer up with a rental and Chrysler agreed to pay \$30.00 per day up to 5 days at a time. Clyde will call back if rental needs extended. Chrysler will approve car rental extension due to dealer nor customer at fault that part is not available.

##### DIRECT-TO-DEALER #####

ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER

CAC is sending this CAIR to you because of a goodwill policy decision that was made on behalf of this customer for 5 days car rental \$30.00 per day 5 days, possibly extension due to part not available.

The customer has not been informed of this decision. If not, please contact this customer and extend the goodwill offer as discussed. Please update and close CAIR when complete.

#####

REASSIGNED TO BC/DLR 35 44884 11/10/08 13:29 R 18071449

\*Contact Date:11/13/2008

Service Manager at the dealership has updated the Cair# 18071449

Parts have been ordered.

Clyde, with dealer 44884, customer states the rental vehicle needs to be extended. Dealer states the part is on back order with an ETA of 12/15/08. Dealer expressed frustration with the time it takes to receive parts.

Clyde SM calls from 44884 calls seeking rental extension. Dealer used 16 days already. Writer agreed to 5 additional rental days at \$35. Part is a wiring harness for the air bag and part has not arrived yet. Part#5183598AA, dealer 44884, eta read 12/30...Bross's order is not in yet. as 82c redesignated car down situation

INVESTIGATION INDICATES DEALER ORDERED PART ON 10-15-08 DEALER ALSO PLACED VOR REQUEST SAME DAY MOPAR WORKING WITH SUPPLIER ON PRICE ISSUES FOR PART. NO FIRM ETA ON THIS PART. CALLED MOPAR AWAITING CALL BACK. MFP PER MOPAR BEST ETA FROM SUPPLIER IS 12-1 MFP

Attention Dealer: Please review the parts support and contact your

District Service Manager. Thanks

REASSIGNED TO BC/DLR 35 44884 11/25/08 15:20 R 18071449

\*Contact Date:11/26/2008

Service Manager at the dealership has updated the Cair# 18071449  
Parts have been ordered.

Dealer called for rental extention saying part will not be available  
until 12-15-08 at the soonest, caller looking for rental from 11-30-08 to  
12-9-08. Writer verified with mopar expediting order is on special  
handling and current ETA Jan 6, 2009. Writer consulted CP 730 and  
authorized the 10 day rental at \$30 per day. Writer will check on part  
availability and check with dealer on 12-9-08 SM Clyde 434-369-6681 Ext  
231.

Writer contacting dealer 44884 Service Manager Clyde 434-369-6681 ext 231  
to see if part has come in . Authorized PA for 7 days. \$210.00.

Writer contacted dealer 44884 SM Clyde part has not come in. Writer will  
need to get permission from TL Josie to PA for more time, the  
authorization PA for 7 more days DID NOT GO THROUGH.

\*Contact Date:12/11/2008

Service Manager at the dealership has closed the Cair# 18071449

Warranty repair has been documented on Repair Order#222609

CAIR RETURNED FROM DEALER ON 12/11/2008 AT 04:39:484 R 18071449

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**Customer Assistance Inquiry Record (CAIR)#****18073177**

<b>Vin</b>	1D4GP45R7	6B501007	<b>Open Date</b>	11/10/2008	<b>Build Date</b>	07/26/2005	
<b>Model Year</b>	06	<b>Body</b>	RSKH52	DODGE CARAVAN SXT FWD SWB WAGON			
<b>In Service Dt</b>	01/26/2006	<b>Dealer</b>	43900	<b>Dealer Zone</b>	66	<b>Mileage</b>	52,159
<b>Name:</b>	AUSTERMANN, HANS					<b>Contact Type</b>	LETTER
<b>Address</b>	1245 BEACH DR					<b>Home Phone</b>	(248) 693-2961
	LAKE ORION MI 483601205					<b>Country</b>	UNITED STATES

Product - Air Conditioning / Heater - Unknown - Other - Default	Customer is complaining about the AC.
Product - Electrical - Unknown - Other - Default	Customer is complaining about the airbag lights.

POSTMARK DATE: 102208; DATE RECEIVED: 110608

Customer states that he still has a active coverage platinum which would not cover the AC or Air bags lights. Customer states that dealer fixed and charged him for the repairs.

Customer wants his name and mailing address to be out of the list.

\*\*\*\*\*

Agent contacted customer on 11/11/08 at 10:10 on the customer s home phone no. 248-693-2961 and spoke to Ms. Austermann. Customer informed the agent that she wrote this letter to the warranty company. Customer informed the agent that she purchased the warranty from the dealer and he did not honor the warranty because it was not a Chrysler warranty. Agent informed the customer to send the repair invoice to Chrysler and we would review it and give her a call. The customer is loyal to Chrysler and had 4 vehicles and currently owns 1 vehicle.

\*\*\*\*\*

Agent updated coin and mileage.

**Customer Assistance Inquiry Record (CAIR)#****18074445**

<b>Vin</b>	1C4GP45R0	5B441437	<b>Open Date</b>	11/11/2008	<b>Build Date</b>	07/06/2005	
<b>Model Year</b>	05	<b>Body</b>	RSYH52	CHRYSLER TOWN & COUNTRY FWD SWB WAGON			
<b>In Service Dt</b>	08/29/2005	<b>Dealer</b>	68414	<b>Dealer Zone</b>	32	<b>Mileage</b>	30,100
<b>Name:</b>	BLAIR, JOHN D					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	88 LOWER BEVERLY HLS					<b>Home Phone</b>	
	W SPRINGFIELD MA 01089-2169					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer complaining about the air bag sensors.
Referral - Tier Three - Default - Default - Default	Customer seeking goodwill assistance for repairs on the vehicle.

## \*\*\*\*Begin structured narrative T2 - GOODWILL ESCALATION

What is the customer requesting from Chrysler?

Customer seeking goodwill assistance for repairs on the vehicle.

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

2 months

Service contract (Chrysler or 3rd party) that would cover the repair?

No

Original owner? (yes/no) If no, purchased when?

Yes

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

1

Is there any repair history related to the current concern?

No

Has the vehicle been diagnosed by a Chrysler, Dodge or Jeep dealership?

Yes

Service dealer code?

68860

Service manager name?

N/A

NIC of team leader/floor walker who authorized escalation of caller?

YS72

## \*\*\*\*End structured narrative T2 - GOODWILL ESCALATION

Customer says the air bag sensor light has come on and says the vehicle is just out of warranty and seeks assistance for repairs from Chrysler.

Agent transferred call to tier3 for further assistance. Authorized by YS72.

As a one-time goodwill gesture, Chrysler will cover cost of repair of airbag sensor light . Customer will be responsible for a co-pay in the amount of \$247.87.

Customer has been a loyal customer of the dealer.

# # # # # DIRECT-TO-DEALER # # # # #

ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER

The CAC is sending this CAIR to you because of a goodwill policy decision that was made on behalf of this customer. A pre-auth has been created within GWA. If you need additional assistance with this PA, contact Gail at 800-992-1997 extension 66081

Customer has been informed of this decision. If not, please contact this customer and extend the goodwill offer as discussed.

Please update and close CAIR when complete.

To reach the above extension dial 1-800-992-1997. Once the menu begins enter your dealer code. Once you hear the start of the next menu enter the

extension followed by the # sign. Your call is then transferred to the entered extension.

# # # # #

REASSIGNED TO BC/DLR 32 68414 11/11/08 11:31 R 18074445

Please update this cair, thanks John Bishop

REASSIGNED TO BC/DLR 32 68414 12/10/08 21:51 R 18074445

**Customer Assistance Inquiry Record (CAIR)#****18076201**

<b>Vin</b>	2A4GP54L5	6R849108	<b>Open Date</b>	11/11/2008	<b>Build Date</b>	04/10/2006	
<b>Model Year</b>	06	<b>Body</b>	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON			
<b>In Service Dt</b>	04/14/2006	<b>Dealer</b>	99999	<b>Dealer Zone</b>	51	<b>Mileage</b>	57,389
<b>Name:</b>	HILL, EDWARD L					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	8025 ZELLIE AVE					<b>Home Phone</b>	(314) 544-8053
	SAINT LOUIS MO 63125-1033					<b>Country</b>	UNITED STATES

Referral - Tier Three - Default - Default - Default	problems with the air bag
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	

The customer called in saying that the airbag light has come on the vehicle and the dealership told him that its a defective air bag.

The caller has diagnosed the vehicle at Barmarito dealership .

No information in the databse.

Consulted with PA166 and transferred the call to T3

11/11/08 2nd owner. Vehicle was purchased on 11/8/06 with 51,000 miles from a used car dealer. 1 other Chrysler vehicle/used. No Chrysler service contract. Owner services the vehicle at an independent. Air bag light is on. Independent is unable to repair the vehicle. Owner is seeking to know where he can take the vehicle for repairs. Referred owner to a Chrysler dealer within his area to have the vehicle repaired at his expense. Owner understood. Updated file with primary phone #.

**Customer Assistance Inquiry Record (CAIR)#****18082721**

<b>Vin</b>	1C4GP45R5	5B440459	<b>Open Date</b>	11/13/2008	<b>Build Date</b>	07/05/2005	
<b>Model Year</b>	05	<b>Body</b>	RSYH52	CHRYSLER TOWN & COUNTRY FWD SWB WAGON			
<b>In Service Dt</b>	08/16/2005	<b>Dealer</b>	23388	<b>Dealer Zone</b>	42	<b>Mileage</b>	67,200
<b>Name:</b>	THOMAS, DAVID					<b>Contact Type</b>	LETTER
<b>Address</b>	74 MAPLETON RD					<b>Home Phone</b>	(313) 881-1995
	GROSSE POINTE MI 482363615					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp  
On/Flashing - Default

Customer seeking reimbursement for the  
repairs.

POSTMARK DATE: 101408; DATE RECEIVED: 111108

Customer had previously contacted Chrysler seeking reimbursement for the repairs performed on the air bags performed at 23388 ?Village Chrysler Jeep?. The concern was reviewed and the request was declined in the previous cair.

\*\*\*\*\*

Now customer has sent the same request with the repair invoice for the repairs performed at 23388 for \$345.95 stating it a recall repair.

Agent reviewed, there is no recall on this vehicle and hence the request will be declined.

\*\*\*\*\*

Agent updated the coin, mileage and the selling dealer.

Agent sent form letter #71 ?repairs not related to recall?.

**Customer Assistance Inquiry Record (CAIR)#****18092689**

<b>Vin</b>	2D4GP44L8	5R580085	<b>Open Date</b>	11/17/2008	<b>Build Date</b>	06/20/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	07/15/2005	<b>Dealer</b>	59644	<b>Dealer Zone</b>	32	<b>Mileage</b>	36,500
<b>Name:</b>	GHIO, PETER J					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	10 DEARBORN RD					<b>Home Phone</b>	(781) 272-1291
	BURLINGTON MA 01803-3017					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer states that the air bag light came on the vehicle at 36000 miles
--	--

Customer states that just after 36,000 miles the air bag light came on and the component was out of warranty. Dealership advised the customer that turning the air bag light off can cost him a max of \$1100.00. Customer wanted someone from Chrysler to know about the concern. Customer hung up after telling his concern.

**Customer Assistance Inquiry Record (CAIR)#****18098760**

<b>Vin</b>	2D8GP44L4	5R574105	<b>Open Date</b>	11/19/2008	<b>Build Date</b>	06/04/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	07/20/2005	<b>Dealer</b>	60288	<b>Dealer Zone</b>	51	<b>Mileage</b>	61,467
<b>Name:</b>	GURNS, LINDA S					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	32868 WEATHERVANE LN					<b>Home Phone</b>	
	LAKEMOOR IL 60051-3274					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Air bag lights keeps coming on
Referral - Tier Three - Default - Default - Default	Goodwill assistance.

Customer called up stating that the air bag lights keep coming on.  
Customer states that the same model year has the same problem. Customer feels that its a manufacturing defect and even the dealership agree with him. Agent promised a call back as the customer was busy.

Agent called the customer and informed him that since he feels that its a manufacturing defect and also the dealership agreed with him, Chrysler will look into the matter as it is a safety issue. Agent informed the customer to call us back with the reference number and with the estimated cost of repair. Agent could not transfer the call to T3 as it was an outbound call. Next agent please transfer the call to T3.

Customer called for the goodwill assistance and the estimate cost of repair as per the dealership 60288 is \$146.As per the previous documentation, agent transferred the call to t3. Approved by PD594.

\*\*\*\*Begin structured narrative T2 - TIER THREE REFERRAL

Transferred customer to T3 or Reassigned CAIR to transferred

T3 in-basket ?insert in-basket #? per ? NIC ?.

na

\*\*\*\*End structured narrative T2 - TIER THREE REFERRAL

Informed customer that before Chrysler considers 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 is seeking out of warranty assistance in the form of  
? Describe what kind of assistance customer is seeking ?



**Customer Assistance Inquiry Record (CAIR)#****18106709**

<b>Vin</b>	2D4GP44L4	5R600252	<b>Open Date</b>	11/21/2008	<b>Build Date</b>	06/15/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	12/31/2005	<b>Dealer</b>	57081	<b>Dealer Zone</b>	42	<b>Mileage</b>	42,153
<b>Name:</b>	ZAMISKA, RONALD M					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	11824 SUSAN AVE					<b>Home Phone</b>	
	WARREN MI 48093-4630					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer complaining about the air bag light
Product - Engine - Unknown - Check Engine Lamp On/Flashing - Default	Customer complaining about the check engine light

Customer complaining about the check engine light and air bag light, customer states he is ready to pay for check engine light and he wants chrysler to pay for airbag light. Agent transferred the call to T3, transfer approved by RP762.

Customer states check engine and airbag lights are on. Customer is requesting assistance for airbag light only. Writer called dealer 57081 and dealer offered to use super DSA.

As a one-time goodwill gesture, Chrysler will ? repair airbag sensor light? . Customer will be responsible for a

co-pay in the amount of ?\$50.00?.

? keep customer loyalty ?

##### DIRECT-TO-DEALER #####

ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER

CAC is sending this CAIR to you because of a goodwill policy decision that was made on behalf of this customer.

You have indicated you will be using your DSA to assist this customer.

The customer has been informed of this decision. If not, please contact this customer and extend the goodwill offer as discussed. Please update and close CAIR when complete.

#####

REASSIGNED TO BC/DLR 42 57081 11/21/08 11:44 R 18106709

\*Contact Date:11/26/2008

Service Manager at the dealership has closed the Cair# 18106709

Dealer goodwill repair is documented on Repair Order#222515

CAIR RETURNED FROM DEALER ON 11/26/2008 AT 11:14:947 R 18106709

**Customer Assistance Inquiry Record (CAIR)#****18107263**

<b>Vin</b>	2A4GP54L9	6R650708	<b>Open Date</b>	11/21/2008	<b>Build Date</b>	08/29/2005	
<b>Model Year</b>	06	<b>Body</b>	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON			
<b>In Service Dt</b>	12/12/2005	<b>Dealer</b>	44746	<b>Dealer Zone</b>	51	<b>Mileage</b>	39,599
<b>Name:</b>	SLAYTON, STEVEN H					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	508 BENTON ST					<b>Home Phone</b>	(920) 206-1778
	WATERTOWN WI 53094-5910					<b>Country</b>	UNITED STATES

Referral - Tier Three - Default - Default - Default	Goodwill assistance.
Product - Body / Trim / Paint Finish - Air Bag - Other - Unknown	Problem with the air bag sensor.

\*\*\*\*Begin structured narrative T2 - TIER THREE REFERRAL

Transferred customer to T3 or Reassigned CAIR to

Transferred

T3 in-basket ?insert in-basket #? per ? NIC ?.

NA

\*\*\*\*End structured narrative T2 - TIER THREE REFERRAL

Mr. Slayton FM at the dealership 44746 called for his vehicle. He states that his vehicle has the problem with the O2 sensor and also he states that 2004 and 2005 vehicle had the recall on them for this issue.

Customer is looking for the goodwill assistance. Agent consulted with SF309 and transferred the call to T3 for review.

Mark, from the dealership 44746 called in regarding the same concern and the agent after consulting with IL679 transferred the call to tier3.

Write spoke with SM Mark gave warranty parts and labor amount 285.00 for tie rods and O2 sensor.

Customer is requesting assistance for tie rod repair and air bag sensor repair. Writer spoke with Mark Service Manager (SM) at the dealership 44746. SM stated parts would be \$145.00 and labor would be 140.00 for a total of \$285.00. Customer will have a co-pay of \$50.00.

##### DIRECT-TO-DEALER #####

ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER

CAC is sending this CAIR to you because of a goodwill policy decision that was made on behalf of this customer.

You have indicated you will be using your DSA to assist this customer.

The customer has not been informed of this decision. If not, please contact this customer and extend the goodwill offer as discussed. Please update and close CAIR when complete.

#####

As a one-time goodwill gesture, Chrysler will pay \$235.00. Customer will be responsible for a

co-pay in the amount of \$50.00. The customer is a loyal customer.

REASSIGNED TO BC/DLR 51 44746 11/21/08 17:52 R 18107263

\*Contact Date:12/12/2008

Service Director at the dealership has closed the Cair# 18107263

DCX goodwill repair is documented on Repair Order#62537

Request was reviewed with DM.

CAIR RETURNED FROM DEALER ON 12/12/2008 AT 10:33:971 R 18107263

**Customer Assistance Inquiry Record (CAIR)#****18116612**

<b>Vin</b>	2C4GP44R6	5R590650	<b>Open Date</b>	11/25/2008	<b>Build Date</b>	06/21/2005
<b>Model Year</b>	05	<b>Body</b>	RSYH53	CHRYSLER TOWN & COUNTRY LX FWD LWB WAGON		
<b>In Service Dt</b>	06/21/2005	<b>Dealer</b>	09866	<b>Dealer Zone</b>	32	<b>Mileage</b> 58,000
<b>Name:</b>	WOYTHAL, ROBERT				<b>Contact Type</b>	TELEPHONE
<b>Address</b>	210 CHAMBERLIN RD				<b>Home Phone</b>	(315) 689-3077
	JORDAN NY 13080-9507				<b>Country</b>	UNITED STATES

Corporate - Recall - Default - Default - Default	Customer seeking recall information
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	The air bag light sensor is not working

Customer called in and wanted to check if there was a recall on the air bag light sensor, he said he is getting symptoms for the recall as the other 2005 Chrysler. Agent advised the customer there is no recall on the vehicle.

**Customer Assistance Inquiry Record (CAIR)#****18133198**

<b>Vin</b>	2A4GP54L5	6R771641	<b>Open Date</b>	12/02/2008	<b>Build Date</b>	01/27/2006	
<b>Model Year</b>	06	<b>Body</b>	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON			
<b>In Service Dt</b>	02/06/2006	<b>Dealer</b>	99999	<b>Dealer Zone</b>	42	<b>Mileage</b>	82,723
<b>Name:</b>	GOTTESMAN, JOEL					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	30 PARKVILLE AVE					<b>Home Phone</b>	
	BROOKLYN NY 11230-1017					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer facing problem with air bag lamp flashing.
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Customer facing problem with air bag lamp flashing. Agent advised the customer to get the vehicle dignosed and get the repairs done as its a safety concern, agent informed the customer that there is no recall on the vehicle. Agent informed the customer if there will be any recall on the vehicle Chrysler will notify the customer. Customer agreed and understood.

**Customer Assistance Inquiry Record (CAIR)#****18134643**

<b>Vin</b>	1D4GP45R0	5B337419	<b>Open Date</b>	12/02/2008	<b>Build Date</b>	02/26/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKH52	DODGE CARAVAN SXT FWD SWB WAGON			
<b>In Service Dt</b>	03/26/2005	<b>Dealer</b>	42331	<b>Dealer Zone</b>	42	<b>Mileage</b>	33,728
<b>Name:</b>	HORNER, JAMES E					<b>Contact Type</b>	LETTER
<b>Address</b>	26106 ROSE RD					<b>Home Phone</b>	(440) 777-4391
	WESTLAKE OH 441455470					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Other - Unknown

Customer seeking assistance from Chrysler.

POSTMARK DATE: 112108; DATE RECEIVED: 112808

Customer is seeking reimbursement for the repairs done on the air bag sensors.

Customer had sent a letter to Chrysler as mentioned in case number 17582337 and the previous agent had told the customer to get the vehicle repaired and send the documents to Chrysler for reimbursement and Chrysler will help the customer with a \$100 co pay.

Customer did the repairs at the 42331 dealership and the total cost of the repairs was \$247.44.

Since the customer is only suppose to be reimbursed for the repair of the sensor the cost of this repair was \$204.70, so with the \$100 co pay the customer had to be reimbursed for \$104.70.

\*\*\*\*\*

Customer as sent the repair invoice and there is a paid stamp on the invoice and it also mentions that the customer has made the payment by cash.

\*\*\*\*\*

Since the previous agent had told the customer that Chrysler will reimburse the customer with a \$100 co pay, agent is submitting a check of \$104.70 for approval.

\*\*\*\*\*

Agent updated the coin, telephone number, mileage and the dealership.

**Customer Assistance Inquiry Record (CAIR)#****18138484**

<b>Vin</b>	2A4GP64L8	6R807800	<b>Open Date</b>	12/03/2008	<b>Build Date</b>	02/27/2006	
<b>Model Year</b>	06	<b>Body</b>	RSYS53	CHRYSLER TOWN & COUNTRY LTD FWD LWB WAGON			
<b>In Service Dt</b>	08/17/2006	<b>Dealer</b>	68005	<b>Dealer Zone</b>	71	<b>Mileage</b>	16,918
<b>Name:</b>	ARNOLD, DAVID R					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	15215 E 19TH CT					<b>Home Phone</b>	(509) 893-1382
	VERADALE WA 99037-8016					<b>Country</b>	UNITED STATES

Product - Electrical - Radio/Spkr/Clock/Antenna - Defective - Default	Customer seeking goodwill assistance from Chrysler.
Referral - Tier Three - Default - Default - Default	Customer seeking reimbursement and goodwill assistance from Chrysler.
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer states that she had done repair work on air bag lights.
Product - Electrical - Lamps and Switches - Defective - Default	Customer states that she has replaced the passenger headlight.

Call got transferred from service contract department case number (18138439). Customer seeking goodwill assistance from Chrysler. Customer states that she got same problem with the radio system 7 times before and she consulted dealership regarding that, who repaired her vehicle many times and charged her for it. Customer states that again she experiencing problem with the same radio system and states that why dealership didn't resolve it earlier. Customer states that she has also replaced the passenger headlight yesterday and done repair work on air bag lights. Customer seeking reimbursement for earlier repair works because that it is a dealership's fault. Customer also wants Chrysler to pay for her current radio system repair work. Customer states that the vehicle is not yet diagnosed by the dealership for the radio system. Informed the customer to consult Chrysler authorized dealership regarding this concern first to diagnose the vehicle. Customer states that she is not willing to diagnose the vehicle and want to speak with the higher staff authority. Transferred to T3 for further assistance. Approved by KN128.

Customer is requesting reimbursement for the headlight repair for \$36.00. Writer called the dealer# 68005 and spoke with Lisa the Service Manager who said that the bulb from the headlight has been replaced and she paid \$32.62.00+tax. It was not covered under her basic warranty because the regular warranty covers only 12/12. Writer also asked about the radio problem and Lisa (SM) said that they are not able to duplicate the radio problem. She said that the radio was replaced on 09/09/08 and the customer is still having the same problem. Customer was informed that the reimbursement will be provided upon documentation proof. Advised customer to submit original repair order & proof of payment to:

Chrysler Customer Assistance Center  
PO Box 21-8004  
Auburn Hills, MI 48321

Advised customer to make a copy of these documents for their records.

Asked the customer to include a brief letter of explanation & request, including their name, address, phone number, VIN, & reference number (CAIR). Advised customer the goodwill offer is dependent upon verification of all documents requested.

**Customer Assistance Inquiry Record (CAIR)#****18140667**

<b>Vin</b>	2A4GP54LX	6R721950	<b>Open Date</b>	12/04/2008	<b>Build Date</b>	12/15/2005	
<b>Model Year</b>	06	<b>Body</b>	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON			
<b>In Service Dt</b>	02/20/2006	<b>Dealer</b>	67775	<b>Dealer Zone</b>	51	<b>Mileage</b>	54,162
<b>Name:</b>	BRODIE, TERRANCE					<b>Contact Type</b>	LETTER
<b>Address</b>	286 TIMBER TRAILS BLVD					<b>Home Phone</b>	(847) 697-7597
	GILBERTS IL 601364055					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer is seeking recall (G09) repair reimbursement.
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POSTMARK DATE: 112608; DATE RECEIVED: 120208

Customer has sent a recall G09 notification letter from Chrysler.

Customer is seeking reimbursement for the repairs performed at the dealership 67775. On the notification there is no VIN mentioned. There is no customer information. There is no recall that has been issued on the vehicle. There is no extended warranty that covers the Air Bag Sensors. Chrysler will not reimburse the customer for the repairs as they were not recall related. Agent called the customer on 12/04/2008 at 847-697-7597 at 4:35 pm and was informed the number was disconnected. Agent sends the form letter number 072 (Vehicle not in recall).

<b>Customer Assistance Inquiry Record (CAIR)#</b>	<b>18141088</b>
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Vin	2D4GP44L3	7R203330	Open Date	12/04/2008	Build Date	12/14/2006	
Model Year	07	Body	RSKH53	DODGE GRAND CARAVAN SXT LWB WAGON			
In Service Dt	07/28/2007	Dealer	44074	Dealer Zone	42	Mileage	25,069
Name:	KILORI, BENEDICT					Contact Type	TELEPHONE
Address	2151 S SMITHVILLE RD					Home Phone	(937) 258-1744
	DAYTON OH 45420-1449					Country	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Airbag light on
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12/4/08 - Owner stated the airbag light is on and he would like to know why. Owner stated the vehicle has not been diagnosed by a Dodge dealership yet. Writer advised owner the vehicle will have to be diagnosed by a Dodge dealership.



**Customer Assistance Inquiry Record (CAIR)#****18142344**

<b>Vin</b>	1A4GP45R1	6B517291	<b>Open Date</b>	12/04/2008	<b>Build Date</b>	08/08/2005	
<b>Model Year</b>	06	<b>Body</b>	RSYH52	CHRYSLER TOWN & COUNTRY FWD SWB WAGON			
<b>In Service Dt</b>	11/22/2005	<b>Dealer</b>	42280	<b>Dealer Zone</b>	74	<b>Mileage</b>	61,870
<b>Name:</b>	O NEILL, LEAH M					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	212 7TH ST NW					<b>Home Phone</b>	(641) 423-0148
	MASON CITY IA 50401-2004					<b>Country</b>	UNITED STATES

Referral - Tier Three - Default - Default - Default	Customer is seeking reimbursement
Product - Body / Trim / Paint Finish - Air Bag - Other - Unknown	Customer states there was a problem with the Air bag Light come ON

Customer is seeking reimbursement  
Customer states there was a problem with the Air bag Light come ON  
Customer took the vehicle to the (42280) dealership 09/ 04/2008.  
Customer states the cost for the repair was \$454.02  
No commitment given to the customer regarding the reimbursement.  
Agent provide the customer with the reference no  
Agent consulted floor support LL679. Transfer the call to Tier 03  
Customer seeking reimbursement of replacement of EGR valve and gasket, total cost of repair is \$454.02, parts \$147.32 and labor is \$267.00.  
Writer advised customer we would reimburse for Labor.  
Advised customer to submit original repair order & proof of payment to:  
Chrysler Customer Assistance Center  
PO Box 21-8004  
Auburn Hills, MI 48321  
Advised customer to make a copy of these documents for their records.  
Asked the customer to include a brief letter of explanation & request, including their name, address, phone number, VIN, & reference number (CAIR). Advised customer the goodwill offer is dependent upon verification  
of all documents requested.

**Customer Assistance Inquiry Record (CAIR)#****18142409**

<b>Vin</b>	1C4GP45R5	5B356657	<b>Open Date</b>	12/05/2008	<b>Build Date</b>	03/29/2005	
<b>Model Year</b>	05	<b>Body</b>	RSYH52	CHRYSLER TOWN & COUNTRY FWD SWB WAGON			
<b>In Service Dt</b>	09/19/2005	<b>Dealer</b>	99999	<b>Dealer Zone</b>	32	<b>Mileage</b>	64,000
<b>Name:</b>	DUGAS, DAVID					<b>Contact Type</b>	E-MAIL
<b>Address</b>	145 SILVER LAKE ST					<b>Home Phone</b>	
	ATHOL MA 01331					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer complains that airbag light is on.
Product - Body / Trim / Paint Finish - Air Bag - Other - Unknown	Customer seeks reimbursement for Air Bag sensor replacement

## \*\*\*\*\* EMAIL BRIEF DESCRIPTION CONTENT \*\*\*\*\*

air bag light stays on

## \*\*\*\*\* END EMAIL BRIEF DESCRIPTION CONTENT \*\*\*\*\*

Purchased New or Used? New

## \*\*\*\*\* BEGIN CUSTOMER EMAIL \*\*\*\*\*

I ve read that the airbag sensors were being replaced, without charge, in certain states that use road salt in the winter. Would my vehicle qualify?

## \*\*\*\*\* BEGIN EMAIL RESPONSE \*\*\*\*\*

Thank you for contacting the Chrysler Customer Assistance Center regarding the 2005 Chrysler Town and Country.

We regret the inconvenience you are experiencing with the air bag sensors and appreciate the time and effort you took to write to us. In response to your email regarding your request for identifying whether your vehicle qualify for the state law that replaces the air bag sensors free of charge, we regret to inform you that, by the given many variables involved, we are unable to diagnose your vehicle via email. We hope you will understand our position. We apologize this is an inconvenience in any way. We make every effort to answer all customer questions in a satisfactory and prompt manner.

Therefore, we suggest that you please contact your local authorized dealership to diagnose your vehicle and they would be glad to provide you with the requested information at that time and would performed the necessary repairs if required.

Seek the dealerships that are known for their excellence in customer service - our Five Star dealership. Please visit <http://www.fivestar.com>, or call 1-800-677-5-STAR. You can also find a dealership using the 'Find a Dealer' area on the chrysler website at <http://www.chrysler.com>.

Moreover, for your convenience, we have provided few names and addresses of our Five Star Dealerships in your vicinity.

Newcomb Motors

2.26 Miles Away

95 NEW ATHOL ROAD

ORANGE, MA 01364

Phone: (978) 249-4723

Salvadore Chrysler Dodge

11.95 Miles Away

442 W BROADWAY

GARDNER, MA 01440-3110

Phone: (978) 630-2200

Brown Motors

18.47 Miles Away

399 FEDERAL STREET

GREENFIELD, MA 01301-2004

Phone: (413) 772-2111

If you have any further questions, please feel free to contact the Customer Assistance Center at 1-800-992-1997 for an additional discussion.

Thanks again for your email. We value you nad your busianess.

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

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

Mr. Mike Hanes,

I ve had the sensor replaced already and was charged for it. The work was done at Newcomb Motors, and they were not aware of the information I found regarding the airbag sensor failing due to corrosion and moisture in states that salted roads in the winter, and that Chrysler was replacing the sensors. Could you contact Newcomb Motors and find out why the sensor failed?

Thank you.....David Dugas

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

Thank you for contacting the Chrysler Customer Assistance Center regarding the 2005 Chrysler Town and Country.

We appreciate the time and effort you took to write to us back. In response to your email, we would like to inform you that if you think the air bag sensors falied due to the corrosion and moisture caused by the salted roads in the winter, we suggest that you please send us your original repair order and proof of payment receipt for consideration to the address below:

Chrysler Customer Assistance Center

P.O. Box 21-8004

Auburn Hills, MI 48321-8004

If you wish, you can also fax a copy of the information for review at: 248-512-8748. Please note that originals may need to be mailed if required. The issue will be reviewed and you will be contacted with the response.

Thanks again for your email. We value you and your business.

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

Customer seeks reimbursement for Air Bag sensor replacement, called in saying that he has faxed the original repair order and proof of payment. Agent informed the customer will receive a call back from the relevant department once they receive the documents.

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**Customer Assistance Inquiry Record (CAIR)#****18146105**

<b>Vin</b>	2A4GP54L7	6R617352	<b>Open Date</b>	12/05/2008	<b>Build Date</b>	08/15/2005	
<b>Model Year</b>	06	<b>Body</b>	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON			
<b>In Service Dt</b>	07/31/2006	<b>Dealer</b>	66689	<b>Dealer Zone</b>	32	<b>Mileage</b>	15,612
<b>Name:</b>	MILLE RICK, WILLIAM					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	19 DEMAREST AVE					<b>Home Phone</b>	(305) 807-5842
	NANUET NY 10954-3311					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Unknown - Water Damage, Mildew - Unknown	Customer stated that the vehicle has a leak in it.
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	The customer stated that the air bag light is coming on.

The customer stated that the air bag light is on and also that the vehicle has a leak somewhere in it and the dealership is unable to get the issue resolved.

Agent called up dealership 66689 and spoke with Andreas. Agent informed the the service advisor that a rental can only be provided after the vehicle is at the dealership. No commitments regarding the rental were made. The dealership informed the customer that due to the weekend coming up the dealership would be unable to work on the vehicle. The agent concurred with the information and arranged a call back to the dealership on monday. Agent arranged a call back to the customer as the call was previously disconnected.

The agent informed the customer to get in touch with the dealership on monday as the dealership is not functional over the weekends. The customer concurred with the information.

Customer seeking assistance regarding the same concern. Customer states that the dealership is not repaired the vehicle and CCAC to contact the dealership and get a resolution for the problem with the vehicle. Agent offered customer a call back on 305-807-5842.

Agent called dealer 66689 and spoke with Rick, Service Manager and he informed that they are working on the vehicle and it would be diagnosed completely by today (12/09/2008) evening. SM informed that he would be contacting the customer after the vehicle is completely diagnosed.

Agent called customer on 305-807-5842 and reached voicemail. Agent will call later.

Agent called customer on 305-807-5842 and informed customer that the vehicle will be diagnosed completely by today evening and the SM at the dealership would contacting him after the vehicle is diagnosed. Customer acknowledged.

Andre called asking for the PA for a rental vehicle. Andre states the owner brought the vehicle in for diagnosis 12/4/08 and they needed to keep the vehicle for more time. The owner could not leave the vehicle so he took it out of the dealership. The owner brought the vehicle back 12/8/08 and they ordered a air bag module. No B/O in parts. Writer declined rental assistance based on no CSC purchase and no B/O in parts. Dealer 66689 SA Aundry called to see if we would cover the repair of water leak that caused the Air Bag light to go on as the harness now has a leak in it. This may have been caused by the after market wheel chair assembly that was installed. I advised him to ask his SM. He had not done so but will.

Customer called in stating that the dealership is charging \$500 for the repair of a loose connection. Agent called the dealership and spoke to SA Aundry, who said that the wiring was not original equipment. Aundry also states that they have contacted the wheel chair company Braun. Agent informed the customer the same however customer was upset and requested for a supervisor. Agent transferred the call.

\*\*\*\*AM1106\*\*\*\*Customer states that the dealership did not inform the customer that the vehicle was being sent to another company for repairs and now he has to pay for it. Agent advised customer that dealerships are independently owned businesses and he will need to speak to the

dealership management.

Customer got upset and hung up.

Andre SA from DLR 66689 called and stated they took the vehicle to Braun who installed the wheelchair equipment. Braun stated the repair is not covered under the warranty. Andre stated Braun charged the DLR \$460.00. Advised if SM has been told about this. Andre stated the SM told him to call us to see if we will cover the cost. Andre stated he will call the selling dealer to find out if the vehicle was sold with the equipment already installed. Provided SA with my extension to call back. Ext 66087

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**Customer Assistance Inquiry Record (CAIR)#****18150495**

<b>Vin</b>	1C4GP45R5	5B356657	<b>Open Date</b>	12/08/2008	<b>Build Date</b>	03/29/2005	
<b>Model Year</b>	05	<b>Body</b>	RSYH52	CHRYSLER TOWN & COUNTRY FWD SWB WAGON			
<b>In Service Dt</b>	09/19/2005	<b>Dealer</b>	68160	<b>Dealer Zone</b>	32	<b>Mileage</b>	40,000
<b>Name:</b>	DUGAS, DAVID					<b>Contact Type</b>	FAX
<b>Address</b>	145 SILVER LAKE ST					<b>Home Phone</b>	
	ATHOL MA 013311619					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp  
On/Flashing - Default

Customer seeking reimbursement for impact  
sensor

POSTMARK DATE: 120808; DATE RECEIVED: 120808

Customer seeking reimbursement for impact sensor. Fax document which we received is not clear and legible. Agent reassigning the cair back to 82B for proper scanning.

\* Only recall showing for this vehicle is F10 WINDSHIELD WIPER MOTOR which is complete. Rejected warranty claim for repair in system.

\* Writer called 978.249.2102. and left message.

Explained that vehicle not involved in any related sensor recall, but due to low mileage, Chrysler will reimburse original owner \$81.21 as goodwill. Rejected warranty claim in system.

Customer called in for the same issue. Agent informed the customer that the \$81.26 has been approved.

\*\*\*\*\*

Agent called the dealership?68160? spoke to Steve and was later transferred to Doug(SM). Doug informed that customer did not pay for the repair. Customer had given a check amounting \$81.21 but the check was returned to the customer. Doug informed about the G 09 recall and informed the agent that the letter for this recall was to be sent. Agent informed that the vehicle does not have the G 09 recall. Hence the dealership did not charge the customer for the repair. BOUG informed that dealership has submitted a claim amounting \$81.21 to Chrysler BUT STILL HAS NOT BEEN REIMBURSED.

\*\*\*\*\*

Agent called the customer on 978-544-8638, message says call did not go through, try later.

Agent called the customer on 978-249-2102, message says number called is temporarily unavailable.

\*\*\*\*\*Next Agent\*\*\*\*\*

If customer calls the CAC inform the customer that Chrysler will not participate in the reimbursement amounting \$81.21 for the reasons mentioned in the line 14-22.

\*\*\*\*\*

Mileage, dealership and COIN updated.

**Customer Assistance Inquiry Record (CAIR)#****18159630**

<b>Vin</b>	2C4GP44R4	5R592378	<b>Open Date</b>	12/10/2008	<b>Build Date</b>	06/03/2005	
<b>Model Year</b>	05	<b>Body</b>	RSYH53	CHRYSLER TOWN & COUNTRY LX FWD LWB WAGON			
<b>In Service Dt</b>	06/04/2005	<b>Dealer</b>	44363	<b>Dealer Zone</b>	42	<b>Mileage</b>	75,000
<b>Name:</b>	FOX, ROSEMARY					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	641 DUNBAR RD					<b>Home Phone</b>	
	TALLMADGE OH 44278-3101					<b>Country</b>	UNITED STATES

Corporate - Recall - Default - Default - Default	Customer want to know if there is recall on airbag issue
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	The Air Bag light is ON

Customer called to know if there is any recall for the Airbags on her vehicle as she has heard that Chrysler has put recall on vehicles for airbag lamp coming on for people staying in high salt areas. Agent informed the Customer that there are no related Recalls on the vehicle and if there is one she will be getting notification from Chrysler. If she spends on the repair work now and there is any recall on the same issue later then she will certainly be reimbursed for the same. So she can keep all the receipts for future references.

\*\*\*Internal Escalation taken by SG580\*\*\*

Customer is complaining that she found a Recall notification on the Air Bag light on the internet for 2005 Chrysler Town & Country. Agent confirmed no related Recalls on the vehicle and advised her to get the vehicle diagnosed by an authorized Dealership to find out if it is due to any defect in the vehicle. If Chrysler Dealership will declare it defective part then Chrysler will certainly review her request. Also advised her that she can pay for the repair needed now and if there will be any related recalls issued on the vehicle, the amount paid will be reimbursed in the submission of the invoice and proof of payment. Customer agreed and will take the vehicle to the Dealership.

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Tom calling from dealership 44636 and states that the vehicle has been diagnosed. Tom states that the front impact sensors have gone bad. Tom states that it's a defect in the vehicle. He also states that there is a TSB for the repair. Tom stated that the customer is seeking assistance with the repairs. Advised Tom to inform the customer to call CAC.

**Customer Assistance Inquiry Record (CAIR)#****18162563**

<b>Vin</b>	2D4GP44L7	6R756917	<b>Open Date</b>	12/11/2008	<b>Build Date</b>	12/10/2005	
<b>Model Year</b>	06	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	02/25/2006	<b>Dealer</b>	42344	<b>Dealer Zone</b>	51	<b>Mileage</b>	55,591
<b>Name:</b>	ENGLISH, KELLY					<b>Contact Type</b>	FAX
<b>Address</b>	26291 W BOESCH PL					<b>Home Phone</b>	(847) 587-7213
	INGLESIDE IL 600419775					<b>Country</b>	UNITED STATES

Product - Emissions - EGR System - Defective - Default	Customer is seeking reimbursement.
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer seeking reimbursement.

POSTMARK DATE: 121108; DATE RECEIVED: 121108

Customer is seeking reimbursement for the repairs done on the EGR valve at 55,591 miles and on wiring & sensors of the airbags at 53,348 miles.

Customer states in the previous letter that she knows that the vehicle is out of warranty by miles but still under the warranty by time. Customer states this problems should not have happened so early and also within 3 years.

Customer has got one more vehicle in household which is a used vehicle. Customer is a loyal customer of Chrysler. So agent decided to reimburse the customer for the amount of the parts as the vehicle is out of warranty.

Invoice DOCS236745: Job#1: \$161.40

Invoice DOCS238178: Job#1: \$104.50

Total: \$265.90

Customer has paid by credit card as there are the paid stamps on the both the invoices.

Agent is submitting a check request for \$265.90.

\*\*Updated COIN, Dealer &amp; mileage



**Customer Assistance Inquiry Record (CAIR)#****18164146**

<b>Vin</b>	2D8GP44L9	6R834595	<b>Open Date</b>	12/15/2008	<b>Build Date</b>	04/06/2006	
<b>Model Year</b>	06	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	04/11/2006	<b>Dealer</b>	99999	<b>Dealer Zone</b>	42	<b>Mileage</b>	105,000
<b>Name:</b>	HAMRICK, MICHAEL					<b>Contact Type</b>	E-MAIL
<b>Address</b>	903 N. 10TH STREET					<b>Home Phone</b>	(260) 701-5094
	DECATUR IN 46733					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	air bag light on the dash and the passenger side above radio remain on
Product - Electrical - Battery - Other - Default	problem with the battery

## \*\*\*\*\* EMAIL BRIEF DESCRIPTION CONTENT \*\*\*\*\*

Very unhappy the air bag light is lit on my 2 year old van.

## \*\*\*\*\* END EMAIL BRIEF DESCRIPTION CONTENT \*\*\*\*\*

Purchased New or Used?Used

If Used, date purchased?08/07/08

If used, mileage at time of purchase?105000

If used, where was the vehicle purchased?N/A

Is the vehicle at a Chrysler/Dodge/Jeep dealer now?N/A

## \*\*\*\*\* BEGIN CUSTOMER EMAIL \*\*\*\*\*

After the battery went bad on my only 2 year old van. I replaced it.

After doing so the air bag light remains on in the dash and the passenger

air bag light above the radio is constantly on. I find this ridiculous to

have to repair fully at my expense on a 2 year old van, just beacaus the

mileage is higher. This is just unacceptable to me.

## \*\*\*\*\* BEGIN EMAIL RESPONSE \*\*\*\*\*

Dear Michael:

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

We have reviewed your email concerning the issue with the air bag light.

Kindly accept our apology for the inconvenience caused to you.

In response to your email, we regret to read of your dissatisfaction in

our product and appreciate the time and effort you took to bring this

matter to our attention. Comments like yours are one way to learn of

problems that develop and the improvements that are desired by customers.

The information received is used in product development and quality

analysis. We have documented your comments and have forwarded them to

the appropriate department for review.

We have made tremendous gains in customer satisfaction and vehicle quality and are dismayed to learn that your expectations have not been met.

Furthermore, your consideration in this matter must be declined, because

the vehicle has exceeded the mileage limitations of the manufacturer s

warranty at the time the expense was incurred.

Although a more favorable reply could not be provided, sharing your

concern with us is appreciated.

Thanks again for your email.

## \*\*\*\*\* END EMAIL RESPONSE \*\*\*\*\*

**Customer Assistance Inquiry Record (CAIR)#****18166052**

<b>Vin</b>	1D4GP45R5	5B427553	<b>Open Date</b>	12/12/2008	<b>Build Date</b>	05/31/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKH52	DODGE CARAVAN SXT FWD SWB WAGON			
<b>In Service Dt</b>	07/07/2005	<b>Dealer</b>	23815	<b>Dealer Zone</b>	66	<b>Mileage</b>	52,803
<b>Name:</b>	ALTERGOTT, RONALD B					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	6642 59TH AVE					<b>Home Phone</b>	
	KENOSHA WI 53142-1210					<b>Country</b>	UNITED STATES

Corporate - Recall - Default - Default - Default	Customer calling in for recall information on his vehicle.
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer states that the air bag sensors are defective.

Customer called in to inquire about pending recalls on his vehicle. Agent informed the customer that there are no pending recalls on the vehicle as of now. Agent informed the customer that he would definitely be notified through US Mail if Chrysler happens to announce any recalls in future. Alternately agent also advised the customer to check out our brand website for any pending recalls. Customer states that he is experiencing a problem with the air bag sensors and insisted that he had recalls on the same as notified by NHTSA. Agent informed the customer that recalls are VIN specific and that this particular vehicle is not affected by the recall. Agent advised the customer to visit any authorized dealership for the repair of the same. Customer insists that the component had a recall and was not ready to repair it at his own cost. Agent also informed the customer that if he had a problem with the component he could have it repaired at any authorized dealership and if Chrysler happens to announce recalls in future on the component he would be reimbursed. Customer did not agree and was irate and hung up the line. Customer called for the same concern, agent advised him to get the vehicle diagnosed from any of our dealership then only we can decide what needs to be done, customer kept asking will chrysler pay for it, agent didnt promise him anything.

**Customer Assistance Inquiry Record (CAIR)#****18168403**

<b>Vin</b>	1C4GP45R6	5B360510	<b>Open Date</b>	12/16/2008	<b>Build Date</b>	03/16/2005	
<b>Model Year</b>	05	<b>Body</b>	RSYH52	CHRYSLER TOWN & COUNTRY FWD SWB WAGON			
<b>In Service Dt</b>	08/01/2005	<b>Dealer</b>	67465	<b>Dealer Zone</b>	42	<b>Mileage</b>	140,000
<b>Name:</b>	MCCAUSLEN, DAVID					<b>Contact Type</b>	E-MAIL
<b>Address</b>	P O BOX 335					<b>Home Phone</b>	
	DELAWARE OH 43015					<b>Country</b>	UNITED STATES

Corporate - Product Information - Default - Default - Default	Customer asking had the airbag sensor replaced on his vehicle.
Corporate - Recall - Default - Default - Default	Customer is seeking recall information on the air bag sensors.
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer wants to know about the recall on the air bag due to corrosion.

## \*\*\*\*\* EMAIL BRIEF DESCRIPTION CONTENT \*\*\*\*\*

can you tell me if my 2005 t/c van had the airbag sensor replaced due to corrosion?

## \*\*\*\*\* END EMAIL BRIEF DESCRIPTION CONTENT \*\*\*\*\*

Purchased New or Used? Used

If Used, date purchased? 05/14/06

If used, mileage at time of purchase? 8139

If used, where was the vehicle purchased? N/A

Is the vehicle at a Chrysler/Dodge/Jeep dealer now? N/A

## \*\*\*\*\* BEGIN CUSTOMER EMAIL \*\*\*\*\*

i know there is a recall to replace the airbag sensor in states that use heavy road salt to de-ice the roads. i do not remember receiving a notice on this. please let me know where this stands. thank you

## \*\*\*\*\* BEGIN EMAIL RESPONSE \*\*\*\*\*

Thank you for contacting the Chrysler Customer Assistance Center regarding your 2005 Chrysler Town & Country.

In response to your email regarding the air bag sensor, we would like to inform you that your vehicle is not involved in any factory recall campaign therefore no recall work has been performed on your vehicle. If you need to replace the airbag sensors, we suggest that contact your local authorized dealership. Their service personnel have the factory training, equipment and information available to diagnose and correct concerns with our vehicles.

You can seek the dealerships using the 'Find a Dealer' area on the Chrysler website at [www.chrysler.com](http://www.chrysler.com).

In addition, you can access the self-service recall site on the internet.

This will help you to check your vehicle's involvement in any/all recalls that are published. Simply log on to our brand website at [www.Chrysler.com](http://www.Chrysler.com), click on 'For Owners' at the top of the home page and then follow the instructions to enter your Vehicle Identification Number (VIN).

If we could be of any assistance to you in the future, please let us know.

Thanks again for your email.

## \*\*\*\*\* END EMAIL RESPONSE \*\*\*\*\*

**Customer Assistance Inquiry Record (CAIR)#****18178349**

<b>Vin</b>	1D4GP25RX	5B310118	<b>Open Date</b>	12/17/2008	<b>Build Date</b>	01/28/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKL52	DODGE CARAVAN SE FWD SWB WAGON			
<b>In Service Dt</b>	01/28/2005	<b>Dealer</b>	49904	<b>Dealer Zone</b>	66	<b>Mileage</b>	49,491
<b>Name:</b>	KRIESER, KAREN M					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	615 S 62ND ST # 1					<b>Home Phone</b>	
	MILWAUKEE WI 53214-1855					<b>Country</b>	UNITED STATES

Referral - Tier Three - Default - Default - Default	Customer seeking goodwill .
Corporate - Recall - Default - Default - Default	Recall inquiry.
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Sensor light of the Air bag keeps on.

\*\*\*\*Begin structured narrative T2 - TIER THREE REFERRAL

Transferred customer to T3 or Reassigned CAIR to

Transfer to tier 3

T3 in-basket ?insert in-basket #? per ? NIC ?.

ES738

\*\*\*\*End structured narrative T2 - TIER THREE REFERRAL

Customer called in stating that the air bag sensor light was on all the time and customer was at the dealership. Customer wanted to see if there was a recall on the vehicle for the air bag. Agent informed the customer that there was no recall on the vehicle. Customer also mentioned that she was seeking assistance with the repair charges from Chrysler as the vehicle was already diagnosed. Agent consult supervisor ES738 and transferred the customer to Tier 3 for Goodwill assistance. Agent also updated the customer s phone number in COIN

Writer received transfer, customer had questions about recalls. Writer advised that there are no recalls on this vehicle. Customer seeking assistance with repairs for ABS light. Writer called dealer, Service Manager not available. Service Advisor states miles 49491, vehicle appears well maintained, no previous out of pocket at dealership, vehicle was just outside date range for related recall. SA feels we should offer assistance with repair. Vehicle is out of warranty by 11 months/13,000 miles, purchased used, but as this is a safety issue, writer will offer some assistance. SA does not have warranty amount, writer will call back to get amount. Writer advised customer I will follow up with dealer and call her back today.

impact sensors/wiring

never been to dealer, no prev out of pocket,

Customer daytime phone 414-507-9882.

Writer called dealer 42977 (262-544-5400). Service Advisor states he has made an offer to customer, customer accepted discount provided by dealership. Closing CAIR.

**Customer Assistance Inquiry Record (CAIR)#****18179691**

<b>Vin</b>	2D4GP44LX	6R658481	<b>Open Date</b>	12/17/2008	<b>Build Date</b>	09/20/2005	
<b>Model Year</b>	06	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	11/19/2005	<b>Dealer</b>	51772	<b>Dealer Zone</b>	51	<b>Mileage</b>	33,000
<b>Name:</b>	HENNING, NICOLE					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	PO BOX 418					<b>Home Phone</b>	
	LYONS WI 53148-0418					<b>Country</b>	UNITED STATES

Corporate - CNA Change - Default - Default - Default	Agent updated the ownership of the vehicle.
Referral - Tier Three - Default - Default - Default	Customer seeking goodwill assistance from Chrysler
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer states the air bag lamps turns on.

\*\*\*\*Begin structured narrative T2 - TIER THREE REFERRAL

Transferred customer to T3 or Reassigned CAIR to

Customer seeking goodwill assistance from Chrysler

T3 in-basket ?insert in-basket #? per ? NIC ?.

KP285

\*\*\*\*End structured narrative T2 - TIER THREE REFERRAL

Customer states the air bag lamps turns on. Customer also states that the

left front impact sensors is defective and seeks goodwill assistance from

Chrysler. Agent transferred the call to Tier 3 for further handling.

Approved by KP285.

12/17/08 2nd owner. Vehicle was purchased in 11/07 with about 20,000

miles. No other Chrysler vehicles. Vehicle was taken to dealer 51772. No

diagnosis by dealer. Owner was not happy with 51772. Vehicle was taken to

an independent. It was 1/2 price to have the vehicle diagnosed at the

independent. Independent advised owner the left front impact sensor needs

to be replaced.

Owner/Customer was informed that in order to review

their case for possible assistance, the owner would

need to bring the vehicle to an authorized facility and authorize

diagnostics.

Owner expressed her dissatisfaction and already paid \$50.00 to have the

vehicle diagnosed at an independent.

**Customer Assistance Inquiry Record (CAIR)#****18179754**

<b>Vin</b>	2D4GP44L1	6R789296	<b>Open Date</b>	12/17/2008	<b>Build Date</b>	02/21/2006	
<b>Model Year</b>	06	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	06/05/2006	<b>Dealer</b>	64685	<b>Dealer Zone</b>	51	<b>Mileage</b>	51,355
<b>Name:</b>	PEARSON, STEVEN B					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	W4984 WOODHAVEN DR					<b>Home Phone</b>	
	LA CROSSE WI 54601-2435					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Dealer reuests goodwill on behalf of customer
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Jamie from 64685 said he was told to call Service Contracts by a customer service representative. He is calling on behalf of customer and is seeking goodwill due to the fact this is a loyal customer who owns three Chrysler vehicles. Customer is seeking out of warranty assistance in the form of an air bag repair not covered by service contract but would have been covered under 3/36 warranty, expired by 15355 miles.

Dealer wants Chrysler authorization for a goodwill on air bag repair, diagnosis pending, but he says is probably a clockspring or sensor. The repair, under LOPS 19852501 or 08142502 would have been covered under 3/36 warranty, but are not under present service contract. The status of dealer # 64685 shows as SUDSA/ exp. 2008-10-26; dealer is concerned that a dealer goodwill would be rejected by Chrysler because the customer has a service contract but did not purchase the full coverage for this repair in the present service contract.

Informed dealer/customer that because the customer is loyal customer it may be a possibility, but before Chrysler considers offering any goodwill assistance outside of warranty, a diagnosis would need to be performed. Informed dealer the customer would still be responsible for a deductible which the dealer will negotiate with the customer.

No commitment for goodwill assistance has been made at this time. Dealer will call back with information on the amount of the requested goodwill and the amount the customer feels is fair to pay.

Jamie Neilson from the dealer#64685 said that the air bag light was on. He said that the clock spring needs to be replaced. He provided the warranty cost of the repair as \$74.56; Part: \$41.76 and labor: \$32.80. The current miles are 51355. Jamie said that he does not have a DSA. Jamie said that the customer is very loyal and the vehicle is well maintained Jamie (SM) was informed that the customer co-pay will be \$30.00 and Chrysler will pick up the rest of it. As a one-time goodwill gesture, Chrysler will repair the air bag light on. Customer will be responsible for a co-pay in the amount of \$ 30.00. This goodwill is being offered because: customer s loyalty

##### DIRECT-TO-DEALER #####

ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER

The CAC is sending this CAIR to you because of a goodwill policy decision that was made on behalf of this customer. A pre-auth has been created within GWA. If you need additional assistance with this PA, contact Monica at 800-992-1997 extension 66100. Customer has been informed of this decision. If not, please contact this customer and extend the goodwill offer as discussed. Please

update and/or close CAIR when complete. To reach the above extension dial 1-800-992-1997. Once the menu begins enter your dealer code. Once you hear

the start of the next menu enter the extension followed by the # sign.

Your

call is then transferred to the entered extension.

#####

REASSIGNED TO BC/DLR 51 64685 12/17/08 16:29 R 18179754

\*Contact Date:12/18/2008

Service Manager at the dealership has closed the Cair# 18179754

DCX goodwill repair is documented on Repair Order#69488  
CAIR RETURNED FROM DEALER ON 12/18/2008 AT 09:05:357 R 18179754

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<b>Customer Assistance Inquiry Record (CAIR)#</b>						<b>18182045</b>	
<b>Vin</b>	1D4GP45R1	5B325537	<b>Open Date</b>	12/18/2008	<b>Build Date</b>	02/08/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKH52	DODGE CARAVAN SXT FWD SWB WAGON			
<b>In Service Dt</b>	03/11/2005	<b>Dealer</b>	41573	<b>Dealer Zone</b>	42	<b>Mileage</b>	57,404
<b>Name:</b>	RAIBLE, JAMIE					<b>Contact Type</b>	LETTER
<b>Address</b>	1362 COLUMBIA RD					<b>Home Phone</b>	(440) 235-1074
	WESTLAKE OH 441452413					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer seeking reimbursement
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POSTMARK DATE: 121008; DATE RECEIVED: 121708  
 Customer seeking reimbursement for the repairs done on Impact Sensor at 41573 dealership. Customer has sent invoice indicating repairs were paid by visa card. Customer seeking reimbursement for \$172.35. Customer is very loyal customer. 3 New vehicle in the household. Vehicle has service contract on it. Repairs were performed at authorised dealership. As a one time goodwill gesture, Chrysler will reimburse in the amount of \$172.35. Agent submitting check request of \$172.35 for approval to 85J.



**Customer Assistance Inquiry Record (CAIR)#****18192888**

<b>Vin</b>	1D4GP24R3	5B426889	<b>Open Date</b>	12/23/2008	<b>Build Date</b>	06/11/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON			
<b>In Service Dt</b>	06/14/2005	<b>Dealer</b>	44876	<b>Dealer Zone</b>	32	<b>Mileage</b>	51,178
<b>Name:</b>	HEAVNER, DAVID A					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	119 E POINTE					<b>Home Phone</b>	(585) 223-2459
	FAIRPORT NY 14450-9777					<b>Country</b>	UNITED STATES

Referral - Tier Three - Default - Default - Default	Agent transferred the call to tier3
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer seeking assistance on air bag
Referral - Service Contracts - Default - Default - Default	seeking SC coverage for impact sensors

Customer called regarding the airbag concern. customer stated that the airbag light is flashing. customer stated that he will visit the dealership tomorrow. Agent advised the customer get in touch with the dealership get the vehicle inspected. Agent gave the reference# for further assistance.

The customer called again and the vehicle is at the dealership and they diagnosed the issue front left impact sensors need replacement and the repair cost would be \$200, agent informed the customer that he has a service contract of 8/80, agent transferred the call to SC to check the coverage on the same.

USCAC transferred the call. customer requested the coverage of the front left impact sensor. agent called up the dealership at 585 3856289 and spoke with the SA Dane. Dane provided the log. agent checked in VIP which is not covered. customer requested some assistance. agent transferred the call to tier 3 at \*8100 for any goodwill consideration.

log number 08142502

Customer called regarding the same issue. Agent transferred the call to tier3 as the previous call got disconnected.

\*\*\*\*Begin structured narrative T2 - TIER THREE REFERRAL

Transferred customer to T3 or Reassigned CAIR to transferred

T3 in-basket ?insert in-basket #? per ? NIC ?.

YS72

\*\*\*\*End structured narrative T2 - TIER THREE REFERRAL

REASSIGNED TO BC/DLR 32 44876 12/24/08 09:53 R 18192888

As a one-time goodwill gesture, Chrysler/Dealer will cover partial cost of the replacement of airbag light sensor.

Customer will be responsible for a co-pay in the amount of \$50.00

This goodwill is being offered because: Customer is loyal to Chrysler

##### DIRECT-TO-DEALER #####

#

ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER

The CAC is sending this CAIR to you because of a goodwill policy decision that was made on behalf of this customer. You have indicated you will be using your DSA to assist this customer. The customer has not been informed of this decision. If not, please contact this customer and extend

the goodwill offer as discussed. Update and/or close CAIR when complete.

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#

Dealer will contact concerning offer.

\*Contact Date:01/07/2009

Service Manager at the dealership has closed the CAIR# 18192888

DCX goodwill repair is documented on Repair Order#170786

CAIR RETURNED FROM DEALER ON 1/07/2009 AT 09:11:161 R 18192888

**Customer Assistance Inquiry Record (CAIR)#****18197742**

<b>Vin</b>	1D4GP24R6	5B397663	<b>Open Date</b>	12/24/2008	<b>Build Date</b>	05/17/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON			
<b>In Service Dt</b>	05/24/2005	<b>Dealer</b>	49917	<b>Dealer Zone</b>	71	<b>Mileage</b>	54,000
<b>Name:</b>	GEORGES, EVELYN					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	1383 MAROON DR					<b>Home Phone</b>	
	ELGIN IL 60120-8161					<b>Country</b>	UNITED STATES

Corporate - Recall - Default - Default - Default	Customer seeking recall information.
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer states that the air bag lights turned on
Product - Body / Trim / Paint Finish - Seat Belts - Defective - Default	Customer states that the seat belt are defective

Customer called in and states that the seat belts are defective. Customer also states that the air bag lights turns on. Agent advised the customer to get in touch with any of the Chrysler, Dodge or Jeep dealership. 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.

<b>Customer Assistance Inquiry Record (CAIR)#</b>						<b>18203722</b>	
<b>Vin</b>	1D4GP45R3	5B361570	<b>Open Date</b>	12/29/2008	<b>Build Date</b>	04/02/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKH52	DODGE CARAVAN SXT FWD SWB WAGON			
<b>In Service Dt</b>	04/16/2005	<b>Dealer</b>	42331	<b>Dealer Zone</b>	42	<b>Mileage</b>	54,000
<b>Name:</b>	KIEHL, RICHARD A					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	319 HUNTMERE DR					<b>Home Phone</b>	(440) 892-4859
	BAY VILLAGE OH 44140-2505					<b>Country</b>	UNITED STATES
Corporate - Recall - Default - Default - Default						Recall Information.	

Customer called to say that the air bag light came on a year ago and he fixed it. Customer said that the Air Bag light has come on again. Customer wanted to know if he will have to pay to get the sensors repaired. Agent advised the customer that there is no recall on his vehicle. Agent advised the customer to get it repaired.

**Customer Assistance Inquiry Record (CAIR)#****18204916**

<b>Vin</b>	2A4GP54L2	6R663719	<b>Open Date</b>	12/29/2008	<b>Build Date</b>	09/21/2005	
<b>Model Year</b>	06	<b>Body</b>	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON			
<b>In Service Dt</b>	12/12/2005	<b>Dealer</b>	66183	<b>Dealer Zone</b>	42	<b>Mileage</b>	52,000
<b>Name:</b>	SCHATZ, ALFRED					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	49900 JEFFERSON AVE					<b>Home Phone</b>	(586) 725-4292
	CHESTERFIELD MI 48047-2374					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	air bag light is flashing on
Referral - Tier Two - Internal Escalation - Authorization - Default	customer wants to file a lemon law.
Referral - Tier Three - Default - Default - Default	seeking for goodwill

Customer says that the air bag lights keeps coming on. Customer has taken the vehicle to the dealership(66183) for six times for the same concern. Customer wants to file a lemon law for the same concern. . Agent informed the customer that he will get a call back from the concern department within 3-4 business days. Agent reassigned the case to 85L for further handling

++++++LL / BB / Arb Research++++++

1. What s does the customer say is wrong with the vehicle?

Customer states the air bag light keeps coming on.

2. Was the vehicle purchased new or used?

New

3. Per the warranty history, how many repairs attempts are related to the customer s complaint/concern?

4 times

4. The number of Days out of service?

1 day on 08/10/07

1 day on 06/22/07

1 day on 03/13/07

1 day on 08/15/06

Total 4 days out of service

5. Date of first related repair attempt?

08/15/06

6. Mileage of first related repair attempt?

11589

7. Vehicle was purchased in what state?

Michigan

8. Is this a safety state?

No

9. Has there been a Direct-to-Dealer CAIR previously sent?

No

10. Has there been any Business Center involvement?

No

11. Is the vehicle at a Chrysler/Dodge/Jeep dealer now?

No

As per state Lemon Law Matrix, this vehicle qualifies to send file to 82L for Handling, First sending to AJC34 for review.

The time period for filing lemon law claims in Michigan is not specified. Assuming that the UCC statute of limitations applies, a claim must be filed within four years from the date the alleged defect is discovered.

This vehicle has the first repair attempt for the clock spring (which would be related to the airbag light) within the first 12 months or 12,000 miles and was less than 4 years ago. This customer may qualify for lemon law. Ok to send to 82L.

Agent is reassigning the case to 82L.

null

01.05.09

'Vehicle does not qualify for Lemon Law'

Sending

036 - REPLACEMENT/TRADE ASSIST./ REPAIR PER TERMS OF WARRANTY

\*Please Do not Re-open CAIR for Lemon Law Review

Customer called in for the above mnetioned concern and wants to know that why is his vehicle not qualifies. Agent informed that he will get a call back someone from the lemon law department.

REASSIGNED TO BC/DLR 42 66183 01/07/09 11:29 R 18204916

\*Contact Date:01/07/2009

Dealer 66183 has updated the mileage to 51209.

Service Manager at the dealership has closed the Cair# 18204916

After repeated attempts the dealer was unable to contact this customer.CAIR closed pending further contact from the customer.

CAIR RETURNED FROM DEALER ON 1/07/2009 AT 02:51:492 R 18204916

Customer called in to know the lemon law status. Agent informed that the vehicle does not qualify for lemon law. Agent explained the situation but the customer was not ready to understand. Customer seeking supervisor.

\*\*\*\* Internal Escalation (ST702) \*\*\*\* took the call

Customer called in reagrding the same concern. Customer states that he wants to know why the vehicle does not qualifies for a lemon law. Agent told the customer that he will give a call back tomorrow. Customer can be reached at 5867254292, 5862064408.

\*\*\*\* (ST702) \*\*\*\*

Agent called the customer at 5867254292 and reached voice mail. Agent left a voice mail stating that his request for lemon law will be reconsidered. Agent told the customer that he has to keep in touch with the SM at the dealership so that he can keep him updated about whatever decisions Chrysler is taking.

Customer states that she has got a letter from the maggi and she has stated that it will be warranty work done on the vehicle. Customer is very upset and wants to speak the same person.

So transfered the call to tier3.

While Writer doing research customer hung up. Writer contacted dealer 66183 586-727-7577 Service advisor Dave not available, Service Advisor Blake and Service Dave came back to phone states customer does not leave vehicle long enough for dealer to fully check out problem. SM Dave is less than cooperative when resolving the problem.

SM Dave states customer, customer is less than cooperative, when resolving the problem. Vehicle air bag is working now, SM Dave states if same problem air bag light comes on again ,please leave vehicle long enough to fully check into the problem.

The customer called with the reference number.

The customer called in the same regards.

The customer states that he visited the dealership 6 times for the same concern and yet the problem is unresolved.

The customer states that he wants to talk to MAGGY with the extension number:- 084.

The agent consulted with the floor support and then transferred the call to T-3 for further handling. Authorized by AM1107.

The customer wants \$100 waiver from Chrysler. The customer states that Chrysler should help as this the sixth time for the same concern.

customer states the same concern. agent approve it from(RP777) and transfer to tier3.

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**Customer Assistance Inquiry Record (CAIR)#****18207750**

<b>Vin</b>	2C4GP54L9	5R581989	<b>Open Date</b>	12/30/2008	<b>Build Date</b>	06/17/2005	
<b>Model Year</b>	05	<b>Body</b>	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON			
<b>In Service Dt</b>	11/02/2005	<b>Dealer</b>	26539	<b>Dealer Zone</b>	42	<b>Mileage</b>	74,000
<b>Name:</b>	GREG, JASON					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	22210 DONALDSON ST					<b>Home Phone</b>	(313) 914-4777
	DEARBORN MI 48124-4707					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Air bag sensor light comes on.
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Customer called in stating that the air bag sensor lights came on and the customer was seeking goodwill form chrysler for the repair charges. Agent adviced the customer to get the vehciel diagnosed and call us back with the repair charges, customer became very upset and hung up.

**Customer Assistance Inquiry Record (CAIR)#****18208419**

<b>Vin</b>	2D4GP44L0	6R782520	<b>Open Date</b>	12/30/2008	<b>Build Date</b>	02/11/2006	
<b>Model Year</b>	06	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	09/28/2006	<b>Dealer</b>	41461	<b>Dealer Zone</b>	32	<b>Mileage</b>	28,300
<b>Name:</b>	YOUNG, TRACY L					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	10 TYNE DALE WAY					<b>Home Phone</b>	(585) 889-3363
	NORTH CHILI NY 14514-9808					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer states that the airbag light comes on.
Product - Electrical - Unknown - Defective - Default	Customer states that the sensors were replaced.
Dealer - Service/Body Shop - Personnel - Other - Technician	Customer states that the technician are unable to diagnose the issue.
Product - Suspension - Tie Rods / Drag Link - Poor Ride - Unknown	Customer states that the tie rods were replaced.

MS TRACY YOUNG called in stating that the airbag lights keep coming on and this is the third time that the lights came on. Customer alleges that the dealership is unable to diagnose the vehicle. Customer states that the vehicle is at the dealership 41461 right now and they have called the customer to inform her that there was no error code found, and she can take the vehicle. Dealership advised the customer bring the vehicle later on if the lights come on again. Agent informed the customer about Co-Pilot. Agent called the dealership and spoke with Mat SM. Agent advised Mat to install a Co-Pilot on the vehicle. Mat said that the technician who is working on this vehicle is not there right now, he informed that as soon as the technician come he will talk to him about installing the Co-Pilot. Agent informed the customer that the Co-Pilot will be installed. Customer was also seeking recall information agent informed the customer that there is no recall on the vehicle. Customer was also concerned about the several repairs done while the vehicle was low on mileage. Customer states that the within months of purchasing the vehicle the sensors were replaced, first the drivers side tie rods were replaced and then the passenger side tie rods were replaced. Customer is concerned about the time when the vehicle will be out of warranty and these faults will come up. Agent informed the customer that if these faults come up while the vehicle is just out of warranty then we can review the case, but no promises made.

**Customer Assistance Inquiry Record (CAIR)#****18211626**

<b>Vin</b>	2C4GP54L3	5R433692	<b>Open Date</b>	12/31/2008	<b>Build Date</b>	02/04/2005	
<b>Model Year</b>	05	<b>Body</b>	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON			
<b>In Service Dt</b>	03/31/2005	<b>Dealer</b>	64077	<b>Dealer Zone</b>	42	<b>Mileage</b>	40,151
<b>Name:</b>	EVENS, COYE E					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	13795 JOYCE DR					<b>Home Phone</b>	(586) 779-0812
	WARREN MI 48088-6057					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	air bag lights came on
Referral - Tier Three - Default - Default - Default	

Customer called in stating that the sir bag lights are on. She stated that she has heard that there was a recall on this issue on 07/2/2007. She called up the dealership and they informed her that there is no recall on her vehicle. She has not visited any authorized dealership yet. Agent advised the customer to take the vehicle to an authorized dealership and get the vehicle diagnosed and call us back. Customer states that she went to the website [www.chryslerforum.com/recall](http://www.chryslerforum.com/recall) and found that there was recall for front sensor control corrosion. Customer states that in her vehicle it is the frontal crash sensor that has corroded due to the same reason mentioned in the website as concurred by her dealership.

Customer has diagnosed the vehicle at 64077, vehicle at dealership 64077.

Customer expects Chrysler to take care of the situation for her.

Agent explained to the customer that her vehicle is not part of the recall, however Chrysler will review her situation. Agent transferred call to senior staff management for review. \*\*\*AM1106.

Writer spoke with Service Advisor Roger C who stated that both front impact sensors have shorted out, possible due to weather. This is why the vehicle did not qualify for the recall on the frontal crash sensor module.

As a one-time goodwill gesture, Chrysler will cover \$113.00 towards the repair of the 2 front Impact sensors. Customer will be responsible for a co-pay in the amount of \$50.00. The reason for this goodwill is the customer's warranty is out by 10 months and 10,000 miles. Diagnostic and warranty rate confirmed by Roger C Service Advisor at # 64077.

##### DIRECT-TO-DEALER #####

ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER

The CAC is sending this CAIR to you because of a goodwill policy decision that was made on behalf of this customer. A pre-auth has been created within GWA. If you need additional assistance with this PA, contact Denise at 800-992-1997 Extension 66089. Customer has been informed of this decision. Please update and close CAIR when complete. To reach the above extension dial 1-800-992-1997. Once the menu begins enter your dealer code. Once you hear the start of the next menu enter the extension followed by the # sign. Your call is then transferred to the entered extension.

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REASSIGNED TO BC/DLR 42 64077 01/05/09 14:18 R 18211626

\*Contact Date:01/06/2009

Service Manager at the dealership has closed the Cair# 18211626

DCX goodwill repair is documented on Repair Order#40151

CAIR RETURNED FROM DEALER ON 1/06/2009 AT 07:47:784 R 18211626

DEALER 64077 SA Rodger NEEDS MORE PA DALLARS AS PRICE WAS ONLY PARTIAL.

INCREASED PA TO 200.00 WITH CUSTOMER CO-PAY IS STILL ONLY 50.00



**Customer Assistance Inquiry Record (CAIR)#****18220779**

<b>Vin</b>	2C8GP54L9	5R467103	<b>Open Date</b>	01/05/2009	<b>Build Date</b>	03/17/2005	
<b>Model Year</b>	05	<b>Body</b>	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON			
<b>In Service Dt</b>	04/06/2005	<b>Dealer</b>	67057	<b>Dealer Zone</b>	42	<b>Mileage</b>	65,050
<b>Name:</b>	KEMMERLING, SHERYL K					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	8732 SADDLEWOOD DR					<b>Home Phone</b>	(810) 227-4544
	BRIGHTON MI 48116-6272					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Air bag light keep coming on
Product - Electrical - Power Sliding Door - Intermittent or Inoperative - Passenger Side	The door is not opening
Product - Engine - Unknown - Check Engine Lamp On/Flashing - Default	The engine light keeps on
Product - Suspension - Shock Absorbers / Struts - Other - Unknown	struts rusted

Customer states that she had replace the turning signal light, also when the engine light come on she had replaced the EGR, second time the engine light come on she replaced the O2 sensor at the IRF. The current problems are the back passenger automatic door doesn't open, the back hatch and the struts are rusted, and the Air bag and the engine light are on. CAC advised the customer to take her vehicle to an authorized Chrysler dealership for proper diagnosis. Customer informed the customer that the basic warranty in her vehicle has expired and any repairs that are under the basic warranty will be charged to the customer.

**Customer Assistance Inquiry Record (CAIR)#****18224490**

<b>Vin</b>	2D8GP44LX	5R486076	<b>Open Date</b>	01/06/2009	<b>Build Date</b>	03/24/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	06/11/2005	<b>Dealer</b>	62125	<b>Dealer Zone</b>	32	<b>Mileage</b>	38,000
<b>Name:</b>	WINBURN, LORI K					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	1779 ROSS RD LOT 30					<b>Home Phone</b>	
	LYONS NY 14489-9123					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	customer states that the indicator light is coming up
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Customer called in stating that the indicator light is coming on which has something to do with the air bag. Agent advised the customer that as it is a safety issue he needs to get in touch with an authorized dealership for diagnosis. Agent provided the reference number to the customer and informed him to call us back after the diagnosis is done. Customer called in regards to the same concern as above. Customer states that he had visited the dealership and got the vehicle diagnosed and repaired. Customer states that he wants Chrysler to reimburse him because this is an ongoing problem with Dodge vehicles and also states that all the other vehicles have a recall on it then why does his vehicle not under the recall. Agent informed him that the recalls are VIN specific and therefore his vehicle is not under the recall. Customer was still insisting for the reimbursement he says the repair charges are \$248.72 and he wants Chrysler to assist him for that. Agent informed the customer to send in the invoice, proof of payment and a letter stating his concern. Agent also informed him that there will a review on the documents and it will be the decision of the reimbursement department whether to reimburse it or not. AGENT DID NOT PROMISE ANYTHING.

**Customer Assistance Inquiry Record (CAIR)#****18226616**

<b>Vin</b>	2D4GP44L3	6R658435	<b>Open Date</b>	01/06/2009	<b>Build Date</b>	09/19/2005	
<b>Model Year</b>	06	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	12/30/2005	<b>Dealer</b>	59786	<b>Dealer Zone</b>	35	<b>Mileage</b>	29,521
<b>Name:</b>	PARKINSON, FRANKLIN					<b>Contact Type</b>	CERTIFIED LETTER
<b>Address</b>	68 CARRIAGE PARK LN					<b>Home Phone</b>	(304) 229-3646
	BUNKER HILL WV 254133335					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default

POSTMARK DATE: 121808; DATE RECEIVED: 010609  
NAN SEE 18170945

**Customer Assistance Inquiry Record (CAIR)#****18230087**

<b>Vin</b>	2C4GP54L4	5R583228	<b>Open Date</b>	01/07/2009	<b>Build Date</b>	06/20/2005	
<b>Model Year</b>	05	<b>Body</b>	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON			
<b>In Service Dt</b>	07/14/2005	<b>Dealer</b>	63747	<b>Dealer Zone</b>	42	<b>Mileage</b>	60,244
<b>Name:</b>	BIRD, PATRICK D					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	22062 BROOKFIELD CT					<b>Home Phone</b>	
	SOUTH LYON MI 48178-2538					<b>Country</b>	UNITED STATES

Referral - Tier Three - Default - Default - Default

Vehicle needs airbag sensors.

Customer seeks assistance from Chrysler.

Vehicle needs airbag sensors.

Vehicle has been diagnosed by Jamie, SA from 63747.

Charges- \$500.

Customer is the first owner of the vehicle.

Has 1 vehicle in the household.

Vehicle is out of warranty.

Vehicle has no CSC.

Agent consulted with AM1107 and transferred the call to T3.

Customer took vehicle in for routine maintenance and dealer discovered the airbag sensors have failed. Customer has authorized the repair.

Dealer states The vehicle has been well maintained. The reason for failure of the sensors is a short in the wiring harness that the dealer states is a product defect. Repair has begun, but will accept a PA from CCAC.

As a one-time goodwill gesture, Chrysler will assist the customer with the replacement of the airbag sensors. Warranty cost of repair is 412.60.

Customer co-pay is 100.00.

Customer accepted offer.

This goodwill is being offered because customer has owned 3 Chrysler products, failure of airbag sensors poses a safety risk, and the cause was a wiring defect.

##### DIRECT-TO-DEALER #####

ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER

The CAC is sending this CAIR to you because of a goodwill policy decision that was made on behalf of this customer. A pre-auth has been created within GWA. If you need additional assistance with this PA, contact Derrick at 800-992-1997 extension 66090.

Customer has been informed of this decision. Please update and/or close CAIR when complete. To reach the above extension dial 1-800-992-1997. Once the menu begins enter your dealer code. Once you hear

the start of the next menu enter the extension followed by the # sign.

Your

call is then transferred to the entered extension.

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REASSIGNED TO BC/DLR 42 63747 01/07/09 12:06 R 18230087

\*Contact Date:01/08/2009

Service Director at the dealership has closed the Cair# 18230087

DCX goodwill repair is documented on Repair Order#154084

CAIR RETURNED FROM DEALER ON 1/08/2009 AT 08:52:475 R 18230087

**Customer Assistance Inquiry Record (CAIR)#****18231658**

<b>Vin</b>	1C4GP45R2	5B442301	<b>Open Date</b>	01/07/2009	<b>Build Date</b>	07/07/2005	
<b>Model Year</b>	05	<b>Body</b>	RSYH52	CHRYSLER TOWN & COUNTRY FWD SWB WAGON			
<b>In Service Dt</b>	09/10/2005	<b>Dealer</b>	52516	<b>Dealer Zone</b>	42	<b>Mileage</b>	49,000
<b>Name:</b>	HUGHEY, SUE A					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	5176 RIVER RD N					<b>Home Phone</b>	
	BOYNE FALLS MI 49713-9764					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer states the air bag lights turn on
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Customer state the air bag lights came on. Customer has been to the dealership and had to replaced the front air bag sensors and wants Chrysler to reimburse for the repairs which he has performed on the vehicle. Agent informed the customer that the vehicle is out of warratny and Chrysler would not be able to help him in this case.

**Customer Assistance Inquiry Record (CAIR)#****18231979**

<b>Vin</b>	2D4GP44L4	5R515928	<b>Open Date</b>	01/07/2009	<b>Build Date</b>	06/09/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	08/30/2005	<b>Dealer</b>	68499	<b>Dealer Zone</b>	74	<b>Mileage</b>	57,258
<b>Name:</b>	BENTZ, MARY J					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	12773 HIBBING # 16					<b>Home Phone</b>	
	HIBBING MN 55746-					<b>Country</b>	UNITED STATES

Referral - Tier Three - Default - Default - Default	Customer seeking repair assistance.
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer states that the air bag lights are on.
Product - Electrical - Power Sliding Door - Complete Failure - Passenger Side	Customer states that the power sliding door wiring is inoperative.
Product - Suspension - Tie Rods / Drag Link - Vibration - Front	Customer states that the tierods are defective.

Customer states that she is experiencing a problem with the Air bag sensor, the front tie rod ends and the wiring of the wiring harness are defective. Customer states that the vehicle has been diagnosed at dealership 68499. Customer is seeking repair assistance for the same from Chrysler. Agent transferred the call to Tier 3 for further handling.

\*\*\*\*Begin structured narrative T2 - TIER THREE REFERRAL

Transferred customer to T3 or Reassigned CAIR to

Tier 3

T3 in-basket ?insert in-basket #? per ? NIC ?.

\*\*\*\*End structured narrative T2 - TIER THREE REFERRAL

Approved by IY10

Customer called in and states that he wanted to speak with the senior staff agent, agent took authorization from SG580, and transferred the call to tier 3 for further assistance. Customer also states that the repair cost for parts 212.46 and for labor is 237.60

Writer contact Service Manager AI at dealer 68499 Hibbing Chrysler center to confirm the above repairs and cost. The quote on line 15 is warranty parts and labor.

As a one-time goodwill gesture, Chrysler will cover \$302.00 towards the repairs of the above listed repairs. Customer will be responsible for a co-pay in the amount of \$150.00. The reason for this goodwill is customer is very loyal to the dealer and to Chrysler. Diagnostic and warranty rate confirmed by Service Manager AI #68499 Hibbing Chrysler Center .

##### DIRECT-TO-DEALER #####

ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER

The CAC is sending this CAIR to you because of a goodwill policy decision that was made on behalf of this customer. A pre-auth has been created within GWA. If you need additional assistance with this PA, contact Denise at 800-992-1997 Extension 66089. Customer has been informed of this decision. Please update and close CAIR when complete. To reach the above extension dial 1-800-992-1997. Once the menu begins enter your dealer code. Once you hear the start of the next menu enter the extension followed by the # sign. Your call is then transferred to the entered extension.

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REASSIGNED TO BC/DLR 74 68499 01/08/09 13:00 R 18231979

\*Contact Date:01/09/2009

Service / Parts Director at the dealership has closed the Cair# 18231979

DCX goodwill repair is documented on Repair Order#120919

CAIR RETURNED FROM DEALER ON 1/09/2009 AT 03:20:057 R 18231979

**Customer Assistance Inquiry Record (CAIR)#****18237610**

<b>Vin</b>	2D4GP44L2	5R599991	<b>Open Date</b>	01/09/2009	<b>Build Date</b>	07/05/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	07/30/2005	<b>Dealer</b>	37058	<b>Dealer Zone</b>	32	<b>Mileage</b>	51,000
<b>Name:</b>	MAHONEY, STEPHEN					<b>Contact Type</b>	LETTER
<b>Address</b>	12 PINE CT					<b>Home Phone</b>	(845) 457-9072
	MONTGOMERY NY 1254915266					<b>Country</b>	UNITED STATES

Product - Engine - Oiling System / Pan / Pump - Leaks - Default	Customer called regarding the oil leaks
Referral - Tier Three - Default - Default - Default	Customer seeking goodwill reimbursement.
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer states that the air bag light was on.
Product - Wheels and Tires - Rear Wheel Bearings - Noisy - Rear Driver	Customer states that the rear left wheel bearing were noisy.
Product - Steering - Power Rack and Pinion / Gear - Defective - Default	Customer states that the complete rack and pinion steering was failed.

Customer called regarding the oil leaks. customer stated that there is oil coming out of the engine and wanted to know the transmission problem. Agent informed the customer that there is warranty on transmission and advised to get in touch with the dealership to get the vehicle inspect then call us back. Agent gave the reference# for further assistance.

\*\*\*\*Begin structured narrative T2 - TIER THREE REFERRAL

Transferred customer to T3 or Reassigned CAIR to

Transferred customer to T3

T3 in-basket ?insert in-basket #? per ? NIC ?.

Per PA150

\*\*\*\*End structured narrative T2 - TIER THREE REFERRAL

Customer seeking assistance regarding the same concern. Customer states that the vehicle has the oil leak problem which is ongoing. Customer states that the complete rack and pinion steering was failed and had to be replaced. Customer states that the air bag light was on and the sensor had to be replaced. Customer states that the dealership is not able to duplicate the problem with the oil leak and the dealership 68665 suggested for and oil change to duplicate the oil leak. Customer states that the vehicle has a problem with the rear left wheel bearing as they were making a loud noise. Customer states that he is not happy with the vehicle and wants Chrysler to give some compensation for the problems that he has experienced. Customer seeking goodwill reimbursement for the cost of the repairs. Agent referred to PA150 and transferred the call to Tier 3 for further handling.

\*\*\*Writer spoke to Frank, in service, who said the majority of the charges was for a wheel bearing replaced due to rust. No power steering repair was done. Writer declined assistance on this repair, but did advise him to fax over his receipt from a rack and pinion steering repair that was done about 1 year ago. Writer may offer partial reimbursement on that work. Owner states he is sorry that he purchased this vehicle.

Customer called in for the reimbursement. Agent informed the send the fax to CAC, customer has the Chrysler Financial Fax #. Customer got angry and wants to talk to some one in US. Agent transferred the call to t3 for assistance.

\*\*\*Approved by ST702\*\*\*

Customer called wanting to know if the documents that he had faxed to agent CLA3 had been received. Writer stated that I can not see where they have been received yet. Customer wanted to speak to CLA3. Writer transferred the call 8105.

Customer called in requesting to know if Carol has received his fax message. Advised customer that nothing shows that in the file.

Trnsferred customer to Tier3

\*\*\*Writer received the fax and contacted the dealer for verification of payment. Joe, in service provided

the information. Since the repair was done 2/11/08, with 36412 miles on it, writer will reimburse him the cost of the repair, minus the alignment.

Owner is very pleased with this assistance and verified the mailing address.

POSTMARK DATE: 011509; DATE RECEIVED: 012809

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**Customer Assistance Inquiry Record (CAIR)#****18238338**

<b>Vin</b>	1A4GJ45R9	7B154645	<b>Open Date</b>	01/09/2009	<b>Build Date</b>	12/09/2006	
<b>Model Year</b>	07	<b>Body</b>	RSYH52	CHRYSLER TOWN & COUNTRY SWB WAGON			
<b>In Service Dt</b>	10/28/2007	<b>Dealer</b>	68574	<b>Dealer Zone</b>	71	<b>Mileage</b>	16,038
<b>Name:</b>	MORA, ALFREDO					<b>Contact Type</b>	LETTER
<b>Address</b>	151 CESTA DRIVE					<b>Home Phone</b>	(707) 815-7616
	NAPA CA 94559					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp  
On/Flashing - Default

Customer is experiencing concern with the air  
bag lights.

POSTMARK DATE: 010909; DATE RECEIVED: 010909

Customer ?Mr. Alfredo Mora? writes seeking assistance as customer is experiencing concern with the air bag lights. Customer is concerned with the safety of the vehicle. Customer has sent the invoice copies for the repairs performed at Napa Chrysler ?invoice copies are not clear to be reviewed?.

Customer states that customer has sent the lemon law card ?not received by Chrysler till now?.

\*\*\*\*\*

Agent reviewed,

Customer is not the owner for the vin# ?7B124645-Dodge Caravan? provided on the letter/invoice.

\*\*\*\*\*

In order to confirm the vin#, agent called the customer on 01/09/08, and spoke to Mr. Mora. Agent informed the customer that customer is not shown as the current owner of the vehicle and hence requested the customer to confirm the vin#.

\*\*\*\*\*

Customer confirmed the vin# and that was 7B154645. Agent reviewed and this was a Chrysler T&C. Agent informed the customer that the vehicle on the invoice is different to that for the new vin# provided. Customer agreed and said that the dealership has made a mistake in that. Agent associated the cair to the new vin#.

Customer informed that the vehicle is at the dealership and customer does not want it back.

Agent informed the customer that the invoice customer has sent was not clear and hence requested the customer to provide a clear copy of the invoices for review ?requested to mention the correct vin# on that?.

Agent provided the reference# and the fax# and requested the customer to be in contact with the dealership for the vehicle repairs.

\*\*\*\*\*

Agent updated the coin, mileage and the servicing dealer.

**Customer Assistance Inquiry Record (CAIR)#****18239708**

<b>Vin</b>	1D4GP25B7	7B120024	<b>Open Date</b>	01/12/2009	<b>Build Date</b>	10/11/2006	
<b>Model Year</b>	07	<b>Body</b>	RSKL52	DODGE CARAVAN SE SWB WAGON			
<b>In Service Dt</b>	04/28/2007	<b>Dealer</b>	68959	<b>Dealer Zone</b>	42	<b>Mileage</b>	39,710
<b>Name:</b>	HICKS, SUSAN					<b>Contact Type</b>	E-MAIL
<b>Address</b>	588 BROAD ST			PO BOX 803		<b>Home Phone</b>	
	CONNEAUT OH 44030					<b>Country</b>	UNITED STATES

Product - Suspension - Tie Rods / Drag Link - Other - Front	Complains of problems with tie rods and seeks goodwill.
Dealer - Sales - Personnel - Other - Salesperson	Complains of salesperson providing misguiding information during sale.
Product - Brakes - Unknown - Worn - Unknown	Informs of brakes gone bad.

## \*\*\*\*\* EMAIL BRIEF DESCRIPTION CONTENT \*\*\*\*\*

van not two years old wearing out

## \*\*\*\*\* END EMAIL BRIEF DESCRIPTION CONTENT \*\*\*\*\*

Purchased New or Used? New

## \*\*\*\*\* BEGIN CUSTOMER EMAIL \*\*\*\*\*

I work for General Aluminum in Conneaut we make parts for you. We bought a brand new van in 2007. It had a bad noise when you turned the steering wheel, my husband had it bad to true north several times and was told that was ok. Now we have a very bad shimmy in the front. I thought it was just needing an alignment, my husband took it to true north and they said it was the tie rods were no good the breaks were bad. Now we only have 36000 miles on this. I was telling one of our engineers at work about this and he said no way should this stuff be wearing out. There telling us its going to be about 800.00 to fix this. I don't make a lot of money and we still owe 17000.00 that is why we bought a new one thinking everything would be good for a few years I told him maybe we could trade it in and the sales person said our payments would be about 650.00 no way could we afford that. When we bought it the salesman we had said that in a year or two Chrysler had a loyalty program were they would pay the difference in what a new one would cost and what we owed. \nAnyway I just don't think a van should be wearing out this fast.\n\nThank You\nSusan Hicks

## \*\*\*\*\* BEGIN EMAIL RESPONSE \*\*\*\*\*

Thank you for contacting the Chrysler Customer Assistance Center regarding your 2007 Dodge Caravan. We regret for the inconvenience you have been experiencing. It is always of concern when we learn that a loyal customer is dissatisfied with our product, as you seem to be. However, to assist you at the earliest we suggest that you call the Customer Assistance Center at 1-800-992-1997 between 8:00 a.m. and 5:00 p.m. Monday through Friday (in all Continental Time Zones).

- 1) Vehicle Identification Number (VIN)
- 2) Name of dealership where vehicle is diagnosed
- 3) Current vehicle mileage
- 4) An explanation of the problem

We have Customer Service Representatives available to address your

questions and concerns.

Thanks again for your email.

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

Customer called in regarding the email. Agent asked the customer to take the vehicle to the dealership. Customer said that she has taken the vehicle to the dealership. Customer wants chrysler to cover the repairs. Agent transferred the call to t3. AM1107 approved the transfer.

\*\*\*Owner states that the current problems involve the tie rods, brakes, and tires. Writer spoke to Kim, and due to low mileage, writer agreed to do the tie rods with the owner having a \$50. copay. The brakes and tires are customer pay repairs. Writer also agreed to do the impact sensor with a \$50. copay from the customer. Owner is pleased with this assistance.

Writer left a message for Kim, the service advisor, concerning the additional assistance for the sensor.

\*\*\*This cair will be closed until the dealer calls back to have this work preauthorized.

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**Customer Assistance Inquiry Record (CAIR)#****18241996**

<b>Vin</b>	1D4GP25R8	7B124645	<b>Open Date</b>	01/12/2009	<b>Build Date</b>	10/12/2006	
<b>Model Year</b>	07	<b>Body</b>	RSKL52	DODGE CARAVAN SE SWB WAGON			
<b>In Service Dt</b>	10/18/2006	<b>Dealer</b>	68574	<b>Dealer Zone</b>	71	<b>Mileage</b>	16,032
<b>Name:</b>	MORA, ALFREDO					<b>Contact Type</b>	CERTIFIED LETTER
<b>Address</b>	151 CESTA DR					<b>Home Phone</b>	
	NAPA CA 94559					<b>Country</b>	UNITED STATES

Corporate - Lemon Law - Default - Default - Default	
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	
Product - Drivability - Unknown - Stalling - Default	

POSTMARK DATE: 122908; DATE RECEIVED: 011209

\*\*\*\*Begin structured narrative LEMON LAW REQUEST

This applies to written notifications only

Yes

What type of notification was received

Letter

Was it received via Certified Mail

Yes

Date notification was received

1/12/09

\*\*\*\*End structured narrative LEMON LAW REQUEST

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

Owner is seeking relief under state Lemon Law or  
Customer Arbitration process.

CAIR is being assigned to business center for handling.

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.

Owner sent lemon law notification.

011409 reassigned to temp dm skp3 to review customer's request for lemon law  
and to contact owner with decision tmt

Repurchase not justified with repair history.skp

**Customer Assistance Inquiry Record (CAIR)#****18242025**

<b>Vin</b>	2C4GP44R4	5R592378	<b>Open Date</b>	01/12/2009	<b>Build Date</b>	06/03/2005	
<b>Model Year</b>	05	<b>Body</b>	RSYH53	CHRYSLER TOWN & COUNTRY LX FWD LWB WAGON			
<b>In Service Dt</b>	06/04/2005	<b>Dealer</b>	60410	<b>Dealer Zone</b>	42	<b>Mileage</b>	79,839
<b>Name:</b>	FOX, ROBERT					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	641 DUNBAR RD					<b>Home Phone</b>	
	TALLMADGE OH 44278-3101					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Alleges that the air bag light is on.
Referral - Tier Three - Default - Default - Default	Seeking goodwill assistance.

Customer called in regarding the above mentioned issue with the reference number 18159630. Agent checked the cair 18159630. Customer alleges that the vehicle is at the dealership and estimated cost of repairs is around \$400.00 plus the taxes. Agent transferred the call to Tier 3.

What is the customer requesting from Chrysler? Seeking goodwill assistance regarding the air bag.

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

Service contract (Chrysler or 3rd party) that would cover the repair? No

Original owner? (yes/no) If no, purchased when? Used

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

1

Is there any repair history related to the current concern? No

Has the vehicle been diagnosed by a Chrysler, Dodge or Jeep dealership?

Yes

Service dealer code? 36332

Service manager name? Tom.

NIC of team leader/floor walker who authorized escalation of caller?

IY10.

Dealer phone 330-296-6455.

Customer is requesting Chrysler to cover the cost to replace air bag sensors.

Writer called dealer 60410 Service Manager (SM) Tom to verify the problem with the vehicle. SM stated that the air bag sensors show corrosion and are opening which would cause the lights to stay on or being intermittent.

Writer and SM concurred that assistance can be extended but dealer not willing to use DSA. Writer and SM concurred that customer should pay at least a \$150.00 co-pay plus diagnostic fees toward the repair.

Warranty cost for the parts are \$193.00 and cost for labor is \$165.12 for a total of \$358.12. Mileage was confirmed as being 79,839.

Writer informed SM to call customer and inform of offer being extended for the repair of the air bag sensors.

As a one-time goodwill gesture, Chrysler will cover replacement of the air bag sensors.

Customer will be responsible for a co-pay in the amount of \$150.00. This goodwill is being offered because: Customer loyalty.

##### DIRECT-TO-DEALER #####

ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER

The CAC is sending this CAIR to you because of a goodwill policy decision that was made on behalf of this customer. A pre-auth has been created within GWA. If you need additional assistance with this PA, contact Suzie at 800-992-1997 extension 66093

Customer HAS NOT been informed of this decision. If not, please contact this customer and extend the goodwill offer as discussed. Please update and/or close CAIR when complete. To reach the above extension dial 1-800-992-1997. Once the menu begins enter your dealer code. Once you hear

the start of the next menu enter the extension followed by the # sign.

Your

call is then transferred to the entered extension.

#####

REASSIGNED TO BC/DLR 42 60410 01/12/09 11:00 R 18242025

DM reviewed the file and is closing it, due to the call center making a good will policy adjustment....rrb30

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**Customer Assistance Inquiry Record (CAIR)#****18243939**

<b>Vin</b>	2A4GP54L0	6R915693	<b>Open Date</b>	01/12/2009	<b>Build Date</b>	06/07/2006	
<b>Model Year</b>	06	<b>Body</b>	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON			
<b>In Service Dt</b>	07/20/2006	<b>Dealer</b>	08223	<b>Dealer Zone</b>	51	<b>Mileage</b>	38,787
<b>Name:</b>	YANG, YER H					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	109 SUNNY MEADE LN APT 1					<b>Home Phone</b>	(608) 257-4332
	MADISON WI 53713-2033					<b>Country</b>	UNITED STATES

Referral - Tier Three - Default - Default - Default	Customer seeking repair assistance.
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	air bag light switching on and off
Product - Engine - Unknown - Noisy - Default	noise in the engine

Customer states that due to defective engine the vehicle is making noise. This problem increases in the summer season because of air conditioner. she further states that the air bag light come on and off and sensors not working. she contact the dealership and get to know that the steering rack and penion is leaking .Dealership denied to repair the component without charge because vehicle is out of warranty. Agent pulled the record information and get to know that she owns several vehicle, as well as according to time frame the vehicle is still under warranty. Agent confirm it from the supervisor and authorized by#rp777 to transfer the call to tier3.

The customer called with the reference number.

The customer called in the same regards.

As per the previous documentation the agent transferred the customer to T-3.

The agent consulted with the floor support and then transferred the call to T-3 for further handling. Authorized by AM1107.

Customer called in as the call was disconnected while transferring to t3.

Agent transferred the call again.

Caller seeking assistance since vehicle is out of warranty less than 3000 miles. Writer called dealership 08223 phone 608-275-7700 and spoke with service adviser Bernie. Bernie will get the information together and I will call him back in 20 minutes for warranty cost for parts and labor before making a decision. Customer has owned 5 vehicles prior.

Writer spoke with Bernie (SA) at dealership . Warranty cost for parts is 289.87 and warranty cost for labor is 219.00. Writer will call back to speak with SM Ed 1-13-09 to see if assistance is warranted.

As a one-time goodwill gesture, Chrysler will cover \$409.00 towards the repairs listed above. Customer will be responsible for a co-pay in the amount of \$100.00. The reason for this goodwill is the customer purchase history as listed on lines 23. Diagnostic and warranty rate confirmed by Bernie service advisor at 08223.

##### DIRECT-TO-DEALER #####

ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER

The CAC is sending this CAIR to you because of a goodwill policy decision that was made on behalf of this customer. A pre-auth has been created within GWA. If you need additional assistance with this PA, contact Denise at 800-992-1997 extension 66089. Customer has not been informed of this decision. Please contact this customer and extend the goodwill offer as discussed. Please update and close CAIR when complete. To reach the above extension dial 1-800-992-1997. Once the menu begins enter your dealer code. Once you hear the start of the next menu enter the extension followed by the # sign. Your call is then transferred to the entered extension.

REASSIGNED TO BC/DLR 51 08223 01/13/09 13:14 R 18243939

\*Contact Date:01/14/2009

Service Manager at the dealership has closed the Cair# 18243939

DCX goodwill repair is documented on Repair Order#293509

CAIR RETURNED FROM DEALER ON 1/14/2009 AT 06:55:703 R 18243939

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**Customer Assistance Inquiry Record (CAIR)#****18246165**

<b>Vin</b>	2D4GP44L1	7R270895	<b>Open Date</b>	01/13/2009	<b>Build Date</b>	02/09/2007	
<b>Model Year</b>	07	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT LWB WAGON			
<b>In Service Dt</b>	03/16/2007	<b>Dealer</b>	67243	<b>Dealer Zone</b>	42	<b>Mileage</b>	60,000
<b>Name:</b>	SILLMAN, ERIC					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	6899 BIG TRAIL RD					<b>Home Phone</b>	(248) 887-3061
	HOLLY MI 48442-9153					<b>Country</b>	UNITED STATES

Product - Brakes - Unknown - Brake/Parking Brake Lamp On/Flashing - Default	ABS light came on.
Product - Electrical - Battery - Defective - Default	Battary is leaking acid
Referral - Tier Three - Default - Default - Default	Customer seeking to speak with senior staff.
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer states driver side air bag light came on.
Product - Electrical - Wipers / Washers - Intermittent or Inoperative - Unknown	Customer states windshield pump is intermittent.
Product - Steering - Power Steering Pump / Bkts - Defective - Default	Steering noisy

Customer says that the steering pump had some noise coming. Customer says that the problem with the noisy steering is from the time when the vehicle had 18000 miles. Customer states that the ABS lights have come ON in the vehicle and the Battary is leaking acid. Customer says that he has already diagnosed the vehicle before in the dealership(67243). Customer seeking assistance from Chrysler for the repairs. Agent transfered the call to tier 3 for further assistance.

Customer request: goodwill assistance.

Warranty out by Mileage/Time: time and milage

Any Service Contract: NO

Original Owner: YES , If NO, vehicle Purchased on:

Household: 2

Any related repair history: Yes

Has the Vehicle been diagnosed by CDJ dealership: Yes

Dealer Code: 67243

Escalation authorization NIC: SG580

Customer is seeking assistance with ABS light sensor, windshield washer pump, and airbag sensor.

Writer informed customer that a full diagnosis would need completed before any assistance can be considered. Writer called dealer 67243 Service Advisor (SA) Samantha to check on when the diagnosis was completed in Dec. 2008. SA stated that diagnosis was completed on 12/10/08 and it was found the rack and pinion had a small leak and ABS sensor was corroded which caused it to fail.

Writer informed customer to call dealer to schedule an appointment to have the current problems with vehicle diagnosed and then, dealer will call writer back with information. Writer informed customer that agent will call dealer back on 01/16/09 to check on status. Current problems customer would like assisted on are windshield washer pump, airbag light, and ABS sensor light.

Writer provided SA the CAIR number for future reference and also, the information on what needs to be checked out. Writer instructed customer to speak to Jeff Service manager at dealership to see if diagnosis fee can be adjusted.

Writer called dealer 67243 Service Manager (SM) Jeff to check on status of vehicle.

Writer called dealer 67243 Service Manager (SM) Jeff to check on status of vehicle.

Agent attempted to contact dealer Service Manager (SM) Jeff, however, SM not available. Left message for a return call. Provided enough information to give SM the ability to understand the reason for the contact

Writer called dealer 67243 Service Manager (SM) Jeff to check on status

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Agent attempted to contact dealer Service Manager (SM) Jeff, however, SM not available. Left message for a return call. Provided enough information to give SM the ability to understand the reason for the contact

Writer called dealer 67243 Service Manager (SM) Jeff to check on status of vehicle.

Agent attempted to contact dealer Service Manager (SM) Jeff, however, SM not available. Left message for a return call. Provided enough information to give SM the ability to understand the reason for the contact

Writer received call from dealer 67243 Jeff stating that an offer from dealership using their DSA was extended but customer refused to accept this offer.

SM offered to assist the customer with the multiple repairs but customer would need to pay a \$500.00 co-pay toward the full repair bill when completed.

Approval to decline any assistance since customer refused offer previously presented by dealer 67243 Jeff was provided by CH868.

Agent attempted to contact the customer on 01/15/09 at 7:16 AM MDT on the customer's Home phone. Writer informed customer to callback for decision on the request for assistance.

Customer called in and wants to speak with SM1203. Agent transferred call to tier3 for further assistance. Authorized by PA150.

Customer called transferred to extension 66093.

Writer received message from customer and was requested to call customer back at 1-248-420-0165 to explain the resolution on his vehicle.

Writer called customer to explain the decision.

Agent attempted to contact the customer on 01/19/09 at 9:20 AM MDT on the customer's Cell phone.

Agent left message, name/NIC and direct extension # 66093 for a return call

Writer reviewed CAIR to see if customer had called back concerning the decision on this case.

Customer, Mrs. Sillman called in with the same concern as mentioned above. Customer states she wants to speak with Suzie (SM1203). Customer also states the driver side air bag light came on & the windshield pump is intermittent & the steering makes humming noise only on the expressway.

Agent provided the CAIR # and the direct extension # 66093 to the customer for future reference.

Agent consulted Supervisor SD489 & transferred the call to Tier 3 for further assistance. Customer agreed.

\*\*\*\*Begin structured narrative T2 - TIER THREE REFERRAL

Transferred customer to T3 or Reassigned CAIR to

Transferred customer to T-3

T3 in-basket ?insert in-basket #? per ? NIC ?.

SD489

\*\*\*\*End structured narrative T2 - TIER THREE REFERRAL

Writer received transfer, customer seeking goodwill for repairs. Per above, advised customer that goodwill assistance was denied, and informed customer that dealer had offered assistance. Customer states problems started before warranty expired, but were not diagnosed by dealership.

Writer apologized, but reiterated that the decision has been made in this case. Customer asking to speak to agent that made goodwill decision.

Writer advised customer that that agent is on the phone, and I will ask her to call customer.

Writer called customer to confirm the reason on the decline of assistance with the problem with the vehicle related to the power steering.

Writer reviewed file and found the vehicle does not qualify for lemon law in MI. Writer explained to customer's spouse that since the dealer has present any type of offer no goodwill will be extended from Chrysler.

Customer stated that they have taken this vehicle to an IRF to have things checked out on this vehicle.

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**Customer Assistance Inquiry Record (CAIR)#****18250678**

<b>Vin</b>	2C4GP44R3	5R590265	<b>Open Date</b>	01/14/2009	<b>Build Date</b>	06/25/2005	
<b>Model Year</b>	05	<b>Body</b>	RSYH53	CHRYSLER TOWN & COUNTRY LX FWD LWB WAGON			
<b>In Service Dt</b>	06/28/2005	<b>Dealer</b>	09861	<b>Dealer Zone</b>	35	<b>Mileage</b>	78,000
<b>Name:</b>	KLOSKY, JANICE					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	17338 BEAVER CENTER RD					<b>Home Phone</b>	
	LINESVILLE PA 16424-6720					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer seeks recall on the air bag lights.
Recall - F10: - Advise Owner/Incomplete Recall	Informed customer about the pending recall.

Customer called in stating that the air bag lights are defective and was seeking a recall on the same. Agent informed the customer that there was no recall on the air bag lights and also proactively informed the customer about the pending recall. Agent informed the customer to get in touch with the dealership to get the recall repair done.

**Customer Assistance Inquiry Record (CAIR)#****18251993**

<b>Vin</b>	2C8GP54L9	5R467103	<b>Open Date</b>	01/15/2009	<b>Build Date</b>	03/17/2005	
<b>Model Year</b>	05	<b>Body</b>	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON			
<b>In Service Dt</b>	04/06/2005	<b>Dealer</b>	99999	<b>Dealer Zone</b>	42	<b>Mileage</b>	0
<b>Name:</b>	KEMMERLING, SHERYL					<b>Contact Type</b>	E-MAIL
<b>Address</b>	8732 SADDLEWOOD DR					<b>Home Phone</b>	
	BRIGHTON MI 48116					<b>Country</b>	UNITED STATES

Dealer - Service/Body Shop - Transaction - Insufficient Follow-Up - Default

Customer is complaining about the dealership

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

Poor customer service at Brighton Chrysler

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

Purchased New

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

VIN number: 2C8GP54L95R467103  
To Whom It May Concern:  
I am writing to voice my dissatisfaction with my 2005 Chrysler Town and Country, and my dissatisfaction with a very rude Sales Manager at Brighton Chrysler and Jeep. Approximately one week ago, I called Chrysler customer service to file a complaint regarding the numerous problems with my van. (Currently the van has 65,000 miles.) Those complaints include extensive corrosion on the back hatch; airbag light illuminated; engine light illuminated (for the third time € required new EGR valve and new O2 sensor in 2008); broken back sliding door; front driver seat falling apart; struts on back hatch replaced in May 2008 due to extensive corrosion of the struts; turn signal switch replaced. On Thursday, January 8, 2009, I went into my salesman at Brighton Chrysler. His name is Mike Ryckman and he is the Sales Manager. I informed him of my multiple problems and asked if there was a number I could call at Chrysler to discuss the issues with the van, especially the illuminated airbag light, which is my most current problem with the van. I voiced my concern about the airbag light as I read that my airbags are disabled when the light is illuminated. He informed me that I could call whoever I wanted but that Chrysler will do nothing to help me. He stated that he was going to be upfront with me about Chrysler. He said he has customers with 38,000 miles on their car and their cars are falling apart, and Chrysler will do nothing to help them. However, he told me that he would call the service center about my airbag light given that there was a recall on the 2005 Town and Country airbag system, and he would call the collision center and ask about the rust on the back hatch (I had to have the back hatch replaced due to an accident in approximately July 2005). I did not hear back from Mr. Ryckman that day, so I called him the following day. He was a bit short with me and said he had not heard back from anyone yet. I again voiced my concern about the airbag system being disabled and felt it needed to be fixed ASAP. He assured me he would call me back as soon as he heard back from his service center. Today is Wednesday, January 14th. I still had not received a call from Mr. Ryckman. At approximately 12:45 p.m. I called him at Brighton Chrysler. I asked him if he had heard back from anyone regarding my airbag system recall and/or rusted back hatch. He abruptly told me that there was no recall on my airbag system and the back hatch was a used back hatch with no warranty. I asked him if the airbag recall was repaired back in May 2008 when I had the van in for repairs. He then said to me: €Call service, I am done with this, OK. €He then hung up the telephone!! I couldn't believe it. I was not rude, nor was I pushy about my issues. A grown man, THE SALES MANAGER, hung up on me!! To say the least, I am appalled at this behavior. I am a business owner and can't imagine treating anyone as I was treated by Mr. Ryckman. Furthermore, I find it inexcusable that he neglected to call me back about my airbag system. I guess it's a good thing I haven't been

in an accident!\n\n\nI will never return to Brighton Chrysler. In addition, I think that given Chryslers current economic status, they would make sure employees, especially a Sales Manager, treat their customers with courtesy and respect.

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

Thank you for contacting the Chrysler Customer Assistance Center regarding the service you received at the dealership

We regret for the inconvenience experienced by you and appreciate the time and effort you took to bring this matter to our attention.

We have reviewed your recent email. In response to your email, we realize our reputation depends in part on the quality of service provided by our dealerships. Because dealerships are independently owned businesses, they are responsible for addressing concerns directly related to their sales and service activities, as well as their personnel.

Although we do not have the authority to resolve concerns related to dealer workmanship, service scheduling, or repair pricing, you may want to pursue the matter directly with dealership management for further resolution.

Information received from customers such as you enables better evaluation of dealers service activities. Your complaint will be retained in the dealer s file. Also, we suggest that you please seek a second opinion from another dealership.

Still, if the problem is not resolved we suggest that you please feel free to contact us at 1-800-992-1997 Monday through Friday.

However, comments like yours are one way to learn of problems that develop and the improvements that are desired by customers. The information received is used in product development and quality analysis.

We have documented your comments and have forwarded them to the appropriate department for review.

We have made tremendous gains in customer satisfaction and vehicle quality and are dismayed to learn that your expectations have not been met

We hope you understand our position and accept our sincerest apologies for the inconvenience experienced by you.

If we can be of any assistance to you in the future, please feel free to contact us.

We value you and your business. Thanks again for your email.

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

NAN

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

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**Customer Assistance Inquiry Record (CAIR)#****18252533**

<b>Vin</b>	1D4GP45R5	5B436866	<b>Open Date</b>	01/14/2009	<b>Build Date</b>	06/29/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKH52	DODGE CARAVAN SXT FWD SWB WAGON			
<b>In Service Dt</b>	07/21/2005	<b>Dealer</b>	58004	<b>Dealer Zone</b>	51	<b>Mileage</b>	60,000
<b>Name:</b>	REYES, RUDY					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	2051 MARSHALL DR					<b>Home Phone</b>	(219) 548-0310
	VALPARAISO IN 46385-5425					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Airbag light On due to the sensors
Corporate - Recall - Default - Default - Default	Recall information

Customer states that the airbag light is on and he had been to the dealer 58004. The dealer told him that the light is on due to the front left impact sensors need to be replaced. Customer seeking recall information. Advised the customer there are no incomplete recalls for this vehicle. The customer was also advised a notification letter will be mailed to the address on file in the event their vehicle is involved in a future recall.

**Customer Assistance Inquiry Record (CAIR)#****18252651**

<b>Vin</b>	2D4GP44L6	6R786152	<b>Open Date</b>	01/14/2009	<b>Build Date</b>	02/08/2006	
<b>Model Year</b>	06	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	05/30/2006	<b>Dealer</b>	60227	<b>Dealer Zone</b>	32	<b>Mileage</b>	17,000
<b>Name:</b>	MUSCO-STALLONE, M					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	5 JACKSON RD					<b>Home Phone</b>	
	VALLEY STREAM NY 11581-2125					<b>Country</b>	UNITED STATES

Corporate - Warranty Coverage - Default - Default - Default	Customer seeks warranty information.
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer states that the air bag lamp flashes on.

Customer states that in October she was driving and suddenly the air bag lights were switched on. Now she got the vehicle diagnosed and the dealership said it was not covered under warranty. Dealership informed that the customer damaged certain wires underneath which damaged the airbags and those wires are not covered under warranty. Agent informed the customer about the same.

**Customer Assistance Inquiry Record (CAIR)#****18252824**

<b>Vin</b>	2C8GP54L9	5R467103	<b>Open Date</b>	01/15/2009	<b>Build Date</b>	03/17/2005	
<b>Model Year</b>	05	<b>Body</b>	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON			
<b>In Service Dt</b>	04/06/2005	<b>Dealer</b>	67057	<b>Dealer Zone</b>	42	<b>Mileage</b>	0
<b>Name:</b>	KEMMERLING, SHERYL					<b>Contact Type</b>	E-MAIL
<b>Address</b>	8732 SADDLEWOOD DR					<b>Home Phone</b>	
	BRIGHTON MI 48116					<b>Country</b>	UNITED STATES

Dealer - Service/Body Shop - Personnel - Discourteous/ Rude - Service Management	Sales manager discourteous and Rude.
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\*\*\*\*\* EMAIL BRIEF DESCRIPTION CONTENT \*\*\*\*\*

Horrible customer service at Brighton Chrysler

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

Purchased New or Used? NEW

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

VIN number: 2C8GP54L95R467103 I am writing to voice my dissatisfaction with my 2005 Chrysler Town and Country, and my dissatisfaction with a very rude Sales Manager at Brighton Chrysler and Jeep. Approximately one week ago, I called Chrysler customer service to file a complaint regarding the numerous problems with my van. (Currently the van has 65,000 miles.) Those complaints include extensive corrosion on the back hatch; airbag light illuminated; engine light illuminated (for the third time – required new EGR valve and new O2 sensor in 2008); broken back sliding door; front driver seat falling apart; struts on back hatch replaced in May 2008 due to extensive corrosion of the struts; turn signal switch replaced. On Thursday, January 8, 2009, I went into my salesman at Brighton Chrysler. His name is Mike Ryckman and he is the Sales Manager. I informed him of my multiple problems and asked if there was a number I could call at Chrysler to discuss the issues with the van, especially the illuminated airbag light, which is my most current problem with the van. I voiced my concern about the airbag light as I read that my airbags are disabled when the light is illuminated. He informed me that I could call whoever I wanted but that Chrysler will do nothing to help me. He stated that he was going to be upfront with me about Chrysler. He said he has customers with 38,000 miles on their car and their cars are falling apart, and Chrysler will do nothing to help them. However, he told me that he would call the service center about my airbag light given that there was a recall on the 2005 Town and Country airbag system, and he would call the collision center and ask about the rust on the back hatch (I had to have the back hatch replaced due to an accident in approximately July 2005). I did not hear back from Mr. Ryckman that day, so I called him the following day. He was a bit short with me and said he had not heard back from anyone yet. I again voiced my concern about the airbag system being disabled and felt it needed to be fixed ASAP. He assured me he would call me back as soon as he heard back from his service center. Today is Wednesday, January 14th. I still had not received a call from Mr. Ryckman. At approximately 12:45 p.m. I called him at Brighton Chrysler. I asked him if he had heard back from anyone regarding my airbag system recall and/or rusted back hatch. He abruptly told me that there was no recall on my airbag system and the back hatch was a used back hatch with no warranty. I asked him if the airbag recall was repaired back in May 2008 when I had the van in for repairs. He then said to me: "Call service, I am done with this, OK." He then hung up the telephone!! I couldn't believe it. I was not rude, nor was I pushy about my issues. A grown man, THE SALES MANAGER, hung up on me!! To say the least, I am appalled at this behavior. I am a business owner and can't imagine treating anyone as I was treated by Mr. Ryckman. Furthermore, I find it inexcusable that he neglected to call me back about my airbag system. I guess it's a good thing I haven't been in an accident! I will never return to Brighton Chrysler. In addition, I think that given Chryslers current economic



status, they would make sure employees, especially a Sales Manager, treat their customers with courtesy and respect.

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

Thank you for contacting the Chrysler Customer Assistance Center regarding your 2005 Chrysler Town and Country.

We regret to read of your dissatisfaction with the dealership sales manager, and appreciate the time and effort you took to write to us.

In response to your email, as much as we would like to be of assistance, the circumstances in this matter prevent us from doing so. Dealerships are independent businesses, and as such are responsible for addressing concerns directly related to their sales departments, including their personnel. We suggest that you pursue the matter directly with the dealership management.

Your dissatisfaction is regrettable, but we trust you will understand our position. We hope this experience will not cause you to misjudge our products.

Thanks for bringing this matter to our attention. Information received from customers enables better evaluation of dealers sales activities. Your complaint will be retained in the dealer s file.

Thanks again for your email.

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

NAN

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

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**Customer Assistance Inquiry Record (CAIR)#****18259423**

<b>Vin</b>	2A4GP54L3	6R655497	<b>Open Date</b>	01/16/2009	<b>Build Date</b>	09/01/2005	
<b>Model Year</b>	06	<b>Body</b>	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON			
<b>In Service Dt</b>	03/29/2006	<b>Dealer</b>	43601	<b>Dealer Zone</b>	51	<b>Mileage</b>	30,603
<b>Name:</b>	GUBIN, TONYA					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	N7626 BURNS RD					<b>Home Phone</b>	(920) 885-5491
	BEAVER DAM WI 53916-8801					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer states that the air bag light was on.
Product - Differential Gear Assy's - Axle Shaft - Broken, Cracked - Front-Pass	Customer states that the front axle broke.

Customer called in as stating that the air bag light came on, and the front axle broke; so she got the vehicle towed to the dealership#43601. Customer states that the dealership charged \$236.11 even though the vehicle being under warranty. Agent spoke with the SA Bob at the dealership#, and he informed that it seemed that the vehicle might have hit the pavement. SA informed that it is a physical damage so that the reason it isn't covered under warranty. Agent informed the conversation with SA Bob to the customer. Customer says that she doesn't remember what happened but as per her knowledge, the vehicle was spinning in the drive way & doesn't remember whether it hit a pavement. Agent concurred with dealership decision.

**Customer Assistance Inquiry Record (CAIR)#****18259606**

<b>Vin</b>	2C8GP64L6	5R548078	<b>Open Date</b>	01/16/2009	<b>Build Date</b>	05/17/2005	
<b>Model Year</b>	05	<b>Body</b>	RSYS53	CHRYSLER TOWN & COUNTRY LTD FWD LWB WAGON			
<b>In Service Dt</b>	07/02/2005	<b>Dealer</b>	68209	<b>Dealer Zone</b>	51	<b>Mileage</b>	40,000
<b>Name:</b>	ERYMAN, MICHAEL A					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	2540 DUNE FOREST ST					<b>Home Phone</b>	
	PORTAGE IN 46368-2584					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Unknown - Defective - Unknown	Customer seeking coverage for front impact sensor.
Referral - Tier Three - Default - Default - Default	Customer seeking out of warranty goodwill.
Corporate - Recall - Default - Default - Default	Customer seeking recall for front impact sensor.

Customer seeking coverage for front impact sensor as there are no recalls for this. Customer states that dealership gave an estimate of \$325. Customer is inquiring about any offers that can be provided. Agent transferred call to senior staff management for goodwill review for any possible assistance.

What is the customer requesting from Chrysler?

Coverage for front impact sensor

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

5 months, 4000 miles

Service contract (Chrysler or 3rd party) that would cover the repair?

NO

Original owner? (yes/no) If no, purchased when?

Yes

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

3

Is there any repair history related to the current concern?

NO

Has the vehicle been diagnosed by a Chrysler, Dodge or Jeep dealership?

yes

Service dealer code?

68209

Writer was confirming the issue with caller and suddenly the call got disconnected.

Customer called back as the call got disconnected, agent transferred call to tier 3 for further handling. Approved bby JA917.

Customer called regarding the repair of the impact sensors for airbag.

Agent contacted dealer# 68209 and spoke to SM. SM states that he will take care of the cost of the repair 100%, however, he wants customer to do the vehicle maintenance at his dealership only. SM did not quote the exact amount for the repair. Writer informed customer about the decision and transferred her to SM.

**Customer Assistance Inquiry Record (CAIR)#****18261249**

<b>Vin</b>	2D4GP44L7	5R485842	<b>Open Date</b>	01/19/2009	<b>Build Date</b>	04/07/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	04/18/2005	<b>Dealer</b>	59883	<b>Dealer Zone</b>	42	<b>Mileage</b>	30,935
<b>Name:</b>	SPLITTSTOESSER, SHARON					<b>Contact Type</b>	E-MAIL
<b>Address</b>	157 MASSOIT ST.					<b>Home Phone</b>	
	CLAWSON MI 48017					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp  
On/Flashing - Default

Customer experiencing problem with the air bag  
sensors

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

Disatisfied customer.

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

Purchased New

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

The airbag sensors on my van went out. I took it into the dealership, as instructed by the owners manual (not safe to drive). I purchased the extended warrenty (thankfully). The person at the dealership told me there had been a recall for the sensors and looked to see if I was part of it. Unfortunately, my van was not part of the vehicles that were part of the recall for the sensors. Supposidly, vehicles made AFTER the recall were to have received better sensors. Obvoiusly, my van got faulty ones, yet I still had to pay my \$50 deductible. My van is only three years old and has only 30,000 miles. It has already had a few problems with electronic issues, which I think is very poor. I am grateful that we purchased the extended warrenty, but do not feel I should have to pay the deductible when Chyrsler is aware of problems with the airbag sensors and my van just slipped through the cracks. My husband and I have been loyal chrysler customers for YEARS (Aspen, Horizon, 2 Omni s, 2 Acclaims, now the van), but I have to say, I am feeling badly that I am loyal to a company that has no flexiblity in supporting me. I am requesting my deductible back for the repair of the airbag sensors and hope that you can understand why I feel this way. I hope to hear from you. Thank you.

Sincerely, Sharon Splittstoesser

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

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

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 want to speak with the higher authority supervisor for the concern mentioned above, Agent transfered the call to Supervisor AM1107.

\*\*\*\*\*AM1107\*\*\*\*\*

Customer mentioned the concern and want to speak with the my manager.

**Customer Assistance Inquiry Record (CAIR)#****18264760**

<b>Vin</b>	1D4GP45R7	6B501007	<b>Open Date</b>	01/19/2009	<b>Build Date</b>	07/26/2005	
<b>Model Year</b>	06	<b>Body</b>	RSKH52	DODGE CARAVAN SXT FWD SWB WAGON			
<b>In Service Dt</b>	01/26/2006	<b>Dealer</b>	63975	<b>Dealer Zone</b>	42	<b>Mileage</b>	58,038
<b>Name:</b>	AUSTERMANN, HANS G					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	1245 BEACH DR					<b>Home Phone</b>	(248) 693-2961
	LAKE ORION MI 48360-1205					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Other - Both Air Bags	The air bag light is defective
Referral - Tier Three - Default - Default - Default	Vehicle needs new air bags.

The customer alleges that the air bag light is on and the dealership informed the customer that it is defective and will cost \$800 for the same, the customer had a extended warranty from a third party, agent informed the customer to contact the extended warranty company and provided the reference number as well.

\*\*\*\*\*AS1246\*\*\*\*\*

Customer called in with the reference number.

States that the dealership will be charging him \$800 to replace the airbag.

Vehicle is at 63975 and has been diagnosed by Jeff Courtright, SA.

Customer is the first owner of the vehicle.

Customer has owned 3 vehicles so far and currently owns this vehicle.

Vehicle has an extended warranty from a third party ?Royal protection Plan? and they do not cover safety items.

Vehicle is out of warranty.

Agent consulted with AM1107 and transferred the call to T3.

Agent received call. Customer seeking assistance to perform airbag work.

Writer called Dealer63975 and spoke with SA Jeff. Jeff said airbag has an internal failure and repair cost is \$827.00 Writer inquired about warranty cost and Jeff said Parts: \$522.20 and Labor: \$125.70 Total repair cost: \$647.90 Writer and Jeff agreed to offer customer a \$150.00 deductible. Writer offered Jeff to inform customer of that offer.

Provided Jeff with CAIR number and informed customer to call Jeff for the offer.

As a one-time goodwill gesture, Chrysler will ? assist customer to repair airbag. Chrysler will pay \$500.00 ?

Customer will be responsible for a co-pay in the amount of ?\$150.00?.

This

goodwill is being offered because: ? Vehicle purchased new, loyal Chrysler customer, has owned 3 other Chrysler products?

##### DIRECT-TO-DEALER #####  
ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER

The CAC is sending this CAIR to you because of a goodwill policy decision that was made on behalf of this customer. A pre-auth has been created within GWA. If you need additional assistance with this PA, contact ?PAPY? at 800-992-1997 extension # 66120

Customer ? has not ? been informed of this decision. If not, please contact this customer and extend the goodwill offer as discussed. Please update and/or close CAIR when complete. To reach the above extension dial 1-800-992-1997. Once the menu begins enter your dealer code. Once you hear

the start of the next menu enter the extension followed by the # sign.

Your

call is then transferred to the entered extension.

#####

Writer does not have exact mileage. Called back Jeff but he was not available. Writer will call back Jeff within an hour and get exact vehicle mileage in order to wrap up PA.

Jeff updated current mileage: 58038 miles

REASSIGNED TO BC/DLR 42 63975 01/19/09 15:17 R 18264760

\*Contact Date:01/20/2009

Service Director at the dealership has closed the Cair# 18264760  
Warranty repair has been documented on Repair Order#34173  
CAIR RETURNED FROM DEALER ON 1/20/2009 AT 02:27:386 R 18264760

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**Customer Assistance Inquiry Record (CAIR)#****18265532**

<b>Vin</b>	2D4GP44L5	5R415515	<b>Open Date</b>	01/19/2009	<b>Build Date</b>	02/05/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	02/23/2005	<b>Dealer</b>	42043	<b>Dealer Zone</b>	42	<b>Mileage</b>	37,971
<b>Name:</b>	SAUTTER, ROBERT S					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	239 BEDLINGTON DR					<b>Home Phone</b>	(248) 652-0464
	ROCHESTER HILLS MI 48307-3520					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer called in for recall information on the air bag sensors.
Corporate - Recall - Default - Default - Default	Customer seeking recall information.

Customer called in for recall information on the air bag sensors. Agent informed the customer that there was no pending recall on the air bag sensors and in case if there will be a recall announced on the vehicle he will be notified by US mail. Agent also informed the customer to get in touch with the nearest dealership in order to get the repair done. Customer called to say that she wants to get recall authorization for the air bag sensors. Agent advised the customer that there is not recall on the air bag sensors and we will not be able to authorize any reimbursement. Customer wanted to speak to SUP\*\*\*\*\*

\*\*\*Internal Escalation taken by SG580\*\*\*

The customer insists that the brass bushings are bad and so the Airbag sensors have gone bad too. She got a NHTSA report telling that the Recall is on the same affected part of the same make & model. Customer is asking for \$150 reimbursement for the same repair done from the dealership. Agent advised her that the NHTSA would issue a general information and the recalls are VIN specific. So her vehicle is not a part of the Recall campaign issued by Chrysler. Hence, the reimbursement is declined and the decision is final. Customer is very upset and wants to write about it. Agent gave the CAC fax number to send the copy of Invoice & Proof of payment along with the case number. Also informed that the decision would be based on the review done by the dedicated team and no promises made.

\*\*\*\*\*

Customer called in for the same issue. Agent informed the customer that there is no recall on the air bag. Customer states that she is aware that there is no recall on her vehicle however she states that the dealer told her that the her vehicle has the same part which was called for recall. Customer wanted to document a complain regarding the same that her vehicle should be a part of recall. Agent informed the customer that he will document a complain however agent did not promise anything that her vehicle will be a part of the recall. Customer agreed.

**Customer Assistance Inquiry Record (CAIR)#****18265598**

<b>Vin</b>	2C4GP54L9	5R538642	<b>Open Date</b>	01/19/2009	<b>Build Date</b>	05/12/2005	
<b>Model Year</b>	05	<b>Body</b>	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON			
<b>In Service Dt</b>	07/21/2005	<b>Dealer</b>	44876	<b>Dealer Zone</b>	32	<b>Mileage</b>	39,804
<b>Name:</b>	MAROTTA, TODD J					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	65 NETTLECREEK RD					<b>Home Phone</b>	(585) 794-3369
	FAIRPORT NY 14450-3043					<b>Country</b>	UNITED STATES

Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Airbag deploy light stays on.
Corporate - Recall - Default - Default - Default	Customer seeking recall information.
Corporate - Warranty Coverage - Default - Default - Default	Customer wanted warranty information.

Customer seeking recall information on the airbag deploy light. It stays on. He has been on the NHTSA website and there is a notification about the frontal sensor. Agent informed that Chrysler has not announced a recall officially and so his vehicle does not have a recall. Customer wanted to know that if he performs the repair before the recall is announced then what happens. Agent informed that in that case if the repair is performed on the exact component on which the recall is announced, Chrysler may reimburse the customer after reviewing the case. Agent did not promise anything. Customer wanted warranty information on his vehicle. Agent provided the same information.



**Customer Assistance Inquiry Record (CAIR)#****18265748**

<b>Vin</b>	2C4GP54L8	5R597889	<b>Open Date</b>	01/20/2009	<b>Build Date</b>	06/04/2005	
<b>Model Year</b>	05	<b>Body</b>	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON			
<b>In Service Dt</b>	06/15/2005	<b>Dealer</b>	42414	<b>Dealer Zone</b>	42	<b>Mileage</b>	46,360
<b>Name:</b>	HAYES, RONALD					<b>Contact Type</b>	E-MAIL
<b>Address</b>	332 W. STATE ST.					<b>Home Phone</b>	(812) 265-0068
	MADISON IN 47250					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Other - Unknown	customer seeks assistance regarding the air bags
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\*\*\*\*\* EMAIL BRIEF DESCRIPTION CONTENT \*\*\*\*\*

Faulty air bags on 2005 Towne &amp; Countyr.

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

Purchased New or Used?Used

If Used, date purchased?12/28/06

If used, mileage at time of purchase?46360

If used, where was the vehicle purchased?NA

Is the vehicle at a Chrysler/Dodge/Jeep dealer now?No

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

On the dash of my vehicle there is a red indicator light for air bags.

This light has been on for several days and I took it to my local dealership (McCubbin Motors in Madison, Indiana) to inquire why this was happening. The service tech. replied that the air bags were faulty and may not work when needed. He also said that since I am a year past my warranty they can do nothing about this. This, in my opinion, is not like replacing the stereo or power seats. This is a device that might save my family or myself from death. And am very angry that I have a 'now' 4yr old vehicle and the air bags are uncertain. Please contact me as soon as possible about this. Thank you, Ron Hayes

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

Routed to T3 for further handling

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

Writer replied:

Please see cair #18265806. Customer contacted by phone, and declined to authorize diagnosis. If owner would like consideration of possible goodwill assistance, he will be responsible for the diagnostic fee up front.

Dear Ronald:

Thank you for contacting the Chrysler Customer Assistance Center regarding your Town and Country.

Our records show that you have contacted us by telephone regarding this matter, and we have addressed your concern.

Thanks again for your email.

Email states:

Not really, I will be taking it for the diagnostic to my local service dept. and you guys will still act on your goodwill gesture as mentioned, correct? The person I talked to is #SM1204 in Salt Lake City, UT on 19 Jan 09 and he mentioned this could happen. I will continue to call Chrysler, or somebody until I can get this resolved. Does Chrysler feel that 'air bags' are just a regular part of the warranty like a stereo or power seats? This is a 4yr old vehicle and I have had a lot of unreliability issues that I don't have with my 14yr old Toyota. Please help and thanks

\*\*\*\*\*

Writer replied:

Dear Ron:

Thank you for your reply.

We suggest that you give your local dealer the opportunity to assist you.

Their service personnel have the factory training, equipment and information available to diagnose and correct concerns with our vehicles.

Furthermore, your dealer Service Manager Eric is empowered to determine the merits of any goodwill policy consideration for repairs beyond the coverage of your manufacturer's 3 year/36,000 mile warranty. Should you

have any further questions, please feel free to contact the Customer Assistance Center at 800-992-1997 for additional discussion.  
Again, thank you for writing.

\*\*\*\*\*

This dealership has SuperDSA empowerment, and the CAC will concur with the SM's decision/handling.

\*\*\*\*\*

THIS IS THE SECOND OWNER. AGENT SPOKE WITH THE SM ERIC, AND INFORMED HIM OF THE CUSTOMER'S CONTACT AND REQUEST. ERIC STATES THAT HE IS AWARE THAT THE CUSTOMER DID NOT AUTHORIZE DIAGNOSIS, WHICH IS WHY THE MATTER WASN'T REVIEWED ANY FURTHER BY THE DEALER. SM SAYS THAT THERE'S NO RECORD OF AN APPOINTMENT FOR THE CUSTOMER, BUT THAT HE WILL REVIEW THE REQUEST - PER HIS SUPERDSA EMPOWERMENT - IF THE CUSTOMER DECIDES TO AUTHORIZE DIAGNOSIS. THE SM HAS AGENT'S NUMBER, AND WILL ADVISE IF A GOODWILL OFFER IS MADE. THE CAC WILL CONCUR WITH THE SM'S HANDLING.

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**Customer Assistance Inquiry Record (CAIR)#****18265806**

<b>Vin</b>	2C4GP54L8	5R597889	<b>Open Date</b>	01/19/2009	<b>Build Date</b>	06/04/2005	
<b>Model Year</b>	05	<b>Body</b>	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON			
<b>In Service Dt</b>	06/15/2005	<b>Dealer</b>	43960	<b>Dealer Zone</b>	63	<b>Mileage</b>	46,360
<b>Name:</b>	HAYES, RONALD D					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	332 W STATE ST					<b>Home Phone</b>	
	MADISON IN 47250-2831					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer stating that the air bag light comes on
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Customer stating that the air bag light is on and wants Chrysler to pay for the diagnoses and repair. Writer advised the customer that the diagnoses has to be paid by the customer and Chrysler does not pay for the diagnoses. Customer refused to get the vehicle diagnosed and asked for the Writer NIC and the state that we are in. Customer has been to dealership 42414 with the phone number of 812-273-5411.

**Customer Assistance Inquiry Record (CAIR)#****18267338**

<b>Vin</b>	1D4GP25B9	5B309237	<b>Open Date</b>	01/20/2009	<b>Build Date</b>	01/25/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKL52	DODGE CARAVAN SE FWD SWB WAGON			
<b>In Service Dt</b>	02/15/2005	<b>Dealer</b>	63975	<b>Dealer Zone</b>	42	<b>Mileage</b>	49,600
<b>Name:</b>	CAMPAGIORNI, ORLANDO A					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	945 BARNES CT					<b>Home Phone</b>	(248) 576-1938
	OXFORD MI 48371-4478					<b>Country</b>	UNITED STATES

Referral - Tier Three - Default - Default - Default	Agent transferred the call to Tier 3
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer states the air bag lights turns on

**\*\*\*\*Begin structured narrative T2 - TIER THREE REFERRAL**

Transferred customer to T3 or Reassigned CAIR to

Agent transferred the call to Tier 3

T3 in-basket ?insert in-basket #? per ? NIC ?.

\*8100

**\*\*\*\*End structured narrative T2 - TIER THREE REFERRAL**

Customer called in and states the air bag lights came on and wants Chrysler to help him. Customer also states he has diagnosed the vehicle. Customer seeking goodwill assistance from Chrysler. Agent transferred the call to Tier 3 for further handling. Approved by IY10.

Customer states no connection between the Airbag Sensor and Wiring Harness. Corroded. Customer wants to know why his vehicle was not included in the G09 Recall for these vehicles due to the fact that these models of vehicles nearly all have the G09 Recall.

Tried to look up the specifics in Answer Station but not able to pull that Recall number up at this time. Advised the customer that I can not tell him why his vehicle is not included but that his vin is not one that is part of the recall.

I assured him I would assist him with the Airbag Sensor once he got a diagnostic/estimate for parts a labor from a local dealer as this is a definite safety issue. Customer is a Chrysler Employee (Mechanic) from Auburn Hills Area.

Gave customer contact information of 800-992-1997 ext 66104 and LV107 for follow up.

Informed customer that before Chrysler considers 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 is seeking out of warranty assistance in the form of

? Describe what kind of assistance customer is seeking ?

AIRBAG Harness Replacement - Airbag Light On / Corroded Connectors

The Customer called in with the reference #, wanted to speak with the senior staff management. The Customer stated that he has got the estimates from the dealership (63975), which is off \$203. The Agent transferred the call to Tier 3, SD489.

The customer called to speka to LV107, writer transfered the caller as a diagnosis was recieved.

The Customer called in insisting to speak with the senior staff management, (LV107). The Agent transfered the call to Tier 3, SD489.

Customer calls requesting to speak with lv107

Customer/Caller name match to CAIR confirmed.

The CAIR is 30 days old or less.

Agent has checked for decline standard paragraph.

Customer informed to leave message if agent isn t available.

Customer/Caller transferred to extension # 66104

Customer calling for the same concern and wants to speak to LV107. Agent verified the information and transferred to tier 3. Approved CT654

Customer states the estimate is \$231.70. Customer states the diagnosis is

the sensor failed and cracked open and it filled with water and corroded the sensor and the connector. Customer states the sensor and the connector needs to be replaced.

Spoke with Jim SM from 63975 on 01/21/09 he offered to DSA for \$100... told customer and he stated he could get part as chrysler employee for 25% and do for self for less than or about \$50.

Advised SM that customer is a Chrysler Employee @ the Chrysler Auburn Hills Research and Development Center and we would like to negotiate a \$50 Co-Pay from the customer and the balance being approved on his DSA.

SM Jim stated that would be fine. Advised customer and he agreed.

Closed Cair.

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**Customer Assistance Inquiry Record (CAIR)#****18267438**

<b>Vin</b>	2D4GP44L2	5R580115	<b>Open Date</b>	01/20/2009	<b>Build Date</b>	06/21/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	05/05/2006	<b>Dealer</b>	68748	<b>Dealer Zone</b>	42	<b>Mileage</b>	39,000
<b>Name:</b>	TENORIO, JASON R					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	52294 CHICKADEE					<b>Home Phone</b>	(248) 212-7277
	UTICA MI 48315-2321					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default

Customer states that the airbag lamp is on.

Customer states that the airbag lamp is on and says it is a safety issue and wants assistance from Chrysler for repairs. Agent asked customer to take the vehicle at the dealership for diagnosis and then give us a call for any kind of assistance. No commitments made.  
Customer called for the same concern, and said that the vehicle is at the dealership, but not yet diagnosed. Agent informed the customer to call us back when the vehicle is diagnosed. No commitments made.

**Customer Assistance Inquiry Record (CAIR)#****18268223**

<b>Vin</b>	1D4GP25R6	6B638976	<b>Open Date</b>	01/20/2009	<b>Build Date</b>	01/27/2006	
<b>Model Year</b>	06	<b>Body</b>	RSKL52	DODGE CARAVAN SE FWD SWB WAGON			
<b>In Service Dt</b>	03/15/2006	<b>Dealer</b>	42114	<b>Dealer Zone</b>	32	<b>Mileage</b>	37,800
<b>Name:</b>	PARLIN, DIANA Q					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	2507 ROMAN AVE					<b>Home Phone</b>	(315) 673-3106
	MARCELLUS NY 13108-1049					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Air bag light coming on.
Referral - Service Contracts - Default - Default - Default	SC information.

Customer states that the air bag light came on and he had been to the IRF for the same issue. He states that the vehicle is out of basic warranty and he wants to confirm whether he would be reimbursed under his SC. Agent transferred the call to SC department.  
Mr. Parlin called in to speak with the service contract department as he was not able to contact them directly. Agent transferred the call to service contract department.

**Customer Assistance Inquiry Record (CAIR)#****18272171**

<b>Vin</b>	2A4GP54L9	6R627011	<b>Open Date</b>	01/21/2009	<b>Build Date</b>	08/16/2005	
<b>Model Year</b>	06	<b>Body</b>	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON			
<b>In Service Dt</b>	10/26/2006	<b>Dealer</b>	63168	<b>Dealer Zone</b>	51	<b>Mileage</b>	43,158
<b>Name:</b>	STRATTON, CASEY W					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	24324 LOIS ST					<b>Home Phone</b>	
	KANSASVILLE WI 53139-9434					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Other - Unknown	Air bags issue
Corporate - Recall - Default - Default - Default	Customer called seeking for recall information.
Referral - Tier Three - Default - Default - Default	Customer seeks for assistance.

\*\*\*\*Begin structured narrative T2 - TIER THREE REFERRAL

Transferred customer to T3 or Reassigned CAIR to

T3

T3 in-basket ?insert in-basket #? per ? NIC ?.

SR882

\*\*\*\*End structured narrative T2 - TIER THREE REFERRAL

Mr. CASEY W STRATTON called seeking for recall information. Customer alleges that the vehicle air bags has an issue and the since the vehicle is out of warranty, the repair cost \$216.19 and the vehicle is at the dealership right now. Customer also alleges that the vehicle shouldn t be corroded in low mileage. Customer is seeking for assistance. Agent informs the customer that there s no recall pending on this vehicle. Agent provided the reference number and transferred the call to t3 for further handling.

Customer provided the dealership number as #2628781227

Customer has concern with airbag sensor and pigtail corrosion. Customer states that dealer 63168 advised him that, that was recalled on the 2005 s. Customer would like to have this recalled on his vehicle. Customer has 3rd party service contract, but they will not cover it due to the corrosion. Writer called dealer 63168 and spoke to Service Manager, (SM), Mike. Writer was advised that there is no abuse/neglect and this was corrected on the 2005 vehicles. SM will call writer back with warranty prices. Writer will assist customer with \$100.00 co-pay as would have been under his service contract.

SM, Mike from dealer 63168, calls back with information previously requested. Dealer transferred to original agent working CAIR.

Writer returned SM s call. Chrysler will assist the customer with repair, minus \$100.00 co-pay.

As a one-time goodwill gesture, Chrysler will ? assist with repair of airbag sensor?

Customer will be responsible for a co-pay in the amount of ?\$100.00?.

This

goodwill is being offered because:?retain customer loyalty?

##### DIRECT-TO-DEALER #####

ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER

The CAC is sending this CAIR to you because of a goodwill policy decision that was made on behalf of this customer. A pre-auth has been created within GWA. If you need additional assistance with this PA, contact ?Gail? at 800-992-1997 extension # 66081

Customer ? has not ? been informed of this decision. If not, please contact this customer and extend the goodwill offer as discussed. Please update and/or close CAIR when complete. To reach the above extension dial 1-800-992-1997. Once the menu begins enter your dealer code. Once you hear

the start of the next menu enter the extension followed by the # sign.

Your

call is then transferred to the entered extension.

#####

REASSIGNED TO BC/DLR 51 63168 01/21/09 14:02 R 18272171

\*Contact Date:01/22/2009



Service Manager at the dealership has closed the Cair# 18272171

DCX goodwill repair is documented on Repair Order#138726

CAIR RETURNED FROM DEALER ON 1/22/2009 AT 08:06:762 R 18272171

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**Customer Assistance Inquiry Record (CAIR)#****18272542**

<b>Vin</b>	2C4GP44R9	5R563295	<b>Open Date</b>	01/21/2009	<b>Build Date</b>	05/27/2005	
<b>Model Year</b>	05	<b>Body</b>	RSYH53	CHRYSLER TOWN & COUNTRY LX FWD LWB WAGON			
<b>In Service Dt</b>	08/24/2005	<b>Dealer</b>	37000	<b>Dealer Zone</b>	32	<b>Mileage</b>	107,000
<b>Name:</b>	SHERWOOD, ROBERT J					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	210 COUNTY ROUTE 62					<b>Home Phone</b>	(518) 677-2534
	CAMBRIDGE NY 12816-1829					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Air bag sensors flashing on .
Corporate - Recall - Default - Default - Default	Customer calls seeking recall information.

Customer calls seeking recall information. Advised the customer there are no incomplete recalls for this vehicle. The customer was also advised a notification letter will be mailed to the address on file in the event their vehicle is involved in a future recall.

Customer alleges that the air bags sensors of the vehicle are coming on & wanted to inquire whether there are any recalls on this component. Agent informed the customer that there are no recalls announced on the air bag sensors & advised the customer that she can get the component repaired now & if in future there is a recall announced on the same , she can claim for reimbursement .

Customer understood . No promises made to the customer .

**Customer Assistance Inquiry Record (CAIR)#****18273540**

<b>Vin</b>	2C4GP54L8	5R542293	<b>Open Date</b>	01/21/2009	<b>Build Date</b>	05/16/2005	
<b>Model Year</b>	05	<b>Body</b>	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON			
<b>In Service Dt</b>	07/16/2005	<b>Dealer</b>	44052	<b>Dealer Zone</b>	42	<b>Mileage</b>	70,000
<b>Name:</b>	WINCHEL, JUNE					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	3170 VALK ST					<b>Home Phone</b>	
	MUSKEGON MI 49444-3221					<b>Country</b>	UNITED STATES

Corporate - Recall - Default - Default - Default

Customer seeks recall on the air bag sensors.

## \*\*\*\* Internal Escalation (ST702) \*\*\*\*

Customer called in regarding the same concern. Customer states that he was experiencing the same problems with the air bags which were in the vehicles which has the recall on them. Customer states that the air bag was repaired under the extended warranty and he had to pay a \$100 for the repair work. Customer states that he wants the \$100 back. Agent explained to the customer that the recalls are VIN specific. Customer stated that he wants to know why his vehicle has not been included in the recall. Agent repeated the same information to the customer. Customer states that he wants this information in writing. Agent told the customer that he can send a letter or an email. Customer stated that he will send an email. Customer states that he will never buy another Chrysler and will contact the media.

**Customer Assistance Inquiry Record (CAIR)#****18273736**

<b>Vin</b>	2C4GP54L8	5R542293	<b>Open Date</b>	01/22/2009	<b>Build Date</b>	05/16/2005	
<b>Model Year</b>	05	<b>Body</b>	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON			
<b>In Service Dt</b>	07/16/2005	<b>Dealer</b>	44052	<b>Dealer Zone</b>	42	<b>Mileage</b>	70,000
<b>Name:</b>	WINCHEL, JUNE					<b>Contact Type</b>	E-MAIL
<b>Address</b>	3170 VALK ST					<b>Home Phone</b>	(231) 737-9290
	MUSKEGON MI 49444					<b>Country</b>	UNITED STATES

Corporate - Recall - Default - Default - Default

Customer seeking information regarding the recall

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

unhappy over recall not including our van

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

Purchased New

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

We just paid \$100 to find out that the sensor and wiring to air bags, which was corroded by salt and snow, is not one of the vans that come under a recall for the very same problem that we had. Why???? Why were the other vans recalled? By that I mean, what is the criteria for that decision? If it is a problem for one vehicle, why isn't it a problem for another?

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

Thank you for contacting the Chrysler Customer Assistance Center regarding your 2005 Chrysler Town & Country.

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 recall information. In response to your email, we would like to inform you that we identify the recall issue and determine which vehicles in the assembly plant are involved. This is determined by the specific day and time of day vehicles are built. We then recall all those vehicles built within that time frame.

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)#****18273809**

<b>Vin</b>	2C8GP64LX	5R480268	<b>Open Date</b>	01/21/2009	<b>Build Date</b>	03/09/2005	
<b>Model Year</b>	05	<b>Body</b>	RSYS53	CHRYSLER TOWN & COUNTRY LTD FWD LWB WAGON			
<b>In Service Dt</b>	05/24/2005	<b>Dealer</b>	43655	<b>Dealer Zone</b>	66	<b>Mileage</b>	45,323
<b>Name:</b>	KIPP, PAUL J					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	4165 BIRCHWOOD DR					<b>Home Phone</b>	
	BOCA RATON FL 33487-2271					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default

Air Bag sensor/module replacement

Owner is seeking some assistance with the replacement of the air bag sensor. Writer spoke to Bernard, SA on the diagnosis. Air bag light is on because the belt free tensioner needs replacement. Bernard stated that there is a SB stating that the vehicle will need a module replaced as well when this sensor shows to be failed. Estimated cost for the repair: \$850.00 parts and labor. Original owner of the vehicle and three more, mildly loyal customer, no signs of abuse or neglect, 15000 miles OOW, etc. Dealer is unable to DSA the repair. Mike Sundack, SM is not available at the moment. Repairs are being performed right now. As a one time goodwill gesture, Chrysler will reimburse \$400.00 from the final bill. Owenr agreed to pay cash for the repair and mailed the appropriate documetation for reimbursement. Writer left a detailed voicemail for the SM so he is aware of this goodwill offer. Advised customer to submit original repair order & proof of payment to: Chrysler Customer Assistance Center  
PO Box 21-8004  
Auburn Hills, MI 48321  
Advised customer to make a copy of these documents for their records. Asked the customer to include a brief letter of explanation & request, including their name, address, phone number, VIN, & reference number (CAIR). Advised customer the goodwill offer is dependent upon verification of all documents requested.

**Customer Assistance Inquiry Record (CAIR)#****18275521**

<b>Vin</b>	2C4GP54L2	5R541835	<b>Open Date</b>	01/22/2009	<b>Build Date</b>	05/14/2005	
<b>Model Year</b>	05	<b>Body</b>	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON			
<b>In Service Dt</b>	08/01/2005	<b>Dealer</b>	42971	<b>Dealer Zone</b>	51	<b>Mileage</b>	66,481
<b>Name:</b>	WILDES, RODNEY K					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	W4558 SPRUCE DR					<b>Home Phone</b>	(920) 699-2949
	WATERTOWN WI 53094-9445					<b>Country</b>	UNITED STATES

Corporate - Recall - Default - Default - Default	Customer calls seeking recall information.
Referral - Tier Three - Default - Default - Default	Customer seeks goodwill assistance.
Product - Emissions - EGR System - Defective - Default	ERG valve needs to be replaced

Customer calls seeking recall information. Advised the customer there are no incomplete recalls for this vehicle. The customer was also advised a notification letter will be mailed to the address on file in the event their vehicle is involved in a future recall. Customer alleges that he visited a different website & he viewed that there is a NHSTA recall on the same . Agent advised the procedure for the NHSTA recall & advised the customer that as of now there is no recall announced on his vehicle but if in future if there would be a recall announced on the vehicle customer can claim for reimbursement . Customer understood . Customer states that wanted to know about the recall and also mentions that the EGR valve needs to be replaced and states that he has a powertrain warranty on the vehicle. Agent informed that there aren t any recalls and the warranty for the EGR has expired as its covered under the emissions warranty. Agent advised the customer to get the vehicle diagnosed. Agent provided the reference number. Vehicle is diagnosed and the estimated cost is \$175. Agent transferred the call to T3.

\*\*\*\*Begin structured narrative T2 - TIER THREE REFERRAL

Transferred customer to T3 or Reassigned CAIR to

T3 in-basket ?insert in-basket #? per ? NIC ?.

\*\*\*\*End structured narrative T2 - TIER THREE REFERRAL

Approved by Ct654.

Customer called in regards to the same concern and states that the call was previously transferred but it got disconnected. Agent transferred call to tier 3 approved by \*\*PD594\*\*

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Reviewed above with owner. Verified CNA. Explained recall process. Caller says air bag sensors had to be replaced (retail) and he wanted to register a complaint through me for NHTSA. Referred him to website; advised him to hold onto any receipts for possible reimbursement. Also, explained EGR warranty and advised this is customer pay.

**Customer Assistance Inquiry Record (CAIR)#****18276038**

<b>Vin</b>	1A4GP45R8	6B608316	<b>Open Date</b>	01/22/2009	<b>Build Date</b>	12/07/2005	
<b>Model Year</b>	06	<b>Body</b>	RSYH52	CHRYSLER TOWN & COUNTRY FWD SWB WAGON			
<b>In Service Dt</b>	10/20/2006	<b>Dealer</b>	62950	<b>Dealer Zone</b>	32	<b>Mileage</b>	39,000
<b>Name:</b>	PARSONS, BRUCE					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	167 HONEY HILL RD					<b>Home Phone</b>	(315) 593-0688
	FULTON NY 13069-4112					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Air Bag Lights coming on
Referral - Tier Three - Default - Default - Default	Seeking Goodwill Assistance

Customer called stating there is an on going problem with the Air Bag Lights coming on. This vehicle is just 39000 and customer states can we do something for him and cover it under basic warranty.

Agent called up the dealership and spoke with the SM Sid and he informed that if we cover this under warranty it will cost around \$77.49 and outside warranty \$144. Customer seeking Goodwill Assistance from chrysler. Agent consulted AM 1106 and transferred the call to T-3 for further assistance. Agent didn't promise him anything. Agent gave the reference number to the customer.

1/22/09 - Owner stated he is seeking assistance with the cost of the above repair. Writer contacted dealership and spoke with Service Writer, Jim. Jim verified the sensor in the wiring has to be replaced. The cost of the repair is \$77.49 (w). Writer covered the total cost of the repair as a one time goodwill and Jim agreed. Writer advised owner. Dealer called about the PA. Writer corrected the mileage so PA should go through now.

**Customer Assistance Inquiry Record (CAIR)#****18276247**

<b>Vin</b>	2A4GP54L9	7R125780	<b>Open Date</b>	01/22/2009	<b>Build Date</b>	08/21/2006	
<b>Model Year</b>	07	<b>Body</b>	RSYP53	CHRYSLER TOWN & COUNTRY TOURING LWB WAGON			
<b>In Service Dt</b>	09/14/2007	<b>Dealer</b>	42936	<b>Dealer Zone</b>	66	<b>Mileage</b>	33,546
<b>Name:</b>	SUMMERLIN, MICKEY L					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	170 DELL CIR					<b>Home Phone</b>	
	HUDSON NC 28638-2475					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer states the airbag light is flashing
Product - Brakes - Unknown - Noisy - Unknown	Customer states the brakes squeak
Referral - Tier Three - Default - Default - Default	Customer wants to speak to someone higher up

Customer states the airbag light is flashing, she had been to the dealership and the dealer has replaced the airbag but she is still facing the problem. Customer also states the breaks squeak even when the dealer replaced the pads twice. Customer wants to speak to someone higher up regarding the concern. Agen transfered the call to T3 for further handling

Customer called seeking assistance of Chrysler for vehicle buyback. Customer stated she had problem with airbag and brakes. She stated dealership replaced airbag and brakes last week but airbag light comes in and out and brakes squeaking. She claimed she is scared of driving the vehicle and wants Chrysler to trade in or buyback and get another vehicle. According to Lemon Law for NC vehicle needs to have had 4 repair attempts or more than 20 days out of service during any period. Extension 66118.

++++++LL / BB / Arb Research++++++

1. What s does the customer say is wrong with the vehicle?Airbag and brakes

2. Was the vehicle purchased new or used?Used

3. Per the warranty history, how many repairs attempts are related to the customer s complaint/concern? Two

4. The number of Days out of service? TWO

5. Date of first related repair attempt? 09/05/2008

6. Mileage of first related repair attempt?22521

7. Vehicle was purchased in what state?NC

8. Is this a safety state? NO

9. Has there been a Direct-to-Dealer CAIR previously sent? No

10. Has there been any Business Center involvement?No

11. Is the vehicle at a Chrysler/Dodge/Jeep dealer now? No



**Customer Assistance Inquiry Record (CAIR)#****18276503**

<b>Vin</b>	2D4GP44L5	5R415515	<b>Open Date</b>	01/22/2009	<b>Build Date</b>	02/05/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	02/23/2005	<b>Dealer</b>	42043	<b>Dealer Zone</b>	42	<b>Mileage</b>	37,971
<b>Name:</b>	SAUTTER, ROBERT					<b>Contact Type</b>	FAX
<b>Address</b>	239 BEDLINGTON DR					<b>Home Phone</b>	(248) 652-0464
	ROCHESTER HILLS MI 483073520					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer is seeking reimbursement for the repairs on the air bag sensor.
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POSTMARK DATE: 012109; DATE RECEIVED: 012209

POSTMARK DATE: 012109; DATE RECEIVED: 012209

Customer had previously contacted Chrysler seeking reimbursement for the repairs performed on the air bag sensors stating it to be a recall repair. The concern was reviewed in the previous cair ?#18265532? and the request was declined as there were no recall on the air bag sensors. Customer was upset.

\*\*\*\*\*

Now customer has sent the invoice for the repairs performed on the sensors at 42043 ?Meadowbrook Dodge? for \$150.92. Customer has also provided the credit card slip.

Agent reviewed,

Customer is the original owner

Customer still owns 4 vehicles ?for 3 customer is the original owner?

Repairs performed at an authorized dealership.

As one time goodwill, agent decides to reimburse the customer for the repairs on the air bag sensors for \$129.25

Parts-\$42.25

Labor-\$87.00

Total-\$129.25

\*\*\*\*\*

Agent updated the coin, mileage and the servicing dealer.

Agent is submitting check request to 85J for \$129.25.

**Customer Assistance Inquiry Record (CAIR)#****18281477**

<b>Vin</b>	2D4GP44L3	5R480976	<b>Open Date</b>	01/23/2009	<b>Build Date</b>	03/22/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	03/26/2005	<b>Dealer</b>	45049	<b>Dealer Zone</b>	42	<b>Mileage</b>	53,000
<b>Name:</b>	BOLL, KENNETH J					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	845 W SHORE BLVD					<b>Home Phone</b>	(440) 949-6517
	SHEFFIELD LAKE OH 44054-2217					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer complained that the air bag sensor is defective
Referral - Tier Three - Default - Default - Default	Transferred to tier 3.
Referral - Tier Two - Internal Escalation - Authorization - Default	customer seeking repair assistance

Customer called and complained that his wife was driving the vehicle to the market and then suddenly the air bag light started blinking customer states that under the safety issue chrysler should participate for the repair or replacment free of cost.The dealership told that the sensor has to be replaced. The estimated cost is \$ 400.00.

\*\*\*\*Begin structured narrative T2 - TIER THREE REFERRAL

Transferred customer to T3 or Reassigned CAIR to Transferred.

T3 in-basket ?insert in-basket #? per ? NIC ?.

ST702

\*\*\*\*End structured narrative T2 - TIER THREE REFERRAL

Customer called in regarding the same issue. He has to replace the impact sensor and wiring and the estimated cost is \$375. He wanted to know if there is a recall for the airbag. Agent informed that there are no incomplete recalls on the airbag. Agent transferred the call to tier 3 for one time goodwill assistance after consulting the floor supervisor ST702.

Customer request:Chrysler should look into the matter and help him with the repair cost.

Warranty out by Mileage/Time:53000(out of mileage)

Any Service Contract:no

Original Owner: yes.

Household:2 vehicles (one disposed)

Any related repair history:

Has the Vehicle been diagnosed by CDJ dealership: yes

Dealer Code:45049

SM:

Escalation authorization NIC:ST702

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Verified CNA database. Verified to caller that no open recall exist on this vehicle. Advised caller to retain receipts in case there is a future campaign. Owner did not request any assistance. No further action at this time.

**Customer Assistance Inquiry Record (CAIR)#****18281680**

<b>Vin</b>	1D8GP45R3	5B340037	<b>Open Date</b>	01/23/2009	<b>Build Date</b>	04/01/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKH52	DODGE CARAVAN SXT FWD SWB WAGON			
<b>In Service Dt</b>	04/28/2005	<b>Dealer</b>	49989	<b>Dealer Zone</b>	66	<b>Mileage</b>	84,000
<b>Name:</b>	HADLEY, KYLE H					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	4476 S 2075 W					<b>Home Phone</b>	
	ROY UT 84067-3312					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	customer called that the air bag light is flashing
--	--

Customer called with the air bag issue.writer told the customer to get in touch with dealership diagnose the vehicle and call back.customer agreed.

**Customer Assistance Inquiry Record (CAIR)#****18284440**

<b>Vin</b>	1D4GP24R9	5B329633	<b>Open Date</b>	01/26/2009	<b>Build Date</b>	02/04/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON			
<b>In Service Dt</b>	04/18/2005	<b>Dealer</b>	42776	<b>Dealer Zone</b>	35	<b>Mileage</b>	24,114
<b>Name:</b>	DIBERT, EUGENE B					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	18612 NORTHAVEN ST					<b>Home Phone</b>	
	HAGERSTOWN MD 21742-1221					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Other - Both Air Bags	Air bag sensors are not working
Corporate - Recall - Default - Default - Default	seeking recall information

Customer calls seeking recall information. Advised the customer there are no incomplete recalls for this vehicle. The customer was also advised a notification letter will be mailed to the address on file in the event their vehicle is involved in a future recall. The customer alleges that there should be recall on her vehicle as well as she is facing the same issue with the air bag sensors, agent advised the customer to take the vehicle to the dealership and provided the reference number to the customer.

**Customer Assistance Inquiry Record (CAIR)#****18285799**

<b>Vin</b>	1A4GJ45R9	7B154645	<b>Open Date</b>	01/26/2009	<b>Build Date</b>	12/09/2006	
<b>Model Year</b>	07	<b>Body</b>	RSYH52	CHRYSLER TOWN & COUNTRY SWB WAGON			
<b>In Service Dt</b>	10/28/2007	<b>Dealer</b>	99999	<b>Dealer Zone</b>		<b>Mileage</b>	16,032
<b>Name:</b>	MORA, ALFREDO					<b>Contact Type</b>	FAX
<b>Address</b>	151 CESTA ST					<b>Home Phone</b>	(707) 815-7616
	NAPA CA 945594547					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Install Air Bag On/Off  
Switch - Both Air Bags

Customer is seeking assistance with the air  
bag light.

POSTMARK DATE: 012309; DATE RECEIVED: 012609

\*\*\*\*\*

Customer is seeking assistance with the air bag light which is  
intermittently goes on and off.

Customer has sent the rental invoice.

The vehicle is a 2007 vehicle.

Customer states that the dealership could not resolve the issue.

Agent called the customer on phone number (707-815-7616) and spoke with  
Mr. Valdez and was informed to give a call back after a minute.

Customer wants a call on (707-967-7716) and spoke with Mr. Valdez and  
informed the customer to visit another dealership and get the vehicle  
diagnose and give a call to Chrysler and provided the reference number  
and the 1800 number.

Agent also informed the customer to send the proof of payment for the  
first rental invoice and the repair invoice.

Agent has updated the COIN, mileage and the dealership.

\*\*\*\*\*

**Customer Assistance Inquiry Record (CAIR)#****18288791**

<b>Vin</b>	1D4GP25B3	5B406966	<b>Open Date</b>	01/27/2009	<b>Build Date</b>	06/08/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKL52	DODGE CARAVAN SE FWD SWB WAGON			
<b>In Service Dt</b>	08/01/2005	<b>Dealer</b>	44179	<b>Dealer Zone</b>	32	<b>Mileage</b>	19,000
<b>Name:</b>	GLUCKSTEIN, JEFFREY R					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	4237 BAILEY AVE					<b>Home Phone</b>	(716) 832-3870
	AMHERST NY 14226-2927					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer alleges that the air bag lights coming on .
Corporate - Recall - Default - Default - Default	Customer seeking recall information on vehicle.

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 alleges that the air bag lights are flashing On, customer has not got the diagnosis of the vehicle done . Agent requested the customer to get the diagnosis of the vehicle done & give us a call back . Reference number provided to the customer .

**Customer Assistance Inquiry Record (CAIR)#****18288826**

<b>Vin</b>	2A4GP54LX	7R267040	<b>Open Date</b>	01/27/2009	<b>Build Date</b>	02/21/2007	
<b>Model Year</b>	07	<b>Body</b>	RSYP53	CHRYSLER TOWN & COUNTRY TOURING LWB WAGON			
<b>In Service Dt</b>	02/22/2007	<b>Dealer</b>	49921	<b>Dealer Zone</b>	71	<b>Mileage</b>	43,637
<b>Name:</b>	PRIAR, MARIE G					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	2742 E 1025 S					<b>Home Phone</b>	
	HAUBSTADT IN 47639-8019					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default

Customer stating that the air bag light is on

Writer contacted Dealer 65814 Brent (SM) at 270-826-1270 and he stated that the bladder in the airbag system is defected and has to be changed as a package and he is going to contact his (DM) to see how much he authorizes for the repair and he can DSA the cost. Writer also advise the customer to be in touch with (SM) Brent to see how far he can help him.

<b>Customer Assistance Inquiry Record (CAIR)#</b>						<b>18295237</b>	
<b>Vin</b>	1D4GP25B5	6B607317	<b>Open Date</b>	01/29/2009	<b>Build Date</b>	12/15/2005	
<b>Model Year</b>	06	<b>Body</b>	RSKL52	DODGE CARAVAN SE FWD SWB WAGON			
<b>In Service Dt</b>	01/28/2006	<b>Dealer</b>	44945	<b>Dealer Zone</b>	42	<b>Mileage</b>	35,000
<b>Name:</b>	DEMARCO, LAURIE					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	30514 WILLOW LN					<b>Home Phone</b>	
	WILLOWICK OH 44095-3734					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Other - Unknown	The air bag sensor has gone bad.
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Customer says that the center light of the air bag sensor will not go up. As the warranty has been expired on the vehicle the dealership (44945) informed the customer to call Chrysler for assistance. Agent offered a call back to the customer on (440-840-2694). Agent called up the dealership (44945) spoke to the SA Joe. He informed that the vehicle is not yet diagnose. Agent informed the customer to call after the vehicle is diagnosed. Customer hung up the phone.



**Customer Assistance Inquiry Record (CAIR)#****18302056**

<b>Vin</b>	2D4GP44L0	5R579884	<b>Open Date</b>	02/02/2009	<b>Build Date</b>	06/08/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	06/16/2005	<b>Dealer</b>	65505	<b>Dealer Zone</b>	51	<b>Mileage</b>	78,069
<b>Name:</b>	BRITZKE, ROGER					<b>Contact Type</b>	E-MAIL
<b>Address</b>	3051 S 300 E					<b>Home Phone</b>	(219) 369-9369
	LA PORTE IN 46350					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Improper Installation - Unknown	Customer complaining about airbag sensors.
Referral - Tier Three - Default - Default - Default	seeking goodwill assistance.

## \*\*\*\*\* EMAIL BRIEF DESCRIPTION CONTENT \*\*\*\*\*

Airbag sensors and wiring on 2005 Dodge Grand Caravan design/location flawed

## \*\*\*\*\* END EMAIL BRIEF DESCRIPTION CONTENT \*\*\*\*\*

Purchased New or Used? Used

If Used, date purchased? 03/03/06

If used, mileage at time of purchase? N.A

If used, where was the vehicle purchased? LA PORTE CHRYSLER INC.

Is the vehicle at a Chrysler/Dodge/Jeep dealer now? N.A

## \*\*\*\*\* BEGIN CUSTOMER EMAIL \*\*\*\*\*

The road salt in northjern IN ate the contacts & wiring. They looked bad. Mike, dealer service advisor, said that the replacements had been redesigned and should last longer than three years. I feel that the \$300.90 should not be completely absorbed by me. This unit is approx. 3 1/2 years old from the production date. This is the third Dodge Grand Caravanthat I have owned. The 1st seem to last forever and was traded in on a 2000. The 2000 was traded for the 2005 Stow & Go seats. The 2005 will trade in on a electric minivan. Let s get things right on the new electric minivan. Thank you, Roger

## \*\*\*\*\* BEGIN EMAIL RESPONSE \*\*\*\*\*

Thank you for contacting the Chrysler Customer Assistance Center regarding your 2005 Dodge Grand Caravan. We regret to read of the problems that you are experiencing with your vehicle, and appreciate the time and effort you took to write to us. In response to your email regarding the airbag sensors, we suggest that you call the Customer Assistance Center at 1-800-992-1997 between 8:00 A.M. and 5:00 P.M. Monday through Friday (in all Continental Time Zones). It is necessary to discuss the issue with you directly. When calling the Customer Assistance Center, please have your Reference (CAIR:18302056) number and the following information handy:  
Vehicle owner name  
Vehicle owner address  
Day and evening phone numbers  
Vehicle Identification Number (VIN)  
Name of dealership where vehicle was purchased  
Date of purchase  
Dealership where service was performed  
Date of last service  
Current vehicle mileage  
An explanation of the problem  
We have Customer Service Representatives available to address your queries and concerns.  
Thanks again for your email.

## \*\*\*\*\* END EMAIL RESPONSE \*\*\*\*\*

## \*\*\*\*\*Begin structured narrative T2 - TIER THREE REFERRAL

Transferred customer to T3 or Reassigned CAIR to

T3 in-basket ?insert in-basket #? per ? NIC ?.

## \*\*\*\*\*End structured narrative T2 - TIER THREE REFERRAL

What is the customer requesting from Chrysler? goodwill

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

36000

Service contract (Chrysler or 3rd party) that would cover the repair? no  
Original owner? (yes/no) If no, purchased when? no  
How many Chrysler vehicles has the customer owned including this vehicle?  
4 out of which one still own  
Is there any repair history related to the current concern? no  
Has the vehicle been diagnosed by a Chrysler, Dodge or Jeep dealership?  
yes  
Service dealer code?65505  
Service manager name?  
NIC of team leader/floor walker who authorized escalation of caller?  
AM1107  
Customer called with same concern. Customer seeking good will assistance.  
Agent transferred the call to T3 with approval of AM1107  
Writer contacted the dealer 65505 and spoke with Nan(SM) and she stated  
that the work is completed and he is a good customer.  
As a one-time goodwill gesture, Chrysler will assist the customer with  
the repair of the airbag sensor for the amount of \$300.00 which is a  
50/50/ split deal.  
Customer will be responsible for a co-pay in the amount of \$150.00. This  
goodwill is being offered because:good customer and the dealer  
recommendation and the pattern of purchasing our vehicles.  
Advised customer to submit original repair order & proof of payment to:  
Chrysler Customer Assistance Center  
PO Box 21-8004  
Auburn Hills, MI 48321  
Advised customer to make a copy of these documents for their records.  
Asked the customer to include a brief letter of explanation & request,  
including their name, address, phone number, VIN, & reference number  
(CAIR). Advised customer the goodwill offer is dependent upon  
verification  
of all documents requested.

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**Customer Assistance Inquiry Record (CAIR)#****18303553**

<b>Vin</b>	2D4GP44L1	6R767332	<b>Open Date</b>	02/03/2009	<b>Build Date</b>	01/25/2006	
<b>Model Year</b>	06	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	03/31/2006	<b>Dealer</b>	41461	<b>Dealer Zone</b>	32	<b>Mileage</b>	37,881
<b>Name:</b>	TEGLER, DAVID					<b>Contact Type</b>	E-MAIL
<b>Address</b>	24 ACORN VALLEY TRAIL					<b>Home Phone</b>	(585) 734-5363
	ROCHESTER NY 14624					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer complains about air bag light and seeks repair assistance
Product - Steering - Power Steering Pump / Bkts - Leaks - Default	Customer complains about power steering leaks and seeks repair assistance
Referral - Tier Three - Default - Default - Default	Customer seeking goodwill assistance

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

Warranty Coverage

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

Purchased New or Used? New

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

We were in the dealer for our oil change, tire rotation and air bag light check. When checking the vehicle they found a power steering leak that will cost \$700 to fix. Our 3 year warranty time has not expired but the dealer brought to my attention we are over the warranty because of mileage. We do not feel we should incur a \$700 bill to fix the leak when we are just over the warranty. They also couldn't test the air bag system because the warning light was off on the day we took the vehicle for an oil change. This could be a costly problem in the near future that would also not be covered. I would like to know who I should talk with to get the leak paid for and how to keep the air bag under coverage until the problem is solved. Please contact me through e-mail or the attached cell phone number. Thanks! Dave Tegler

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

Thank you for contacting the Chrysler Customer Assistance Center regarding the 2006 Dodge Grand Caravan.

We regret that you are experiencing problem with your vehicle and sincerely appreciate the time and effort you took to write to us. In response to your email regarding your request to cover the service repair cost under warranty, we suggest that we suggest that you please call the Customer Assistance Center at 1-800-992-1997 between 8:00 A.M. and 5:00 P.M. Monday through Friday (in all Continental Time Zones). It is necessary to discuss this issue with you directly. When calling the Customer Assistance Center, please have your Reference (CAIR) number 18303553 and the following information handy:

Vehicle owner name

Vehicle owner address

Day and evening phone numbers

Vehicle Identification Number (VIN)

Name of dealership where vehicle was purchased

Date of purchase

Dealership where service was performed

Date of last service

Current vehicle mileage

An explanation of the problem

We have Customer Service Representatives available to address your questions and concerns.

Thanks again for your email. We value you and your business.

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

Customer called in and stated that he is facing problem with the power steering leakage and he wants Chrysler to help him with the repair cost. The air bag lamp is also flashing and he needs to diagnose that too, agent advised the customer that his vehicle has to be diagnosed first, he said he do not want to proceed until he is sure that Chrysler is helping

him. Agent transferred the call to T3.

\*\*\*\*Begin structured narrative T2 - TIER THREE REFERRAL

Transferred customer to T3 or Reassigned CAIR to

Transferred to T3

T3 in-basket ?insert in-basket #? per ? NIC ?.

ES738

\*\*\*\*End structured narrative T2 - TIER THREE REFERRAL

What is the customer requesting from Chrysler?

Goodwill assistance

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

1945 miles

Service contract (Chrysler or 3rd party) that would cover the repair?

No

Original owner? (yes/no) If no, purchased when?

Yes

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

1

Is there any repair history related to the current concern?

No

Has the vehicle been diagnosed by a Chrysler, Dodge or Jeep dealership?

No

Service dealer code?

41461

Service manager name?

N/A

NIC of team leader/floor walker who authorized escalation of caller?

ES738

Customer is seeking assistance with replacement of power steering rack.

Writer called dealer 41461 Service Manager (SM) Bob to confirm the

problem with the power steering rack. SM stated that there was no

evidence of customer abuse or neglect. According to SM, customer does

complete customer pay repairs on this vehicle with their dealership.

SM suggested that customer pay a co-pay of \$200.00 toward the power

steering rack repair and SM would cover the rest using his DSA. Writer

informed customer of the offer.

As a one-time goodwill gesture, Chrysler/Dealer will cover partial cost

to replace the power steering rack.

Customer will be responsible for a co-pay in the amount of \$200.00.

This goodwill is being offered because: Customer loyalty

##### DIRECT-TO-DEALER #####

#

ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER

The CAC is sending this CAIR to you because of a goodwill policy decision

that was made on behalf of this customer. You have indicated you will be

using your DSA to assist this customer. The customer HAS been

informed of this decision. If not, please contact this customer and

extend

the goodwill offer as discussed. Update and/or close CAIR when complete.

#####

#

If you need to speak with the agent about this CAIR, please call

1-800-992-1997 Once the menu begins enter your dealer code.

Once you hear the start of the next menu enter the extension,

which is 66093 followed by the # sign.

Your call is then transferred to the entered extension.

REASSIGNED TO BC/DLR 32 41461 02/04/09 11:15 R 18303553

\*Contact Date:02/06/2009

Service Manager at the dealership has closed the Cair# 18303553

Dealer operational issue has been addressed.

CAIR RETURNED FROM DEALER ON 2/06/2009 AT 03:18:028 R 18303553

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**Customer Assistance Inquiry Record (CAIR)#****18303740**

<b>Vin</b>	2D4GP44LX	5R544480	<b>Open Date</b>	02/02/2009	<b>Build Date</b>	05/14/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	06/01/2005	<b>Dealer</b>	55528	<b>Dealer Zone</b>	32	<b>Mileage</b>	65,000
<b>Name:</b>	KITT, JOSEPH					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	635 PIPER RD					<b>Home Phone</b>	
	W SPRINGFIELD MA 01089-1765					<b>Country</b>	UNITED STATES

Corporate - Recall - Default - Default - Default	Customer calls seeking recall information.
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	air bag lights on.

Customer informs that the air-bag light is on in his vehicle and wanted to know about the recall. Agent informed that there is no recall pending on this vehicle. Since the systems were upgrading could not help her further.

Customer calls seeking recall information. Advised the customer there are no incomplete recalls for this vehicle. The customer was also advised a notification letter will be mailed to the address on file in the event their vehicle is involved in a future recall.

**Customer Assistance Inquiry Record (CAIR)#****18304604**

<b>Vin</b>	2C4GP54L7	5R582851	<b>Open Date</b>	02/03/2009	<b>Build Date</b>	06/14/2005	
<b>Model Year</b>	05	<b>Body</b>	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON			
<b>In Service Dt</b>	07/09/2005	<b>Dealer</b>	42561	<b>Dealer Zone</b>	32	<b>Mileage</b>	63,400
<b>Name:</b>	HART, JESSICA					<b>Contact Type</b>	E-MAIL
<b>Address</b>	343 FISH STREET					<b>Home Phone</b>	(207) 697-2276
	FRYEBURG ME 04037					<b>Country</b>	UNITED STATES

Corporate - Warranty Coverage - Default - Default - Default

Customer seeking information about the warranty on the airbag sensor,

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

Is the replacement of the airbag sensors covered under warranty?

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

Purchased New or Used? New

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

The airbag light on the instrument panel is on but the vehicle has never been in an accident. I was told that there was a recall of 2005 Town & Country vans because the airbag sensors contain brass bushings that may corrode in areas like mine that use large amounts of salt on the roads.

Can I have this fixed under warranty?

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

Thank you for contacting the Chrysler Customer Assistance Center regarding your 2005 Chrysler Town & Country.

We appreciate the time and effort you took to write to us.

In response to your email regarding the warranty on the airbag sensor of your vehicle, we would like to inform you that the airbag sensor of your vehicle is not covered under the manufacturers warranty as the applicable warranty has exceeded the time and mileage limitations of the manufacturers warranty.

We would also like to inform you that according to our records, your vehicle is not involved in any outstanding factory recalls on the airbag sensor. If your vehicle is involved in any future recalls, a notice will be sent to your postal address. Please contact us with any future changes of address.

Thanks again for your email.

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

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

Since my last email to you, I have been given an electrical 'Service Bulletin' issued by Chrysler from the service station that diagnosed the problem with the airbag warning light on my van. This bulletin describes the problem that I am having with my van and states that 'Supplemental Front Air Bag Sensor Replacement' is under 'Lifetime Warranty'. I am referring to Service Bulletin number 08-020-07. I have also found information on the National Highway Traffic Safety Administration's website that also refers to this exact problem. It notes that 'DAIMLERCHRYSLER S campaign nos. G09/X16. DAIMLERCHRYSLER has not decided that this is a defect related to motor vehicle safety. However, it has informed NHTSA that it will provide the modifications described above free of charge.' I will be contacting my local dealer to have this serviced free of charge.

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

No Answer needed.

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

**Customer Assistance Inquiry Record (CAIR)#****18305711**

<b>Vin</b>	2C4GP54L5	5R568186	<b>Open Date</b>	02/02/2009	<b>Build Date</b>	06/01/2005	
<b>Model Year</b>	05	<b>Body</b>	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON			
<b>In Service Dt</b>	07/02/2005	<b>Dealer</b>	68225	<b>Dealer Zone</b>	42	<b>Mileage</b>	36,805
<b>Name:</b>	LEONE, ANGELA					<b>Contact Type</b>	FAX
<b>Address</b>	778 PEPPERWOOD DR					<b>Home Phone</b>	(330) 225-3736
	BRUNSWICK OH 442122026					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer alleges the air bag sensor repair should be under warranty
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POSTMARK DATE: 020209; DATE RECEIVED: 020209

Customer is seeking reimbursement for the repairs done on the air bag  
sensors.

Customer had taken the vehicle at the 68225 dealership and the cost of  
the repairs was \$220.80.

Customer has sent the repair invoice & the proof of payment.

\*\*\*\*\*

Agent had contacted the CCAC and the T3 agent had told the customer that  
as a onetime goodwill gesture Chrysler will reimburse the customer with a  
\$100 co pay as seen in case number 18304867.

\*\*\*\*\*

Agent is submitting a check of \$120.80 for approval.

\*\*\*\*\*

Agent updated the coin, telephone number, mileage & dealership.

**Customer Assistance Inquiry Record (CAIR)#****18310827**

<b>Vin</b>	2D4GP44LX	5R534547	<b>Open Date</b>	02/04/2009	<b>Build Date</b>	04/26/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	05/09/2005	<b>Dealer</b>	99999	<b>Dealer Zone</b>	42	<b>Mileage</b>	74,000
<b>Name:</b>	KOGELMAN, MARK					<b>Contact Type</b>	E-MAIL
<b>Address</b>	27476 RONEY					<b>Home Phone</b>	(734) 692-4298
	BROWNSTOWN MI 48183					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default

Customer complaining about air bag light.

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

Airbag indicator light stays, this seems to be a common occurrence and I want to know if it is covered under a recall.

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

Purchased New or Used?

New

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

Airbag indicator light stays, this seems to be a common occurrence and I want to know if it is covered under a recall.

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

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

We regret to read of the problems that you are experiencing with your vehicle, and appreciate the time and effort you took to write to us.

A review of our records indicates that your 2005 Dodge Grand Caravan 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 access the self-service recall website to check your vehicle's involvement in any recalls that are published. Please log on to our brand website at [www.dodge.com](http://www.dodge.com), and click on the 'For Owners' tab and then enter the last eight characters of the Vehicle Identification Number (VIN) to obtain the recall information.

Furthermore regarding the air bag light, we suggest that you give your local dealership the opportunity to assist you, as they are the best resource of information to address your concern in this matter. Their service personnel have the factory training, equipment, and information available to diagnose and correct concerns with your vehicle.

You can find a dealership by using the 'Find a Dealer' area on the Dodge website at [www.dodge.com](http://www.dodge.com).

Seek for dealerships that are known for their excellence in customer service - our Five Star dealerships. Please visit <http://www.fivestar.com>, or call 1-800-677-5-STAR.

Thanks again for your email.

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



**Customer Assistance Inquiry Record (CAIR)#****18312569**

<b>Vin</b>	2D8GP44L8	6R681157	<b>Open Date</b>	02/04/2009	<b>Build Date</b>	09/30/2005	
<b>Model Year</b>	06	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	10/20/2005	<b>Dealer</b>	66861	<b>Dealer Zone</b>	42	<b>Mileage</b>	66,387
<b>Name:</b>	ARENSEN, JANE M					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	1326 126TH AVE					<b>Home Phone</b>	(269) 792-4247
	SHELBYVILLE MI 49344-9505					<b>Country</b>	UNITED STATES

Product - Air Conditioning / Heater - Unknown - Inadequate Cooling - Default	Complains about the Air Conditioning.
Product - Steering - Power Rack and Pinion / Gear - Defective - Default	Complains about the Power steering Gears.
Product - Wheels and Tires - Wheels - Corrosion/Rusted - Unknown	Complains about the RIMS were rusted.
Referral - Tier Three - Default - Default - Default	Seeking assistance.

The customer called in to complain about the numerous problems with the vehicle. The customer states that there was a problem with the AC goes off; Air bag sensors & Power steering Gears. The customer states that the vehicle was maintained in a good shape. The customer is seeking goodwill assistance. The customer wants Chrysler to help with the Repair cost of the power steering gears.

What is the customer requesting from Chrysler? GOODWILL

How far out of warranty is the vehicle/repair by time and/or mileage? OUT OF MILEAGE ( 30000 miles)

Service contract (Chrysler or 3rd party) that would cover the repair? NO

Original owner? (yes/no) If no, purchased when? YES

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

1

Is there any repair history related to the current concern? NO

Has the vehicle been diagnosed by a Chrysler, Dodge or Jeep dealership?

YES

Service dealer code? 66861

Service manager name?

NIC of team leader/floor walker who authorized escalation of caller?

AM1107.

no answer on line.

Customer called in for the same concern and states that call could not reach to tier3. Agent transferred the call to tier3. AM1106

\*\*\*Owner requests assistance for a steering gear box leak. Writer agreed to do this with the owner having a \$100. copay and CAC will pay for the rest of that cost. Paul said he is a DSA dealer and is not sure if he will authorize it or call me back. Paul was given the file # and my direct line for follow up. The owner is pleased with this assistance.

\*\*\*Writer returned a call to Paul and preauthorized this repair.

**Customer Assistance Inquiry Record (CAIR)#****18312641**

<b>Vin</b>	2D4GP44L5	5R508759	<b>Open Date</b>	02/04/2009	<b>Build Date</b>	04/06/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	05/31/2005	<b>Dealer</b>	43520	<b>Dealer Zone</b>	42	<b>Mileage</b>	52,000
<b>Name:</b>	MOZDZIERZ, STEFANIE					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	1601 W GILFORD RD APT 120					<b>Home Phone</b>	
	CARO MI 48723-1024					<b>Country</b>	UNITED STATES

Referral - Service Contracts - Default - Default - Default

Customer called in for information on CSC.

Customer called in for information on air bag light coverage under SC.  
Agent transferred call to the CSC department.

**Customer Assistance Inquiry Record (CAIR)#****18313840**

<b>Vin</b>	2D4GP44L5	5R541048	<b>Open Date</b>	02/04/2009	<b>Build Date</b>	05/12/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	07/29/2005	<b>Dealer</b>	63814	<b>Dealer Zone</b>	51	<b>Mileage</b>	45,913
<b>Name:</b>	BERLIN, CALVIN A					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	8710 S EAGLE CT					<b>Home Phone</b>	(414) 768-8529
	OAK CREEK WI 53154-3722					<b>Country</b>	UNITED STATES

Referral - Tier Three - Default - Default - Default	Customer seeks goodwill assistance.
Product - Electrical - Unknown - Other - Default	Customer states he has to replace impact sensors and connectors.
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer states the air bag light is on since a long time.

Customer states that there is an ongoing problem with the air bag light issue. Also mentioned that he has to replace the sensor and the connector and it costs around \$290.

Consulted ES738 and transferred the call to T-3.

\*\*\*\*Begin structured narrative T2 - TIER THREE REFERRAL

Transferred customer to T3 or Reassigned CAIR to

T-3

T3 in-basket ?insert in-basket #? per ? NIC ?.

ES738

\*\*\*\*End structured narrative T2 - TIER THREE REFERRAL

Customer states that the dealer has indicated that the air bag impact sensor and connector needs to be replaced at a cost noted above. Customer states that he is seeking assistance with this repair.

Contacted dealer, 63814, to speak with SM, John. SM not available. Left message for a return call. Provided enough information to give SM the ability to understand the reason for the contact.

Provided dealer with agent s extension, which is 66083.

Advised that SM was not available, but that a message was left with contact information for agent. Will follow up with customer once additional information has been obtained. Customer s contact information; 414-768-8529; Home, 414-671-7663; Work.

Received message from SM, John, regarding customer s vehicle.

Contacted dealer, 63814, to speak with SM, John. SM states that the customer has not been in for maintenance before, but did spend some money this time on tires and a tie rod end. SM recommends a possible 50/50 split with the customer, but does not have warranty costs at this time.

Will contact SM in about an hour to obtain this information.

Contacted dealer, 63814, to speak with SM, John, to obtain warranty costs on the repairs. Parts \$32.06 and \$5.11, Labor \$107.12, total; \$144.29. SM recommends that we offer the customer to do the repairs at warranty cost so that a PA will not need to be entered. SM states that he is willing to offer the customer the repair at \$144.29.

As a one-time goodwill gesture, Chrysler will assist the customer with the repair of the air bag impact sensor and connector. Customer will be responsible for a co-pay in the amount of \$144.29.

##### DIRECT-TO-DEALER #####  
ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER

The CAC is sending this CAIR to you because of a goodwill policy decision that was made on behalf of this customer. A pre-auth has been created within GWA. If you need additional assistance with this PA, contact Stephanie at 800-992-1997 extension # 66083. Customer has been informed of this decision. If not, please contact this customer and extend the goodwill offer as discussed. Please update and/or close CAIR when complete. To reach the above extension dial 1-800-992-1997. Once the menu begins enter your dealer code. Once you hear the start of the next menu enter the extension followed by the # sign. Your call is then transferred to the entered extension.

#####

REASSIGNED TO BC/DLR 51 63814 02/04/09 16:33 R 18313840

\*Contact Date:02/06/2009

Service Director at the dealership has closed the Cair# 18313840

DCX goodwill repair is documented on Repair Order#756957

Request was reviewed with DM.

CAIR RETURNED FROM DEALER ON 2/06/2009 AT 04:09:025 R 18313840

Dave from dealership 63814 is inquiring about customer s goodwill offer.

Writer advised Dave to talk with his SM John who has already been

involved in this case. Dave confirmed that he will talk with John

regarding the customer s goodwill assistance. Writer also provided ex.

66083 for Stephanie if further assistance is needed.

Spoke with John SM who was reminded of the previous discussion involving  
the Goodwill gesture to repair vehicle at their dealer discounted rate.

Writer agreed with Dealer decision. Provided John my direct line

and explained should there be any further concern to let me know. Advisor

Dave was asked to provide this information and CAIR to attention of SM

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<b>Customer Assistance Inquiry Record (CAIR)#</b>						<b>18317896</b>	
<b>Vin</b>	1D4GP45R2	5B402299	<b>Open Date</b>	02/05/2009	<b>Build Date</b>	05/10/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKH52	DODGE CARAVAN SXT FWD SWB WAGON			
<b>In Service Dt</b>	08/15/2005	<b>Dealer</b>	59404	<b>Dealer Zone</b>	32	<b>Mileage</b>	38,000
<b>Name:</b>	SHEEHAN, MICHAELE					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	74 MILTON ST					<b>Home Phone</b>	(413) 584-0811
	NORTHAMPTON MA 01062-2814					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	air bag light coming on
Referral - Service Contracts - Default - Default - Default	seeking information regarding service contract

Customer called in stating that the ai bag lights are on and wanted to know if it will be covered by the service contract on her vehicle. Agent transferred the call to service contract department.

**Customer Assistance Inquiry Record (CAIR)#****18320715**

<b>Vin</b>	1D4GP24R7	6B695222	<b>Open Date</b>	02/06/2009	<b>Build Date</b>	04/25/2006	
<b>Model Year</b>	06	<b>Body</b>	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON			
<b>In Service Dt</b>	06/20/2006	<b>Dealer</b>	44058	<b>Dealer Zone</b>	66	<b>Mileage</b>	44,937
<b>Name:</b>	AVERA, CHRISTOPHER W					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	105 DEVONWOOD CT					<b>Home Phone</b>	(803) 749-0072
	COLUMBIA SC 29212-1335					<b>Country</b>	UNITED STATES

Referral - Tier Three - Default - Default - Default	Customer seeking assistance.
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer states the air bag light comes on.

\*\*\*\*Begin structured narrative T2 - TIER THREE REFERRAL

Transferred customer to T3 or Reassigned CAIR to TRANSFERRED.

T3 in-basket ?insert in-basket #? per ? NIC ?.

ST702

\*\*\*\*End structured narrative T2 - TIER THREE REFERRAL

The Customer called in and informed that the air bag light comes on. The Customer stated that this is the 7th time she had been to the dealership for these issues since May, 07 . The Customer stated that the dealership (44058) have diagnosed the vehicle on 02/03/09. The Customer was informed that the air bag module and the tensioner needs to be replaced. The Customer seeking assistance. The Agent spoke with the SM Robert, he informed related to this problem a goodwill work was done at around 38000 miles. The Agent transferred the call to Tier 3, ST702.

What is the customer requesting from Chrysler?

How far out of warranty is the vehicle/repair by time and/or mileage?8000 miles

Service contract (Chrysler or 3rd party) that would cover the repair?no

Original owner? (yes/no) If no, purchased when?no

How many Chrysler vehicles has the customer owned including this vehicle?2

Is there any repair history related to the current concern?yes

Has the vehicle been diagnosed by a Chrysler, Dodge or Jeep dealership?yes

Service dealer code?44058

Service manager name?Robert

NIC of team leader/floor walker who authorized escalation of caller?ST702.

The Caller is Kim Avera, seeking goodwill assistance.

--

Used vehicle, former rental.

See STARFILE

This owner was previously provided goodwill assistance @ 38k.

The vehicle needs additional repairs and repairs are financially her responsibility.

Customer called with the ref number and wanted to know the reason why his request has been declined.Customer wants to speak with the supervisor.

\*\*\*\*\*Internal Escalation IK57\*\*\*\*\*

Customer called in and wants to know the reason why the assistance was declined . Customer says that last time when he had this problem then the vehicle was under warranty. Agent consulted onsite manager TB74 Customer wants to dispute on this and he says that the vehicle was under warranty and there was issue on the vehicle but it was negligence from the Dealer . Agent advised Customer to send the documents for the same if he wants to dispute on this case.

**Customer Assistance Inquiry Record (CAIR)#****18327880**

<b>Vin</b>	2D4GP44L3	5R569253	<b>Open Date</b>	02/09/2009	<b>Build Date</b>	06/18/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	08/15/2005	<b>Dealer</b>	44074	<b>Dealer Zone</b>	42	<b>Mileage</b>	99,000
<b>Name:</b>	BANK, MICHAEL					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	8261 STATE ROUTE 235					<b>Home Phone</b>	(937) 482-0200
	DAYTON OH 45424-6383					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Air bag light continuously on
Referral - Tier Two - Internal Escalation - Authorization - Default	Air bag light continuously on

Customer called stating that the air bag light has been on for a long time now and the dealerships are unable to help him out. Customer states that it is a safety issue. Agent reassigning CAIR to 85S. Please follow up the customer. Agent set an expectation of 3-4 days for a call back. Agent gave the reference number. Contact information:9374770593.  
\*\*\*\*\*

Please call the customer and ask the customer to get in touch with the dealership and follow the D2D procedure if required, as this is not an 85S issue.

Agent reassigned the cair to SD504.

Customer

Agent called dealership who stated that diagnosis had been done parts have been ordered.

Customer is calling in same regards. Customer states that he is expecting a call back from the customer; agent told the customer that he will get a call back from the concerned department.

Mr. Bank states that he was suppose to receive a call back from the agent regarding the safety issue and states that there is no recall announced on this component. Customer requested for a supervisor.

\*\*\*SF309\*\*\*

Customer states that he is facing the same recall problem with the air bag light for which the recall was announced by Chrysler. Customer wants Chrysler to reimburse the customer for the repairs. Agent advised the customer that Chrysler cannot reimburse for the repairs as the vehicle is out of the warranty and there is no recall on his vehicle.

**Customer Assistance Inquiry Record (CAIR)#****18329832**

<b>Vin</b>	2D4GP44L3	5R415092	<b>Open Date</b>	02/10/2009	<b>Build Date</b>	02/04/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	06/09/2005	<b>Dealer</b>	44214	<b>Dealer Zone</b>	74	<b>Mileage</b>	30,000
<b>Name:</b>	DULEK, DAVID J					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	341 EMHERST ST					<b>Home Phone</b>	
	WINONA MN 55987-2058					<b>Country</b>	UNITED STATES

Referral - Tier Three - Default - Default - Default	Customer called for goodwill
Corporate - Recall - Default - Default - Default	Customer seeking recall information
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer states that the airbag light is On.

Customer that there is a problem with the airbag sensors. Customer states that the airbag light is on because there is a problem with the sensors. Customer wanted to know whether there is a recall on the airbag sensors. Customer states that the other vehicles have the recall on the airbag sensors. Informed the customer that the recalls are VIN specific. Advised the customer there are no incomplete recalls for this vehicle. The customer was also advised a notification letter will be mailed to the address on file in the event their vehicle is involved in a future recall. Customer seeking assistance from Chrysler. Advised the customer to get in touch with any Chrysler dealer and diagnose the vehicle as the vehicle has not been diagnosed yet. Informed the customer that for any assistance from Chrysler with the repairs the vehicle needs to be diagnosed by a dealer. Customer agreed. Agent provided the case number for the future reference.

\*\*\*\*Begin structured narrative T2 - TIER THREE REFERRAL

Transferred customer to T3 or Reassigned CAIR to

Transferred to tier 3

T3 in-basket ?insert in-basket #? per ? NIC ?.

approved by es738

\*\*\*\*End structured narrative T2 - TIER THREE REFERRAL

What is the customer requesting from Chrysler?goodwill

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

Service contract (Chrysler or 3rd party) that would cover the repair?no

Original owner? (yes/no) If no, purchased when?yes

How many Chrysler vehicles has the customer owned including this vehicle?1

Is there any repair history related to the current concern?no

Has the vehicle been diagnosed by a Chrysler, Dodge or Jeep dealership?yes

Service dealer code?

Service manager name?

NIC of team leader/floor walker who authorized escalation of caller?es738

Customer is seeking for goodwill in regards to air bag sensor. Agent transferred to tier 3 after approval fromes738

Called in for the same concern. Transferred the call to T-3 as per the previous documentation

Customer, (owns 1 current, 0 previous & 0 household vehicles) requesting goodwill for right front Air Bag, to be help with full financial backing.

Spoke to Dealer 44214 (SU/DSA) SM Russ Prenot who, as a one time offer, will assist the customer with the repair by using his DSA. Customer co-pay is \$75.00.

This goodwill is being offered because customer loyalty.

##### DIRECT-TO-DEALER #####

#

ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER

The CAC is sending this CAIR to you because of a goodwill policy decision that was made on behalf of this customer. You have indicated you will be using your DSA to assist this customer. The customer has been informed of



this decision. If not, please contact this customer and extend the goodwill offer as discussed. Update and/or close CAIR when complete.

#####  
#

If you need to speak with the agent about this CAIR, please call 1-800-992-1997 Once the menu begins enter your dealer code. Once you hear the start of the next menu enter the extension, which is 66094 followed by the # sign. Your call is then transferred to the entered extension.

REASSIGNED TO BC/DLR 74 44214 02/10/09 13:29 R 18329832

\*Contact Date:02/11/2009

Dealer 44214 has updated the mileage to 26857.

Service Manager at the dealership has closed the Cair# 18329832

DCX goodwill repair is documented on Repair Order#30233

CAIR RETURNED FROM DEALER ON 2/11/2009 AT 09:33:999 R 18329832

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**Customer Assistance Inquiry Record (CAIR)#****18330238**

<b>Vin</b>	2D4GP44L5	6R693994	<b>Open Date</b>	02/10/2009	<b>Build Date</b>	10/11/2005	
<b>Model Year</b>	06	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	10/21/2005	<b>Dealer</b>	60390	<b>Dealer Zone</b>	42	<b>Mileage</b>	82,000
<b>Name:</b>	MARSHALL, WALTER W					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	13824 KAHLA DR					<b>Home Phone</b>	
	BELLEVILLE MI 48111-1033					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Air bag lights on.
Referral - Tier Three - Default - Default - Default	Customer seeking repair assistance

Customer called in stating the air bag lights are on showing the sensors as defective. Vehicle is at dealership 60390. Customer seeking repair assistance stating this must be a manufacturing defect as it is not supposed to go wrong this early. Agent transferred the call to Tier 3 for further assistance. Approved by IY10. Customer also has 2 active service contracts but says he does not want to have it repaired under service contract as he has to pay a \$100 deductible with that.

\*\*\*\*Begin structured narrative T2 - TIER THREE REFERRAL

Transferred customer to T3 or Reassigned CAIR to

Repair assistance

T3 in-basket ?insert in-basket #? per ? NIC ?.

\*8100

\*\*\*\*End structured narrative T2 - TIER THREE REFERRAL

Customer stated the air bag light came on, and he took the vehicle to DLR 60390. Customer stated the impact sensor will need to be replaced.

Customer stated the DLR asked him to pay a \$100.00 deductible.

Customer stated he would like Chrysler to pay for the \$100.00 deductible.

Spoke to SM Idris who stated the air bag sensor will need to be replaced, he stated the customers CSC will cover the repair with a \$100.00 deductible.

Informed customer Chrysler will not assist in the cost of the deductible.

Customer wanted to know how much the part was. Called DLR and spoke to Don who was assisting the customer. Customer pay for parts and labor would be \$250.00 if he did not have the CSC. Provided this information to the customer who was still upset. Assistance will not be issued, approved by CH868

**Customer Assistance Inquiry Record (CAIR)#****18331243**

<b>Vin</b>	2A4GP54L9	6R712446	<b>Open Date</b>	02/10/2009	<b>Build Date</b>	11/23/2005	
<b>Model Year</b>	06	<b>Body</b>	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON			
<b>In Service Dt</b>	11/30/2005	<b>Dealer</b>	42127	<b>Dealer Zone</b>	35	<b>Mileage</b>	41,877
<b>Name:</b>	TAYLOR, TERRA					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	165 FAIRGROUNDS RD					<b>Home Phone</b>	(717) 677-6656
	BIGLERVILLE PA 17307-9028					<b>Country</b>	UNITED STATES

Referral - Tier Three - Default - Default - Default	Customer seeking for goodwill assistance
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer states that the air bag lights keeps flashing

\*\*\*\*Begin structured narrative T2 - TIER THREE REFERRAL

Transferred customer to T3 or Reassigned CAIR to transferred

T3 in-basket ?insert in-basket ?? per ? NIC ?.

AM1106

\*\*\*\*End structured narrative T2 - TIER THREE REFERRAL

What is the customer requesting from Chrysler?

Goodwill assistance

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

41000

Service contract (Chrysler or 3rd party) that would cover the repair?

Yes

Original owner? (yes/no) If no, purchased when?

No

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

2

Is there any repair history related to the current concern?

No

Has the vehicle been diagnosed by a Chrysler, Dodge or Jeep dealership?

Yes

Service dealer code?

42127

Service manager name?

Na

NIC of team leader/floor walker who authorized escalation of caller?

AM1106

Customer states that the air bag lights keeps flashing and he had been to dealer. Customer states that dealer told him that the sensors and some connectors need to be repaired. Customer checked with SC and it is not covered under SC. Customer seeking for goodwill assistance for repairs. Customer gave estimate cost as \$180.00 plus tax. Agent transferred call to tier 3, as its safety issue.

As a one-time goodwill gesture, Chrysler will repair the air bag light that keeps flashing

Customer will be responsible for a co-pay in the amount of \$20.00. This goodwill is being offered because:customer is loyal

##### DIRECT-TO-DEALER #####

ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER

The CAC is sending this CAIR to you because of a goodwill policy decision that was made on behalf of this customer. A pre-auth has been created within GWA. If you need additional assistance with this PA, contact Rebecca at 800-992-1997 extension # 66097

Customer ? has / has not ? been informed of this decision. If not, please contact this customer and extend the goodwill offer as discussed. Please update and/or close CAIR when complete. To reach the above extension dial 1-800-992-1997. Once the menu begins enter your dealer code. Once you hear

the start of the next menu enter the extension followed by the # sign.

Your

call is then transferred to the entered extension.

#####

REASSIGNED TO BC/DLR 35 42127 02/10/09 15:44 R 18331243

\*Contact Date:02/11/2009

Dealer Customer Relations at the dealership has closed the Cair# 18331243

DCX goodwill repair is documented on Repair Order#83540

CAIR RETURNED FROM DEALER ON 2/11/2009 AT 07:58:347 R 18331243

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**Customer Assistance Inquiry Record (CAIR)#****18333472**

<b>Vin</b>	2D4GP44L0	6R730417	<b>Open Date</b>	02/11/2009	<b>Build Date</b>	11/07/2005	
<b>Model Year</b>	06	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	12/31/2005	<b>Dealer</b>	44139	<b>Dealer Zone</b>	74	<b>Mileage</b>	39,000
<b>Name:</b>	TOTH, JODY					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	11841 JUNIPER ST NW					<b>Home Phone</b>	
	COON RAPIDS MN 55448-2330					<b>Country</b>	UNITED STATES

Referral - Service Contracts - Default - Default - Default	Customer seeking information regarding Chrysler Service Contracts.
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer states that air bag light is on.

Customer states that air bag light is on and is seeking to know if it is covered under the service contract. Customer seeking information regarding Chrysler Service Contracts. Agent transferred the call to Internal Service Contracts.

**Customer Assistance Inquiry Record (CAIR)#****18335531**

<b>Vin</b>	2A8GP64L8	6R640286	<b>Open Date</b>	02/12/2009	<b>Build Date</b>	08/20/2005	
<b>Model Year</b>	06	<b>Body</b>	RSYS53	CHRYSLER TOWN & COUNTRY LTD FWD LWB WAGON			
<b>In Service Dt</b>	11/05/2005	<b>Dealer</b>	67561	<b>Dealer Zone</b>	42	<b>Mileage</b>	35,250
<b>Name:</b>	UBALDI, AUGUSTINE					<b>Contact Type</b>	E-MAIL
<b>Address</b>	26614 FAIRFAX LANE					<b>Home Phone</b>	(440) 734-9224
	NORTH OLMSTED OH 44070					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer experiencing problems with the airbag light
Corporate - Recall - Default - Default - Default	Customer seeking recall information on the airbag sensor

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

air bag

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

Purchased New or Used? New

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

I notice that there was a recall to replace air bag sensors on 2005 T&C in snowy climes (Cleveland certainly qualifies). While I have a 2006 T&C, it was built in 8/05 and the airbag light just came on. Is this possibly something that is similarly covered?

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

Thank you for contacting the Chrysler Customer Assistance Center regarding your 2006 Chrysler Town & Country.

We appreciate the time and effort you took to write to us.

In response to your email regarding the recall on the airbag sensors, we would like to inform you that according to our records your vehicle is not involved in any outstanding factory recalls on the airbag sensors. If your vehicle is involved in any future recalls, a notice will be sent to your postal address. Please contact us if you update or change your address in future.

However, regarding the problems you are experiencing with the airbag light of your vehicle, we suggest that you contact your local authorized dealership for a proper diagnosis and repair. Their service personnel have the factory training, equipment and the information available to diagnose and correct concerns with our vehicles.

Should you have any further questions, please feel free to contact us using the reply link below or you can contact the Customer Assistance Center at 1-800-992-1997 between 8.00 A.M. to 5.00 P.M., Monday through Friday.

[http://www.chrysler.com/wccs/brand\\_forms/us/reply.jsp?trk\\_ID=KM\\_TRACKING\\_STRING\\_KM&](http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KM_TRACKING_STRING_KM&)

Thanks again for your email.

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

**Customer Assistance Inquiry Record (CAIR)#****18337079**

<b>Vin</b>	2D4GP44L1	6R825620	<b>Open Date</b>	02/12/2009	<b>Build Date</b>	03/22/2006	
<b>Model Year</b>	06	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	05/14/2007	<b>Dealer</b>	42124	<b>Dealer Zone</b>	32	<b>Mileage</b>	58,000
<b>Name:</b>	LEBLANC, ERNEST					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	567 N MAIN ST					<b>Home Phone</b>	
	BARRE VT 05641-2524					<b>Country</b>	UNITED STATES

Product - Electrical - Speedo/Gauges/Ometer/EIC - Intermittent or Inoperative - Default

Airbag light coming on.

Customer states that the Airbag light comes on some times. He states that he wants to notify Chrysler about the same.

Agent informed the customer that his complaint has been documented. Agent also provided the reference number.

**Customer Assistance Inquiry Record (CAIR)#****18337156**

<b>Vin</b>	1D4GP24R4	7B164657	<b>Open Date</b>	02/12/2009	<b>Build Date</b>	12/19/2006	
<b>Model Year</b>	07	<b>Body</b>	RSKL53	DODGE GRAND CARAVAN SE LWB WAGON			
<b>In Service Dt</b>	12/19/2006	<b>Dealer</b>	43604	<b>Dealer Zone</b>	51	<b>Mileage</b>	37,000
<b>Name:</b>	CHASE, JEFFREY					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	521 S ILLINOIS ST					<b>Home Phone</b>	(608) 326-7065
	PRAIRIE DU CHIEN WI 53821-1934					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer states that the air bag light keeps flashing
--	--

Customer states that the passenger air bag light keeps flashing.  
Customer states he had not been to dealership and dealer told nothing  
clear. Agent advise customer to visit dealer as its safety concern and  
get the vehicle diagnosed. Agent informed customer that the vehicle is  
out of warranty, for repair. Agent also informed customer about the SC he  
has on the vehicle. Agent provided reference number for future  
assistance.



**Customer Assistance Inquiry Record (CAIR)#****18338242**

<b>Vin</b>	2D4GP44L9	5R585893	<b>Open Date</b>	02/12/2009	<b>Build Date</b>	07/06/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	10/19/2005	<b>Dealer</b>	42832	<b>Dealer Zone</b>	74	<b>Mileage</b>	58,724
<b>Name:</b>	STEMPER, TERRANCE J					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	6494 207TH ST N					<b>Home Phone</b>	
	FOREST LAKE MN 55025-8037					<b>Country</b>	UNITED STATES

Product - Electrical - Unknown - Defective - Default

impact sensors .

Customer called in and states that there is some problem with the front impact sensor. Customer states that he has a third party contract, but they are not covering the repair. Customer states that he was informed that there is a TSB on the impact sensor. Customer states that his vehicle was never involved in any accidents. Customer states that now the SC is not covering the fix and now he will have to pay for the repairs. Customer states that he has contacted an IRF. Agent checked the information and found that it had a life time warranty on the TSB. Customer called up the customer and informed the customer that there is a life time warranty on the TSB announced on the vehicle and advised to get in touch with an authorized chrysler dealership. Customer called in regarding the same issue. Customer states that the dealership which was closer to him has been shut down. Customer seeks an authorization to get the vehicle repaired at an IRF. Agent denied help and informed the customer to get in touch with an authorized CDJ dealership. Agent provided the reference number for future concerns.

**Customer Assistance Inquiry Record (CAIR)#****18339848**

<b>Vin</b>	1C4GP45R6	5B437280	<b>Open Date</b>	02/13/2009	<b>Build Date</b>	06/29/2005	
<b>Model Year</b>	05	<b>Body</b>	RSYH52	CHRYSLER TOWN & COUNTRY FWD SWB WAGON			
<b>In Service Dt</b>	07/07/2005	<b>Dealer</b>	68405	<b>Dealer Zone</b>	42	<b>Mileage</b>	61,125
<b>Name:</b>	COMER, GARY D					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	19 WILLOW ST					<b>Home Phone</b>	
	MECHANICSBURG OH 43044-1034					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer experiencing problem with the air bag.
Corporate - Recall - Default - Default - Default	Customer seeking recall information.
Referral - Tier Three - Default - Default - Default	The customer is seeking goodwill assistance.

Customer states that she is experiencing a problem with the air bag and the dealership states that the air bag needs to be replaced. Customer states that there is a recall on it and wanted to know why there is no recall on her vehicle. Agent explained her that her recalls are Vin specific therefore the recall is not on her vehicle.

The customer stated that the impact sensor for the airbag needs replacement and would cost \$325 dollars for the same. The customer stated that the vehicle was diagnosed and was charged \$95 for the same. The customer is seeking goodwill assistance for the same and considers the repair to be a safety issue.

\*\*\*\*Begin structured narrative T2 - TIER THREE REFERRAL

Transferred customer to T3 or Reassigned CAIR to Transferred

T3 in-basket ?insert in-basket #? per ? NIC ?.

\*\*\*\*End structured narrative T2 - TIER THREE REFERRAL

What is the customer requesting from Chrysler? The customer is seeking goodwill assistance for the repair of the impact sensor.

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

25125

Service contract (Chrysler or 3rd party) that would cover the repair? No.

Original owner? (yes/no) If no, purchased when? yes

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

3

Is there any repair history related to the current concern? No

Has the vehicle been diagnosed by a Chrysler, Dodge or Jeep dealership?

Yes

Service dealer code? 68405

Service manager name? N/A

NIC of team leader/floor walker who authorized escalation of caller?

RP762

**Customer Assistance Inquiry Record (CAIR)#****18340019**

<b>Vin</b>	2A8GP54L8	6R647491	<b>Open Date</b>	02/13/2009	<b>Build Date</b>	09/01/2005	
<b>Model Year</b>	06	<b>Body</b>	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON			
<b>In Service Dt</b>	10/11/2006	<b>Dealer</b>	68010	<b>Dealer Zone</b>	51	<b>Mileage</b>	49,628
<b>Name:</b>	WISE, SUSAN					<b>Contact Type</b>	LETTER
<b>Address</b>	859 HATTE GRAY CT					<b>Home Phone</b>	
	GLEN ELLYN IL 60137					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Other - Unknown	Customer is seeking reimbursement for the repairs.
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POSTMARK DATE: 020909; DATE RECEIVED: 020909

\*Customer is seeking reimbursement for the air bag sensors.

\*As mention in the previous cair # 18301034 customer was advised to send the document for review.

\*\*\*\*\*

Facts-

2006 Chrysler town and country

Customer owns 3 vehicles in the household.

Customer is the first owner of all the three vehicle

Repairs performed at an IRF

As the customer is a loyal customer and the issue is a safety issue,  
Chrysler will reimburse the customer for the repairs related to airbags  
for \$100.00 deductible for the total of both invoices.

\*\*\*\*\*

Customer has sent two invoices.

Invoice # 189966

Job1- \$210.00

Job2- \$36.96

Job 3- \$14.40

Job 4- \$36.96

Total-\$298.32

\*\*\*\*\*

Invoice #190880

Parts-\$120.00

Parts-\$5.60

Tax-\$.045

Total-\$126.39

\*\*\*\*\*

Total of both invoices is \$ 424.71

\*\*\*\*\*

\*As a per the decision Chrysler will reimburse the customer for \$324.71

\*Customer has sent a copy of the credit card receipts as a proof of payment.

\*Agent is submitting the check for \$324.71 to 85J for approval.

Agent updated miles and coin.

Check amount approved. Please contact the customer, review  
reimbursement, and verify mailing address. Once completed, please  
reassign

the CAIR to ?ejw? for check handling. Thank you.

Agent called the customer on 02/23/09 at 630-510-3565 to inform about the  
check approval, but there was no response.

Agent called the customer on 02/23/09 at 630-510-3565 but reached the  
voice mail.

Agent left a message.

Agent verified the address on the check screen and the envelope.

The address is the same.

Agent is re-assigning the cair to EJW for final approval.

**Customer Assistance Inquiry Record (CAIR)#****18340094**

<b>Vin</b>	2C8GP64LX	5R480268	<b>Open Date</b>	02/13/2009	<b>Build Date</b>	03/09/2005	
<b>Model Year</b>	05	<b>Body</b>	RSYS53	CHRYSLER TOWN & COUNTRY LTD FWD LWB WAGON			
<b>In Service Dt</b>	05/24/2005	<b>Dealer</b>	60404	<b>Dealer Zone</b>	66	<b>Mileage</b>	45,322
<b>Name:</b>	KIPP, PAUL & BARBARA					<b>Contact Type</b>	LETTER
<b>Address</b>	4165 BIRCHWOOD DR					<b>Home Phone</b>	
	BOCA RATON FL 334872271					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default

Air Bag sensor/module replacement

POSTMARK DATE: 020309; DATE RECEIVED: 020909

Customer is seeking reimbursement for the repairs done on the air bag sensors.

Customer had taken the vehicle at the 60404 dealership & the total cost of the repairs was \$1258.83.

Customer had called Chrysler as seen in case number 18273809 and the 88 zone agent had told the customer that as a onetime goodwill gesture Chrysler will reimburse the customer with the amount of \$400 from the final bill.

Customer has sent the repair invoice & proof of payment.

\*\*\*\*\*

Since a decision is already been taken, agent is submitting a check of \$400.00 for approval.

\*\*\*\*\*

Agent updated the coin, mileage & dealership.

Check amount approved. Please contact the customer, review reimbursement, and verify mailing address. Once completed, please reassign

the CAIR to ?ejw? for check handling. Thank you.

\*\*\*\*\*

Agent called the customer & spoke with Mr. Kipp & informed him about the reimbursement amount.

The check has to be sent to the same name & address as in agent workbench.

\*\*\*\*\*

Agent is reassigning the check back to EJW...Thank You.

\*\*\*\*\*

Agent updated the coin & telephone number.

**Customer Assistance Inquiry Record (CAIR)#****18340412**

<b>Vin</b>	1D4GP25B2	7B107424	<b>Open Date</b>	02/13/2009	<b>Build Date</b>	09/01/2006	
<b>Model Year</b>	07	<b>Body</b>	RSKL52	DODGE CARAVAN SE SWB WAGON			
<b>In Service Dt</b>	02/17/2007	<b>Dealer</b>	44561	<b>Dealer Zone</b>	35	<b>Mileage</b>	33,189
<b>Name:</b>	JUSTUS, EVA D					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	1769 S SPOTSWOOD TRL					<b>Home Phone</b>	
	LOUISA VA 23093-4834					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer states the air bag lamp is flashing
Product - Electrical - Body Wiring - Defective - Default	Customer states the animal has chewed the wiring harness.

Customer called in and states the air bag lamp is flashing on. Customer states he has been to the dealership and the dealership states the wiring harness is chewed by animals. Agent informed the customer Chrysler will not be able to help him as it is a natural hazard. Customer states he owns two vehicle and wants Chrysler to help him. Customer states if Chrysler wont help him he would like to trade in the vehicle. Customer wanted to speak with supervisor. SR882 took the call. Customer called in for same concern. Advised the customer that Chrysler cannot participate in repair assistance. Customer looking for trade in. Advised the customer that he needs to go get in touch with the dealership.

**Customer Assistance Inquiry Record (CAIR)#****18340563**

<b>Vin</b>	2D4GP44L6	5R438186	<b>Open Date</b>	02/13/2009	<b>Build Date</b>	02/21/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	03/31/2005	<b>Dealer</b>	41261	<b>Dealer Zone</b>	32	<b>Mileage</b>	44,748
<b>Name:</b>	CONNELLY, DONALD M					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	22 HUNT HOLW					<b>Home Phone</b>	(585) 889-4519
	ROCHESTER NY 14624-4370					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default

Customer called about the impact sensor.

Customer called upset because he will have a \$100.00 co-pay for the repair of the impact sensor. Writer spoke with Rick at dealer 41261, he stated that they offered to goodwill the repair with the co-pay. Writer informed the customer that we will not waive the deductible. Approved by CP730

**Customer Assistance Inquiry Record (CAIR)#****18342987**

<b>Vin</b>	2D4GP44L2	5R565291	<b>Open Date</b>	02/16/2009	<b>Build Date</b>	06/01/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	09/02/2005	<b>Dealer</b>	66415	<b>Dealer Zone</b>	42	<b>Mileage</b>	62,000
<b>Name:</b>	SLAWSKI, PAUL					<b>Contact Type</b>	E-MAIL
<b>Address</b>	21969 N. LYON TRAIL					<b>Home Phone</b>	(248) 437-5419
	SOUTH LYON MI 48178					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Other - Unknown	Customer done repair work on airbag sensor so he looks for reimbursement
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\*\*\*\*\* EMAIL BRIEF DESCRIPTION CONTENT \*\*\*\*\*

Faulty Airbag Sensor 2005 Grand Caravan Issue

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

Purchased New or Used? New

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

We have just paid for repairs due to a faulty airbag sensor..issues with corrosion. Our vehicle is a 2005 Grand Caravan and recalls have been issued that cover this on vehicles manuf. up to Feb. 2005. Our van was Manf. June 2005 but obviously suffers with the same problems. We live in Michigan which increased the chances of this occurring due to salt corrosion. This is our 3rd Dodge Van we have purchased and have been loyal customers. Is there anything you can do to rectify this expense on our part since we just paid \$250 to repair our vechile that sounds like was more a manufacturing issue. Thanks you. Paul Slawski

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

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

We regret to read of your problem and appreciate the time and effort you took to write to us.

In response to your email regarding reimbursement for repair work done on airbag sensor, we suggest you to forward your original repair order and proof of payment receipt for consideration to the address below:

Chrysler Customer Assistance Center

P.O. Box 21-8004

Auburn Hills, MI 48321-8004

OR

You can fax a copy of the information for review to telephone #248-512-8748. Please note that originals may need to be mailed if required.

The issue will be reviewed and you will be contacted with the response.

Thanks again for your email. We value you and your business.

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

<b>Customer Assistance Inquiry Record (CAIR)#</b>						<b>18343115</b>	
<b>Vin</b>	1A4GP45R9	6B730912	<b>Open Date</b>	02/15/2009	<b>Build Date</b>	07/20/2006	
<b>Model Year</b>	06	<b>Body</b>	RSYH52	CHRYSLER TOWN & COUNTRY FWD SWB WAGON			
<b>In Service Dt</b>	07/29/2006	<b>Dealer</b>	60388	<b>Dealer Zone</b>	42	<b>Mileage</b>	35,749
<b>Name:</b>	ROBERTS, R					<b>Contact Type</b>	ROADSIDE
<b>Address</b>	1558 ANDERLEY RD					<b>Home Phone</b>	
	GROVE CITY OH 431234602					<b>Country</b>	UNITED STATES
Corporate - Roadside Services - Warranty - Towing - Default							

Roadside Assistance Contacted - DATE : 2009-02-13  
 Road Side File Created 02-15-09 FOR WARRANTY  
 VEHICLE PROBLEM AT: VEHICLE TAKEN TO:  
 I-270 N 1130 AUTO MALL DRIVE  
 W BROAD STREET  
 COLUMBUS COLUMBUS  
 OH USA OH  
 CALLER\_COMMENTS 01- CHECK AIRBAG LIGHT WENT ON,  
 DEALER CODE : 60388 PERFORMANCE CHRYSLER JEEP DODGE



**Customer Assistance Inquiry Record (CAIR)#****18344961**

<b>Vin</b>	2A4GP54L8	6R704371	<b>Open Date</b>	02/16/2009	<b>Build Date</b>	11/22/2005	
<b>Model Year</b>	06	<b>Body</b>	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON			
<b>In Service Dt</b>	12/22/2005	<b>Dealer</b>	23245	<b>Dealer Zone</b>	35	<b>Mileage</b>	53,000
<b>Name:</b>	LANDA, FRANK J					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	315 W CHESTNUT HILL RD					<b>Home Phone</b>	(302) 368-1905
	NEWARK DE 19713-1118					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer said that the air bag light is on
Referral - Tier Three - Default - Default - Default	Customer seeking goodwill assistance
Corporate - DaimlerChrysler Address - Default - Default - Default	Customer wanted the address for CAC.

Customer called and said that the clock spring has gone bad when drives the vehival and take the right or the left turn the air abg light is on.he further says that he has paid \$200.00 for the repair.

What is the customer requesting from Chrysler?goodwill  
How far out of warranty is the vehicle/repair by time and/or mileage?41000

Service contract (Chrysler or 3rd party) that would cover the repair?no

Original owner? (yes/no) If no, purchased when?yes

How many Chrysler vehicles has the customer owned including this vehicle?5

Is there any repair history related to the current concern?yes

Has the vehicle been diagnosed by a Chrysler, Dodge or Jeep dealership?yes

Service dealer code?23245

Service manager name?AUTER BEFLVVIS

NIC of team leader/floor walker who authorized escalation of caller?LL679

Customer called in and told the agent that he paid \$201.19 for the repairs on the clockspring and the repairs were done at the dealership 23245. And now the customer is seeking reimbursement. Agent asked the customer to send the original receipts for the repairs, the proof of payment and a hand written letter. Agent provided the mailing address for CAC. Agent didn t promise anything.

**Customer Assistance Inquiry Record (CAIR)#****18345139**

<b>Vin</b>	2A4GP54L7	6R665157	<b>Open Date</b>	02/16/2009	<b>Build Date</b>	09/06/2005	
<b>Model Year</b>	06	<b>Body</b>	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON			
<b>In Service Dt</b>	09/26/2005	<b>Dealer</b>	41356	<b>Dealer Zone</b>	42	<b>Mileage</b>	44,685
<b>Name:</b>	HOLLER, MARK S					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	136 SUNSET HILLS AVE NW					<b>Home Phone</b>	(610) 791-0718
	GRAND RAPIDS MI 49534-5844					<b>Country</b>	UNITED STATES

Corporate - Recall - Default - Default - Default	The customer seeking recall information.
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	The customer states that the air bag lights are on.

Customer calls seeking recall information. Advised the customer there are no incomplete recalls for this vehicle. The customer was also advised a notification letter will be mailed to the address on file in the event their vehicle is involved in a future recall.

The customer stated that the air bag lights remain on and he feels that there is something wrong with the uofront air bag sensors. The agent advised the customer to visit the dealership as the customer had diagnosed the vehicle from an IRF. The agent advised the customer that we can review the matter for repair assistance only if the vehicle is diagnosed by an Authorized Chrysler dealership.

Dealer 41356 Service Advisor (SA) Brett called to see what Chrysler will cover on the diagnosis. Writer reviewed file and found no promises had been made to cover the diagnosis fees. Writer informed SA that customer would need to callback once the diagnosis is completed to see what type of assistance can be extended.

Customer called in after the diagnosis is done and wants to speak to the previous executive. She added that is Chrysler is going to pay for the repairs. Agent transferred the call to T3 approved bySf309.

Judy-Service Advisor called from the dealer 41356 stating the air bag sensor and wiring needs repair. Total repair cost =\$260.00. Writer agreed to cover all but \$100.00 based on this is the second owner of the vehicle.

**Customer Assistance Inquiry Record (CAIR)#****18346329**

<b>Vin</b>	2C4GP44R8	5R420807	<b>Open Date</b>	02/16/2009	<b>Build Date</b>	02/04/2005	
<b>Model Year</b>	05	<b>Body</b>	RSYH53	CHRYSLER TOWN & COUNTRY LX FWD LWB WAGON			
<b>In Service Dt</b>	02/22/2005	<b>Dealer</b>	49947	<b>Dealer Zone</b>	74	<b>Mileage</b>	91,000
<b>Name:</b>	JOHNSTON, GORDON					<b>Contact Type</b>	CERTIFIED LETTER
<b>Address</b>	461 ALLEN ST					<b>Home Phone</b>	(616) 527-2747
	IONIA MI 488461372					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default

POSTMARK DATE: 021209; DATE RECEIVED: 021609  
5R420807 C JOHNSTON, GORDON W. USED 12.09.08  
5R420807 O 01133-G E Capital So  
5R420807 EWING JR, JEFFERY A.

.  
12.13.09 - RECEIVED / MAILED FIRST CLASS  
Owner sends in MVDN on repeat complaints  
Please respond to owner complaints listed, ASAP  
/ Days out of service  
/ Number of repair attempts  
Description of continuing defect(s) of condition(s):  
Pass side no problem, air bag light drivers side on - sometimes -  
and then off & later on again.  
I sent a unable to diaagnoise letter and ref d to a Chrysler dealer

**Customer Assistance Inquiry Record (CAIR)#****18346634**

<b>Vin</b>	2C4GP54L0	5R445251	<b>Open Date</b>	02/16/2009	<b>Build Date</b>	02/10/2005	
<b>Model Year</b>	05	<b>Body</b>	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON			
<b>In Service Dt</b>	02/28/2005	<b>Dealer</b>	61884	<b>Dealer Zone</b>	42	<b>Mileage</b>	49,000
<b>Name:</b>	HENEGHAN, JAMES J					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	9914 FOUNTAIN COVE DR					<b>Home Phone</b>	
	INDIANAPOLIS IN 46236-7220					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Air Bags Lamp flashing On/Off.
Corporate - Recall - Default - Default - Default	Customer calls seeking recall information.

Customer called in to inquire if there is any recalls on the air bags , agent reviewed the records & informed the customer that as of now there is no recall on the vehicle .The customer was also advised a notification letter will be mailed to the address on file in the event their vehicle is involved in a future recall. Customer wanted to know as to why there is no recall on the same , agent informed that Recalls are VIN specific .

Customer alleges that the air bag lights of the vehicle are flashing On & Off, customer has not got the diagnosis of the vehicle done . Agent requested the customer to get the diagnosis of the vehicle done & give us call back if she wantes any further assistance.

<b>Customer Assistance Inquiry Record (CAIR)#</b>						<b>18347184</b>	
<b>Vin</b>	2C4GP54LX	5R505973	<b>Open Date</b>	02/16/2009	<b>Build Date</b>	04/21/2005	
<b>Model Year</b>	05	<b>Body</b>	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON			
<b>In Service Dt</b>	08/04/2005	<b>Dealer</b>	67657	<b>Dealer Zone</b>	51	<b>Mileage</b>	59,421
<b>Name:</b>	MCCOWAN, GARRETT F					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	1848 AIRPORT RD					<b>Home Phone</b>	
	NORMAL IL 61761-9330					<b>Country</b>	UNITED STATES
Corporate - Recall - Default - Default - Default						recall concern	

Customer seeking recall information and want to know why the vehicle is not qualifies for recall. customer alleges that the Concern is regarding air bag light turning on.Customer visited the dealership and get to know that there is no recall announced on the vehicle.Customer states that she receive NHTSA recall letter.Customer states that the sensors are bad and want to speak to someone who can provide much detailed information. Agent informed the customer that the recalls are VIN specific.

\*\*\*\*\*Outbound Call\*\*\*\*\*

Agent advised the customer about the incomplete recall on the vehicle

**Customer Assistance Inquiry Record (CAIR)#****18348442**

<b>Vin</b>	2D4GP44LX	5R492302	<b>Open Date</b>	02/17/2009	<b>Build Date</b>	05/04/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	05/05/2005	<b>Dealer</b>	42344	<b>Dealer Zone</b>	51	<b>Mileage</b>	60,498
<b>Name:</b>	ARSHAD, FUAD					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	2976 FALLING WATERS LN					<b>Home Phone</b>	
	LINDENHURST IL 60046-6782					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Complaining about the Air bag sensors.
Referral - Tier Three - Default - Default - Default	customer called to complain about a recall.

\*\*\*\*Begin structured narrative T2 - TIER THREE REFERRAL

Transferred customer to T3 or Reassigned CAIR to

t3.

T3 in-basket ?insert in-basket #? per ? NIC ?.

\*\*\*\*End structured narrative T2 - TIER THREE REFERRAL

The customer called in to states that the exact recall was notified for others vehicles but not for this vehicle. The agent informed that the recall are Vin specific and the vehicle has no manufacturing defect from Chrysler end. The customer asked for a supervisor.

Call handled by kn128, Customer said that the dealer also feels that the vehicle has problems that are similar to a recall and to get intouch with chrysler, customer seeking help as he was told by the dealers that they are unable to do anything, agent transfering the call to tier 3 for further handling.( customer was told that recalls are vin specific.) the vehicle is at the dealership.

Customer seeking assistance for repair of airbag sensors and said there are recalls, for this part in other vehicles, and said it is a safety issue. Writer spoke with Todd SM 42344. Todd said there have been previous recalls for airbag sensors. Writer could not find a recall for his vehicle. Customer declining any having any maintenance done with dealer at this time.

REASSIGNED TO BC/DLR 51 42344 02/17/09 11:56 R 18348442

Ray SA said will not use DSA because customer does very little business with dealer.

As a one-time goodwill gesture, Chrysler will assist customer in repair of airbag sensors.

Customer will be responsible for a co-pay in the amount of 0. This goodwill is being offered because: ?Insert reason(s) for offering goodwill?

##### DIRECT-TO-DEALER #####  
ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER

The CAC is sending this CAIR to you because of a goodwill policy decision that was made on behalf of this customer. A pre-auth has been created within GWA. If you need additional assistance with this PA, contact ?NAME OF AGENT? at 800-992-1997 extension # 66103.

Customer has been informed of this decision. If not, please contact this customer and extend the goodwill offer as discussed. Please update and/or close CAIR when complete. To reach the above extension dial 1-800-992-1997. Once the menu begins enter your dealer code. Once you hear

the start of the next menu enter the extension followed by the # sign.

Your

call is then transferred to the entered extension.

#####

\*Contact Date:02/18/2009

Service / Parts Director at the dealership has closed the Cair# 18348442

Dealer goodwill repair is documented on Repair Order#240774

CAIR RETURNED FROM DEALER ON 2/18/2009 AT 10:13:011 R 18348442

**Customer Assistance Inquiry Record (CAIR)#****18348469**

<b>Vin</b>	2D4GP44LX	6R649988	<b>Open Date</b>	02/17/2009	<b>Build Date</b>	09/01/2005	
<b>Model Year</b>	06	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	10/24/2005	<b>Dealer</b>	63881	<b>Dealer Zone</b>	32	<b>Mileage</b>	34,165
<b>Name:</b>	ALBANO, KELLY A					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	37 KELLY RIDGE RD					<b>Home Phone</b>	(845) 225-1578
	CARMEL NY 10512-2012					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Other - Unknown	Air bag sensor needs replacement and customer seeks Goodwill assistance.
Referral - Tier Three - Default - Default - Default	Customer seeks goodwill assistance.

\*\*\*\*Begin structured narrative T2 - TIER THREE REFERRAL

Transferred customer to T3 or Reassigned CAIR to

Transferred

T3 in-basket ?insert in-basket #? per ? NIC ?.

MIB8

\*\*\*\*End structured narrative T2 - TIER THREE REFERRAL

Customer called in stated that she is having a problem with the air bag and the air bag sensor needs replacement and she got the vehicle diagnosed at 63881-MEADOWLAND OF CARMEL and they have given an estimate of \$340.00 to get the air bag sensor replaced customer seeks goodwill.

Agent consulted MIB8 and transferred the call to T3.

1. (2 vehicles in House hold ) Currently owns1, Disposed 1

Agent updated the customers email address

OWNER CALLED NATIONAL ON THIS ISSUE CALLED DEALER AND REVIEWED ISSUE VEHICLE NEEDS LEFT IMPACT SENSOR AND WIRE HARNESS NO DAMAGE BY OWNER I ADVISED SERVICE ADVISOR TO TAKE CARE OF REPAIR THEY ARE NEW SUPER DSA DLR. PUT IN THE NARRATIVE THAT WE WILL GOODWILL TOTAL REPAIR DUE TO SAFETY ISSUE. MFP OWNER DELIGHTED.

Customer called in regarding the above concern. Agent informed the customer about chryslers decision. Customer now wants to know whether chrysler will cover the diagnostic charges. Agent informed that it will not be covered.

**Customer Assistance Inquiry Record (CAIR)#****18349439**

<b>Vin</b>	1C4GP45R7	5B439846	<b>Open Date</b>	02/17/2009	<b>Build Date</b>	07/01/2005	
<b>Model Year</b>	05	<b>Body</b>	RSYH52	CHRYSLER TOWN & COUNTRY FWD SWB WAGON			
<b>In Service Dt</b>	07/19/2005	<b>Dealer</b>	68318	<b>Dealer Zone</b>	32	<b>Mileage</b>	60,000
<b>Name:</b>	FARMER, RICHARD D					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	90 STRAWBERRY LN					<b>Home Phone</b>	
	EAST TAUNTON MA 02718-1548					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Other - Unknown	Customer is experiencing problem with air bag sensor
Recall - F10: - Advise Owner/Incomplete Recall	agent provided recall information
Corporate - Warranty Coverage - Default - Default - Default	warranty information

Customer called in to check recall as experiencing problem with the air bag sensor. Agent informed the customer that there is no recall announced on air bag sensor. Agent explained the customer that the recalls are VIN specific. Agent informed the customer about the incomplete recall. Customer is not happy as the vehicle is experiencing problem with the air bag sensors and says that there is some problem with the connecting wire, which caused the air bag sensor to go bad. Customer says she wants Chrysler to pay for the repair or else she will trade in the vehicle and buy a Toyota. Agent requested the customer to get the vehicle diagnosed and call back. AGENT DID NOT PROMISE ANYTHING TO THE CUSTOMER. Customer is not happy, as she will have to pay for diagnosis. Customer hung up the call.

P.S Agent informed the customer that the warranty on the air bag sensor is expired.



**Customer Assistance Inquiry Record (CAIR)#****18350535**

<b>Vin</b>	1D4GP24R4	5B402178	<b>Open Date</b>	02/17/2009	<b>Build Date</b>	05/24/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON			
<b>In Service Dt</b>	06/02/2005	<b>Dealer</b>	41098	<b>Dealer Zone</b>	51	<b>Mileage</b>	99,847
<b>Name:</b>	SVEC, STEVEN R					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	214 CLIFF CT					<b>Home Phone</b>	
	SILVIS IL 61282-1721					<b>Country</b>	UNITED STATES

Recall - F01: - Advise Owner/Incomplete Recall	Agent informed customer of pending recall.
Recall - F10: - Advise Owner/Incomplete Recall	Agent informed customer of pending recall.
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Air bag sensor on

Customer called in stating the check engine light is on and he had been to the internet which says the vehicle had recall on the air bag sensor. Agent informed customer that there are no pending recalls on the vehicle apart from recall # F01 and F10 which agent advised customer to have it performed at any of the authorized dealerships. Customer was also informed that he would be notified by US mail if Chrysler announces recalls in future on his vehicle. Customer states that there should be a recall on the air bag sensors. Agent advised customer to have the problem diagnosed at any authorized dealership to determine whether it is part of manufacturing defect and give us a call back once the vehicle is diagnosed. Agent helped customer with the reference number for a possible follow up.

**Customer Assistance Inquiry Record (CAIR)#****18352279**

<b>Vin</b>	2C4GP44R1	5R586232	<b>Open Date</b>	02/18/2009	<b>Build Date</b>	06/28/2005	
<b>Model Year</b>	05	<b>Body</b>	RSYH53	CHRYSLER TOWN & COUNTRY LX FWD LWB WAGON			
<b>In Service Dt</b>	09/15/2005	<b>Dealer</b>	60255	<b>Dealer Zone</b>	42	<b>Mileage</b>	49,000
<b>Name:</b>	FARRIS, ANTONIO					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	804 CALEDONIA AVE					<b>Home Phone</b>	(216) 249-3520
	CLEVELAND HEIGHT OH 44112-2317					<b>Country</b>	UNITED STATES

Corporate - Recall - Default - Default - Default	Customer is seeking for recall information
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer states that there is recall announced for air bag sensor light is
Product - Body / Trim / Paint Finish - Glass - Other - Windshield	Customer states that there is recall announced for windshield wiper.
Product - Body / Trim / Paint Finish - Seat Belts - Defective - Default	Customer states that there is recall for seat belt for 2005 lx model.

Customer states that there is a recall announced for 2005 lx model on NHTSA but is not sure why there is no recall for windshield wiper, air bag sensor light and seat belt. Agent informed that currently there is no recall announced on this vehicle. Agent informed that recall is announced by NHTSA and Chrysler only participates into it. Agent informed that customer is free to register her information on that website. Agent advised to get the vehicle diagnosed so that Chrysler can review her case.

Customer wants to know if Chrysler will pay for diagnostic fee. Agent informed that diagnostic fee is always paid by customer.

Customer states that there is recall announced for air bag sensor light is coming on.

<b>Customer Assistance Inquiry Record (CAIR)#</b>						<b>18352357</b>	
<b>Vin</b>	1D4GP25B6	5B432574	<b>Open Date</b>	02/18/2009	<b>Build Date</b>	06/21/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKL52	DODGE CARAVAN SE FWD SWB WAGON			
<b>In Service Dt</b>	07/26/2005	<b>Dealer</b>	58004	<b>Dealer Zone</b>	51	<b>Mileage</b>	69,000
<b>Name:</b>	DAVIS, JOHN L					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	1869 CATHERINE AVE					<b>Home Phone</b>	
	MUSKEGON MI 49442-4265					<b>Country</b>	UNITED STATES
Corporate - Recall - Default - Default - Default						Airbag light is on	

Airbag light is on and customer states the dealership informed him that there is a recall on the airbag.

Advised the customer there are no incomplete recalls for this vehicle.

The customer was also advised a notification letter will be mailed to the address on file in the event their vehicle is involved in a future recall.

\*\*\*Outbound Call\*\*\*

Writer arranged a call back for the customer. Informed the customer that the VIN is not eligible for a recall and to get in touch with the dealership to check as to why the airbag light is on. Customer concurred with the information provided.

**Customer Assistance Inquiry Record (CAIR)#****18353460**

<b>Vin</b>	2D4GP44L7	5R490149	<b>Open Date</b>	02/18/2009	<b>Build Date</b>	04/05/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	04/18/2005	<b>Dealer</b>	58625	<b>Dealer Zone</b>	42	<b>Mileage</b>	90,000
<b>Name:</b>	GOETZ, DANIELLE M					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	5431 VINEYARD DR					<b>Home Phone</b>	
	MONROE MI 48161-3659					<b>Country</b>	UNITED STATES

Corporate - Recall - Default - Default - Default	
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	

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 also states that the airbag lamp is flashing. Agent advised the customer to get in touch with an authorised Chrysler dealership for getting the vehicle diagnosed.

**Customer Assistance Inquiry Record (CAIR)#****18353949**

<b>Vin</b>	2A4GP54L8	6R821402	<b>Open Date</b>	02/19/2009	<b>Build Date</b>	03/17/2006	
<b>Model Year</b>	06	<b>Body</b>	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON			
<b>In Service Dt</b>	11/21/2006	<b>Dealer</b>	99999	<b>Dealer Zone</b>	51	<b>Mileage</b>	36,400
<b>Name:</b>	HEIMS, DOUG					<b>Contact Type</b>	E-MAIL
<b>Address</b>	4311 PEARL AVE. NW					<b>Home Phone</b>	(319) 213-2927
	CEDAR RAPIDS IA 52405					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Other - Unknown	Customer complains about the defective air bag
Product - Frame - Bumper System - Other - Front	Dealer states it was bad because of some damage to the front end.

## \*\*\*\*\* EMAIL BRIEF DESCRIPTION CONTENT \*\*\*\*\*

Defective Airbag Impact Sensor

## \*\*\*\*\* END EMAIL BRIEF DESCRIPTION CONTENT \*\*\*\*\*

Purchased New or Used? NEW

## \*\*\*\*\* BEGIN CUSTOMER EMAIL \*\*\*\*\*

I brought my Town & Country in because the airbag light was staying on. When I called, the van had 35,890 miles on it. By the time I could get it in, it had slightly more than 36K miles on it. They determined the problem was the front impact sensor and said it was bad because of some damage to the front end. This cannot be the case because the damage was done 2 months before this. I would like to get this fixed under the warranty so that whoever is driving this van is not in danger because Chrysler will not honor the warranty.

## \*\*\*\*\* BEGIN EMAIL RESPONSE \*\*\*\*\*

Thank you for contacting the Chrysler Customer Assistance Center regarding your 2006 Chrysler Town & Country.

We regret for the problem you are experiencing. It is always a concern when a customer is dissatisfied with our products or Dealership service. In response to your email regarding the problem you are experiencing with the airbag impact sensor, we would like to inform you that it is necessary to discuss this issue with you directly. So please call the Customer Assistance Center at 1-800-992-1997 between 8:00 A.M. and 5:00 P.M. Monday through Friday (in all Continental Time Zones). When calling the Customer Assistance Center, please have your Reference (CAIR) number and the following information handy:

Vehicle owner name

Vehicle owner address

Day and evening phone numbers

Vehicle Identification Number (VIN)

Name of dealership where vehicle was purchased

Date of purchase

Dealership where service was performed

Date of last service

Current vehicle mileage

An explanation of the problem

We have Customer Service Representatives available to address your questions and concerns.

Thanks for your email we value you and your continued business with us.

## \*\*\*\*\* END EMAIL RESPONSE \*\*\*\*\*

## \*\*\*\*\* BEGIN CUSTOMER EMAIL \*\*\*\*\*

Your hours are very unfriendly for people that work for a living, so I haven't been able to get back to you. Also, the list of information you say you need seems very long. Some of this info has already been communicated to you. Can't you get most of it from the VIN #? We are still driving the van w/the defective airbag.

null

Also, I supplied my cell phone number when I submitted the complaint because I thought this airbag problem was important and I wanted you to be able to get a hold of me if needed. Apparently, instead

of using this number to commuicat about this safety defect, my number has now been put on a telemarketing list for Chrysler extended warranty. I got a message from them trying to sell me an extended warranty. This is the only time I gave this number to Chrysler so this must be how they got it.

null

Please immediately remove my cell number from your telemarketing list.

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

Route to tier 3 because the customer complains about the defective airbag and also wants to remove his cell number from the telemarketing list.

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

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

Sorry, I had used the reply button instead of this link before. Here is a message I had previously sent in regard to this issue: Your hours are very unfriendly for people that work for a living, so I haven t been able to get back to you. Also, the list of information you say you need seems very long. Some of this info has already been communicated to you. Can t you get most of it from the VIN #? We are still driving the van w/the defective airbag. Also, I supplied my cell phone number when I submitted the complaint because I thought this airbag problem was important and I wanted you to be able to get a hold of me if needed. Apparently, instead of using this number to commuicat about this safety defect, my number has now been put on a telemarketing list for Chrysler extended warranty. I got a message from them trying to sell me an extended warranty. This is the only time I gave this number to Chrysler so this must be how they got it. Please immediately remove my cell number from your telemarketing list.

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

No answer needed because the custome s concern is already reassigned to 88X.

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

Email states:

Thank you for contacting the Chrysler Customer Assistance Center and the concerns you have raised are appreciated.

After thoroughly reviewing your request and the files on this matter, we respectfully concur with the decision rendered by the dealership. It is regrettable that a more favorable reply can not be provided and if you feel that the needed repair was not related to the accident, you may want to seek a second opinion from another authorized dealership.

We have removed your phone number from our list.

Thanks again for your email.

The accident obviously did not cause the airbag problem because the airbags light did not come on for over a month after the accident.

However, I guess I can t do anything about it if Chrysler refuses to honor the warranty. I will however never buy another Chrysler product. I also plan on submit a complaint to the Better Buseness Bureau.

Email states:

Thank you for contacting the Chrysler Customer Assistance Center.We have updated your file with the latest information in your email. It is our suggestion that you continue to work with your servicing dealer or you may want to seek a second opinion from another authorized dealership. Thanks again for your email.

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**Customer Assistance Inquiry Record (CAIR)#****18354052**

<b>Vin</b>	2D4GP44L6	6R658669	<b>Open Date</b>	02/18/2009	<b>Build Date</b>	09/09/2005	
<b>Model Year</b>	06	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	03/18/2006	<b>Dealer</b>	68344	<b>Dealer Zone</b>	42	<b>Mileage</b>	46,904
<b>Name:</b>	DENNISON, BRUCE C					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	2038 WILLIAMSON ST					<b>Home Phone</b>	(231) 719-2106
	MUSKEGON MI 49445-1370					<b>Country</b>	UNITED STATES

Referral - Tier Three - Default - Default - Default	Goodwill for airbag light.
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	

Customer states the airbag light keeps coming on when it is rainy, foggy or slushy. Customer states the dealership advised her to contact Chrysler for assistance as it is a safety concern.

\*\*\*\*Begin structured narrative T2 - TIER THREE REFERRAL

Transferred customer to T3 or Reassigned CAIR to

T3

T3 in-basket ?insert in-basket #? per ? NIC ?.

na

\*\*\*\*End structured narrative T2 - TIER THREE REFERRAL

What is the customer requesting from Chrysler?

Goodwill for airbag light.

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

10904 miles

Service contract (Chrysler or 3rd party) that would cover the repair?

no

Original owner? (yes/no) If no, purchased when?

yes

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

3

Is there any repair history related to the current concern?

no

Has the vehicle been diagnosed by a Chrysler, Dodge or Jeep dealership?

yes

Service dealer code?

68344

Service manager name?

na

NIC of team leader/floor walker who authorized escalation of caller?

RP762

Owner says she called her selling dealer 68344 and someone in service told her to call the CAC for possible assistance. THE DEALERSHIP HAS NOT SEEN THE VEHICLE, AND THEY HAVE DSA EMPOWERMENT TO ADDRESS THE CUSTOMER S REQUEST ON THE DEALER LEVEL. INFORMED OWNER THAT THE SM CAN REVIEW HER REQUEST IF SHE WOULD LIKE TO AUTHORIZE DIAGNOSIS.

THIS IS THE SELLING DEALER.

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

PLEASE REVIEW AND ADDRESS CUSTOMER S REQUEST PER YOUR DSA CAPABILITIES, AND MAKE SURE THAT SHE IS NOTIFIED OF THE FINAL RESOLUTION. ALSO, PLEASE UPDATE THE CAIR.

REASSIGNED TO BC/DLR 42 68344 02/18/09 14:57 R 18354052

Frank, have you seen vehicle yet? Please update CAIR. thanks,lwm

REASSIGNED TO BC/DLR 42 68344 02/24/09 12:00 R 18354052

vehicle repaired 3/11/09 ,wro 116963.lwm

**Customer Assistance Inquiry Record (CAIR)#****18354135**

<b>Vin</b>	2D4GP44L7	6R628466	<b>Open Date</b>	02/18/2009	<b>Build Date</b>	08/23/2005	
<b>Model Year</b>	06	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	10/31/2005	<b>Dealer</b>	60193	<b>Dealer Zone</b>	35	<b>Mileage</b>	45,000
<b>Name:</b>	HALL, CHRISTY M					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	46 CHEYANNE RD					<b>Home Phone</b>	
	CRAIGSVILLE WV 26205-8063					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Air bag light is coming.
Product - Body / Trim / Paint Finish - Body Hardware - Inoperative - R. Door-Driver	Door soes not open.
Product - Electrical - Wipers / Washers - Intermittent or Inoperative - Rear	Rear wipers are inoperative.

Customer called as she is experiencing issues on the air bag lights, left rear door and the rear wipers. Customer states that the dealership is asking for the diagnostic fees and wants Chrysler to wave off the diagnostic fees. Agent declined. Customer wanted to speak with a supervisor. Agent transferred the call to INTERNAL ESCALATION \*\*\*\*\*INTERNAL ESCALATION (AM1107)\*\*\*\*\*

Customer seeking assistance with the diagnostic charges. Writer declined assistance. CUsomer says that she will contact lawyer. Customer cursing Chrysler. Customer seeking for goodwill. Writer declined assistance as the vehicle is OOW. Customer says that Chrysler should go bankrupt soon.



<b>Customer Assistance Inquiry Record (CAIR)#</b>						<b>18356170</b>	
<b>Vin</b>	1D4GP24RX	6B535318	<b>Open Date</b>	02/19/2009	<b>Build Date</b>	09/14/2005	
<b>Model Year</b>	06	<b>Body</b>	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON			
<b>In Service Dt</b>	12/05/2005	<b>Dealer</b>	44618	<b>Dealer Zone</b>	32	<b>Mileage</b>	73,000
<b>Name:</b>	JONES, BERLE					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	11 BEVELL LN					<b>Home Phone</b>	(315) 256-4213
	SYRACUSE NY 13212-3506					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Air bag light on.
Corporate - Recall - Default - Default - Default	Customer seeking recall information.

Customer states that the air bag light was on in his vehicle and wanted to know if there is any recall on the air bag. Agent informed the customer that there is no recall on the vehicle. Agent also informed the customer that if there will be any recall on the vehicle Chrysler will surely notify him with a recall letter on the mailing address listed in the records.

**Customer Assistance Inquiry Record (CAIR)#****18356968**

<b>Vin</b>	2C4GP44R5	5R597718	<b>Open Date</b>	02/19/2009	<b>Build Date</b>	06/09/2005	
<b>Model Year</b>	05	<b>Body</b>	RSYH53	CHRYSLER TOWN & COUNTRY LX FWD LWB WAGON			
<b>In Service Dt</b>	06/10/2005	<b>Dealer</b>	67960	<b>Dealer Zone</b>	51	<b>Mileage</b>	60,000
<b>Name:</b>	WILLIAMS, JEFFREY A					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	W5999 MARINER HILLS TRL					<b>Home Phone</b>	
	ELKHORN WI 53121-2543					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Airbag sensors defective.
Referral - Tier Three - Default - Default - Default	Goodwill Assistance.
Corporate - Recall - Default - Default - Default	Recall Information.

\*\*\*\*Begin structured narrative T2 - TIER THREE REFERRAL

Transferred customer to T3 or Reassigned CAIR to

Transferred

T3 in-basket ?insert in-basket #? per ? NIC ?.

RP761

\*\*\*\*End structured narrative T2 - TIER THREE REFERRAL

Customer called to know about the recalls on the vehicle and why her vehicle was not involved in the recall. Agent advised the customer that recalls are VIN specific. Customer wants to speak to a SUP\*\*\*\*\*Call taken over by \*\*\*\*\*RP761\*\*\*\*\*advised the customer that there is no recall on the vehicle. Customer is a loyal customer with 7 vehicles is the household. The vehicle is out of warranty by 24000M. The customer has diagnosed the vehicle and the estimates cost of repairs is \$250.00.\*\*\*\*Transferred to Tier3\*\*\*\*

What is the customer requesting from Chrysler?

Goodwill

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

24000

Service contract (Chrysler or 3rd party) that would cover the repair?

No

Original owner? (yes/no) If no, purchased when?

No Purchased in 08/09/06

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

7

Is there any repair history related to the current concern?

No

Has the vehicle been diagnosed by a Chrysler, Dodge or Jeep dealership?

Yes

Service dealer code?

67960

Service manager name?

NA

NIC of team leader/floor walker who authorized escalation of caller?

RP761

Writer spoke with the customer who called to find out if there was any recalls on the vehicle. Advised customer at this time there is no recalls and that there is nothing to worry about and that if there were a recall on the vehicle a recall notice would go out.

**Customer Assistance Inquiry Record (CAIR)#****18357090**

<b>Vin</b>	2D4GP44L8	5R544963	<b>Open Date</b>	02/19/2009	<b>Build Date</b>	05/14/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	09/10/2005	<b>Dealer</b>	43601	<b>Dealer Zone</b>	51	<b>Mileage</b>	67,129
<b>Name:</b>	REED, MICHAEL L					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	N3587 OTSEGO RD					<b>Home Phone</b>	(920) 992-5500
	RIO WI 53960-9205					<b>Country</b>	UNITED STATES

Referral - Service Contracts - Default - Default - Default	Agent transferred the call to SC department.
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Air bag lights flashing.
Corporate - Recall - Default - Default - Default	Customer called to recall information.

Customer states that the air bag lights are coming on and she had been to the Ford dealership for the same issue. They informed the customer that the vehicle has the recall for the air bag sensors. Agent informed the customer that vehicle has no recall for the air bag sensors. Also agent informed the customer that the recalls are VIN specific. Later customer wanted to know about the warranty coverage under the SC. Agent transferred the call to SC department for further handling.

**Customer Assistance Inquiry Record (CAIR)#****18357436**

<b>Vin</b>	1D4GP45R1	5B325537	<b>Open Date</b>	02/19/2009	<b>Build Date</b>	02/08/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKH52	DODGE CARAVAN SXT FWD SWB WAGON			
<b>In Service Dt</b>	03/11/2005	<b>Dealer</b>	41573	<b>Dealer Zone</b>	42	<b>Mileage</b>	57,404
<b>Name:</b>	RAIBLE, JAMIE					<b>Contact Type</b>	LETTER
<b>Address</b>	1362 COLUMBIA RD					<b>Home Phone</b>	(440) 235-1074
	WESTLAKE OH 441452413					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing -  
Default

Customer is seeking repair  
reimbursement.

POSTMARK DATE: 121008; DATE RECEIVED: 021609

Customer sent the same documents in the CAIR number 18182045. Customer  
has already been reimbursed for the repairs. Agent decides to NAN (No  
Action Necessary) the CAIR.

**Customer Assistance Inquiry Record (CAIR)#****18360813**

<b>Vin</b>	2A8GP54L1	6R623193	<b>Open Date</b>	02/20/2009	<b>Build Date</b>	08/12/2005	
<b>Model Year</b>	06	<b>Body</b>	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON			
<b>In Service Dt</b>	09/29/2005	<b>Dealer</b>	45234	<b>Dealer Zone</b>	74	<b>Mileage</b>	42,177
<b>Name:</b>	MAKELA, JACK					<b>Contact Type</b>	E-MAIL
<b>Address</b>	216 MICHIGAN AVE. EAST			PO BOX 895		<b>Home Phone</b>	(218) 749-5538
	GILBERT MN 55741					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag  
Lamp On/Flashing - Default

Customer complains that aigbag sensor is defective and  
seek reimbursement

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

Concern and disappointment with the failure of both front airbag sensors.  
null

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

Purchased New or Used? New

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

My concern is the failure of both sensors and wiring harnesses in less than 4 years and the cost of replacement, \$101.52 for analysis and an estimated \$400.00 parts(\$119.72)and labor. We purchased the car from Roseville Chrysler, Roseville, MN. 9/29/2005. Jack Makela

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

Thank you for contacting the Chrysler Customer Assistance Center regarding the 2006 Chrysler Town and Country.  
We regret to learn of your dissatisfaction and sincerely appreciate the time and effort you took to write to us. In response to your email, regarding the airbag sensors, we would like to inform you that Letters are the most efficient way to submit requests for reimbursement consideration on service repair costs. Your letter should include the following items (where applicable) in order for us to resolve your issue as soon as possible:

Vehicle owner name

Vehicle owner address

Day and evening phone numbers

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 are requesting

Please also note that 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:

Chrysler 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.

Thanks again for your email. We value you and your business.

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

**Customer Assistance Inquiry Record (CAIR)#****18361026**

<b>Vin</b>	2C8GP54L4	5R468224	<b>Open Date</b>	02/20/2009	<b>Build Date</b>	03/12/2005	
<b>Model Year</b>	05	<b>Body</b>	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON			
<b>In Service Dt</b>	08/01/2005	<b>Dealer</b>	68689	<b>Dealer Zone</b>	32	<b>Mileage</b>	50,000
<b>Name:</b>	GEOCOS, LISA C					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	5 OVERLOOK RD					<b>Home Phone</b>	
	PAWLING NY 12564-2011					<b>Country</b>	UNITED STATES

Recall - F01: - Advise Owner/Incomplete Recall	Customer called for the recall information.
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer states that the air bags are flashing.
Corporate - Recall - Default - Default - Default	Customer wants the recall on air bag sensors.

Customer states that the air bag lights are on and he had been to the IRF for the same and they informed the customer that the 2005 Chrysler Town and Country has the recall for the component which is gone bad. Agent informed the customer that there is no recall for the above mentioned component, however there is the pending recall for the rear A/C heater tube corrosion. Also informed the customer to get in touch with the dealership for the recall completion.

**Customer Assistance Inquiry Record (CAIR)#****18367630**

<b>Vin</b>	2D4GP44L5	5R534164	<b>Open Date</b>	02/24/2009	<b>Build Date</b>	05/30/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	06/06/2005	<b>Dealer</b>	60085	<b>Dealer Zone</b>	42	<b>Mileage</b>	60,000
<b>Name:</b>	RANKENS, SANDRA					<b>Contact Type</b>	E-MAIL
<b>Address</b>	3131 44TH STREET					<b>Home Phone</b>	(269) 751-5801
	HAMILTON MI 49419					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer complains that airbag light is on.
Corporate - Recall - Default - Default - Default	Customer seeks airbag recall information.

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

Air bag light is on, recall?

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

Purchased New or Used? Used

If Used, date purchased? 03/22/06

If used, mileage at time of purchase? 60000

If used, where was the vehicle purchased? Cdj

Is the vehicle at a Chrysler/Dodge/Jeep dealer now? No

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

The air bag light is on. It shows a recall call on this but says we have no recalls for our van. Please explain how we have this fixed, recall?

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

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

We appreciate the time and effort you took to write to us. IN response to your email regarding the airbag recall, we would like to inform you that a review of our records indicates that your vehicle 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 U.S. mail.

You may also access the self-service recall site on the internet to check on your vehicle's involvement in any future recalls that are published. Please visit our brand website: [www.Dodge.com](http://www.Dodge.com), click on 'For Owners' at the top of the home page and then enter the last eight digits of your Vehicle Identification Number (VIN) where appropriate.

Furthermore, regarding the airbag light, we suggest that you give your local dealership the opportunity to assist you. The service department of your authorized dealership is the best place to go for maintenance and repair of your vehicle. They are the ones with the right combination of parts and services only available from the people who know your vehicle best - the dealership service personnel.

If you have any further questions, please feel free to contact us.

Thanks again for your email. We value you and your business.

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

**Customer Assistance Inquiry Record (CAIR)#****18373948**

<b>Vin</b>	2C8GP64L9	5R545384	<b>Open Date</b>	02/25/2009	<b>Build Date</b>	05/03/2005	
<b>Model Year</b>	05	<b>Body</b>	RSYS53	CHRYSLER TOWN & COUNTRY LTD FWD LWB WAGON			
<b>In Service Dt</b>	08/01/2005	<b>Dealer</b>	45445	<b>Dealer Zone</b>	51	<b>Mileage</b>	100,900
<b>Name:</b>	BLUM, ADAM & JENNIFER					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	25477 N COUNTRYSIDE CT					<b>Home Phone</b>	
	LAKE BARRINGTON IL 60010-7031					<b>Country</b>	UNITED STATES

Referral - Tier Three - Default - Default - Default	seeking goodwill assistance
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	the air bag sensors needs replacement
Product - Body / Trim / Paint Finish - Seat Upholstery - Split, Cut, Torn - Unknown	the seat material is not proper
Product - Steering - Steering Wheel / Column - Noisy - Default	the steering is noisy

What is the customer requesting from Chrysler?

Air bag impact sensor, cost \$345

Steering is making a knocking

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

64000

Service contract (Chrysler or 3rd party) that would cover the repair?

NA

Original owner? yes

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

2 vehicles

Is there any repair history related to the current concern?

NA

Has the vehicle been diagnosed by a Chrysler, Dodge or Jeep dealership?

Yes

Service dealer code? 45445

Service manager name? Mathew

NIC of team leader/floor walker who authorized escalation of caller?

AM1107

Customer seeking assistance for power steering rack and air bag impact sensor repair. Customer states she has been having a concern with steering since her first oil change, (customer does not service vehicle at Chrysler). Writer reviewed CAIR 17339532 and found that assistance was denied for power steering rack on 3/20/08. Writer backed up Chrysler's decision. Writer called dealer 45445, spoke to Dan, Service Manager. SM did not have any information showing customer was there on 2/20/09. Customer advised writer that it was a verbal estimate. Writer advised customer she would have to get a diagnostic on vehicle. Customer stated she had to take family member to airport and would call us back. Customer states that there is a recall regarding airbag sensors in certain areas due to salt corrosion that causes failure. Customer has done diagnostic at dealer which indicated that the airbag sensors have failed due to salt corrosion. Customer is concerned that her vehicle should have been included in the recall even though her VIN wasn't included. Customer request Chrysler regard this repair as a recall and pay 345.00 for the repair.

Dealer states that diagnostic shows airbag sensor failure due to salt corrosion. Dealer will accept PA, confirms mileage at 101235, no abuse or neglect, warranty cost of parts = 76.40, labor = 120.60, total = 197.00. Dealer states the customer does all repairs and maintenance at IRF.

Writer notes that recall G09 was issued in June 2007. Customer's vehicle was manufactured after 02/03/2005 on 05/03/2005 and is not involved in the recall. Writer notes that the recall does not state salt corrosion as a cause for the recall. Writer confirmed with dealer that the conditions of the recall were not met by customer's vehicle.

\*\*\*\* GOODWILL ASSISTANCE HAS BEEN DECLINED \*\*\*\*

Informed customer that Chrysler will not participate in the repair.



The vehicle warranty has expired by time and/or mileage.  
Unless the customer offers new information, decision remains unchanged.  
\*\*\*\*\*  
Approved by CP730.

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**Customer Assistance Inquiry Record (CAIR)#****18377061**

<b>Vin</b>	1D4GP45R3	5B315303	<b>Open Date</b>	02/26/2009	<b>Build Date</b>	01/28/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKH52	DODGE CARAVAN SXT FWD SWB WAGON			
<b>In Service Dt</b>	02/01/2005	<b>Dealer</b>	99999	<b>Dealer Zone</b>	66	<b>Mileage</b>	60,000
<b>Name:</b>	WILSON, RONALD E					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	91 HAZEN ST					<b>Home Phone</b>	(413) 796-9059
	SPRINGFIELD MA 01119-2926					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default

Customer states the air bag lights flashes on.

The Customer s daughter Lisa Bakowski called in stated that the airbag light comes on. The Caller stated that she was informed by the local mechanic that there is a recall announced on the airbag light sensors. The Customer stated that she have found that the 2005 Dodge Caravan s were under recall for the airbag sensors. The Agent informed that the recalls are VIN specific.

**Customer Assistance Inquiry Record (CAIR)#****18377185**

<b>Vin</b>	1D4GP24R6	5B422772	<b>Open Date</b>	02/26/2009	<b>Build Date</b>	06/27/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON			
<b>In Service Dt</b>	06/28/2005	<b>Dealer</b>	58664	<b>Dealer Zone</b>	35	<b>Mileage</b>	54,000
<b>Name:</b>	FRANCO, EDWARD J					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	257 PRINGLE ST					<b>Home Phone</b>	
	KINGSTON PA 18704-2764					<b>Country</b>	UNITED STATES

Corporate - Recall - Default - Default - Default

Recall information

Customer states that the air bag light is coming on. Customer states he is checked on the internet and saw that there was a recall for this issue on the 2005 vehicles. Customer states he called the dealer and they informed him that there is no recall. Agent checked the recall and informed the customer that there is no pending recall. Agent also informed the customer that the recalls are VIN specific and informed him that if there is any recall in the future he will be notified by US mail. Customer states he will not pay for the repairs and will complain about it and hung up.

\*\*\*Outbound Call\*\*\*

Tried to call the customer reached voice mail

**Customer Assistance Inquiry Record (CAIR)#****18377423**

<b>Vin</b>	1D4GP24R6	7B135998	<b>Open Date</b>	02/26/2009	<b>Build Date</b>	11/27/2006	
<b>Model Year</b>	07	<b>Body</b>	RSKL53	DODGE GRAND CARAVAN SE LWB WAGON			
<b>In Service Dt</b>	11/30/2006	<b>Dealer</b>	43679	<b>Dealer Zone</b>	63	<b>Mileage</b>	48,726
<b>Name:</b>	JONES, JIM					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	470 ROBERT MICHAEL DR					<b>Home Phone</b>	(901) 277-7355
	PEARL MS 39208-5834					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Seeking assistance with the repair.
Referral - Tier Three - Default - Default - Default	Seeking goodwill.

Customer alleges that the lamp is flashing and the dealership informed that this is not covered under his extended warranty. Customer is looking for goodwill from Chrysler. Estimated cost of repair is approximately \$300. Customer is not happy as he needs to pay for it. Loyal customer with Chrysler there are 3 vehicles in household  
Writer spoke with customer about seatbelt assembly. Stated I would need to contact dealership for information.  
Called dealership, spoke with Tabitha, left message for Pamela to call me back.  
Customer wants to speak with senior staff. Agent transferred to tier 3 after approval from SD489.  
Owner asking for Chrysler  
Chrysler will cover seat belt tensioner and labor to install. Spoke with Pamela writer who verified non abuse. Pam has a direct line for follow up. Writer will enter PA once dlr retrieves warranty cost total. The Customer is satisfied.  
PA was provided to Pamela (SA)  
Auth#: UN02976480302 supplied for dlr follow up to process this CLAIM

**Customer Assistance Inquiry Record (CAIR)#****18378395**

<b>Vin</b>	1C4GP45R8	5B408315	<b>Open Date</b>	02/26/2009	<b>Build Date</b>	05/24/2005	
<b>Model Year</b>	05	<b>Body</b>	RSYH52	CHRYSLER TOWN & COUNTRY FWD SWB WAGON			
<b>In Service Dt</b>	07/23/2005	<b>Dealer</b>	43923	<b>Dealer Zone</b>	51	<b>Mileage</b>	40,000
<b>Name:</b>	ZIMMERMAN, RONNIE J					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	563 ROLLING HILLS DR					<b>Home Phone</b>	(573) 332-0639
	CAPE GIRARDEAU MO 63701-8794					<b>Country</b>	UNITED STATES

Corporate - Recall - Default - Default - Default	Customer seeking for recall information.
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer states that the air bag light is on.

Customer states that the air bag light sensor came on and she was checking on aftermarket website about recall for the same. Agent informed customer that there is no recall as recalls are VIN specific. Agent also informed customer that she can log onto brand website and check for recall for her vehicle. Agent also advise customer to get in touch with dealer and get the vehicle diagnose and Chrysler will certainly review it for assistance.

Customer calls seeking recall information. Advised the customer there are no incomplete recalls for this vehicle. The customer was also advised a notification letter will be mailed to the address on file in the event their vehicle is involved in a future recall.

**Customer Assistance Inquiry Record (CAIR)#****18380364**

<b>Vin</b>	2C4GP54L9	5R570684	<b>Open Date</b>	02/27/2009	<b>Build Date</b>	06/15/2005	
<b>Model Year</b>	05	<b>Body</b>	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON			
<b>In Service Dt</b>	07/19/2005	<b>Dealer</b>	63391	<b>Dealer Zone</b>	42	<b>Mileage</b>	76,000
<b>Name:</b>	FUGA, DEBORAH					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	316 STEPHENS RD					<b>Home Phone</b>	
	GROSSE POINTE FA MI 48236-3412					<b>Country</b>	UNITED STATES

Corporate - Recall - Default - Default - Default

Customer seeking recall information.

Customer calls seeking recall information. Advised the customer there are no incomplete recalls for this vehicle. The customer was also advised a notification letter will be mailed to the address on file in the event their vehicle is involved in a future recall. Customer states that she received a letter from the NHTSA regarding the recall.

Customer states that the airbag light is flashing and has problems with the vehicle. Agent asked the customer to get in touch with the dealership to fix the problem. Agent provided the reference number.

**Customer Assistance Inquiry Record (CAIR)#****18381318**

<b>Vin</b>	2D4GP44L0	5R579884	<b>Open Date</b>	02/27/2009	<b>Build Date</b>	06/08/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	06/16/2005	<b>Dealer</b>	65505	<b>Dealer Zone</b>	51	<b>Mileage</b>	75,282
<b>Name:</b>	BRITZKE, ROGER					<b>Contact Type</b>	LETTER
<b>Address</b>	3051 S 300 E					<b>Home Phone</b>	(219) 369-9369
	LA PORTE IN 46350					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Improper Installation -  
Unknown

Customer is seeking goodwill  
assistance.

POSTMARK DATE: 021709; DATE RECEIVED: 022009

As per CAIR #: 18302056 Customer is seeking good will assistance.

Customer states that the airbag light is on. Customer took his vehicle to the dealership where the sensors and wiring was replaced. Previous agent (SM1204) called the dealer 65505 and spoke with Nan(SM) and she stated that the work is completed and he is a good customer.

\*\*\*\*\*

As a one-time goodwill gesture, Chrysler will assist the customer with the repair of the airbag sensor for the amount of \$300.00 which is a 50/50/ split deal. Customer will be responsible for co-pay in the amount of \$150.00. Customer has sent in the repair invoice.

\*\*\*\*\*

Agent called the dealership and spoke with Main (SA) and confirmed the amount. Main stated that customer paid \$300.90. Agent is submitting a check of \$150.00 and reassigning the check to 85J for further handling. Agent updated the coin, mileage and dealer.

**Customer Assistance Inquiry Record (CAIR)#****18383218**

<b>Vin</b>	2C4GP44R0	5R562892	<b>Open Date</b>	03/03/2009	<b>Build Date</b>	05/27/2005	
<b>Model Year</b>	05	<b>Body</b>	RSYH53	CHRYSLER TOWN & COUNTRY LX FWD LWB WAGON			
<b>In Service Dt</b>	09/22/2005	<b>Dealer</b>	66086	<b>Dealer Zone</b>	51	<b>Mileage</b>	46,464
<b>Name:</b>	EICHELBERGER, RANDY					<b>Contact Type</b>	E-MAIL
<b>Address</b>	4712 LESLEE LANE					<b>Home Phone</b>	(319) 233-4897
	WATERLOO IA 50701					<b>Country</b>	UNITED STATES

Corporate - Recall - Default - Default - Default	Customer is seeking recall information on the air bag sensor.
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer wants to repair the air bag sensor under the recall.

## \*\*\*\*\* EMAIL BRIEF DESCRIPTION CONTENT \*\*\*\*\*

Air bag warning light is on constantly in my 2005 Town and Country van

## \*\*\*\*\* END EMAIL BRIEF DESCRIPTION CONTENT \*\*\*\*\*

Purchased New

Is the vehicle at a Chrysler/Dodge/Jeep dealer now? No

## \*\*\*\*\* BEGIN CUSTOMER EMAIL \*\*\*\*\*

Below is a recall that I don't think I received. I now have an airbag warning light that stays on constantly. Can the concern that created this recall cause that? I'm not under warranty anymore and am not interested in paying \$75 to determine why the light is on but I'd be happy to have it checked for free due to this recall. Thanks! NHTSA Campaign Number: 07V192000 Vehicle/Equipment Make: CHRYSLER Vehicle/Equipment Model: TOWN AND COUNTRY Model Year: 2005 Mfg Campaign Number: G09/X16 Mfg Component Desc: AIR BAGS:FRONTAL:SENSOR/CONTROL MODULE Mfg Involved in Recall: DAIMLERCHRYSLER CORPORATION Manufacture Dates: 04-24-03 through 02-02-05 Type of Report: (V) Vehicle Potential # of Units Affected: 270,958 Date Owner Notified by Mfg: Recall Initiated By: ODI Mfg Responsible for Recall: DAIMLERCHRYSLER CORPORATION Report Received Date: 05-03-07 Record Creation Date: 05-03-07 Regulation Part Number: FMVSS Number: Defect Summary: CERTAIN MINIVANS ARE BEING RECALLED THAT WERE ORIGINALLY SOLD IN OR CURRENTLY REGISTERED IN THE 27 STATES PLUS THE DISTRICT OF COLUMBIA THAT USE GREATER AMOUNTS OF SALT FOR WINTER ROAD DEICING.

## \*\*\*\*\* BEGIN EMAIL RESPONSE \*\*\*\*\*

Thank you for contacting the Chrysler Customer Assistance Center regarding your 2005 Chrysler Town & Country.

We apologize for the inconvenience caused due to the problem with the air bag warning light and appreciate the time and effort you took to bring this matter to our attention. Kindly accept our apology for the problems you have experienced.

In response to your recent email, our records indicate that there is no recall on the air bag sensor of your vehicle. If your vehicle is involved in any future recalls, a notice will be sent to your postal address.

In addition, we would like to inform you that the notification you had received from the National Highway Traffic Safety Administration (NHTSA) was based on an early report from Chrysler LLC regarding our recall plans. The subscription notification was based on the vehicle make and year from a report Chrysler provided to NHTSA, as the actual involved vehicle list was not prepared at that time.

Once the list is complete, our systems reflect those vehicles and the owners of record are notified directly by Chrysler via U.S. Mail. We identify the recall issue and determine which vehicles in the assembly plant are involved. This is determined by the specific day(s) and time of day vehicles are built. We then recall all those vehicles built within that period.

Furthermore, you may also access the self-service recall site on the internet to check your vehicle's involvement in any future recalls that are published. Simply log on to our brand site at [www.chrysler.com](http://www.chrysler.com), click on 'For Owners' at the top of the home page and then enter the last



eight digits of your Vehicle Identification Number (VIN) in the Recall box provided.

Moreover, we recommend that you contact your local authorized 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 our vehicles.

You can locate the dealerships using the 'Find a Dealer' tab on the Chrysler website at [www.chrysler.com](http://www.chrysler.com).

If we can be of any assistance to you in the future, please let us know.

Thanks again for your email and for sharing your concern with us.

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

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**Customer Assistance Inquiry Record (CAIR)#****18383944**

<b>Vin</b>	1D4GP45R9	5B353666	<b>Open Date</b>	03/04/2009	<b>Build Date</b>	03/08/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKH52	DODGE CARAVAN SXT FWD SWB WAGON			
<b>In Service Dt</b>	07/30/2005	<b>Dealer</b>	58364	<b>Dealer Zone</b>	51	<b>Mileage</b>	58,000
<b>Name:</b>	MUSEUS, ROBERT					<b>Contact Type</b>	E-MAIL
<b>Address</b>	636 E WATERFORD DRIVE					<b>Home Phone</b>	(608) 365-2311
	BELOIT WI 53511					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Airbag warning light remains on even after replacing the sensor.
Corporate - Recall - Default - Default - Default	Inquires about airbag light and sensor related recalls.
Corporate - Warranty Coverage - Default - Default - Default	Inquires whether the airbag light repair will be covered by warranty

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

Airbag warning light

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

Purchased New or Used?N/A

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

The airbag warning light on my 2005 Dodge Caravan was activated and I had the sensor replaced about 3 weeks ago. Now the light is on again. When searching the internet I read that some vehincled have been recalled for faulty / defective sensors. Would my van be covered and can I get reimbursed for the repair? I did not get a recall notice. Thank you for your time. Jutta Museus

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

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

We regret to read of the ongoing problem with airbag warning light and we sincerely appreciate the time and effort you took to write to us. In response to your email regarding the airbag warning light and defective sensor, we would like to inform you that, as per our records, the vehicle is not involved in any outstanding factory recall campaigns as of now. However, if the vehicle is involved in any future recalls, a notice will be sent to your postal address.

However, we would like to inform you that we rely on our dealerships regarding the warranty related repairs and would suggest that you get your vehicle diagnosed at the authorized servicing dealership. After proper diagnosis of your vehicle, you can call our Customer Assistance Center at 1-800-992-1997 between 8:00 a.m. and 5:00 p.m. from Monday through Friday (in all Continental Time Zones).

We have documented your concerns and would recommend you to have your Reference (CAIR: 18383944) number handy while calling the Customer Assistance Center. We have Customer Service Representatives available to address your concerns and to discuss any alternative you may have.

Thanks again for your email. We value you and your business.

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

**Customer Assistance Inquiry Record (CAIR)#****18385126**

<b>Vin</b>	2C4GP54L1	5R433593	<b>Open Date</b>	03/02/2009	<b>Build Date</b>	02/04/2005	
<b>Model Year</b>	05	<b>Body</b>	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON			
<b>In Service Dt</b>	02/28/2005	<b>Dealer</b>	64152	<b>Dealer Zone</b>	35	<b>Mileage</b>	36,650
<b>Name:</b>	SHENBERG, HOWARD					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	3780 MARQUIS LN					<b>Home Phone</b>	(215) 938-6669
	HUNTINGDON VALLE PA 19006-2734					<b>Country</b>	UNITED STATES

Referral - Tier Three - Default - Default - Default	Customer seeking goodwill assistance.
Product - Emissions - EGR System - Defective - Default	Customer states that the EGR valve is bad and need to be replaced.
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer states that the air bag light is on.
Dealer - Service/Body Shop - Transaction - Problem Not Resolved - Default	Customer states that the dealership did not resolve the problem.

\*\*\*\*Begin structured narrative T2 - TIER THREE REFERRAL

Transferred customer to T3 or Reassigned CAIR to

Transferred customer to T3

T3 in-basket ?insert in-basket #? per ? NIC ?.

NA

\*\*\*\*End structured narrative T2 - TIER THREE REFERRAL

\*\*\*\*\*

What is the customer requesting from Chrysler? Air bag light and EGR valve fixed

How far out of warranty is the vehicle/repair by time and/or mileage? 1 year and 650 miles

Service contract (Chrysler or 3rd party) that would cover the repair? No

Original owner? (yes/no) If no, purchased when? Yes

How many Chrysler vehicles has the customer owned including this vehicle? 2 vehicles

Is there any repair history related to the current concern? Yes

Has the vehicle been diagnosed by a Chrysler, Dodge or Jeep dealership?

Yes

Service dealer code? 64152

Service manager name? NA

NIC of team leader/floor walker who authorized escalation of caller?

LL679

\*\*\*\*\*

Customer states that the air bag light is on. Customer states that the connector under the seat was replaced but the problem was not resolved. Customer states that the air bag light has come on for the third time and the dealership 64152 has not yet resolved the problem. Customer states that the EGR valve is also bad and need to be replaced. Customer seeking goodwill assistance to get the air bag light problem fixed as it is the third time the vehicle has the same problem. Customer states that the EGR valve should not go bad so early on the vehicle and wants Chrysler to help to get it repaired. Agent referred to LL679 and transferred the call to Tier 3 for further handling.

\*\*\*Owner calls about the egr valve and is requesting assistance. Writer spoke to John, since Chris, his service advisor will not return until Wednesday. Writer agreed to offer assistance after the vehicle has been evaluated since there is no information on the EGR issue. John was given my direct line and the file # for follow up contact. The owner will set up an appointment and John will call me back for further review. Writer would like to offer assistance since the vehicle is just a few days and a few hundred miles out of warranty.

\*\*\*Writer returned a call to Chris, who said it needs an airbag module, and rack and pinion in addition to the EGR repair. Writer agreed to offer the repairs at a \$100. copay. The amount to pa will be \$640. The correct mileage is 37,048.

Writer received a call from Chris advising that the customer agreed to

this assistance.

\*\*\*Writer returned a call to Chris to verify information, as he requested.

\*\*\*This file will be closed until the dealer calls back for further assistance.

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**Customer Assistance Inquiry Record (CAIR)#****18385773**

<b>Vin</b>	1A4GP45R0	6B596856	<b>Open Date</b>	03/02/2009	<b>Build Date</b>	11/30/2005	
<b>Model Year</b>	06	<b>Body</b>	RSYH52	CHRYSLER TOWN & COUNTRY FWD SWB WAGON			
<b>In Service Dt</b>	03/06/2006	<b>Dealer</b>	65062	<b>Dealer Zone</b>	51	<b>Mileage</b>	47,310
<b>Name:</b>	BULLIS, JOSEPH					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	2900 22ND ST					<b>Home Phone</b>	
	KENOSHA WI 53140-1712					<b>Country</b>	UNITED STATES

Referral - Tier Three - Default - Default - Default	Customer seeks assistance from Chrysler.
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Vehicle needs an air bag sensor.

\*\*\*\*Begin structured narrative T2 - TIER THREE REFERRAL

Transferred customer to T3 or Reassigned CAIR to

Transferred

T3 in-basket ?insert in-basket #? per ? NIC ?.

AM1107

\*\*\*\*End structured narrative T2 - TIER THREE REFERRAL

Customer seeks assistance from Chrysler.

Vehicle needs an air bag sensor.

Vehicle has been diagnosed by Stan Hersel, SA from 65062. Vehicle was at the dealership on 02/28/09. Customer has the vehicle now. Charges - \$425.

Customer is the first owner of the vehicle.

Currently owns 1 vehicle. Had 1 vehicle in the past.

Vehicle has no CSC.

Vehicle is out of warranty.

Agent consulted with AM1107 and transferred the call to T3.

\*\*\*Owner requests assistance on the current repair, stating that there

was a similar issue 1 year ago but no repair was done at that time.

Writer contacted the dealer and spoke to Mike, in service, who agreed to assist with an additional \$50. copay. Owner has already paid a \$100. diagnostic fee. Mike will call be back for preauthorization. Owner is delighted with this assistance and will set up an appt. to have the repair completed.

Writer received fax of registration from customer and verified that Joseph and Joan Bullis are current owners of vehicle.

\*\*\*Writer returned a call to Mike, in service, and preauthorized this repair. Owner is delighted and told the dealer to say thank you for this assistance.

**Customer Assistance Inquiry Record (CAIR)#****18388323**

<b>Vin</b>	2D4GP44L0	6R692090	<b>Open Date</b>	03/04/2009	<b>Build Date</b>	10/13/2005	
<b>Model Year</b>	06	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	11/30/2005	<b>Dealer</b>	44463	<b>Dealer Zone</b>	42	<b>Mileage</b>	33,000
<b>Name:</b>	OSWALD, JEFF					<b>Contact Type</b>	E-MAIL
<b>Address</b>	663 EAST GLENWOOD AVE					<b>Home Phone</b>	(330) 247-1494
	AKRON OH 44310					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer complains about the airbag light.
Corporate - Recall - Default - Default - Default	Customer has a issue with NHSTA recall #07V-192.
Referral - Tier Three - Default - Default - Default	Customer seeks goodwill assistance

## \*\*\*\*\* EMAIL BRIEF DESCRIPTION CONTENT \*\*\*\*\*

06 Dodge Grand Caravan Impact Sensors NHTSA 07V-192

## \*\*\*\*\* END EMAIL BRIEF DESCRIPTION CONTENT \*\*\*\*\*

Purchased New or Used? USED

If Used, date purchased?04/25/08

If used, mileage at time of purchase?N/A

If used, where was the vehicle purchased?N/A

Is the vehicle at a Chrysler/Dodge/Jeep dealer now?N/A

## \*\*\*\*\* BEGIN CUSTOMER EMAIL \*\*\*\*\*

I am very concerned. We brought the van to the dealer for the airbag light. Were told it was the front sensors and it was out of warranty. Then I find NHSTA recall #07V-192. This van needs repair and it is interesting how it falls into this catagory. Please contact ASAP to have this fixed!

## \*\*\*\*\* BEGIN EMAIL RESPONSE \*\*\*\*\*

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

In response to your email regarding your concern with the airbag light and the NHSTA recall #07V-192, we would like to suggest you to call the Customer Assistance Center at 1-800-992-1997 between 8:00 A.M. and 5:00 P.M. Monday through Friday (in all Continental Time Zones).

When calling the Customer Assistance Center, please have your Reference (CAIR) number and the following information handy:

Vehicle owner name

Vehicle owner address

Day and evening phone numbers

Vehicle Identification Number (VIN)

Name of dealership where vehicle was purchased

Date of purchase

Dealership where service was performed

Date of last service

Current vehicle mileage

An explanation of the problem

We have Customer Service Representatives available to address your questions and concerns.

Thanks again for your email. We value you and your continued business with us.

## \*\*\*\*\* END EMAIL RESPONSE \*\*\*\*\*

Customer called in and he stated that the air bag light is ON and the impact sensor needs to be replaced and the vehicle is out of warranty by Time. Customer stated that he has contacted 44463 - FALLS CHRYSLER JEEP DODGE and they are charging him \$220.00 and they have charged him \$44.00 for the diagnostics customer seeks goodwill assistance from Chrysler. Agent consulted KN128 and transferred the call to T3.

customer called in stating that his airbag sensor is corroded and that the airbag lihgt is on.

writer finds that van is out of warranty and was going to give goodwill to customer to get sensor repaired for customer, however call was

dropped, writer tried to call customer back but did not get a hold of him, left message for him to call back.

\*\*\*\*Begin structured narrative T2 - TIER THREE REFERRAL

Transferred customer to T3 or Reassigned CAIR to Transferred

T3 in-basket ?insert in-basket #? per ? NIC ?.

KN128

\*\*\*\*End structured narrative T2 - TIER THREE REFERRAL

\* \* \* \* GOODWILL ASSISTANCE HAS BEEN DECLINED \* \* \* \*

Informed customer that Chrysler will not participate in the repair.

customer refuses to get a diagnosis at his cost.

The vehicle warranty has expired by time and/or mileage.

Unless the customer offers new information, decision remains unchanged.per sh854

\* \* \* \* \*

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

Well, customer service was contact today.

null

I have now filed a complaint with NHTSA (#10262826) and will also be contacting any other advocate organizations. I have printed details of the original NHTSA investigation. I realize that Chrysler doesn t want to recall all 960,569 vehicles listed in Investigation EA 06-003, but based on the totally unacceptable way I was treated today, I will make sure that I make enough noise to bring this out once more, before someone else is injured or forced to pay for a repair that they shouldn t have to. Oh yea, the reference number in your system is 18388323. Expect more informative correspondence to follow.

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

No answer is needed because the Customer s concern is addresses and declined by tier 3 (KS710 )

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

\*\*\*\*Outbound Call\*\*\*\*

Called in the customer and informed the customer that the decision made by Chrysler is final and it cannot be over turned.

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**Customer Assistance Inquiry Record (CAIR)#****18392700**

<b>Vin</b>	2A4GP54L7	6R618906	<b>Open Date</b>	03/04/2009	<b>Build Date</b>	08/18/2005	
<b>Model Year</b>	06	<b>Body</b>	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON			
<b>In Service Dt</b>	12/09/2005	<b>Dealer</b>	62301	<b>Dealer Zone</b>	42	<b>Mileage</b>	30,819
<b>Name:</b>	HOHNSBEHN, DAVID P.					<b>Contact Type</b>	FAX
<b>Address</b>	8320 FAIRMOUNT RD					<b>Home Phone</b>	(440) 338-8356
	NOVELTY OH 440729706					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp  
On/Flashing - Default

Customer is seeking reimbursement for the  
sensors.

POSTMARK DATE: 030309; DATE RECEIVED: 030409

Customer writes seeking reimbursement for the repairs performed on the  
sensors for \$83.69. The air bag light flashed on.

\*\*\*\*\*

\*\*

Customer has now provided the invoice for the repairs performed at 62301  
?Deacon s Chrysler Jeep? first under warranty and again at 30819 at the  
same dealership. Customer has also provided the credit card slip.

\*\*\*\*\*

\*\*

Agent reviewed,  
Customer is the original owner  
Customer owned 4 vehicles ?currently two?  
Repairs performed at an authorized dealership  
Repeated repair  
Low mileage ?out of warranty by 3 months?.  
As one time goodwill, agent decides to reimburse the customer for the  
repairs.

\*\*\*\*\*

\*\*

Agent updated the coin, mileage and the servicing dealer.  
Agent is submitting check request to 85J for 83.69.  
Note: Customer should not be informed about the reimbursement till the  
reimbursement submitted is approved.



**Customer Assistance Inquiry Record (CAIR)#****18396414**

<b>Vin</b>	2D4GP44L5	6R864176	<b>Open Date</b>	03/05/2009	<b>Build Date</b>	04/25/2006	
<b>Model Year</b>	06	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	04/27/2006	<b>Dealer</b>	42183	<b>Dealer Zone</b>	42	<b>Mileage</b>	49,089
<b>Name:</b>	WILSON, HOPE					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	RR 1 BOX 81A					<b>Home Phone</b>	
	PETROLEUM WV 26161-9722					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Air bag light on.
Referral - Tier Two - Internal Escalation - Authorization - Default	Customer states that the vehicle is a lemon.
Product - Electrical - Radio/Spkrs/Clock/Antenna - Defective - Default	Radio not working.

Customer complaining about repeated problem with the radio. Customer states that the vehicle is a lemon. Customer feels all the problems are occurring due to wiring malfunction in the vehicle. Customer also complaining about the air bag light which keeps coming on. Agent informed the customer that the case will be forwarded to the concern department and she will received a call from them within 5 to 7 days. Customer can be reached at # 3044816590.

+ + + + + LL / BB / Arb Research + + + + +

1. What s does the customer allege is wrong with the vehicle?

Customer complaining about repeated problem with the radio, and the air bag light which keeps coming on.

2. Was the vehicle purchased new or used?

Used.

3. Per the warranty history, how many related repairs have there been?

Two repair attempts on radio.

4. Number of days out of service?

12 Days out of service.

5. Date of first related repair attempt?

09/05/2007

6. Mileage of first related repair attempt?

24603M

7. This vehicle was purchased in what state?

49904 dealer code doesn t exist.

8. Is this a safety state?

Yes.

9. Has there been a Direct-to-Dealer CAIR previously sent?

No.

10. Has there been any Business Center involvement?

No.

11. Is the vehicle currently at an authorized dealer?

No.

12. Does the condition described by the customer still exist?

Yes.

Preliminary research has been completed. Agent is asking customer to stay in contact with dealership for any future updates.

Writer called the customer but the customer was not available so left a voicemail message and advised customer that we are not the legal department and we do not determine legal status regarding Lemon law. However, in the initial review of this situation it appears that the customers request may not meet the standards for lemon law. Writer recommended that the customer get in touch with the state attorney general office for more detailed information about the laws in their state.

Customer states she investigated the states lemon law guidelines and found she does qualify for the West Virginia, however she purchased the vehicle in Ohio and she does not qualify for the Ohio states lemon Law. Customer states she is going on her 5th radio, they purchased the extended service contract and she feels she should not have to pay the

\$100.00 co-pay for a recurring concern. Customer feels there is a wiring concern. Customer is requesting assistance.

\*\*\*\*\*

##### DIRECT-TO-DEALER #####

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 Manager, Business Center or STAR.

The vehicle has had 5 repair attempts and has been out of service for a total of 0 days for the radio and airbag lights.

Agent called dealer and spoke to Frank, informed that CAIR was being sent. Please update this CAIR with resolution.

#####

##### ATTENTION SERVICE MANAGER/DIRECTOR #####

Owner is seeking relief under state Lemon Law, Buyback or Arbitration.

This CAIR is being assigned to your dealership for further handling and review with your District Manager and/or Business Center in an attempt to resolve customer's concern. The information below was compiled based on corporate records. Please contact this customer with next steps and update this CAIR.

++++++ +LL / BB / Arb Research ++++++

1. What's does the customer allege is wrong with the vehicle? Radio and Airbags

2. Was the vehicle purchased new or used? Used

3. Per the warranty history, how many related repairs have there been? 4

4. Number of days out of service? 0

5. Date of first related repair attempt? 08/30/09

6. Mileage of first related repair attempt? 23,829

7. This vehicle was purchased in what state? OH

8. Is this a safety state? No

9. Has there been a Direct-to-Dealer CAIR previously sent? No

10. Has there been any Business Center involvement? No

11. Is the vehicle currently at an authorized dealer? No

12. Does the condition described by the customer still exist? Yes

The only thing the customer has been told is their file will be reviewed and/or handled by the local Business Center and Dealer.

REASSIGNED TO BC/DLR 42 42183 03/09/09 09:42 R 18396414

DM spoke to Frank- a radio is on order. Owner has an aftermarket service contract with a \$100 deductible. For goodwill only due to radio history DM agreed to reimburse the \$100 deductible. Vehicle does not qualify for Ohio lemon law. BM38

\*Contact Date:03/17/2009

Dealer Customer Relations at the dealership has updated the Cair# 18396414

An appointment has been set with the customer.

\*Contact Date:03/19/2009

Dealer 42183 has updated the mileage to 49002.

Dealer Customer Relations at the dealership has closed the Cair# 18396414

DCX goodwill repair is documented on Repair Order#33125

Request was reviewed with DM.

CAIR RETURNED FROM DEALER ON 3/19/2009 AT 12:24:957 R 18396414

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**Customer Assistance Inquiry Record (CAIR)#****18396657**

<b>Vin</b>	2D4GP44L2	5R565291	<b>Open Date</b>	03/05/2009	<b>Build Date</b>	06/01/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	09/02/2005	<b>Dealer</b>	66415	<b>Dealer Zone</b>	42	<b>Mileage</b>	63,942
<b>Name:</b>	SLAWSKI, PAUL					<b>Contact Type</b>	LETTER
<b>Address</b>	21969 N LYON TRL					<b>Home Phone</b>	(248) 437-5419
	SOUTH LYON MI 481789049					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp  
On/Flashing - Default

Customer is seeking reimbursement for the repairs.

POSTMARK DATE: 022309; DATE RECEIVED: 022609

\*Customer is seeking reimbursement for the repairs performed on the impact sensors.

\*Customer has sent the invoice indicating that the repairs are performed at dealer 66415.

\*\*\*\*\*

Facts-

2005 Dodge grand caravan

Customer had six vehicles in the household and currently owns 3 vehicles.

Customer is the first owner of 2 vehicles and second owner of one of the vehicle.

Repairs performed at an authorized dealership

Power train warranty active

\*\*\*\*\*

\*Due to the above mentioned facts Chrysler will reimburse the customer for \$100.00 deductible as a goodwill gesture.

\*\*\*\*\*

The cost of the repairs-

Parts-\$42.05

Labor-\$ 211.60

Tax-\$2.52

Total-\$256.17

(-)\$100.00- \$156.17

\*\*\*\*\*

\*Customer has sent the proof of payment.

\*Agent is submitting the check for \$156.17 to 85J for approval.

\*Agent updated miles and coin.

**Customer Assistance Inquiry Record (CAIR)#****18397778**

<b>Vin</b>	2D4GP44L8	5R490547	<b>Open Date</b>	03/05/2009	<b>Build Date</b>	04/02/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	05/06/2005	<b>Dealer</b>	42331	<b>Dealer Zone</b>	42	<b>Mileage</b>	80,000
<b>Name:</b>	WALIGORA, LAWRENCE B					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	33907 PATTON DR					<b>Home Phone</b>	(440) 353-0547
	N RIDGEVILLE OH 44039-4128					<b>Country</b>	UNITED STATES

Product - Electrical - Rear Window Defroster - Defective - Default	Customer called regarding rear window defroster.
Product - Electrical - Lamps and Switches - Other - Default	Customer complained on headlights.
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer complained regarding air bag lights on.
Product - Body / Trim / Paint Finish - Body Hardware - Inoperative - Door-Sliding	Customer complained regarding sliding doors being inoperative.

Customer called regarding the vehicle frequent electrical problems on his vehicle. Agent suggested the customer to visit the dealership and give us a call back after the diagnosis is complete. Agent provided the reference number.

SM Tim from dealer 42331 called to advise of needed repairs. The door, headlights, and rear window defroster are covered under the service contract. The airbag wiring is corroded and is not covered. The deductible for the service contract is \$100.00. The cost for the airbag wiring repair is \$236.20 plus tax. No offer of good will has been made. Writer also spoke with customer and advised him of the cost of repairs. Customer stated he will need to talk to his wife to come up with the funds.

**Customer Assistance Inquiry Record (CAIR)#****18397948**

<b>Vin</b>	1C4GP45R2	5B385890	<b>Open Date</b>	03/05/2009	<b>Build Date</b>	04/18/2005	
<b>Model Year</b>	05	<b>Body</b>	RSYH52	CHRYSLER TOWN & COUNTRY FWD SWB WAGON			
<b>In Service Dt</b>	05/16/2005	<b>Dealer</b>	68790	<b>Dealer Zone</b>	42	<b>Mileage</b>	56,000
<b>Name:</b>	KENITZ, ALLAN M					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	8057 N 14TH ST					<b>Home Phone</b>	(269) 373-0242
	KALAMAZOO MI 49009-6385					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Air Bag lamp flashing
Product - Electrical - Unknown - Corrosion/Rusty - Default	Air bag sensor is corroded.
Referral - Tier Three - Default - Default - Default	Customer seeking assistance

\*\*\*\*Begin structured narrative T2 - TIER THREE REFERRAL

Transferred customer to T3 or Reassigned CAIR to

Transferred customer to T3

T3 in-basket ?insert in-basket #? per ? NIC ?.

LL679

\*\*\*\*End structured narrative T2 - TIER THREE REFERRAL

Customer states that the Air Bag lamp is flashing. Customer states that she would like Chrysler to help her with getting that fixed.

Agent transferred the call to Tier 3.

\*\*\*Customer is seeking assistance on replacing the air bag sensor.\*\*\*

Writer reviewed customer history and found 1 vehicle total purchased new.

Customer stated that her IRF has informed her that this vehicle should have an air bag recall attached. Writer reviewed her request and found NO recall except the one already completed.

Writer informed customer to consider any assistance, the customer would need to take vehicle to a certified CDJ to have the problem diagnosed.

Customer stated that the local IRF would only charge her \$200.00 for the repair and the dealer 68790 would charge her a \$100.00 diagnostic fee and then, the cost of the repair. Customer is not sure if she will have the

repair completed by dealership or IRF> Writer confirmed with customer that the vehicle is out by time and mileage on the basic warranty.

Writer instructed customer to check on the costs with both the dealership and the IRF and see which one should would like to have it repaired at.

Customer will call back with her decision. NO promises were made on any assistance.

Writer informed customer that the case will be closed until her decision is made as to what she wishes to do about the problem of the air bag sensor.

**Customer Assistance Inquiry Record (CAIR)#****18398656**

<b>Vin</b>	2D4GP44L7	5R599579	<b>Open Date</b>	03/05/2009	<b>Build Date</b>	07/06/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	07/28/2005	<b>Dealer</b>	41336	<b>Dealer Zone</b>	32	<b>Mileage</b>	63,387
<b>Name:</b>	KALIVAS, ARDIE					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	30 COLIN DR					<b>Home Phone</b>	
	TORRINGTON CT 06790-7300					<b>Country</b>	UNITED STATES

Referral - Tier Three - Default - Default - Default	Customer called in for air bag good will.
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer called in for air light on problem.

Customer called in and states that the air bag light keeps coming on. Customer states that there is the TSB on the vehicle. Dealership informed him that his warranty is up and it won't be covered. Customer wanted this problem to be fixed. As this is the safety related issue, agent transferred the call to tier 3 for further assistance. Authorized by AM1107.

Owner seeking out of warranty assistance with TSB 08-020-07 impact sensor. This vehicle not included on this vin due to build date of 7/6/05. Based on age and mileage, dealer declined assistance. Agent concurs.

**Customer Assistance Inquiry Record (CAIR)#****18400601**

<b>Vin</b>	2C8GP54L9	5R467103	<b>Open Date</b>	03/06/2009	<b>Build Date</b>	03/17/2005	
<b>Model Year</b>	05	<b>Body</b>	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON			
<b>In Service Dt</b>	04/06/2005	<b>Dealer</b>	66231	<b>Dealer Zone</b>	42	<b>Mileage</b>	67,198
<b>Name:</b>	KEMMERLING, SHERYL K					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	8732 SADDLEWOOD DR					<b>Home Phone</b>	
	BRIGHTON MI 48116-6272					<b>Country</b>	UNITED STATES

Corporate - Recall - Default - Default - Default

Seeking for reimbursement

Customer states the air bag sensor on the left and the right side were replaced because there was corrosion. Customer states the dealer informed her that there was a recall for this issue for the 2005 vehicles. Customer wanted to know if there is any recall on the vehicle and wanted to claim for a reimbursement. Customer states she also checked the NHTSA website and it mentioned that there was a recall for the 2005 vehicle and it mentioned that the Chrysler is reimbursing the amount if the customer s have already paid for the repairs. Agent informed the customer that the recalls are VIN specific. Customer wanted to claim for a reimbursement. Agent advised the customer to send the original receipts along with the proof of payment and also told to write a letter mentioning the concern. Agent informed the customer that once we receive the documents the concerned department will review it and then call her back to inform her of Chrysler will reimburse the amount or not. Agent provided the customer with the reference number and the address to send the documents. Agent did not commit anything.

**Customer Assistance Inquiry Record (CAIR)#****18401519**

<b>Vin</b>	2C4GP54L6	5R479808	<b>Open Date</b>	03/06/2009	<b>Build Date</b>	04/01/2005	
<b>Model Year</b>	05	<b>Body</b>	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON			
<b>In Service Dt</b>	07/01/2005	<b>Dealer</b>	66912	<b>Dealer Zone</b>	74	<b>Mileage</b>	65,000
<b>Name:</b>	KLEFSAS, KAREN L					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	7440 SILVER LAKE RD					<b>Home Phone</b>	
	MOUNDSVIEW MN 55112-4125					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer is facing problem with the air bag.
Corporate - Recall - Default - Default - Default	Customer is seeking information about the recall

Customer calls seeking recall information. Advised the customer of incomplete recall ?recall #? for this vehicle. Customer was advised to contact a Chrysler, Dodge, or Jeep dealer to schedule an appointment to complete recall repair. Customer also states that there is a problem with the air light which is on. Agent requested the customer to get in touch with the dealership.

Customer states that she had the AirBag Sensors were corroded. She had the AirBag sensors replaced at an IRF and states that there was a pending recall on the vehicle in regards to the AirBag sensors. The customer wants a reimbursement for the repairs. Informed customer that there are no pending recalls on the vehicle. Informed customer that her vehicle was not involved in the AirBag sensor recall. Customer wanted to speak with the supervisor. Call handed over to ST702.

\*\*\*\* Internal Escalation (ST702) \*\*\*\*

Customer says that the air bag light came on and she went to her IRF. Customer says that it was diagnosed by them that the air bag sensors had gone bad and they needed to be replaced. Customer says that she went online and found that the air bag sensors were under recall. Customer says that she does not understand why a recall has not been issued on her vehicle. Customer says that she wants a reimbursement. Agent informed the customer that recalls are VIN specific. Customer says that if the issue was not taken care of in time the air bags would not have deployed if she would have met with an accident. Agent told the customer that Chrysler will not be able to reimburse the money which she has spend for the sensor repair as the vehicle is out of warranty.



**Customer Assistance Inquiry Record (CAIR)#****18401819**

<b>Vin</b>	2D4GP44L4	6R719243	<b>Open Date</b>	03/06/2009	<b>Build Date</b>	10/27/2005	
<b>Model Year</b>	06	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	11/11/2005	<b>Dealer</b>	44953	<b>Dealer Zone</b>	42	<b>Mileage</b>	46,629
<b>Name:</b>	STAFFORD, JACK					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	2423 COUNTY ROAD 60					<b>Home Phone</b>	(260) 927-8329
	AUBURN IN 46706-9511					<b>Country</b>	UNITED STATES

Corporate - CNA Change - Default - Default - Default	Agent updated the ownership of the vehicle
Referral - Tier Three - Default - Default - Default	seeking assistance from Chrysler
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	statest the air bag lamp is turning on due to seat belts.

\*\*\*\*Begin structured narrative T2 - TIER THREE REFERRAL

Transferred customer to T3 or Reassigned CAIR to seeking assistance from Chrysler

T3 in-basket ?insert in-basket #? per ? NIC ?.

\*\*\*\*End structured narrative T2 - TIER THREE REFERRAL

Customer called in and states the air bag lamp is flashing due to the defective seat belts. Customer wants Chrysler to do something as this is the security issue. Agent transferred the call to Tier 3 for further handling. Approved by LL679.

\*\*\*Customer is seeking assistance with the replacement of seat belts.\*\*\*

Writer reviewed customer history and found 1 vehicle total purchased used. Customer wanted to know why Chrysler does not extend the warranty on a safety issue.

Writer called dealer 44953 Service Manager (SM) James to confirm the problem with vehicle. SM stated that customer has taken vehicle to NON chrysler dealership to have it diagnosed. SM stated that vehicle was there but NOT diagnosed. Customer just was checking on prices to replace seat belts. Writer informed SM that she would be referring customer back to dealership to have it diagnosed.

Writer also provided callback information to SM1203 and also, email options to contact agent. Writer provided CAIR number and instructions of what to send in email. Writer informed customer to take vehicle to dealer 44953 to have diagnosis completed and then, he will receive a call from SM James.

Informed customer that before Chrysler considers 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 is seeking out of warranty assistance in the form of replacement of seat belts.

Based on the information at hand, agent is considering the following: writer is \*\*\*\*\*considering\*\*\*\*\* covering the labor on this repair.

Writer called dealer 44953 Service Manager (SM) James to confirm the problem with vehicle. SM stated that the seat belts are not defective and work properly. SM stated that the air bag sensor and wiring harness does need to be replaced. SM recommends that no assistance be extended to customer. Vehicle is at dealership currently and mileage is 46,629.

Approval to decline any assistance on this repair was provided by CH868.

\*\*\*\*\* GOODWILL ASSISTANCE HAS BEEN DECLINED \*\*\*\*\*

Informed customer that Chrysler will not participate in the repair.

The vehicle warranty has expired by time and mileage.

Unless the customer offers new information, decision remains unchanged.

\*\*\*\*\*

Writer called phone number listed on the file and reached the spouse.

Writer informed her of what the decision was and she asked if agent could call her husband at 260-927-9472. Writer attempted to call husband on the phone number listed but no answer.

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**Customer Assistance Inquiry Record (CAIR)#****18401836**

<b>Vin</b>	1A4GP45R8	6B518115	<b>Open Date</b>	03/06/2009	<b>Build Date</b>	08/10/2005	
<b>Model Year</b>	06	<b>Body</b>	RSYH52	CHRYSLER TOWN & COUNTRY FWD SWB WAGON			
<b>In Service Dt</b>	11/17/2005	<b>Dealer</b>	23432	<b>Dealer Zone</b>	42	<b>Mileage</b>	22,840
<b>Name:</b>	WALKER, ELAINE L					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	15806 OAKFIELD ST					<b>Home Phone</b>	
	DETROIT MI 48227-1538					<b>Country</b>	UNITED STATES

Product - Electrical - Unknown - Defective - Default	Control module is replaced
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	air bag light comes on
Referral - Tier Three - Default - Default - Default	seeking reimbursement on the repair

Customer called in seeking assistance for the repair work that he has performed on the control module which is replaced as the air bag light always comes on and wants reimbursement on the same as the total charge of repair work is \$345.

Agent documented the concern and then transferred the call to tier3.

Approved by LL679.

\*\*\*\*Begin structured narrative T2 - TIER THREE REFERRAL

Transferred customer to T3 or Reassigned CAIR to

Transferred customer to T3

T3 in-basket ?insert in-basket #? per ? NIC ?.

LL679

\*\*\*\*End structured narrative T2 - TIER THREE REFERRAL

\*

As a one-time goodwill gesture, Chrysler will reimburse the customer \$243.66 for the repairs on the control module. Customer will be responsible for a co-pay in the amount of \$100.00. The reason for this goodwill is the customer is just out of warranty by time.

Writer advised customer to make a copy of original repair order & proof of payment for their records. writer also asked the customer to include a brief letter of explanation & request, including their name, address, phone number, VIN, & reference number 18401836. Advised customer to submit information to: Chrysler Customer Assistance Center \* PO Box 21-8004 \* Auburn Hills, MI 48321

**Customer Assistance Inquiry Record (CAIR)#****18404550**

<b>Vin</b>	2A4GP54L9	6R720174	<b>Open Date</b>	03/09/2009	<b>Build Date</b>	12/16/2005	
<b>Model Year</b>	06	<b>Body</b>	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON			
<b>In Service Dt</b>	02/28/2006	<b>Dealer</b>	61345	<b>Dealer Zone</b>	42	<b>Mileage</b>	32,250
<b>Name:</b>	SCHECKLER, JODY A					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	7042 WILTSHIRE DR					<b>Home Phone</b>	(734) 856-5786
	LAMBERTVILLE MI 48144-9532					<b>Country</b>	UNITED STATES

Product - Engine - Unknown - Defective - Default

Engine has gone bad

Customer called in stating that the engine has gone out and is seeking assistance from Chrysler.

Agent advised her to get the vehicle diagnosed at the dealership and then give us a call back from the dealership for further assistance.

Writer received call from dealer, vehicle in for diagnosis. Check engine light on, evap code, nvld pump needs to be replaced. Airbag light on, impact sensor needs to be replaced. Not a loyal customer of the dealership, appears well maintained. Exact miles 32250. NVLD pump and impact sensor 177.14 all repairs. No loyalty or household history, no service contract. Out of warranty by 10 days, in by date.

As a one-time goodwill gesture, Chrysler will cover 127.14 for impact sensor and NVLD pump

Customer will be responsible for a co-pay in the amount of 50.00. This goodwill is being offered because: low miles for failure, warranty expired by 10 days, in by miles.

##### DIRECT-TO-DEALER #####

ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER

The CAC is sending this CAIR to you because of a goodwill policy decision that was made on behalf of this customer. A pre-auth has been created within GWA. If you need additional assistance with this PA, contact Dave at 800-992-1997 extension # 66101

Customer has not been informed of this decision. Please contact this customer and extend the goodwill offer as discussed. Please update and/or close CAIR when complete. To reach the above extension dial 1-800-992-1997. Once the menu begins enter your dealer code. Once you hear

the start of the next menu enter the extension followed by the # sign.

Your

call is then transferred to the entered extension.

#####

REASSIGNED TO BC/DLR 42 61345 03/10/09 15:09 R 18404550

\*Contact Date:03/11/2009

Service Manager at the dealership has closed the Cair# 18404550

DCX goodwill repair is documented on Repair Order#148517

CAIR RETURNED FROM DEALER ON 3/11/2009 AT 09:38:113 R 18404550

**Customer Assistance Inquiry Record (CAIR)#****18404784**

<b>Vin</b>	2A8GP54L1	6R623193	<b>Open Date</b>	03/09/2009	<b>Build Date</b>	08/12/2005	
<b>Model Year</b>	06	<b>Body</b>	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON			
<b>In Service Dt</b>	09/29/2005	<b>Dealer</b>	45234	<b>Dealer Zone</b>	74	<b>Mileage</b>	42,566
<b>Name:</b>	MAKELA, JACK					<b>Contact Type</b>	LETTER
<b>Address</b>	PO BOX 895					<b>Home Phone</b>	(218) 749-5538
	GILBERT MN 557410895					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Other - Unknown	Customer seeking reimbursement for the airbag sensors repairs.
--	--

POSTMARK DATE: 022709; DATE RECEIVED: 030309

Customer seeking reimbursement for the airbag sensors repairs. Customer has sent the invoices for the repairs. Customer has sent the credit card receipts as the proof of payment. The total cost of the three invoices is \$488.01.

Customer has performed the repairs at an authorized Chrysler dealer. The mileage at the time of the first repair is 42177.

As per Coin Customer has only one vehicle in household as its repeated repairs. Agent consulted SK563 and was advised as one time goodwill gesture to reimburse the Customer 50-50 co-pay.

Agent submitting a check of \$244.00 to 85J for approval.

Approved. Please inform the customer of the same and confirm the address.

Please reassign the cair to SK563 for final approval.

Agent called the Customer on the phone number 2187495538 at 10.20 am spoke to Jack. Agent informed Customer that his request for reimbursement has been approved and will be receiving a check of \$244.00 within two to three business weeks. Agent verified the name and address

MR JACK MAKELA

PO BOX 895 ,

GILBERT , MN- 55741

Agent provided the reference number 18404784. Customer thanked.

Agent reassigning the cair to SK563.

**Customer Assistance Inquiry Record (CAIR)#****18405106**

<b>Vin</b>	2C8GP54L1	5R491069	<b>Open Date</b>	03/09/2009	<b>Build Date</b>	03/24/2005	
<b>Model Year</b>	05	<b>Body</b>	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON			
<b>In Service Dt</b>	07/25/2005	<b>Dealer</b>	66487	<b>Dealer Zone</b>	42	<b>Mileage</b>	76,000
<b>Name:</b>	CRAMER, JOSEPH F					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	6332 EMBERWOOD CT					<b>Home Phone</b>	(513) 779-3122
	WEST CHESTER OH 45069-6613					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	air bag lights come on
Corporate - Recall - Default - Default - Default	wanted to know the recall information on air bag lights

Customer stated that the air bag lights come on and wanted to know if there is recall on that. Agent informed that there is no recall on the same.

**Customer Assistance Inquiry Record (CAIR)#****18406140**

<b>Vin</b>	2D4GP44L0	6R668131	<b>Open Date</b>	03/09/2009	<b>Build Date</b>	09/30/2005	
<b>Model Year</b>	06	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	03/28/2006	<b>Dealer</b>	41573	<b>Dealer Zone</b>	42	<b>Mileage</b>	38,300
<b>Name:</b>	VARGO, PAUL					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	20655 SPRUCE DR					<b>Home Phone</b>	(440) 878-1897
	STRONGSVILLE OH 44149-5628					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Air Bag sensors repaired
Referral - Tier Three - Default - Default - Default	Goodwill assistance

Customer called stating that the Airbag sensors were flashing on so he got the vehicle fixed at the dealership 41573. Customer stated that the vehicle has just come out of warranty and he also has a Service contract and he feels that he should not have been charged for it. He states that the dealership had informed that there was something inside which had corroded so they cannot cover it under warranty. Customer is seeking goodwill assistance.

\*\*\*\*Begin structured narrative T2 - TIER THREE REFERRAL

Transferred customer to T3 or Reassigned CAIR to

Transferred to T3

T3 in-basket ?insert in-basket ?? per ? NIC ?.

AM1107

\*\*\*\*End structured narrative T2 - TIER THREE REFERRAL

What is the customer requesting from Chrysler?

Goodwill

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

Mileage

Service contract (Chrysler or 3rd party) that would cover the repair?

Yes

Original owner? (yes/no) If no, purchased when?

Yes

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

1

Is there any repair history related to the current concern?

Yes

Has the vehicle been diagnosed by a Chrysler, Dodge or Jeep dealership?

Yes

Service dealer code?

41573

Service manager name?

NA

NIC of team leader/floor walker who authorized escalation of caller?

AM1107

Customer seeking assistance in a form of reimbursement. Customer said airbag impact sensors and wiring connectors had been replaced on 02/13/2009 for \$184.37 Writer called Dealer 41573 and spoke with SA Franck. Franck said left front impact sensor and wiring had been replaced because of corrosion. Franck said good and regular customer, there were no abuse or neglect from customer's side.

As a one-time goodwill gesture, Chrysler will ? assist customer with a 50/50 split in a form of reimbursement towards the repair of airbag.

Chrysler will reimburse for \$90.00 ?

This goodwill is being offered because: ?Original owner, low mileage, has SC, no abuse, build customer loyalty?

Advised customer to submit original repair order & proof of payment to: Chrysler Customer Assistance Center

PO Box 21-8004

Auburn Hills, MI 48321

Advised customer to make a copy of these documents for their records.

Asked the customer to include a brief letter of explanation & request, including their name, address, phone number, VIN, & reference number

(CAIR). Advised customer the goodwill offer is dependent upon verification of all documents requested.

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**Customer Assistance Inquiry Record (CAIR)#****18410218**

<b>Vin</b>	1D4GP45R2	6B502081	<b>Open Date</b>	03/10/2009	<b>Build Date</b>	07/25/2005	
<b>Model Year</b>	06	<b>Body</b>	RSKH52	DODGE CARAVAN SXT FWD SWB WAGON			
<b>In Service Dt</b>	08/23/2005	<b>Dealer</b>	99999	<b>Dealer Zone</b>	91	<b>Mileage</b>	45,000
<b>Name:</b>	NAILING, FREDRICK					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	776 PAWNEE DR					<b>Home Phone</b>	
	CAROL STREAM IL 60188-9127					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer alleges Air Bags Lights flashing on .
Corporate - Recall - Default - Default - Default	Customer calls seeking recall information .
Corporate - Warranty Coverage - Default - Default - Default	Customer seeking warranty coverage information .

Customer calls seeking recall information. Advised the customer there are no incomplete recalls for this vehicle. The customer was also advised a notification letter will be mailed to the address on file in the event their vehicle is involved in a future recall.

Customer alleges that the airbag lights are flashing on , Customer has not got the diagnosis done of the vehicle . Agent requested the customer to get the diagnosis of the vehicle done & give us a call back if he wants any future assistance.

Customer understood.

Customer seeking warranty coverage information .Agent reviewed the records & informed the same to the customer.

<b>Customer Assistance Inquiry Record (CAIR)#</b>						<b>18411305</b>	
<b>Vin</b>	1D4GP25R6	6B662162	<b>Open Date</b>	03/10/2009	<b>Build Date</b>	03/08/2006	
<b>Model Year</b>	06	<b>Body</b>	RSKL52	DODGE CARAVAN SE FWD SWB WAGON			
<b>In Service Dt</b>	05/30/2006	<b>Dealer</b>	66962	<b>Dealer Zone</b>	74	<b>Mileage</b>	24,471
<b>Name:</b>	ADAMS, ROBERT					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	704 LAST CHANCE ROAD UNIT 7					<b>Home Phone</b>	
	SELKO NV 89801					<b>Country</b>	UNITED STATES
Referral - Other - Default - Default - Default				Customer seeking manufacturer warranty information.			

Customer seeking manufacturer warranty information. Customer stated that his air bag light is on.  
 Writer notice that vehicle owner information was blank, called customer to fax a bill of sale to Chrysler so it can be updated in the system.  
 CORRECTION: Called customer and he stated that he is the second owner to the vehicle, please deregard, customer does not need to fax bill of sale.

**Customer Assistance Inquiry Record (CAIR)#****18412809**

<b>Vin</b>	2A8GP54L9	6R911074	<b>Open Date</b>	03/11/2009	<b>Build Date</b>	06/15/2006	
<b>Model Year</b>	06	<b>Body</b>	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON			
<b>In Service Dt</b>	09/20/2006	<b>Dealer</b>	41055	<b>Dealer Zone</b>	32	<b>Mileage</b>	52,000
<b>Name:</b>	ROCCO, MICHAEL J					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	964 MITCHELL ST					<b>Home Phone</b>	(518) 325-9883
	HILLSDALE NY 12529-5605					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Air bag lamp Flashing.
Corporate - Dealer Information - Default - Default - Default	Dealership Information.
Corporate - Recall - Default - Default - Default	Recall Information.

Customer called in stating that the Airbag sensor light is flashing. Customer wanted to know if there is any recall on it. Agent advised the customer there are no incomplete recalls for this vehicle. The customer was also advised a notification letter will be mailed to the address on file in the event their vehicle is involved in a future recall. Agent advised the customer to contact the local authorized dealership. Customer is seeking dealer location information. Agent provided the customer with name/address/telephone for a nearby dealer ?41055?.

**Customer Assistance Inquiry Record (CAIR)#****18413409**

<b>Vin</b>	2A4GP44R3	6R659970	<b>Open Date</b>	03/11/2009	<b>Build Date</b>	10/03/2005	
<b>Model Year</b>	06	<b>Body</b>	RSYH53	CHRYSLER TOWN & COUNTRY LX FWD LWB WAGON			
<b>In Service Dt</b>	11/08/2005	<b>Dealer</b>	60276	<b>Dealer Zone</b>	51	<b>Mileage</b>	31,400
<b>Name:</b>	HORN, TIM					<b>Contact Type</b>	E-MAIL
<b>Address</b>	6524 N NATOMA AVE					<b>Home Phone</b>	(312) 927-7057
	CHICAGO IL 60631					<b>Country</b>	UNITED STATES

Referral - Tier Three - Default - Default - Default	Customer seeking repair assistance
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer seeks assistance with air bag sensors.

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

DEFECTIVE IMPACT SENSORS IN THE FRONT BUMPER

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

Purchased New or Used? used

If Used, date purchased? 01/11/07

If used, mileage at time of purchase? 9997

If used, where was the vehicle purchased? 62971CDJ

Is the vehicle at a Chrysler/Dodge/Jeep dealer now? N/A

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

THE AIRBAG LIGHT ON MY VEHICLE WAS ON AND AFTER CONSULTING THE MANUAL IT RECOMMENDED THAT I TAKE IT TO THE DEALER FOR SERVICE. I TOOK IT TO THE ABOVE DEALER AND RECIEVED A CALL LATER THAT DAY AND WAS TOLD THAT THE IMPACT SENSORS ON THE FRONT BUMPER NEEDED TO BE REPLACED AND THAT IT WOULD COST ME \$594.00 TO FIX IT AND THAT THE EXTENED WARRENTY THAT I PURCHASED DID NOT COVER THIS IMPORTANT SAFTEY FEATURE. I WILL WAIT FOR YOUR RESPONSE BEFORE TAKING ANY FURTHER ACTION

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

Dear Timothy:

Thank you for contacting the Chrysler Customer Assistance Center regarding the 2006 Chrysler Town and Country.

In response to your email, after thoroughly reviewing your request and the files on this matter, we feel it is necessary to discuss this issue with you and the dealership directly. Please call the Customer Assistance Center at 1-800-992-1997 between 8:00 AM. to 5:00 PM. from Monday through Friday (in all Continental Time Zones). When calling the Customer Assistance Center, please have your Reference (18413409) number and the following information handy:

Vehicle owner name

Vehicle owner address

Day and evening phone numbers

Vehicle Identification Number (6R659970)

Name of dealership where vehicle was purchased

Date of purchase

Dealership where service was performed

Date of last service

Current vehicle mileage

An explanation of the problem

We have Customer Service Representatives available to address your questions and concerns. We regret your concern could not be discussed via email.

Thanks again for your email and for writing to us regarding your concern.

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

\*\*\*\*Begin structured narrative T2 - TIER THREE REFERRAL

Transferred customer to T3 or Reassigned CAIR to

Customer seeking repair assistance

T3 in-basket ?insert in-basket #? per ? NIC ?.

\*8100

\*\*\*\*End structured narrative T2 - TIER THREE REFERRAL

What is the customer requesting from Chrysler? Repair assistance

How far out of warranty is the vehicle/repair by time and/or mileage? 1

year out of basic warranty  
Service contract (Chrysler or 3rd party) that would cover the repair? No  
Original owner? (yes/no) If no, purchased when? No  
How many Chrysler vehicles has the customer owned including this vehicle?  
No info. COIN Error  
Is there any repair history related to the current concern? No  
Has the vehicle been diagnosed by a Chrysler, Dodge or Jeep dealership?  
Yes  
Service dealer code? 60276  
Service manager name?  
NIC of team leader/floor walker who authorized escalation of caller?  
LL679  
Customer called in regarding the same concern. Customer seeking  
assistance for the cost of repair. Agent transferred the call to Tier 3  
for further handling. Approved by LL679  
\*\*\*\*\*

Writer stated that he has seen this is a recall on this issue with other  
Chrysler vehicles and it is a safety issue. Customer states that Chrysler  
pay for the repair. Writer called the SM Mike Erwin and he stated that if  
he had known about this he would have done the authorized the work. SM  
stated that he wanted writer to inform the customer and then he would  
call the customer after he checked to may sure the parts are in stock.  
The customer had disconnected by this time. SM will call writer back with  
the pricing and use his DSA.  
Writer called the customer back and told him that the SM Mike would be  
calling him and making a good offer to get the work done.  
\*\*\*\*\*

Writer called the dealership and spoke to the SM Mike Erwin and he stated  
that he could not tell me the status of this vehicle whether it has been  
done or not. SM is going to check and let writer know.  
Assistance Service Manager Don contacted us back the vehicle is not  
completed and the customer told him that he would bring the vehicle in  
next week for the repairs.  
\*\*\*\*\*

Writer called the dealership and spoke to the SM Mike Erwin and he stated  
that the vehicle has been repaired and gone. SM stated that he used his  
DSA to repair and pay for the repair.  
As a one-time goodwill gesture, Chrysler/Dealer will help repair the air  
bag front bumper sensors  
This goodwill is being offered because of the safety issue.

##### DIRECT-TO-DEALER #####  
#

ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER

The CAC is sending this CAIR to you because of a goodwill policy decision  
that was made on behalf of this customer. You have indicated you will be  
using your DSA to assist this customer. The customer has been  
informed of this decision. If not, please contact this customer and  
extend

the goodwill offer as discussed. Update and/or close CAIR when complete.

#####  
#

If you need to speak with the agent about this CAIR, please call  
1-800-992-1997 Once the menu begins enter your dealer code.  
Once you hear the start of the next menu enter the extension,  
which is 66098 followed by the # sign.

Your call is then transferred to the entered extension.

REASSIGNED TO BC/DLR 51 60276 03/30/09 10:09 R 18413409

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**Customer Assistance Inquiry Record (CAIR)#****18413571**

<b>Vin</b>	2D4GP44LX	6R600791	<b>Open Date</b>	03/11/2009	<b>Build Date</b>	07/25/2005	
<b>Model Year</b>	06	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	12/23/2005	<b>Dealer</b>	63566	<b>Dealer Zone</b>	74	<b>Mileage</b>	42,000
<b>Name:</b>	PALMER, WAYNE					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	3108 E 33RD ST					<b>Home Phone</b>	(605) 336-3243
	SIOUX FALLS SD 57103-4337					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer called regarding air bags sensor issue.
Referral - Tier Three - Default - Default - Default	Customer is seeking assistance from Chrysler

\*\*\*\*Begin structured narrative T2 - TIER THREE REFERRAL

Transferred customer to T3 or Reassigned CAIR to

T3

T3 in-basket ?insert in-basket #? per ? NIC ?.

SF309

\*\*\*\*End structured narrative T2 - TIER THREE REFERRAL

MR WAYNE PALMER called stating that air bag light sensor is coming on and wanted to know if Chrysler can assist him. Agent informed the customer that the vehicle is out of warranty and also informed that writer will not commit regarding the assistance. Caller wanted to speak with senior staff, hence agent transferred the call to tier3 for further handling.

Customer called in and he stated that he wanted to speak to a supervisor regarding the goodwill for the air bag sensor agent consulted \*ES738\* regarding the same and transferred the call to T3.

Informed customer that before Chrysler considers 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 is seeking out of assistance in the form of repair of the airbag.

Approved by MIB8.

Customer is requesting goodwill assistance with the deductible on his service contract.

As a one-time goodwill gesture, Chrysler will cover \$50.00 towards the deductible. Customer will be responsible for a co-pay in the amount of \$50.00. The reason for this goodwill is the customers purchase and repair. Writer contacted Paul Service Advisor, # 44988 and let them know cair was being sent.

##### DIRECT-TO-DEALER #####

ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER

The CAC is sending this CAIR to you because of a goodwill policy decision that was made on behalf of this customer. A pre-auth has been created within GWA. If you need additional assistance with this PA, contact Denise at 800-992-1997 extension 66089 or provided email option. Customer has been informed of this decision. Please update and close CAIR when complete. To reach the above extension dial 1-800-992-1997. Once the menu begins, enter your dealer code. Once you hear the start of the next menu enter the extension followed by the # sign. Your call is then transferred to the entered extension.

REASSIGNED TO BC/DLR 74 63566 03/12/09 16:14 R 18413571

Dealer took care of customer per CR request

**Customer Assistance Inquiry Record (CAIR)#****18414318**

<b>Vin</b>	1D4GP45R9	5B401733	<b>Open Date</b>	03/11/2009	<b>Build Date</b>	05/10/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKH52	DODGE CARAVAN SXT FWD SWB WAGON			
<b>In Service Dt</b>	07/08/2005	<b>Dealer</b>	26731	<b>Dealer Zone</b>	35	<b>Mileage</b>	41,000
<b>Name:</b>	MILLS, KEENA					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	6569 FROGTOWN ROAD					<b>Home Phone</b>	
	HERMITAGE PA 16148					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Air bag light ON
Product - Electrical - Unknown - Defective - Default	Customer complains about the air bag sensor control

Customer called in and she stated that the air bag sensor control is not functioning and she was checking if there was a recall agent informed the customer there is no recall. Customer seeks goodwill.

Informed customer that before Chrysler considers 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 is seeking out of warranty assistance in the form of ? Describe what kind of assistance customer is seeking ?

Based on the information at hand, agent is considering the following:

Customer Assistance Inquiry Record (CAIR)#						18417479	
<b>Vin</b>	2C8GP64L3	5R433471	<b>Open Date</b>	03/12/2009	<b>Build Date</b>	02/07/2005	
<b>Model Year</b>	05	<b>Body</b>	RSYS53	CHRYSLER TOWN & COUNTRY LTD FWD LWB WAGON			
<b>In Service Dt</b>	02/18/2005	<b>Dealer</b>	60394	<b>Dealer Zone</b>	51	<b>Mileage</b>	36,320
<b>Name:</b>	WILLIAMS, RICHARD W					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	1107 WAKEMAN AVE					<b>Home Phone</b>	
	WHEATON IL 60187-3727					<b>Country</b>	UNITED STATES
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default						AirBag light is flashing.	
Corporate - Recall - Default - Default - Default						Seeks recall information.	

Customer states that there the AirBag light is on and states that the 2005 Chrysler Town & Country in Illinois were involved in a recall for the problem the customer is experiencing. Informed customer that his vehicle is not involved in the recall. Customer states that he visited dealership 60394 and was informed that he would have to pay \$100 for the diagnostic. Customer wanted to know if the repairs would be covered under the warranty. Informed customer that he will have to get the vehicle diagnosed and call back.



**Customer Assistance Inquiry Record (CAIR)#****18418495**

<b>Vin</b>	1D4GP24R0	6B579375	<b>Open Date</b>	03/12/2009	<b>Build Date</b>	11/30/2005	
<b>Model Year</b>	06	<b>Body</b>	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON			
<b>In Service Dt</b>	01/16/2006	<b>Dealer</b>	68160	<b>Dealer Zone</b>	32	<b>Mileage</b>	42,782
<b>Name:</b>	MURPHY, GARY M					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	444 WENDELL DEPOT RD					<b>Home Phone</b>	
	WENDELL DEPOT MA 01380-9710					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Seat Belts - Defective - Front Driver	Complaining about seat belts.
Referral - Tier Three - Default - Default - Default	Seeking goodwill assistance.

Customer states that while driving the vehicle the air bag light comes on her vehicle. Customer states that she took her vehicle to 68160 dealership and dealership informed that the left front seat belt has gone bad. Customer states that dealership is charging \$400 for the repairs. Customer wants Chrysler to assist her with the repairs. Agent transferred the call to T3.

\*\*\*\*\*approved by RP762\*\*\*\*\*

What is the customer requesting from Chrysler?goodwill  
How far out of warranty is the vehicle/repair by time and/or mileage?6637  
Service contract (Chrysler or 3rd party) that would cover the repair?no  
Original owner? (yes/no) If no, purchased when?no  
How many Chrysler vehicles has the customer owned including this vehicle?four

Is there any repair history related to the current concern?no  
Has the vehicle been diagnosed by a Chrysler, Dodge or Jeep dealership?yes

Service dealer code?68160

Service manager name?

NIC of team leader/floor walker who authorized escalation of caller?RP762

Customer called seeking goodwill assistance to address problem with seat belt. She stated this has been posing safe issue, it causes airbag light coming on and off. To fix the problem she stated dealership need \$ 400.

Writer contacted Service Manager Doug (not in) and spoke with Assistant Service Manager Steve at dealership 68160 who stated customer needed assistance to fix the problem. He will call back with warranty cost.

Writer contacted Steve, Assistant Service Manager at dealership 68160 he stated warranty cost for repairing seat belt is \$ 132.68 (\$ 264 parts and \$ 12.68 labor). Customer is out of warranty (42637), customer had 2 vehicles, currently owns 01. Writer spoke with customer on possible 50% assistance to cover total cost. Customer stated she needed time to discuss with her husband and call back.

Customer wanted to get transferred to the previous agent writer transferred to t3.

3/13 Owner transferred to Tier 3 stating they will accept offer of 50% assistance from Chrysler. Owner is aware she is to pay dealer for her half once vehicle is repaired.

As a one-time goodwill gesture, Chrysler will Seat Belt Replacement. Customer will be responsible for a co-pay in the amount of \$138.50. This goodwill is being offered because: Safety Concern and Customer Satisfaction

##### DIRECT-TO-DEALER #####  
ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER

The CAC is sending this CAIR to you because of a goodwill policy decision that was made on behalf of this customer. A pre-auth has been created within GWA. If you need additional assistance with this PA, contact Lane V at 800-992-1997 extension # 66104

Customer have been informed of this decision. If not, please contact this customer and extend the goodwill offer as discussed. Please update and/or close CAIR when complete. To reach the above extension dial 1-800-992-1997. Once the menu begins enter your dealer code. Once you hear the start of the next menu enter the extension followed by the #

sign.

Your call is then transferred to the entered extension.

#####

REASSIGNED TO BC/DLR 32 68160 03/18/09 10:00 R 18418495

\*Contact Date:03/18/2009

Service Manager at the dealership has closed the Cair# 18418495

Customer request has been fulfilled.

CAIR RETURNED FROM DEALER ON 3/18/2009 AT 10:43:486 R 18418495

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**Customer Assistance Inquiry Record (CAIR)#****18418940**

<b>Vin</b>	2D4GP44L1	5R497128	<b>Open Date</b>	03/13/2009	<b>Build Date</b>	03/29/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	07/29/2005	<b>Dealer</b>	43140	<b>Dealer Zone</b>	51	<b>Mileage</b>	42,146
<b>Name:</b>	ANDERSON, JENNIFER					<b>Contact Type</b>	E-MAIL
<b>Address</b>	18242 OAKWOOD AVE.					<b>Home Phone</b>	(708) 418-3233
	LANSING IL 60438					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer is complaining about the air bag light.
Corporate - Recall - Default - Default - Default	Customer is seeking the recall information.
Referral - Tier Two - Internal Escalation - Authorization - Default	Issue has been forwarded to 85S.

## \*\*\*\*\* EMAIL BRIEF DESCRIPTION CONTENT \*\*\*\*\*

Recall Reference Number 07V192000

## \*\*\*\*\* END EMAIL BRIEF DESCRIPTION CONTENT \*\*\*\*\*

Purchased New or Used? New

## \*\*\*\*\* BEGIN CUSTOMER EMAIL \*\*\*\*\*

I am writting to find our why my vehicle is not included in this NHTSA recall. The recall states that the dealer will replace the original UF air bag sensors on 2005 Dodge Grand Caravans. Recently my airbag light came on &will not turn off. I was also having a number of other problems so I took my van to get fixed and was informed that the airbag light was due to a recall, so I contacted my local Dodge dealer & they told me my vehicle did not fall under the recall. I am not sure why & I am very concerned about the safety of this matter. I have been informed that because the light is on that there is a good chance the airbags will not deploy if involved in an accident. This is the 2nd Dodge Caravan that we have owned &we bought this one brand new & have had to get more things fixed than you could imagine. I am extremley dissapointed and I hope that this airbag sensor issue can get resolved without it costing me anymore money. Please help me with this matter ASAP as we continue to drive the vehicle with faulty airbags. Thank You

## \*\*\*\*\* BEGIN EMAIL RESPONSE \*\*\*\*\*

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

We appreciate the time and effort you took to write to us and apologize for the inconvenience caused.

In response to your email regarding the concern with the air bag, we would like to inform that your concern has been forwarded to concerned department. The issue will be reviewed and you will be contacted.

Furthermore, concerning the recall information, we identify the recall issue and determine which vehicles in the assembly plant are involved.

This is determined by the specific day(s) and time of day vehicles are built. We then recall all those vehicles built within that period.

For any further assistance in the future, please feel free to contact us using the reply link given below.

[http://www.chrysler.com/wccs/brand\\_forms/us/reply.jsp?trk\\_ID=KM\\_TRACKING\\_STRING\\_KM&](http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KM_TRACKING_STRING_KM&)

Thanks again for your email. We value you and your business.

## \*\*\*\*\* END EMAIL RESPONSE \*\*\*\*\*

\*\*\*\*\*Reassigned the CAIR to 85S\*\*\*\*\*

Phone: 708-418-3233 and 312-788-2890

\*\*\*\*\*

## \*\*\*\*\* BEGIN EMAIL RESPONSE \*\*\*\*\*

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

In response to your email, we suggest that you call the Customer Assistance Center at 1-800-992-1997 between 8:00 A.M. and 5:00 P.M., Monday through Friday (in all Continental Time Zones). It is necessary to discuss this issue with you directly. When calling the Customer Assistance Center, please have the following information handy: (data

inserted)

We have trained Customer Service Representatives available to address the questions and concerns you may have.

Thanks again for your email. We value you and your business.

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

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**Customer Assistance Inquiry Record (CAIR)#****18420018**

<b>Vin</b>	2C4GP54L9	5R532551	<b>Open Date</b>	03/13/2009	<b>Build Date</b>	04/25/2005	
<b>Model Year</b>	05	<b>Body</b>	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON			
<b>In Service Dt</b>	07/07/2005	<b>Dealer</b>	44805	<b>Dealer Zone</b>	35	<b>Mileage</b>	81,000
<b>Name:</b>	JANKE, KEN					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	118 LAWRENCE DR					<b>Home Phone</b>	
	BEAVER PA 15009-9792					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Air bag sensors on
Corporate - Warranty Coverage - Default - Default - Default	Customer seeking coverage on Air bag lights

Customer called in reporting the air bag lights are on and wanted to know whether they are covered under any warranty. Agent informed customer that the air bag lights are not covered under warranty which is on the vehicle. Since this was a safety issue, agent advised customer to call back after diagnosis of the vehicle so that the call might be transferred to a senior agent. Agent helped customer with the reference number for a follow up.

**Customer Assistance Inquiry Record (CAIR)#****18422107**

<b>Vin</b>	1C4GP45R0	5B437663	<b>Open Date</b>	03/13/2009	<b>Build Date</b>	06/29/2005	
<b>Model Year</b>	05	<b>Body</b>	RSYH52	CHRYSLER TOWN & COUNTRY FWD SWB WAGON			
<b>In Service Dt</b>	08/22/2005	<b>Dealer</b>	68499	<b>Dealer Zone</b>	74	<b>Mileage</b>	122,342
<b>Name:</b>	SCHOCK, OSCAR					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	3680 RAINEY RD					<b>Home Phone</b>	
	HIBBING MN 55746-8330					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Other - Unknown	Customer is experiencing the problem airbag sensor.
Referral - Service Contracts - Default - Default - Default	Customer seeking Service Contract information.
Referral - Tier Three - Default - Default - Default	Transferred the call to tier3.

Customer seeking Service Contract information.

Agent transferred the call to Service contracts.

Customer called in and states that there is a problem with the AIRBAG SENSOR and states that the air bag sensor is not covered under service contract. Customer wanted Chrysler to help her with the repair charges.

Agent consulted SD489 and transferred the call to tier-3

What is the customer requesting from Chrysler?

goodwill

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

16000

Service contract (Chrysler or 3rd party) that would cover the repair?

no

Original owner? (yes/no) If no, purchased when?

yes

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

2

Is there any repair history related to the current concern?

no

Has the vehicle been diagnosed by a Chrysler, Dodge or Jeep dealership?

yes

Service dealer code?

68499

Service manager name?

no dealer code made

NIC of team leader/floor walker who authorized escalation of caller?

SD489

Customer seeking goodwill to get the air bag sensor fix at dealer 68499 for about \$122.25.

Agent attempted to contact dealer Service Manager (SM) Al, however, SM not available. Left message with Assistance Service Adviser Tina for a return call. Provided enough

information to give SM the ability to understand the reason for the contact

Provided dealer with agents extension, which is 66121. Writer advice customer that as soon as Writer get the information from SM then Writer will contact the customer to discuss the issue further. Since customer is original owner then Chrysler is leaning to assist the customer. No commitment for goodwill assistance has been made at this time.

Writer called dealer and spoke with SM Al.

As a one-time goodwill gesture, Dealer will ?Assist the customer with the repair of the air bag sensor.?

Customer will be responsible for a co-pay in the amount of ?\$50.00?.

This goodwill is being offered because: ?Original owner and very loyal customer to dealer.?

##### DIRECT-TO-DEALER #####  
#

ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER

The CAC is sending this CAIR to you because of a goodwill policy decision that was made on behalf of this customer. You have indicated you will be using your DSA to assist this customer. The customer ? has not ? been

informed of this decision. If not, please contact this customer and  
extend  
the goodwill offer as discussed. Update and/or close CAIR when complete.  
#####  
#

If you need to speak with the agent about this CAIR, please call  
1-800-992-1997 Once the menu begins enter your dealer code.  
Once you hear the start of the next menu enter the extension,  
which is 66121 followed by the # sign.

Your call is then transferred to the entered extension.

REASSIGNED TO BC/DLR 74 68499 03/16/09 12:47 R 18422107

\*Contact Date:03/17/2009

Service / Parts Director at the dealership has closed the Cair# 18422107

DCX goodwill repair is documented on Repair Order#122342

CAIR RETURNED FROM DEALER ON 3/17/2009 AT 01:23:452 R 18422107

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**Customer Assistance Inquiry Record (CAIR)#****18422191**

<b>Vin</b>	1D4GP45R0	5B380450	<b>Open Date</b>	03/13/2009	<b>Build Date</b>	05/04/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKH52	DODGE CARAVAN SXT FWD SWB WAGON			
<b>In Service Dt</b>	05/15/2005	<b>Dealer</b>	55816	<b>Dealer Zone</b>	42	<b>Mileage</b>	48,020
<b>Name:</b>	HASLEM, LARRY A					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	5721 WOODBURY HILLS DR					<b>Home Phone</b>	(440) 843-7855
	PARMA OH 44134-6112					<b>Country</b>	UNITED STATES

Referral - Tier Three - Default - Default - Default	Goodwill assistance
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	front air bag sensors has gone bad

Customer called in said that the front both air bag sensors are bad.  
Customer is seeking good will assistance. Customer had four vehicles from Chrysler. Customer said that the vehicle is not at the dealership. The cost for replacing the sensor will be \$244+tax.  
Agent advised the customer to call us back once the vehicle is diagnosed & will be at the dealership.  
Customer called regarding the same issue and stated that he was asked to call back for goodwill assistance. Agent checked previous documentation. Customer stated that he wanted a reimbursement for the complete repair works completed on 03/14/09 at the dealership 55816 for \$265.03.  
What is the customer requesting from Chrysler? Goodwill  
How far out of warranty is the vehicle/repair by time and/or mileage? Mileage and Time  
Service contract (Chrysler or 3rd party) that would cover the repair? Yes  
Original owner? (yes/no) If no, purchased when? Yes  
How many Chrysler vehicles has the customer owned including this vehicle? 4  
Is there any repair history related to the current concern? No  
Has the vehicle been diagnosed by a Chrysler, Dodge or Jeep dealership? Yes  
Service dealer code? 55816  
Service manager name? NA  
NIC of team leader/floor walker who authorized escalation of caller? ES738  
3/17 Owner transferred to Tier 3 regarding air bag sensor needing to be replaced again on the vehicle 9 months after he contacted Chrysler the last time. Owner stated the dealer assured him he would never have this problem again. Now dealer is saying the location of the sensor is a bad design and he will always have problems with the sensor going out.  
Advised owner no recall for this concern and vehicle is 12,000 miles out of warranty.  
Offered to reimburse owner for 50% of the repair. He wants the entire cost refunded. Writer declined. Owner reluctantly accepted and will fax receipt and proof of payment to writer's attention but intends to appeal further.  
Customer called in regarding the above mentioned issue and alleges that he needs the fax number to fax the documents. Customer alleges that the fax number provided to him was 248-512-8084. Agent provided the right fax number 248-512-8748.



**Customer Assistance Inquiry Record (CAIR)#****18424919**

<b>Vin</b>	1D4GP24R6	6B716481	<b>Open Date</b>	03/16/2009	<b>Build Date</b>	06/09/2006	
<b>Model Year</b>	06	<b>Body</b>	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON			
<b>In Service Dt</b>	06/12/2006	<b>Dealer</b>	44124	<b>Dealer Zone</b>	51	<b>Mileage</b>	53,000
<b>Name:</b>	CASTEEL, THEODORA A					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	2845 RAVENSWOOD DR					<b>Home Phone</b>	(812) 402-2085
	EVANSVILLE IN 47714-3373					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer states that the air bag lights come on.
Product - Steering - Power Rack and Pinion / Gear - Leaks - Default	There is a problem with the rack n pinion

Customer states that the power steering has some problem. There is a problem with the rack n pinion. Vehicle is with the customer. Customer states that when the vehicle was under warranty the dealership couldn't diagnose the problem of power steering. Dealership could diagnose the vehicle when it was few 100 miles out of warranty. Customer states that the air bag lights come on. The repair cost of the rack n pinion is \$950. Agent called the dealership-44124 spoke to SM-Brian. He said that the rack is leaking. SM said that the rack n pinion was replaced last time and need to check if it is covered under Mopar warranty. Agent informed the customer to take the vehicle to the dealership so that they can check if the part is covered under Mopar warranty. Agent provided the phone for the dealership and also gave the reference no.

**Customer Assistance Inquiry Record (CAIR)#****18425216**

<b>Vin</b>	2D4GP44L0	6R668131	<b>Open Date</b>	03/16/2009	<b>Build Date</b>	09/30/2005	
<b>Model Year</b>	06	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	03/28/2006	<b>Dealer</b>	41573	<b>Dealer Zone</b>	42	<b>Mileage</b>	38,303
<b>Name:</b>	VARGO, PAUL					<b>Contact Type</b>	LETTER
<b>Address</b>	20655 SPRUCE DR					<b>Home Phone</b>	(440) 878-1897
	STRONGSVILLE OH 441495628					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing -  
Default

Customer is seeking repair  
reimbursement.

POSTMARK DATE: 030909; DATE RECEIVED: 031309

Customer has sent the invoice for the repairs performed at dealer  
(41573).

The repairs are done on air bag sensors. Customer has also sent the proof  
of payment.

Customer is seeking reimbursement.

\*\*\*\*\*

In the previous cair 18406140, tier 3 agent (PO67) has decided to  
reimburse the customer as goodwill gesture.

Agent has decided to reimburse half of the total repairs \$90.00.

So agent is submitting check request for \$90.00.

\*Updated coin, mileage and dealer.

**Customer Assistance Inquiry Record (CAIR)#****18425287**

<b>Vin</b>	2D4GP44LX	6R683722	<b>Open Date</b>	03/16/2009	<b>Build Date</b>	10/20/2005	
<b>Model Year</b>	06	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	02/24/2006	<b>Dealer</b>	44618	<b>Dealer Zone</b>	32	<b>Mileage</b>	50,500
<b>Name:</b>	VALENTINE, ANNETTE E					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	19 FINCH PATH					<b>Home Phone</b>	
	LIVERPOOL NY 13090-2913					<b>Country</b>	UNITED STATES

Corporate - Dealer Information - Default - Default - Default	Agent provided the nearest dealership.
Recall - F10: - Advise Owner/Incomplete Recall	Agent provided the recall details.
Product - Engine - Oiling System / Pan / Pump - Defective - Default	oil is burning in the engine at 50000 miles
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	
Product - Cooling System - Water Pump / Thermostat - Leaks - Default	
Product - Steering - Power Rack and Pinion / Gear - Leaks - Default	

Call from Service contract.

Customer states that the oil is burning in the engine at 50000 miles. Customer has done regular oil changes on the vehicle at an IRF. Customer wants Chrysler to take over the 100% repair cost. Agent informed the customer to get in touch with the nearest authorized dealership and get the vehicle diagnosed. Agent asked the customer to give us a callback. Agent provided the reference no. Agent also provided the nearest dealership to house and the office.

Service manager Rob from dealer 44618 called stating the customer is seeking assistance on the repair of the rack and pinion, the water pump, and an airbag sensor. Dealer stated the customer has had some toher repairs completed for the burning oil.

As a one-time goodwill gesture, Chrysler will assist \$644.77 with the repair of the rack and pinion, the water pump, and the airbag sensor. Customer will be responsible for a co-pay in the amount of \$100.00. This goodwill is being offered because:to retain customer loyalty, and customer paid for the repairs to the engine.

##### DIRECT-TO-DEALER #####  
ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER

The CAC is sending this CAIR to you because of a goodwill policy decision that was made on behalf of this customer. A pre-auth has been created within GWA. If you need additional assistance with this PA, contact Deanna at 800-992-1997 extension # 66102.

Customer has not been informed of this decision. If not, please contact this customer and extend the goodwill offer as discussed. Please update and/or close CAIR when complete. To reach the above extension dial 1-800-992-1997. Once the menu begins enter your dealer code. Once you hear the start of the next menu enter the extension followed by the # sign.

Your call is then transferred to the entered extension.

#####  
REASSIGNED TO BC/DLR 32 44618 03/20/09 09:50 R 18425287

Customer states taht she has problem with oil consumption. Customer states that she had called Chrysler on May 6,09 and her call was transferred to DM1136. Customer states that she could not have word with DM1136 and left a message for her. Customer states that DM1136 returned a call to the customer but the customer was not available. Customer wants to talk to DM1136. Agent transferred the call to DM1136 extension # 66102.

\*\*\*\*\*approved by RP762\*\*\*\*\*

Customer states that she would like to talk to the same department as she is not able to get in touch with DM1136 about the same issue with the oil consumption. Agent transferred the call to tier 3. Authorized by IK57. Customer called in and informed that the repairs made on her vehicle wasn t of any use and the problem isn t yet resolved. Customer wants to

speak to a senior representative from DM1136 department. Agent transferred the call to the concerned extension. Customer calls in and states that the oil consumption is not normal. Customer states that the vehicle was already repair for this issue but is continuing burning oil in an abnormal way. Customer states that she went to the dealer and they told her that the vehicle was doing normal oil consumption. Dealer also informed customer about the oil consumption standards from Chrysler. Customer states that she disagrees with those standards because she was talking with people who has the same vehicle and with technicians different from Chrysler and they told her that this is not normal oil consumption. Writer informed customer that if the dealer give her that standards from Chrysler and it says that is normal, writer can not do anything about it because the dealer has the mechanics who knows better about the situation. Writer also advised the customer to get a second opinion in a different Chrysler dealership. Customer requested the address from Chrysler to write a complain.

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**Customer Assistance Inquiry Record (CAIR)#****18426077**

<b>Vin</b>	2C4GP44R3	5R558786	<b>Open Date</b>	03/16/2009	<b>Build Date</b>	05/25/2005	
<b>Model Year</b>	05	<b>Body</b>	RSYH53	CHRYSLER TOWN & COUNTRY LX FWD LWB WAGON			
<b>In Service Dt</b>	05/26/2005	<b>Dealer</b>	67033	<b>Dealer Zone</b>	51	<b>Mileage</b>	39,000
<b>Name:</b>	OMILAK, GARY J					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	4624 26TH AVE					<b>Home Phone</b>	
	ROCK ISLAND IL 61201-5729					<b>Country</b>	UNITED STATES

Corporate - Recall - Default - Default - Default	Customer seeking recall information.
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer states that the air bag sensor has gone bad.

Customer wants to speak to a supervisor. Agent transferred the call.

\*\*\*\* Internal Escalation (ST702) \*\*\*\*

Customer says that the air bag sensors came on. Customer says that he took the vehicle to an IRF who found that the front air bag sensor was faulty. Customer says that he did some research and found that there is a recall on the component from Chrysler. Agent told the customer and informed him that there are no components that are on recall in the vehicle. Customer wants Chrysler to take care of the component but he says that he does not want to take the vehicle to the dealership Agent told the customer that before Chrysler can decide about what to do the vehicle needs to be authorized at an authorized dealership. Agent also informed the customer that there are 2 Chrysler service contracts on the vehicle which may or may not cover the repairs. Agent advised the customer to check that with the dealership. Customer says that he will take the vehicle to the authorized dealership for a diagnosis, but if he gets stuck with the \$100 as well as the repair charges he will be very angry. Agent told the customer that his concerns will be documented. Customer calling about the above concern. Customer had taken his vehicle to dealership 67033 who informed that the air bag sensors are not covered under his CSC. Customer states that the sensor and the wiring have been replaced. Customer is calling to check if we can help him with the cost on it. Customer paid \$177.55. Customer states that when it started happening he just had 38000 miles on the vehicle and he has 4 Chrysler vehicles. Agent checked COIN, found 3 original vehicles. Customer states that he has been loyal to Chrysler.

Agent advised customer to send us the original receipts, the proof of payment and a letter stating his request. Agent provided the case # and the mailing address. Agent has not made any promises.

**Customer Assistance Inquiry Record (CAIR)#****18430120**

<b>Vin</b>	2C4GP54L8	5R493869	<b>Open Date</b>	03/17/2009	<b>Build Date</b>	04/19/2005	
<b>Model Year</b>	05	<b>Body</b>	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON			
<b>In Service Dt</b>	04/25/2005	<b>Dealer</b>	06347	<b>Dealer Zone</b>	32	<b>Mileage</b>	85,000
<b>Name:</b>	VAN VOORHIS, SUSAN G					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	160 BOYCE RD					<b>Home Phone</b>	(845) 524-4144
	PINE BUSH NY 12566-6832					<b>Country</b>	UNITED STATES

Corporate - Recall - Default - Default - Default	Advised the customer that there is no incomplete recall.
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer complains that the air bag sensor light is coming on.

Customer called in and wanted to speak to a supervisor. Agent transferred the call to a supervisor.

\*\*\*\*\* Internal escalation MIB8 took over the call. \*\*\*\*\*  
\*\*\*\*\*

Customer called in stating that the air bag sensor light is coming on and it was repaired last year. Customer states that she found a recall on the same component on the NHTSA website and she wants this to be recalled. Writer empathized with the customer and informed her that recalls are VIN specific and she can go ahead and fix the repair and in case if there is a recall in future than she can claim for a reimbursement. Customer wants assistance with the repairs this time. Writer advised the customer to get the vehicle diagnosed and then give us a call back. Customer hung up.

**Customer Assistance Inquiry Record (CAIR)#****18433066**

<b>Vin</b>	1D4GP45R0	6B619822	<b>Open Date</b>	03/18/2009	<b>Build Date</b>	12/23/2005	
<b>Model Year</b>	06	<b>Body</b>	RSKH52	DODGE CARAVAN SXT FWD SWB WAGON			
<b>In Service Dt</b>	01/19/2006	<b>Dealer</b>	68182	<b>Dealer Zone</b>	35	<b>Mileage</b>	47,335
<b>Name:</b>	CONDON, MELVIN					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	1600 LOWER DEMUNDS RD					<b>Home Phone</b>	(570) 675-1986
	DALLAS PA 18612-9062					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	left front airbag light comes on intermittently.
Corporate - Warranty Coverage - Default - Default - Default	warranty information.

Customer enquiring about the warranty information. He wants to know whether the left air bag sensors would be covered under warranty. Agent informed that it would not be covered under warranty.

Agent asked him to get the vehicle diagnosed at CDJ and customer informed that he got it diagnosed from an IRF and they told him that there is a problem with the left air bag sensor.

According to customer as this is a safety issue Chrysler should cover it under warranty. Agent informed that Chrysler can consider this case and gave him the reference no. and asked him to call us back from the dealership with the reference no.

**Customer Assistance Inquiry Record (CAIR)#****18433067**

<b>Vin</b>	1C4GP45R6	5B415909	<b>Open Date</b>	03/18/2009	<b>Build Date</b>	05/25/2005	
<b>Model Year</b>	05	<b>Body</b>	RSYH52	CHRYSLER TOWN & COUNTRY FWD SWB WAGON			
<b>In Service Dt</b>	05/16/2006	<b>Dealer</b>	62224	<b>Dealer Zone</b>	42	<b>Mileage</b>	51,527
<b>Name:</b>	WROBBEL, MARY E					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	14856 THORNTON DR					<b>Home Phone</b>	
	NORTH ROYALTON OH 44133-4352					<b>Country</b>	UNITED STATES

Referral - Tier Three - Default - Default - Default	Customer seeks goodwill.
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	sensors are always flashing on.

\*\*\*\*Begin structured narrative T2 - TIER THREE REFERRAL

Transferred customer to T3 or Reassigned CAIR to transferred

T3 in-basket ?insert in-basket #? per ? NIC ?.

RP777

\*\*\*\*End structured narrative T2 - TIER THREE REFERRAL

What is the customer requesting from Chrysler? goodwill

How far out of warranty is the vehicle/repair by time and/or mileage?15527miles.

Service contract (Chrysler or 3rd party) that would cover the repair?no

Original owner? (yes/no) If no, purchased when?yes

How many Chrysler vehicles has the customer owned including this vehicle?3

Is there any repair history related to the current concern?no

Has the vehicle been diagnosed by a Chrysler, Dodge or Jeep dealership?yes

Service dealer code?62224

Service manager name?Bob

NIC of team leader/floor walker who authorized escalation of caller?RP777

Customer seeking assistance regarding the same concern. Agent referred to LL679 and transferred the call to Tier 3 for further handling.

Customer states the airbag light stays on constantly, and she is afraid to drive the vehicle. Customer is seeking assistance for repair. Vehicle was diagnosed in February 2008. Customer is a loyal Chrysler customer previously owning 1 and another vehicle currently in household. Writer called dealer 62224, spoke to Dennis, Service Manager, (SM). SM states vehicle has not been in since October 2006, SM checked with Service Director, (SD), Bob. Writer advised customer to bring vehicle in for diagnosis. Customer stated she travels alot and it may be a couple of weeks before she can do that.

Informed customer that before Chrysler considers 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 is seeking out of assistance in the form of ?Airbag light stays on constantly?

Based on the information at hand, agent is considering the following:

Unable to determine untill diagnosis has been done.



**Customer Assistance Inquiry Record (CAIR)#****18433209**

<b>Vin</b>	1D4GP24R0	6B542231	<b>Open Date</b>	03/18/2009	<b>Build Date</b>	09/10/2005	
<b>Model Year</b>	06	<b>Body</b>	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON			
<b>In Service Dt</b>	09/21/2005	<b>Dealer</b>	62125	<b>Dealer Zone</b>	32	<b>Mileage</b>	56,150
<b>Name:</b>	YOUNG, ROBERT B					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	131 WALNUT ST					<b>Home Phone</b>	(315) 694-7306
	PENN YAN NY 14527-1364					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Air bag light is on.
Referral - Tier Three - Default - Default - Default	Customer seeks Goodwill.

\*\*\*\*Begin structured narrative T2 - TIER THREE REFERRAL

Transferred customer to T3 or Reassigned CAIR to

Transferred

T3 in-basket ?insert in-basket #? per ? NIC ?.

NA

\*\*\*\*End structured narrative T2 - TIER THREE REFERRAL

What is the customer requesting from Chrysler?

Goodwill

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

16000 M

Service contract (Chrysler or 3rd party) that would cover the repair?

No

Original owner? (yes/no) If no, purchased when?

No. 06/02/07

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

2

Is there any repair history related to the current concern?

No

Has the vehicle been diagnosed by a Chrysler, Dodge or Jeep dealership?

Yes

Service dealer code?

62125

NIC of team leader/floor walker who authorized escalation of caller?

IK57.

Customer states that the Air bag light is on due to corrosion on the wiring harness and the connectors. Customer states that it s a safety issue that the Air bag light is on. Customer states that there was a recall on the same issue for the 2005 Dodge Caravans. Customer wants to know why there is no recall 2006 Caravans. Customer states that the dealership is charging him \$400 for the repair. Customer seeks Goodwill from Chrysler. Agent transferred the call to Tier 3. Approved by IK57. 3/18/09 3rd owner. Vehicle was purchased in 6/07 with 20,007 miles. Owner received an aftermarket service contract at the time of purchase.

Aftermarket contract is declining coverage because of corrosion. Service Manager (SM), Patrick states wiring connectors are corroded. Repair is not covered by aftermarket contract. Wiring connectors and front impact sensors need to be replaced. No abuse or neglect. Cost of the repair is about \$120.00. Chrysler will assist with the cost of the repair less a \$100.00 customer copay. Created PA (UN03416570318).

Updated file with primary phone #.

**Customer Assistance Inquiry Record (CAIR)#****18433579**

<b>Vin</b>	1D4GP45RX	6B501602	<b>Open Date</b>	03/18/2009	<b>Build Date</b>	07/27/2005	
<b>Model Year</b>	06	<b>Body</b>	RSKH52	DODGE CARAVAN SXT FWD SWB WAGON			
<b>In Service Dt</b>	10/20/2005	<b>Dealer</b>	44836	<b>Dealer Zone</b>	42	<b>Mileage</b>	44,000
<b>Name:</b>	CRAWFORD, KIMBERLY S					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	4967 E BENNINGTON RD					<b>Home Phone</b>	
	DURAND MI 48429-9763					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Air Bag light is on.
Product - Engine - Unknown - Check Engine Lamp On/Flashing - Default	check engine light is on.
Product - Emissions - EGR System - Other - Default	problem with the EGR valve sensor.
Referral - Tier Three - Default - Default - Default	wants to speak to an american.

\*\*\*\*Begin structured narrative T2 - TIER THREE REFERRAL

Transferred customer to T3 or Reassigned CAIR to

Transferred customer to T3

T3 in-basket ?insert in-basket #? per ? NIC ?.

ST702

\*\*\*\*End structured narrative T2 - TIER THREE REFERRAL

Customer facing problem with the air bag light on. She says that the vehicle is diagnosed at dealership

44836. According to them there is a problem with the EGR valve sensor and also check engine light.

Agent checked the warranty and told that Chrysler cannot participate in any repair work.

Customer wants to be transferred to an american agent. Agent transferred the call to T3 approved by ST702.

As a one-time goodwill gesture, Chrysler will air bag light, egr valve sensor Customer will be responsible for a co-pay in the amount of 136.61.

This

goodwill is being offered because:customer satisfaction for offering goodwill?

##### DIRECT-TO-DEALER #####  
ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER

The CAC is sending this CAIR to you because of a goodwill policy decision that was made on behalf of this customer. A pre-auth has been created within GWA. If you need additional assistance with this PA, contact kathyat 800-992-1997 extension # 66096

Customer ? has ? been informed of this decision. If not, please contact this customer and extend the goodwill offer as discussed. Please update and/or close CAIR when complete. To reach the above extension dial 1-800-992-1997. Once the menu begins enter your dealer code. Once you hear the start of the next menu enter the extension followed by the # sign.

Your call is then transferred to the entered extension.

#####

REASSIGNED TO BC/DLR 42 44836 03/19/09 11:18 R 18433579  
SM is aware.

**Customer Assistance Inquiry Record (CAIR)#****18435183**

<b>Vin</b>	2A4GP64L4	6R708794	<b>Open Date</b>	03/19/2009	<b>Build Date</b>	10/12/2005	
<b>Model Year</b>	06	<b>Body</b>	RSYS53	CHRYSLER TOWN & COUNTRY LTD FWD LWB WAGON			
<b>In Service Dt</b>	01/25/2006	<b>Dealer</b>	67031	<b>Dealer Zone</b>	74	<b>Mileage</b>	55,000
<b>Name:</b>	JOHNSON, BRUCE					<b>Contact Type</b>	E-MAIL
<b>Address</b>	5700 DEWEY HILL ROAD					<b>Home Phone</b>	(952) 942-6479
	EDINA MN 55439					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default

Cusotmer reports air bag light stays on.

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

The air bag dash light stays on. Dealer say's it is caused by salt and water getting into the wiring near the airbag sensor. They want \$350 to fix. I need to know that the airbag will work in a crash.

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

Purchased New or Used? Used

If Used, date purchased? 03/22/07

If used, mileage at time of purchase? 55000

If used, where was the vehicle prurchased? Private

Is the vehicle at a Chrysler/Dodge/Jeep dealer now? No

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

The air bag dash light stays on. Dealer say's it is caused by salt and water getting into the wiring near the airbag sensor. They want \$350 to fix. I need to know that the airbag will work in a crash.

The airbag light has been on for 10,000 miles and it doesn t bother my wife who drives the car but I would like it to be safe.

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

Dear Bruce:

Thank you for contacting the Chrysler Customer Assistance Center regarding your 2006 Chrysler Town & Country.

We have reviewed your email in regards to the air bag dash light problem of your vehicle.

In response to your email, we would suggest you please call the Customer Assistance Center at 1-800-992-1997 between 8:00 AM. To 5:00 PM. from Monday through Friday (in all Continental Time Zones).

When calling the Customer Assistance Center, please have your Reference number 18435183 and the following information handy:

Vehicle owner name

Vehicle owner address

Day and evening phone numbers

Vehicle Identification Number (VIN)

Name of dealership where vehicle was purchased

Date of purchase

Dealership where service was performed

Date of last service

Current vehicle mileage

An explanation of the problem

We have Customer Service Representatives available to address your questions and concerns.

Thanks again for your email. We value you and your business.

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

Customer called in regarding and stated that there is salt and water that affected the wiring of the airbag. Customer wanted to know if the airbag would deploy. Informed the customer that without recommended service advised by the dealership the airbag might not deploy and the customer would be liable for the same. Customer concurred and is seeking assistance regarding the repairs of the airbag.

What is the customer requesting from Chrysler? Goodwill regarding the airbag repair.

How far out of warranty is the vehicle/repair by time and/or mileage? 19000

Service contract (Chrysler or 3rd party) that would cover the repair? No

Original owner? (yes/no) If no, purchased when? No, 03/22/07  
How many Chrysler vehicles has the customer owned including this vehicle? 3  
Is there any repair history related to the current concern? No.  
Has the vehicle been diagnosed by a Chrysler, Dodge or Jeep dealership? Customer could not provide the information.  
Service dealer code? N/A  
Service manager name? N/A  
NIC of team leader/floor walker who authorized escalation of caller? RP762.  
What is the customer requesting from Chrysler? Goodwill regarding the airbag repair.  
How far out of warranty is the vehicle/repair by time and/or mileage?  
19000  
Service contract (Chrysler or 3rd party) that would cover the repair? No  
Original owner? (yes/no) If no, purchased when? No, 03/22/07  
How many Chrysler vehicles has the customer owned including this vehicle?  
3  
Is there any repair history related to the current concern? No.  
Has the vehicle been diagnosed by a Chrysler, Dodge or Jeep dealership?  
Customer could not provide the information.  
Service dealer code? N/A  
Service manager name? N/A  
NIC of team leader/floor walker who authorized escalation of caller?  
RP762.  
Writer called dealer 67031 and spoke with SM Karston. Karston said vehicle had been diagnosed on March 6, 2009. Karston said vehicle needs the impact sensor and repair cost: \$330.00 Parts: \$110.00; Labor: \$220.00  
SM Karston said not regular customer, not original owner, mileage: 61194, therefore SM not willing to participate in a goodwill  
Considering loyalty history with Chrysler: 2 vehicles currently, has owned 2 other Chrysler vehicles in the past and in order to keep customer loyalty, writer offered to reimburse customer for the labor \$220.00  
\*\*\*\*\*  
Advised customer to submit original repair order & proof of payment to:  
Chrysler Customer Assistance Center  
PO Box 21-8004  
Auburn Hills, MI 48321  
Advised customer to make a copy of these documents for their records.  
Asked the customer to include a brief letter of explanation & request, including their name, address, phone number, VIN, & reference number (CAIR). Advised customer the goodwill offer is dependent upon verification  
of all documents requested.

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**Customer Assistance Inquiry Record (CAIR)#****18436298**

<b>Vin</b>	2D4GP44L1	5R517331	<b>Open Date</b>	03/19/2009	<b>Build Date</b>	04/19/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	05/13/2005	<b>Dealer</b>	44214	<b>Dealer Zone</b>	74	<b>Mileage</b>	74,763
<b>Name:</b>	WINKELS, MARK A					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	314 5TH ST SW					<b>Home Phone</b>	
	EYOTA MN 55934-6901					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Other - Unknown	Customer states that air bag sensor needs to be replaced.
Product - Body / Trim / Paint Finish - Seat Belts - Defective - Default	Customer states that seat belt needs to be replaced.

Customer states that his son owns this vehicle and his son is teacher. Customer states that it s very difficult for him to contact us. Customer states that dealership has informed that there is no recall for either of these items. Customer states that air bag sensor needs to be replaced. Customer states that seat belt needs to be replaced. Customer is seeking for goodwill. Customer is not aware of the name of dealership. Agent informed to call us back with dealership name and total cost of repair to review his case.

Writer received call from Service Manager (SM) Russ from dealer 44214 to confirm the air impact sensor and connectors need to be replaced. NO manufacturer defect or abuse has been seen. Mileage was confirmed at 74,763.

Warranty cost for parts is \$21.91 and labor cost is \$120.53 for a total cost of \$142.44. SM recommends that a \$50.00 customer co-pay toward repair. SM is willing to use DSA to cover the remaining amount of \$92.44. Writer will send information under the CAIR number previously provided. SM will contact customer to extend the offer.

As a one-time goodwill gesture, Chrysler/Dealer will partially cover the replacement of air impact sensors and connectors.

Customer will be responsible for a co-pay in the amount of \$50.00.

This goodwill is being offered because: Vehicle is maintained very regularly.

##### DIRECT-TO-DEALER #####  
#

ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER

The CAC is sending this CAIR to you because of a goodwill policy decision that was made on behalf of this customer. You have indicated you will be using your DSA to assist this customer. The customer HAS NOT been informed of this decision. If not, please contact this customer and extend

the goodwill offer as discussed. Update and/or close CAIR when complete.

#####  
#

If you need to speak with the agent about this CAIR, please call 1-800-992-1997 Once the menu begins enter your dealer code.

Once you hear the start of the next menu enter the extension, which is 66093 followed by the # sign.

Your call is then transferred to the entered extension.

REASSIGNED TO BC/DLR 74 44214 03/25/09 12:15 R 18436298

Customer wanted to speak to the supervisor. SR882 took the call. Agent advised the customer that it is a copay between customer and him and that he has to pay \$50 and rest of the amount will be covered by Chrysler.

Customer called again regarding goodwill gesture offered. Customer states that he expected Chrysler to pay the full amount. Agent informed the customer that it is a goodwill gesture Chrysler offered him and a decision made remains the same. Customer wants supervisor.

\*\*\*\*\*Y10\*\*\*\*\*

Customer states that the he do not want to pay the \$50. Agent advised the customer that he will have to pay the \$50 amount. Customer agreed.

\*Contact Date:03/26/2009

Service Manager at the dealership has closed the Cair# 18436298

DCX goodwill repair is documented on Repair Order#31150

CAIR RETURNED FROM DEALER ON 3/26/2009 AT 09:37:882 R 18436298

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**Customer Assistance Inquiry Record (CAIR)#****18436433**

<b>Vin</b>	2A8GP64L8	7R147869	<b>Open Date</b>	03/19/2009	<b>Build Date</b>	08/31/2006	
<b>Model Year</b>	07	<b>Body</b>	RSYS53	CHRYSLER TOWN & COUNTRY LTD LWB WAGON			
<b>In Service Dt</b>	12/29/2006	<b>Dealer</b>	99999	<b>Dealer Zone</b>	66	<b>Mileage</b>	17,782
<b>Name:</b>	BOTTOMLEY, KAREN					<b>Contact Type</b>	LETTER
<b>Address</b>	351 SALTER PATH RD UNIT 402					<b>Home Phone</b>	(252) 808-2807
	PKS NC 285126128					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Other - Unknown	Customer seeking reimbursement for clock spring replaced.
Product - Electrical - Cruise Control - Complete Failure - Default	Customer seeking reimbursement.
Product - Electrical - Power Door Lock / Deck Lid - Complete Failure - Unknown	Customer seeking reimbursement.
Product - Electrical - Radio/Spkr/Clock/Antenna - Complete Failure - Default	Customer seeking reimbursement.
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	

POSTMARK DATE: 030609; DATE RECEIVED: 031709

Customer has written a letter seeking reimbursement for warranty work performed at Chapel Hill Tire Car Care Center?IRF? related to airbag light on, cruise control, radio and auto locks on doors. Mileage at the time of repair 17782 miles.

\*\*\*\*\*

Agent researched the account of the customer and found that:

1. Customer has 3 vehicles in the household?two disposed and currently owns one of which he was/is the original owner?.
2. Vehicle under basic warranty?3/36?.

\*\*\*\*\*

Agent decides to reimburse the customer \$110.15?clock spring? as an onetime goodwill gesture and hence, submitting check request to 85J for approval.

\*\*\*\*\*

Mileage, dealership and COIN updated.

Check approved. Please inform the customer and confirm the address. reassigning the cair to SK563.

\*\*\*\*\*

Agent called the customer on 252-808-2807 reached the voice mail. Left a message.

Agent called the customer on 919-542-6303 spoke to MS KAREN BOTTOMLEY and informed her about the check approval. Customer asked as to why can t she be reimbursed the entire amount. Agent explained the customer that warranty repair must be performed at an authorized dealership only. Customer informed that she is not happy with the decision. Agent confirmed the mailing address. Customer provided and asked the agent to send the check on the same mailing address.  
3000 Galloway Ridge B/204  
Pittsboro, NC, 27312.

\*\*\*\*\*

Re-assigning the CAIR to SK563.

COIN updated.

Check screen updated.

**Customer Assistance Inquiry Record (CAIR)#****18437741**

<b>Vin</b>	2D4GP44L6	6R669378	<b>Open Date</b>	03/19/2009	<b>Build Date</b>	10/05/2005	
<b>Model Year</b>	06	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	10/31/2006	<b>Dealer</b>	68420	<b>Dealer Zone</b>	42	<b>Mileage</b>	37,000
<b>Name:</b>	SWIERCZ, GERALD					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	W14308 LINCK RD					<b>Home Phone</b>	(906) 477-6708
	ENGADINE MI 49827-9408					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp  
On/Flashing - Default

Customer is facing problem with the air bag  
light.

Customer states that the air bag light comes and wanted Chrysler to repair the vehicle under warranty. As the agent told the customer that as the vehicle is out of warranty so he will have to pay for the repairs the customer asked for a supervisor.

\*\*\*\*\*Internal Escalation\*\*\*\*\*

RP761 took over the call and declined the request as the warranty on the vehicle is expired.

Customer wanted to speak to the supervisor. SR882 took the call. Customer called in for same concern. Agent advised the customer the as the vehicle is out of warranty, Chrysler cannot participate in any repair assistance.

\*\*\*\*\*Outbound Call\*\*\*\*\*

Agent called the customer, however the customer was not available.



**Customer Assistance Inquiry Record (CAIR)#****18440648**

<b>Vin</b>	2A4GP54L0	6R826836	<b>Open Date</b>	03/20/2009	<b>Build Date</b>	03/22/2006	
<b>Model Year</b>	06	<b>Body</b>	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON			
<b>In Service Dt</b>	06/12/2006	<b>Dealer</b>	66086	<b>Dealer Zone</b>	51	<b>Mileage</b>	38,227
<b>Name:</b>	FRANZEN, DENNIS F					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	4175 SUBURBAN DR					<b>Home Phone</b>	(319) 296-3683
	WATERLOO IA 50702-4948					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Alleges that the air bag light is on.
Product - Electrical - Power Sliding Door - Intermittent or Inoperative - Passenger Side	Alleges that the sliding door motor needs to be replaced.
Referral - Tier Three - Default - Default - Default	Seeking goodwill assistance.

What is the customer requesting from Chrysler? Seeking goodwill assistance.  
How far out of warranty is the vehicle/repair by time and/or mileage? Out of warranty by 2000 miles.  
Service contract (Chrysler or 3rd party) that would cover the repair? No  
Original owner? (yes/no) If no, purchased when? Used  
How many Chrysler vehicles has the customer owned including this vehicle?  
4

Is there any repair history related to the current concern? No  
Has the vehicle been diagnosed by a Chrysler, Dodge or Jeep dealership?  
Yes

Service dealer code? 66086

Service manager name? Dave.

NIC of team leader/floor walker who authorized escalation of caller?

LL679.

Customer alleges that the vehicle just went out of warranty. The air bag light came on and the left power door stopped working. Customer alleges that he took the vehicle to the dealer for diagnoses. Customer alleges that the dealer informed him that the air bag sensor needs to be replaced and the power door motor needs to be replaced. Customer alleges that the dealer gave him an estimated cost of \$178.80 & 478.20 for the air bag sensor and motor. Agent provided the reference and transferred the call to tier 3.

Agent updated the email address.

Writer spoke with customer about problem with his airbag light and power door motor. Stated I would need to contact dealership. Customer seeking goodwill assistance.

Spoke with SD David stated warranty parts 24.85, labor 21.75 motor, part 323.40, labor 36.25 airbag sensor, = 406.25. Offer Chrysler pay 306.25, Customer pay 100.00.

As a one-time goodwill gesture, Chrysler will pay for repair of motor and airbag sensor.

Customer will be responsible for a co-pay in the amount of 100.00. This goodwill is being offered because: Customer is loay to dealership.

##### DIRECT-TO-DEALER #####  
ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER

The CAC is sending this CAIR to you because of a goodwill policy decision that was made on behalf of this customer. A pre-auth has been created within GWA. If you need additional assistance with this PA, contact Judy at 800-992-1997 extension # 66092.

Customer has been informed of this decision. If not, please contact this customer and extend the goodwill offer as discussed. Please update and/or close CAIR when complete. To reach the above extension dial 1-800-992-1997. Once the menu begins enter your dealer code. Once you hear the start of the next menu enter the extension followed by the # sign.

Your call is then transferred to the entered extension.

#####

REASSIGNED TO BC/DLR 51 66086 03/20/09 12:33 R 18440648

\*Contact Date:03/25/2009

Service Director at the dealership has closed the Cair# 18440648

DCX goodwill repair is documented on Repair Order#229625

CAIR RETURNED FROM DEALER ON 3/25/2009 AT 11:20:718 R 18440648

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**Customer Assistance Inquiry Record (CAIR)#****18441014**

<b>Vin</b>	2D4GP44L4	6R618008	<b>Open Date</b>	03/20/2009	<b>Build Date</b>	08/08/2005	
<b>Model Year</b>	06	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	11/29/2006	<b>Dealer</b>	60074	<b>Dealer Zone</b>	32	<b>Mileage</b>	55,000
<b>Name:</b>	LARY, ROBERT W					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	30 BABULA RD					<b>Home Phone</b>	
	THOMPSON CT 06277-1401					<b>Country</b>	UNITED STATES

Product - Electrical - Unknown - Defective - Default	Airbag sensor control had to be repaired.
Product - Body / Trim / Paint Finish - Body Hardware - Broken, Cracked - Trunk/Deck Lid/Hatch	Lift gate has to be replaced.

Customer states the Airbag sensor control was repaired at an IRF for \$245.15. Lift gate has to be replaced at 60075. Customer states according to her research, there was a recall on both these components on models which were manufactured in 2005. Customer states she should be reimbursed as her vehicle was manufactured in 2005 as well. The customer was advised a notification letter will be mailed to the address on file in the event their vehicle is involved in a future recall and then she can claim for reimbursement. Customer wants to speak with supervisor. \*\*\*Internal Escalation RP761 took over the call\*\*\*  
As the customer was not available agent read the dead air verbiage and disconnected the call.

**Customer Assistance Inquiry Record (CAIR)#****18441281**

<b>Vin</b>	1A4GP45R8	6B518115	<b>Open Date</b>	03/20/2009	<b>Build Date</b>	08/10/2005	
<b>Model Year</b>	06	<b>Body</b>	RSYH52	CHRYSLER TOWN & COUNTRY FWD SWB WAGON			
<b>In Service Dt</b>	11/17/2005	<b>Dealer</b>	42835	<b>Dealer Zone</b>	42	<b>Mileage</b>	22,840
<b>Name:</b>	WALKER, ELAINE L					<b>Contact Type</b>	LETTER
<b>Address</b>	15806 OAKFIELD ST					<b>Home Phone</b>	
	DETROIT MI 482271538					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Other -  
Unknown

Customer is seeking reimbursement for the air bag  
sensor.

POSTMARK DATE: 030909; DATE RECEIVED: 031709

\*\*\*\*\*

Customer is seeking reimbursement for the repairs done for sensor.

Customer has sent the repairs invoice and the proof of payment.

The repairs were done at an Authorized dealership (42835).

The mileage at the time of the repair was 22840 miles.

As per the previous CAIR (18401836) the senior staff agent has already  
decided to reimburse the customer for \$243.66 as one time goodwill gesture.

Agent is submitting a check of \$243.66 for approval.

Agent has updated the COIN, mileage and the dealership.

\*\*\*\*\*

**Customer Assistance Inquiry Record (CAIR)#****18441751**

<b>Vin</b>	2D4GP44LX	6R839659	<b>Open Date</b>	03/20/2009	<b>Build Date</b>	03/30/2006	
<b>Model Year</b>	06	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	04/27/2006	<b>Dealer</b>	60290	<b>Dealer Zone</b>	66	<b>Mileage</b>	58,000
<b>Name:</b>	MATHEWS, RICHARD OR PHYL					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	829 SHELTER COVE CT					<b>Home Phone</b>	(803) 732-2154
	COLUMBIA SC 29212-8350					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Air bag light coming on.
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Customer called and says that the vehicle was taken to the dealership for a repair on the air bag light coming on and had to pay \$ 700 for the repair. Customer says that the vehicle the air bag light still comes on. Customer wants to know what could be done and seeks assistance. Agent called the dealership 60290 and spoke with Chase Service Advisor and was informed that the vehicle has a 12/12 warranty and will cover the repair and said that he will call the customer. Agent informed customer that the repair will be under warranty. Customer happy.

**Customer Assistance Inquiry Record (CAIR)#****18444357**

<b>Vin</b>	2D4GP44L0	6R774739	<b>Open Date</b>	03/23/2009	<b>Build Date</b>	01/31/2006	
<b>Model Year</b>	06	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	03/06/2006	<b>Dealer</b>	60119	<b>Dealer Zone</b>	42	<b>Mileage</b>	44,361
<b>Name:</b>	ADAMS, JILL E					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	11017 N MIDDLE RD					<b>Home Phone</b>	
	FOUNTAIN CITY IN 47341-9751					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	airbag light coming on.
Corporate - Recall - Default - Default - Default	seeks srecall information.

Customer states that the air bag light was on, customer want to know is there any recall on airbag sensors.

Agent informed the customer that there are no recalls.

Customer states that all 05 dodge vehicle had recalls on it, agent informed the customer that her comments would be documented and informed the customer if there is any recall in future she would be notified.

Customer agreed.

**Customer Assistance Inquiry Record (CAIR)#****18444604**

<b>Vin</b>	1D4GP45R0	5B380450	<b>Open Date</b>	03/23/2009	<b>Build Date</b>	05/04/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKH52	DODGE CARAVAN SXT FWD SWB WAGON			
<b>In Service Dt</b>	05/15/2005	<b>Dealer</b>	55816	<b>Dealer Zone</b>	42	<b>Mileage</b>	45,108
<b>Name:</b>	HASLEM, LARRY					<b>Contact Type</b>	FAX
<b>Address</b>	5721 WOODBURY HILLS DR					<b>Home Phone</b>	(440) 843-7855
	PARMA OH 441346112					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	front air bag sensors has gone bad
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POSTMARK DATE: 032009; DATE RECEIVED: 032309

Refer to CAIR 18422191 for details. It has been decided that Chrysler will reimburse the customer 50% of the repair performed on 03/14/09 at the dealership 55816. Mileage at the time of repair 45108 miles.

\*\*\*\*\*

Agent submitting check request amounting \$81.33(50% of the total amount - \$162.67) to 85J for approval.

\*\*\*\*\*

Mileage, dealership and COIN updated.

Customer called as he thinks that check sent is for incorrect amount.

Customer states that Chrysler should have reimbursed for the diagnostic charges. Agent informed that Chrysler does not reimburse diagnostic charges. Customer was not happy.

**Customer Assistance Inquiry Record (CAIR)#****18445062**

<b>Vin</b>	2C4GP54L7	5R506272	<b>Open Date</b>	03/23/2009	<b>Build Date</b>	04/11/2005	
<b>Model Year</b>	05	<b>Body</b>	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON			
<b>In Service Dt</b>	07/30/2005	<b>Dealer</b>	67775	<b>Dealer Zone</b>	51	<b>Mileage</b>	50,258
<b>Name:</b>	GUERCIO, JOSEPH P					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	210 ILLINOIS ST					<b>Home Phone</b>	
	CRYSTAL LAKE IL 60014-4431					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Airbag light is flashing.
Referral - Service Contracts - Default - Default - Default	

Customer states the vehicle is at the dealership as the Airbag light is flashing. Service Department at the dealership informed her that it will not be covered under the Service Contract. Customer wanted to confirm if it is covered or not. Agent transferred the call to SC.



**Customer Assistance Inquiry Record (CAIR)#****18445261**

<b>Vin</b>	1D4GP45R1	5B331337	<b>Open Date</b>	03/23/2009	<b>Build Date</b>	02/17/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKH52	DODGE CARAVAN SXT FWD SWB WAGON			
<b>In Service Dt</b>	03/29/2005	<b>Dealer</b>	62125	<b>Dealer Zone</b>	32	<b>Mileage</b>	38,215
<b>Name:</b>	KISE, NELSON G					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	149 LAYTON ST					<b>Home Phone</b>	(315) 946-5141
	LYONS NY 14489-1258					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	air bag light comes on
Corporate - Recall - Default - Default - Default	wanted to know if there is recall on impact sensor

Customer stated that the air bag light comes on . He stated that he replaced the impact sensors to repair it. Customer wanted to know if there is recall on that.

Agent informed that there was no recall on impact sensor. Customer unhappy. Customer wanted to send a letter . Agent provided the cac address.

Agent also informed that he can keep the receipts safely in case Chrysler announces recall in future he can send in documents to reimbursement dept for review. No commitment made.

**Customer Assistance Inquiry Record (CAIR)#****18445584**

<b>Vin</b>	2D4GP44L2	7R112095	<b>Open Date</b>	03/23/2009	<b>Build Date</b>	08/30/2006	
<b>Model Year</b>	07	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT LWB WAGON			
<b>In Service Dt</b>	05/05/2007	<b>Dealer</b>	44122	<b>Dealer Zone</b>	71	<b>Mileage</b>	37,000
<b>Name:</b>	LOBUE, PHILIP					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	16225 ALPINE PL					<b>Home Phone</b>	
	LA MIRADA CA 90638-6527					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default

Customer called to find the dealer near him. Customer stated that Air Bag light came on and has stayed on since 3/22/2009. Writer found that Fullerton Dodge is now closed and found Champion Dodge still open. Writer gave customer Champion Dodge phone number 562-862-3993. Writer advised customer to contact dealer and make an appointment to have light looked at.

**Customer Assistance Inquiry Record (CAIR)#****18447252**

<b>Vin</b>	1C4GP45R9	5B439511	<b>Open Date</b>	03/23/2009	<b>Build Date</b>	07/01/2005	
<b>Model Year</b>	05	<b>Body</b>	RSYH52	CHRYSLER TOWN & COUNTRY FWD SWB WAGON			
<b>In Service Dt</b>	09/22/2005	<b>Dealer</b>	44876	<b>Dealer Zone</b>	32	<b>Mileage</b>	59,000
<b>Name:</b>	MCNALLY, ADAM P					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	39 SQUIRRELS HEATH RD					<b>Home Phone</b>	
	FAIRPORT NY 14450-9605					<b>Country</b>	UNITED STATES

Corporate - Recall - Default - Default - Default	Customer seeking recall information
Referral - Tier Three - Default - Default - Default	Seeking assistance from Chrysler regarding the repair works
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	The air bag light is coming on and off

Customer states that the air bag light is on and wants to check if their is a recall on it. Agent verified the information. Agent told the customer that their is no recall on airbag and asked the customer to get the vehicle diagnose from the dealer.

Customer called in and stated the air bag light is suddenly coming on and off and he wanted to know if the vehicle has recall in the vehicle. Agent informed the customer that there is no recall and he can diagnose the vehicle with the authorized dealership and call us if the dealership finds its a manufacturing defect, agent also gave the reference number.

\*\*\*\*\*

Customer called in for the same concern and states that the air bag light has gone bad and had taken it to the dealership and they informed him that the sensors and the wiring needs to be replaced and the vehicle is not under a recall as there are recalls for this particular model and seeking assistance from Chrysler regarding the repair works as the dealership is charging him \$255 for the repair works.

\*\*\*\*Begin structured narrative T2 - TIER THREE REFERRAL

Transferred customer to T3 or Reassigned CAIR to

Transferred customer to T3

T3 in-basket ?insert in-basket #? per ? NIC ?.

LL679

\*\*\*\*End structured narrative T2 - TIER THREE REFERRAL

Customer called in for same issue and states he doesn t think he should pay for an airbag going bad on a 4-year-old vehicle. Informed customer although there is no recall regarding Airbag but chrysler is willing to consider an assistance. Writer called dealer 44876 and spoke with SM Ron. Ron said vehicle needs right impact sensor, repair cost \$225.00 Writer inquired about warranty cost for an assistance. Ron said he s not willing to participate in a goodwill but he needs customer to call him directly so that he would consider what can he do for customer. Ron not very cooperative and did not give further details. Advised customer to contact SM Ron for an assistance. Informed customer that he can call back agent anytime if he is still unsatisfied with dealer s offer. Customer agreed.

**Customer Assistance Inquiry Record (CAIR)#****18448455**

<b>Vin</b>	2A4GP54L7	6R618999	<b>Open Date</b>	03/24/2009	<b>Build Date</b>	08/10/2005	
<b>Model Year</b>	06	<b>Body</b>	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON			
<b>In Service Dt</b>	08/29/2005	<b>Dealer</b>	67731	<b>Dealer Zone</b>	42	<b>Mileage</b>	41,641
<b>Name:</b>	LIEDER, WILLIAM D					<b>Contact Type</b>	LETTER
<b>Address</b>	899 APPLE CREEK DR					<b>Home Phone</b>	(419) 874-8639
	PERRYSBURG OH 435513102					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp  
On/Flashing - Default

Seeks assistance with the impact sensors  
replaced.

POSTMARK DATE: 031309; DATE RECEIVED: 031809

Customer has sent a letter seeking assistance with the wiring and impact  
sensors repairs for air bag on the vehicle.

Customer accepts that there is no warranty on the vehicle by time and  
mileage.

Customer has sent a repair invoice which states that the repairs were  
done at the dealership 67731.

\*\*\*\*\*

Customer is the original owner of the vehicle.

Household shows 4 CDJ Original ownership vehicles.

The mileage at the time of repair was 41641 miles.

Taking into consideration the loyalty of the customer chrysler will  
reimburse the customer as one time goodwill gesture for the air bag  
repairs with a \$100.00 co-pay.

\*\*\*\*\*

As per the invoice:

PARTS = \$112.48

LABOR= \$303.66

-----  
TOTAL = \$416.14

-----  
So with a co-pay of \$100.00 Chrysler will reimburse the customer for  
\$316.14.

Agent submitting a check of \$316.14 for approval. Thank You.

Agent updated the coin,mileage and servicing dealership.

**Customer Assistance Inquiry Record (CAIR)#****18449243**

<b>Vin</b>	2A4GP54L7	6R748779	<b>Open Date</b>	03/24/2009	<b>Build Date</b>	11/22/2005	
<b>Model Year</b>	06	<b>Body</b>	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON			
<b>In Service Dt</b>	12/31/2005	<b>Dealer</b>	99999	<b>Dealer Zone</b>	71	<b>Mileage</b>	27,000
<b>Name:</b>	BROADWAY, PHILIP					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	22228 YORKSHIRE DR E					<b>Home Phone</b>	
	ATHENS AL 35613-2404					<b>Country</b>	UNITED STATES

Corporate - Recall - Default - Default - Default	Customer is seeking information about the recall.
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer is seeking recall information.

Customer states that she is facing problem with the air bag light.  
Customer wanted to check whether there is a recall or not. Agent informed the customer there is no recall but she can get in touch with the dealership to repair the vehicle. Customer understood.  
\*\*\*\*\*outbound call\*\*\*\*\*

Agent advised the customer that there are no incomplete recalls on the vehicle

**Customer Assistance Inquiry Record (CAIR)#****18449782**

<b>Vin</b>	1A4GP45R8	6B561837	<b>Open Date</b>	03/24/2009	<b>Build Date</b>	10/01/2005	
<b>Model Year</b>	06	<b>Body</b>	RSYH52	CHRYSLER TOWN & COUNTRY FWD SWB WAGON			
<b>In Service Dt</b>	03/14/2006	<b>Dealer</b>	68344	<b>Dealer Zone</b>	42	<b>Mileage</b>	57,707
<b>Name:</b>	MAXWELL, LAWRENCE					<b>Contact Type</b>	LETTER
<b>Address</b>	1851 OAK PARK DR					<b>Home Phone</b>	(231) 777-3324
	MUSKEGON MI 494425436					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default

Customer is seeking reimbursement.

POSTMARK DATE: 032009; DATE RECEIVED: 032009

Customer is seeking reimbursement for the repairs performed on airbag sensors. Customer states that he had the repairs performed at Lakeshore Chrysler ?68344? and paid \$268.48 for the repairs. Customer is seeking reimbursement for the repairs. Customer further states that a few months back he heard a noise in the vehicle and he had the work done for the cost of \$400.00. Customer states that while taking the vehicle to home it still made the noise and the dealership asked him to bring back the vehicle. Customer states that two days later dealership informed him that the vehicle was fixed. Customer wants to know that did he really need a new alternator?. Customer wants to know was it necessary to replace the alternator?

\*\*\*\*\*

Customer has sent in the repair invoice of airbag sensor repairs. The total cost of the repair is as following:

Labor : \$155.04

Parts : \$107.02

Tax : \$6.42

Total : \$268.48

\*\*\*\*\*

Writer decides that as a one time goodwill gesture, Chrysler will reimburse the customer for the total cost of the repairs. The total reimbursement amount is \$268.48.

Goodwill Reasons:

\*Customer is the original owner of the vehicle.

\*Customer had the repairs performed at an authorized dealership.

\*Customer has three service contracts ?1 active, 2 Expired?.

\*Customer has 4 vehicles in house hold, currently owns 1 ?3: New, 1: Used?

\*\*\*\*\*

Writer is submitting a check request of \$268.48 to 85J for approval.

**Customer Assistance Inquiry Record (CAIR)#****18450166**

<b>Vin</b>	1D4GP24R5	5B316068	<b>Open Date</b>	03/24/2009	<b>Build Date</b>	02/19/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON			
<b>In Service Dt</b>	03/14/2005	<b>Dealer</b>	26453	<b>Dealer Zone</b>	42	<b>Mileage</b>	82,357
<b>Name:</b>	SLANINA, JOSEPH					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	89 BANNOCK ST					<b>Home Phone</b>	(330) 928-1983
	AKRON OH 44310-1003					<b>Country</b>	UNITED STATES

Referral - Tier Three - Default - Default - Default	Customer seeking for Goodwill.
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer seeking for goodwill for airbag light.

Customer states the airbag light came on prior to 80000 miles, but customer got a chance to call the dealership only at 81000 miles. Customer wants the repairs to be covered under Service Contract. Agent spoke with Sandra, CSC who informed that the SC has expired. Customer is seeking for goodwill. Agent advised the customer to call back after diagnosis. Provided the reference number.

Customer called to inform that he saw on website about clock spring lifetime warranty, and sensors recalls. Agent informed customer that recalls are VIN specific and he can log on to brand website for any information.

\*\*\*\*Begin structured narrative T2 - TIER THREE REFERRAL

Transferred customer to T3 or Reassigned CAIR to

Transferred

T3 in-basket ?insert in-basket #? per ? NIC ?.

\*8100

\*\*\*\*End structured narrative T2 - TIER THREE REFERRAL

Customer called in regards to the same concern. Customer states that the cost of the repairs is \$500. TCustomer seeking for goodwill. Agent transfered the call to tier 3.

What is the customer requesting from Chrysler?GOODWILL

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

Service contract (Chrysler or 3rd party) that would cover the repair?NO

Original owner? (yes/no) If no, purchased when?NO

How many Chrysler vehicles has the customer owned including this vehicle?1

Is there any repair history related to the current concern?NO

Has the vehicle been diagnosed by a Chrysler, Dodge or Jeep dealership?YES

Service dealer code?26453

Service manager name?

NIC of team leader/floor walker who authorized escalation of caller?IY10

Agent attempted to contact dealer Service Manager (SM) Matt, however, SM not available. Left message for a return call. Provided enough information to give SM the ability to understand the reason for the contact

Provided dealer with agents extension, which is 66097

As a one-time goodwill gesture, Chrysler will repair customers air bag light that is on

Customer will be responsible for a co-pay in the amount of \$250.00.This goodwill is being offered because:customer is loysl

##### DIRECT-TO-DEALER #####

ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER

The CAC is sending this CAIR to you because of a goodwill policy decision that was made on behalf of this customer. A pre-auth has been created within GWA. If you need additional assistance with this PA, contact Rebecca at 800-992-1997 extension # 66097

To contact us by email use email address: T2email@chrysler.com

Customer has not been informed of this decision. If not, please contact this customer and extend the goodwill offer as discussed. Please

update and/or close CAIR when complete.

#####

REASSIGNED TO BC/DLR 42 26453 03/31/09 12:05 R 18450166

The customer called in with the reference number. The customer seeking goodwill assistance. The agent reviewed the information in the cair narrative line 38 to 41 and advised the customer that a co-pay of \$250.00 has been offered to him. The customer was happy.

\*Contact Date:04/02/2009

Service Director at the dealership has closed the Cair# 18450166

Warranty repair has been documented on Repair Order#463109

CAIR RETURNED FROM DEALER ON 4/02/2009 AT 12:53:791 R 18450166

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**Customer Assistance Inquiry Record (CAIR)#****18450186**

<b>Vin</b>	2A4GP44R7	6R873098	<b>Open Date</b>	03/24/2009	<b>Build Date</b>	05/17/2006	
<b>Model Year</b>	06	<b>Body</b>	RSYH53	CHRYSLER TOWN & COUNTRY LX FWD LWB WAGON			
<b>In Service Dt</b>	05/18/2006	<b>Dealer</b>	42762	<b>Dealer Zone</b>	32	<b>Mileage</b>	35,000
<b>Name:</b>	BODNER, TACEY A					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	11B HIGHROCK RD					<b>Home Phone</b>	
	WEARE NH 03281-5529					<b>Country</b>	UNITED STATES

Referral - Service Contracts - Default - Default - Default	Agent transferred the call to service contract department.
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	States the air bag lamp is flashing on

Customer called in and states that the air bag lamp is flashing on.  
Customer wanted to know whether the air bag lamp would be covered under the service contract. Customer also wanted to know what components are covered under service contract. Agent transferred the call to Service contract department.

**Customer Assistance Inquiry Record (CAIR)#****18450795**

<b>Vin</b>	2D4GP44L7	6R694175	<b>Open Date</b>	03/24/2009	<b>Build Date</b>	12/01/2005	
<b>Model Year</b>	06	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	12/20/2005	<b>Dealer</b>	41098	<b>Dealer Zone</b>	51	<b>Mileage</b>	42,951
<b>Name:</b>	EITHUN, DENNIS					<b>Contact Type</b>	FAX
<b>Address</b>	602 GUNDERSON ST					<b>Home Phone</b>	(608) 692-0391
	MADISON WI 537142932					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default

Customer is seeking reimbursement.

POSTMARK DATE: 032409; DATE RECEIVED: 032409

Customer has sent the repair invoice for the repairs performed at dealer (41098). The repairs are done on air bag sensor.

Customer is seeking reimbursement for the repairs.

There is a paid stamp on the repair invoice so no need of proof of payment.

\*\*\*\*\*

In the previous cair 18450588, tier 3 agent (DA687) has decided to reimburse \$150.00 out of total repairs.

Agent has decided to reimburse as a goodwill gesture.

So agent reviewed the case and is submitting a check request for \$150.00.

\*Updated coin, mileage and dealer.

**Customer Assistance Inquiry Record (CAIR)#****18453676**

<b>Vin</b>	2C4GP54L2	5R494774	<b>Open Date</b>	03/25/2009	<b>Build Date</b>	03/24/2005	
<b>Model Year</b>	05	<b>Body</b>	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON			
<b>In Service Dt</b>	04/20/2005	<b>Dealer</b>	67031	<b>Dealer Zone</b>	74	<b>Mileage</b>	49,000
<b>Name:</b>	HANSON, RODNEY					<b>Contact Type</b>	E-MAIL
<b>Address</b>	2400 INDIAN RD W					<b>Home Phone</b>	(763) 544-8152
	MINNETONKA MN 55305					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer states air bag light on
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\*\*\*\*\* EMAIL BRIEF DESCRIPTION CONTENT \*\*\*\*\*

corrosion of front airbag connectors and sensor

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

Purchased New or Used?NEW

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

The airbag warning light came on in our 2005 Town & Country. The dealer diagnosed 'corrosion within the sensor and connectors' for the front impact sensor. Upon investigation I learned there was a recall for thousands of Town & Countrys for this exact problem. It appears, for some reason, my vehicle's VIN # is not included. Whatever 'fix' was done did not solve the issue. The dealer charged \$120 to diagnose the problem and quoted me \$572 to replace the sensor. I feel this is an obvious design defect that directly affects safety and Chrysler should fix it without charge. Corrosion of this type certainly should not be an issue in less than four years.

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

Routed to T3 as safety issue

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

Email states:

Dear Rodney: Thank you for contacting the Chrysler Customer Assistance Center. We suggest that you give your local dealer the opportunity to assist you. Their service personnel have the factory training, equipment and information available to diagnose and correct concerns with our vehicles.

Furthermore, your dealer is empowered to determine the merits of any goodwill policy consideration for repairs beyond the coverage of your manufacturer's warranty. Should you have any further questions, please feel free to contact the Customer Assistance Center at 800-992-1997 for additional discussion.

Again, thank you for writing.

Writer inclined to assist with the repair as goodwill gesture.

**Customer Assistance Inquiry Record (CAIR)#****18454080**

<b>Vin</b>	2D4GP44LX	6R646458	<b>Open Date</b>	03/25/2009	<b>Build Date</b>	08/25/2005	
<b>Model Year</b>	06	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	04/24/2006	<b>Dealer</b>	67775	<b>Dealer Zone</b>	51	<b>Mileage</b>	41,000
<b>Name:</b>	VAN DER BOSCH, THOMAS J					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	8 CARDIFF CT					<b>Home Phone</b>	
	ALGONQUIN IL 60102-5607					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default

Customer called in on behalf of owner inquiring about assistance for air bag light coming on. Writer advised caller that vehicle must be diagnosed by Chrysler dealership. Customer stated that the are taking vehicle to dealer 67775.

\*\*\*\*\*Next Agent\*\*\*\*\*

Customer called in stating that is facing issues with the air bag sensors of the vehicle is gone defective hence seeking for assistance. Customer states that he does want to pay for the diagnosis. Agent informed the customer to call back after the diagnosis however customer does not agree and seeks for a superviosr.

\*\*\*\* ES738 took over the call \*\*\*\*

Customer seeking assistance with the diagnoses.

Writer denied the assistance.

Custmer unhappy stating that is a safety issue however writer informed the case will be reviewed after a diagnosis is made.

**Customer Assistance Inquiry Record (CAIR)#****18456726**

<b>Vin</b>	2C4GP54L4	5R489091	<b>Open Date</b>	03/26/2009	<b>Build Date</b>	03/21/2005	
<b>Model Year</b>	05	<b>Body</b>	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON			
<b>In Service Dt</b>	04/30/2005	<b>Dealer</b>	26510	<b>Dealer Zone</b>	32	<b>Mileage</b>	43,000
<b>Name:</b>	STINSON, BRENDA					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	293 HAVERHILL ST					<b>Home Phone</b>	(784) 944-6488
	READING MA 01867-1809					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	
Product - Electrical - Unknown - Other - Default	

Customer called to ask what a multi function switch was and why her airbag light was on. Writer advised her to contact a dealer to have light looked at and to inquire as to what the multi function switch was connected to.

**Customer Assistance Inquiry Record (CAIR)#****18457038**

<b>Vin</b>	2D4GP44L2	5R529567	<b>Open Date</b>	03/26/2009	<b>Build Date</b>	04/25/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	06/23/2005	<b>Dealer</b>	44618	<b>Dealer Zone</b>	32	<b>Mileage</b>	45,597
<b>Name:</b>	MOSER, BRUCE E					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	200 PEARL ST APT 3-6					<b>Home Phone</b>	
	LIVERPOOL NY 13088-5563					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer experiences problem with the front impact sensors.
Referral - Tier Three - Default - Default - Default	Customer seeks goodwill assistance.

\*\*\*\*Begin structured narrative T2 - TIER THREE REFERRAL

Transferred customer to T3 or Reassigned CAIR to transferred

T3 in-basket ?insert in-basket #? per ? NIC ?.

NA

\*\*\*\*End structured narrative T2 - TIER THREE REFERRAL

Customer experiences problem with the front impact sensors. Customer states that the same component is covered under the recall for the same make and model. But his vehicle is not covered under the recall as it was built 5 months later. Customer states that he has got the problem inspected and the dealership have informed that the cost for the repairs is \$300. Customer seeks assistance for the repairs. Agent transferred the call to Tier 3 for further handling as approved by IK57.

What is the customer requesting from Chrysler? goodwill

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

9597 miles

Service contract (Chrysler or 3rd party) that would cover the repair? no

Original owner? no

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

one

Is there any repair history related to the current concern? no

Has the vehicle been diagnosed by a Chrysler, Dodge or Jeep dealership?

yes

Service dealer code? 44618

Service manager name? Craig

NIC of team leader/floor walker who authorized escalation of caller? IK57

**Customer Assistance Inquiry Record (CAIR)#****18457101**

<b>Vin</b>	2D4GP44LX	5R550960	<b>Open Date</b>	03/26/2009	<b>Build Date</b>	05/14/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	06/01/2005	<b>Dealer</b>	26517	<b>Dealer Zone</b>	74	<b>Mileage</b>	62,628
<b>Name:</b>	NELSON, DAVID					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	2521 MILLER TRUNK HWY					<b>Home Phone</b>	
	DULUTH MN 55811-3735					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Inoperative - Front Drivers Side

air bag light keeps coming on

Customer called because the air bag lamp keeps coming on, and there is a TSB and recall concerning this issue, but the vehicle does not fall under the parameters. The customer stated he is quite frustrated with the whole situation and is seeking Chrysler s assistance in replacing the wires. Agent called the dealership, and requested to speak with the SM, Bob. Bob stated the wires are corroded, and this is not something happened because of neglect nor abuse.

REASSIGNED TO BC/DLR 74 26517 03/26/09 12:52 O 18457101

As a one-time goodwill gesture, Chrysler will ?replacing the wiring for the airbag sensor?. This

goodwill is being offered because ?this is a safety concern?.

##### DIRECT-TO-DEALER #####

ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER

The CAC is sending this CAIR to you because of a goodwill policy decision that was made on behalf of this customer. A pre-auth has been created within GWA. If you need additional assistance with this PA, contact ?Cheryl? at 800-992-1997 extension # 66088. Customer ?has/has not? been informed of this decision. If not, please contact this customer and extend the goodwill offer as discussed. Please update and/or close CAIR when complete. To reach the above extension dial 1-800-992-1997. Once the menu begins enter your dealer code. Once you hear the start of the next menu enter the extension followed by the # sign. Your call is then transferred to the entered extension.

#####

dealer transferred to 66088

\*\*\*\*Frank (Warranty admin.) from dealer 26517 called and was not able to submit claim for \$99.38, he stated that this is warranty cost for parts and labor and \$178.45 was retail price for customer. Writer explained to dealer that person handling case previously will contact him back to go over information. Writer consulted with SH854.

Frank can be reached at 218-722-5337.

\*Contact Date:03/27/2009

Service Manager at the dealership has closed the Cair# 18457101

DCX goodwill repair is documented on Repair Order#056802

CAIR RETURNED FROM DEALER ON 3/27/2009 AT 10:17:999 R 18457101

**Customer Assistance Inquiry Record (CAIR)#****18457399**

<b>Vin</b>	1D4GP45R2	5B434198	<b>Open Date</b>	03/26/2009	<b>Build Date</b>	06/24/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKH52	DODGE CARAVAN SXT FWD SWB WAGON			
<b>In Service Dt</b>	07/08/2005	<b>Dealer</b>	38713	<b>Dealer Zone</b>	32	<b>Mileage</b>	65,726
<b>Name:</b>	MULLEN, LINDA M					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	4251 RANSOMVILLE RD					<b>Home Phone</b>	
	RANSOMVILLE NY 14131-9783					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Install Air Bag On/Off Switch  
- Both Air Bags

Customer states that air bag warning  
light is on.

As a one-time goodwill gesture, Chrysler/Dealer will cover the cost of a  
diagnoses fee of 94.95 for the airbag light as well as any repair to  
correct the issue.

Customer will be responsible for a co-pay in the amount of \$0.

This goodwill is being offered because: For the safety of our customers.

##### DIRECT-TO-DEALER #####  
#

ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER

The CAC is sending this CAIR to you because of a goodwill policy decision  
that was made on behalf of this customer. You have indicated you will be  
using your DSA to assist this customer. The customer has been  
informed of this decision. If not, please contact this customer and  
extend

the goodwill offer as discussed. Update and/or close CAIR when complete.

#####  
#

If you need to speak with the agent about this CAIR, please call  
1-800-992-1997 Once the menu begins enter your dealer code.

Once you hear the start of the next menu enter the extension,  
which is 66160 followed by the # sign.

Your call is then transferred to the entered extension.

\*\*\*\*\*

Customer called in stating that airbag light is on and dealership is  
trying to charge her a \$100.00 diagnoses fee. Customer states that she  
feels she should not have to pay the fee because she feels as if her car  
is a part of a recall. Mike, client, approved to cover the diagnoses fee  
of \$94.95, as well as any other fees to correct the problem. Spoke with  
Mike, SM, at the dealership and he stated that customer has never been in  
for service. Customer stated that this is the closest dealership to her  
home. SM stated that they are currently Super DSA and will use that  
authorize all charges. Writer refered customer to dealership to schedule  
an appointment to get car in.

REASSIGNED TO BC/DLR 32 38713 03/26/09 13:54 O 18457399

\*Contact Date:03/28/2009

Service Director at the dealership has updated the Cair# 18457399

An appointment has been set with the customer.

\*Contact Date:03/31/2009

Service Director at the dealership has closed the Cair# 18457399

DCX goodwill repair is documented on Repair Order#311497

CAIR RETURNED FROM DEALER ON 3/31/2009 AT 11:38:003 R 18457399



**Customer Assistance Inquiry Record (CAIR)#****18457424**

<b>Vin</b>	2C4GP54L3	5R507838	<b>Open Date</b>	03/26/2009	<b>Build Date</b>	04/15/2005	
<b>Model Year</b>	05	<b>Body</b>	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON			
<b>In Service Dt</b>	08/11/2005	<b>Dealer</b>	26742	<b>Dealer Zone</b>	42	<b>Mileage</b>	56,700
<b>Name:</b>	HALATA, NIAL					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	9466 DRIFTWOOD DR					<b>Home Phone</b>	(440) 235-0904
	OLMSTED FALLS OH 44138-2632					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	air bag sensor is bad
Referral - Tier Three - Default - Default - Default	seeking good will
Corporate - Recall - Default - Default - Default	seeking recall information

Customer calls seeking recall information. Advised the customer there are no incomplete recalls for this vehicle. The customer was also advised a notification letter will be mailed to the address on file in the event their vehicle is involved in a future recall.

\*\*\*\*Begin structured narrative T2 - TIER THREE REFERRAL

Transferred customer to T3 or Reassigned CAIR to

T3 in-basket ?insert in-basket #? per ? NIC ?.

\*\*\*\*End structured narrative T2 - TIER THREE REFERRAL

Customer called in said that the air bag light is on. Customer has visited the dealership 26742 they say that the sensors are bad. The vehicle is out of warranty. There is not recall. Agent made customer understand that the recall is associated with VIN. The repair cost to the customer will be \$250. Customer is seeking goodwill assistance. Agent provided the CAIR no. NO commitment made.

What is the customer requesting from Chrysler? good will

How far out of warranty is the vehicle/repair by time and/or mileage?20000

Service contract (Chrysler or 3rd party) that would cover the repair? yes

Original owner? (yes/no) If no, purchased when? yes

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

Is there any repair history related to the current concern? yes

Has the vehicle been diagnosed by a Chrysler, Dodge or Jeep dealership? yes

Service dealer code? 26742

Service manager name? n/a

NIC of team leader/floor walker who authorized escalation of caller?

ES783

Writer spoke with (SM) Paul at the dealership 26742 and he stated that he is willing to help the customer and help him if he calls him back and he stated that he is going to take care of the problem without Chrysler being involved.

**Customer Assistance Inquiry Record (CAIR)#****18460410**

<b>Vin</b>	2D4GP44L1	5R541225	<b>Open Date</b>	03/27/2009	<b>Build Date</b>	04/30/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	06/30/2005	<b>Dealer</b>	43722	<b>Dealer Zone</b>	35	<b>Mileage</b>	20,000
<b>Name:</b>	SLEZAK, SCOTT					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	1113 DALLAS AVE					<b>Home Phone</b>	(724) 224-6605
	NATRONA HEIGHTS PA 15065-1430					<b>Country</b>	UNITED STATES

Product - Frame - Bumper System - Rusty -  
Front

Customer inquired about front bumper sensor and wire  
replacement.

Customer stated that he has had vehicle for three years. Recently the air bag light came on. Customer stated that he took the vehicle to dealer(43722) for diagnosis. Customer stated that diagnosis is that the front sensors in the bumper are corroded and need to be replaced. Writer contacted service manager(SM) Phil. SM Phil stated that it is the front air bag sensor in the front bumper and wiring that needs to be replaced. Writer and SM agreed to help customer but to have the customer pay a \$100 deductible and Dealership will cover the rest. Dealer is an authorized DSA and SM is willing to use it. Writer informed customer of deal as per SM Phil. Writer informed customer to contact the dealership after about an hour and speak to Chris for further assistance.

**Customer Assistance Inquiry Record (CAIR)#****18463765**

<b>Vin</b>	2D4GP44L5	6R754907	<b>Open Date</b>	03/30/2009	<b>Build Date</b>	12/07/2005	
<b>Model Year</b>	06	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	03/29/2006	<b>Dealer</b>	44618	<b>Dealer Zone</b>	32	<b>Mileage</b>	50,000
<b>Name:</b>	JOHNSON, SHARON L					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	6 WINDING WAY					<b>Home Phone</b>	(315) 343-7936
	OSWEGO NY 13126-4124					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Problem with Air bag sensor light.
Product - Steering - Power Rack and Pinion / Gear - Defective - Default	Problem with the rack & pinion.

Customer called and stated that the new rack & opinion and the air bag sensor light and IRF will charge \$700.

Customer has an appointment with BURDICK DODGE CHRYSLER JEEP and will and wants Chrysler to help as it is a safety concern.

Writer advised the customer to call Chrysler once the vehicle is diagnosed, so Chrysler can review for the best possible assistance.

Customer understood, so writer provided the reference no.

Ron from 44618 called in for the same issue. Ron says that they ve diagnosed the vehicle, and found that the rack & pinion needs to be replaced & the warranty price for the repairs would be \$445.25. Agent inquired about the repair cost for the air bag sensor light, to which he replied that the customer never mentioned anything about it. Ron further says that he ll call up the customer & will get back to us.

Dealer 44618 Service Manager Rob stated vehicle needs rack and pinion warranty price parts \$261.80 labor \$124.00, also airbag light warranty parts \$71.40 labor \$99.20, SM Rob stated customer bought a vehicle yesterday from his dealership and his sales department wants to pick up the copay \$100, then Chrysler will offer cover \$456.64.

As a one-time goodwill gesture, Chrysler will\$456.64.

Customer will be responsible for a co-pay in the amount of \$100.00 ,Sales Department will cover for customer because customer bought vehicle yesterday. This

goodwill is being offered becauserack and pinion and airbag light no abuse.

##### DIRECT-TO-DEALER #####  
ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER

The CAC is sending this CAIR to you because of a goodwill policy decision that was made on behalf of this customer. A pre-auth has been created within GWA. If you need additional assistance with this PA, contact Bettyat 800-992-1997 extension # 66099#.

To contact us by email use email address: T2email@chrysler.com

Customer hasbeen informed of this decision. If not, please contact this customer and extend the goodwill offer as discussed. Please update and/or close CAIR when complete.

#####

REASSIGNED TO BC/DLR 32 44618 04/01/09 10:22 R 18463765

**Customer Assistance Inquiry Record (CAIR)#****18463804**

<b>Vin</b>	2D4GP44L5	6R836068	<b>Open Date</b>	03/30/2009	<b>Build Date</b>	04/03/2006	
<b>Model Year</b>	06	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	06/23/2006	<b>Dealer</b>	65152	<b>Dealer Zone</b>	42	<b>Mileage</b>	79,904
<b>Name:</b>	PAULSEN, PETER					<b>Contact Type</b>	LETTER
<b>Address</b>	1580 PIERCE RD					<b>Home Phone</b>	(734) 475-3841
	CHELSEA MI 481189733					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Unknown - Other - Unknown	Cust. states-the weather stripping around the doors started to come off.
Product - Electrical - Battery - Complete Failure - Default	Customer complaining about battery.
Product - Electrical - Unknown - Complete Failure - Default	Customer complaining about turn signals.
Product - Electrical - Wipers / Washers - Complete Failure - Unknown	Customer complaining about wipers.
Product - Body / Trim / Paint Finish - Air Bag - Other - Unknown	Customer states air bag sensors went off.
Product - Transmission / Transaxle - Unknown - Other - Default	Customer states transmission had to be checked.

POSTMARK DATE: 031809; DATE RECEIVED: 032609

Customer has written a letter and states that their car is not yet three years old and they have had several items break and malfunction.

###

Customer states that they had the transmission checked and the wiper blade arm replaced and after three months the brakes had to be fixed. Customer states that the weather stripping around the doors started to come off. Customer states that they had problems with turn signals. Customer states that they had the rear passenger side window opener fixed as it was stuck open and would not close. Customer states that the second row passenger seat head rest got jammed in the up position and further states that they can no longer fold the seat and estimate to fix the same was \$322.00. Customer states that left rear tail light also stopped working.

###

Customer states that the battery died at 27th month, front top power port stopped working and they have had it fixed two times and is not operating again. Customer states that airbag sensor went off as front sensor needed to be replaced and further states that later right sensor failed. Customer states that they were informed that all the brakes were terribly worn and could be fixed for \$310.00 and customer states that they chose to have them replaced by another company for less.

###

Customer states that the battery terminals from their new battery?4 months old? were corroded and was cleaned. Customer states that they started to hear a humming noise and it was determined that the power steering fluid needed to be replaced @ \$180 and further states that passenger side rear door would not lock /unlock with the switch or FOB and would cost \$500.00 to fix. Customer states that both these repair were declined and power steering fluid was replaced by a less expensive repair place. Customer states that the door still does not work. Customer states that this vehicle is a lemon and they are very disappointed with the quality of the vehicle.

###

Customer states that other than the normal maintenance on the vehicle they owe a refund from Chrysler for the repair done and that needs to be completed. Customer states that they are sending a copy of this letter to Better Business Bureau for their assistance.

\*\*\*\*\*

Agent will DENY any assistance as vehicle in question is out of warranty with 79904 miles.

\*\*\*\*\*

Agent called the customer on 734-475-3841 reached the voice mail. Left a message.

\*\*\*\*\*Next Agent\*\*\*\*\*

Inform customer that Chrysler will not participate in the reimbursement?Read line 40-41?.

\*\*\*\*\*

Mileage, dealership and COIN updated.

Customer called in regarding the above mentioned issue and seeking updates for her reimbursement status. Agent informed the customer that her request for reimbursement is declined as per the mentioned lines 40-41. Customer alleges that she will be contacting her attorney, Better Business Bureau and local daily papers regarding this issue. Customer alleges that she will never buy a Chrysler product in future.

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**Customer Assistance Inquiry Record (CAIR)#****18463987**

<b>Vin</b>	1C4GP45RX	5B388164	<b>Open Date</b>	03/30/2009	<b>Build Date</b>	04/27/2005	
<b>Model Year</b>	05	<b>Body</b>	RSYH52	CHRYSLER TOWN & COUNTRY FWD SWB WAGON			
<b>In Service Dt</b>	05/26/2005	<b>Dealer</b>	42331	<b>Dealer Zone</b>	42	<b>Mileage</b>	60,000
<b>Name:</b>	MALONEY, MICHAEL P					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	23969 STONEHEDGE DR					<b>Home Phone</b>	(440) 716-8562
	WESTLAKE OH 44145-4825					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default

air bag light is on

Mrs. Maloney called in states that the vehicle is at the dealership 42331; the air bag light is on. The dealership said that they wont be able to cover is under warranty. Customer is seeking good will assistance. The dealership said that some sensors & wirings have gone bad due to corrosion. The repair cost to the customer will be \$369 + tax. While speaking with dealership customer hung up.

**Customer Assistance Inquiry Record (CAIR)#****18464755**

<b>Vin</b>	2A8GP64L9	6R701435	<b>Open Date</b>	03/30/2009	<b>Build Date</b>	10/05/2005	
<b>Model Year</b>	06	<b>Body</b>	RSYS53	CHRYSLER TOWN & COUNTRY LTD FWD LWB WAGON			
<b>In Service Dt</b>	01/31/2006	<b>Dealer</b>	23432	<b>Dealer Zone</b>	42	<b>Mileage</b>	23,000
<b>Name:</b>	BABCOCK, RAYMOND J					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	1839 N MCCORD RD LOT 107					<b>Home Phone</b>	
	TOLEDO OH 43615-2189					<b>Country</b>	UNITED STATES

Referral - Service Contracts - Default - Default - Default

Customer wants to know if the Air bag light problem is covered under SC

Customer wants to know if the Air bag light is covered under the service contact. CAC transferred the call to service contract.

Writer received a transfer from SC

Customer assistance related to the repairs

As the vehicle is not yet been diagnosed writer suggested the customer to get the vehicle diagnosed at an authorized CJD dealership

Gave the reference number but the nothing was promised

\*\*\*\* Internal Escalation (ST702) \*\*\*\*

Customer says that she is 80 and her husband is 85 and they cannot afford the repair charges. Customer says that with less than 25,000 miles on the vehicle the air bag light has come on. Customer says that now the dealership is charging them a \$100 deductible. Customer says that since the vehicle is out of warranty by only a few months Chrysler should help her with the repairs. Agent told the customer that Chrysler will not be able decide what to do until the vehicle is diagnosed by an authorized dealership. Customer says that she will call the media and inform about this and that Chrysler has lost a customer. Customer says that she will sue Chrysler. Agent told her that her concerns will be documented.

**Customer Assistance Inquiry Record (CAIR)#****18465394**

<b>Vin</b>	2D4GP44L2	6R654473	<b>Open Date</b>	03/30/2009	<b>Build Date</b>	09/21/2005	
<b>Model Year</b>	06	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	12/30/2005	<b>Dealer</b>	41573	<b>Dealer Zone</b>	42	<b>Mileage</b>	52,295
<b>Name:</b>	MACKOVJAK, ROBERT A					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	8398 OXFORD DR					<b>Home Phone</b>	
	STRONGSVILLE OH 44149-1521					<b>Country</b>	UNITED STATES

Corporate - Lemon Law - Default - Default - Default	Customer requesting repurchase.
Product - Steering - Power Rack and Pinion / Gear - Defective - Default	Customer says the rack and pinion was defective.
Product - Body / Trim / Paint Finish - Seat Belts - Defective - Default	Customer says the seat belt sensor keeps going off.
Product - Brakes - Unknown - Defective - Unknown	Customer says there is a problem with the brakes.
Referral - Tier Three - Default - Default - Default	Customer seeking repair assistance.

\*\*\*\*Begin structured narrative T2 - TIER THREE REFERRAL

Transferred customer to T3 or Reassigned CAIR to

T3

T3 in-basket ?insert in-basket #? per ? NIC ?.

\*\*\*\*End structured narrative T2 - TIER THREE REFERRAL

Customer says the seat belt sensor keeps going off and says there is a problem with the brakes and wants Chrysler to assist for the repairs and also says he had the rack and pinion and the fan module repaired and wants reimbursement for the repairs. Agent informed customer that we will not be able to reimburse for the repairs and also informed customer that the brakes are covered only for 12/12, Customer insisting for assistance and wants to speak with a senior agent. Agent transferred call to tier3 for further assistance. Authorized by PA150.

# # # # # ATTENTION SERVICE MANAGER/DIRECTOR # # # # #

Customer, (owns 1 current, 1 previous & 1 household vehicles) is seeking relief under state Lemon Law, and requesting Radiator repair and to be help with full financial backing. This CAIR is being assigned to your dealership 41573 SM Bill Partenti, for further handling and review with your District Manager and/or Business Center in an attempt to resolve customer's concern. The vehicle first went to Dealer 60388. Spoke with SUDSA SA Dan on 3-28-9, who states he informed the owner that he had a seam leak on his radiator and did replaced the Fan Relay. The owner says he has had an IRF do a lot of repairs such as the seat belt sensor repaired, and when the rack and pinion was defective. He himself did the repairs when there is a problem with the brakes. The information below was compiled based on corporate records. Please contact this customer with next steps and update this CAIR.

+ + + + + LL / BB / Arb Research + + + + +

1. What's does the customer allege is wrong with the vehicle? Radiator Seal leaks.

2. Was the vehicle purchased new or used? NEW

3. Per the warranty history, how many related repairs have there been? None

4. Number of days out of service? None

5. Date of first related repair attempt? 03-28-9

6. Mileage of first related repair attempt? 52295 Miles.

7. This vehicle was purchased in what state? OH

8. Is this a safety state? Yes

9. Has there been a Direct-to-Dealer CAIR previously sent? No

10. Has there been any Business Center involvement? No

11. Is the vehicle currently at an authorized dealer? No

12. Does the condition described by the customer still exist? Yes

The only thing the customer has been told is their file will be reviewed and/or handled by the local Business Center and Dealer.

REASSIGNED TO BC/DLR 42 41573 03/30/09 14:27 R 18465394



The Customer called in wanted to speak with an American agent. The Agent transferred the call to \*8102. Approved by AM1106.

\*\*\*\*\*

04/01/09

Customer is concerned that the dealer will only be focusing on the radiator and not the whole vehicle. Customer stated that he has had problems with the brakes (vibration), radiator/fan module (overheating), rack and pinion (leaking), electrical issues/slow start (drags when you try to start vehicle), A/C system (needed to be recharged), and air bag sensor (light is on again).

\*\*\*\*\*

Customer is requesting that JS1631 call dealer and inform him to look at the whole vehicle to see what is going on. Writer informed customer that since the CAIR (case) is currently at the dealer, agent can only call SM and inform him that customer would like them to look at the whole vehicle, but it would be up to the SM of what they are willing to diagnosis/review.

Customer calls requesting to speak with....Joy

Customer/Caller name match to CAIR confirmed.

The CAIR is 30 days old or less.

Agent has checked for decline standard paragraph.

Customer informed to leave message if agent isn't available.

Customer/Caller transferred to extension # 66094.

Spoke with SM Bill who says that when Mr Mackovjak called to make an appointment that he wanted everything looked at and the dealer only thought he was to look at the radiator concerns. He now knows to check everything and document work done both in and out of Chrysler and there parts. Advised customer to reschedule at his earliest time frame. DM, Dennis Party will be notified.

Vehicle is being looked at and all information being forwarded to DM for further review.

Dealer 41573 SM Bill states he has faxed all his information to his DM and neither he nor the customer has gotten any response. He is going to get in touch with his business center to report his concerns.

wanted to speak to the previous agent so transferred the call to tier3.

Customer requesting Chrysler to repurchase his vehicle. Per previous notes in cair narrative line 23-35 showing repurchase request, case is closed with no resolution.

Agent attempted to contact dealer Service Manager Bill (SM), however, SM not available. Left message for a return call. Provided enough information to give SM the ability to understand the reason for the contact

Provided dealer with agents extension, which is 66103.

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**Customer Assistance Inquiry Record (CAIR)#****18465447**

<b>Vin</b>	1D4GP45R1	5B331337	<b>Open Date</b>	03/30/2009	<b>Build Date</b>	02/17/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKH52	DODGE CARAVAN SXT FWD SWB WAGON			
<b>In Service Dt</b>	03/29/2005	<b>Dealer</b>	62125	<b>Dealer Zone</b>	32	<b>Mileage</b>	38,127
<b>Name:</b>	KISE, NELSON					<b>Contact Type</b>	LETTER
<b>Address</b>	149 LAYTON ST					<b>Home Phone</b>	(315) 946-5141
	LYONS NY 144891258					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp  
On/Flashing - Default

Customer is seeking reimbursement for the impact  
sensor repair.

POSTMARK DATE: 032309; DATE RECEIVED: 032609

Customer had previously contacted Chrysler seeking reimbursement for the impact sensor for \$305.74. Customer was requested to provide the document. Customer has now sent the invoice for the repairs performed at 62125 ?D amico Chrysler Dodge? with 38127 miles. The invoice does not have a method of payment and no proof of payment provided.

\*\*\*\*\*

\*\*\*\*

Agent called the dealership on 03/30/09 and spoke to Brenda. She confirmed that customer had paid by credit card.

\*\*\*\*\*

\*\*\*\*

Agent reviewed,  
Customer is the original owner  
Customer owned three vehicles ?currently one?  
Repairs performed at an authorized dealership  
Has a 7/70 warranty  
The vehicle is out of basic warranty by just 2127 miles.  
As one time goodwill, agent decides to reimburse the customer for \$255.74  
and customer will be responsible for a \$50.00 co-pay.

\*\*\*\*\*

\*\*\*\*

Agent updated the coin, mileage and the servicing dealership.  
Agent is submitting check request to 85J for \$255.74  
Note: Reimbursement not to be discussed with the customer till the reimbursement request is approved.

**Customer Assistance Inquiry Record (CAIR)#****18466363**

<b>Vin</b>	1D4GP24R2	6B632965	<b>Open Date</b>	03/30/2009	<b>Build Date</b>	02/23/2006	
<b>Model Year</b>	06	<b>Body</b>	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON			
<b>In Service Dt</b>	02/27/2006	<b>Dealer</b>	43367	<b>Dealer Zone</b>	42	<b>Mileage</b>	65,186
<b>Name:</b>	ANKNEY, PAULA L					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	13655 ROAD 232					<b>Home Phone</b>	
	CECIL OH 45821-9418					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default

Customer seeking repair assistance

Customer called and said that the air bag light is flashing and it comes on and sometime it goes off, customer is worried about the air bag should not deploy while driving, Writer told the customer to get in touch with the dealership and get the vehical digniost and call back, customer agreed.

Steve, dealer 43367 calling in regarding diagnosis. Dealer states diagnosis is passenger pressure sensor shorted together and passenger pressure sensor short to ground and that customer would need passenger seat cushion. Dealer also states that customer has third party service contract with National Warranty Corporation with a \$100.00 deductible. Dealer states that customer has never been to his dealer before but alleged that she would come back. Dealer will call third party sc and if repair is not covered then dealer will contact writer so we can assist. xferred to 66081

Steve from dealer 43367 states the third party Service Contract does not cover the pressure sensor.

Dealer calls back with information previously requested.

Dealer transferred to original agent working CAIR. Transferred to extension 66081.

Writer returning Steve s phone call. Steve states repair is not covered under service contract.

As a one-time goodwill gesture, Chrysler will ? assist customer with pressure sensor ?

Customer will be responsible for a co-pay in the amount of ?\$100.00?.

This

goodwill is being offered because: ?retain customer loyalty?

##### DIRECT-TO-DEALER #####

ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER

The CAC is sending this CAIR to you because of a goodwill policy decision that was made on behalf of this customer. A pre-auth has been created within GWA. If you need additional assistance with this PA, contact ?Gail? at 800-992-1997 extension # 66081

To contact us by email use email address: T2email@chrysler.com

Customer ? has not ? been informed of this decision. If not, please contact this customer and extend the goodwill offer as discussed. Please update and/or close CAIR when complete.

#####

REASSIGNED TO BC/DLR 42 43367 03/31/09 16:03 R 18466363

DM closing the file due to call center involvement....rrb30

**Customer Assistance Inquiry Record (CAIR)#****18466942**

<b>Vin</b>	1D4GP25R8	6B588596	<b>Open Date</b>	04/01/2009	<b>Build Date</b>	11/05/2005	
<b>Model Year</b>	06	<b>Body</b>	RSKL52	DODGE CARAVAN SE FWD SWB WAGON			
<b>In Service Dt</b>	11/23/2005	<b>Dealer</b>	42317	<b>Dealer Zone</b>	32	<b>Mileage</b>	25,044
<b>Name:</b>	DOWNS JR, HARRY					<b>Contact Type</b>	E-MAIL
<b>Address</b>	66 CURTIS AVENUE					<b>Home Phone</b>	(413) 684-1458
	DALTON MA 01226					<b>Country</b>	UNITED STATES

Corporate - Warranty Coverage - Default - Default - Default

Customer inquires about the warranty coverage.

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

Concern of coverage for my extended warranty of my 2006 MiniCaravan

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

Purchased New or Used? USED

If Used, date purchased? 08/29/06

If used, mileage at time of purchase? 11714

If used, where was the vehicle purchased? CDJ

Is the vehicle at a Chrysler/Dodge/Jeep dealer now? N/A

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

Hello: When I purchased our Dodge SE Caravan 2006 model year, we purchased an extended complete 8/80 warranty which has a \$100.00 deductible. Fortunately, I have not had to utilize or act on it yet, but in the case I need too and in light of what is happening with economics right now with Chrysler Co. of which Dodge is a division of, the concern is will our warranty still be honored and by whom. The gov t per Obama is touting only new car warranties. Can you shed some light on this topic even if you think it is to early to discuss at least let me know where and how I should be positioned for coverage if I need to act on it? Thank you in advance. Please respond. If you intend to call to leave a response and if I am on other line or out of office, I do have voicemail which will pick up on 4 rings. Presently I am getting scheduled for a oil change and rotors check for a squeal when applying brakes plus an intermittent air bag sensor light coming on. Brakes are maintenance items so I know that one. Ps If you think that warranty won't be honored if the worse comes to Chrysler/Dodge, then what do you think is in the work for bridging coverage. Or would we be getting a pro-rated coverage reimbursement for the \$1700.00 extra we spent on purchase of the car back in 2006.

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

Thank you for contacting the Chrysler Customer Assistance Center regarding your 2006 Mini Caravan.

In response to your email regarding your concern for extended warranty, we would like to inform you that we sincerely appreciate the concern raised by you.

The economic crisis does not affect your vehicle warranty. Your warranty will be honored in any case.

If there is anything else that we can do for you in the future, please let us know.

Thanks again for your email. We value you and your continued business with us.

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

**Customer Assistance Inquiry Record (CAIR)#****18468723**

<b>Vin</b>	2C4GP44R2	5R470733	<b>Open Date</b>	03/31/2009	<b>Build Date</b>	03/11/2005	
<b>Model Year</b>	05	<b>Body</b>	RSYH53	CHRYSLER TOWN & COUNTRY LX FWD LWB WAGON			
<b>In Service Dt</b>	04/30/2005	<b>Dealer</b>	67082	<b>Dealer Zone</b>	32	<b>Mileage</b>	43,000
<b>Name:</b>	FERDINAND, DIERDRA L					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	33 APRIL DR					<b>Home Phone</b>	(603) 429-2316
	LITCHFIELD NH 03052-8011					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Airbag sensor light keeps on flashing.
Corporate - Recall - Default - Default - Default	Recall inquiry.

Customer calls seeking recall information. Advised the customer there are no incomplete recalls for this vehicle. The customer was also advised a notification letter will be mailed to the address on file in the event their vehicle is involved in a future recall. Customer stated that she was facing a problem with the air bag sensor lights. Advised the customer to contact the dealership. Customer agreed.

**Customer Assistance Inquiry Record (CAIR)#****18469121**

<b>Vin</b>	2C4GP44R2	5R470733	<b>Open Date</b>	04/02/2009	<b>Build Date</b>	03/11/2005
<b>Model Year</b>	05	<b>Body</b>	RSYH53	CHRYSLER TOWN & COUNTRY LX FWD LWB WAGON		
<b>In Service Dt</b>	04/30/2005	<b>Dealer</b>	99999	<b>Dealer Zone</b>		<b>Mileage</b> 1
<b>Name:</b>	FERDINAND, DIERDRA				<b>Contact Type</b>	E-MAIL
<b>Address</b>	33 APRIL DRIVE				<b>Home Phone</b>	(603) 429-2316
	LITCHFIELD NH 03052				<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer complains about the Air bag light.
Corporate - Recall - Default - Default - Default	Customer is seeking recall information on the Air bag light.

## \*\*\*\*\* EMAIL BRIEF DESCRIPTION CONTENT \*\*\*\*\*

The air bag indicator dash light is going off and on while I am driving

## \*\*\*\*\* END EMAIL BRIEF DESCRIPTION CONTENT \*\*\*\*\*

Purchased New

Is the vehicle at a Chrysler/Dodge/Jeep dealer now? No

## \*\*\*\*\* BEGIN CUSTOMER EMAIL \*\*\*\*\*

The airbag indicator on my dashboard goes on and off while I am driving. I am concerned that the air bags are faulty and may or may not go off while I am driving, and I have 3 children that are with me. I am hoping that you can take care of this for me. I read online that there was a recall on the airbag sensor/control for the Chrysler Town & Country 2005 mini vans and that NH is one of the states covered. I am a loyal repeat customer and would truly appreciate your help with this.

\nSincerely,\nDierdra Ferdinand

## \*\*\*\*\* BEGIN EMAIL RESPONSE \*\*\*\*\*

Thank you for contacting the Chrysler Customer Assistance Center regarding your 2005 Chrysler Town & Country.

We apologize for the inconvenience caused due to the problem with the Air bag light and appreciate the time and effort you took to bring this matter to our attention. Comments like yours are one way to learn of problems that develop and the improvements that are desired by customers. The information received is used in product development and quality analysis. Kindly accept our apology for the problems you have experienced.

In response to your email, our records indicate that there is no recall on the air bag light of your vehicle. If your vehicle is involved in any future recalls, a notice will be sent to your postal address.

In addition, you can also access the self-service recall site on the internet to check your vehicle's involvement in any future recalls that are published. Simply log on to our brand website at [www.Chrysler.com](http://www.Chrysler.com), click on 'For Owners' at the top of the home page and then insert the last eight digits of your Vehicle Identification Number (VIN) where appropriate.

Furthermore, we recommend that you contact your local authorized 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 our vehicles. Should your dealer require factory assistance, it is available through the regional Business Center.

You can locate the dealerships using the 'Find a Dealer' tab on the Chrysler website at [www.chrysler.com](http://www.chrysler.com).

If we can be of any assistance to you in the future, please let us know.

Thanks again for your email. We appreciate you and your business.

## \*\*\*\*\* END EMAIL RESPONSE \*\*\*\*\*

## \*\*\*\*\* BEGIN CUSTOMER EMAIL \*\*\*\*\*

I am very disappointed with Chrysler for not helping me out with this problem since it is the same problem the other vans are having and live in a state that is covered due to all the salt on the roads during winter months. I have been a loyal repeat customer but I have to say that I will

not purchase another vehicle from Chrysler. This is the 3rd problem that I have had with my van since I bought it, all of which were faulty. Other than that, I have enjoyed my van very much. Thank you for getting back to me so quickly.

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

No answer needed.

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

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**Customer Assistance Inquiry Record (CAIR)#****18471275**

<b>Vin</b>	2C4GP44R4	5R446837	<b>Open Date</b>	04/01/2009	<b>Build Date</b>	02/22/2005	
<b>Model Year</b>	05	<b>Body</b>	RSYH53	CHRYSLER TOWN & COUNTRY LX FWD LWB WAGON			
<b>In Service Dt</b>	02/23/2005	<b>Dealer</b>	60366	<b>Dealer Zone</b>	51	<b>Mileage</b>	48,566
<b>Name:</b>	LIPINE, JANICE					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	14317 KNOX AVE					<b>Home Phone</b>	(708) 371-2239
	MIDLOTHIAN IL 60445-2518					<b>Country</b>	UNITED STATES

Dealer - Facilities - Dealer Out Of Business - Default - Default	60243 which is now 60366 and both are no longer in business with Chrysler
Dealer - Service/Body Shop - Transaction - Problem Not Resolved - Default	Repeated visit to the dealership for the same problem.

Customer complains against 60243 which is now 60366 and both are no longer in business with Chrysler.

States that the check engine light was on. Been to the dealership over 20 sometimes. The dealership would replace something and the light comes back on. Now the air bag light is on again. Dealership said they need to replace the sensors. They had worked on the vehicle in January 2008 and had the sensor replaced at that time. Took the vehicle to a different dealership now ?Mancari?. They state that the wires are rusted through. Customer was informed that they were never done previously. Bushings need to be replaced again. Purge valve was replaced but she kept hearing the knocking again.

Informed the customer that the complaint has been documented.



**Customer Assistance Inquiry Record (CAIR)#****18471401**

<b>Vin</b>	1A8GJ45R1	7B140253	<b>Open Date</b>	04/01/2009	<b>Build Date</b>	11/09/2006	
<b>Model Year</b>	07	<b>Body</b>	RSYH52	CHRYSLER TOWN & COUNTRY SWB WAGON			
<b>In Service Dt</b>	12/01/2006	<b>Dealer</b>	23841	<b>Dealer Zone</b>	66	<b>Mileage</b>	81,157
<b>Name:</b>	SIMMONS, JAMES					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	2603 1ST ST E			KELLOGG SALES COMPANY		<b>Home Phone</b>	
	TUSCALOOSA AL 35404-2516					<b>Country</b>	UNITED STATES

Product - Transmission / Transaxle - Automatic Trans / Transaxle - Other - Default	AWA request - transmission replacement
Referral - Executive Referrals - Other - Default - Default	FLEET - Chris Neville @ARI

**\*\*\*\*\*EXECUTIVE REFERRAL STAFF\*\*\*\*\***

Chris Neville @ARI emailed; Requesting AWA with cost of repairs. Vehicle at dealer, needs transmission replaced and SRS, front impact sensor. Please investigate and advise.

UPDATE - 04/01/09 Called dealer, spoke to Kathleen/Srvnmng; Whining noise in trans, possible front pump? Also has issue with shifting, possible clutch pack or valve body issue? Dealer has no transmission tech at this time, repair to existing unit not possible. Air bag light on; Needs impact sensor replacement, no issues with failure. Other repairs being looked at include brakes (pad/rotor replacement), LOF and F/E alignment. Per Kathleen vehicle appears to be used for delivery of snack foods. Overall condition of vehicle is fair. Advised dealer no offer of assistance with repairs at this time. Left mesg for JNB3/RFSM for GLBC to discuss status of Kellogg account.

**Customer Assistance Inquiry Record (CAIR)#****18472178**

<b>Vin</b>	2D4GP44L8	5R580569	<b>Open Date</b>	04/02/2009	<b>Build Date</b>	06/20/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	09/05/2005	<b>Dealer</b>	99999	<b>Dealer Zone</b>	32	<b>Mileage</b>	28,200
<b>Name:</b>	MCGOLDRICK, ELIZABETH					<b>Contact Type</b>	E-MAIL
<b>Address</b>	215 ARLINGTON ST					<b>Home Phone</b>	(781) 643-4289
	MEDFORD MA 02155					<b>Country</b>	UNITED STATES

Dealer - Service/Body Shop - Transaction - Problem Not Resolved - Default	Customer again experiencing the same problem with airbag sensor.
Product - Body / Trim / Paint Finish - Air Bag - Other - Unknown	Customer experiencing problem with the airbag sensors.
Corporate - Warranty Coverage - Default - Default - Default	Customer wants to know what is the warranty on airbag sensors.

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

what is the warranty on airbag sensors

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

Purchased New or Used? New

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

We have had our airbag sensor fixed twice. It is out again. It was last fixed 12/07 at 17610 miles. Is this a warranty issue? First I was told no then yes then no again. Please email me. Thank you.

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

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

We have reviewed your email regarding the information about the warranty on Airbag Sensors. We regret to read of your problem and appreciate the time and effort you took to write to us.

In response to your email, we would like to inform you that the warranty on airbag is for 3 years or 36,000 Miles which ever comes first. In addition, regarding the problem with the airbag sensors it is necessary to discuss this issue with you directly. Please call the Customer Assistance Center at 1-800-992-1997 between 8:00 a.m. and 5:00 p.m. Monday through Friday.

When calling the Customer Assistance Center, please have your Reference (CAIR) number and the following information handy:

Vehicle owner name

Vehicle owner address

Day and evening phone numbers

Vehicle Identification Number (VIN)

Name of dealership where vehicle was purchased

Date of purchase

Dealership where service was performed

Date of last service

Current vehicle mileage

An explanation of the problem

We have Customer Service Representatives available to address your questions and concerns.

Thanks again for your email. We value you and your business.

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

**Customer Assistance Inquiry Record (CAIR)#****18476021**

<b>Vin</b>	2D4GP44LX	7R348493	<b>Open Date</b>	04/02/2009	<b>Build Date</b>	04/05/2007	
<b>Model Year</b>	07	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT LWB WAGON			
<b>In Service Dt</b>	04/05/2007	<b>Dealer</b>	99999	<b>Dealer Zone</b>	71	<b>Mileage</b>	37,710
<b>Name:</b>	MATHIS, JESSICA A					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	13783 HUNTERWOOD LN					<b>Home Phone</b>	(907) 854-8002
	EAGLE RIVER AK 99577-7021					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Air bag light came on.
Corporate - Warranty Coverage - Default - Default - Default	Customer wanted warranty information.
Corporate - CNA Change - Default - Default - Default	Ownership information.

Customer is the new owner and she purchased the vehicle from Ford dealership and air bag light came on and went off and she wanted to know if it is covered under warranty. Writer updated the ownership information and informed her that the warranty has expired.

**Customer Assistance Inquiry Record (CAIR)#****18476074**

<b>Vin</b>	1C4GP45R2	5B417866	<b>Open Date</b>	04/02/2009	<b>Build Date</b>	06/22/2005	
<b>Model Year</b>	05	<b>Body</b>	RSYH52	CHRYSLER TOWN & COUNTRY FWD SWB WAGON			
<b>In Service Dt</b>	07/23/2005	<b>Dealer</b>	65258	<b>Dealer Zone</b>	74	<b>Mileage</b>	54,258
<b>Name:</b>	SCHMIDT, GARY P					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	106 SPIRIT AVE NE					<b>Home Phone</b>	(218) 759-2643
	WILTON MN 56601-5674					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Other - Unknown	Customer facing problem with the airbags.
Referral - Service Contracts - Default - Default - Default	

Customer states that the airbag lights wer coming on and she repaired it and wanted to know if she can be reimbursed.Agent informed the customer that the warranty on the vehicle is expired however the customer stated that there is a service contract on the vehicle and wanted to know if the parts are covered under that.Agent transferred the call to service contract for further handling.

\*\*\*\*\* outbound call \*\*\*\*\*

called customer to inquire if she was able to speak with the SC department customer stated that she did speak with them but she does not have a SC to cover the repair its only a type of insurance coverage.Hence writer advised the customer to contact an authorized dealership.

**Customer Assistance Inquiry Record (CAIR)#****18478422**

<b>Vin</b>	1D4GP24R6	5B384704	<b>Open Date</b>	04/03/2009	<b>Build Date</b>	05/06/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON			
<b>In Service Dt</b>	05/28/2005	<b>Dealer</b>	99999	<b>Dealer Zone</b>	63	<b>Mileage</b>	22,211
<b>Name:</b>	ROBINSON, RUSTY					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	5825 FLORIDA BLVD					<b>Home Phone</b>	
	BATON ROUGE LA 70806-4248					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Alleges that the air bag light is on.
Corporate - Recall - Default - Default - Default	Seeking recall information.
Corporate - Warranty Coverage - Default - Default - Default	Seeking warranty coverage information.

Customer alleges that the air bag light is on and wants to know the warranty coverage information. Agent advised the customer that the air bag repairs are covered for 3/36000 miles. Customer seeking recall information. Agent advised the customer that there are no recalls.

**Customer Assistance Inquiry Record (CAIR)#****18479168**

<b>Vin</b>	2D4GP44L8	6R641873	<b>Open Date</b>	04/03/2009	<b>Build Date</b>	09/07/2005	
<b>Model Year</b>	06	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	10/22/2005	<b>Dealer</b>	24280	<b>Dealer Zone</b>	74	<b>Mileage</b>	85,292
<b>Name:</b>	FRANSSEN, GARY A					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	8598 JEWEL AVE S					<b>Home Phone</b>	
	COTTAGE GROVE MN 55016-4901					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Air bag light is on
Referral - Tier Three - Default - Default - Default	Seeking assistance

Customer called in stating that air bag light was on there was a recall on the vehicle but his vehicle was not included the vehicle is at the dealership and wants that it should be covered under the recall. Agent called up the dealership and spoke to SM Dennis and he states that he got a extended warranty but not from Chrysler and the right front air bag sensors and connectors needs to be replaced and they have diagnosed the vehicle and it is not covered under recall and the parts-\$78 and rest is labour which will cost a total of \$390.

Agent documented the concern and then transferred the call to tier3.

Approved by LL679.

\*\*\*\*Begin structured narrative T2 - TIER THREE REFERRAL

Transferred customer to T3 or Reassigned CAIR to

Transferred customer to T3

T3 in-basket ?insert in-basket #? per ? NIC ?.

LL679

\*\*\*\*End structured narrative T2 - TIER THREE REFERRAL

Call disconnected while looking up customer information.

The SA Greg from 24280 called in for the update related to the goodwill decision

Transferred the call to T3

Approved by ES738

\*\*\*\*\*

Service Advisor, Greg from dealer 24280, states the Air bag light is on needs both impact sensors and there is corrosion in the wiring. SA states he is inquiring if there is anything Chrysler can do to assist the customer as the third party service contract will not cover the repair. Writer suggested the SA inquires with the Service Manager to use DSA. SA states he confirmed with the SM he will use DSA if he can. Writer agreed, advised SA a goodwill direct to dealer CAIR DSA will be sent and the terms of the goodwill will need to be disclosed to the customer. SA agrees.

\*\*\*\*\*

As a one-time goodwill gesture, Chrysler/Dealer will repair for the impact sensors and the corrosion.

Customer will be responsible for a co-pay in the amount of To be determined and disclosed to the customer by the SM or SA.

This goodwill is being offered because: ?AirBag light concern.

##### DIRECT-TO-DEALER #####

#

ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER

The CAC is sending this CAIR to you because of a goodwill policy decision that was made on behalf of this customer. You have indicated you will be using your DSA to assist this customer. The customer ? has / has not ? been

informed of this decision. If not, please contact this customer and extend

the goodwill offer as discussed. Update and/or close CAIR when complete.

#####

#

If you need to speak with the agent about this CAIR, please call 1-800-992-1997. Agent extension is 66091.

You may also email the agent at T2email@chrysler.com  
REASSIGNED TO BC/DLR 74 24280 04/03/09 14:57 R 18479168  
Dealer calls back with information previously requested.  
Dealer transferred to original agent working CAIR.

\*\*\*\*\*

Writer received a message from the Service Manager, Dennis. SM states he is not sure about the financial arrangement and request writer contacts the SM.

\*\*\*\*\*

Writer contacted the SM. SM states he was inquiring on what Chrysler feels is acceptable. Writer advised the SM, he has the ability to make the decision with his DSA, and generally with safety related concerns, Chrysler does participate with some portion of the repair. SM understood and will make the decision.

4/8/2009-Spoke to SM and the vehicle has been repaired replaced both front sensors and wire connectors and owner is satisfied. jah

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**Customer Assistance Inquiry Record (CAIR)#****18483931**

<b>Vin</b>	2D4GP44L9	5R531722	<b>Open Date</b>	04/06/2009	<b>Build Date</b>	04/27/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	07/11/2005	<b>Dealer</b>	42977	<b>Dealer Zone</b>	51	<b>Mileage</b>	63,764
<b>Name:</b>	MENZIA, JENNIFER					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	W234N5934 LILAC DR					<b>Home Phone</b>	
	SUSSEX WI 53089-3819					<b>Country</b>	UNITED STATES

Product - Cooling System - Radiator - Defective - Default	Radiator needs to be replaced
Referral - Tier Three - Default - Default - Default	Seeks goodwill assistance
Product - Electrical - Power Sliding Door - Noisy - Both Sides	Sliding door makes noise
Corporate - CNA Change - Default - Default - Default	Updated the email address

Customer seeks goodwill assistance from Chrysler as the radiator needs replacement and the sliding doors also need to be replaced. Customer states that the vehicle is at the dealership. Agent provided the reference number and transferred call to t3 approved by \*\*PD594\*\*.

What is the customer requesting from Chrysler? Goodwill assistance  
How far out of warranty is the vehicle/repair by time and/or mileage? Out of warranty by 26,000 miles

Service contract (Chrysler or 3rd party) that would cover the repair? No

Original owner? (yes)

How many Chrysler vehicles has the customer owned including this vehicle? 3

Is there any repair history related to the current concern? No

Has the vehicle been diagnosed by a Chrysler, Dodge or Jeep dealership? Yes

Service dealer code? 42977

Service manager name?

NIC of team leader/floor walker who authorized escalation of caller? PD594

Customer states the impacted sensor is corroded in the air bag, the radiator is leaking in the upper right corner where the plastic meets metal, drivers side sliding door the wiring channel needs to be replaced. Customer states the air bag sensor is \$293, sliding \$282, and the radiator is \$645.00 new or \$537 reconditioned. Customer is seeking assistance with the repairs.

Writer contacted dealer 42977, Service Manager Kevin transferred writer to the assistant Mike states the wiring channel for the sliding door has broken or shorted out, the impacted sensor for the air bag is corroded around the wires ASM states that this is caused by the elimates and the radiator is leaking. ASM states that the customer is loyal to the dealership and they do all their maintenance there at the dealership. Writer provided dealer with exact extension 66021 and email option for the warranty cost.

transferred the call to tier3.

Customer calls requesting to speak with....HB194

Customer/Caller name match to CAIR confirmed.

The CAIR is 30 days old or less.

Agent has checked for decline standard paragraph.

Customer informed to leave message if agent isn't available.

Customer/Caller transferred to extension # 66021

Customer called regarding the same concern she wanted to have a word with senior staff, agent transferring the call to tier 3 for further handling, call transferred by kn128.

Customer calls requesting to speak with HB194. Customer/Caller name match to CAIR confirmed.

The CAIR is 30 days old or less. Agent has checked for decline standard paragraph. Customer informed to leave message if agent isn't available.

Customer/Caller transferred to extension # 66021

Customer called in for the same, wants to speak with HB194 hence the agent transferred the call to tier 03.

Transfer authorized by ES738.



Writer contacted dealer 42977, Mike states the warranty cost for the radiator parts \$314.14 labor \$133.20 total \$447.34, Door channel \$95.90 labor \$44.40 total \$140.30, Impact sensor for the air bag parts \$61.32 labor \$106.56 total \$167.88 total for the full repair is parts \$471.36 labor \$284.16. total \$755.52.

Chrysler offered the customer 50/50

As a one-time goodwill gesture, Chrysler will pay \$377.76 for the repairs. Customer will be responsible for a co-pay in the amount of \$377.76. This goodwill is being offered because: Customer loyalty. Customer currently owns 1 new vehicle and previously 2 new.

##### DIRECT-TO-DEALER #####

ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER

The CAC is sending this CAIR because of a goodwill policy decision that was made on behalf of this customer. A pre-auth has been created within GWA. If you need additional assistance with this PA, contact Heather at 800-992-1997 extension # 66021.

You may also contact us by email at: T2email@chrysler.com

Customer has been informed of this decision

Please update and/or close CAIR when complete.

#####

REASSIGNED TO BC/DLR 51 42977 04/07/09 12:54 R 18483931

Customer wanted to talk to extension 66021. Agent transferred the call to tier 3. ES738

Customer called in complaining of Air-conditioner. She stated air-conditioner is not working properly and needed assistance. Writer asked customer if she has taken her vehicle to dealership she stated they have not taken to dealership they are on vacation. She stated requested exudation of agent and hung up.

Customer called complaining of A/C. She stated A/C is not cooling. She claimed they are on vacation and have not taken vehicle to dealership. Writer suggested customer to take vehicle to dealership. Customer took extension of customer stating in case of contact.

4/20/09 Writer contacted SM Kevin. Per SM customer contacted with decision 4/7/09. Customer has not returned to dealership for service. CCS

\*Contact Date:04/20/2009

Service Manager at the dealership has closed the Cair# 18483931

Dealer goodwill repair is documented on Repair Order#113035

Request was reviewed with DM.

CAIR RETURNED FROM DEALER ON 4/20/2009 AT 05:44:980 R 18483931

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**Customer Assistance Inquiry Record (CAIR)#****18486379**

<b>Vin</b>	1D4GP45R3	5B344428	<b>Open Date</b>	04/07/2009	<b>Build Date</b>	05/16/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKH52	DODGE CARAVAN SXT FWD SWB WAGON			
<b>In Service Dt</b>	06/17/2005	<b>Dealer</b>	09733	<b>Dealer Zone</b>	32	<b>Mileage</b>	60,815
<b>Name:</b>	HERN, JEANNE M					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	93 WALNUT ST					<b>Home Phone</b>	(508) 668-8048
	WALPOLE MA 02081-2022					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer says that the air bag light has come on.
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Customer says that there was a recall on the impact sensor in the vehicle and the work was performed by December 11th 2007. Customer says that now again the light has come on. A friend of her husband who is a mechanic has informed her that the impact sensor needs to be replaced. Customer says that the part is defective as the car is only 5 years old and she wants Chrysler to pay for the repairs. Agent told the customer that there was never any recall on the vehicle for the impact sensors. Agent told the customer that before Chrysler can take a decision the problem has to be diagnosed at the authorized dealership. Customer says that she does not want to pay for the diagnostic charges. Agent told the customer that Chrysler cannot help her with the diagnosis. Customer says that she has lost faith in Chrysler and the dealership as she is getting contradictory information. Agent told her that her concerns will be documented and informed that she can call back after the vehicle is diagnosed.

**Customer Assistance Inquiry Record (CAIR)#****18491081**

<b>Vin</b>	1C4GP45R4	5B354415	<b>Open Date</b>	04/08/2009	<b>Build Date</b>	03/07/2005	
<b>Model Year</b>	05	<b>Body</b>	RSYH52	CHRYSLER TOWN & COUNTRY FWD SWB WAGON			
<b>In Service Dt</b>	05/18/2005	<b>Dealer</b>	68748	<b>Dealer Zone</b>	42	<b>Mileage</b>	39,000
<b>Name:</b>	MERECKI, DOLORES M					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	43732 HARTFORD DR					<b>Home Phone</b>	(586) 412-5456
	CLINTON TOWNSHIP MI 48038-1039					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Other - Unknown	Customer has a problem with the Air bag light ON
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Customer has a problem with the Air bag light ON

The same light came ON in 03/07/08.

Customer is seeking goodwill assistance.

No commitment given to the customer. Agent provides the customer with the reference.

Customer has not diagnosed the vehicle hence the agent informed the customer to get the vehicle diagnosed at the CDJ dealer.

The call was transferred by the CSC

**Customer Assistance Inquiry Record (CAIR)#****18491414**

<b>Vin</b>	2A4GP54L2	6R689088	<b>Open Date</b>	04/08/2009	<b>Build Date</b>	11/17/2005	
<b>Model Year</b>	06	<b>Body</b>	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON			
<b>In Service Dt</b>	12/31/2005	<b>Dealer</b>	45222	<b>Dealer Zone</b>	51	<b>Mileage</b>	44,132
<b>Name:</b>	BROEREN, THEODORE W					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	3712 SETTLEMENT HEIGHTS DR					<b>Home Phone</b>	(920) 469-4156
	NEW FRANKEN WI 54229-9552					<b>Country</b>	UNITED STATES

Referral - Tier Three - Default - Default - Default	Customer seeks goodwill assistance.
Product - Body / Trim / Paint Finish - Air Bag - Other - Both Air Bags	both the air bag sensors are corroded.

\*\*\*\*Begin structured narrative T2 - TIER THREE REFERRAL

Transferred customer to T3 or Reassigned CAIR to transferred

T3 in-basket ?insert in-basket #? per ? NIC ?.

IK57

\*\*\*\*End structured narrative T2 - TIER THREE REFERRAL

What is the customer requesting from Chrysler? goodwill

How far out of warranty is the vehicle/repair by time and/or mileage? 4 months 8132 miles

Service contract (Chrysler or 3rd party) that would cover the repair? no

Original owner? (yes/no) If no, purchased when? no

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

Is there any repair history related to the current concern?no

Has the vehicle been diagnosed by a Chrysler, Dodge or Jeep dealership?yes

Service dealer code?45222

Service manager name?n/a

NIC of team leader/floor walker who authorized escalation of caller? IK57

Customer states that the air bag sensors are corroded and are not working. Customer also states that the lights come on and the estimated cost for the repairs is \$269.56.

Writer spoke with (SA) Kevin and after talking to his Brandy (SM) and (WA) ,he stated that they are willing to help the customer for the air-bags sensors for the total amount of \$269.56.

As a one-time goodwill gesture, Chrysler will assist the customer for the repair of the left and right air-bags sensors for the total amount of \$269.56,which Chrysler pays \$219.56 towards the repair

Customer will be responsible for a co-pay in the amount of \$50.00. This goodwill is being offered because:air-bag issue and the recommendation of the dealer.

##### DIRECT-TO-DEALER #####  
ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER

The CAC is sending this CAIR because of a goodwill policy decision that was made on behalf of this customer. A pre-auth has been created within GWA. If you need additional assistance with this PA, contact SHAR at 800-992-1997 extension # 66095

You may also contact us by email at: T2email@chrysler.com

Customer has not been informed of this decision

Please update and/or close CAIR when complete.

#####

REASSIGNED TO BC/DLR 51 45222 04/08/09 14:38 R 18491414

\*Contact Date:04/09/2009

Service Manager at the dealership has closed the Cair# 18491414

Customer request has been fulfilled.

CAIR RETURNED FROM DEALER ON 4/09/2009 AT 01:47:399 R 18491414

**Customer Assistance Inquiry Record (CAIR)#****18493280**

<b>Vin</b>	2D4GP44L0	6R683695	<b>Open Date</b>	04/09/2009	<b>Build Date</b>	10/06/2005	
<b>Model Year</b>	06	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	10/28/2005	<b>Dealer</b>	43951	<b>Dealer Zone</b>	32	<b>Mileage</b>	64,873
<b>Name:</b>	MIK, BRIAN J					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	3 CATLIN DR					<b>Home Phone</b>	(203) 284-9757
	WALLINGFORD CT 06492-2507					<b>Country</b>	UNITED STATES

Referral - Tier Three - Default - Default - Default	Customer is seeking help form Chrysler for the repairs.
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer says that the air-bag light is on
Product - Brakes - Unknown - Brake/Parking Brake Lamp On/Flashing - Default	Customer says that the air-bag light is on.
Corporate - Recall - Default - Default - Default	Customer wanted information on the recall.

Customer called and says that he is facing a problem with the air-bag light is on and after 2 weeks the brakes are also bad so he has to change it. This has happened 2 times. Customer looking for assistance from Chrysler. Agent informed the customer that he needs to take the vehicle to an authorized dealership so that Chrysler can escalate the matter. Agent also provided the reference number to the customer. Please ignore the reason code for the breaks. The air-bag light is on. Customer called for the recall information on the air-bag. Agent informed the customer that there is no recall on the air-bag or on the clockspring.

Customer called in for the above mentioned concern. Customer had been to the dealership (43951) they diagnosed the vehicle and provided the estimates of the repairs. The vehicle needs the front air bag sensors and the wiring that needs to be replaced. The repair cost would go up to \$330.00, it includes the parts, the labor and tax. Customer is seeking help for the repairs.

What is the customer requesting from Chrysler? Customer is seeking help for the repairs.

How far out of warranty is the vehicle/repair by time and/or mileage?  
28873 miles

Service contract (Chrysler or 3rd party) that would cover the repair? No

Original owner? (yes/no) If no, purchased when? Yes

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

Is there any repair history related to the current concern? No

Has the vehicle been diagnosed by a Chrysler, Dodge or Jeep dealership?  
Yes

Service dealer code? 43951

Service manager name? SA Skip

NIC of team leader/floor walker who authorized escalation of caller?  
PD594

\*\*\*\*Begin structured narrative T2 - TIER THREE REFERRAL

Transferred customer to T3 or Reassigned CAIR to

Transferred customer

T3 in-basket ?insert in-basket #? per ? NIC ?.

NA

\*\*\*\*End structured narrative T2 - TIER THREE REFERRAL

Dealer 43951 SA said will call back with Warranty Labor and Parts.

Advised customer to give 24 to 48 Hrs.

SM Skip called advised labor \$200.34 and part \$60.00. Rates are  
Warranty. Issued PA for \$160.34 Customer Co-Pay \$100.

As a one-time goodwill gesture, Chrysler will Airbag Sensor and Wiring  
Customer will be responsible for a co-pay in the amount of \$100. This  
goodwill is being offered because: Excellent Customer to Dealer and  
Chrysler

##### DIRECT-TO-DEALER #####

ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER

The CAC is sending this CAIR because of a goodwill policy decision that was made on behalf of this customer. A pre-auth has been created within GWA. If you need additional assistance with this PA, contact Lane V at 800-992-1997 extension # 66104

You may also contact us by email at: T2email@chrysler.com

Customer has not been informed of this decision

Please update and/or close CAIR when complete.

#####

REASSIGNED TO BC/DLR 32 43951 04/13/09 13:01 R 18493280

SM Skip called advised labor \$200.34 and part \$60.00. Rates are

Warranty. Issued PA for \$160.34 Customer Co-Pay \$100.

As a one-time goodwill gesture, Chrysler will Airbag Sensor and Wiring

Customer will be responsible for a co-pay in the amount of \$100. This

goodwill is being offered because: Excellent Customer to Dealer and

Chrysler

##### DIRECT-TO-DEALER #####

ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER

The CAC is sending this CAIR because of a goodwill policy decision that was made on behalf of this customer. A pre-auth has been created within GWA. If you need additional assistance with this PA, contact Lane V at 800-992-1997 extension # 66104

You may also contact us by email at: T2email@chrysler.com

Customer has not been informed of this decision

Please update and/or close CAIR when complete.

#####

LNS 62-73 Entered in Error

Referred customer back to dealership advised him to speak with service manager regarding air conditioner problems.

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<b>Customer Assistance Inquiry Record (CAIR)#</b>						<b>18493552</b>	
<b>Vin</b>	1D4GP25R3	5B388451	<b>Open Date</b>	04/09/2009	<b>Build Date</b>	04/26/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKL52	DODGE CARAVAN SE FWD SWB WAGON			
<b>In Service Dt</b>	05/03/2005	<b>Dealer</b>	42344	<b>Dealer Zone</b>	51	<b>Mileage</b>	55,000
<b>Name:</b>	STERLING, FELTUS					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	2701 BLANCHARD RD					<b>Home Phone</b>	
	WAUKEGAN IL 60087-3542					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Other - Unknown	Airbag sensor is corroded.
Corporate - Recall - Default - Default - Default	No incomplete recall.

Customer called in to inform that the airbag sensor on his vehicle has corroded. He was asking for a recall on the same since other vehicles have a recall. Agent informed that there are no incomplete recalls for the vehicle. Agent advised the customer to get the vehicle diagnosed at the dealership and preserve the receipts for any repairs on the airbags. Agent informed that recalls are VIN specific and if Chrysler announces a recall in future he can come up with the invoice and proof of payment for a possible reimbursement.

**Customer Assistance Inquiry Record (CAIR)#****18494176**

<b>Vin</b>	2D4GP44L0	5R529972	<b>Open Date</b>	04/10/2009	<b>Build Date</b>	04/26/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	07/07/2005	<b>Dealer</b>	44991	<b>Dealer Zone</b>	51	<b>Mileage</b>	41,000
<b>Name:</b>	BATTLES, CALE					<b>Contact Type</b>	E-MAIL
<b>Address</b>	513 ASHTON DR.					<b>Home Phone</b>	
	VERONA WI 53593					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Other - Unknown	Customer complains of problems with the air bag sensor.
Corporate - Warranty Coverage - Default - Default - Default	Inquires why the air bag sensors are not covered under warranty.

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

Vehicle Issues

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

Purchased New

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

Can someone please tell why an airbag sensor going out is not under warranty? It just makes not sense. Dodge wants to talk about safety, crash tests, and getting a good family car, but yet after four years of purchasing my car and having only 41,000 miles on it an air bag sensor goes bad. Yet Dodge won't cover the repairs because it isn't under warranty. What a bunch of bull. After my experience with my family van I find it hard to believe I will ever consider a dodge/chrysler product in the future. In just the short four years since purchase with just over 41,000 miles I have had to fix the following. 1. Replaced the front brakes...brakes still squeak 2. Fixed brake rotors. Yet after less than 3000 miles brakes started to squeak and grind yet again. 2. Back brakes also need replaced already 3. Two air bag sensors one under warranty and one not 4. Motor on for side power window 5. New tires 6. Bad battery Granted sometimes you need to replace those things. I have no problem with the battery or tires. Brakes are fine as well except it never seems like they were ever fixed. But, rotors, air bag sensors, window motors should last much longer. When I call to ask about these things who do I get, but someone in India. Ugh! Next time when I buy a car I just don't know if a dodge product will be on my list. Please do something to keep me as a customer. Thanks.

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

No reply needed, as customer is already answered by SN560 , Cair no. 18491025.

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



**Customer Assistance Inquiry Record (CAIR)#****18494254**

<b>Vin</b>	1D4GP45R1	5B320578	<b>Open Date</b>	04/09/2009	<b>Build Date</b>	02/03/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKH52	DODGE CARAVAN SXT FWD SWB WAGON			
<b>In Service Dt</b>	03/05/2005	<b>Dealer</b>	43666	<b>Dealer Zone</b>	32	<b>Mileage</b>	42,424
<b>Name:</b>	FRISCH, NICOLAS					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	41 RUMSON RD					<b>Home Phone</b>	(716) 691-8172
	AMHERST NY 14228-3045					<b>Country</b>	UNITED STATES

Product - Electrical - Lamps and Switches - Defective - Default	complaining about the air bag lights
Referral - Tier Three - Default - Default - Default	seeking goodwill

What is the customer requesting from Chrysler? goodwill  
How far out of warranty is the vehicle/repair by time and/or mileage?5000  
Service contract (Chrysler or 3rd party) that would cover the repair?yes  
Original owner? (yes/no) If no, purchased when?no  
How many Chrysler vehicles has the customer owned including this vehicle?3  
Is there any repair history related to the current concern?no  
Has the vehicle been diagnosed by a Chrysler, Dodge or Jeep dealership?yes  
Service dealer code?43666  
Service manager name?  
NIC of team leader/floor walker who authorized escalation of caller?KN128  
Customer states that he is having problem with the air nag light sensor and the dealer is charging him 218\$. Customer seeking assistance so transferred the call to tier3.  
Customer requesting Chrysler to assist with repair for airbag light staying on. Dominique SM 43666 not available. Writer spoke with Ruth and she said Mike or Service Advisor not available right now and took message for someone to call back.  
Agent attempted to contact dealer Service Manager Mike(SM), however, SM not available. Left message for a return call. Provided enough information to give SM the ability to understand the reason for the contact  
Provided dealer with agents extension, which is 66103.  
Informed customer that before Chrysler considers 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 is seeking out of assistance in the form of repair of airbag light.  
Based on the information at hand, agent is considering the following: \$50 to \$100 co-pay.  
Writer spoke with Dave SA, Sm not available. Dave said vehicle has already been repaired and paperwork done, so if Chrysler is assisting, it will have to be a reimbursement. Dealer said needed sensor. Vehicle in good shape but bald tires. Customer has/had 4 Chrysler vehicles. Total charge for repair is \$209.85. Writer spoke with customer and informed him that Chrysler will reimburse customer 159.85 and customer will pay \$50. Advised customer to submit original repair order & proof of payment to: Chrysler Customer Assistance Center  
PO Box 21-8004  
Auburn Hills, MI 48321  
Advised customer to make a copy of these documents for their records. Asked the customer to include a brief letter of explanation & request, including their name, address, phone number, VIN, & reference number (CAIR). Advised customer the goodwill offer is dependent upon verification of all documents requested.

**Customer Assistance Inquiry Record (CAIR)#****18494756**

<b>Vin</b>	2D4GP44L4	5R529831	<b>Open Date</b>	04/09/2009	<b>Build Date</b>	05/04/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	06/27/2005	<b>Dealer</b>	43299	<b>Dealer Zone</b>	74	<b>Mileage</b>	71,862
<b>Name:</b>	STAFFORD, TODD D					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	2276 NEBRASKA AVE E					<b>Home Phone</b>	
	MAPLEWOOD MN 55119-3106					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Other - Unknown	Air bag sensor issue
Corporate - Recall - Default - Default - Default	Complete recalls on the vehicle

Customer calls seeking recall information. Advised the customer there are no incomplete recalls for this vehicle. The customer was also advised a notification letter will be mailed to the address on file in the event their vehicle is involved in a future recall. Customer states that there is some problem with the air bag sensor of the vehicle. Agent has already repaired the vehicle and wanted to know weather there was a recall on it.

**Customer Assistance Inquiry Record (CAIR)#****18497342**

<b>Vin</b>	1A4GP45R0	6B632545	<b>Open Date</b>	04/10/2009	<b>Build Date</b>	01/19/2006	
<b>Model Year</b>	06	<b>Body</b>	RSYH52	CHRYSLER TOWN & COUNTRY FWD SWB WAGON			
<b>In Service Dt</b>	09/02/2006	<b>Dealer</b>	42905	<b>Dealer Zone</b>	32	<b>Mileage</b>	53,500
<b>Name:</b>	ORNELL, KEVIN L					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	22 WESTVIEW RD					<b>Home Phone</b>	
	WORCESTER MA 01602-2526					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Air bag sensors defective
Product - Electrical - Body Wiring - Defective - Default	Body wiring defective
Corporate - Recall - Default - Default - Default	Customer seeking recall information

Customer seeking Customer called in reporting that both the front air bag sensors and the wiring harness had gone bad. Customer states he should not be paying for the repair of the same as the same was on recall on several vehicles. Agent informed customer that the vehicle had no recalls whatsoever. Agent also informed customer that recalls are VIN specific and not year specific or model specific. Customer seeking reimbursement for the repair work on air bag sensors. Agent advised customer that the matter can be reviewed but the customer was not committed anything at this time. Agent informed customer that the decision rests with the reimbursement department. Agent also informed customer that recall information can be viewed on the brand website and the recall information provided by NHTSA is only a precursor to recalls that might be announced in future.

Agent provided customer the mailing address and the reference number for a possible reimbursement review on the air bag sensors.

Customer calling to get the manufacturing date of the vehicle. Agent verified the information. Agent told the customer that their is not manufacturing date on the vehicle. Customer asked how he can send an email to Chrysler. Agent provided the information.

**Customer Assistance Inquiry Record (CAIR)#****18501866**

<b>Vin</b>	1D4GP25B7	5B387063	<b>Open Date</b>	04/13/2009	<b>Build Date</b>	05/25/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKL52	DODGE CARAVAN SE FWD SWB WAGON			
<b>In Service Dt</b>	06/25/2005	<b>Dealer</b>	45120	<b>Dealer Zone</b>	51	<b>Mileage</b>	88,510
<b>Name:</b>	KASNICKA, JAMES P					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	1800 MARNE RD					<b>Home Phone</b>	(630) 679-0047
	BOLINGBROOK IL 60490-4589					<b>Country</b>	UNITED STATES

Referral - Tier Three - Default - Default - Default	Customer seeking goodwill for the repair.
Product - Body / Trim / Paint Finish - Air Bag - Other - Unknown	Customer facing problem with the airbag.

Customer states that the vehicle was facing problem with the air bag lights flashing on. Customer states that there is a service contract on the vehicle and the airbag sensors are not covered under warranty. Agent informed the customer that the warranty on the vehicle is expired. Customer paid \$350.50 for the repair. Customer is seeking goodwill for the same. Customer seeking reimbursement for the same.

What is the customer requesting from Chrysler? Reimbursement  
How far out of warranty is the vehicle/repair by time and/or mileage? 1 year/54000 miles

Service contract (Chrysler or 3rd party) that would cover the repair? No

Original owner? (yes/no) If no, purchased when? Yes

How many Chrysler vehicles has the customer owned including this vehicle? 2

Is there any repair history related to the current concern? No

Has the vehicle been diagnosed by a Chrysler, Dodge or Jeep dealership? Yes

Service dealer code? 45120

Service manager name? Na

NIC of team leader/floor walker who authorized escalation of caller? Sf309

\*\*\*\*Begin structured narrative T2 - TIER THREE REFERRAL

Transferred customer to T3 or Reassigned CAIR to

Transferred T3

T3 in-basket ? insert in-basket #? per ? NIC ?.

Sf309

\*\*\*\*End structured narrative T2 - TIER THREE REFERRAL

Customer states that the air bag light was on Saturday and he took the vehicle into the dealership and was advised that the air bag impact sensors are not covered under the Service Contract. Customer seeking reimbursement due to the air bag impact sensors are consider safety concern.

\*\*\*\*\*

As a one-time goodwill gesture, Chrysler will reimburse the customer \$250.50 for the air bag impact sensors. Customer will be responsible for a co-pay in the amount of \$100.00. This goodwill is being offered because: Customer currently owns 1 new vehicle and previously 1 new, plus the customer purchased an Added care plus service contract but does not cover the air bag sensor and the air bag sensors are considered safety concern.

\*\*\*\*\*

Advised customer to submit original repair order & proof of payment to:  
Chrysler Customer Assistance Center  
PO Box 21-8004

Auburn Hills, MI 48321

Advised customer to make a copy of these documents for their records.

Asked the customer to include a brief letter of explanation & request, including their name, address, phone number, VIN, & reference number (CAIR). Advised customer the goodwill offer is dependent upon verification of all documents requested.

Writer advised the customer that it takes 30-45 days for reimbursement.

**Customer Assistance Inquiry Record (CAIR)#****18502970**

<b>Vin</b>	1D4GP45R1	5B344542	<b>Open Date</b>	04/14/2009	<b>Build Date</b>	03/07/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKH52	DODGE CARAVAN SXT FWD SWB WAGON			
<b>In Service Dt</b>	04/19/2005	<b>Dealer</b>	68251	<b>Dealer Zone</b>	32	<b>Mileage</b>	40,000
<b>Name:</b>	SIMMONS, JEANNE P					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	66 WOODROW AVE					<b>Home Phone</b>	
	ROCHESTER NY 14609-5647					<b>Country</b>	UNITED STATES

Corporate - Recall - Default - Default - Default	Customer is seeking recall information.
Corporate - Warranty Coverage - Default - Default - Default	Customer is seeking warranty coverage on the vehicle.
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer states that the air light is on.

Customer states that she is experiencing problem with the air bag lights. Customer states that she contacted dealership regarding this problem and they informed her that it is not covered under warranty. Customer is seeking recall and warranty coverage information on it. Educated the customer that there is no pending recall and warranty coverage on the vehicle and informed that in future if her vehicle is involve in recall she will be notified by us. Informed the customer to get more information from our brand website.

<b>Customer Assistance Inquiry Record (CAIR)#</b>						<b>18503035</b>	
<b>Vin</b>	2A4GP44R2	6R794843	<b>Open Date</b>	04/14/2009	<b>Build Date</b>	02/14/2006	
<b>Model Year</b>	06	<b>Body</b>	RSYH53	CHRYSLER TOWN & COUNTRY LX FWD LWB WAGON			
<b>In Service Dt</b>	03/05/2006	<b>Dealer</b>	99999	<b>Dealer Zone</b>	42	<b>Mileage</b>	46,600
<b>Name:</b>	TINO, DENNIS M					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	76 CRABAPPLE CT					<b>Home Phone</b>	
	HOWARD OH 43028-9574					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Airbag light on.
Corporate - Warranty Coverage - Default - Default - Default	Customer wanted to know the warranty informaton.

Customer called to know the warranty on the vehicle. Agent advised that the vehicle was covered for warranty for 3/36000. Customer said that the Airbag light was on. Agent advised the customer to take the vehicle to the nearest dealership.

**Customer Assistance Inquiry Record (CAIR)#****18503460**

<b>Vin</b>	2D4GP44L8	6R628279	<b>Open Date</b>	04/14/2009	<b>Build Date</b>	08/23/2005	
<b>Model Year</b>	06	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	11/14/2005	<b>Dealer</b>	66052	<b>Dealer Zone</b>	74	<b>Mileage</b>	50,000
<b>Name:</b>	LANDSOM, LISA K					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	47882 WOODCOCK DR					<b>Home Phone</b>	(507) 931-0883
	KASOTA MN 56050-8711					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Air bag lights keeps coming on.
Referral - Tier Three - Default - Default - Default	Customer seeking for goodwill.

\*\*\*\*Begin structured narrative T2 - TIER THREE REFERRAL

Transferred customer to T3 or Reassigned CAIR to

Transferred

T3 in-basket ?insert in-basket #? per ? NIC ?.

NA

\*\*\*\*End structured narrative T2 - TIER THREE REFERRAL

Customer called in stating that the air bag lights were on hence took the vehicle to the dealership for diagnosis and they informed that the impact sensors are gone bad and needs to be replaced and will cost \$411.92.

Customer states that it is an safety concern and the warranty is expired hence seeking for assistance from Chrysler.

Customer the only but the original owner.

Agent transferred the call to tier3 for further assistance.

Approved by ES738.

NO COMMITMENT MADE FOR GOODWILL. Agent gave the reference no for further correspondence.

What is the customer requesting from Chrysler? Goodwill

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

14000

Service contract (Chrysler or 3rd party) that would cover the repair? NA

Original owner? (yes/no) If no, purchased when? YES

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

1

Is there any repair history related to the current concern? NO

Has the vehicle been diagnosed by a Chrysler, Dodge or Jeep dealership?

YES

Service dealer code? 66052

Service manager name? NA

NIC of team leader/floor walker who authorized escalation of caller?

ES738

Customer called in for assistance on the Impact Sensor (Airbag Light).

Sean SM stated Warranty Parts \$85.00 + \$239 Labor = \$324.00 - \$200.00

Co-Pay Safety Issue. \$124.00 DSA

As a one-time goodwill gesture, Chrysler/Dealer will fix Airbag Light

Customer will be responsible for a co-pay in the amount of \$200.00.

This goodwill is being offered because: Safety Concern / Customer

Satisfaction

##### DIRECT-TO-DEALER #####

#

ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER

The CAC is sending this CAIR because of a goodwill policy decision that was made on behalf of this customer. You have indicated you will be using your DSA to assist this customer. The customer has been informed of this decision. Update and/or close CAIR when complete.

If you need to speak with the agent about this CAIR, please call 1-800-992-1997, Agent extention is 66104 or you mail email us at

T2email@chrysler.com

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**Customer Assistance Inquiry Record (CAIR)#****18505380**

<b>Vin</b>	2D4GP44L6	6R776060	<b>Open Date</b>	04/14/2009	<b>Build Date</b>	02/02/2006	
<b>Model Year</b>	06	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	04/08/2006	<b>Dealer</b>	54982	<b>Dealer Zone</b>	51	<b>Mileage</b>	38,547
<b>Name:</b>	LIEBERMAN, ROBERT					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	3133 W 118TH ST					<b>Home Phone</b>	
	MERRIONETTE PARK IL 60803-4588					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Other - Unknown	Customer stated that the air bag sensor is defective.
Referral - Tier Three - Default - Default - Default	goodwill request.

\*\*\*\*Begin structured narrative T2 - TIER THREE REFERRAL

Transferred customer to T3 or Reassigned CAIR to transferred

T3 in-basket ?insert in-basket #? per ? NIC ?.

na

\*\*\*\*End structured narrative T2 - TIER THREE REFERRAL

Customer stated that the air bag sensor is defective and the dealership is charging him \$151 for the repairs. Customer seeking assistance on the repairs as the vehicle is just out of warranty. Agent transferred the case to tier 3 for further assistance.

What is the customer requesting from Chrysler? \$151.

How far out of warranty is the vehicle/repair by time and/or mileage?2547

Service contract (Chrysler or 3rd party) that would cover the repair?no

Original owner? (yes/no) If no, purchased when?yes

How many Chrysler vehicles has the customer owned including this vehicle?1

Is there any repair history related to the current concern?no

Has the vehicle been diagnosed by a Chrysler, Dodge or Jeep dealership?yes

Service dealer code?54982

Service manager name?na

NIC of team leader/floor walker who authorized escalation of caller?RP762.

Customer called and he is looking for assistance from Chrysler with the replacement of the air bag sensor. Agent contacted dealer # 54982 and spoke to SM Steve .SM states that the air bag sensor connector need to be replaced and there is no sign of abuse or neglect from customer. He quoted a total warranty cost of the repair of \$ 97.32 with part for \$29.96 and labor for \$ 67.36.

As a one-time goodwill gesture, Chrysler will assist customer with the repair of the air bag sensor.

Customer will be responsible for a co-pay in the amount of \$20.00. This goodwill is being offered because customer is loyal customer.

##### DIRECT-TO-DEALER #####

ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER

The CAC is sending this CAIR because of a goodwill policy decision that was made on behalf of this customer. A pre-auth has been created within GWA. If you need additional assistance with this PA, contact Marie at 800-992-1997 extension # 66115.

You may also contact us by email at: T2email@chrysler.com

Customer has not been informed of this decision

Please update and/or close CAIR when complete.

#####

REASSIGNED TO BC/DLR 51 54982 04/14/09 17:11 R 18505380

\*Contact Date:04/20/2009

Dealer 54982 has updated the mileage to 38500.

Service / Parts Director at the dealership has closed the Cair# 18505380

DCX goodwill repair is documented on Repair Order#231974

Request was reviewed with DM.

CAIR RETURNED FROM DEALER ON 4/20/2009 AT 08:54:416 R 18505380



**Customer Assistance Inquiry Record (CAIR)#****18505466**

<b>Vin</b>	1D4GP24R0	6B678276	<b>Open Date</b>	04/14/2009	<b>Build Date</b>	05/03/2006	
<b>Model Year</b>	06	<b>Body</b>	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON			
<b>In Service Dt</b>	05/04/2006	<b>Dealer</b>	49904	<b>Dealer Zone</b>	66	<b>Mileage</b>	52,000
<b>Name:</b>	ARISTOV, HERMAN V					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	8507 WHEATFIELD WAY					<b>Home Phone</b>	
	ELLCOTT CITY MD 21043-6546					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default

air bag light coming on.

Customer called and says that the airbag light is coming on and would like Chrysler to help him with the repair on the vehicle. Agent asked customer to get the vehicle inspected and call CAC for further assistance. No promise made.

**Customer Assistance Inquiry Record (CAIR)#****18507155**

<b>Vin</b>	1C4GP45R6	5B440356	<b>Open Date</b>	04/15/2009	<b>Build Date</b>	07/07/2005	
<b>Model Year</b>	05	<b>Body</b>	RSYH52	CHRYSLER TOWN & COUNTRY FWD SWB WAGON			
<b>In Service Dt</b>	10/27/2005	<b>Dealer</b>	23432	<b>Dealer Zone</b>	42	<b>Mileage</b>	40,000
<b>Name:</b>	CORNELL, SHANNON J					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	1165 HOLGATE AVE					<b>Home Phone</b>	
	MAUMEE OH 43537-2906					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Other - Front - Driver	Air bag sensors needs to be replaced
Referral - Tier Three - Default - Default - Default	Seeking assistance on repair works

CUSTOMER called in stating that the air bag sensors have gone bad and the dealership is charging him \$325 to replace it and customer wants that there are recalls on this particular component and wants that it should be covered under recall and seeking assistance from Chrysler. Agent documented the concern and then transferred the call to tier3. Approved by LL679.

\*\*\*\*Begin structured narrative T2 - TIER THREE REFERRAL

Transferred customer to T3 or Reassigned CAIR to

Transferred customer to T3

T3 in-basket ?insert in-basket #? per ? NIC ?.

LL679

\*\*\*\*End structured narrative T2 - TIER THREE REFERRAL

Customer called in stating that the call got disconnected while transferring to t3. Agent transferred the call to t3. Approved by SD702.

\*\*\*\*\*

Customer called wants assistance with the airbags. Called Dealer spoke with Mike SM. Warranty Parts \$35.70 Parts, \$156 Warranty Labor. Customer will do a \$100 Co-pay and Chrysler will PA \$91.70

\*\*\*\*\*

As a one-time goodwill gesture, Chrysler will Replace Wiring Harness and Sensors, Connectors in airbag housing. Customer will be responsible for a co-pay in the amount of \$100. This

goodwill is being offered because: Safety Concern / Goodwill

##### DIRECT-TO-DEALER #####  
ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER

The CAC is sending this CAIR because of a goodwill policy decision that was made on behalf of this customer. A pre-auth has been created within GWA. If you need additional assistance with this PA, contact Lane V at 800-992-1997 extension # 66104

You may also contact us by email at: T2email@chrysler.com

Customer ?has / has not? been informed of this decision

Please update and/or close CAIR when complete.

#####

Writer got call. Customer saying she has been in line with another agent and call got disconnected. Writer offered to take over since there were information on any case worker.

Agent attempted to contact dealer Service Manager (SM), however, SM not available. Left message for a return call. Provided enough information to give SM the ability to understand the reason for the contact

Provided dealer with agents extension, which is 66120. When agent got back with customer, customer said she had spoken with LV107. Writer called back dealer and left a message advising SM Mike to disregard previous message.

Informed customer agent will call back as soon as he hears back from REASSIGNED TO BC/DLR 42 23432 04/15/09 10:46 R 18507155

\*Contact Date:04/16/2009

Service Manager at the dealership has closed the Cair# 18507155

DCX operational issue has been addressed and customer has been provided with explanation.

CAIR RETURNED FROM DEALER ON 4/16/2009 AT 08:28:06 R 18507155

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**Customer Assistance Inquiry Record (CAIR)#****18509105**

<b>Vin</b>	2A4GP54L6	6R647636	<b>Open Date</b>	04/15/2009	<b>Build Date</b>	08/31/2005	
<b>Model Year</b>	06	<b>Body</b>	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON			
<b>In Service Dt</b>	12/31/2005	<b>Dealer</b>	68296	<b>Dealer Zone</b>	51	<b>Mileage</b>	58,000
<b>Name:</b>	DIEDRICK, ALLISON J					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	859 LAUREATE DR					<b>Home Phone</b>	(262) 691-4312
	PEWAUKEE WI 53072-2686					<b>Country</b>	UNITED STATES

Corporate - Product Information - Default - Default - Default

Customer is seeking for reimbursement.

Customer states that the airbags sensor was bad and was replaced in November 2008 as it was a safety concern. Customer is seeking for a reimbursement. Agent provided the CAIR number and the mailing address to Chrysler. Agent advised the customer to send in proof of payments and repair invoice.

Customer later stated that still there is a problem with the airbags after replacing the sensor in November 2008. Customer has diagnosed the vehicle at the selling dealership in April 2009 who advised her that the repair will cost around \$250.

Customer was happy and satisfied with the information provided.

**Customer Assistance Inquiry Record (CAIR)#****18510300**

<b>Vin</b>	2D4GP44L0	6R668470	<b>Open Date</b>	04/16/2009	<b>Build Date</b>	09/20/2005	
<b>Model Year</b>	06	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	10/31/2005	<b>Dealer</b>	26730	<b>Dealer Zone</b>	51	<b>Mileage</b>	48,070
<b>Name:</b>	KROHN, RICKY R					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	3646 CHARLES ST					<b>Home Phone</b>	(262) 639-6057
	RACINE WI 53402-3326					<b>Country</b>	UNITED STATES

Referral - Tier Three - Default - Default - Default	Customer seeking for goodwill assistance.
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Sensors needs to be replaced.

\*\*\*\*Begin structured narrative T2 - TIER THREE REFERRAL

Transferred customer to T3 or Reassigned CAIR to

Transferred

T3 in-basket ?insert in-basket #? per ? NIC ?.

NA

\*\*\*\*End structured narrative T2 - TIER THREE REFERRAL

Customer called in stating that the air bag sensors needs to be replaced and is not covered under warranty however is a safety concern. Customer states that earlier the sensors were replaced. Customer states that the front air bag sensors need to be replaced and will \$318 for the repair. Customer seeking for goodwill assistance. Customer is the original owner with 3 vehicles on household.

Agent transferred the call to tier3 for further assistance and gave the reference no for further correspondence. Approved by ES738. NO COMMITMENT MADE FOR GOODWILL

What is the customer requesting from Chrysler? Goodwill

How far out of warranty is the vehicle/repair by time and/or mileage?  
12000

Service contract (Chrysler or 3rd party) that would cover the repair? NO

Original owner? (yes/no) If no, purchased when? YES

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

3

Is there any repair history related to the current concern? YES

Has the vehicle been diagnosed by a Chrysler, Dodge or Jeep dealership?

YES

Service dealer code? 26730

Service manager name? NA

NIC of team leader/floor walker who authorized escalation of caller?

ES738

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Customer states he feels the airbag sensor should not have gone out this soon, Customer states there was already an airbag sensor replaced while the vehicle was under warranty. Customer states he is seeking assistance with the repair, customer states he is willing to participate with the cost, just keep the cost down.

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Writer found the customer currently owns 3, had a previous CDJ vehicle and total of 5 new CDJ vehicles in the household, no service contract, the vehicle is out of warranty by approximately 12,000 and time 10/31/08. Customer claims maintenance service is performed by Dealer.

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Writer contacted dealer 26730, Service Manager, Mark C. SM confirmed the front right speed impact sensor needs to be replaced. SM states the customer is only loyal to the dealership for warranty repairs, SM does not recommend assisting the customer as this customer has been assisted with goodwill on three different occasions for a wheel speed sensor, right rear hub and bearing, and the right and left outer tie rods and alignment.

----

Writer agrees with the SM to not continue offering goodwill, however the concern is related to safety. Writer approved reimbursing the customer \$100.00 towards the repair of the front right speed impact sensor.

----

Advised customer to submit original repair order & proof of payment to:  
Chrysler Customer Assistance Center  
PO Box 21-8004  
Auburn Hills, MI 48321

Advised customer to make a copy of these documents for their records.  
Asked the customer to include a brief letter of explanation & request, including their name, address, phone number, VIN, & reference number (CAIR). Advised customer the goodwill offer is dependent upon verification of all documents requested.

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Customer has accepted the offer.

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**Customer Assistance Inquiry Record (CAIR)#****18511575**

<b>Vin</b>	1A4GP45R5	6B562993	<b>Open Date</b>	04/16/2009	<b>Build Date</b>	10/07/2005	
<b>Model Year</b>	06	<b>Body</b>	RSYH52	CHRYSLER TOWN & COUNTRY FWD SWB WAGON			
<b>In Service Dt</b>	11/16/2005	<b>Dealer</b>	68590	<b>Dealer Zone</b>	51	<b>Mileage</b>	51,235
<b>Name:</b>	BUCKLEY, LEROY P					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	16755 OKETO AVE					<b>Home Phone</b>	
	TINLEY PARK IL 60477-2449					<b>Country</b>	UNITED STATES

Referral - Tier Three - Default - Default - Default	Customer seeking goodwill assistance
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	customer called for the airbag lights on.
Product - Steering - Power Rack and Pinion / Gear - Leaks - Default	customer complaining of the rack leaking problem

Customer called to inform that he is facing problem with the rack leaking airbag lights on. Customer states that his vehicle is at the dealership 68590 and they informed that the steering needs to be replaced and the wiring for the airbag needs to be repaired. Customer states that the dealership informed him that the cost for the repair work is going to be 1000\$. Customer seeking goodwill assistance. Agent transferred the call to tier3 approved by LL679.

What is the customer requesting from Chrysler? goodwill

How far out of warranty is the vehicle/repair by time and/or mileage? 14000

Service contract (Chrysler or 3rd party) that would cover the repair? no

Original owner? (yes/no) If no, purchased when? yes

How many Chrysler vehicles has the customer owned including this vehicle? 3

Is there any repair history related to the current concern? no

Has the vehicle been diagnosed by a Chrysler, Dodge or Jeep dealership? yes

Service dealer code? 68590

Service manager name? n/a

NIC of team leader/floor walker who authorized escalation of caller? LL679

Customer called for assist with the repair of his steering rack and the airbag light. Writer called dealer 68590 and spoke to the service manager. Service manager transferred to the service advisor Richard, he stated he will get warranty rated and call back.

-----

Dealer calls back with information previously requested.

Dealer transferred to original agent working CAIR.

Customer states that the dealership informed him that they can give some discount on the repairs. Customer states that he was being informed yesterday that he might get goodwill from Chrysler but the rep needs to discuss the matter directly with the dealership. Customer called in regards to the same concern. Agent consulted RP777 and transferred the call to tier 3.

Called spoke with SM Tony at dealer 68590. Warranty pricing on Rack & Pinion; Air Bag Module/wiring harness; \$392; Warranty Pricing on Labor \$395; \$400.00 Co-Pay .

\*\*\*\*\*

As a one-time goodwill gesture, Chrysler will Replace Rack & Pinion, Fix Airbag.

Customer will be responsible for a co-pay in the amount of \$400.00.

This goodwill is being offered because: Customer Satisfaction

##### DIRECT-TO-DEALER #####

ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER

The CAC is sending this CAIR because of a goodwill policy decision that was made on behalf of this customer. A pre-auth has been created within GWA. If you need additional assistance with this PA, contact Lane V at 800-992-1997 extension # 66104

You may also contact us by email at: T2email@chrysler.com

Customer has been informed of this decision

Please update and/or close CAIR when complete.

#####

REASSIGNED TO BC/DLR 51 68590 04/17/09 11:02 R 18511575

REASSIGNED TO BC/DLR 51 68590 04/17/09 11:03 R 18511575

\*Contact Date:04/20/2009

Service Manager at the dealership has closed the Cair# 18511575

DCX goodwill repair is documented on Repair Order#251653

Request was reviewed with DM.

CAIR RETURNED FROM DEALER ON 4/20/2009 AT 11:08:297 R 18511575

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**Customer Assistance Inquiry Record (CAIR)#****18514681**

<b>Vin</b>	1D4GP45R6	5B402256	<b>Open Date</b>	04/17/2009	<b>Build Date</b>	05/11/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKH52	DODGE CARAVAN SXT FWD SWB WAGON			
<b>In Service Dt</b>	06/11/2005	<b>Dealer</b>	56388	<b>Dealer Zone</b>	51	<b>Mileage</b>	30,286
<b>Name:</b>	VANDOM, JEAN					<b>Contact Type</b>	LETTER
<b>Address</b>	1570 N 30TH RD UNIT 5					<b>Home Phone</b>	(815) 433-3874
	OTTAWA IL 613509664					<b>Country</b>	UNITED STATES

Corporate - Recall - Default - Default - Default	Customer is seeking recall information
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer is seeking reimbursement for the sensors.

POSTMARK DATE: 040709; DATE RECEIVED: 041609

\*Customer is seeking reimbursement for the Air bag sensors.

\*Customer states that the air bag warning lights were on and had to replace both the sensors.

\*Customer states that they found out that there was a recall for the sensors on the internet.

\*Agent reviewed the case and found that there was no recall for the air bag sensors.

\*\*\*\*\*

As there is no recall, Chrysler will not reimburse the customer for the repairs.

\*\*\*\*\*

\*Agent called the customer on 04/17/09 at 815-433-3874 to decline the reimbursement request.

\*Agent reached the voicemail and left a message.

\*\*\*Attention next agent\*\*\*

Please inform the customer that there no recall on the vehicle and Chrysler will not reimburse for the repairs.

Thank you.

Customer wants to know the status

Agent informed the customer there is no recall on the vehicle.

Customer calls seeking recall information. Advised the customer there are no incomplete recalls for this vehicle. The customer was also advised a notification letter will be mailed to the address on file in the event their vehicle is involved in a future recall.

**Customer Assistance Inquiry Record (CAIR)#****18515086**

<b>Vin</b>	1D4GP24R8	5B338694	<b>Open Date</b>	04/17/2009	<b>Build Date</b>	02/27/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON			
<b>In Service Dt</b>	04/27/2005	<b>Dealer</b>	45016	<b>Dealer Zone</b>	51	<b>Mileage</b>	71,201
<b>Name:</b>	GEIB, DEBORAH					<b>Contact Type</b>	LETTER
<b>Address</b>	22630 W WASHINGTON ST					<b>Home Phone</b>	(847) 395-0456
	ANTIOCH IL 600029309					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp  
On/Flashing - Default

Customer is seeking reimbursement for the repairs on  
air bag sensor.

POSTMARK DATE: 040709; DATE RECEIVED: 041609

Customer writes seeking reimbursement for the repairs performed on the air bags sensor from the dealer. Customer states that there would have been a recall and the dealer did not inform the customer and customer should not have been charged for the repairs. Customer is seeking reimbursement for the repairs of \$213.76.

Customer has now provided the invoice for the repairs performed at 45016 ?Antioch Chrysler? on the right front air bag sensors. Customer has also provided the credit card slip.

Agent reviewed,  
Customer is the original owner  
Customer owns 3 vehicles  
Has a 7/70 warranty  
Repairs performed at an authorized dealership.  
As one time goodwill, agent decides to reimburse the customer for \$113.76  
?cost of repairs \$213.76 less \$100.00 co-pay?. Note- No recall on the vehicle and vehicle out of warranty.

Agent updated the coin, mileage and the servicing dealer.  
Agent is submitting the check request to 85J for \$113.76.  
Note: Reimbursement not to be discussed with the customer till the request is approved.

Check amount approved. Please inform customer of the same and confirm mailing address. Reassign the cair to SK563 for final approval.

Agent called the customer on 04/23/09 on the secondary#, no response.  
Agent called the customer on the primary#, reached voice mail. Agent left a reimbursement approval message and provided the reference# and the CAC#. If the customer calls back, next agent has to  
- Inform the customer that the reimbursement has been approved for \$113.76 and customer will receive the check in next 10-15 working days on the address as per the file.  
- Explain the customer that there is no recall on the airbag components.  
The repair was out of warranty, however, as a goodwill, Chrysler has considered this reimbursement.

The address on the invoice, envelope and file is same  
Agent updated the coin.  
Agent is re-assigning the cair to SK563 for final check handling.

**Customer Assistance Inquiry Record (CAIR)#****18515573**

<b>Vin</b>	1D4GP25BX	5B370029	<b>Open Date</b>	04/20/2009	<b>Build Date</b>	04/27/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKL52	DODGE CARAVAN SE FWD SWB WAGON			
<b>In Service Dt</b>	10/14/2005	<b>Dealer</b>	42032	<b>Dealer Zone</b>	32	<b>Mileage</b>	43,469
<b>Name:</b>	PARISH, PAUL					<b>Contact Type</b>	E-MAIL
<b>Address</b>	23 PROSPECT HILL DR					<b>Home Phone</b>	
	EAST WINDSOR CT 06088					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer is experiencing problem with the air bag sensor.
Corporate - Recall - Default - Default - Default	Customer is seeking recall information on Air bag sensors.

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

NHTSA CAMPAIGN 07V192000

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

Purchased New or Used?

If Used, date purchased? 09/12/07

If used, mileage at time of purchase? 30317

If used, where was the vehicle purchased? CDJ

Is the vehicle at a Chrysler/Dodge/Jeep dealer now? No

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

the above listed recall states the front airbag sensors fail if the vehicle is driven in states where they salt the road in the winter. my airbag warning light on my dash has recently lit up and i took my vehicle to Enfield Chrysler in Enfield CT and the service dept states i have a front sensor that needs replacing. how can i get this replaced through the above listed recall? Thanks for your assistance.

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

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

We apologize for the inconvenience caused due to the problem with the airbag sensors of your vehicle and appreciate the time and effort you took to write to us.

In response to your email, we would like to inform you that the notification you have received from the National Highway Traffic Safety Administration (NHTSA) is based on an early report from Chrysler LLC regarding our recall plans. The subscription notification is based on the vehicle make and year from a report Chrysler provided to NHTSA, but the actual involved vehicle list is still being prepared. Once the list is complete, our systems will reflect those vehicles and the owners of record will be notified directly by Chrysler via U.S. Mail.

Currently, your vehicle has no outstanding recalls. I have updated our customer address file with the information you have provided on the email web form. This address is where a recall notification would be sent.

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

Simply log on to our brand website at [www.Dodge.com](http://www.Dodge.com), click on 'For Owners' at the top of the home page and then enter the last eight digits of your Vehicle Identification Number (VIN) in the Recall box provided.

As you are experiencing problem the airbag sensors, we recommend that you contact your local authorized dealer to arrange an appointment for proper diagnosis and repair.

You can locate the dealerships using the 'Find a Dealer' tab on the Dodge website at [www.dodge.com](http://www.dodge.com).

If we can be of any assistance to you in the future, please let us know.

Thanks again for your email. We appreciate you and your business.

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

**Customer Assistance Inquiry Record (CAIR)#****18517991**

<b>Vin</b>	1D4GP45RX	5B434997	<b>Open Date</b>	04/20/2009	<b>Build Date</b>	06/28/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKH52	DODGE CARAVAN SXT FWD SWB WAGON			
<b>In Service Dt</b>	07/12/2005	<b>Dealer</b>	60255	<b>Dealer Zone</b>	42	<b>Mileage</b>	54,900
<b>Name:</b>	BRANSTEIN, JEAN M					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	35726 W ISLAND DR					<b>Home Phone</b>	
	EASTLAKE OH 44095-1736					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer said the light stays on
Corporate - Recall - Default - Default - Default	Customer seeking recall information

Customer calls seeking recall information. Advised the customer there are no incomplete recalls for this vehicle. The customer was also advised a notification letter will be mailed to the address on file in the event their vehicle is involved in a future recall.

Customer said the air bag light stays on so wants to check to check if there is a recall.

Email address declined

SM Fred at #60255 calls back to advise that both air bag impact sensors need replacement. Total cost of repair at warranty rates is \$149.29. As goodwill, due to first owner and safety item, writer will cover total cost of repair, less a \$50.00 copay to owner. Writer will pre-authorize claim.

**Customer Assistance Inquiry Record (CAIR)#****18518181**

<b>Vin</b>	2C4GP54LX	5R505973	<b>Open Date</b>	04/21/2009	<b>Build Date</b>	04/21/2005	
<b>Model Year</b>	05	<b>Body</b>	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON			
<b>In Service Dt</b>	08/04/2005	<b>Dealer</b>	43514	<b>Dealer Zone</b>	51	<b>Mileage</b>	63,120
<b>Name:</b>	MCCOWAN, HEATHER					<b>Contact Type</b>	E-MAIL
<b>Address</b>	1848 N. AIRPORT RD					<b>Home Phone</b>	(309) 452-6470
	NORMAL IL 61761					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Complains that the airbag light remains on.
Dealer - Service/Body Shop - Transaction - Excessive Service Costs - Default	Complains that the dealership is charging \$300 for the sensor repair.
Dealer - Sales - Transaction - Warranty Misrepresented - Default	Complains that the dealership lied about the extended warranty coverage.
Corporate - Recall - Default - Default - Default	Customer inquires about the recall on airbag light and frontal sensor.
Referral - Tier Three - Default - Default - Default	Reassigned to 88X for further handling.
Dealer - Service/Body Shop - Transaction - Other - Default	Unhappy with the dealership service.

## \*\*\*\*\* EMAIL BRIEF DESCRIPTION CONTENT \*\*\*\*\*

Problem with 2005 Town &amp; Country Recall/Warranty

## \*\*\*\*\* END EMAIL BRIEF DESCRIPTION CONTENT \*\*\*\*\*

Purchased New or Used?New

## \*\*\*\*\* BEGIN CUSTOMER EMAIL \*\*\*\*\*

I have a couple of concerns regarding my '05 Town and Country which I bought brand new in August 2005. 1.)Recently our airbag light came on. I went online and researched and found that there was a recall (NHTSA Campaign Number 07V192000) on the Frontal Sensor/Control Module for '05 Town and Country and Dodge Caravans. This recall states that it is for 27 states (of which our state is one) due to the high amounts of salt used in the winter months corroding the sensor. When I took my van to the dealership, they indicated that my vehicle was not one of the ones affected by the recall, however after inspection, the same sensor is what is bad in my van, yet the dealership said it would cost me over \$300 to fix. I was also informed that this is not covered under my extended warranty. My question is, why is my van not covered under this recall? It is the same sensor, which is corroded as in the recall. How do you determine which '05's are covered and which are not? 2.)My second issue is with the extended warranties that your dealerships are selling. When I purchased my van, I bought the extended warranty mainly because the dealership where I bought my van told me that it covered EVERYTHING that the original manufacturer's warranty covered. This was important to me as I thought it would save us some money in the long run insuring we were covered for an extended period after the original warranty expired. When I asked the servicing dealership if this sensor would have been covered in the original warranty he said yes, but your extended warranty does not cover this. So apparently I was lied to and bilked for quite a bit of money when I bought the extended warranty. After talking with some other people, I have found that it is not just the dealership that I bought my van from that is telling people that the extended warranty covers the same items. So your dealerships either do not understand the warranties you offer, OR they are told to do whatever it takes, including lying, to make the sell. 3.)The last item I have is more of a comment. It seems odd that when I receive good service, I get a letter in the mail from the dealership hoping that my service was great and to let them know if I have any questions. This letter also "reminds" me if I get a service warranty in the mail to mark all top notch so that they can retain their high rating. However, when they know they have been less than helpful, and have an unsatisfied customer, no letter and no service survey either. As you can tell, I am not happy with the service I have received concerning the van I purchased and the extended warranty. My van is not, for whatever reason covered

under the recall, yet it is having the same problem, and my extended warranty also does not cover this. I must say at this point, I will think long and hard before buying another Chrysler product again. The others I have spoken with regarding their experiences are also not likely to buy from Chrysler again either. I have tried to get my questions answered (from various levels) and have not gotten in touch with anyone who can or will help. This is not good customer service.

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

Reassigned to 88X. (KS648)

Customer experiencing problem with the airbag light remaining on and frontal sensor. Customer states that she checked for the recall on these issues and found that there are NHTSA recall related to frontal sensor. Customer's concern is why her vehicle is not taken into consideration for the above recall campaigns and complains that the dealership is charging her \$300 for the sensor repair.

Secondly, customer states that the repair should be covered by the extended warranty as was informed by the dealership at the time of purchase.

Note: Customer owns 3 vehicles, out of which one is used, one is new and the third one is disposed.

As per warranty code #704 (Current mileage on this vehicle is 63120 Miles). Hence the vehicle is under 7/70 Powertrain warranty.

Please call up the customer at (309-452-6470) and the dealership #43514, if required to discuss this issue.

\*\*\*\*\*

\*\*\*\*\*Email response/review\*\*\*\*\*

Customer calls requesting to speak with SM1203

Customer/Caller name match to CAIR confirmed.

The CAIR is 30 days old or less.

Agent has checked for decline standard paragraph.

Customer informed to leave message if agent isn't available.

Customer/Caller transferred to extension # 66093

\*\*\*\*\*WRITER WILL REIMBURSEMENT OF \$216.00 OF THE REPAIR OF THE SENSOR.\*\*\*\*\*

Advised customer to submit original repair order & proof of payment to:

Chrysler Customer Assistance Center

PO Box 21-8004

Auburn Hills, MI 48321

Advised customer to make a copy of these documents for their records.

Asked the customer to include a brief letter of explanation & request, including their name, address, phone number, VIN, & reference number (CAIR). Advised customer the goodwill offer is dependent upon verification of all documents requested.

Writer informed customer that recalls are VIN specific and customer was instructed to contact dealership and see who's service contract was purchased and request for a copy of the service contract. Writer also informed customer to contact Service Contract company and request a copy. Customer called for status on her reimbursement. Agent checked HPIMS primary CAIR detail F19 screen. There is not information showing the status of the reimbursement. Customer stated she had an appointment to get to. Agent was unable to call customer back due to call volume.

-

Customer called in stating that she never received her check. Writer reviewed case and found that Chrysler never received paper work. Customer states she sent it via certified mail and shows that a (Kyle) signed for it. Writer apologized and informed customer to send in copies of invoice and proof of payment and include a brief letter explaining the reason why she is sending copies.

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**Customer Assistance Inquiry Record (CAIR)#****18520394**

<b>Vin</b>	2D4GP44L5	6R600083	<b>Open Date</b>	04/20/2009	<b>Build Date</b>	08/05/2005	
<b>Model Year</b>	06	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	09/03/2005	<b>Dealer</b>	44436	<b>Dealer Zone</b>	32	<b>Mileage</b>	74,000
<b>Name:</b>	EVANS, ROBERT					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	22B MORSE CT					<b>Home Phone</b>	(978) 657-1471
	MANCHESTER MA 01944-1316					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Other - Front - Pass	customer seeking assistance for air bag repairs
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customer said he had had an oil change for which he was charged at a cdj dealer, was seeking reimbursement, checked gwa he had oil changes left, advised him to send the bills for reimbursement. Provided the address. He asked if the tie rods were covered, checked in gwa the lop# 19630102 advised it isn t covered. He said that dealer told him that the front left impact sensor needs to be replaced and the air bag maynot deploy, he wants to charge him \$229.95 he didn t want to pay for that, checked in gwa the lop# 08142503, advised it isn t a covered item by the sc, he was upset said that this is a safety issue and Chrysler should do something about this. Transferred to t3ccac at \*8100. he has a \$100 deductible under plan

Writer received call from customer, customer asked if his service contract covers impact sensors. Writer checked LOP, and advised that the contract would not cover. Customer states he is unhappy with the terms of the contract. Wr5iter advised that there are different plans available, and that the amount of coverage depends on the plan he chooses. Customer did not request goodwill for repair, writer found no loyalty history, miles about 74000, item is 3/36.

**Customer Assistance Inquiry Record (CAIR)#****18522621**

<b>Vin</b>	1C4GP45R0	5B380560	<b>Open Date</b>	04/21/2009	<b>Build Date</b>	04/13/2005	
<b>Model Year</b>	05	<b>Body</b>	RSYH52	CHRYSLER TOWN & COUNTRY FWD SWB WAGON			
<b>In Service Dt</b>	07/30/2005	<b>Dealer</b>	42977	<b>Dealer Zone</b>	51	<b>Mileage</b>	54,836
<b>Name:</b>	HORVAT, MICHAEL C					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	15400 W GLENDALE DR					<b>Home Phone</b>	
	NEW BERLIN WI 53151-2918					<b>Country</b>	UNITED STATES

Corporate - DaimlerChrysler Address - Default - Default - Default	Agent provided CCAC address.
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer states the air bag lights came on.

The Customer called in and informed that the warning lights for the air bags came on. The Customer stated that he took the vehicle to the dealership (42977) and they found that both the front impact sensors left and right needs to be replaced. The Customer stated that he had to pay \$482 for getting the impact sensors replaced. The Customer stated that as it is a safety issue and the sensors shouldn't have gone bad so soon. The Customer seeking reimbursements for the impact sensors replacement. The Agent informed to send in the Original receipts (Invoice) and the proof of payments. The Agent informed to write a brief letter describing the entire concern. The Agent informed that his request would be reviewed by the concerned dept. The Agent provided reference #, CCAC address, provided fax no. The Agent did not commit anything to the customer. Informed to write the reference #, on each document which he will be sending including the letter and the envelope.



**Customer Assistance Inquiry Record (CAIR)#****18522973**

<b>Vin</b>	2D4GP44L7	6R895946	<b>Open Date</b>	04/21/2009	<b>Build Date</b>	05/30/2006	
<b>Model Year</b>	06	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	06/01/2006	<b>Dealer</b>	41261	<b>Dealer Zone</b>	32	<b>Mileage</b>	53,000
<b>Name:</b>	JOSEPH, JEROME J					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	50 GREENVALE DR					<b>Home Phone</b>	(585) 244-1981
	ROCHESTER NY 14618-4237					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer complaining about the air bag light.
Corporate - Recall - Default - Default - Default	Customer seeking for recall information.

Customer called in and wanted to check whether there is any recall announced on the vehicle. Agent advised the customer that there is no recall announced on the vehicle. Agent advised the customer that he will be receiving a notification from Chrysler incase of any recalls announced. Customer was also complaining about the air bag light coming up. Agent advised the customer to get in touch with the dealer for the same. Customer was ok with the information.

**Customer Assistance Inquiry Record (CAIR)#****18523669**

<b>Vin</b>	2A8GP54L3	6R661041	<b>Open Date</b>	04/21/2009	<b>Build Date</b>	10/11/2005	
<b>Model Year</b>	06	<b>Body</b>	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON			
<b>In Service Dt</b>	11/17/2005	<b>Dealer</b>	67243	<b>Dealer Zone</b>	42	<b>Mileage</b>	37,000
<b>Name:</b>	STILLMAN, JEFFREY L					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	3249 SCHOOLHOUSE DR					<b>Home Phone</b>	
	WATERFORD MI 48329-4332					<b>Country</b>	UNITED STATES

Referral - Tier Three - Default - Default - Default	Customer seeking good will assistance
Product - Air Conditioning / Heater - Evaporator - Defective - Default	Customer seeking recall on air bag light flashes

\*\*\*\*Begin structured narrative T2 - TIER THREE REFERRAL

Transferred customer to T3 or Reassigned CAIR to  
trancefer

T3 in-basket ?insert in-basket #? per ? NIC ?.

ST702

\*\*\*\*End structured narrative T2 - TIER THREE REFERRAL

Customer called and said that there is a corrossion on the evaoprator,and  
secondly customer said that the air bag sencers has gone bad,custoemr  
seeking repair or recall assistance from chrysler,writer discused the  
issue with the floor supoort and with the authorisation writer tranferd  
the call to teir-3.

Informed customer that before Chrysler considers 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, (owns 1 current, 1 previous & 0  
household vehicles) requesting goodwill for Air Bag light, and to be help  
with some financial backing. Spoke with Dealer 67243 SM Jeffery Franks  
who will be glad to do a diagnosis at 100.00 and then see if he will  
offer use of his SUDSA. Writer gave no promises or quotes  
Customer has not come in for diagnosis to date.  
Customer has not come in for diagnosis to date. Cair Closed

**Customer Assistance Inquiry Record (CAIR)#****18524148**

<b>Vin</b>	2C8GP54L3	5R491008	<b>Open Date</b>	04/21/2009	<b>Build Date</b>	03/31/2005	
<b>Model Year</b>	05	<b>Body</b>	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON			
<b>In Service Dt</b>	05/24/2005	<b>Dealer</b>	37271	<b>Dealer Zone</b>	74	<b>Mileage</b>	52,101
<b>Name:</b>	FREDERICKSON, SANDRA J					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	1279 60TH ST					<b>Home Phone</b>	(715) 268-8436
	AMERY WI 54001-2544					<b>Country</b>	UNITED STATES

Product - Brakes - Unknown - Other - Unknown	ABS brake light is on. Sensor needs to be replaced.
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	air bag light coming on.

Customer called and says that the air bag light coming on and complains that this is an ongoing problem. Customer says that the dealership asked him to pay for the repairs and wants Chrysler to help him with the repair. Agent offered customer a callback as systems were slow. Agent called the dealership 37271 and spoke with SA Rich and was informed that the seat belt was replaced for air bag light come on and back in november they replaced harness and says that the speed sensor is bad and needs replacement and also says that the left and right impact sensor needs replacement and as this is a new problem will not be covered under warranty. Rich says that the vehicle has been to the dealership more than couple of times for the same concern.

Agent called the customer and asked her to call CAC so that the call could be transferred to tier 3.

Customer called regarding the same issue and wanted to be transferred to senior staff representative. Agent transferred to T3 as per notations in lines 12 and 13 by the approval of ES738.

\*\*\*\*\*Customer is requesting assistance with the repair/replacement of some sensors.\*\*\*\* Writer reviewed customer history and found 2 vehicles with this one purchased used with no service contract.

Writer called dealer 37271 Service Manager (SM) Jay to confirm the problem. SM stated that they called customer to obtain authorization for diagnosis. SM stated that the dealership has been covering much of her repairs for the last 13,000 miles and over 1 year.

SM stated that customer has refused several repairs such as replacing the battery since customer would need to pay for it.

\*\*\*\*\* GOODWILL ASSISTANCE HAS BEEN DECLINED \*\*\*\*\*

Informed customer that Chrysler will not participate in the repair.

The vehicle warranty has expired by time and mileage.

Unless the customer offers new information, decision remains unchanged.

\*\*\*\*\*

Approval to decline any assistance with the repair of the sensors was provided by ME601.

**Customer Assistance Inquiry Record (CAIR)#****18525696**

<b>Vin</b>	1D4GP45R1	5B320578	<b>Open Date</b>	04/22/2009	<b>Build Date</b>	02/03/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKH52	DODGE CARAVAN SXT FWD SWB WAGON			
<b>In Service Dt</b>	03/05/2005	<b>Dealer</b>	43666	<b>Dealer Zone</b>	32	<b>Mileage</b>	42,425
<b>Name:</b>	FRISCH, NICOLAS					<b>Contact Type</b>	LETTER
<b>Address</b>	41 RUMSON RD					<b>Home Phone</b>	(716) 691-8172
	AMHERST NY 142283045					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer is seeking reimbursement for the repairs on sensor
Product - Electrical - Unknown - Other - Default	Customer is seeking reimbursement for wiring

POSTMARK DATE: 041709; DATE RECEIVED: 041709

Customer is seeking reimbursement for new sensor.

Customer has sent the repair invoice along with the proof of payment.

Customer states the light for the driver s airbag was on constantly and the dealership stated the he needs to replace a new sensor.

\*\*\*\*\*

Customer has performed the repairs at an authorized dealership.

The Mileage at the time of repair was 42425 miles.

The vehicle is 2005 model.

Customer had 4 vehicles and currently owns 2 vehicles in his household.

As per the previous cair # 18494254 had decided to reimburse the for the amount of \$159.85 as \$50.00 co-pay to the total amount of \$209.85 as one time goodwill gesture.

As per the Page 1 invoice for check on SRS light =\$105.00

Page 1 to 2 replaced the sensor and installed wiring =\$ 104.85

Total amount =\$209.85

Agent submitting a check amount of \$159.85 for approval.

Mileage, dealership and coin updated.

\*\*\*\*\*

**Customer Assistance Inquiry Record (CAIR)#****18525872**

<b>Vin</b>	1C4GP45RX	5B388164	<b>Open Date</b>	04/22/2009	<b>Build Date</b>	04/27/2005	
<b>Model Year</b>	05	<b>Body</b>	RSYH52	CHRYSLER TOWN & COUNTRY FWD SWB WAGON			
<b>In Service Dt</b>	05/26/2005	<b>Dealer</b>	62224	<b>Dealer Zone</b>	42	<b>Mileage</b>	60,000
<b>Name:</b>	MALONEY, MICHAEL					<b>Contact Type</b>	LETTER
<b>Address</b>	23969 STONEHEDGE DR					<b>Home Phone</b>	(440) 716-8562
	WESTLAKE OH 441454825					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp  
On/Flashing - Default

Customer is seeking reimbursement for the air bag  
sensors repairs.

POSTMARK DATE: 041509; DATE RECEIVED: 042109

\*Customer is seeking reimbursement for the air bag sensors.

\*Customer states that the repair cost him \$369.77

\*Customer states that repair was not covered by the recall.

\*Customer has not sent the repair invoice for review.

\*Agent called the customer on 04/22/09 at 440-979-1123 for the invoice.

\*Agent reached the voicemail and left a message.

\*Agent called the customer again on 04/22/09 at 440-716-8562 and spoke to  
Lisa.

\*She stated that the customer is not available.

\*Agent informed her to contact Chrysler on 800 number.

Agent provided the 800 number.

\*\*\*Attention next agent\*\*\*

Please inform the customer to send a copy of the repair invoice and the  
proof of payment,  
only for review.

Thank you.

MR MICHAEL MALONEY called in stating that he is returning the call from  
shirley. Agent checked the records and informed the customer to send the  
required documents so that the reimbursement department can review it.  
Agent advised the CAIR number to the customer and advised him to document  
that on the cover letter. Agent also informed the customer that he will  
get a call back from the reimbursement department within a weeks time  
from the time we receive the documents. No commitments made.

**Customer Assistance Inquiry Record (CAIR)#****18526363**

<b>Vin</b>	2D4GP44L3	6R658435	<b>Open Date</b>	04/22/2009	<b>Build Date</b>	09/19/2005	
<b>Model Year</b>	06	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	12/30/2005	<b>Dealer</b>	55025	<b>Dealer Zone</b>	35	<b>Mileage</b>	33,468
<b>Name:</b>	PARKINSON, FRANKLIN G					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	68 CARRIAGE PARK LN					<b>Home Phone</b>	(304) 229-3646
	BUNKER HILL WV 25413-3335					<b>Country</b>	UNITED STATES

Dealer - Service/Body Shop - Transaction - Problem Not Resolved - Default	Customer stated that he is upset that the same issue is recurring.
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer stated that he wants to complain about continual airbag issues.

Customer stated that he has had to bring this vehicle in multiple time for the same repair. Customer informed writer of all the previous repair times. Customer stated that his airbag light came on again. Customer stated that he wants it fixed and for good. Customer stated that he thinks that it is a problem with the vehicle not the airbag. Customer expressed his frustration with the airbag needing to be fixed again. Writer informed customer that before Chrysler considers 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 is seeking out of assistance in the form of cover all expense to fix air bag

Based on the information at hand, agent is considering the following: Agent wants to assist customer because it is a recurring issue. Writer is sending customer back to dealership that repaired the vehicle back in December 2008. Writer is wanting to see what the dealership is deciding to do before considering any goodwill offer.

Writer informed customer to contact agent after diagnosis is made. Writer gave customer the reference number and agents information to contact writer back at. Customer stated that he will call them to set up the appointment.

Customer called in and wanted to speak with MS1499 and provided with the reference number and the Agents ID. Agent transferred the call to extension # 66155. Approved by LL679.

Caller, the mother of Mr. Parkinson insisted on speaking with MS1499.

Agent transferred the call to ext. #66155 with the approval of LL679.

Customer insisted on immediate help. Customer stated the vehicle is waiting to authorization for repair the vehicle.

Agent called SM at dealer 55025. SM stated he would like to help the customer. SM stated he is willing to use DSA.

Agent informed customer SM will call to inform him about the goodwill decision.

As a one-time goodwill gesture, Chrysler/Dealer will assist in the clock spring repair.

Customer will be responsible for (dealership did not specify a co-pay amount for this customer.

This goodwill is being offered because:customer has had many issues with the clock spring.

##### DIRECT-TO-DEALER #####  
#

ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER

The CAC is sending this CAIR because of a goodwill policy decision that was made on behalf of this customer. You have indicated you will be using your DSA to assist this customer. The customer has not been informed of this decision. Update and/or close CAIR when complete.

If you need to speak with the agent about this CAIR, please call 1-800-992-1997, Agent extension is 66154 or you may email us at

T2email@chrysler.com

#####

#

REASSIGNED TO BC/DLR 35 55025 04/27/09 14:10 R 18526363

\*Contact Date:04/28/2009

Service Manager at the dealership has closed the Cair# 18526363

Dealer goodwill repair is documented on Repair Order#72213

CAIR RETURNED FROM DEALER ON 4/28/2009 AT 04:17:167 R 18526363

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**Customer Assistance Inquiry Record (CAIR)#****18526617**

<b>Vin</b>	1D4GP24RX	6B551146	<b>Open Date</b>	04/22/2009	<b>Build Date</b>	09/17/2005	
<b>Model Year</b>	06	<b>Body</b>	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON			
<b>In Service Dt</b>	10/12/2005	<b>Dealer</b>	49989	<b>Dealer Zone</b>	66	<b>Mileage</b>	79,015
<b>Name:</b>	WRIGHT, KACY					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	1514 LASAOOE ST					<b>Home Phone</b>	(317) 717-1666
	INDIANAPOLIS ID 46201-					<b>Country</b>	UNITED STATES

Corporate - CNA Change - Default - Default - Default	Agent updated ownership information in COIN.
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer states the air bag light comes on.

Customer states that she purchased the vehicle from a Hyundai Dealership yesterday. Customer states the air bag light comes on. Customer states that it is a safety issue. Customer states that there is nothing she can do about the air bag light. Customer states if it is something else, she does not mind paying for it. Customer wants Chrysler to pay for the repair as it is a safety issu. Agent informed the customer that the vehicle is way out of warranty as the vehicle has only 3/36 factory warranty. Agent informed the customer that a diagnosis from any Chrysler authorized dealership is required in order to review her case. Agent also informed the customer that the diagnostic fees will be at her expense. Customer understood. Agent provided her a reference number. Agent updated ownership information in COIN. No commitments made.



**Customer Assistance Inquiry Record (CAIR)#****18526669**

<b>Vin</b>	2C4GP44R2	5R552431	<b>Open Date</b>	04/22/2009	<b>Build Date</b>	05/25/2005	
<b>Model Year</b>	05	<b>Body</b>	RSYH53	CHRYSLER TOWN & COUNTRY LX FWD LWB WAGON			
<b>In Service Dt</b>	06/06/2005	<b>Dealer</b>	44746	<b>Dealer Zone</b>	51	<b>Mileage</b>	66,806
<b>Name:</b>	SCHICK, MELISSA					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	1016 N 2ND ST					<b>Home Phone</b>	(920) 262-6350
	WATERTOWN WI 53098-2810					<b>Country</b>	UNITED STATES

Referral - Tier Three - Default - Default - Default	Customer seeking for Goodwill.
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer states the air bag lamp keeps on flashing.
Corporate - Recall - Default - Default - Default	Customer states there is recall related to the airbag sensors.

\*\*\*\*Begin structured narrative T2 - TIER THREE REFERRAL

Transferred customer to T3 or Reassigned CAIR to  
Transferred

T3 in-basket ?insert in-basket #? per ? NIC ?.

\*8100

\*\*\*\*End structured narrative T2 - TIER THREE REFERRAL

Customer states that the air bag is on and the customer checked on the Internet and discovered that it is a manufacturing defect and the vehicle was diagnosed by 44746 and the Service Manager ?Mark? informed the customer that the sensor is having a manufacturing defect. Agent spoke with Mark and he informed that the Intake manifold and the front airbag sensor is indeed having a manufacturing defect and the cost of the repair is \$329 + Tax ?Customer Pay?. Mark suggested that we should cover the repairs under warranty with a \$100 Deductible and is looking for a P/A No#. Agent transfered the call to Tier 3.

What is the customer requesting from Chrysler?GOODWILL

How far out of warranty is the vehicle/repair by time and/or mileage?30800 IMILES

Service contract (Chrysler or 3rd party) that would cover the repair?NO

Original owner? (yes/no) If no, purchased when?NO

How many Chrysler vehicles has the customer owned including this vehicle?2

Is there any repair history related to the current concern?NO

Has the vehicle been diagnosed by a Chrysler, Dodge or Jeep dealership?YES

Service dealer code?44746

Service manager name?

NIC of team leader/floor walker who authorized escalation of caller?LL679

Customer called in regards with the same concern call transferred to T3.

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Customer states she was advised by the dealer the airbag sensors are faulty and need to be replaced. Customer states she found online there is a recall related to the airbag sensors. Customer is seeking assistance with the repair.

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Writer found the customer is the second owner, currently owns 2 used vehicles, no previous CDJ vehicles, no service contract, the vehicle is out of warranty by 30,800 miles and 06/06/08.

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Agent attempted to contact dealer Service Manager (SM) Mark, however, SM not available. Left message for a return call. Provided enough information to give SM the ability to understand the reason for the contact

Provided dealer with agents extension, which is 66091.

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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.

--xferred to 66091

Service Manager (SM) Mark called and was looking for a PA number. Agent transferred the call to the extention 66901 as per lines 40-44 and with the approval of ES738.

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Writer returned the call to SM, Mark. SM states he was looking for a PA. SM states the customer was made aware the repair would performed and the customer will be charged a \$100.00 co-pay. Writer advised the SM his dealership has SUDSA and asked if he would billing to use the SUDSA. SM agreed, he stated his warranty administrator requested a PA. Writer advised the dealership can submit the claim under the SUDSA once the repair has been performed. SM agreed.

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As a one-time goodwill gesture, Chrysler/Dealer will participate in the airbag sensor repair.

Customer will be responsible for a co-pay in the amount of \$100.00.

This goodwill is being offered because: SM recommendations, customer loyalty appreciation.

##### DIRECT-TO-DEALER #####  
#

ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER

The CAC is sending this CAIR because of a goodwill policy decision that was made on behalf of this customer. You have indicated you will be using your DSA to assist this customer. The customer ?has / has not? been informed of this decision. Update and/or close CAIR when complete.

If you need to speak with the agent about this CAIR, please call 1-800-992-1997, Agent extention is 66XXX or you mail email us at T2email@chrysler.com

#####  
#

REASSIGNED TO BC/DLR 51 44746 04/23/09 16:37 R 18526669

\*Contact Date:04/28/2009

Service Manager at the dealership has closed the Cair# 18526669

Dealer goodwill repair is documented on Repair Order#64270

CAIR RETURNED FROM DEALER ON 4/28/2009 AT 10:20:591 R 18526669

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**Customer Assistance Inquiry Record (CAIR)#****18530432**

<b>Vin</b>	2D4GP44L8	5R574237	<b>Open Date</b>	04/23/2009	<b>Build Date</b>	06/27/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	07/15/2005	<b>Dealer</b>	43970	<b>Dealer Zone</b>	51	<b>Mileage</b>	76,360
<b>Name:</b>	THOMPSON, JENNIFER N					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	610 EDWARDS ST					<b>Home Phone</b>	
	JEWELL IA 50130-7729					<b>Country</b>	UNITED STATES

Referral - Tier Three - Default - Default - Default	Agent transferred the call to t3.
Product - Electrical - Unknown - Corrosion/Rusty - Default	Airbag sensor corroded.
Corporate - Recall - Default - Default - Default	Customer seeking recall information.

Customer called in stating that the air bag sensor is corroded. Customer has been to the dealership and got the vehicle diagnosed. Dealership informed her that the vehicle of the same make and model are involved in a recall for the same issue however dealership told her that recalls are VIN specific. Customer wants to know why her VIN number is not involved in a recall even though she is facing the same problem like the other vehicles. Customer states that it is a defective part and does not want to pay for the repair. Customer seeking assistance for the repair.

\*\*\*\*Begin structured narrative T2 - TIER THREE REFERRAL

Transferred customer to T3 or Reassigned CAIR to

T3 in-basket ?insert in-basket #? per ? NIC ?.

\*\*\*\*End structured narrative T2 - TIER THREE REFERRAL

What is the customer requesting from Chrysler?

assistance for the repair

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

40000

Service contract (Chrysler or 3rd party) that would cover the repair?

no

Original owner? (yes/no) If no, purchased when?

yes

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

1

Is there any repair history related to the current concern?

no

Has the vehicle been diagnosed by a Chrysler, Dodge or Jeep dealership?

na

Service dealer code?

na

Service manager name?

na

NIC of team leader/floor walker who authorized escalation of caller?

ST702

Writer spoke with Kevin, SA from and he stated that the dealer never told the customer that the impact sensors were corroded. Owner obtained this information from the Internet but whatever recall information she found and brought to the attention, does not apply to her vehicle. There is just a problem of lack of communication from the PCM and the sensors. Kevin stated that the vehicle needs replacement for the right and left hand impact sensors plus a wiring kit. Estimated cost for the repair: \$227.33. Dealership recommends goodwill due to the fact that the owner is a good loyal customer and she will need further repairs coming soon. Vehicle is in good condition, no signs of abuse or neglect, no previous goodwill, etc. As a one time goodwill gesture, Chrysler will participate with some assistance for this repair minus a \$100.00 co pay. Kevin agreed to inform the owner about the offer. Kevin will contact writer back with warranty rates information in order for a PA to be submitted. Writer called the dealer and spoke with Kevin. Kevin stated that the repair was completed and the owner s co pay was \$100.00. Chrysler participation is \$65.06. Writer entered PA in GWA.

**Customer Assistance Inquiry Record (CAIR)#****18532188**

<b>Vin</b>	2C4GP44R2	5R470733	<b>Open Date</b>	04/24/2009	<b>Build Date</b>	03/11/2005	
<b>Model Year</b>	05	<b>Body</b>	RSYH53	CHRYSLER TOWN & COUNTRY LX FWD LWB WAGON			
<b>In Service Dt</b>	04/30/2005	<b>Dealer</b>	67082	<b>Dealer Zone</b>	32	<b>Mileage</b>	43,000
<b>Name:</b>	FERDINAND, DIERDRA L					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	33 APRIL DR					<b>Home Phone</b>	(603) 429-2316
	LITCHFIELD NH 03052-8011					<b>Country</b>	UNITED STATES

Referral - Executive Referrals - Other - Default - Default	Corporate Quality
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	

**\*\*EXECUTIVE REFERRAL\*\***

Forwarded from Corporate Quality. See linked CAIRs.

Spoke with owner- is very pleased we called. States the airbag light hasn't been on in about a month - when it comes on it will stay on while car is being driven. Very intermittent.

\*Owner has not had the vehicle looked at for this concern.

\*Asst. Service Manager Jason states owner may contact him directly to schedule appt- Service Manager is currently out- Jason will review with him when he is back on the property.

\*Left message with Dino DePaolis/Vehicle Safety & Emissions Compliance. Owner will make arrangements with dealership- owner has my direct ext for further consult- dealer to contact me back once vehicle is there.

\*\*\*\*\*

Recall G09 was through build date 2/3/05

the build date of this vehicle indicates that it did not receive the brass bushing sensors that were the subject of recall G09.

4/30/09 Owner is dropping car off this morning at dealership.

4/30/09 Both EGR valve and impact sensor is needed.

Dealer will super DSA- owner responsible for 50\$ co-pay.

**Customer Assistance Inquiry Record (CAIR)#****18532493**

<b>Vin</b>	2D4GP44L0	6R668470	<b>Open Date</b>	04/24/2009	<b>Build Date</b>	09/20/2005	
<b>Model Year</b>	06	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	10/31/2005	<b>Dealer</b>	26730	<b>Dealer Zone</b>	51	<b>Mileage</b>	48,070
<b>Name:</b>	KROHN, RICKY					<b>Contact Type</b>	LETTER
<b>Address</b>	3646 CHARLES ST					<b>Home Phone</b>	(262) 639-6057
	RACINE WI 534023326					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp  
On/Flashing - Default

Customer is seeking reimbursement for air bag  
sensors

POSTMARK DATE: 041609; DATE RECEIVED: 042109

Customer is seeking reimbursement for airbag sensors.

Customer has sent the repair invoice.

Customer had 5 vehicles and currently owns 3 vehicles.

Repairs performed at an authorized dealership.

Mileage on the vehicle at the time of repair was 48070 miles

As per the previous cair # 18510300 had decided to reimburse for the  
amount of \$100.00 as one time goodwill gesture.

Agent submitting a check amount of \$100.00 for approval.

Mileage, dealership and coin updated.

\*\*\*\*\*

**Customer Assistance Inquiry Record (CAIR)#****18532648**

<b>Vin</b>	2A4GP54L1	6R624894	<b>Open Date</b>	04/24/2009	<b>Build Date</b>	08/17/2005	
<b>Model Year</b>	06	<b>Body</b>	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON			
<b>In Service Dt</b>	12/27/2005	<b>Dealer</b>	08299	<b>Dealer Zone</b>	51	<b>Mileage</b>	46,115
<b>Name:</b>	DIXON, MELISA					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	2177 MARSHALL ST					<b>Home Phone</b>	
	GARY IN 46404-2919					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Air bag light is on from the past one month.
Product - Brakes - Unknown - Grabs or Pulls - Unknown	Customer experiencing problem with the brakes.
Corporate - Recall - Default - Default - Default	Customer seeks incomplete recall on the vehicle.

Customer called in seeking incomplete recall on the vehicle. Agent informed the customer there

are no incomplete recalls for this vehicle. The customer was also advised a notification letter will be mailed to the address on file in the event their vehicle is involved in a future recall.

Customer further said that she s experiencing problem with the brakes, and requests Chrysler to assist her. Agent declined the customer as the vehicle is way out of warranty.

Customer further said that the brake light is on from the past one month, and the dealership: 60342 is charging her \$89.99 for diagnosis. Customer further requested for assistance in repairs.

Agent informed the customer that before Chrysler considers 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. Agent updated the phone# & email id.

**Customer Assistance Inquiry Record (CAIR)#****18533162**

<b>Vin</b>	2D4GP44L1	6R686301	<b>Open Date</b>	04/24/2009	<b>Build Date</b>	10/20/2005	
<b>Model Year</b>	06	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	04/17/2006	<b>Dealer</b>	43137	<b>Dealer Zone</b>	51	<b>Mileage</b>	56,000
<b>Name:</b>	BOWYER, ERIC					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	RR 4 BOX 202C					<b>Home Phone</b>	
	SHELBYVILLE IL 62565-8877					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Alleges that the air bag light is on.
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Customer alleges that the service contract warranty has expired, wiper motor and sensor was replaced. Customer alleges that the air bag light is on. Customer alleges that she took the vehicle to an independent repair facility for diagnoses. Customer alleges that the local mechanic was unable to duplicate the problem. Customer alleges that the IRF informed her that \$50.00 to contact Star for 10 minutes. Customer alleges that the IRF quoted her an estimated cost of \$1000-4000.00. Customer alleges that she has an appointment with the dealer 43137 for Monday. Customer seeking goodwill assistance. Agent informed customer that before Chrysler considers 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 is seeking out of assistance in the form of air bag repairs. Agent provided the reference number.

**Customer Assistance Inquiry Record (CAIR)#****18533272**

<b>Vin</b>	1D4GP24R8	5B419548	<b>Open Date</b>	04/24/2009	<b>Build Date</b>	07/01/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON			
<b>In Service Dt</b>	08/31/2005	<b>Dealer</b>	42905	<b>Dealer Zone</b>	32	<b>Mileage</b>	75,000
<b>Name:</b>	BURKE, CATHLEEN M					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	161 WALNUT ST					<b>Home Phone</b>	(508) 842-9899
	SHREWSBURY MA 01545-3316					<b>Country</b>	UNITED STATES

Product - Air Conditioning / Heater - Evaporator - Defective - Default	Custoemr called seeking recall information
Referral - Tier Three - Default - Default - Default	Custoemr seeking repair assistance on the air bag
Corporate - Recall - Default - Default - Default	Customer said the air bag sencer light is flashing

Custoemr called and said that the vehicles air bag light is flashing, and this is an on going problem, custoemr seeking recall, ahe came to know from her local machanic that chrysler has announced recall on the air bag.

\*\*\*\*Begin structured narrative T2 - TIER THREE REFERRAL

Transferred customer to T3 or Reassigned CAIR to transferd

T3 in-basket ?insert in-basket #? per ? NIC ?.

ST702

\*\*\*\*End structured narrative T2 - TIER THREE REFERRAL

Customer had gone to Independent mechanic, stating air bag light is flashing, writer stated customer must go to licensed chrysler, dodge, or jeep dealer for diagnosis before we can review anything. Writer checked there is no recall for air bag light on her vin number, there is a difference on just regular 2005 dodge grand caravans as to when they were made or any changes on them. Customer will talk it over to see if they want to go to chrysler dealer for diagnosis.



**Customer Assistance Inquiry Record (CAIR)#****18537683**

<b>Vin</b>	2D4GP44L0	6R687116	<b>Open Date</b>	04/27/2009	<b>Build Date</b>	11/01/2005	
<b>Model Year</b>	06	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	03/23/2006	<b>Dealer</b>	68851	<b>Dealer Zone</b>	51	<b>Mileage</b>	29,934
<b>Name:</b>	FELZER, MARSHA					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	1224 WOOD ST					<b>Home Phone</b>	(847) 945-1754
	DEERFIELD IL 60015-2948					<b>Country</b>	UNITED STATES

Product - Electrical - Unknown - Defective - Default	Air bag sensor needs to be replaced.
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer experiencing problem with the air bag sensor.
Referral - Tier Three - Default - Default - Default	Goodwill assistance for air bag sensor.

What is the customer requesting from Chrysler?

Goodwill assistance for air bag sensor.

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

1 month 4 days

Service contract (Chrysler or 3rd party) that would cover the repair?

NO

Original owner? (yes/no) If no, purchased when?

YES

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

1

Is there any repair history related to the current concern?

NO

Has the vehicle been diagnosed by a Chrysler, Dodge or Jeep dealership?

YES

Service dealer code?

42537

Service manager name?

NA

NIC of team leader/floor walker who authorized escalation of caller?

LL679.

Customer is seeking goodwill assistance from Chrysler. Customer states that she is experiencing problem with the air bag sensor. Customer states that she consulted dealership regarding this problem and they informed him that he needs to pay\$200 for the repair work. They also informed that they need to replace the air bag sensor and it is not covered under warranty. Customer states that she is a loyal customer of Chrysler and seeking goodwill assistance from Chrysler. Transferred to T3 for further assistance. Approved by LL679.

As a one-time goodwill gesture, Chrysler/Dealer will repair air bag sensor

Customer will be responsible for a co-pay in the amount of 25.00.

This goodwill is being offered because:customer is loyal

##### DIRECT-TO-DEALER #####

#

ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER

The CAC is sending this CAIR because of a goodwill policy decision that was made on behalf of this customer. You have indicated you will be using your DSA to assist this customer. The customer has not been informed of this decision. Update and/or close CAIR when complete.

If you need to speak with the agent about this CAIR, please call 1-800-992-1997, Agent extention is 66097 or you may email us at T2email@chrysler.com

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#

REASSIGNED TO BC/DLR 51 68851 04/27/09 12:06 R 18537683

\*Contact Date:04/30/2009

Service / Parts Director at the dealership has closed the Cair# 18537683

DCX goodwill repair is documented on Repair Order#11074

CAIR RETURNED FROM DEALER ON 4/30/2009 AT 03:37:394 R 18537683

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**Customer Assistance Inquiry Record (CAIR)#****18537863**

<b>Vin</b>	2C8GP64L1	5R512590	<b>Open Date</b>	04/27/2009	<b>Build Date</b>	05/09/2005	
<b>Model Year</b>	05	<b>Body</b>	RSYS53	CHRYSLER TOWN & COUNTRY LTD FWD LWB WAGON			
<b>In Service Dt</b>	07/16/2005	<b>Dealer</b>	09866	<b>Dealer Zone</b>	32	<b>Mileage</b>	29,281
<b>Name:</b>	STEVES-WHITNEY, LEAH M					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	221 HUDSON ST					<b>Home Phone</b>	
	SYRACUSE NY 13207-1414					<b>Country</b>	UNITED STATES

Referral - Tier Three - Default - Default - Default	Customer facing safety concerns.
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer states that the airbags lights are on.
Corporate - Recall - Default - Default - Default	Customer was seeking recall information.
Product - Electrical - Engine Wiring - Rusted or Corroded - Default	airbag sensor wiring corroded.

\*\*\*\*Begin structured narrative T2 - TIER THREE REFERRAL

Transferred customer to T3 or Reassigned CAIR to

Customer

T3 in-basket ?insert in-basket #? per ? NIC ?.

MIB8

\*\*\*\*End structured narrative T2 - TIER THREE REFERRAL

MS LEAH STEVES-WHITNEY called in stating that the similar make and model

vehicle has a recall on airbags and she is facing similar concerns,

however her vehicle is not included in the recall campaign. Agent

consulted and transferred the call to T3 for further handling.

Writer requesting Chrysler to reimburse her to repair right front sensor wiring. Customer said vehicles just like hers have been recalled for this

issue, but not hers and she feels it is a safety issue because it keeps

her airbags from deploying. Writer spoke with Dana SM 09866. Dana

verified the repair and said the repair was caused from salt on the

roads. Due to repair needed will cause airbags not to deploy, Chrysler

will reimburse customer for the amount of \$245.90.

Advised customer to submit original repair order & proof of payment to:

Chrysler Customer Assistance Center

PO Box 21-8004

Auburn Hills, MI 48321

Advised customer to make a copy of these documents for their records.

Asked the customer to include a brief letter of explanation & request, including their name, address, phone number, VIN, & reference number 18537863

. Advised customer the goodwill offer is dependent upon verification of all documents requested.

**Customer Assistance Inquiry Record (CAIR)#****18538009**

<b>Vin</b>	1D4GP25R0	5B390450	<b>Open Date</b>	04/27/2009	<b>Build Date</b>	04/26/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKL52	DODGE CARAVAN SE FWD SWB WAGON			
<b>In Service Dt</b>	04/29/2005	<b>Dealer</b>	44520	<b>Dealer Zone</b>	51	<b>Mileage</b>	65,000
<b>Name:</b>	STENNIS, JACQUELINE					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	3736 N NORA AVE					<b>Home Phone</b>	
	CHICAGO IL 60634-2317					<b>Country</b>	UNITED STATES

Product - Electrical - Unknown - Defective - Default	Customer is seeking assistance for impact sensors.
Product - Differential Gear Assy's - Axle Shaft - Worn - Unknown	Rear axle issues.

Customer states that the dealership 44520 is repairing the axle and the impact sensor is not covered under warranty. Customer wanted some kind of discount. Customer states that she has never had a problem with this. Customer has a third part extended warranty and the axle is getting covered under that. Customer is the second owner of his vehicle, no other vehicle s in household.

Agent advised customer that her warranty with Chrysler expired at 36000 miles and advised her to contact her warranty company as it is still active. \*\*\*AM1106

**Customer Assistance Inquiry Record (CAIR)#****18542001**

<b>Vin</b>	2A4GP54L3	6R804703	<b>Open Date</b>	04/28/2009	<b>Build Date</b>	03/20/2006	
<b>Model Year</b>	06	<b>Body</b>	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON			
<b>In Service Dt</b>	07/07/2006	<b>Dealer</b>	68225	<b>Dealer Zone</b>	42	<b>Mileage</b>	37,544
<b>Name:</b>	GASPARINI, ANTHONY M					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	1623 DEVONSHIRE DR					<b>Home Phone</b>	(440) 552-9228
	BRUNSWICK OH 44212-3637					<b>Country</b>	UNITED STATES

Product - Air Conditioning / Heater - Unknown - Other - Default	Rear AC Issue / DM provides customer goodwill policy offer.
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Dealer reports owner s concern with rear AC repairs. Vehicle beyond terms of warranty. DM and dealer agreed to cover repair expense as a goodwill policy adjustment in hope of repurchase intention. Owner lease ends in Oct. Dealer will advise owner of a \$100 copay to maintain fairness to all owners Dealer reports that Steering rack is leaking and air bag sensor has failed. This is not related to prior goodwill offer that was handled and resolved. This is now a new situation. Dealer estimate of repair \$400 parts expense and \$212 in labor. Dealer reports that vehicle does not come in for regular maintenance repairs... only warranty. DM agreed to cover repair expense with CC participating with the customer on repair. Owner is responsible for \$300 co-pay and dealer s diagnostic time. Current mileage 38902. No prior warranty history related to steering or air bag system.

**Customer Assistance Inquiry Record (CAIR)#****18542112**

<b>Vin</b>	2A4GP54L3	6R820853	<b>Open Date</b>	04/28/2009	<b>Build Date</b>	03/31/2006	
<b>Model Year</b>	06	<b>Body</b>	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON			
<b>In Service Dt</b>	10/20/2006	<b>Dealer</b>	68748	<b>Dealer Zone</b>	42	<b>Mileage</b>	63,565
<b>Name:</b>	OMARA, PATRICK					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	50226 MAURICE RD					<b>Home Phone</b>	(586) 273-7907
	NEW BALTIMORE MI 48047-1764					<b>Country</b>	UNITED STATES

Product - Air Conditioning / Heater - Evaporator - Defective - Default	Rear evaporators is leaked
Referral - Tier Three - Default - Default - Default	Seeking for goodwill assistance

\*\*\*\*Begin structured narrative T2 - TIER THREE REFERRAL

Transferred customer to T3 or Reassigned CAIR to transferred to t3

T3 in-basket ?insert in-basket #? per ? NIC ?.

\*\*\*\*End structured narrative T2 - TIER THREE REFERRAL

Customer called regarding the raer evaporator and stated which is leaking. customer stated he had been to dealership and they said the repair cost will be \$1056. Customer is seeking for goodwill assistance. Customer also stated that there was a problem with the air bag sensors and he paid for \$350 and is seeking reimbursement. Agent transferred the call to t3.

What is the customer requesting from Chrysler?

Goodwill assistance

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

63000

Service contract (Chrysler or 3rd party) that would cover the repair?

na

Original owner? (yes/no) If no, purchased when?

yes

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

1

Is there any repair history related to the current concern?

no

Has the vehicle been diagnosed by a Chrysler, Dodge or Jeep dealership?

yes

Service dealer code?

68748

Service manager name?

Graig

NIC of team leader/floor walker who authorized escalation of caller?

ES738

Writer spoke with customer about problem with his rear evaporator in his air conditioning that needs to be replaced. Stated I would need to contact dealership for information. Customer seeking goodwill assistance. Spoke with SA Greg stated customer is a regular customer for some repairs. Warranty parts 288.00, labor 220.98 = 508.98. Offer Chrysler pay 358.98, customer pay 150.00.

As a one-time goodwill gesture, Chrysler will assist in repair of rear evaporator.

Customer will be responsible for a co-pay in the amount of 150.00. This goodwill is being offered because: Customer is loyal to dealership.

##### DIRECT-TO-DEALER #####  
ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER

The CAC is sending this CAIR because of a goodwill policy decision that was made on behalf of this customer. A pre-auth has been created within GWA. If you need additional assistance with this PA, contact Judy at 800-992-1997 extension # 66092.

You may also contact us by email at: T2email@chrysler.com

Customer has been informed of this decision

Please update and/or close CAIR when complete.

#####

REASSIGNED TO BC/DLR 42 68748 04/28/09 15:37 R 18542112

Writer spoke with customer about reimbursement of airbag sensor. Offer would be 50% split.

Advised customer to submit original repair order & proof of payment to:

Chrysler Customer Assistance Center

PO Box 21-8004

Auburn Hills, MI 48321

Advised customer to make a copy of these documents for their records.

Asked the customer to include a brief letter of explanation & request, including their name, address, phone number, VIN, & reference number (CAIR). Advised customer the goodwill offer is dependent upon verification of all documents requested.

Current mileage is 63565.

\*Contact Date:05/02/2009

Service Manager at the dealership has closed the Cair# 18542112

DCX goodwill repair is documented on Repair Order#89695

Request was reviewed with DM.

CAIR RETURNED FROM DEALER ON 5/02/2009 AT 10:37:619 R 18542112

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**Customer Assistance Inquiry Record (CAIR)#****18546293**

<b>Vin</b>	1D4GP45R7	5B416747	<b>Open Date</b>	04/29/2009	<b>Build Date</b>	06/22/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKH52	DODGE CARAVAN SXT FWD SWB WAGON			
<b>In Service Dt</b>	08/18/2005	<b>Dealer</b>	57967	<b>Dealer Zone</b>	51	<b>Mileage</b>	30,184
<b>Name:</b>	BISSELL, LORI					<b>Contact Type</b>	E-MAIL
<b>Address</b>	9018 EVERGREEN DR					<b>Home Phone</b>	(815) 728-0986
	WONDER LAKE IL 60097					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Seat Belts - Defective - Default	Customer experiencing problem with the seat belt sensor.
Corporate - Recall - Default - Default - Default	Customer wants to know is there any recall for seat belt sensor.

## \*\*\*\*\* EMAIL BRIEF DESCRIPTION CONTENT \*\*\*\*\*

The seat belt sensor in my van has been on for approx a year. After looking on line for recalls I found that 2005 dodge caravans have been recalled for this problem. After contacting sunnyside, they tell me my vehicle is not on the recall list. WHY

## \*\*\*\*\* END EMAIL BRIEF DESCRIPTION CONTENT \*\*\*\*\*

Purchased New or Used? New

## \*\*\*\*\* BEGIN CUSTOMER EMAIL \*\*\*\*\*

I believe this should be under warranty. If other 2005 caravans have been recalled it doesnt make sense that the sensor light for seatbelts has been on and it is not included in the recall. Thank you

## \*\*\*\*\* BEGIN EMAIL RESPONSE \*\*\*\*\*

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

We have reviewed your email regarding the information about the Seat Belt Sensor recall. We appreciate the time and effort you took to write to us.

In response to your email, we would like to inform you that our records indicate this vehicle is not involved in any outstanding factory recall for seat belt sensor. If your vehicle is involved in any future recalls, a notice will be sent to your postal address. Please contact us with any future changes of address. Moreover, we identify the recall issue and determine which vehicles in the assembly plant are involved. This is determined by the specific days and time of day vehicles are built. We then recall all those vehicles built within that time frame.

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

Simply go to one of our brand website: [www.dodge.com](http://www.dodge.com) click on 'For Owners' at the top of the home page and then insert the last eight digits of your Vehicle Identification Number (VIN) where appropriate.

If we can be of any assistance to you in the future, please let us know.

Thanks again for your email. We value you and your business.

## \*\*\*\*\* END EMAIL RESPONSE \*\*\*\*\*

## \*\*\*\*\* BEGIN CUSTOMER EMAIL \*\*\*\*\*

It is not the seat belt sensor it is the airbag sensor. I dont care what the vin says. I can see that the 2005 s are recalled for this, but not mine? what s the deal. Next time a Ford

## \*\*\*\*\* BEGIN EMAIL RESPONSE \*\*\*\*\*

No answer needed.

## \*\*\*\*\* END EMAIL RESPONSE \*\*\*\*\*



**Customer Assistance Inquiry Record (CAIR)#****18548498**

<b>Vin</b>	1C4GP45R0	5B380560	<b>Open Date</b>	04/30/2009	<b>Build Date</b>	04/13/2005	
<b>Model Year</b>	05	<b>Body</b>	RSYH52	CHRYSLER TOWN & COUNTRY FWD SWB WAGON			
<b>In Service Dt</b>	07/30/2005	<b>Dealer</b>	42977	<b>Dealer Zone</b>	51	<b>Mileage</b>	54,838
<b>Name:</b>	HORVAT, MICHAEL C					<b>Contact Type</b>	LETTER
<b>Address</b>	15400 W GLENDALE DR					<b>Home Phone</b>	(262) 797-9334
	NEW BERLIN WI 531512918					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Other - Unknown	Customer is seeking reimbursement for replacement of impact sensors.
Product - Electrical - Unknown - Other - Default	

POSTMARK DATE: 042709; DATE RECEIVED: 042709

Customer is seeking reimbursement for the repairs performed on the impact sensors at (42977) dealership. The repairs were performed on 04/20/2009 at 54,838 miles on the odometer. Customer states the warning light came for the air bags would come on after starting the vehicle and would not go off. Customer states on April 20, 2009 he had the vehicle at (42977) dealership for repairs. Customer states the dealership diagnosed the vehicle and found both the impact sensors and harness needed to be replaced. Customer states these are not wear items and there was no impact involved with the vehicle. Customer is requesting for a reimbursement of \$482.16.

\*\*\*\*\*

The total costs of the repairs are as follows:

Labor: \$252.00

Parts: \$81.76

The total costs of the repairs were \$333.76.

\*\*\*\*\*

Customer is the original owner of the vehicle.

The repairs were performed at an authorized dealership (42977) at 54,838 miles on the odometer.

No long claim history associated with the vehicle.

Customer has been using Chrysler vehicles since 1993.

\*\*\*\*\*

As one time goodwill gesture, Chrysler will reimburse the customer in the amount of \$333.76. The decision is merited on policy of goodwill.

Chrysler will not reimburse the customer for the diagnostic charges for the check engine light.

\*\*\*\*\*

Agent submitting a check request of \$333.76. Agent reassigning the CAIR to 85J for final approval.

COIN updated.

**Customer Assistance Inquiry Record (CAIR)#****18548815**

<b>Vin</b>	1D4GP25B7	5B387063	<b>Open Date</b>	04/30/2009	<b>Build Date</b>	05/25/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKL52	DODGE CARAVAN SE FWD SWB WAGON			
<b>In Service Dt</b>	06/25/2005	<b>Dealer</b>	45120	<b>Dealer Zone</b>	51	<b>Mileage</b>	88,510
<b>Name:</b>	KASNICKA, JAMES					<b>Contact Type</b>	LETTER
<b>Address</b>	1800 MARNE RD					<b>Home Phone</b>	(630) 679-0047
	BOLINGBROOK IL 604904589					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default

Customer is seeking reimbursement.

POSTMARK DATE: 042009; DATE RECEIVED: 042709

As per CAIR #: 18501866 Customer states that the vehicle was facing problem with the air bag lights flashing on. Customer states that she had been to the dealership (45120) to perform the repair.

\*\*\*\*\*

Customer states that there is a service contract on the vehicle and the airbag sensors are not covered under it. Customer states that the warranty on the vehicle is expired. Customer paid \$350.50 for the repair. Customer is seeking goodwill.

\*\*\*\*\*

As per previous agent (HB194) as a one-time goodwill gesture, Chrysler will reimburse the customer \$250.50 for the air bag impact sensors. Customer will be responsible for co-pay in the amount of \$100.00.

\*\*\*\*\*

Customer was advised to submit original repair order & proof of payment. Customer has sent in the original repair invoice and the credit card slip. Agent is submitting a check of \$250.00 and reassigning it to 85J for further handling. Check placed in US mail today.

**Customer Assistance Inquiry Record (CAIR)#****18548821**

<b>Vin</b>	1D4GP45R0	5B413723	<b>Open Date</b>	04/30/2009	<b>Build Date</b>	06/20/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKH52	DODGE CARAVAN SXT FWD SWB WAGON			
<b>In Service Dt</b>	10/19/2005	<b>Dealer</b>	59829	<b>Dealer Zone</b>	42	<b>Mileage</b>	38,035
<b>Name:</b>	CORTESE, SHEILA R					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	2371 SAYBROOK RD					<b>Home Phone</b>	(216) 321-9044
	UNIVERSITY HTS OH 44118-3759					<b>Country</b>	UNITED STATES

Product - Steering - Linkage - Other - Default	Customer seekin goodwill assistance.
Product - Brakes - Brake Pedal and Linkage - Other - Default	Customer seeking goodwill assistance.
Product - Brakes - Pads/Shoes - Worn - Rear	Customer seeking goodwill assistance.
Product - Brakes - Unknown - Other - Rear	Customer stated that vehicle needs bushings and resurface rotors.

Customer stated that she needs help. Customer stated that she needs to pay \$2000 to get her vehicle fixed. Customer stated that the vehicle is barely out of warranty. Customer stated that the vehicle needs many things fixed on the vehicle new rear brakes, resurface the rotors, new rack and pinion, front stabilizer, steering linkage, bushings and fix leak in power steering rack. Customer stated that she knows that the brakes would not be covered but she should not be changing them this soon. Customer stated that she recently had to replace the other crash sensor. Customer stated that he daughters older vehicle doesn t even have this many problems.

Writer contacted service manager SM Chris. Chris stated that there are no signs of abuse or neglect. Chris stated that these parts go out after some time. Chris stated that the customer is only getting the crash sensor and the brakes fixed today due to the customer needing the vehicle. Writer asked what the crash sensor be caused by Chris stated that it went bad due to corrosion. Writer and Chris agreed to assist with the Crash sensor. Writer will be sending a PA for the crash sensor. Writer got pricing for the crash sensor, stabilizer, bushing and rack and pinion to see if writer can assist with goodwill when she brings the vehicle back in for the rest.

Writer informed customer of the goodwill decision. Writer informed customer to contact agent back after setting up the next appointment. Customer stated that she will.

As a one-time goodwill gesture, Chrysler will assist with the replacement of the crash sensor

Customer will be responsible for a co-pay in the amount of \$0. Customer will be responsible for the cost to repair the brakes and brake related repairs. This

goodwill is being offered because: customer is loyal to the dealer.

##### DIRECT-TO-DEALER #####

ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER

The CAC is sending this CAIR because of a goodwill policy decision that was made on behalf of this customer. A pre-auth has been created within GWA. If you need additional assistance with this PA, contact Morgan at 800-992-1997 extension # 66155

You may also contact us by email at: T2email@chrysler.com

Customer has been informed of this decision

Please update and/or close CAIR when complete.

#####

REASSIGNED TO BC/DLR 42 59829 04/30/09 12:27 O 18548821

\*\*\*\*\*

05.05.09

Dlr calling about 2nd round of repairs to Rack, links, and bshgs

I asked what the prices were - he will call back with prices, then we can make an offer regarding assistance.

Morgan, I talked to Mrs. Cortese and she wanted to bring her vehicle back in for the rack and pinion and the links and bushings. Please call

her or me and we can go over what else needs to be done.

Cairs # 18548821

\*

Chris Wendzicki  
Service Manager  
Spitzer Motor Center  
Dealer Code 59829  
(440) 461-6400  
FAX (440) 461-7993

\*Contact Date:05/07/2009

Service Manager at the dealership has closed the Cair# 18548821

DCX goodwill repair is documented on Repair Order#66172

CAIR RETURNED FROM DEALER ON 5/07/2009 AT 05:08:701 R 18548821

Customer calls requesting to speak with MS1499

Customer/Caller name match to CAIR confirmed.

The CAIR is 30 days old or less.

Agent has checked for decline standard paragraph.

Customer informed to leave message if agent isn't available.

Customer/Caller transferred to extension # 66155

Writer contacted SM Chris to inform him that he needs to contact the business center to make sure the PA has been taken so it will drop off.

Chris stated that he will email agent back.

Received an email from dealer:

Morgan,

I checked with my warranty clerk and she sent it through the regular channels. I had her charge us back and resubmit it the correct way. I will let you know when it is paid.

Chris Wendzicki  
Service Manager  
Spitzer Motor Center  
Dealer Code 59829

Writer contacted Chris to verify customer's co-pay amount. Chris and writer agreed that the customer co-pay will be 338.89.

Customer called in and immediately asked to be transferred to Morgan.

Writer did as asked.

Writer returned call left by Customer. Customer stated that she cannot afford the co-pay amount of \$627. Writer informed customer that co-pay is updated and to contact the SM Chris.

Writer instructed customer to contact agent back if she has any issues.

Customer calls requesting to speak with....MS1499

Customer/Caller name match to CAIR confirmed.

The CAIR is 30 days old or less.

Agent has checked for decline standard paragraph.

Customer informed to leave message if agent isn't available.

Customer/Caller transferred to extension # 66155

Customer was very insistent and did not want to speak to anyone other than MS1499.

Writer contacted the SM to reverify customer's co-pay. Customer's co-pay will be 338.89. Writer attempted to contact customer to inform her of co-pay. Customer was not available. Writer left a voice mail informing her that the co-pay is 338.89 and that she will need to set up an appointment to bring the vehicle back in for repair.

Customer calls requesting to speak with....MS1499

Customer/Caller name match to CAIR confirmed.

The CAIR is 30 days old or less.

Agent has checked for decline standard paragraph.

Customer informed to leave message if agent isn't available.

Customer/Caller transferred to extension # 66155

REASSIGNED TO BC/DLR 42 59829 05/15/09 10:17 R 18548821

Writer returned customer's call. Writer informed customer that writer did send over a D2D. Writer informed customer of what a D2D is since she was informed by the SM that it was supposed to be sent over. Customer stated that she was pleased.

\*\*Customer wanted to compliment MS1499 who assisted her. Customer was very appreciated that she assisted her as her vehicle is out of warranty.

ME601\*\*

\*Contact Date:05/22/2009

Service Director at the dealership has closed the Cair# 18548821

CAIR RETURNED FROM DEALER ON 5/22/2009 AT 05:27:772 R 18548821

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**Customer Assistance Inquiry Record (CAIR)#****18549412**

<b>Vin</b>	2D4GP44L8	5R511302	<b>Open Date</b>	04/30/2009	<b>Build Date</b>	06/13/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	08/31/2005	<b>Dealer</b>	63292	<b>Dealer Zone</b>	32	<b>Mileage</b>	57,060
<b>Name:</b>	IRONS, KERRY A					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	26 AMSDEN ST					<b>Home Phone</b>	
	ARLINGTON MA 02474-5502					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default

Failed airbag Sensor.

Customer called stating that she needs the air bag sensor needs to be replaced and was seeking goodwill. Writer called dealer 63292 and spoke with SM where he varified the problem, however he suggested Chrysler not help with repair. Writer decided that this seemed to be a safety issue and will cover the cost of the repair. Writer called dealer back to inform him of this decision. As a one-time goodwill gesture, Chrysler will pay for the repair of the air bag sensor and wiring.

Customer will be responsible for a co-pay in the amount of \$0. This goodwill is being offered because: Safety Concern

##### DIRECT-TO-DEALER #####

ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER

The CAC is sending this CAIR because of a goodwill policy decision that was made on behalf of this customer. A pre-auth has been created within GWA. If you need additional assistance with this PA, contact Mike at 800-992-1997 extension # 66124

You may also contact us by email at: T2email@chrysler.com

Customer has been informed of this decision

Please update and/or close CAIR when complete.

#####

SM needs to be contacted for warranty price he stated to call back.

Writer spoke with SM parts price is \$72.03 labor price is \$240.03 for a total of \$312.06 authorized by chrysler.

REASSIGNED TO BC/DLR 32 63292 05/01/09 12:50 O 18549412

REASSIGNED TO BC/DLR 32 63292 05/01/09 16:07 O 18549412

**Customer Assistance Inquiry Record (CAIR)#****18549972**

<b>Vin</b>	2A4GP54L5	6R878026	<b>Open Date</b>	04/30/2009	<b>Build Date</b>	05/10/2006	
<b>Model Year</b>	06	<b>Body</b>	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON			
<b>In Service Dt</b>	09/23/2006	<b>Dealer</b>	67002	<b>Dealer Zone</b>	42	<b>Mileage</b>	35,000
<b>Name:</b>	PHILLIPPI, JERRY L					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	13298 CLEVELAND AVE					<b>Home Phone</b>	(269) 422-1902
	BUCHANAN MI 49107-9338					<b>Country</b>	UNITED STATES

Referral - Tier Three - Default - Default - Default	Follow up call.
Corporate - Warranty Coverage - Default - Default - Default	unresolved matters

Customer called to complain that he did not have his car for the last 3 Weeks. Agent called the dealer 67002 and Spoke with Jim SM who said that the seat bottom part came once but it was the wrong part. Agent later got transferred to the parts department and spoke with Scot who shared his frustration about not being able to order the part. Pat number is 1am921j1aa Order number is 10309. There is no ETA on that particular order. Agent contacted the dealer to verify if the car is in drivable condition. The dealer mentioned that it was, agent contacted the customer and left a message. Customer could pick up the vehicle tomorrow and by the time that the part gets in He would be able to take it back to finish the work.

SA Jim calls back states that vehicle is down undrivable at dealer for air bag repairs. Jim states that vehicle cannot be released to owner until repairs are completed for this safety item. SA Jim states that the owner has been placed in a dealer supplied rental. SA Jim will call owner directly for follow up. Writer advised Jim that this information is documented.

Customer calls requesting to speak with JS1682

Customer/Caller name match to CAIR confirmed.

The CAIR is 30 days old or less.

Agent has checked for decline standard paragraph.

Customer informed to leave message if agent isn t available.

Customer/Caller transferred to extension # 66136

Customer called to inform us that Jim Sm won t release the vehicle. Agent spoke with Jim and the parts manager who feel that it would be very unsafe to let the customer drive this vehicle under the current condition

Customer will seek reimbursement for the payments that he is making every month

Agent spoke with Part Manager Scott who shared his frustration about not being able to order the part because it is boxed wrong. Part Manager wants to have access to the vendor. Customer s car has been on hold for 3 weeks now waiting for the part. No eta on it.

Customer wants to be transferred to extension # 66136 to speak to JS1682.

Agent transferred the call to the extension.

Customer calls requesting to speak with JS1682.

Customer/Caller name match to CAIR confirmed.

The CAIR is 30 days old or less.

Agent has checked for decline standard paragraph.

Customer informed to leave message if agent isn t available.

Customer/Caller transferred to extension # 66136.

Customer states that air bag light is on and dealership is unable to fix the vehicle. Customer states that he left message for JS1682 to call back but did not get any call. Customer states that he wants to talk to some one in high authority. Agent transferred the call to T3.

\*\*\*\*\*approved by LL679\*\*\*\*\*

Agent was unable to post the reason code as cair was already open.

\*\*\*\*\*

Customer calls requesting to speak with JS1682. Customer/Caller name match to CAIR confirmed.

The CAIR is 30 days old or less. Agent has checked for decline standard

paragraph. Customer informed to leave message if agent isn't available.  
Customer/Caller transferred to extension #66136.

Customer called to get the updates on that part that was ordered 4 Weeks ago. Agent spoke with Scott the parts Manager who said that he does not have any information. Agent offered the customer reimbursement He is paying 540 a month for a car that he is not driving. Agent educated the customer on how to seek reimbursement for these payments. Agent will follow up with the customer on Friday

##### DIRECT-TO-DEALER #####

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 Manager, Business Center or STAR.

The unresolved concern is a part that has been ordered part # 1AM921J1AA order #10309

Agent called dealer 67002 and spoke to Scot Parts Manager, The parts Manager stated that he has tried all the resources without any respond. He stated that he called Senior Expediter, Chrysler representative and did not get any answer. Customer has been waiting for his vehicle to be fix for the last 5 Weeks now.

#####

REASSIGNED TO BC/DLR 42 67002 05/08/09 10:54 R 18549972

DM sent pictures to the Customer relations Manager/Warranty Relations Manager and he had not heard back from Mopar either.

Customer called to speak to ext 66136. Writer transferred the customer to that extension.

Customer called to states that he wished to speak to Sean but he is not in for the day. Agent verified the customer as customer had provided the CAIR #. Customer stated that he wish to speak to senior staff. Agent transferred the call to T3.

Customer calls requesting to speak with 66136. Customer/Caller name match to CAIR confirmed.

The CAIR is 30 days old or less. Agent has checked for decline standard paragraph.

Customer informed to leave message if agent isn't available.

Customer/Caller transferred to extension # 66136.

Customer states that he wants to talk to JS1682. Customer states that he has called twice before and was transferred to his extn #66136. He states that he has already left two messages but did not receive a call back.

Agent transferred the call to Tier 3.

Customer calls requesting to speak with....JS1682

Customer/Caller name match to CAIR confirmed.

The CAIR is 30 days old or less.

Agent has checked for decline standard paragraph.

Customer informed to leave message if agent isn't available.

Customer/Caller transferred to extension # 66136.

Customer called in and provided the extension 66136 and demanded to speak with 'Shawn'. Customer informed Shawn was supposed to call him back and that he had tried calling up Shawn several times. Agent transferred the call to JS1682 on 66136. Approved by RP762.

Agent called the parts manager who reiterated that he has already spoken to senior expediter 4 times already and will not take that route again.

Upon request the Part Manager Scot does not want to receive more calls from us unless we have a solution. The customer had his vehicle sitting down in the dealer 67002 lot for over a month and nobody seems to know how to resolve the situation. Agent put a cair for the DM who himself/herself could not get any answer from Mopar. Agent has exhausted all the resources to try to locate that part for this customer.

Caller is aware that we need to have the part brought in. Caller is upset with the situation but we are doing all we can to help the customer.

Customer is calling for the same concern. Agent reviewed the concern

Customer wants the call transferred to 66136 and wants to speak to Senior Staff

Agent consulted floor support IK57. Transfer the call to Tier 03

Customer wants the call transferred to 66136. Agent transferred the call.

Customer says that the its the seventh week and he does not have a



Approve by SD489.

Writer called customer to provide the information of Crysler customer assistance in order to seek reimbursement. Customer is making payment over a vehicle which has not been fixed for 7 weeks

Dealer received parts and vehicle is repaired. Customer happy.

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**Customer Assistance Inquiry Record (CAIR)#****18557561**

<b>Vin</b>	1D4GP45R1	5B433902	<b>Open Date</b>	05/04/2009	<b>Build Date</b>	06/16/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKH52	DODGE CARAVAN SXT FWD SWB WAGON			
<b>In Service Dt</b>	06/30/2005	<b>Dealer</b>	66792	<b>Dealer Zone</b>	51	<b>Mileage</b>	55,400
<b>Name:</b>	HODGES, BRIAN					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	3103 AVENUE K					<b>Home Phone</b>	
	FORT MADISON IA 52627-3514					<b>Country</b>	UNITED STATES

Corporate - Recall - Default - Default - Default	Customer seeking for recall information
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer states that the air bag light is on

Customer calls seeking recall information. Advised the customer there are no incomplete recalls for this vehicle. The customer was also advised a notification letter will be mailed to the address on file in the event their vehicle is involved in a future recall.

Customer states that the air bag light is on he is at dealer and the vehicle is not been diagnosed yet. Agent advised to call back as its safety concern related to air bag.

Customer called in stating that the repair has been done at 66792 and they replaced the front crash sensor and charged him \$158.26. Customer is seeking goodwill assistance. Writer advised the customer to send in the receipt of the repair along with the proof of payment and provided the fax number along with the reference number. No commitments made at this time. Customer requested a call back on his secondary contact number.

**Customer Assistance Inquiry Record (CAIR)#****18557631**

<b>Vin</b>	2D4GP44L6	5R465629	<b>Open Date</b>	05/04/2009	<b>Build Date</b>	03/15/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	05/07/2005	<b>Dealer</b>	26262	<b>Dealer Zone</b>	32	<b>Mileage</b>	37,236
<b>Name:</b>	SQUIRES, THOMAS G					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	2856 HILTONWOOD RD					<b>Home Phone</b>	(315) 635-2856
	BALDWINVILLE NY 13027-9210					<b>Country</b>	UNITED STATES

Product - Air Conditioning / Heater - Unknown - Inoperative - Default	Customer complains that the AC is not working.
Referral - Tier Three - Default - Default - Default	Customer seeks goodwill assistance.
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Dealer stated impact sensors are not working.

Customer states that in 2006, he got recall F01 completed on the AC. He states that at the same time, dealer also made some repairs on the AC under the warranty. Customer is upset that just 2 yrs later, the AC went bad again. Customer states that the dealer has quoted \$772 including parts and labor. Customer seeks goodwill assistance.

What is the customer requesting from Chrysler?

GOODWILL

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

1 YR AND 623 MILES

Service contract (Chrysler or 3rd party) that would cover the repair?

NO

Original owner? YES

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

4

Is there any repair history related to the current concern?

YES

Has the vehicle been diagnosed by a Chrysler, Dodge or Jeep dealership?

YES

Service dealer code?

26262

Service manager name?

NA

NIC of team leader/floor walker who authorized escalation of caller?

SG580

\*\*\*\*Begin structured narrative T2 - TIER THREE REFERRAL

Transferred customer to T2.5 or Reassigned CAIR to

Transferred

T2.5 in-basket ?insert in-basket #? per ? NIC ?.

na

\*\*\*\*End structured narrative T2 - TIER THREE REFERRAL

Customer called for assistance with the repair of the airbag sensor and the air conditioning. Writer called dealer 26262 and spoke to the service advisor Chris, he stated the customer already approved them to complete the repairs. Writer ask if dealer would have a problem with Chrysler assisting. Chris service advisor consulted with his service manager and recommended a parts labor split with Chrysler covering the parts.

As a one-time goodwill gesture, Chrysler will assist with the parts for the repair of the airbag sensors and the air conditioning. This goodwill is being offered because of the low mileage on the vehicle and the loyalty to Chrysler.

##### DIRECT-TO-DEALER #####

ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER

The CAC is sending this CAIR because of a goodwill policy decision that was made on behalf of this customer. A pre-auth has been created within GWA. If you need additional assistance with this PA, contact Deanna at 800-992-1997 extension # 66102

You may also contact us by email at: T2email@chrysler.com

Customer ?has / has not? been informed of this decision

Please update and/or close CAIR when complete.

#####

REASSIGNED TO BC/DLR 32 26262 05/04/09 15:22 R 18557631

\*Contact Date:05/08/2009

Assistant Service Manager at the dealership has closed the Cair# 18557631

DCX goodwill repair is documented on Repair Order#128675

CAIR RETURNED FROM DEALER ON 5/08/2009 AT 02:16:160 R 18557631

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**Customer Assistance Inquiry Record (CAIR)#****18559259**

<b>Vin</b>	1C4GP45R4	5B354267	<b>Open Date</b>	05/05/2009	<b>Build Date</b>	03/25/2005	
<b>Model Year</b>	05	<b>Body</b>	RSYH52	CHRYSLER TOWN & COUNTRY FWD SWB WAGON			
<b>In Service Dt</b>	06/01/2005	<b>Dealer</b>	43071	<b>Dealer Zone</b>	35	<b>Mileage</b>	39,000
<b>Name:</b>	BARNES, GARY					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	3 NESMITH ST					<b>Home Phone</b>	(814) 723-5489
	WARREN PA 16365-1549					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Air Bag Sensors Defective.
Corporate - Recall - Default - Default - Default	Recall Information.

Gary Barnes called to know if there was a recall on the Air bag sensors.  
Agent advised the customer there are no incomplete recalls for this vehicle. The customer was also advised a notification letter will be mailed to the address on file in the event their vehicle is involved in a future recall. Agent advised the customer to take the vehicle to the nearest dealership.  
\*\*\*\*\*Outbound call\*\*\*\*\*

Writer called the customer to check if he contacted the dealership.  
Customer states that he will fix an appointment with the dealership.

**Customer Assistance Inquiry Record (CAIR)#****18560392**

<b>Vin</b>	2D4GP44L8	5R581009	<b>Open Date</b>	05/05/2009	<b>Build Date</b>	06/22/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	07/19/2005	<b>Dealer</b>	58227	<b>Dealer Zone</b>	32	<b>Mileage</b>	28,434
<b>Name:</b>	MASSE, BETTY J					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	5 DEER CREEK RUN					<b>Home Phone</b>	(603) 692-3975
	SOMERSWORTH NH 03878-1617					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Impact sensors needs to be fix
Product - Electrical - Body Wiring - Defective - Default	wiring harnees is defective

Customer called in regarding the impact sensor and wiring harness.  
Customer stated that he maintained the vehicle very well. Customer is seeking for goodwill assistance. Agent advised to get in touch with the dealership and get the vehicle diagnosed then give us call to check what can be done to get the problem resolve  
5/7 David from dealer 58227 contacts Tier 3 regarding owner needing 2 impact sensors and 2 wiring harnesses. Estimated cost of the repair is \$166.30.  
Writer and David agreed that Chrysler would split the cost of the repair with owner 50/50.  
PA entered but David will contact writer next week with exact mileage to be updated in the PA.  
Provided David with direct line.  
5/12 David contacted writer with mileage on the claim of 35,876. PA was updated.

**Customer Assistance Inquiry Record (CAIR)#****18560981**

<b>Vin</b>	2C4GP44R0	5R591017	<b>Open Date</b>	05/05/2009	<b>Build Date</b>	06/20/2005
<b>Model Year</b>	05	<b>Body</b>	RSYH53	CHRYSLER TOWN & COUNTRY LX FWD LWB WAGON		
<b>In Service Dt</b>	06/21/2005	<b>Dealer</b>	99999	<b>Dealer Zone</b>		<b>Mileage</b> 41,125
<b>Name:</b>	MCCABE, CURTIS				<b>Contact Type</b>	LETTER
<b>Address</b>	24066 HOBBY RD				<b>Home Phone</b>	(218) 732-1038
	PARK RAPIDS MN 564704662				<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default

POSTMARK DATE: 050109; DATE RECEIVED: 050509

6/3/09 2nd owner. Vehicle was previously a rental vehicle. 1 other Chrysler vehicle/used. Owner sent in letter along with a part. Owner a recent road trip the air bag light came on and stayed on. Owner had the vehicle repaired on 4/29/09 at his independent repair facility (West Side Auto). Independent replaced the left side impact sensor and wiring harness. Owner paid for the repair (\$114.84). Owner claims this was a recall on other vehicles and is seeking reimbursement. No recalls regarding the owner's concern listed on this vehicle. 2nd owner. Vehicle is beyond warranty. Vehicle was repaired at an independent. Chrysler declines any assistance/reimbursement. Will send part reimbursement decline letter.

POSTMARK DATE: 060409; DATE RECEIVED: 060409

6/4/09 Letter mailed.

**Customer Assistance Inquiry Record (CAIR)#****18561195**

<b>Vin</b>	2C4GP44R1	5R501468	<b>Open Date</b>	05/05/2009	<b>Build Date</b>	03/24/2005	
<b>Model Year</b>	05	<b>Body</b>	RSYH53	CHRYSLER TOWN & COUNTRY LX FWD LWB WAGON			
<b>In Service Dt</b>	07/17/2005	<b>Dealer</b>	68414	<b>Dealer Zone</b>	32	<b>Mileage</b>	34,000
<b>Name:</b>	HARRELSON, HORACE R					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	90 ROOT RD					<b>Home Phone</b>	(413) 568-0483
	WESTFIELD MA 01085-9835					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer is facing problem with the airbag light.
Corporate - Recall - Default - Default - Default	Customer is seeking information about the recall.

Customer calls seeking recall information. Advised the customer there are no incomplete recalls for this vehicle. The customer was also advised a notification letter will be mailed to the address on file in the event their vehicle is involved in a future recall.



**Customer Assistance Inquiry Record (CAIR)#****18563857**

<b>Vin</b>	2D4GP44L6	5R462696	<b>Open Date</b>	05/06/2009	<b>Build Date</b>	03/17/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	03/30/2005	<b>Dealer</b>	44836	<b>Dealer Zone</b>	42	<b>Mileage</b>	63,128
<b>Name:</b>	DINGMAN, CHRISTINE					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	4288 S STATE RD					<b>Home Phone</b>	
	DAVISON MI 48423-8602					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Air bag light on.
Referral - Tier Three - Default - Default - Default	CUstomer seeking Goodwill.
Product - Engine - Unknown - Check Engine Lamp On/Flashing - Default	Check engine light on.
Product - Emissions - EGR System - Defective - Default	Customer experiencing problem with the egr valve.
Product - Engine - Cylinder Head / Gskt - Defective - Default	Customer experiencing problem with the gasket.
Product - Electrical - Lamps and Switches - Defective - Default	Impact sensor needs to be replaced.

CHRISTINE DINGMAN called to inform that she is experiencing lot of problems with the vehicle. She states that the air bag light and the check engine light are on. She states that the impact sensor needs to be replaced and she is also experiencing problem with the gasket and the EGR valve. She states that she has got the vehicle diagnosed at the dealership (44836) and wants Chrysler to help her to fix the repairs. Agent transferred the call to tier3 for further handling. \*\*\*\*\*Approved by SF309\*\*\*\*\*

What is the customer requesting from Chrysler? Goodwill to fix the repairs.

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

27128miles beyond warranty

Service contract (Chrysler or 3rd party) that would cover the repair? No

Original owner? (yes/no) If no, purchased when? Yes

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

3 vehicles

Is there any repair history related to the current concern? NA

Has the vehicle been diagnosed by a Chrysler, Dodge or Jeep dealership?

Yes

Service dealer code?44836

Service manager name? NA

NIC of team leader/floor walker who authorized escalation of caller?SF309

\*\*\*\*Begin structured narrative T2 - TIER THREE REFERRAL

Transferred customer to T2.5 or Reassigned CAIR to

Transferred to tier3.

T2.5 in-basket ?insert in-basket #? per ? NIC ?.

SF309

\*\*\*\*End structured narrative T2 - TIER THREE REFERRAL

Customer called for assistance with the repair of the impact sensor and connector and the egr valve and gasket. Writer called dealer 44836 and spoke to service manager Dave, he stated the customer is loyal.

As a one-time goodwill gesture, Chrysler will assist \$187.02 for the repairs.

Customer will be responsible for a co-pay in the amount of\$50.00. This goodwill is being offered because the customer is loyal to the dealer and Chrysler.

##### DIRECT-TO-DEALER #####

ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER

The CAC is sending this CAIR because of a goodwill policy decision that was made on behalf of this customer. A pre-auth has been created

Deanna at 800-992-1997 extension # 66102

You may also contact us by email at: T2email@chrysler.com

Customer has been informed of this decision

Please update and/or close CAIR when complete.

#####

REASSIGNED TO BC/DLR 42 44836 05/06/09 12:51 R 18563857

\*Contact Date:05/11/2009

Service Director at the dealership has closed the Cair# 18563857

DCX goodwill repair is documented on Repair Order#236071

CAIR RETURNED FROM DEALER ON 5/11/2009 AT 10:53:850 R 18563857

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**Customer Assistance Inquiry Record (CAIR)#****18564756**

<b>Vin</b>	2D4GP44L0	5R585720	<b>Open Date</b>	05/06/2009	<b>Build Date</b>	06/25/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	03/04/2006	<b>Dealer</b>	42832	<b>Dealer Zone</b>	74	<b>Mileage</b>	53,300
<b>Name:</b>	ROBOLE, MIKE W					<b>Contact Type</b>	LETTER
<b>Address</b>	210 CARRIAGE LN					<b>Home Phone</b>	
	BURNSVILLE MN 5530664433					<b>Country</b>	UNITED STATES

Referral - Executive Referrals - Bob Nardelli - Default - Default

Loyal owner writes Nardelli seeking reimbursement on his airbag /connector sensor. Called customer to discuss.  
Customer left message, returned call and left message back.  
Spoke with customer and due to loyalty, age and mileage will reimburse customer \$300.00 towards the repair. Informed customer and customer happy. Will issue check.  
Issued check for \$300.  
Sent out check.  
POSTMARK DATE: 042809; DATE RECEIVED: 052909

**Customer Assistance Inquiry Record (CAIR)#****18566567**

<b>Vin</b>	1D4GP45RX	5B428343	<b>Open Date</b>	05/07/2009	<b>Build Date</b>	06/02/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKH52	DODGE CARAVAN SXT FWD SWB WAGON			
<b>In Service Dt</b>	07/06/2005	<b>Dealer</b>	41017	<b>Dealer Zone</b>	32	<b>Mileage</b>	64,939
<b>Name:</b>	BEAUCHESNE, BRIAN					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	14 NORGATE RD					<b>Home Phone</b>	(603) 475-3562
	METHUEN MA 01844-3641					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	air bag sensors are gone bad
Referral - Tier Three - Default - Default - Default	seeking good will

Mrs. Alexis BEAUCHESNE called in said that she has visited the dealership Allen motor 41017 for air bag recall. They informed that her vehicle is not involved in recall. The dealership checked the tech bulletin there is TSB. The dealership informed the customer that air bag sensors need to be replaced which is not covered under service contract. Agent reconfirmed with SC. Customer want Chrysler to take care of it. Agent transferred the call to T#3 to authorization SG580

\*\*\*\*Begin structured narrative T2 - TIER THREE REFERRAL

Transferred customer to T2.5 or Reassigned CAIR to T2.5 in-basket ?insert in-basket #? per ? NIC ?.

\*\*\*\*End structured narrative T2 - TIER THREE REFERRAL

Customer called saying the sensor are corroded and needs to be replaced. The cost of the repair will be \$150.0. Writer called the dealer# 41017 and spoke with the SM Kurt who said that it is an internal failure. SM said that there is no sign of abuse or neglect. He is not able to verify how well the vehicle is because the customer is the first time at the dealer. SM said that customer is not loyal with the dealer .He said that the repair is not covered under her SC. He provided the warranty cost as \$ 117.36; Part: \$71.40 and Labor: \$ 45.96. Kurt did not want to participate on the goodwill assistance because he does not have a DSA. He was informed that Chrysler will participate on the goodwill assistance with \$60.00 co pay. As a one-time goodwill gesture, Chrysler will repair the two airbag sensors. Customer will be responsible for co-pay in the amount of \$60.00. This goodwill is being offered because: customer s loyalty.

##### DIRECT-TO-DEALER #####  
ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER

The CAC is sending this CAIR because of a goodwill policy decision that was made on behalf of this customer. A pre-auth has been created within GWA. If you need additional assistance with this PA, contact Monica at 800-992-1997 extension # 66100. You may also contact us by email at: T2email@chrysler.com. Customer has been informed of this decision

Please update and/or close CAIR when complete.

#####  
REASSIGNED TO BC/DLR 32 41017 05/07/09 11:44 R 18566567

**Customer Assistance Inquiry Record (CAIR)#****18566823**

<b>Vin</b>	1C4GP45R8	5B312295	<b>Open Date</b>	05/07/2009	<b>Build Date</b>	01/24/2005	
<b>Model Year</b>	05	<b>Body</b>	RSYH52	CHRYSLER TOWN & COUNTRY FWD SWB WAGON			
<b>In Service Dt</b>	02/15/2005	<b>Dealer</b>	99999	<b>Dealer Zone</b>	15	<b>Mileage</b>	48,856
<b>Name:</b>	CHERIAN, CHERIAN					<b>Contact Type</b>	E-MAIL
<b>Address</b>	210 MOREDUN AV					<b>Home Phone</b>	
	PHILADELPHIA PA 19115					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default

Customer states light on.

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

My Air bag light is on

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

Purchased New or Used? USED

If Used, date purchased? 03/28/06

If used, mileage at time of purchase? 10936

If used, where was the vehicle purchased? CDJ 68672

Is the vehicle at a Chrysler/Dodge/Jeep dealer now? NA

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

No Comments

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

Thank you for contacting the Chrysler Customer Assistance Center  
regarding your 2005 Chrysler Town and Country.

We apologize for the inconvenience caused to you and appreciate the time  
and effort you took to write to us. It is always a concern when a  
customer is dissatisfied with our product or dealer service.

In response to your email regarding the transmission of your vehicle, we  
regret to inform you that given the many variables involved, we are  
unable to diagnose your vehicle's problem via email.

Therefore, we suggest that you contact your authorized dealership to  
arrange an appointment for proper diagnosis and replacement of the  
mentioned part. Our dealerships have the factory training, equipment,  
and information available to them to diagnose and correct problems with  
our vehicles.

You can find a dealership using the 'Find a Dealer' area on the Chrysler  
web site at [www.Chrysler.com](http://www.Chrysler.com).

Thanks again for your email.

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

**Customer Assistance Inquiry Record (CAIR)#****18567358**

<b>Vin</b>	2A4GP54L6	6R647636	<b>Open Date</b>	05/07/2009	<b>Build Date</b>	08/31/2005	
<b>Model Year</b>	06	<b>Body</b>	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON			
<b>In Service Dt</b>	12/31/2005	<b>Dealer</b>	68296	<b>Dealer Zone</b>	51	<b>Mileage</b>	51,147
<b>Name:</b>	DIEDRICK, ALLISON J					<b>Contact Type</b>	LETTER
<b>Address</b>	859 LAUREATE DR					<b>Home Phone</b>	(262) 691-4312
	PEWAUKEE WI 530722686					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp  
On/Flashing - Default

Customer is seeking reimbursement for the  
sensors repairs.

POSTMARK DATE: 050509; DATE RECEIVED: 050509

\*Customer is seeking reimbursement for the repairs performed on the air  
bag sensors.

\*\*\*\*\*

Facts-

2006 Chrysler town and country

Repairs performed at an authorized dealership

Air bag sensors repairs

Customer is the first owner of the vehicle

Customer owned two vehicle in the household and currently owns one  
vehicle

\*\*\*\*\*

As a goodwill gesture Chrysler will reimburse the customer for the  
repairs.

Customer has sent the invoice indicating that the repairs are performed  
at dealer.

\*\*\*\*\*

The costs of the repairs are \$120.59

\*\*\*\*\*

\*The invoice indicates that the customer has paid check.

\*Agent called the dealership on 05/07/09 and spoke to Robert / service  
advisor to verify the mode of payment.

\*Agent is submitting the check for \$120.59 to 85J for approval.

\*Agent updated miles and coin.

**Customer Assistance Inquiry Record (CAIR)#****18567890**

<b>Vin</b>	1C4GP45R9	5B313570	<b>Open Date</b>	05/07/2009	<b>Build Date</b>	01/25/2005	
<b>Model Year</b>	05	<b>Body</b>	RSYH52	CHRYSLER TOWN & COUNTRY FWD SWB WAGON			
<b>In Service Dt</b>	03/08/2005	<b>Dealer</b>	60225	<b>Dealer Zone</b>	63	<b>Mileage</b>	52,167
<b>Name:</b>	GIBSON, DANIEL					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	5511 LOST LN					<b>Home Phone</b>	
	SAN ANTONIO TX 78238-2749					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	air bag light coming on.
Product - Body / Trim / Paint Finish - Interior Ornamentation/Mirrors - Other - Instrum't Panel-G. Box	instrument cluster light flickering.

Customer complains that the air bag light is coming on. He also complains that there is a problem with the passenger and driver light coming on. He had taken his vehicle to the dealership 60225 five times and still the problem is not resolved.

\*\*\*\*\*OUTBOUND CALL \*\*\*\*\*

Agent called up the dealership 60225 and spoke with the supervisor Arthur and he informed that there were problems with the instrument cluster lights flickering. And according to him the Chrysler technician Stewart Richie of the Chrysler team informed that this is normal with the Town & Country minivans. But for the airbag issue the customer can bring in his vehicle to the dealership.

Agent informed the same to the customer. Customer informed that the vehicle is at the dealership and he was told that there was a problem with the seat belt restrained and it is going to cost \$75 for this part.

Agent did not promise anything as he was asking for goodwill.

**Customer Assistance Inquiry Record (CAIR)#****18570600**

<b>Vin</b>	1C4GP45RX	5B308782	<b>Open Date</b>	05/08/2009	<b>Build Date</b>	01/19/2005	
<b>Model Year</b>	05	<b>Body</b>	RSYH52	CHRYSLER TOWN & COUNTRY FWD SWB WAGON			
<b>In Service Dt</b>	02/26/2005	<b>Dealer</b>	65176	<b>Dealer Zone</b>	32	<b>Mileage</b>	30,000
<b>Name:</b>	SIT, SHIRLEY					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	46 HARKINS LN					<b>Home Phone</b>	(203) 440-3838
	MERIDEN CT 06450-6963					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Air bag light is on.
Recall - G09: - Reoccurrence or Related Problem	Customer states that it is a related repair.

Customer states that she has issues with the air bag sensors. Customer states that the air bag light came on but she took the vehicle to the dealership recently. Customer states that it is something related to the recall that was performed earlier. Customer states that the dealership 65176 informed her that if it is related to the recall then it will be taken care of but if it is not then she will have to pay for the diagnosis. Customer wants to know why the recall was not performed correctly the first time.

Customer had a recall G09 for impact sensor which has been completed in 2007.

Customer wants the repairs to be covered. Customer is inquiring if she has to pay for a diagnosis. Agent advised customer that since her vehicle is out of warranty she will be responsible for the diagnostic fee.

Agent advised customer that Chrysler can only review the situation after a diagnosis and not before that. Agent provided the reference # to the customer.

Customer was advised that the out of warranty assistance will be reviewed based on dealership s diagnosis.



**Customer Assistance Inquiry Record (CAIR)#****18573281**

<b>Vin</b>	2D4GP44L2	5R481018	<b>Open Date</b>	05/11/2009	<b>Build Date</b>	03/30/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	05/27/2005	<b>Dealer</b>	43719	<b>Dealer Zone</b>	42	<b>Mileage</b>	91,140
<b>Name:</b>	OBERSKI, SCOTT					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	7489 PARADISE DR					<b>Home Phone</b>	
	GRAND BLANC MI 48439-7100					<b>Country</b>	UNITED STATES

Corporate - Recall - Default - Default - Default	Customer seeking recall information on front impact sensors
Referral - Tier Three - Default - Default - Default	Customer seeking repair assistance
Product - Air Conditioning / Heater - Evaporator - Defective - Default	Evaporator defective
Product - Electrical - Unknown - Complete Failure - Default	Front impact sensors defective
Product - Air Conditioning / Heater - Housing / Heater Core - Defective - Default	Heater tube defective

What is the customer requesting from Chrysler? Repair assistance  
How far out of warranty is the vehicle/repair by time and/or mileage? 1 year out of basic  
Service contract (Chrysler or 3rd party) that would cover the repair? No  
Original owner? (yes/no) If no, purchased when? 1  
How many Chrysler vehicles has the customer owned including this vehicle? 2 current, 1 past  
Is there any repair history related to the current concern? No  
Has the vehicle been diagnosed by a Chrysler, Dodge or Jeep dealership? Yes  
Service dealer code? 43719  
Service manager name?  
NIC of team leader/floor walker who authorized escalation of caller? RP762

\*\*\*\*Begin structured narrative T2 - TIER THREE REFERRAL

Transferred customer to T2.5 or Reassigned CAIR to

Customer seeking repair assistance

T2.5 in-basket ?insert in-basket #? per ? NIC ?.

\*\*\*\*End structured narrative T2 - TIER THREE REFERRAL

Customer called in informing that recall F01 has caused additional damage to the evaporator as well apart from the heater tube it was supposed to damage. Customer states vehicle has been to dealership 43719 who acknowledged that the defect is due to the recall but are not ready to cover the cost of the additional problem caused to evaporator. Customer also states the front impact sensors are defective.

Customer states other vehicle had recalls on the same and he is experiencing the same problems. Agent informed customer that recalls are VIN specific and that his vehicle might not be included. Customer seeking repair assistance for recall related problems to evaporator and the front impact sensors. Agent provided the reference number and transferred the call to Tier 3 for further handling. Approved by RP762.

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Customer states the vehicle was diagnosed at the dealer and he feels the dealer is afraid perform a repair without breaking the evaporator, therefore the evaporator will need to be replaced. Customer states he noticed the concern in October 2008, did not need the AC at the beginning of the winter, therefore did not have the vehicle diagnosed until now. Customer states he feels he should not have to pay for the repair when is it is related to a recall.

-----  
Writer found the customer is the original owner, no previous cdj vehicle s in COIN, no service contract, the vehicle warranty expired on 05/27/08 and out of warranty by 54,700 miles.

-----  
Writer spoke to Assistant Service Manager, Gene, at dealer 43719. ASM

confirms the needed repair to the rear extension tubes and evaporator is related to the F01 recall. ASM has agreed to assist the customer with the dealer SUDSA and a \$100.00 co-pay.

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As a one-time goodwill gesture, Chrysler/Dealer will participate with the rear extension tube and evaporator repair.

Customer will be responsible for a co-pay in the amount of \$100.00.

This goodwill is being offered because: Needed repair is related to F01 recall.

##### DIRECT-TO-DEALER #####

ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER

The CAC is sending this CAIR because of a goodwill policy decision that was made on behalf of this customer. You have indicated you will be using your DSA to assist this customer. The customer has been informed of this decision. Update and/or close CAIR when complete.

If you need to speak with the agent about this CAIR, please call 1-800-992-1997, Agent extension is 66091 or you may email us at T2email@chrysler.com

#####

#

Customer has accepted the offer and states he found a G0907 Recall that is applied to 2005 Dodge Grand Caravan s and for some reason his vehicle was not included in the recall. Customer states he would appreciate the recall repair being covered under the \$100.00 co-pay. Writer advised the customer the recall is not applied to his vehicle and if any others are recall are reported, he will be notified by mail.

REASSIGNED TO BC/DLR 42 43719 05/11/09 09:06 R 18573281

\*Contact Date:05/13/2009

Service Manager at the dealership has updated the Cair# 18573281

An appointment has been set with the customer.

\*Contact Date:05/19/2009

Service Manager at the dealership has closed the Cair# 18573281

DCX goodwill repair is documented on Repair Order#167520

CAIR RETURNED FROM DEALER ON 5/19/2009 AT 07:20:619 R 18573281

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**Customer Assistance Inquiry Record (CAIR)#****18573772**

<b>Vin</b>	2C4GP44R5	5R592860	<b>Open Date</b>	05/11/2009	<b>Build Date</b>	06/13/2005	
<b>Model Year</b>	05	<b>Body</b>	RSYH53	CHRYSLER TOWN & COUNTRY LX FWD LWB WAGON			
<b>In Service Dt</b>	06/14/2005	<b>Dealer</b>	49980	<b>Dealer Zone</b>	63	<b>Mileage</b>	111,280
<b>Name:</b>	CHIOVO, GEORGE					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	7895 WALNUT PL					<b>Home Phone</b>	(315) 622-2160
	LIVERPOOL NY 13090-2136					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Other - Unknown	Customer complaining about the airbag light
Corporate - Recall - Default - Default - Default	Customer seeking recall information

Customer calls seeking recall information. Advised the customer there are no incomplete recalls for this vehicle. The customer was also advised a notification letter will be mailed to the address on file in the event their vehicle is involved in a future recall.

Customer complaining about the airbag light. Agent advised the customer to consult the dealership.

**Customer Assistance Inquiry Record (CAIR)#****18573976**

<b>Vin</b>	2A4GP54L3	6R695188	<b>Open Date</b>	05/11/2009	<b>Build Date</b>	11/07/2005	
<b>Model Year</b>	06	<b>Body</b>	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON			
<b>In Service Dt</b>	11/30/2005	<b>Dealer</b>	68482	<b>Dealer Zone</b>	42	<b>Mileage</b>	35,000
<b>Name:</b>	MICHAEL, LEO J					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	82 PEMBROKE RD					<b>Home Phone</b>	
	AKRON OH 44333-4010					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Other - Front - Driver	Customer seeking reimbursement for air bag sensor repairs
Referral - Service Contracts - Default - Default - Default	Customer seeking reimbursement for air bag sensor repairs

Customer called in seeking reimbursement for air bag sensor repairs performed under Chrysler service contracts stating it was a common problem and he should not have been charged the \$100 deductible for the contract. Agent provided the reference number and transferred the call to the service contracts department for further handling.

**Customer Assistance Inquiry Record (CAIR)#****18575355**

<b>Vin</b>	1D4GP24RX	6B506921	<b>Open Date</b>	05/11/2009	<b>Build Date</b>	08/04/2005	
<b>Model Year</b>	06	<b>Body</b>	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON			
<b>In Service Dt</b>	08/29/2005	<b>Dealer</b>	66912	<b>Dealer Zone</b>	74	<b>Mileage</b>	39,617
<b>Name:</b>	LEWIS, GENE					<b>Contact Type</b>	LETTER
<b>Address</b>	1220 RANKIN DR					<b>Home Phone</b>	(248) 597-3515
	TROY MI 4808360044					<b>Country</b>	UNITED STATES

Product - Electrical - Occupant Classification System - Unknown - Default	Customer States Airbag Light Illuminated
Product - Emissions - EGR System - Defective - Default	Customer States CEI Illuminated
Product - Cooling System - Water Pump / Thermostat - Leaks - Default	Customer States Water Pump Leaks

Fleet customer requests out of warranty policy consideration for repair of EGR, ORC, and water pump. As a gesture of goodwill in appreciation of the fleet's continued business, Chrysler LLC will reimburse 100% of the parts and labor less a \$100 deductible not to exceed \$864.85.  
POSTMARK DATE: 050109; DATE RECEIVED: 051309

**Customer Assistance Inquiry Record (CAIR)#****18575929**

<b>Vin</b>	2D4GP44L7	6R603860	<b>Open Date</b>	05/11/2009	<b>Build Date</b>	07/29/2005	
<b>Model Year</b>	06	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	09/20/2005	<b>Dealer</b>	44772	<b>Dealer Zone</b>	51	<b>Mileage</b>	49,000
<b>Name:</b>	PETERSON, DANCEL K					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	4400 STATE HIGHWAY 57					<b>Home Phone</b>	(920) 743-8764
	STURGEON BAY WI 54235-8885					<b>Country</b>	UNITED STATES

Corporate - Recall - Default - Default - Default	Customer called in for recall information.
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer seeks repair assistance from Chrysler.
Corporate - Dealer Information - Default - Default - Default	provided dealership information.

Customer called in to know if there is any recall announced on the air bag light. Agent informed the customer that there is no recall announced on it yet. Customer says that the he took the vehicle in at a local mechanic as his dealership closed down and they informed that they could not find anything. Customer says but the air bag light is on the vehicle. Customer seeks repair assistance from Chrysler. Agent provided the customer with nearest Chrysler dealership and informed him to get the vehicle diagnosed and call back. Agent did not promise anything to the customer.

**Customer Assistance Inquiry Record (CAIR)#****18578112**

<b>Vin</b>	2C4GP54L7	5R467277	<b>Open Date</b>	05/12/2009	<b>Build Date</b>	03/23/2005	
<b>Model Year</b>	05	<b>Body</b>	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON			
<b>In Service Dt</b>	04/13/2005	<b>Dealer</b>	66989	<b>Dealer Zone</b>	42	<b>Mileage</b>	43,455
<b>Name:</b>	WOOLCOX, KEITH R					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	5290 RIVERWALK TRL					<b>Home Phone</b>	
	COMMERCE TWP MI 48382-2840					<b>Country</b>	UNITED STATES

Recall - F01: - Advise Owner/Incomplete Recall	Advised of the incomplete recall.
Referral - Tier Three - Default - Default - Default	Seeking goodwill.
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Sensors needs to be replaced.

What is the customer requesting from Chrysler?

Goodwill

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

1year and 7000 miles

Service contract (Chrysler or 3rd party) that would cover the repair?

NO

Original owner?

YES

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

2

Is there any repair history related to the current concern?

no

Has the vehicle been diagnosed by a Chrysler, Dodge or Jeep dealership?

yes

Service dealer code?

66989

Service manager name?

NA

Customer states he has information on NHTSA 07v192000 regarding upfront sensors being replaced due to excessive salt on the roads. Writer found recall G09 and informed customer that his vehicle is a month out of date for the recall. Writer spoke with SM Derrick who stated parts are \$102.30 and labor \$213.70, a total of \$316. Writer informed customer we will assist with reimbursement up to half of the repair at \$158.

Advised customer to submit original repair order & proof of payment to:

Chrysler Customer Assistance Center

PO Box 21-8004

Auburn Hills, MI 48321

Advised customer to make a copy of these documents for their records.

Asked the customer to include a brief letter of explanation & request, including their name, address, phone number, VIN, & reference number (CAIR). Advised customer the goodwill offer is dependent upon verification of all documents requested.

**Customer Assistance Inquiry Record (CAIR)#****18581449**

Vin	2C4GP54L7	5R535089	Open Date	05/13/2009	Build Date	04/30/2005	
Model Year	05	Body	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON			
In Service Dt	10/07/2005	Dealer	44618	Dealer Zone	32	Mileage	35,490
Name:	HYNDMAN, DEREK					Contact Type	TELEPHONE
Address	9483 LISMARE LN					Home Phone	
	BREWERTON NY 13029-9525					Country	UNITED STATES

Corporate - Recall - Default - Default - Default	Seeks recall information.
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	States that the AirBag Light is flashing.

Customer called stating that the Airbag Light is flashing and wanted to know if his vehicle was involved in the recall for the Air Bags. Offered the customer a call back as the system was not operating. Customer requested a call back on 315-635-4217.

Called the customer back on 315-635-4217, however there was no response. Left a voicemail for the customer and informed that there is no recall on the vehicle regarding the Air Bags. Advised the customer to visit an authorized CDJ dealer if he feels that it s a factory defect.



**Customer Assistance Inquiry Record (CAIR)#****18584966**

<b>Vin</b>	2A4GP54L8	6R609776	<b>Open Date</b>	05/14/2009	<b>Build Date</b>	07/29/2005	
<b>Model Year</b>	06	<b>Body</b>	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON			
<b>In Service Dt</b>	09/26/2005	<b>Dealer</b>	26016	<b>Dealer Zone</b>	42	<b>Mileage</b>	59,877
<b>Name:</b>	MORFINO, VERONICA M					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	13215 ROSSELO AVE					<b>Home Phone</b>	(586) 573-0076
	WARREN MI 48088-3154					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer is facing problem with the air bag sensor.
Product - Fuel System - Gas Pedal - Defective - Default	Customer is facing problem with the gas pedal.

Customer states that there is a problem with the air bag sensor and the gas pedal. Customer states that she had to do the repairs and she also paid \$1870.20. Customer states that she wanted Chrysler to pay for the repair. Customer is seeking reimburse from Chrysler for the money she paid for the repairs. Agent requested the customer to send us the copy of receipts and the proof of payment. Customer understood.

**Customer Assistance Inquiry Record (CAIR)#****18586040**

<b>Vin</b>	2C4GP44R0	5R479866	<b>Open Date</b>	05/14/2009	<b>Build Date</b>	03/16/2005	
<b>Model Year</b>	05	<b>Body</b>	RSYH53	CHRYSLER TOWN & COUNTRY LX FWD LWB WAGON			
<b>In Service Dt</b>	06/28/2005	<b>Dealer</b>	68610	<b>Dealer Zone</b>	51	<b>Mileage</b>	68,700
<b>Name:</b>	TAALBI, JAMES H					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	5014 OPEN WOOD WAY					<b>Home Phone</b>	
	MADISON WI 53714-2722					<b>Country</b>	UNITED STATES

Referral - Tier Three - Default - Default - Default	Customer seeking goodwill assistance.
Product - Brakes - Anti-Lock Brake System - ABS Lamp On/Flashing - Default	Customer states that the ABS light was on.
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer states that the air bag light was on.
Product - Electrical - Unknown - Other - Default	Customer states the Airbag and ABS lights are on.

Customer states that the ABS and airbag lights came on intermittently through the winter and he contacted his dealer and was told that this is normal through the winter, but even after the season changed they were still coming on. Customer states that the rear wheel began making a noise so he took the vehicle to his dealer again and they found that the bearings needed replaced. Customer states that it no longer makes the noise, but both lights are still coming on. Customer is concerned that there is still an issue with the vehicle. Writer contacted SM Terry at dealer 68610 who informed that the customer has not had the vehicle in or contacted them regarding this issue since the bearings were replaced a couple of months ago. Writer confirmed that the customer would be able to make an appointment with Terry to bring the vehicle in to be diagnosed. Writer advised the customer to call Terry to set up an appointment.

\*\*\*\*Begin structured narrative T2 - TIER THREE REFERRAL

Transferred customer to T2.5 or Reassigned CAIR to

Transferred customer to T2.5

T2.5 in-basket ?insert in-basket #? per ? NIC ?.

NA

\*\*\*\*End structured narrative T2 - TIER THREE REFERRAL

\*\*\*\*Begin structured narrative T2 - T2 1/2 referral

Transferred customer to T2.5 or Reassigned

CAIR to T2.5 inbasket ?insert inbasket #? per

?NIC?.

\*\*\*\*End structured narrative T2 - T2 1/2 referral

\*\*\*\*\*

What is the customer requesting from Chrysler? Rear driver side ABS sensor and front driver side air bag sensor replaced.

How far out of warranty, is the vehicle/repair by time and/or mileage? 11 months and 32700 miles

Service contract (Chrysler or third party) that would cover the repair?

No

Original owner? (Yes/no) If no, purchased when? Yes

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

1 vehicle

Is there any repair history related to the current concern? No

Has the vehicle been diagnosed by a Chrysler, Dodge or Jeep dealership?

Yes

Service dealer code? 68610

Service manager name? NA

NIC of team leader/floor walker who authorized escalation of caller?

LL679.

\*\*\*\*\*

Customer seeking assistance regarding the same concern. Customer states that the ABS light was on and the rear driver side ABS sensor needs to be replaced. Customer states that the air bag light was on and the front driver side air bag sensor needs to be replaced. Customer states that the

cost of the repairs is \$120 and is seeking goodwill assistance for the same. Agent referred to LL679 and transferred the call to Tier 3 for further handling.

Customer calls requesting to speak with....DA687

Customer/Caller name match to CAIR confirmed.

The CAIR is 30 days old or less.

Agent has checked for decline standard paragraph.

Customer informed to leave message if agent isn't available.

Customer/Caller transferred to extension # 66128.

Writer received message from customer stating that he took his vehicle to his dealer and that the air bag sensor needs to be replaced. Customer is seeking goodwill assistance for the repair. Writer will contact the dealer to confirm this before a goodwill decision is made.

Writer called dealer 68610 and spoke with SM Terry who confirmed these repairs. Terry informed that the customer has already paid for the repairs and expressed that he would like to be reimbursed for them. Terry confirmed that the total charges for the repair were \$167.04. Writer called the customer and informed that Chrysler will reimburse for the full cost of these repairs, as they are a safety concern.

-----  
Advised customer to submit original repair order & proof of payment to:  
Chrysler Customer Assistance Center  
PO Box 21-8004  
Auburn Hills, MI 48321

Advised customer to make a copy of these documents for their records.

Asked the customer to include a brief letter of explanation & request, including their name, address, phone number, VIN, & reference number (CAIR). Advised customer the goodwill offer is dependent upon verification of all documents requested.

---

**Customer Assistance Inquiry Record (CAIR)#****18587637**

<b>Vin</b>	2D4GP44LX	5R501211	<b>Open Date</b>	05/15/2009	<b>Build Date</b>	04/14/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	06/06/2005	<b>Dealer</b>	44664	<b>Dealer Zone</b>	32	<b>Mileage</b>	55,000
<b>Name:</b>	THOMAS, BONNIE					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	121 HARRISVILLE CIR					<b>Home Phone</b>	(978) 297-4322
	WINCHENDON MA 01475-1939					<b>Country</b>	UNITED STATES

Referral - Tier Three - Default - Default - Default	Customer seeking assistance.
Corporate - Recall - Default - Default - Default	Customer seeking recall information.
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer states tha air bag light stays on.
Product - Steering - Unknown - Leaks - Default	Customer states the steering has some leaks issue.
Product - Suspension - Torsion / Sway Bars - Vibration - Front	Customer states the sway bars went bad.
Product - Suspension - Tie Rods / Drag Link - Worn - Front	Customer states the tie rods wend bad.

The Customer called in stated that in Dec. 08 when she was cleaning off snow from the windshield and top of the car, the snow slid down to the hood and since then the air bag light is on. The Customer stated while driving she feels that the front end is wobbling and the vehicle is at the dealership.(44664) and they are replacing the sway bar and tie rods. The Customer stated that some steering related leaks would be also fixed by them. The Customer stated that she has had front end issues every year. The Customer wanted to know whether there is a recall on the air bag light. The Agent informed that there is no pending recall on the vehicle. The Customer wanted to know whether Chrysler can assist her for getting the air bag light fixed. The Customer stated that she

What is the customer requesting from Chrysler?Goodwill

How far out of warranty is the vehicle/repair by time and/or mileage?19000 and 11 months

Service contract (Chrysler or 3rd party) that would cover the repair?no

Original owner? (yes/no) If no, purchased when?yes

How many Chrysler vehicles has the customer owned including this vehicle?1

Is there any repair history related to the current concern?no

Has the vehicle been diagnosed by a Chrysler, Dodge or Jeep dealership?yes

Service dealer code?44664

Service manager name?NA

NIC of team leader/floor walker who authorized escalation of caller?JA917.

Writer contacted dealer 44664 Service Manager Kera, diagnosis rack and pinion gear assembly and sway bar bushings, SM Kera stated do not want to use DSA had helped customer out last year, warranty parts \$290.62 and labor \$104.70 total \$504.70. Chrysler offer customer copay \$400.00 and chrysler cover \$104.70.

As a one-time goodwill gesture, Chrysler will\$104.70.

Customer will be responsible for a co-pay in the amount of \$400.00. This goodwill is being offered becauserack pinion gear assembly,swaybar bushings, no abuse.

##### DIRECT-TO-DEALER #####  
ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER

The CAC is sending this CAIR because of a goodwill policy decision that was made on behalf of this customer. A pre-auth has been created within GWA. If you need additional assistance with this PA, contact Betty at 800-992-1997 extension # 66099#.

You may also contact us by email at: T2email@chrysler.com

Customer has not been informed of this decision

Please update and/or close CAIR when complete.

#####

REASSIGNED TO BC/DLR 32 44664 05/15/09 09:27 R 18587637

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**Customer Assistance Inquiry Record (CAIR)#****18587951**

<b>Vin</b>	1D4GP45R1	5B433902	<b>Open Date</b>	05/15/2009	<b>Build Date</b>	06/16/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKH52	DODGE CARAVAN SXT FWD SWB WAGON			
<b>In Service Dt</b>	06/30/2005	<b>Dealer</b>	66792	<b>Dealer Zone</b>	51	<b>Mileage</b>	55,652
<b>Name:</b>	HODGES, BRIAN					<b>Contact Type</b>	LETTER
<b>Address</b>	3103 AVENUE K					<b>Home Phone</b>	(319) 372-9310
	FORT MADISON IA 526273514					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp  
On/Flashing - Default

Customer is seeking reimbursement for the  
sensors.

POSTMARK DATE: 051509; DATE RECEIVED: 051509

Customer had previously contacted Chrysler seeking reimbursement on the  
air bag sensors. The concern was reviewed in the previous cair  
?#18557561? and customer was informed to provide the documents.

\*\*\*\*\*

Customer has now provided the invoice for the repairs performed at 66792  
?Jim Baier Inc.?. Customer has also provided the check copy.

\*\*\*\*\*

Agent reviewed,  
Repairs at an authorized dealership  
Short Service History  
Has a 7/70 warranty not covering the repairs.

\*\*\*\*\*

The cost of the repair is-

Part-\$46.40

Labor-\$101.50

Tax-\$10.36

Total-\$158.26

As one time goodwill, agent decides to reimburse the customer for \$108.26  
?repair cost less \$50.00 co-pay by customer? as the vehicle is out of  
warranty.

Note: Reimbursement not to be discussed with the customer as of now.

\*\*\*\*\*

Agent updated the coin, mileage and the servicing dealership.

Agent is submitting check request to 85J for \$108.26.

\*\*\*\*\*

**Customer Assistance Inquiry Record (CAIR)#****18595102**

<b>Vin</b>	2D4GP44L4	6R646262	<b>Open Date</b>	05/18/2009	<b>Build Date</b>	09/09/2005	
<b>Model Year</b>	06	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	03/31/2006	<b>Dealer</b>	44618	<b>Dealer Zone</b>	32	<b>Mileage</b>	49,890
<b>Name:</b>	ESTERDAHL, JOHN					<b>Contact Type</b>	LETTER
<b>Address</b>	4950 DAHLIA CIRCLE					<b>Home Phone</b>	(315) 453-9441
	LIVERPOOL NY 13088					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer complains about the quality.
Product - Electrical - Power Sliding Door - Other - Passenger Side	Customer complains about the quality.
Product - Steering - Power Steering Pump / Bkts - Leaks - Default	Customer complains about the quality.
Product - Suspension - Tie Rods / Drag Link - Other - Unknown	Customer complains about the quality.
Product - Air Conditioning / Heater - Evaporator - Defective - Default	Customer seeks reimbursement.

POSTMARK DATE: 050909; DATE RECEIVED: 051409

Customer complains about the power steering pump, tie rods and airbag light. Customer states that main concern of his letter is Air Conditioning Evaporator and Extension Lines because at 49889 miles he had to invest \$740.33 to replace these parts. Customer states that Chrysler Customer Assistance explained him that he will be reimbursed with \$640.33 and he greatly appreciate this gesture. Customer conveys his thanks to Chrysler and states that this reimbursement gesture does bestow his confidence back to Chrysler.

-----  
Customer has sent in the repair order from Burdick Driver s Village ?44618? and proof of payment ?Credit Card Slip?.

-----  
As per CAIR#18563780, MM1448 has informed the customer that as a one time goodwill gesture, Chrysler will reimburse \$640.33.

-----  
As per decision taken, writer submits a check request of \$640.33 to 85K for approval.

-----  
Writer do not find any approval statement. Writer reassigns the CAIR back to EJW for approval.

Check amount approved. Please contact the customer, review reimbursement, and verify mailing address. Once completed, please reassign the CAIR to ?ejw? for check handling. Thank you.

-----  
Writer called the customer on 315-382-2296 but Mrs. Lisa Esterdahl was not available. One lady picked up the phone and states that Lisa is not available.

-----  
Writer called the customer on 315-453-9441 but the customer was n t available. Writer left a message with the reference number. Writer verified the mailing address on AW and on the letter. Writer reassigns the CAIR back to EJW for check handling.  
check approved - sent to GAP

**Customer Assistance Inquiry Record (CAIR)#****18596703**

<b>Vin</b>	2A4GP54L7	6R618906	<b>Open Date</b>	05/19/2009	<b>Build Date</b>	08/18/2005	
<b>Model Year</b>	06	<b>Body</b>	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON			
<b>In Service Dt</b>	12/09/2005	<b>Dealer</b>	62301	<b>Dealer Zone</b>	42	<b>Mileage</b>	30,819
<b>Name:</b>	HOHNSBEHN, DAVID A					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	8320 FAIRMOUNT RD					<b>Home Phone</b>	
	NOVELTY OH 44072-9706					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer is seeking reimbursement for the sensors.
--	---

Agent has linked new CAIR to prior CAIR #18392700.  
Agent updated the coin.  
Agent is submitting check request for \$83.69 to 82M for check reissue.  
Sent to GAP



<b>Customer Assistance Inquiry Record (CAIR)#</b>						<b>18598129</b>	
<b>Vin</b>	2C8GP64LX	5R480268	<b>Open Date</b>	05/19/2009	<b>Build Date</b>	03/09/2005	
<b>Model Year</b>	05	<b>Body</b>	RSYS53	CHRYSLER TOWN & COUNTRY LTD FWD LWB WAGON			
<b>In Service Dt</b>	05/24/2005	<b>Dealer</b>	60404	<b>Dealer Zone</b>	66	<b>Mileage</b>	45,322
<b>Name:</b>	KIPP, PAUL J					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	4165 BIRCHWOOD DR					<b>Home Phone</b>	(561) 994-1628
	BOCA RATON FL 33487-2271					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer is seeking reimbursement.
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\*\*\*\*\*

Agent has linked new CAIR to prior CAIR # 18340094  
Please refer above cair for details.  
Agent issued a new check for \$400.00.  
Agent has reassigned this CAIR to 82M for check reissue.  
Sent to GAP

**Customer Assistance Inquiry Record (CAIR)#****18598490**

<b>Vin</b>	2A4GP54L9	7R152073	<b>Open Date</b>	05/19/2009	<b>Build Date</b>	09/14/2006	
<b>Model Year</b>	07	<b>Body</b>	RSYP53	CHRYSLER TOWN & COUNTRY TOURING LWB WAGON			
<b>In Service Dt</b>	09/05/2007	<b>Dealer</b>	66585	<b>Dealer Zone</b>	74	<b>Mileage</b>	37,441
<b>Name:</b>	ANSCHUTZ, KELBY I					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	3980 E 277TH ST					<b>Home Phone</b>	(785) 759-3477
	QUENEMO KS 66528-8210					<b>Country</b>	UNITED STATES

Product - Electrical - Power Sliding Door - Other - Both Sides	Customer states the doors seals are falling off.
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer complains that the air bag light on the vehicle keeps coming on.
Product - Electrical - TV/DVD - Defective - Video	Customer states the rear dvd player is not working properly.
Product - Body / Trim / Paint Finish - Conv Top / Sunroof / T-Top - Leaks - Default	Customer states the sunroof is leaking.
Referral - Tier 2.5 - Internal Escalation - Default - Default	

Caller: Mr. Kelby Anschutz (Owner s husband)

Customer complains that the air bag light on the vehicle keeps coming on.

He states that this is the 9th time the vehicle is going back to the dealer. Customer is very upset with the repeated trips. Customer states that the dealer has been replacing parts but the problem is still not fixed. Customer states that his wife is planning to contact the attorney general and file for lemon law. Customer states that he wants to check if there is anything that Chrysler can do to fix the problem.

Agent called the dealer 66585 and spoke to the Service Manager, Roger. He informed that the air bag light comes on intermittently. He states that they have replaced almost everything for the fault code but the light still comes on. He states that they have contacted the STAR and they were asked to wiggle all the wires and see if they can make the air bag light to come on. He states that last time the vehicle was at the dealer, they tried what the STAR team had suggested but they could not get the light to come on. He states that they do not have any resolution for the problem. Agent informed him that an electronic file is being sent for the same.

Agent informed customer that his file has been sent to the business center for review and suggested him to follow up with the Service Manager at the dealer for updates. He agreed.

##### DIRECT-TO-DEALER (Code=66585) #####

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.

The vehicle has had ?? repair attempts for ?air bag light coming on intermittently?.

Agent called dealer and spoke to Roger,SM, informed that CAIR was being sent. Please update this CAIR with resolution.

CUSTOMER CONTACT INFORMATION: ?785 759 3477?

#####

REASSIGNED TO BC/DLR 74 66585 05/19/09 17:24 O 18598490

SM has contact Star Hotline and followed instructions from Star. Unable to duplicate issue in shop as problem is intermetent. SM states problem is o n going but as of now can not get the issue to surface when vehicle is in s hop. SM advises to close cair at this point

\*\*\*\*Begin structured narrative T2 - Referral to SLC

Contact requires transfer to T2.5

Transferred

Transfer approved per

LL679

\*\*\*\*End structured narrative T2 - Referral to SLC

Customer complains that the air bag light on the vehicle keeps coming on.

The problem is not yet resolved. Apart from that the sunroof has started

leaking again and the rear DVD player is not working properly as the roof shakes violently and the door seals are falling off. Customer alleges that the problem is not yet resolved. Agent transferred the call to Tier 3.

Approved by LL679

Customer on the line regarding same concern. Customer states he is seeking to return the vehicle and wants to know what Chrysler will do before he contacts his attorney general to file lemon law. While Writer was getting ready to submit customer's buyback request, customer could no longer hear Writer. Call was lost.

--

Customer called as per above, wanting to speak with a boss. Call was transferred to 72409 for further handling, as the customer wants to speak with someone in regards to the Lemon Law. Approved by SG580.

---

**Customer Assistance Inquiry Record (CAIR)#****18601408**

<b>Vin</b>	2D4GP44L0	6R668470	<b>Open Date</b>	05/20/2009	<b>Build Date</b>	09/20/2005	
<b>Model Year</b>	06	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	10/31/2005	<b>Dealer</b>	26730	<b>Dealer Zone</b>	51	<b>Mileage</b>	48,070
<b>Name:</b>	KROHN, RICKY R					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	3646 CHARLES ST					<b>Home Phone</b>	(262) 639-6057
	RACINE WI 53402-3326					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer is seeking reimbursement for air bag sensors
--	--

Agent has contacted customer, CNA reviewed and/or updated.  
Agent has linked new CAIR to prior CAIR # 18532493.  
Agent has reassigned this CAIR to 82M for check reissue.

\*\*\*\*\*

Agent reissues a check in the amount of \$100.00. Agent reassigns the CAIR  
to 82M for further handling.  
Sent to GAP

**Customer Assistance Inquiry Record (CAIR)#****18608367**

<b>Vin</b>	2A4GP54L1	7R222309	<b>Open Date</b>	05/22/2009	<b>Build Date</b>	12/11/2006	
<b>Model Year</b>	07	<b>Body</b>	RSYP53	CHRYSLER TOWN & COUNTRY TOURING LWB WAGON			
<b>In Service Dt</b>	07/17/2007	<b>Dealer</b>	60314	<b>Dealer Zone</b>	74	<b>Mileage</b>	36,100
<b>Name:</b>	HETIBACK, SHELLY					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	1338 ROBIN LN					<b>Home Phone</b>	(417) 358-8662
	CARTHAGE MO 64836-3946					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Air bag light flashing on
Referral - Tier Three - Default - Default - Default	Goodwill assistance

Customer called as her vehicle is at the dealership 60314 as the air bag light is flashing on. Customer stated that she has to pay for it though she is just out of warranty by few miles. Customer is seeking for some kind of goodwill assistance.

\*\*\*\*Begin structured narrative T2 - TIER THREE REFERRAL

Transferred customer to T2.5 or Reassigned CAIR to

Transferred customer to T3

T2.5 in-basket ?insert in-basket ?? per ? NIC ?.

NA

\*\*\*\*End structured narrative T2 - TIER THREE REFERRAL

\*\*\*\*Begin structured narrative T2 - T2 1/2 referral

Transferred customer to T2.5 or Reassigned

CAIR to T2.5 inbasket ?insert inbasket ?? per

?NIC?.

\*\*\*\*End structured narrative T2 - T2 1/2 referral

What is the customer requesting from Chrysler?

Air Bag light flashing on

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

100-200 miles as per customer

Service contract (Chrysler or 3rd party) that would cover the repair?

No

Original owner? (yes/no) If no, purchased when?

Yes

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

1

Is there any repair history related to the current concern?

No

Has the vehicle been diagnosed by a Chrysler, Dodge or Jeep dealership?

Yes

Service dealer code?

60314

Service manager name?

NA

NIC of team leader/floor walker who authorized escalation of caller?

ES738

Customer is seeking assistance with the air bag light. Customer states that there is a part in the air bag that needs to be replaced. Customer states the dealer informed her that Chrysler was not going to assistance.

Writer contacted dealer 60314, Service Manager Bryan states they have got 2 issues the extended warranty will cover one of the repairs but will not cover the seat belt retractor which is causing the air bag light to come on. SM states he is going to use his DSA to assist the customer with the repair due to the customer purchased the vehicle from them.

As a one-time goodwill gesture, Chrysler/Dealer will assist the customer with the repair of the seat belt retractor. Customer will be responsible for a co-pay in the amount of dealer will speak with the customer. This goodwill is being offered because: Customer purchased the vehicle from dealer and the customer is just out of the warranty.

##### DIRECT-TO-DEALER #####

ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER

The CAC is sending this CAIR because of a goodwill policy decision

that was made on behalf of this customer. You have indicated you will be using your DSA to assist this customer. The customer has not been informed of this decision(dealer wanted to advise the customer. Update and/or close CAIR when complete. If you need to speak with the agent about this CAIR, please call 1-800-992-1997, Agent extention is 66021 or you may email us at T2email@chrysler.com

#####  
#

REASSIGNED TO BC/DLR 74 60314 05/22/09 18:18 R 18608367  
Service Manager states customer is handled and situation is resolved. esj  
5/26/09

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**Customer Assistance Inquiry Record (CAIR)#****18608769**

<b>Vin</b>	2D4GP44L7	6R621551	<b>Open Date</b>	05/27/2009	<b>Build Date</b>	08/08/2005	
<b>Model Year</b>	06	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	08/20/2005	<b>Dealer</b>	45120	<b>Dealer Zone</b>	51	<b>Mileage</b>	36,912
<b>Name:</b>	REPMANN, PAUL					<b>Contact Type</b>	E-MAIL
<b>Address</b>	1007 MEAGAN CT.					<b>Home Phone</b>	(630) 428-9897
	NAPERVILLE IL 60540					<b>Country</b>	UNITED STATES

Dealer - Service/Body Shop - Transaction - Problem Not Resolved - Default	Customer complains about dealership
Product - Air Conditioning / Heater - Unknown - Defective - Default	Customer complains about defective A/C and seeks repair assistance
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer complain about airbag light being on.

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

You are closing the wrong dealerships!

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

Purchased New or Used? New

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

I took my 2006 Grand Caravan in for service at our local dealership today. We have no A/C and an airbag light on, problems which both presented last year, and we took it in for service at that point, when they recharged the freon, but 'couldn t find a leak', and 'didn t have a code' for the airbag light. The A/C worked OK through last summer, but we don t drive the vehicle that much, and we certainly don t need AC in the Chicago winters. Now the AC problem has presented again, and the airbag light is on full time. Of course, now the warranty is out, and even though these problems presented a year ago, they will not cover the over \$1100 in repairs under warranty. If not under warranty, how about 'fix the problem correctly the first time'? I will never go to Dodge of Naperville again for service or a new car. If this is a corporate policy, I want nothing to do with Dodge or any other Chrysler brand in the future. It s really no wonder the Big 3 can t seem to compete against the Japanese or Germans... I ve been told that many of our other area Chrysler/Dodge/Jeep dealers are going to close. I have a feeling you re closing the wrong one(s).

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

Reassigned cair to 88X for further handling. As suggested by GK222.

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

-----  
Service Manager, Russ was not available. Writer advised Brad is the assistant. Brad states out of warranty is generally authorized or approved by Russ, however Brad can accept an authorization for out of warranty assistance.

-----  
Brad confirms the repair is for the rear evaporator and internal failure to the impact sensor. Customer could not have caused or prevented the rear evaporator concern or the impact sensor failure. Brad states the customer has brought the vehicle to the dealership for 3 warranty repairs between 2006 and 2008, there has been one oil change performed by the dealership.

-----  
Writer acknowledged the information provided by Brad and advised writer would like to participate with rear evaporator repair and the possible 'safety' repair for the impact sensor. Brad recommends a 50/50 split, writer concurs.

-----  
As a one-time goodwill gesture, Chrysler will participate with the rear evaporator and impact sensor repair.  
Customer will be responsible for a co-pay in the amount of \$463.95 (tax may apply). This

goodwill is being offered because:Customer could not have caused or prevented the concerns.

##### DIRECT-TO-DEALER #####  
ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER

The CAC is sending this CAIR because of a goodwill policy decision that was made on behalf of this customer. A pre-auth has been created within GWA. If you need additional assistance with this PA, contact Marybeth at 800-992-1997 extension # 66091.

You may also contact us by email at: T2email@chrysler.com

Customer has been informed of this decision

Please update and/or close CAIR when complete.

#####

Agent attempted to contact the customer on (05/29/09) at (1:02 pm/mst) on the

customer s (primary) phone.

Agent left message, Marybeth/MM1448, requesting a return call.

\*\*\*\*PLEASE ADVISE THE CUSTOMER OF THE OFFER.\*\*\*\*

\*\*\*

Chrysler has extended a goodwill offer to the customer and it consists of a repair for the rear evaporator and the impact sensor with a customer co-pay \$436.95 (tax may apply)

Customer neither accepted or declined the offer. Please Inform the customer

the goodwill offer is valid for 30 days from today s date.

REASSIGNED TO BC/DLR 51 45120 05/29/09 15:09 O 18608769

\*Contact Date:05/30/2009

Service Manager at the dealership has closed the Cair# 18608769

Dealer operational issue has been addressed.

CAIR RETURNED FROM DEALER ON 5/30/2009 AT 08:54:472 R 18608769

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**Customer Assistance Inquiry Record (CAIR)#****18612713**

<b>Vin</b>	1D4GP45R0	5B418842	<b>Open Date</b>	05/26/2009	<b>Build Date</b>	06/01/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKH52	DODGE CARAVAN SXT FWD SWB WAGON			
<b>In Service Dt</b>	07/18/2005	<b>Dealer</b>	68482	<b>Dealer Zone</b>	42	<b>Mileage</b>	56,000
<b>Name:</b>	NOLAND, LISA					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	6455 GARRETT RD					<b>Home Phone</b>	
	RAVENNA OH 44266-9142					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer is facing problem with the air bag light.
Recall - F10: - Information Request	Customer is seeking information about the recall.

Customer is seeking information about the recall. Agent provided the information to the customer. Agent also requested the customer to get in touch with the dealership as she is facing problem with the Air bag light. Customer understood.

**Customer Assistance Inquiry Record (CAIR)#****18613041**

<b>Vin</b>	2D4GP44L7	6R747005	<b>Open Date</b>	05/26/2009	<b>Build Date</b>	11/29/2005	
<b>Model Year</b>	06	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	02/14/2006	<b>Dealer</b>	68715	<b>Dealer Zone</b>	42	<b>Mileage</b>	32,428
<b>Name:</b>	GLADDING, JACOB D					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	225 PENRITH AVE					<b>Home Phone</b>	
	ALMA MI 48801-2549					<b>Country</b>	UNITED STATES

Product - Engine - Unknown - Defective - Default

Customer think he has problem with Air bag

Customer states that he was having problem with Air bag. Writer advised the customer to take the vehicle to the dealer and give us a call so Chrysler can help

\*\*\*Tony calls for assistane on a repair for the front impact sensor and pigtail. Vehicle is barely out of warranty by time and writer agreed to do it with a \$25. copay from the owner. That will provide him with a warranty.

**Customer Assistance Inquiry Record (CAIR)#****18616383**

<b>Vin</b>	2C4GP54L6	5R534984	<b>Open Date</b>	05/27/2009	<b>Build Date</b>	05/14/2005	
<b>Model Year</b>	05	<b>Body</b>	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON			
<b>In Service Dt</b>	08/01/2005	<b>Dealer</b>	43653	<b>Dealer Zone</b>	42	<b>Mileage</b>	35,000
<b>Name:</b>	HAMILTON, WILLIAM A					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	1836 EDISON SHORES PL					<b>Home Phone</b>	(810) 987-4818
	PORT HURON MI 48060-3376					<b>Country</b>	UNITED STATES

Corporate - Warranty Coverage - Default - Default - Default	Customer seeking for warranty information
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer states that the air bag light stays on

Customer states that the air bag light stays on and he has not been to dealership. Customer does not want to pay for diagnostic charges. Agent informed customer that dealers are independently owner business and Chrysler does not have any participation in diagnostic charges. Customer wanted to know warranty on air bag; agent informed that air bags are covered for 3/36000 miles. Agent advised customer to get the vehicle diagnosed and give call back with estimate cost of repairs. Agent provided reference number for future assistance.

**Customer Assistance Inquiry Record (CAIR)#****18618391**

<b>Vin</b>	2C4GP54L7	5R499551	<b>Open Date</b>	05/27/2009	<b>Build Date</b>	04/08/2005	
<b>Model Year</b>	05	<b>Body</b>	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON			
<b>In Service Dt</b>	04/18/2005	<b>Dealer</b>	63747	<b>Dealer Zone</b>	42	<b>Mileage</b>	47,000
<b>Name:</b>	STEGMANN, MICHELLE					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	5231 VINE AVE					<b>Home Phone</b>	
	AFTTON MO 63123-3758					<b>Country</b>	UNITED STATES

Corporate - Recall - Default - Default - Default	Customer seeks recall information.
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer states that the air bag lights keeps flashing.

Customer seeks recall information. Agent informed the 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 further said that she checked on the internet, and found that there is a recall on air bag sensor. Agent informed the customer that recalls are VIN specific.

Customer further said that the air bag light keeps flashing on, and wants Chrysler to assist her with the repairs.

Agent informed the customer that before Chrysler considers 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.

Agent updated the phone# & email id.

**Customer Assistance Inquiry Record (CAIR)#****18620892**

<b>Vin</b>	2D4GP44L2	5R507634	<b>Open Date</b>	05/28/2009	<b>Build Date</b>	04/04/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	11/05/2005	<b>Dealer</b>	23748	<b>Dealer Zone</b>	51	<b>Mileage</b>	50,456
<b>Name:</b>	HILL, DONNA					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	PO BOX 7104					<b>Home Phone</b>	
	APPLETON WI 54912-7067					<b>Country</b>	UNITED STATES

Referral - Tier Three - Default - Default - Default	Customer is seeking repair assistance.
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer states that the air bag light comes on.

\*\*\*\*Begin structured narrative T2 - TIER THREE REFERRAL

Transferred customer to T2.5 or Reassigned CAIR to

Transferred

T2.5 in-basket ?insert in-basket #? per ? NIC ?.

KN128

\*\*\*\*End structured narrative T2 - TIER THREE REFERRAL

\*\*\*\*Begin structured narrative T2 - T2 1/2 referral

Transferred customer to T2.5 or Reassigned

CAIR to T2.5 inbasket ?insert inbasket #? per

?NIC?.

\*\*\*\*End structured narrative T2 - T2 1/2 referral

Mrs. Hill states that the air bag light comes on she states that the vehicle is the dealership. Customer states that there should be a recall on it. Agent advised the customer that there is no recall on the air bag. Customer is seeking repair assistance from Chrysler. Agent transferred to tier-3.

What is the customer requesting from Chrysler? Goodwill

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

Service contract (Chrysler or 3rd party) that would cover the repair? No

Original owner? (yes/no) If no, purchased when? Yes

How many Chrysler vehicles has the customer owned including this vehicle?1

Is there any repair history related to the current concern? No

Has the vehicle been diagnosed by a Chrysler, Dodge or Jeep dealership?

Yes

Service dealer code? 23748

Service manager name? NA

NIC of team leader/floor walker who authorized escalation of caller?

KN128

\*\*\*\*\*

Customer stated that the air bag light had come one and wants it repaired under the recall. Writer stated that there is no recall. Writer called the dealership and spoke to the SA Dan. SA stated that they had a code on the air bag light but did not have a diagnose . Writer stated to the customer that a complete diagnos needs to be made before we can consider any good will. After that we can talk to the SM Bob Sperber about good will.

Customer is calling for the same concern with the reference no

Customer wants to speak to DT354. Agent consulted floor support IK57.

Transfer the call to Tier 03

\*\*\*\*\*

Writer called the customer and she stated that the vehicle is fixed.

Customer stated that Dan had called Chrysler. Writer called the dealership and spoke to SA Dan and he stated that the best he can determine is that the repair was done under goodwill with no co-pay.

Writer asked for the SM Bob, however he is not available. Writer left a message with Dan that the writer is going to assign the cair to the dealership and also gave SA Dan enough information if the SM Bob needed to call me he could.

As a one-time goodwill gesture, Chrysler/Dealer will assist with the repair of the airbag light.

##### DIRECT-TO-DEALER #####

ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER

The CAC is sending this CAIR because of a goodwill policy decision that was made on behalf of this customer. You have indicated you will be using your DSA to assist this customer. The customer has been informed of this decision. Update and/or close CAIR when complete.

If you need to speak with the agent about this CAIR, please call 1-800-992-1997, Agent extension is 66098 or you may email us at T2email@chrysler.com

#####

#

REASSIGNED TO BC/DLR 51 23748 06/22/09 17:28 R 18620892

\*Contact Date:06/23/2009

Parts / Service Director at the dealership has closed the Cair# 18620892

Dealer goodwill repair is documented on Repair Order#88185

CAIR RETURNED FROM DEALER ON 6/23/2009 AT 09:59:160 R 18620892

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**Customer Assistance Inquiry Record (CAIR)#****18621147**

<b>Vin</b>	1D4GP24R6	5B388736	<b>Open Date</b>	05/28/2009	<b>Build Date</b>	04/27/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON			
<b>In Service Dt</b>	04/29/2005	<b>Dealer</b>	66804	<b>Dealer Zone</b>	51	<b>Mileage</b>	118,000
<b>Name:</b>	BARNES, WILLIAM					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	8250 NEWLAND AVE					<b>Home Phone</b>	
	BURBANK IL 60459-1648					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Complaining that air bag light is on.
Corporate - Recall - Default - Default - Default	Seeking information about recall.

Customer states that the air bag light was on. Customer states that he got the repairs done at 66804 dealership. Customer states that he wants Chrysler to reimburse him for the repairs. Customer wanted to know whether there is any recall on his vehicle. Agent informed the customer that Chrysler will not be able to reimburse him for the repairs as vehicle is way out of warranty and also he is the second owner of the vehicle. Agent also informed the customer that there is no pending recall on his vehicle.

**Customer Assistance Inquiry Record (CAIR)#****18622363**

<b>Vin</b>	2D4GP44L2	6R607931	<b>Open Date</b>	06/03/2009	<b>Build Date</b>	07/28/2005	
<b>Model Year</b>	06	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	01/31/2006	<b>Dealer</b>	44908	<b>Dealer Zone</b>	51	<b>Mileage</b>	63,100
<b>Name:</b>	DEBOER, TERRY					<b>Contact Type</b>	E-MAIL
<b>Address</b>	908 3RD STREET, NW					<b>Home Phone</b>	(641) 456-2015
	HAMPTON IA 50441					<b>Country</b>	UNITED STATES

Product - Electrical - Speedo/Gauges/Ometer/EIC - Defective - Default	Customer experiencing problem with the sensors & seeking goodwill
Referral - Tier Three - Default - Default - Default	ReAssign the CAIR to 88X for further handling

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

Sensors Bad

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

Purchased New

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

Airbag Sensors had to be replaced at 63,100 miles - NO accident- lights came on - we are LOYAL 'DODGE' customers - this cost us \$234.44 - - under the 'good loyalty' for items passed 3 yr./36,000 would you consider covering this cost? We LOVE our Dodge Grand Caravan - our 2nd - and looking at a 3rd soon!

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

ReAssign the CAIR to 88X for further handling

Home Phone:

641.456.2015

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

\*\*\*\*\*Email response/review\*\*\*\*\*

Writer reviewed customer s concern and consider assistance with this repair and then, found another email under CAIR number 18622365 requesting assistance on a different repair. Writer reviewed customer history and found 2 vehicles on record with this one purchased new with no service contract.

Agent attempted to contact the customer on 06/05/09 at 12:45 PM MDT on the

customer s Home phone.

Agent left message, name/NIC (SM1203) requesting a return call

Agent attempted to contact the customer on 06/09/09 at 6:30 AM MDT on the customer s Home phone.

Agent left message, name/NIC requesting a return call



**Customer Assistance Inquiry Record (CAIR)#****18622365**

<b>Vin</b>	2D4GP44L2	6R607931	<b>Open Date</b>	06/03/2009	<b>Build Date</b>	07/28/2005	
<b>Model Year</b>	06	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	01/31/2006	<b>Dealer</b>	44908	<b>Dealer Zone</b>	51	<b>Mileage</b>	57,002
<b>Name:</b>	DEBOER, TERRY					<b>Contact Type</b>	E-MAIL
<b>Address</b>	908 3RD STREET, NW					<b>Home Phone</b>	(641) 456-2015
	HAMPTON IA 50441					<b>Country</b>	UNITED STATES

Product - Electrical - Speedo/Gauges/Ometer/EIC - Defective - Default	Customer experiencing problem with the sensors & seeking goodwill
Product - Transmission / Transaxle - Unknown - Leaks - Default	Customer reports Transmission line leaked.
Referral - Tier Three - Default - Default - Default	ReAssign the CAIR to 88X for further handling.

## \*\*\*\*\* EMAIL BRIEF DESCRIPTION CONTENT \*\*\*\*\*

Transmission Line/Cooler/Hose

## \*\*\*\*\* END EMAIL BRIEF DESCRIPTION CONTENT \*\*\*\*\*

Purchased New or Used? New

## \*\*\*\*\* BEGIN CUSTOMER EMAIL \*\*\*\*\*

Transmission line 'leaked' - had to spend \$236.80 to replace it ... was told this is a COMMON problem with 'dodge' vehicles. Due to this being our 2nd and we LOVE the Dodge Caravan - would you consider covering this cost under a 'good faith' coverage.

\*\*\*\*\*

Reassigned the Cair to 88X for further assistance. Authorized by GK222.

Customer Home Phone : 6414562015

Agent attempted to contact the customer on 6/05/09 10:50 am (MST) on the customer s home phone.

Agent left message, name/NIC requesting a return call for possible reimbursement of repairs.

Customer call requesting to speak with DD550 who had just left her a message. Writer verified CAIR and VOI; Writer transferred to DD550 upon request.

Writer transferred caller to agent.

Writer (SM1203) is working this case so please transfer customer to extension 66093.

Customer calls requesting to speak with.. SM1203

Customer/Caller name match to CAIR confirmed.

The CAIR is 30 days old or less.

Agent has checked for decline standard paragraph.

Customer informed to leave message if agent isn t available.

Customer/Caller transferred to extension # 66093.

Approved by LL679

Customer is requesting reimbursement for repairs completed in 02/2009 and 03/2009 totaling \$471.24. Writer reviewed customer history and determined that assistance can be extended on a 1-time goodwill basis via reimbursement.

The two repairs covered the replacement of the airbag sensors and power steering cooler and lines on this vehicle. The other related CAIR is 18622363 lists the air bag sensors.

\*\*\*\*\*WRITER WILL REIMBURSE \$300.00 OF THE \$471.24 for the listed repairs per line 34-35.\*\*\*\*\*

Advised customer to submit original repair order &amp; proof of payment to:

Chrysler Customer Assistance Center

PO Box 21-8004

Auburn Hills, MI 48321

Advised customer to make a copy of these documents for their records.

Asked the customer to include a brief letter of explanation & request, including their name, address, phone number, VIN, & reference number (CAIR). Advised customer the goodwill offer is dependent upon verification of all documents requested.

**Customer Assistance Inquiry Record (CAIR)#****18628182**

<b>Vin</b>	2A4GP54L3	6R820853	<b>Open Date</b>	06/01/2009	<b>Build Date</b>	03/31/2006	
<b>Model Year</b>	06	<b>Body</b>	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON			
<b>In Service Dt</b>	10/20/2006	<b>Dealer</b>	68748	<b>Dealer Zone</b>	42	<b>Mileage</b>	61,587
<b>Name:</b>	OMARA, PATRICK					<b>Contact Type</b>	LETTER
<b>Address</b>	50226 MAURICE RD					<b>Home Phone</b>	(586) 273-7907
	NEW BALTIMORE MI 480471764					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp  
On/Flashing - Default

Customer seeks reimbursement for air bag  
sensors

POSTMARK DATE: 051809; DATE RECEIVED: 052009

Customer is seeking reimbursement for air bag sensors.

Customer has sent the repair invoice with a paid stamp on it.

\*\*\*\*\*

Customer had performed the repairs at an authorized dealership.

Mileage at the time of the repair was 61587 miles.

Customer is the original owner of the vehicle.

\*\*\*\*\*

As per the previous cair # 18542112 had decided to reimburse for the 50%  
split to total amount for the air bag sensors repairs.

Agent decided to reimburse for the amount of \$139.45 as 50% of the amount  
of \$278.90 as one time goodwill gesture.

concern 51 parts=\$94.90

Labor=\$184.00

Total amount= \$278.90

\*\*\*\*\*

Agent decided to reimburse for the 50% of the total amount for the  
repairs as the vehicle is out of warranty.

Agent submitting a check amount of \$139.45 for approval.

Mileage, dealership and coin updated.

\*\*\*\*\*

approved check for payment - sent to GAP

**Customer Assistance Inquiry Record (CAIR)#****18631178**

<b>Vin</b>	1A4GP45R5	6B518055	<b>Open Date</b>	06/02/2009	<b>Build Date</b>	08/10/2005	
<b>Model Year</b>	06	<b>Body</b>	RSYH52	CHRYSLER TOWN & COUNTRY FWD SWB WAGON			
<b>In Service Dt</b>	01/14/2006	<b>Dealer</b>	43272	<b>Dealer Zone</b>	35	<b>Mileage</b>	57,000
<b>Name:</b>	STOVEKEN, FRANCIS A					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	250 CURTAIN AVE					<b>Home Phone</b>	(609) 893-2981
	BROWNS MILLS NJ 08015-1220					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	customer calls regarding the airbag lights on
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Customer called to inform that she was facing problem with the airbag lights on. Customer states that she had already repaired it when the vehicle was under the warranty and she faced the same problem once again and the vehicle now is out of the warranty. Customer seeking reimbursement. Customer paid 496\$ for the repair work. Agent informed the customer to send the invoice and the proof of payment for review. Customer agreed.

**Customer Assistance Inquiry Record (CAIR)#****18632409**

<b>Vin</b>	2C4GP44R4	5R499523	<b>Open Date</b>	06/02/2009	<b>Build Date</b>	03/22/2005	
<b>Model Year</b>	05	<b>Body</b>	RSYH53	CHRYSLER TOWN & COUNTRY LX FWD LWB WAGON			
<b>In Service Dt</b>	06/22/2005	<b>Dealer</b>	45200	<b>Dealer Zone</b>	32	<b>Mileage</b>	36,054
<b>Name:</b>	FISCHER, WILLIAM S					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	540 BIGELOW ST					<b>Home Phone</b>	(508) 485-3605
	MARLBOROUGH MA 01752-1000					<b>Country</b>	UNITED STATES

Product - Electrical - Unknown - Defective - Default	problem with impact sensor
Referral - Tier Three - Default - Default - Default	seeking goodwill

\*\*\*\*Begin structured narrative T2 - TIER THREE REFERRAL

Transferred customer to T2.5 or Reassigned CAIR to T2.5 in-basket ?insert in-basket #? per ? NIC ?.

\*\*\*\*End structured narrative T2 - TIER THREE REFERRAL

\*\*\*\*Begin structured narrative T2 - T2 1/2 referral

Transferred customer to T2.5 or Reassigned CAIR to T2.5 inbasket ?insert inbasket #? per ?NIC?.

\*\*\*\*End structured narrative T2 - T2 1/2 referral

Customer stated that there is problem with impact sensor and the dealership charging \$410 for the repair.Customer seeking goodwill. Agent transferred the call to tier 3 for further assistance. Approved by LL679.

What is the customer requesting from Chrysler?GOODWILL

How far out of warranty is the vehicle/repair by time and/or mileage?24000

Service contract (Chrysler or 3rd party) that would cover the repair?NO

Original owner? (yes/no) If no, purchased when?YES

How many Chrysler vehicles has the customer owned including this vehicle?5

Is there any repair history related to the current concern?NO

Has the vehicle been diagnosed by a Chrysler, Dodge or Jeep dealership?YES

Service dealer code?45200

Service manager name?NA

NIC of team leader/floor walker who authorized escalation of caller?LL679

REASSIGNED TO BC/DLR 32 45200 06/02/09 13:25 R 18632409

Writer received call from customer seeking goodwill for airbag sensors and harness replacement. Customer s 4th Chrysler, 1 other in household, all purchased new. No service contract, warranty out by 40 miles/11 months. Safety issue. Writer called dealer 45200, spoke to SM Tammy, airbag sensor replacement, terminals rotted, miles 34521, will accept PA. warranty 299.00. cp 50.00

As a one-time goodwill gesture, Chrysler will cover 250.00 for airbag sensor repair.

Customer will be responsible for a co-pay in the amount of 50.00. This goodwill is being offered because: customer loyalty, safety issue, recent expiration of warranty.

##### DIRECT-TO-DEALER #####

ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER

The CAC is sending this CAIR because of a goodwill policy decision that was made on behalf of this customer. A pre-auth has been created within GWA. If you need additional assistance with this PA, contact Dave at 800-992-1997 extension # 66101

You may also contact us by email at: T2email@chrysler.com

Customer has been informed of this decision

Please update and/or close CAIR when complete.

#####

\*Contact Date:06/02/2009

Service Manager at the dealership has closed the Cair# 18632409

Warranty repair has been documented on Repair Order#41522

CAIR RETURNED FROM DEALER ON 6/02/2009 AT 04:43:880 R 18632409

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**Customer Assistance Inquiry Record (CAIR)#****18632429**

<b>Vin</b>	2D4GP44L5	5R540093	<b>Open Date</b>	06/02/2009	<b>Build Date</b>	05/11/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	07/23/2005	<b>Dealer</b>	68991	<b>Dealer Zone</b>	32	<b>Mileage</b>	58,000
<b>Name:</b>	PIEMONTE, KATHY					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	6222 LORENA RD					<b>Home Phone</b>	
	ROME NY 13440-7513					<b>Country</b>	UNITED STATES

Referral - Tier Three - Default - Default - Default	Customer is seeking goodwill assistance
Product - Body / Trim / Paint Finish - Air Bag - Other - Unknown	Problem with the Air bag sensor

Problem with the Air bag sensor

Customer states on December 2008 the air bag sensor was replaced and now the sensor is corded the Air bag light is come on. Customer states there should be a recall.

Customer states the cost for the repair is \$280 approximate.

Customer is seeking goodwill assistance

No commitment given to the customer. Agent provide the customer with the reference

Agent consulted floor support RP777. Transfer the call to Tier 03

What is the customer requesting from Chrysler?

Goodwill

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

Expired

Service contract (Chrysler or 3rd party) that would cover the repair?

No

Original owner? (yes/no) If no, purchased when?

Original owner

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

2

Is there any repair history related to the current concern?

No

Has the vehicle been diagnosed by a Chrysler, Dodge or Jeep dealership?

Yes

Service dealer code?

68991

Service manager name?

N/A

NIC of team leader/floor walker who authorized escalation of caller?

IK57

Customer called saying the Air bag sensor needs to be replaced and the cost of the repair will be \$ 280. Writer called the dealer# 68991 and spoke with the SM Dan who said that it is an internal failure the front and back air bag sensor. SM said that there is no sign of abuse or neglect and the vehicle is well maintained. SM said that customer is very loyal with the dealer. He provided the warranty cost as \$147.09; Part: \$83.10 and labor: \$64.80. Dan is willing to participate on the goodwill assistance by using his DSA with \$50.00. As a one-time goodwill gesture, Dealer will repair the air bag sensor.

Customer will be responsible for co-pay in the amount of \$ 50.00.

This goodwill is being offered because: customer s loyalty with the dealer.

##### DIRECT-TO-DEALER #####

ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER

The CAC is sending this CAIR because of a goodwill policy decision that was made on behalf of this customer. You have indicated you will be using your DSA to assist this customer. The customer has been informed of this decision. Update and/or close CAIR when complete.

If you need to speak with the agent about this CAIR, please call 1-800-992-1997, Agent extension is 66100 or you may email us at T2email@chrysler.com

#####  
#

REASSIGNED TO BC/DLR 32 68991 06/02/09 13:42 R 18632429

\*Contact Date:06/09/2009

Service Manager at the dealership has closed the Cair# 18632429

DCX goodwill repair is documented on Repair Order#49010

Request was reviewed with DM.

CAIR RETURNED FROM DEALER ON 6/09/2009 AT 11:19:649 R 18632429

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**Customer Assistance Inquiry Record (CAIR)#****18632665**

<b>Vin</b>	2D4GP44L3	6R658435	<b>Open Date</b>	06/02/2009	<b>Build Date</b>	09/19/2005	
<b>Model Year</b>	06	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	12/30/2005	<b>Dealer</b>	26013	<b>Dealer Zone</b>	35	<b>Mileage</b>	33,468
<b>Name:</b>	EVERHART, DONALD					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	68 CARRIAGE PARK LN					<b>Home Phone</b>	(304) 229-3646
	BUNKER HILL WV 25413-3335					<b>Country</b>	UNITED STATES

Dealer - Service/Body Shop - Transaction - Problem Not Resolved - Default

Referral - Tier Three - Default - Default - Default

\*\*\*\*Begin structured narrative T2 - TIER THREE REFERRAL

Transferred customer to T2.5 or Reassigned CAIR to transfer

T2.5 in-basket ?insert in-basket #? per ? NIC ?.

no

\*\*\*\*End structured narrative T2 - TIER THREE REFERRAL

\*\*\*\*Begin structured narrative T2 - T2 1/2 referral

Transferred customer to T2.5 or Reassigned

CAIR to T2.5 inbasket ?insert inbasket #? per

?NIC?.

\*\*\*\*End structured narrative T2 - T2 1/2 referral

Customer called in with the reference number 18526363

And just wants to talk to either AS1349 or MS1499

Transferred the call to T3

Customer calls requesting to speak with AS1349.

Customer/Caller name match to CAIR confirmed.

The CAIR is 30 days old or less.

Agent has checked for decline standard paragraph.

Customer informed to leave message if agent isn t available.

Customer/Caller transferred to extension # 66154

Customer calls requesting to speak with AS1349. Customer/Caller

transferred to extension # 66154 for further assistance.

Authorized by RP762.

The Customer called in with the reference #, wanted to speak with the

senior staff representative. The Agent transferred the call to Tier 3,

JA917.

Customer called in very frustrated because the light is on again.

Customer states that in April she had to take the vehicle to the dealer

because the air bag light came on and the clock spring was replaced.

Customer also states at that time she received assistance from Chrysler

but right now the light is on again and she is not going to pay every

time for an ongoing issue. Customer states that they have another

Chrysler vehicle and they have not any problem with it. Customer states

that she calls the dealer # 26013 for an appointment and she was told to

call Chrysler for authorization to assist her. Writer call the dealer and

was talking to SM Mathew and he states that the last time the customer

took the vehicle to the dealer was on December and she has an appointment

to bring the vehicle on Friday because the air bag light is on. SM states

that their agents don t tell the customers call Chrysler for assistance.

Writer informed customer to wait until get the diagnostic is done to know

if Chrysler can assist her or not with the repair. Writer also informed

the customer that the diagnostic is under customer responsibility. Writer

gives customer ID number to call back when the vehicle has been

diagnosed.

No commitment for goodwill assistance has been made at this time.



**Customer Assistance Inquiry Record (CAIR)#****18635882**

<b>Vin</b>	1D4GP45RX	5B416712	<b>Open Date</b>	06/03/2009	<b>Build Date</b>	06/22/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKH52	DODGE CARAVAN SXT FWD SWB WAGON			
<b>In Service Dt</b>	07/06/2005	<b>Dealer</b>	44179	<b>Dealer Zone</b>	32	<b>Mileage</b>	43,008
<b>Name:</b>	KASPER, GAVIN P					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	115 WOODRIDGE AVE					<b>Home Phone</b>	
	CHEEKTOWAGA NY 14225-1532					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Air bag light keeps on
Referral - Tier Three - Default - Default - Default	Reimbursement on \$100 deductible

Customer states that the air bag light keeps coming and he took the vehicle to the dealership to get it fixed. Customer had check on the internet and found the same model had the same problem and was involved in a recall. Customer is seeking for reimbursement. Customer wants Chrysler wants Chrysler to reimbursement \$100 deductible.

What is the customer requesting from Chrysler?

Goodwill

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

7008 miles / 11 month

Service contract (Chrysler or 3rd party) that would cover the repair?

YES

Original owner? (yes/no) If no, purchased when?

YES

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

2

Is there any repair history related to the current concern?

YES

Has the vehicle been diagnosed by a Chrysler, Dodge or Jeep dealership?

YES

Service dealer code?

44179

Service manager name?

NIC of team leader/floor walker who authorized escalation of caller?PD584

\*\*\*\*Begin structured narrative T2 - TIER THREE REFERRAL

Transferred customer to T2.5 or Reassigned CAIR to transferred to tier 3.

T2.5 in-basket ?insert in-basket #? per ? NIC ?.

\*\*\*\*End structured narrative T2 - TIER THREE REFERRAL

\*\*\*\*Begin structured narrative T2 - T2 1/2 referral

Transferred customer to T2.5 or Reassigned CAIR to T2.5 inbasket ?insert inbasket #? per ?NIC?.

\*\*\*\*End structured narrative T2 - T2 1/2 referral

\*\*\* Customer called in seeking reimbursement for the \$100 co-payment on a repair to the air bag sensors. He indicates that there is a recall for this issue. Writer informed him that the recall does not apply to his vehicle.

\*\*\*\*\* GOODWILL ASSISTANCE HAS BEEN DECLINED \*\*\*\*\*

Informed customer that Chrysler will not reimburse him for the deductible.

Unless the customer offers new information, decision remains unchanged.

ME601

\*\*\*\*\*

**Customer Assistance Inquiry Record (CAIR)#****18636413**

<b>Vin</b>	1C4GP45R6	5B437960	<b>Open Date</b>	06/03/2009	<b>Build Date</b>	05/27/2005	
<b>Model Year</b>	05	<b>Body</b>	RSYH52	CHRYSLER TOWN & COUNTRY FWD SWB WAGON			
<b>In Service Dt</b>	06/25/2005	<b>Dealer</b>	23341	<b>Dealer Zone</b>	42	<b>Mileage</b>	18,300
<b>Name:</b>	ROHRER, DEAN C					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	1020 CHESTNUT CIR					<b>Home Phone</b>	
	GREENVILLE OH 45331-1079					<b>Country</b>	UNITED STATES

Corporate - Dealer Information - Default - Default - Default	Agent provided the dealership information.
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Air bag light is on.
Corporate - Warranty Coverage - Default - Default - Default	Customer seeking warranty information.

Customer called in stating that the air bag lights are on and wants to know if it will be covered under warranty. Agent informed customer that it is covered under 3/36 basic warranty however agent informed customer that it is a safety concern and advised him to get it diagnosed by the dealership. Customer states that he will call back if he needs any assistance after the diagnoses.  
Agent also provided the nearest dealership information.

**Customer Assistance Inquiry Record (CAIR)#****18637071**

<b>Vin</b>	1A4GP45R7	6B530465	<b>Open Date</b>	06/03/2009	<b>Build Date</b>	08/16/2005	
<b>Model Year</b>	06	<b>Body</b>	RSYH52	CHRYSLER TOWN & COUNTRY FWD SWB WAGON			
<b>In Service Dt</b>	11/16/2005	<b>Dealer</b>	99999	<b>Dealer Zone</b>	42	<b>Mileage</b>	83,984
<b>Name:</b>	CARREN, KATHY					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	PO BOX 317					<b>Home Phone</b>	
	SWARTZ CREEK MI 48473-0317					<b>Country</b>	UNITED STATES

Corporate - Warranty Coverage - Default - Default - Default	Customer wants to know if right end impact sensor and air bag is covered
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Customer wants to know if right end impact sensor and air bag is covered under factory warranty. Writer informed that factory warranty is already expired. Customer states that she has extended warranty and wants to know why its not been covered under service contract. Writer informed that the call was transferred from service contract and customer is free to talk to service contract department.

**Customer Assistance Inquiry Record (CAIR)#****18639325**

<b>Vin</b>	1D4GP25B6	6B533132	<b>Open Date</b>	06/04/2009	<b>Build Date</b>	09/15/2005	
<b>Model Year</b>	06	<b>Body</b>	RSKL52	DODGE CARAVAN SE FWD SWB WAGON			
<b>In Service Dt</b>	11/07/2005	<b>Dealer</b>	42977	<b>Dealer Zone</b>	51	<b>Mileage</b>	38,000
<b>Name:</b>	PETERSON, LORI A					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	1133 MARGARET ST					<b>Home Phone</b>	(262) 408-5682
	WAUKESHA WI 53186-2531					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	
Product - Engine - Unknown - Check Engine Lamp On/Flashing - Default	

Owner calls seeking assistance with air bag light sensor and wiring and states vehicle is currently at dealer.

Called dealer and spoke with Tim in service who states the sensor and wiring is not covered under owners after market contract but the check engine light is.

Writer declined any assistance based on owner has a after market warranty.

Referred owner to her after market company.

**Customer Assistance Inquiry Record (CAIR)#****18648102**

<b>Vin</b>	2D4GP44L8	7R119794	<b>Open Date</b>	06/11/2009	<b>Build Date</b>	09/08/2006	
<b>Model Year</b>	07	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT LWB WAGON			
<b>In Service Dt</b>	09/26/2006	<b>Dealer</b>	99999	<b>Dealer Zone</b>	66	<b>Mileage</b>	40,100
<b>Name:</b>	GRIMALDI, GUIDO					<b>Contact Type</b>	E-MAIL
<b>Address</b>	34 MIDDLE LOOP ROAD					<b>Home Phone</b>	(718) 227-3531
	STATEN ISLAND NY 10308					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer expriencing problem with the AIR BAG lights
Corporate - Warranty Coverage - Default - Default - Default	Customer seeking information regarding the warranty

## \*\*\*\*\* EMAIL BRIEF DESCRIPTION CONTENT \*\*\*\*\*

Air bag light is on intermittently and I was wondering how long is warranty coverage on air bag issues?

## \*\*\*\*\* END EMAIL BRIEF DESCRIPTION CONTENT \*\*\*\*\*

Purchased New or Used?Used

If Used, date purchased?40100

If used, mileage at time of purchase?04/18/08

If used, where was the vehicle prurchased?N/A

Is the vehicle at a Chrysler/Dodge/Jeep dealer now?N/A

## \*\*\*\*\* BEGIN CUSTOMER EMAIL \*\*\*\*\*

I bought this car used and have been very happy with it. I do not have the warranty booklet. I thought I may have heard that warranties are longer on certain safety equipment than 3year/36000 miles. Thank you.

## \*\*\*\*\* BEGIN EMAIL RESPONSE \*\*\*\*\*

Thank you for contacting the Chrysler Customer Assistance Center regarding your 2007 Dodge Grand Caravan.

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 warranty information. In response to your email, we would like to inform you that the warranty on the Air Bags is 3 years or 36000 miles which ever comes first.

Although we recommend that you contact your selling dealer for assistance; any authorized dealer can assist you with your concern. You are not limited to the dealership that sold you the vehicle.

In addition, you can locate the dealership using the 'Find a Dealer' area on the Dodge website at (<http://www.dodge.com>).

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)#****18648728**

<b>Vin</b>	2A4GP54L4	6R688587	<b>Open Date</b>	06/11/2009	<b>Build Date</b>	10/12/2005
<b>Model Year</b>	06	<b>Body</b>	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON		
<b>In Service Dt</b>	03/14/2006	<b>Dealer</b>	99999	<b>Dealer Zone</b>		<b>Mileage</b> 42,000
<b>Name:</b>	MULLINS, GRANT				<b>Contact Type</b>	E-MAIL
<b>Address</b>	1726 WINDSOR BLVD				<b>Home Phone</b>	(205) 414-9677
	HOMEWOOD AL 35209				<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer is complaining about the air bag light.
Corporate - Recall - Default - Default - Default	Customer is seeking the recall information.

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

Airbag light comes on intermittently

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

Purchased New or Used? na

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

Airbag light comes on during long trips. Was last on for over 100 miles. Went off and computer scan shows nothing. Notice there was a recall for same issue on the 2005 models. Will this be covered under the same or similar recall?

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

Thank you for contacting the Chrysler Customer Assistance Center regarding the 2006 Chrysler Town & Country. We appreciate the time and effort you took to write to us and apologize for the inconvenience caused.

In response to your email regarding the concern with the air bag light, we suggest that you visit your local authorized dealership, as they are the best source of information and they would be glad to assist you. Their service personnel have the factory training, equipment, and information available, to diagnose and correct concerns with our vehicles.

You can also locate a dealership using the 'Find a Dealer' area in the <http://www.chrysler.com> website. Mentioned below are few addresses of dealerships in your vicinity: (data inserted)

In addition, as per our records, your vehicle 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 our brand site: [www.chrysler.com](http://www.chrysler.com), click on 'For Owners' at the top of the home page and then enter the last eight characters of your Vehicle Identification Number (VIN).

Furthermore, we have noticed that the name and address mentioned in your email are different from the name and address in our customer database and we would like to verify that you are the current owner of this vehicle. It is important to keep this database current so that we can keep you up-to-date on recalls, customer satisfaction notifications and other important information.

Please reply to the link below letting us know that you are verifying the ownership and would like the information to be updated in our system. Please also provide the date of purchase, the vehicle mileage at the time of sale, and the name of the selling dealer or that it was a private owner transaction.

Reply Link:

[http://www.chrysler.com/wccs/brand\\_forms/us/reply.jsp?trk\\_ID=KM\\_TRACKING\\_STRING\\_KM&](http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KM_TRACKING_STRING_KM&)

Thanks again for your email. We value you and your business.

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

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

I am the current owner of this vehicle. Just purchased at CarMax in Birmingham AL on May 16, 2009.

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

Thank you for contacting the Chrysler Customer Assistance Center regarding the 2006 Chrysler Town & Country.

We appreciate the time and effort you took to write to us.

Congratulations on your recent purchase. You made a great choice for your recent vehicle. We are certain that this vehicle will provide you with many miles of pleasurable driving.

In response to your email, we would like to inform you that the corporate owner information database has been updated to reflect the name and address change mentioned in your email. This will help the post-office to deliver our mail to your correct address. Also, if in the future your vehicle is involved in a factory recall campaign, you will be notified promptly by U.S. mail.

For any further assistance in the future, please feel free to contact us using the reply link given below.

[http://www.chrysler.com/wccs/brand\\_forms/us/reply.jsp?trk\\_ID=KM\\_TRACKING\\_STRING\\_KM&](http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KM_TRACKING_STRING_KM&)

Thanks again for your email. We value you and your business.

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

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**Customer Assistance Inquiry Record (CAIR)#****18649018**

<b>Vin</b>	1D4GP45R3	5B436896	<b>Open Date</b>	06/08/2009	<b>Build Date</b>	06/29/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKH52	DODGE CARAVAN SXT FWD SWB WAGON			
<b>In Service Dt</b>	09/30/2005	<b>Dealer</b>	44771	<b>Dealer Zone</b>	51	<b>Mileage</b>	66,073
<b>Name:</b>	GAHLMAN, CARL A					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	569 WASHINGTON CT					<b>Home Phone</b>	(262) 626-1561
	KEWASKUM WI 53040-8901					<b>Country</b>	UNITED STATES

Referral - Tier Three - Default - Default - Default	Agent transferred the call to t3.
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Air bag lights on.
Corporate - Recall - Default - Default - Default	Customer seeking recall information.

Customer called earlier regarding the same concern and was told that there is no recall on the airbags, however she gave a call to National highway traffic safety administration (hotline number) and was told that the issue falls on a campaign recall number #g09x16 and now is seeking assistance from chrysler agent transferring the call to tier 3 for further assistance, agent could not select referral tier 3 as CAIR is still open.

Customer seeking goodwill to get the air bag lights fix at dealer 44771. Informed customer that before Chrysler considers 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 is seeking out of warranty assistance in the form of ?Best financial assist to get the repair done. ?

Based on the information at hand, agent is considering the following:a 70/30 split.

Writer called dealer and spoke with Service Manager (SM) Leroy. Writer advice SM that customer will contact them to do the diagnose next week and after dealer complete it and call Writer back with that information then Writer will follow thru for the customer.

Customer called in stating that the air bag light is on and wants to know if there is any recall on the vehicle. Agent informed that there is no recall on the air bag.

Writer returned dealer call and spoke with SM Leroy. SM said the total retail cost is \$450.00 and the total warranty is \$256.72.

As a one-time goodwill gesture, Dealer will ?Assist the customer with the repair of the air bag lights.?

Customer will be responsible for a co-pay in the amount of ?\$100.00?.

This goodwill is being offered because: ?Original owner of two vehicles and very loyal customer to dealer.?

##### DIRECT-TO-DEALER #####  
ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER

The CAC is sending this CAIR because of a goodwill policy decision that was made on behalf of this customer. You have indicated you will be using your DSA to assist this customer. The customer ?has not? been informed of this decision. Update and/or close CAIR when complete.

If you need to speak with the agent about this CAIR, please call 1-800-992-1997, Agent extension is 66121 or you may email us at T2email@chrysler.com

#####  
#

REASSIGNED TO BC/DLR 51 44771 06/09/09 15:44 R 18649018

\*Contact Date:06/10/2009

Service Manager at the dealership has closed the Cair# 18649018

Dealer goodwill repair is documented on Repair Order#98283

CAIR RETURNED FROM DEALER ON 6/10/2009 AT 07:53:122 R 18649018



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**Customer Assistance Inquiry Record (CAIR)#****18649280**

<b>Vin</b>	2D4GP44L8	5R448377	<b>Open Date</b>	06/08/2009	<b>Build Date</b>	02/17/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	02/23/2005	<b>Dealer</b>	42400	<b>Dealer Zone</b>	74	<b>Mileage</b>	74,990
<b>Name:</b>	MCGLOTHIN, CATHY J					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	1436 RUCKER RD					<b>Home Phone</b>	
	JUNCTION CITY KS 66441-9004					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Air bag control module corroded
Corporate - Recall - Default - Default - Default	Customer seeking recall information

Customer called in to know if there are any recalls on the Air bag control module stating it is corroded. Writer informed customer that there are no recalls on the same and if there would be any recalls in future he would be notified on the mailing address on the records. Customer also wanted to know if there are any recalls on the Power door lock. Writer informed that there were no recalls on the power doors as well.

Writer advised customer to have the problems fixed at any of the authorized dealerships.

**Customer Assistance Inquiry Record (CAIR)#****18649824**

<b>Vin</b>	2D4GP44L4	5R480887	<b>Open Date</b>	06/12/2009	<b>Build Date</b>	03/24/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	06/28/2005	<b>Dealer</b>	68846	<b>Dealer Zone</b>	42	<b>Mileage</b>	43,382
<b>Name:</b>	ELERSICH, DAVID					<b>Contact Type</b>	E-MAIL
<b>Address</b>	173 RADLEY DRIVE					<b>Home Phone</b>	(440) 639-0248
	PAINESVILLE OH 44077					<b>Country</b>	UNITED STATES

Corporate - Recall - Default - Default - Default

Customer seeking information regarding the recall

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

An existing Recall for my year, make, and model that does not include my vehicle

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

Purchased New

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

I believe my van should be covered under the NHTSA # 07V192000 recall. My van went in for service because of, among other items, the air bag light stays on. The service department found both front air bag sensors to be faulty due to corrosion. They quoted me a charge of \$288.95 to replace both sensors. The existing recall above matches the characteristics of the problem i am having exactly.

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

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

We have reviewed your email regarding the recall information. We appreciate the time and effort you took to write to us. In response to your email, we would like to inform you that a review of our records indicates that your 2005 Dodge Grand Caravan 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](http://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 value you and your business.

Thanks again for your email.

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

**Customer Assistance Inquiry Record (CAIR)#****18651557**

<b>Vin</b>	2D4GP44L2	5R564691	<b>Open Date</b>	06/09/2009	<b>Build Date</b>	06/29/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	07/28/2005	<b>Dealer</b>	67897	<b>Dealer Zone</b>	42	<b>Mileage</b>	70,000
<b>Name:</b>	HOOPER, THOMAS L					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	1470 STRAWBERRY HILL RD					<b>Home Phone</b>	
	TRAVERSE CITY MI 49684-8627					<b>Country</b>	UNITED STATES

Referral - Tier Three - Default - Default - Default	Customer is seeking goodwill assistance
Corporate - Recall - Default - Default - Default	Customer seeking recall information on vehicle
Product - Body / Trim / Paint Finish - Air Bag - Other - Unknown	Customer states the Air bag lights came on

Customer states the Air bag lights came on  
Customer has diagnosed the vehicle customer states there is corrosion on the front left side sensor.  
Customer states the cost for the repair is \$310 approximate  
The dealer told both side sensor needs to be replaced  
Customer is seeking goodwill assistance  
No commitment given to the customer. Agent provide the customer with the reference  
Agent consulted floor support RP777. Transfer the call to Tier 03  
What is the customer requesting from Chrysler?  
Goodwill  
How far out of warranty is the vehicle/repair by time and/or mileage?  
Expired  
Service contract (Chrysler or 3rd party) that would cover the repair?  
No  
Original owner? (yes/no) If no, purchased when?  
Used  
How many Chrysler vehicles has the customer owned including this vehicle?  
4  
Is there any repair history related to the current concern?  
No  
Has the vehicle been diagnosed by a Chrysler, Dodge or Jeep dealership?  
Yes  
Service dealer code?  
67897  
Service manager name?  
N/A  
NIC of team leader/floor walker who authorized escalation of caller?  
RP777  
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 inquiring about assistance. Mike Owen (SA) states vehicle has known issue and there was a recall on some of the 05 Caravan. Mike states Tom Miller (SM) is not in at the moment and will have him contact me.  
Informed customer of information.  
Mike states Tom states they will DSA the repair. Mike states left message to inform customer however customer has not contacted them back. Closing CAIR.

**Customer Assistance Inquiry Record (CAIR)#****18653150**

<b>Vin</b>	1C4GP45R5	5B442101	<b>Open Date</b>	06/09/2009	<b>Build Date</b>	07/07/2005	
<b>Model Year</b>	05	<b>Body</b>	RSYH52	CHRYSLER TOWN & COUNTRY FWD SWB WAGON			
<b>In Service Dt</b>	09/07/2005	<b>Dealer</b>	61345	<b>Dealer Zone</b>	42	<b>Mileage</b>	34,000
<b>Name:</b>	SMITH, ERIC W					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	2859 N 109TH ST					<b>Home Phone</b>	
	TOLEDO OH 43611-2818					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Air bag light keeps flashing on
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Customer called stating that the air bag light is flashing on and this the fourth time he would be visiting that dealership with the same concern. Customer states that he has a third party SC but the dealership is charging him \$50.00 deductible to fix the problem. Agent informed customer as it is a 3rd party SC Chrysler cannot waive the charge and he needs to contact the 3rd part SC. Agent informed if the problem is not resolved call back so that a D2D can be sent. Agent provided customer with the reference number.

**Customer Assistance Inquiry Record (CAIR)#****18653200**

<b>Vin</b>	2D4GP44L0	5R529972	<b>Open Date</b>	06/12/2009	<b>Build Date</b>	04/26/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	07/07/2005	<b>Dealer</b>	44991	<b>Dealer Zone</b>	51	<b>Mileage</b>	43,100
<b>Name:</b>	BATTLES, CALE					<b>Contact Type</b>	E-MAIL
<b>Address</b>	513 ASHTON DR.					<b>Home Phone</b>	
	VERONA WI 53593					<b>Country</b>	UNITED STATES

Product - Electrical - Body Control Module - Defective - Default	customer seeks assistance regarding Body control module
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	customer seeks assistance regarding air bag light
Product - Brakes - Anti-Lock Brake System - Defective - Default	customer seeks assistance regarding brakes of the vehicle
Product - Body / Trim / Paint Finish - Body Hardware - Other - F. Door-Driver	customer seeks assistance regarding right front door
Product - Emissions - Unknown - Defective - Default	customer seeks assistance regarding sensor of the vehicle
Product - Body / Trim / Paint Finish - Glass - Broken, Cracked - Windshield	customer seeks assistance regarding windshield of the vehicle
Product - Electrical - Unknown - Defective - Default	customer seeks assistnace regarding open wire in door harness
Referral - Tier Three - Default - Default - Default	customer wants goodwill regarding above repairs

## \*\*\*\*\* EMAIL BRIEF DESCRIPTION CONTENT \*\*\*\*\*

Please respond on how your going to fix this and keep me as a customer.

## \*\*\*\*\* END EMAIL BRIEF DESCRIPTION CONTENT \*\*\*\*\*

Purchased New or Used?NEW

## \*\*\*\*\* BEGIN CUSTOMER EMAIL \*\*\*\*\*

I am so frustrated by Dodge and my Grand Caravan SXT that was purchased in 2005 and has just over 43,000 miles on it. I have spend over \$1,600 on fixing this vehicle in the last year. If this continues I will never buy a Dodge again. Below is a list of issues that started in 2006. Some of these issues were covered by warranty, but in the end they were never completely fixed leaving me with the bill. 7/11/06-Replaced clockspring for airbag and windshield motor malfunction 12/20/06-ABS Brakes needed to be checked because of excess of pumping action for regular braking 8/7/07-Airbag light continues to stay on (codes found and cleared) 11/14/07-Right front door repositioned due to door hitting fender 7/14/08-Replaced front brakes and resurfaced front rotars for \$179.95 plus tax at only 33,486 miles 11/11/08-Front brakes continue to squek, but dealers says nothing wrong 12/31/09-4 new tires after only 38,825 miles for \$612.81 4/8/09-Two impact sensors and wiring failed, passenger window motor failed and multiple cylinder misfire over \$300 in charges - dealers agrees to cover airbag impact sensors 5/2/09-Reprogram Body Control module-\$158.40 plus tax 6/3/09-Both power side door fail due to open wires in door harnesses - \$249.25 plus tax Please respond on how your going to fix this and keep me as a customer.

## \*\*\*\*\* BEGIN EMAIL RESPONSE \*\*\*\*\*

Routed to T3 for further handling

## \*\*\*\*\* END EMAIL RESPONSE \*\*\*\*\*

Email states:

Dear Cale:Thank you for contacting the Chrysler Customer Assistance Center.We are very sorry for the problems you had and we would like to review all the repairs that were performed at a Dodge dealer. Also, please include proof of tire rotations in regards to the replacement of the tires.Please forward your original repair orders and proof of payment receipts for consideration to the address below:Chrysler Customer Assistance CenterP.O. Box 21-8004Auburn Hills, MI 48321-8004ORYou can fax a copy of the information for review to telephone #248-512-8748. Please note that originals may need to be mailed if required. The issue will be reviewed and you will be contacted with the response.

Thanks again for your email.  
Writer inclined to provide some reimbursement, if merited.

---

**Customer Assistance Inquiry Record (CAIR)#****18656223**

<b>Vin</b>	2A8GP64L4	6R651219	<b>Open Date</b>	06/10/2009	<b>Build Date</b>	09/19/2005	
<b>Model Year</b>	06	<b>Body</b>	RSYS53	CHRYSLER TOWN & COUNTRY LTD FWD LWB WAGON			
<b>In Service Dt</b>	01/19/2006	<b>Dealer</b>	68119	<b>Dealer Zone</b>	35	<b>Mileage</b>	60,000
<b>Name:</b>	GARDNER, ALAN					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	7208 ORLANDO ST					<b>Home Phone</b>	(717) 566-3447
	HARRISBURG PA 17111-4926					<b>Country</b>	UNITED STATES

Corporate - Recall - Default - Default - Default	Customer seeks recall information
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer states the air bag light comes on and off

Customer states the air bag light comes on and off. Customer wants to know if there is any recall on the vehicle for the same. Agent informed that there is no recall on this vehicle. Agent asked to customer to visit the dealership because the sir bag light is on and if she has any problem can call us back. Provided the reference number.



**Customer Assistance Inquiry Record (CAIR)#****18659050**

<b>Vin</b>	2C4GP44R3	5R558786	<b>Open Date</b>	06/11/2009	<b>Build Date</b>	05/25/2005	
<b>Model Year</b>	05	<b>Body</b>	RSYH53	CHRYSLER TOWN & COUNTRY LX FWD LWB WAGON			
<b>In Service Dt</b>	05/26/2005	<b>Dealer</b>	67033	<b>Dealer Zone</b>	51	<b>Mileage</b>	40,838
<b>Name:</b>	OMILAK, GARY					<b>Contact Type</b>	LETTER
<b>Address</b>	4624 26TH AVE					<b>Home Phone</b>	(309) 788-2896
	ROCK ISLAND IL 612015729					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default

Customer is seeking reimbursement.

POSTMARK DATE: 052909; DATE RECEIVED: 060209

Customer has sent invoice for the repairs performed at dealer (67033) on 04/14/09 at 40838 miles.

The repairs are done on front air bag sensor.

Customer is seeking reimbursement for \$177.55.

Customer has also sent the proof of payment.

Customer states that the repairs are recall related and also is a loyal Chrysler customer. Hence customer is seeking reimbursement from Chrysler.

\*\*\*\*\*

\*\*Agent reviewed the case and decided to reimburse the customer as one time goodwill gesture due to the following reasons:

- 1) The repairs are done at an authorized dealership.
- 2) There are 2 active service contracts on the vehicle.
- 4) Mileage is low on the vehicle.
- 3) Customer owns 4 vehicle in household (1 disposed and 3 still owns).

NR522495 O OMILAK, GARY J

VS186723 C OMILAK, GARY J

2T245968 O OMILAK, GARY J

5R558786 C OMILAK, GARY J

So agent decided to reimburse with \$50.00 customer co-pay out of total \$177.55.

\*\* We cannot reimburse the full amount as the vehicle is out of warranty.

Agent checked with LOP numbers 08142502/03, the repairs are not covered under the service contract.

The repairs are not related to recall.

\*Agent is submitting check request for \$127.55 and reassigning to 85j.

\*Agent updated coin, mileage and dealer.

approved for payment - sent to GAP

**Customer Assistance Inquiry Record (CAIR)#****18662343**

<b>Vin</b>	2A8GP64L3	6R702662	<b>Open Date</b>	06/12/2009	<b>Build Date</b>	10/06/2005	
<b>Model Year</b>	06	<b>Body</b>	RSYS53	CHRYSLER TOWN & COUNTRY LTD FWD LWB WAGON			
<b>In Service Dt</b>	01/18/2006	<b>Dealer</b>	67603	<b>Dealer Zone</b>	63	<b>Mileage</b>	54,300
<b>Name:</b>	MC KENZIE, GLORIA					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	1001 LELA DR					<b>Home Phone</b>	(601) 783-2053
	MAGNOLIA MS 39652-4091					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	On. Seeks assistance.
Dealer - Facilities - Dealer Out Of Business - Default - Default	Since Tuesday.

Customer states that the air bag light is coming on. Also states that 67603 diagnosed the vehicle. They informed the customer that they were pretty sure that it was the airbag sensor. Dealership lost its franchisee to Chrysler this Tuesday and they are no longer in business with Chrysler.

-----  
First owner.  
Currently owns 1 vehicle. Had none in the past. Total of 1 in the household.  
Vehicle has no CSC.  
Vehicle is out of warranty.

-----  
Asked the customer to take the vehicle to another Chrysler dealership to get the vehicle diagnosed. Informed customer that before Chrysler considers 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.

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**Customer Assistance Inquiry Record (CAIR)#****18671257**

<b>Vin</b>	2D4GP44L2	5R488163	<b>Open Date</b>	06/16/2009	<b>Build Date</b>	04/08/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	09/27/2005	<b>Dealer</b>	43887	<b>Dealer Zone</b>	51	<b>Mileage</b>	80,000
<b>Name:</b>	VAUGHN, GAITHEL E					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	20807 N BLUE RIDGE RD					<b>Home Phone</b>	
	CHILLICOTHE IL 61523-9751					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer is experiencing problem with the driver side air bag.
Corporate - Recall - Default - Default - Default	Customer is seeking recall information on it.

Customer is experiencing problem with the driver side air bag of the vehicle. Customer is seeking recall information on it. Educated the customer that there is no pending recall on the vehicle and informed that in future if his vehicle is involve in recall he will be notified by us. Customer states that the vehicle is not yet diagnosed by the Chrysler dealership. Informed the customer to consult Chrysler authorized dealership regarding this concern first to diagnose the vehicle. No commitment made to customer.

**Customer Assistance Inquiry Record (CAIR)#****18677697**

<b>Vin</b>	2C8GP64L5	5R453897	<b>Open Date</b>	06/18/2009	<b>Build Date</b>	02/28/2005	
<b>Model Year</b>	05	<b>Body</b>	RSYS53	CHRYSLER TOWN & COUNTRY LTD FWD LWB WAGON			
<b>In Service Dt</b>	03/17/2005	<b>Dealer</b>	42620	<b>Dealer Zone</b>	42	<b>Mileage</b>	72,000
<b>Name:</b>	DEEL, SWANSON					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	4372 CLARK RD # 9					<b>Home Phone</b>	(989) 873-4943
	PRESCOTT MI 48756-9396					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Air bag light on.
Corporate - Recall - Default - Default - Default	Customer seeks recall information.

Customer calls seeking recall information. Advised the customer there are no incomplete recalls for this vehicle. The customer was also advised a notification letter will be mailed to the address on file in the event their vehicle is involved in a future recall.

Customer states that there is an issue with the air bag light it s on. Customer states that he would like Chrysler to help him with it. Agent suggested the customer to get the vehicle diagnosed and give us a call back if required. Agent provided the reference number. No commitments made.

Angela from dealer 67293 called regarding impact sensor replacement on airbag. Due to the nature of the issue being a safety issue, customer being the original owner, customer loyalty (customer has owned 6 Chryslers) - Chrysler has agreed to a customer co-pay of \$50. Total repair amount at warranty rates = \$137.01. Advised dealer that agent will enter a PA for the repair.

**Customer Assistance Inquiry Record (CAIR)#****18682976**

<b>Vin</b>	1C4GP45R6	5B417790	<b>Open Date</b>	06/19/2009	<b>Build Date</b>	05/24/2005	
<b>Model Year</b>	05	<b>Body</b>	RSYH52	CHRYSLER TOWN & COUNTRY FWD SWB WAGON			
<b>In Service Dt</b>	06/20/2005	<b>Dealer</b>	60388	<b>Dealer Zone</b>	42	<b>Mileage</b>	56,620
<b>Name:</b>	ROBINSON, DELLA F					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	1662 LISLE AVE					<b>Home Phone</b>	
	OBETZ OH 43207-4440					<b>Country</b>	UNITED STATES

Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Customer states air bag light is on.
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Writer found a dealership for customer to take vehicle to. Performance 60388. Writer called SM Todd and left a detailed message for a return call. Writer tried to call customer at 614-497-3296 but customer did not answer and writer could not leave a message. Writer advised customer to take the vehicle to the new dealership for a diagnosis before good will could be determined. Customer also states the malfunction light is on as well.

Customer calls requesting to speak with JT841  
Customer/Caller name match to CAIR confirmed.

The CAIR is 30 days old or less.

Agent has checked for decline standard paragraph.

Customer informed to leave message if agent isn't available.

Customer/Caller transferred to extension # 66123

Customer calls requesting to speak with....JT841

Customer/Caller name match to CAIR confirmed.

The CAIR is 30 days old or less.

Agent has checked for decline standard paragraph.

Customer informed to leave message if agent isn't available.

Customer/Caller transferred to extension # 66123

SM Todd @60388 calls seeking assistance to know more about the following

CAIR. Todd stated owner declined to pay diagnostic charges declined

to have them look at it until they make a flat out promise that everything

with the vehicle WILL BE COVERED. Conditions are not and will not be

arranged for review of goodwill less Owner compromises first. Dealer must

first get authorized a check out charge. The AIR BAG lamp may very

well be due to incidental damage to vehicle we don't know at this

time and won't speculate with Owner's car and safety. SM Todd has agreed

to call owner today, quote check out for AIRBAG lamp AND CHECK ENGINE

Lamp concern, should owner compromise with dealer the following dealer

will then either call back CAC or their D.M. for Service and arrange

to provide answers, NO ASSISTANCE/CONSIDERATION, merited should dealer not

get permission to diagnose at Owner expense. CAIR CLOSED. Mfy

Writer spoke with customer who stated that the dealership was rude and

the customer will not have the dealership diagnose the vehicle. Customer

feels that an air bag issue should not have a diagnostic fee. Customer

will take her concern to the legislature.

**Customer Assistance Inquiry Record (CAIR)#****18683004**

<b>Vin</b>	1D4GP45R7	6B528644	<b>Open Date</b>	06/19/2009	<b>Build Date</b>	08/25/2005	
<b>Model Year</b>	06	<b>Body</b>	RSKH52	DODGE CARAVAN SXT FWD SWB WAGON			
<b>In Service Dt</b>	05/29/2006	<b>Dealer</b>	99999	<b>Dealer Zone</b>	51	<b>Mileage</b>	82,000
<b>Name:</b>	KAY, JOHN L					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	10 NAVAHO DR					<b>Home Phone</b>	
	KEOKUK IA 52632-2018					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer is experiencing problem with the air bag light of the vehicle.
Corporate - Recall - Default - Default - Default	Customer is seeking recall information.

Customer is experiencing problem with the air bag light of the vehicle.  
Customer is seeking recall information. Educated the customer that there is no pending recall on the vehicle and informed that in future if her vehicle is involve in recall she will be notified by us. Customer states that the vehicle is not yet diagnosed by the Chrysler dealership.  
Informed the customer to consult Chrysler authorized dealership regarding this concern first to diagnose the vehicle.

**Customer Assistance Inquiry Record (CAIR)#****18688015**

<b>Vin</b>	1C4GP45R7	5B370740	<b>Open Date</b>	06/22/2009	<b>Build Date</b>	04/06/2005	
<b>Model Year</b>	05	<b>Body</b>	RSYH52	CHRYSLER TOWN & COUNTRY FWD SWB WAGON			
<b>In Service Dt</b>	06/13/2005	<b>Dealer</b>	23432	<b>Dealer Zone</b>	42	<b>Mileage</b>	81,000
<b>Name:</b>	OLIVER, ROBINA M					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	22256 N BRANDON ST					<b>Home Phone</b>	
	FARMINGTN HLS MI 48336-3830					<b>Country</b>	UNITED STATES

Corporate - Recall - Default - Default - Default	Customer called to check recall.
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	air bag light is on.

Customer called in to check if there is any recall announced on the vehicle as the air bag light on the vehicle is on. Agent informed the customer that there is no recall announced on the vehicle regarding the same.

Agent explained the customer that the recalls are VIN specific.

**Customer Assistance Inquiry Record (CAIR)#****18688031**

<b>Vin</b>	2D4GP44L2	6R758428	<b>Open Date</b>	06/22/2009	<b>Build Date</b>	12/14/2005	
<b>Model Year</b>	06	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	01/13/2006	<b>Dealer</b>	44991	<b>Dealer Zone</b>	51	<b>Mileage</b>	39,629
<b>Name:</b>	MOORE, SHAWN J					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	622 BEAR CLAW WAY					<b>Home Phone</b>	
	MIDDLETON WI 53562-5657					<b>Country</b>	UNITED STATES

Referral - Tier 2.5 - Internal Escalation - Default - Default	Agent transferred the call to Tier 3
Product - Air Conditioning / Heater - Unknown - Defective - Default	States that the air conditioning of the defective.
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	states that the air bag module and sensors have gone bad.
Product - Brakes - Unknown - Defective - Unknown	states that the brakes were replaced.

\*\*\*\*Begin structured narrative T2 - Referral to SLC

Contact requires transfer to T2.5

Agent transferred the call to Tier 3

Transfer approved per

LL679

\*\*\*\*End structured narrative T2 - Referral to SLC

Customer called in and states that the air conditioning of the vehicle is not blowing cool air and the air bag module and the sensors have gone bad right when the vehicle when it went out of warranty. Customer states that the vehicle had many major repairs and don't think she should pay for the air bag which she never use. Customer states that she had to replace the brakes but she understands that it is a wear and tear item and she has no complaint regarding that but the air which she never used and do not want to pay for the repairs. Customer seeking repair assistance from Chrysler.

What is the customer requesting from Chrysler? repair assistance

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

Service contract (Chrysler or 3rd party) that would cover the repair? no

Original owner? (yes/no) If no, purchased when? yes

How many Chrysler vehicles has the customer owned including this vehicle? 1

Is there any repair history related to the current concern? no

Has the vehicle been diagnosed by a Chrysler, Dodge or Jeep dealership? yes

Service dealer code? 44991

Service manager name? N/A

NIC of team leader/floor walker who authorized escalation of caller? LL679

Writer received call from customer seeking goodwill for ABS and A/C repairs. Original owner, no loyalty history, no service contract, warranty out by 3100 miles/5 months. Writer called dealer, spoke to SM AJ, not loyal customer, no sign of abuse or neglect, Miles 39629 evap core, SM willing to accept PA, suggests 100.00 copay. Writer concurs. SM transferred writer to warranty administrator Valerie for warranty amount. Warranty amount for rear evap, labor time 2.3 hours 75.20 192.96 labor RO# 99135. Warranty parts 154.00, 75.20 total warranty amount is 383.20. As a one-time goodwill gesture, Chrysler will cover 283.20 of evaporator core repair.

Customer will be responsible for a co-pay in the amount of 100.00. This goodwill is being offered because: recent expiration of warranty.

##### DIRECT-TO-DEALER #####

ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER

The CAC is sending this CAIR because of a goodwill policy decision that was made on behalf of this customer. A pre-auth has been created within GWA. If you need additional assistance with this PA, contact

?NAME OF AGENT? at 800-992-1997 extension # 66XXX

You may also contact us by email at: T2email@chrysler.com

Customer ?has / has not? been informed of this decision



Please update and/or close CAIR when complete.

#####

For assistance with PA contact Dave at extension 66101.

REASSIGNED TO BC/DLR 51 44991 06/22/09 15:41 R 18688031

\*\*\*\*\*

Customer called in to check the update on the case.

Agent transferred the call to tier3 at ext 66101.

Writer received voicemail from customer. Writer called customer, and advised that goodwill has been authorized, and advised customer to give dealer her reference number if they are unsure wht to do.

6/26 DM follow up with Ron at dealer who advises that A/C part are on order/ B/O. T.Schatz

\*Contact Date:07/10/2009

Service Director at the dealership has closed the Cair# 18688031

Warranty repair has been documented on Repair Order#99135

CAIR RETURNED FROM DEALER ON 7/10/2009 AT 04:35:713 R 18688031

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**Customer Assistance Inquiry Record (CAIR)#****18688998**

<b>Vin</b>	2D4GP44L2	6R607931	<b>Open Date</b>	06/22/2009	<b>Build Date</b>	07/28/2005	
<b>Model Year</b>	06	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	01/31/2006	<b>Dealer</b>	44908	<b>Dealer Zone</b>	51	<b>Mileage</b>	60,006
<b>Name:</b>	DEBOER, BRENDA					<b>Contact Type</b>	LETTER
<b>Address</b>	908 3RD ST NW					<b>Home Phone</b>	(641) 456-2015
	HAMPTON IA 504411214					<b>Country</b>	UNITED STATES

Product - Steering - Unknown - Leaks - Default	Seeks reimbursement for the power steering cooler and lines.
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Seeks reimbursement for the sensors.

POSTMARK DATE: 061009; DATE RECEIVED: 061609

Customer has sent a letter seeking reimbursement for the airbag sensors, and steering cooler and lines replaced.

Customer has sent repair invoices for the same which states that the repairs were performed at the dealership 44908.

\*\*\*\*\*

As per the previous cair Zone 88 has decided to reimburse the customer for \$300 with a co-pay of \$171.24.

As per the invoices:

For power steering = \$236.80

For airbag sensors=\$234.44

-----Total = \$471.24

Agent submitting a check of \$300 for approval. Thank you.

Agent updated the coin,mileage and servicing dealership.

approved check - sent to GAP

**Customer Assistance Inquiry Record (CAIR)#****18692485**

<b>Vin</b>	2D8GP44L4	6R633848	<b>Open Date</b>	06/23/2009	<b>Build Date</b>	08/20/2005	
<b>Model Year</b>	06	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	04/29/2006	<b>Dealer</b>	63168	<b>Dealer Zone</b>	51	<b>Mileage</b>	45,987
<b>Name:</b>	BANSE, KEVIN					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	8055 DOE GLEN CT					<b>Home Phone</b>	
	RACINE WI 53406-1758					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Air bag light on.
Corporate - Recall - Default - Default - Default	Customer seeking recall information.

Customer alleges that the air bag light of his vehicle is on and he has taken the vehicle to the dealership for diagnosis. Caller further states that the SM at the dealership informed him that this is a known issue with this make and model vehicle. Customer inquiring if Chrysler has announced a recall on this part. Writer informed him that there is no recall on the vehicle and also informed the customer that the information has been documented and will be reviewed internally.

Customer calls seeking recall information. Advised the customer there are no incomplete recalls for this vehicle. The customer was also advised a notification letter will be mailed to the address on file in the event their vehicle is involved in a future recall.

The customer called in to know whether she has to pay for the repairs related to air-bag. The agent informed that as there is no recall so the repairs are not covered by Chrysler.

**Customer Assistance Inquiry Record (CAIR)#****18694986**

<b>Vin</b>	2A4GP54L7	6R693072	<b>Open Date</b>	06/24/2009	<b>Build Date</b>	11/04/2005	
<b>Model Year</b>	06	<b>Body</b>	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON			
<b>In Service Dt</b>	02/28/2006	<b>Dealer</b>	23153	<b>Dealer Zone</b>	32	<b>Mileage</b>	16,690
<b>Name:</b>	SCHEETS, FRANCIS C					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	1823 APPERDEGN RD					<b>Home Phone</b>	
	JAMAICA ESTATES NY 11432-					<b>Country</b>	UNITED STATES

Corporate - CNA Change - Default - Default - Default	Agent updated the adress .
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer alleges air bag lights flashing ON .
Corporate - Dealer Information - Default - Default - Default	Customer seeking dealer location information.
Referral - Tier 2.5 - Internal Escalation - Default - Default	Customer seeking goodwill assistance.

Customer alleges that the air bag lights on the vehicle are flashing On .  
Customer has not got the diagnosis of the vehicle done . Agent requested the customer to get the vehicle dianosed, Customer agreed . Agent updated the adress & provided the address for the nearest dealership. (68242).  
The customer called in regards to the above mentioned concerned. The customer states that the vehicle was taken to the dealership and the dealership is charging him about \$2600.00 for the repair of the airbag.  
The customer seeking goodwill assistance for the repair. The agent transferred the call to tier 2.5 for goodwill assistance.

\*\*\*\*Begin structured narrative T2 - Referral to SLC

Contact requires transfer to T2.5

Transferred

Transfer approved per

MIB8

\*\*\*\*End structured narrative T2 - Referral to SLC

What is the customer requesting from Chrysler? Goodwill assistance for airbag.

How far out of warranty is the vehicle/repair by time and/or mileage? 5 months

Service contract (Chrysler or 3rd party) that would cover the repair? no

Original owner? (yes/no) If no, purchased when? yes

How many Chrysler vehicles has the customer owned including this vehicle? 3 vehicles

Is there any repair history related to the current concern? no

Has the vehicle been diagnosed by a Chrysler, Dodge or Jeep dealership? yes

Service dealer code? 68646

Service manager name?

NIC of team leader/floor walker who authorized escalation of caller? MIB8

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Customer states the light has been on for about 3 months, since the battery was changed. He states the dealership advised him the air bag needs to be replaced.

---

Service Manager, Jake, dealer 23153.

Agent attempted to contact dealer Service Manager (SM), however, SM not available. Left message for a return call. Provided enough information to give SM the ability to understand the reason for the contact

Provided dealer with agents extension, which is 66091 and email address.

--Writer requested the SM contacts writer with the diagnosis and recommendations for out of warranty assistance.---

--

Writer would like to assist the customer with a co-pay.

Customer called for updates, attempted extension transfer but call did not connect, transferred to VDN 72409

Customer called in stating that he is asking for an update for his

vehicle. Writer found that the information on dealership is wrong and that the phone number that is needed for the SM is 516-333-2666. Writer informed the customer that another message has been left for the SM. But until we hear back from him there is nothing that we can do.

Customer called in and states that the wanted to talk to senior department. Agent transferred the call to Tier2.5 for further handling. Customer calls in regarding the same concern. Writer calls dealership attempting to reach the SM, but he is unavailable. Writer leaves a message for the Service Director requesting him to contact CAC. Customer is expressing frustration that the dealership has not returned calls. Writer called dealer 23153 SM Jake to confirm the repair needed on the vehicle. SM stated that the occupancy sensor due to it being bad. SM would need to work up the warranty pricing for this repair and callback with the specific information needed.

SM Frank recommends \$200.00 customer co-pay toward the repair and writer concurs with this offer.

SM Frank would be willing to use DSA for the remaining amount.

As a one-time goodwill gesture, Chrysler/Dealer will cover partial cost to replace occupancy sensor.

Customer will be responsible for a co-pay in the amount of \$200.00.

This goodwill is being offered because: brand loyalty.

##### DIRECT-TO-DEALER #####

ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER

The CAC is sending this CAIR because of a goodwill policy decision that was made on behalf of this customer. You have indicated you will be using your DSA to assist this customer. The customer HAS NOT been informed of this decision. Update and/or close CAIR when complete.

If you need to speak with the agent about this CAIR, please call 1-800-992-1997, Agent extension is 66093 or you may email us at T2email@chrysler.com

#####  
#

REASSIGNED TO BC/DLR 32 23153 07/15/09 15:59 R 18694986

\*\*\*\*\*EMAIL\*\*\*\*\*

Dealer emails back with information previously requested.

Other Information -

AS PER DM NO ASSISTANCE FOR THIS REPAIR

CONTACT JAKE CARUSO @631-433-3099

Agent attempted to contact dealer 23153 Service Manager (SM) Jake, however,

SM not available. Left message for a return call. Provided enough information to give SM the ability to understand the reason for the contact

Provided dealer with agents extension, which is 66093

Writer called customer to inform of decision. Writer instructed customer to contact individual listed per line 85 for any other information. Per line 84, DM overrode the decision from Chrysler and SM which was negotiated at customer co-pay of \$200.00 toward the repair.

Customer informed writer to inform Chrysler that if customer is in an accident and the air bags do not operate properly, Chrysler will be responsible for any property damage or injuries which occurs.

Writer is waiting on a response as to why the decision was overturned and if we could override that decision.

7/21 dm spoke to jake at the dlr who stated that the issue with the air bag system was due to the fact that a mobile station (irf) caused the malfunction while replacing a battery. at no time did the dm know that the sm had spoken to the call center. dm did not override the decision as stated on line 94. an independent decision was made with the information supplied by jake at the dealership that it was not any kind of factory defect involved.

\*\*\* GOODWILL ASSISTANCE HAS BEEN DECLINED \*\*\*

Informed customer that Chrysler will not participate in the repair.

The vehicle warranty has expired by time and/or mileage.

Unless the customer offers new information, decision remains unchanged.

\*\*\*\*\*

There is no need to transfer caller to writer. Writer had decision reviewed as requested by customer.

Customer called in regarding his appeal. Agent reiterated what was

with Chrysler.

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**Customer Assistance Inquiry Record (CAIR)#****18695156**

<b>Vin</b>	2C4GP54L0	5R570623	<b>Open Date</b>	06/24/2009	<b>Build Date</b>	06/15/2005	
<b>Model Year</b>	05	<b>Body</b>	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON			
<b>In Service Dt</b>	08/30/2005	<b>Dealer</b>	41356	<b>Dealer Zone</b>	42	<b>Mileage</b>	51,085
<b>Name:</b>	VANSETTERS, DANIELLE					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	1237 PORTLAND AVE NE					<b>Home Phone</b>	
	GRAND RAPIDS MI 49505-5247					<b>Country</b>	UNITED STATES

Referral - Tier 2.5 - Internal Escalation - Default - Default	Customer seeking goodwill assistance
Product - Body / Trim / Paint Finish - Air Bag - Other - Unknown	Customer states that the airbag sensor has gone bad.
Corporate - CNA Change - Default - Default - Default	Updated the ownership

\*\*\*\*Begin structured narrative T2 - Referral to SLC

Contact requires transfer to T2.5

Transferred the call

Transfer approved per

JA917

\*\*\*\*End structured narrative T2 - Referral to SLC

Customer called in and states that there is a problem with the Airbag sensors and so she had taken the vehicle to the dealership and the dealership asked the customer to call Chrysler. Customer wanted to know if Chrysler can help him with the repair assistance. Customer states that she has purchased the vehicle recently and so agent updated the ownership and transferred the call to tier-2.5.

What is the customer requesting from Chrysler?

goodwill assistance

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

out of warranty 10months and 15000 miles

Service contract (Chrysler or 3rd party) that would cover the repair?

no

Original owner? (yes/no) If no, purchased when?

no

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

2

Is there any repair history related to the current concern?

yes

Has the vehicle been diagnosed by a Chrysler, Dodge or Jeep dealership?

yes

Service dealer code?

41356

Service manager name?

NIC of team leader/floor walker who authorized escalation of caller?

JA917

Customer has not taken the vehicle into a dealership to be diagnosed.

Writer advised the customer that this is the first step to see if there would be assistance offered. No offer of assistance was offered at this time. Writer called dealership to let them know that customer will be bringing vehicle in to have it diagnosed.

Judy, Service Advisor, dealer 41356, called RE571

Dealer calls/emails back with information previously requested.

Warranty parts \$49.35-clockspring

Warranty labor \$36.15

Other Information -

Writer called dealership and spoke to Joe SM, decided on customer co-pay is \$36.15.

As a one-time goodwill gesture, Chrysler will assist in the repair of clockspring.

Customer will be responsible for a co-pay in the amount of \$36.15. This goodwill is being offered because:Customer satisfaction

##### DIRECT-TO-DEALER #####

ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER

The CAC is sending this CAIR because of a goodwill policy decision that was made on behalf of this customer. A pre-auth has been created within GWA. If you need additional assistance with this PA, contact Rick at 800-992-1997 extension # 66134

You may also contact us by email at: T2email@chrysler.com

Customer has not been informed of this decision

Please update and/or close CAIR when complete.

#####

REASSIGNED TO BC/DLR 42 41356 06/25/09 09:32 R 18695156

\*Contact Date:07/06/2009

Assistant Service Manager at the dealership has closed the Cair# 18695156

After repeated attempts the dealer was unable to contact this customer.CAIR closed pending further contact from the customer.

CAIR RETURNED FROM DEALER ON 7/06/2009 AT 09:02:866 R 18695156

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**Customer Assistance Inquiry Record (CAIR)#****18695209**

<b>Vin</b>	1D8GP45R8	5B322410	<b>Open Date</b>	06/24/2009	<b>Build Date</b>	02/10/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKH52	DODGE CARAVAN SXT FWD SWB WAGON			
<b>In Service Dt</b>	04/09/2005	<b>Dealer</b>	65062	<b>Dealer Zone</b>	51	<b>Mileage</b>	25,402
<b>Name:</b>	SICILIA, JOHN					<b>Contact Type</b>	LETTER
<b>Address</b>	6308 47TH AVE					<b>Home Phone</b>	(262) 652-3990
	KENOSHA WI 531423110					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer is seeking repair reimbursement.
Product - Body / Trim / Paint Finish - Air Bag - Other - Unknown	

POSTMARK DATE: 061709; DATE RECEIVED: 061909

Customer has sent a repair order from the dealership 65062, dated 05/29/09 when the odometer reading was 25,402 miles. Customer had the repairs performed as the Air Bag light was on. Customer had the front Impact Sensors replaced. Customer paid the following for the cost of the repairs:

Labor-\$319.40

Parts-\$105.86

Misc-\$17.50

Tax-\$24.35

The total cost of the repair was \$467.11. Customer is seeking reimbursement for the cost of the repairs as he believes that was a safety issue. Agent decides to reimburse the customer \$367.11 for the cost of the repairs as goodwill due to the following reasons:

- 1) Customer had the repairs performed at an authorized dealership.
- 2) Customer had 3 Service Contracts on his vehicle.
- 3) Customer had the repairs performed at an authorized dealership.
- 4) Customer has purchased 4 Chrysler vehicles till date.
- 5) Currently there are 2 vehicles in the household.
- 6) There is no claim history associated with the vehicle.
- 7) There were only 25,402 miles on the odometer.

Customer would be responsible for \$100.00 co pay. Agent is submitting a check request for \$367.11.

Check amount approved. Please contact the customer, review reimbursement, and verify mailing address. Once completed, please reassign

the CAIR to EJW for check handling. Thank you.

\*\*\*\*\*

Agent called the customer at 262-652-3990 to inform the customer regarding the reimbursement, but as the customer wasn't available agent left a message on voicemail with the reference number. Agent verified the name and mailing address on the letter and on AW. Agent reassigning the CAIR to EJW for final approval.

COIN updated.

Customer stated she received a message but could not understand the message. Writer read the notes and informed customer she will be receiving a check in the amount of \$367.11, it is just waiting final approval. Customer very satisfied with decision.

check approved - sent to GAP

July 15 Mr. Sicilia received a letter advising him that his reimbursement had been approved and he would be receiving a check shortly. Customer still has not received the check and would like to know if it is in transit. Writer found that the check was sent to GAP. Writer transferred customer to the service contracts line so that they could give him information as to where the reimbursement check is and when he will receive it. 26984 mileage.

caller transferred from ccac, regarding cair# 18695209. the notes suggest it was some goodwill reimbursement that was sent to gap insurance. But don't know why it was sent to them. No notes regarding that. provided the no#8007559519 for gap, but transferred to t3ccac at

72100 because writer don t know why it was sent to gap. Car wasn t involved in any accident

Customer called to check on status of check. As per line 39 writer advised customer that the check has been sent to proper department to have it finalized and mailed to her. Customer stated she had been told it was sent to an outside company in payment to them. Writer advised customer that per previous notes on lines 31-32 it would be going to her address. Writer advised customer to give at least 7-10 business days for mailing from the 23rd of July as that is when the last notes were on the status.

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**Customer Assistance Inquiry Record (CAIR)#****18696458**

<b>Vin</b>	2A8GP54L7	6R670356	<b>Open Date</b>	06/24/2009	<b>Build Date</b>	10/06/2005	
<b>Model Year</b>	06	<b>Body</b>	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON			
<b>In Service Dt</b>	12/02/2005	<b>Dealer</b>	45423	<b>Dealer Zone</b>	32	<b>Mileage</b>	46,000
<b>Name:</b>	KUBINSKI, KEVIN J					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	35 COLEMAN AVE					<b>Home Phone</b>	
	ELMIRA NY 14905-1144					<b>Country</b>	UNITED STATES

Product - Electrical - Unknown - Defective - Default	Air bag sensor had gone bad
Referral - Service Contracts - Default - Default - Default	Customer is seeking for coverage under the service contract
Product - Electrical - Power Door Lock / Deck Lid - Defective - Unknown	Rear door lock system has gone bad

Customer called in to know if the rear door lock system and the air bag sensor are covered under the service contract. CAC transferred the call to service contract.

**Customer Assistance Inquiry Record (CAIR)#****18696516**

<b>Vin</b>	2A8GP54L7	6R670356	<b>Open Date</b>	06/24/2009	<b>Build Date</b>	10/06/2005	
<b>Model Year</b>	06	<b>Body</b>	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON			
<b>In Service Dt</b>	12/02/2005	<b>Dealer</b>	45423	<b>Dealer Zone</b>	32	<b>Mileage</b>	42,271
<b>Name:</b>	KUBINSKI, KEVIN J					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	35 COLEMAN AVE					<b>Home Phone</b>	
	ELMIRA NY 14905-1144					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Complains about the Driver side airbag sensors.
Product - Body / Trim / Paint Finish - Seat Belts - Inoperative - Front Driver	Seat belt tensioner needs to be replaced
Referral - Tier 2.5 - Internal Escalation - Default - Default	Seeking assistance.

The customer called in to know the warranty coverage for the airbag sensors, the agent informed that the airbag sensors are not covered under warranty as well as in SC. The customer is seeking for some assistance from Chrysler with the repairs. The customer states that the vehicle is diagnosed at an authorized dealership, 45423. The dealership has provided with the estimate cost as \$300.

What is the customer requesting from Chrysler?

GOODWILL

How far out of warranty is the vehicle/repair by time and/or mileage? OUT BY TIME AND MILEAGE.

Service contract (Chrysler or 3rd party) that would cover the repair? NO

Original owner? (yes/no) If no, purchased when? yes

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

1

Is there any repair history related to the current concern? no

Has the vehicle been diagnosed by a Chrysler, Dodge or Jeep dealership?

yes

Service dealer code? 45423

Service manager name?

NIC of team leader/floor walker who authorized escalation of caller?

JA917.

Customer called in and said this is a safety issue and she can not understand why is it that the part is not covered. Informed customer that this part is covered under 3/36 warranty but vehicle is out of warranty. Writer called Dealer 45423 and spoke with SM Dave who said vehicle needs actually the seat belt buckle assembly (seat belt tensioner). Customer pay: \$343.50. Writer inquired about warranty cost. Dave said warranty cost: \$243.00 for part; \$11.94 for labor. Total warranty cost: \$254.94

Dave said this is not a regular customer to the shop.

Informed customer that if she agrees for \$125.00 co-pay towards the seat belt tensioner, the dealer will be able to cover the rest. Informed customer that this Goodwill is only for the seat belt tensioner and does not include other current repairs.

As a one-time goodwill gesture, Chrysler will assist to replace seat belt tensioner. Chrysler offers \$129.94 towards the repairs?

Customer will be responsible for a co-pay in the amount of \$125.00?.

This

goodwill is being offered because: Original owner, with a SC that does not cover the part?

##### DIRECT-TO-DEALER #####

ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER

The CAC is sending this CAIR because of a goodwill policy decision that was made on behalf of this customer. A pre-auth has been created within GWA. If you need additional assistance with this PA, contact

?PAPY? at 800-992-1997 extension # 66120

You may also contact us by email at: T2email@chrysler.com

Customer has been informed of this decision

Please update and/or close CAIR when complete.

#####

REASSIGNED TO BC/DLR 32 45423 06/24/09 16:58 R 18696516

REASSIGNED TO BC/DLR 32 45423 07/02/09 10:41 R 18696516

service manager, dave, is aware of decision.

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**Customer Assistance Inquiry Record (CAIR)#****18698342**

<b>Vin</b>	1D4GP24R4	6B510401	<b>Open Date</b>	06/25/2009	<b>Build Date</b>	08/10/2005	
<b>Model Year</b>	06	<b>Body</b>	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON			
<b>In Service Dt</b>	11/12/2005	<b>Dealer</b>	60329	<b>Dealer Zone</b>	35	<b>Mileage</b>	56,289
<b>Name:</b>	KLINE, ERIC M					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	513 CHURCH ST					<b>Home Phone</b>	
	HERMINIE PA 15637-1459					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Air bag lights on
Referral - Tier 2.5 - Internal Escalation - Default - Default	Customer seeking repair assistance

Customer called in reporting the air bag lights are on again for the second time. Customer is seeking repair assistance for the cost of repair. Writer provided the reference number and transferred the call to Tier 2.5 for further handling. Approved by RP762. The vehicle is not diagnosed.

What is the customer requesting from Chrysler? Repair assistance

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

17289

Service contract (Chrysler or 3rd party) that would cover the repair? No

Original owner? (yes/no) If no, purchased when? Yes

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

1

Is there any repair history related to the current concern? Yes twice

Has the vehicle been diagnosed by a Chrysler, Dodge or Jeep dealership?

No

Service dealer code?

Service manager name?

NIC of team leader/floor walker who authorized escalation of caller?RP762

Customer requesting Chrysler to pay all but \$50 for repair for airbag light on. Customer said she took vehicle to IRF about 3 months ago, they did not repair vehicle because they said it was not throwing any codes.

Writer spoke with John SM (60329) and left information for dealer to contact writer with diagnosis information.

Informed customer that before Chrysler considers 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 is seeking out of warranty assistance in the form of repair airbag light.

Based on the information at hand, agent is considering the following: 60 percent.

Writer spoke with John SM and he said needs right front impact sensor.

Cost \$49.50 plus 39.00 diagnostic fee. Chrysler will pay for the repair, customer will pay diagnostic fee.

Dealer does not have DSA.

As a one-time goodwill gesture, Chrysler will assist the customer with the repair of right front impact sensor.

Customer will be responsible for a co-pay in the amount of 0. This goodwill is being offered because: Airbag light on.

##### DIRECT-TO-DEALER #####

ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER

The CAC is sending this CAIR because of a goodwill policy decision that was made on behalf of this customer. A pre-auth has been created within GWA. If you need additional assistance with this PA, contact Patti at 800-992-1997 extension # 66103.

You may also contact us by email at: T2email@chrysler.com

Customer has been informed of this decision

Please update and/or close CAIR when complete.

#####  
REASSIGNED TO BC/DLR 35 60329 06/30/09 08:40 R 18698342  
\*Contact Date:07/01/2009  
Service Manager at the dealership has updated the Cair# 18698342  
Parts have been ordered.

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<b>Customer Assistance Inquiry Record (CAIR)#</b>						<b>18699973</b>	
<b>Vin</b>	2A4GP44R7	7R175740	<b>Open Date</b>	06/25/2009	<b>Build Date</b>	11/09/2006	
<b>Model Year</b>	07	<b>Body</b>	RSYH53	CHRYSLER TOWN & COUNTRY LX LWB WAGON			
<b>In Service Dt</b>	11/29/2006	<b>Dealer</b>	43271	<b>Dealer Zone</b>	42	<b>Mileage</b>	24,000
<b>Name:</b>	ADAMS, MR KIRT					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	145 N MALL DR UNIT 48					<b>Home Phone</b>	(435) 669-5044
	ST GEORGE UT 84790-8175					<b>Country</b>	UNITED STATES

Product - Electrical - Unknown - Other - Default	airbaglight
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Customer called in for the airbag light, writer advised them to contact the dealership for a diagnosis.



**Customer Assistance Inquiry Record (CAIR)#****18702592**

<b>Vin</b>	2D4GP44L3	6R736616	<b>Open Date</b>	06/26/2009	<b>Build Date</b>	11/15/2005	
<b>Model Year</b>	06	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	03/25/2006	<b>Dealer</b>	52516	<b>Dealer Zone</b>	42	<b>Mileage</b>	51,964
<b>Name:</b>	KELLEY, KIMBERLEE S					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	5670 GRUBAUGH RD					<b>Home Phone</b>	
	ALANSON MI 49706-9754					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer experiences problem with the airbag sensors.
Product - Air Conditioning / Heater - Evaporator - Defective - Default	Customer experiences problem with the rear evaporator.
Referral - Tier 2.5 - Internal Escalation - Default - Default	Customer seeks goodwill.

\*\*\*\*Begin structured narrative T2 - Referral to SLC

Contact requires transfer to T2.5

goodwill

Transfer approved per

IK57

\*\*\*\*End structured narrative T2 - Referral to SLC

Customer experiences problem with the airbag sensors. Customer experiences problem with the rear evaporator. Customer states that she is having a lot of problems with the vehicle and she replaced the toe rods last year. Customer states that she has got the vehicle inspected at 52516 dealer and they informed her it is a manufacturing defect. Customer seeks assistance for the repairs. Agent transferred the call to Tier 3 for further handling as approved by IK57.

What is the customer requesting from Chrysler? goodwill

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

15000 miles

Service contract (Chrysler or 3rd party) that would cover the repair? no

Original owner? no

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

one

Is there any repair history related to the current concern? no

Has the vehicle been diagnosed by a Chrysler, Dodge or Jeep dealership?

yes

Service dealer code? 52516

Service manager name? Jeff

NIC of team leader/floor walker who authorized escalation of caller?

IK57.

Informed customer that before Chrysler considers 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 is seeking out of warranty assistance in the form of assistance with the repair of the evaporator and the right air bag sensor.

Based on the information at hand, agent is considering the following:

25%- 50% co-pay

Customer called with reference number to speak with JF849. Agent transferred the call to ext #66131. Approve by JA917

Customer called with reference number to speak with JF849. Agent transferred the call to ext #66131. Approved by ES738.

Customer calling for the same concern and states that the vehicle is diagnosed. Customer states that she has not heard from JF849 and would like to some who can help her. Agent transferred to tier 3. Approved by LL679

Customer calls requesting to speak with John.

Customer/Caller name match to CAIR confirmed.

The CAIR is 30 days old or less.

Agent has checked for decline standard paragraph.  
Customer informed to leave message if agent isn t available.  
Customer/Caller transferred to extension # 66131.  
Customer called in regarding same issue. Customer states that she had the vehicle diagnosed at Brown Motors. Writer contacted 52516 and spoke to Jeff SW. Jeff states that there was no abuse or neglect. Jeff states that he will have to get back to me with warranty rates. Writer will contact customer back upon hearing back from Jeff.  
As a one-time goodwill gesture, Chrysler will pay \$437.35 to cover the balance of the repair.  
Customer will be responsible for a co-pay in the amount of \$100. This goodwill is being offered because customer loyalty  
##### DIRECT-TO-DEALER #####  
ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER  
The CAC is sending this CAIR because of a goodwill policy decision that was made on behalf of this customer. A pre-auth has been created within GWA. If you need additional assistance with this PA, contact Michael at 800-992-1997 extension # 66131  
You may also contact us by email at: T2email@chrysler.com  
Customer has not been informed of this decision  
Please update and/or close CAIR when complete.  
#####  
REASSIGNED TO BC/DLR 42 52516 06/30/09 16:38 R 18702592  
\*Contact Date:07/03/2009  
Service Manager at the dealership has closed the Cair# 18702592  
DCX goodwill repair is documented on Repair Order#183999  
Request was reviewed with DM.  
CAIR RETURNED FROM DEALER ON 7/03/2009 AT 03:21:557 R 18702592  
Dealer called back, claim was not going through. Agent updated the claim to \$500. Claim was able to be paid by dealer.

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**Customer Assistance Inquiry Record (CAIR)#****18703140**

<b>Vin</b>	2C4GP44R2	5R510051	<b>Open Date</b>	06/26/2009	<b>Build Date</b>	04/01/2005	
<b>Model Year</b>	05	<b>Body</b>	RSYH53	CHRYSLER TOWN & COUNTRY LX FWD LWB WAGON			
<b>In Service Dt</b>	04/11/2005	<b>Dealer</b>	44812	<b>Dealer Zone</b>	32	<b>Mileage</b>	60,000
<b>Name:</b>	HYLAND, MICHELE					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	237 JEFFERSON AVE					<b>Home Phone</b>	
	SAINT JAMES NY 11780-1949					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer states that the air bag lights are on.
Product - Body / Trim / Paint Finish - Air Bag - Other - Unknown	Customer states that the clock spring needs to be replaced.
Product - Body / Trim / Paint Finish - Seat Belts - Defective - Default	Customer states that the seat belt tensioner is replaced.

Customer states that the vehicle had the air bag lights on and he had been to the dealership 44812 and they got the seat belt tensioner replaced. However the vehicle had the same issue again and he got in touch with the dealership and they informed the customer that the vehicle needs the clcokspring which wil lcost the customer additional \$300. Customer states that the repairs should be covered under warranty. Customer requested for supervisor.

\*\*\*\*\*Call handed over to PD592\*\*\*\*\*

Customer wants Chrysler to assist with the clockspring repair for \$300. Customer purchased the vehicle used, agent denied assistance. Customer is upset and insists for further escalation. Agent denied further escalation.

**Customer Assistance Inquiry Record (CAIR)#****18703548**

<b>Vin</b>	2A4GP54L9	7R152073	<b>Open Date</b>	06/26/2009	<b>Build Date</b>	09/14/2006	
<b>Model Year</b>	07	<b>Body</b>	RSYP53	CHRYSLER TOWN & COUNTRY TOURING LWB WAGON			
<b>In Service Dt</b>	09/05/2007	<b>Dealer</b>	66585	<b>Dealer Zone</b>	74	<b>Mileage</b>	39,650
<b>Name:</b>	ANSCHUTZ, SHANNON I					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	3980 E 277TH ST.					<b>Home Phone</b>	(785) 759-3477
	QUENEMO KS 66528-8210					<b>Country</b>	UNITED STATES

Product - Electrical - Power Sliding Door - Other - Both Sides	Customer states the doors seals are falling off.
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer complains that the air bag light on the vehicle keeps coming on.
Product - Electrical - TV/DVD - Defective - Video	Customer states the rear dvd player is not working properly.
Product - Body / Trim / Paint Finish - Conv Top / Sunroof / T-Top - Leaks - Default	Customer states the sunroof is leaking.
Referral - Tier 2.5 - Internal Escalation - Default - Default	

Customer states that the vehicle has had a continuous issue with the air bag light coming on, and though there have been several repair attempts, it has never been fixed. Customer also states that the door seals keep falling off and the roof has repeated leak problem. Customer states that the rear defroster was repaired twice and is still not working properly. finally, customer states that the DVD player shakes violently. Customer is not happy with this vehicle. Agent sees that there was a previous CAIR that was sent D2D as an unresolved issue, but it was closed, as the issue with the air bag is intermittent. Customer states that he wants to file for Lemon Law.

##### ATTENTION SERVICE DIRECTOR/MANAGER #####

Owner is seeking relief under the state lemon law

This CAIR is being assigned to your dealership for further handling and review with your District Manager and/or Business Center in an attempt to resolve customer's concern. The information below was compiled based on corporate records. Please contact this customer with next steps and update this CAIR.

+++++ Lemon Law Research +++++

1. What does the customer allege is wrong with the vehicle? Air bag light comes on intermittently, roof leaks, DVD player shakes violently, rear defroster does not work properly, door seals continue falling off.
2. Was the vehicle purchased new or used? new
3. If used, what number owner is the customer?
4. Per the warranty history, how many related repairs have there been? 11
5. Date of first related repair attempt? 5/27/08
6. Mileage of first related repair attempt? 17,533mi
7. This vehicle was purchased in what state? Kansas
8. Is this a safety state? no
9. Has there been a Direct-to-Dealer CAIR previously sent? yes
10. Has there been any Business Center involvement? yes
11. Is the vehicle currently at an authorized dealer? no
12. Does the condition described by the customer still exist? yes

The only thing the customer has been told is their file will be reviewed and/or handled by the local Business Center and Dealer, and if the condition still exists, to take their vehicle to the dealer regardless of this request.

REASSIGNED TO BC/DLR 74 66585 06/26/09 15:38 O 18703548

Area Manager called and left message for SM about customer issues

Area Manager will reassign CAIR to new manager of responsibility.esj

DM spoke to service manager Roger who will make contact with the owner and address all issues.

Service mgr will again attempt to contact owner today. TSY

\*Contact Date: 07/16/2009

Service Manager at the dealership has updated the Cair# 18703548

Dealer attempting to contact customer.

Roger (srv mgr) left message for owner yesterday. Still no contact today.

Customer finally contacted dealership and set appt for Friday 7/31.

REASSIGNED TO BC/DLR 74 66585 08/05/09 08:23 O 18703548

Vehicle is at dealership and they are currently addressing and diagnosing items brought up by customer.

Customer called with repeated problem with airbag light. Wiring harness is on order. After repeated calls to service manager customer willing to wait for repair.

Vehicle has been repaired according to service mgr and customer now has vehicle back in their possession. The following items on the RO were addressed: 1. DVD monitor shakes. Wheels balanced (mud)

2. Defroster grid broken. Repaired grid.

3. Water leak at right front grab handle. Repaired sunroof drain hose.

4. Both front door weatherstrips loose. Glued weather strips in place.

5. Air bag light. Repaired pin connector. Ordered wiring harness just in case the very intermittent problem of the light coming on occurs again.

null

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**Customer Assistance Inquiry Record (CAIR)#****18703812**

<b>Vin</b>	2A4GP54L7	6R760298	<b>Open Date</b>	06/26/2009	<b>Build Date</b>	12/09/2005	
<b>Model Year</b>	06	<b>Body</b>	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON			
<b>In Service Dt</b>	02/10/2006	<b>Dealer</b>	60086	<b>Dealer Zone</b>	42	<b>Mileage</b>	50,000
<b>Name:</b>	SORK, NENA F					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	114 BARRY ST					<b>Home Phone</b>	
	ALPENA MI 49707-3623					<b>Country</b>	UNITED STATES

Product - Brakes - Brake Pedal and Linkage - Complete  
Failure - Default

Customer states her vehicle shouldn't be having these problems.

Customer states she has a friend the works with Chrysler dealer and has informed her that this vehicle has various problems with impact sensors and a/c evaporator and customer thinks that should have been a recall on her vehicle. Customer requests assistance with impact sensors and a/c evaporator because she thinks she shouldn't have to pay for these items even though her vehicle is out of warranty and she's been a loyal customer to Chrysler. Agent contacted dealer 60086 and spoke with SM Tom and the diagnosis is rotors need replacement, a/c evaporator needs to be replaced, impact sensors he advised these are not wear and tear items, and not defective the customer has just been having problems with them. Agent requested warranty cost for parts and labor split for both the a/c evaporator and impact sensors replacement SM advised he will get those ready and give me a call back on Monday. Agent agreed and let the customer know that in order for Chrysler to be able to assist we needed to receive this information from the dealer and then Chrysler will see if there is anything we can assist on. Customer agreed and requested a call back at her cell 989-657-1070. Agent confirmed when dealer contacts agent back and obtains further information customer will be contacted back. SM Tom contacted agent 06/29/2009 and left a message and stated he has the customer's diagnosis and warranty costs parts and labor split, and requested a call back at 989-354-4154.

Customer called for the same concern and asked for LE546. Agent transferred the call to T2.5. Agent couldn't add reason code as the case was open with LE546, and also advised the customer of incomplete recall #F10 for this vehicle. Customer was advised to contact a Chrysler, Dodge, or Jeep dealer to schedule an appointment to complete recall repair.

Customer stated that the agent that she was working with has not called her back. Writer advised the customer that the agent has been working on the issues, writer transferred the customer to LE546.

Agent contacted dealer and spoke with SM Tom and he provided agent with a/c warranty parts cost is \$271.53 and labor is \$112.37 and for the impact sensors parts is \$59.92 and labor \$79.20

As a one-time goodwill gesture, Chrysler/Dealer will offer assistance with a/c rear evaporator and impact sensors for a 50/50 split. Agent advised SM Tom to contact the customer since the dealer will be using their DSA to service her vehicle, SM agreed and agent provided him with customer's contact information 989-657-1070.

Customer will be responsible for a co-pay in the amount of 50% of warranty repair costs.

This goodwill is being offered because: Customer's loyalty to Chrysler.

##### DIRECT-TO-DEALER #####

ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER

The CAC is sending this CAIR because of a goodwill policy decision that was made on behalf of this customer. You have indicated you will be using your DSA to assist this customer. The customer has been informed of this decision. Update and/or close CAIR when complete.

If you need to speak with the agent about this CAIR, please call 1-800-992-1997, Agent extension is 66174 or you may email us at T2email@chrysler.com

#####

#  
REASSIGNED TO BC/DLR 42 60086 07/01/09 16:03 O 18703812  
DM closing the file do to call center involvement...rrb30

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**Customer Assistance Inquiry Record (CAIR)#****18704266**

<b>Vin</b>	2A4GP54L7	6R616041	<b>Open Date</b>	06/26/2009	<b>Build Date</b>	08/05/2005	
<b>Model Year</b>	06	<b>Body</b>	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON			
<b>In Service Dt</b>	09/08/2005	<b>Dealer</b>	23748	<b>Dealer Zone</b>	51	<b>Mileage</b>	48,374
<b>Name:</b>	DANIELS, DENELLE L					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	N9604 NAVARINO RD					<b>Home Phone</b>	
	SHIOCTON WI 54170-9720					<b>Country</b>	UNITED STATES

Product - Air Conditioning / Heater - Unknown - Inoperative - Default	AC does not function
Product - Brakes - Pads/Shoes - Worn - Unknown	Brake pads and rotors need replacement
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer alleges air bag sensors need replacement and air bag light on
Product - Steering - Power Rack and Pinion / Gear - Leaks - Default	Rack and pinion leaking
Referral - Tier 2.5 - Internal Escalation - Default - Default	Seeks assistance
Product - Suspension - Tie Rods / Drag Link - Worn - Unknown	Tie rods needs replacement

\*\*\*\*Begin structured narrative T2 - Referral to SLC

Contact requires transfer to T2.5

Goodwill

Transfer approved per

SG580

\*\*\*\*End structured narrative T2 - Referral to SLC

Customer seeks assistance from Chrysler states that Ac does not work, Air bag light keeps flashing on and the sensors needs replacement, Rack and pinion leaks, tie rods need replacement and brake pads and rotors are worn. Agent consulted with SG580 and transferred call to t2.5.

What is the customer requesting from Chrysler?Goodwill

How far out of warranty is the vehicle/repair by time and/or mileage?Out of warranty by 12,000miles

Service contract (Chrysler or 3rd party) that would cover the repair?No

Original owner? (no) If no, purchased when? 07/10/0

How many Chrysler vehicles has the customer owned including this vehicle?2 used vehicle

Is there any repair history related to the current concern?No

Has the vehicle been diagnosed by a Chrysler, Dodge or Jeep dealership?YES

Service dealer code?23748

Service manager name?

NIC of team leader/floor walker who authorized escalation of caller?SG580

-

Writer contacted SM Dan who stated that both air bag sensors, rear evaporator, and rack & pinion needed to be replaced. Dan is going to call writer back with information and writer will call customer back after all information is gathered.

-

customer called in to check status on the same concern agent transferred the call to T#3 for further assistance.

Customer calling in for update, writer advised that SM Dan, had not called back. Writer called dealer, spoke to Bob who is Service Director. Correction to line 25, Dan is Service Advisor. SD states he will contact (email) writer back with diagnostic information. Writer advised customer once information is recieved she will document file and customer will call back on 7/10/09 to check status.

-

Customer calls requesting to speak with Gail

Customer/Caller name match to CAIR confirmed.

The CAIR is 30 days old or less.

Agent has checked for decline standard paragraph.

Customer informed to leave message if agent isn t available.



Customer/Caller transferred to extension # 66081

-

Customer called in seeking goodwill for her rack and pinion/tie rod repair. Writer called dealer for warranty prices SA Dan stated that he would fax in the information. Writer informed caller that when fax is received writer would decide how much goodwill Chrysler would participate in and what the caller's co-pay would be.

Customer called to see if information from dealer has been received. Writer checked for decline standard paragraph and any faxed information. None exists at this time. Writer let customer know that when agent receives the information he will respond.

Customer called in stating she is waiting for information on her situation. Writer decided to take over the call. Writer told customer that he would have to call up the dealership to find out how much the repair is. The service manager was not available. Writer told customer that he would call her back as soon as he could. The cell phone number is 920-4504972.

Customer calls requesting to speak with.... Alex  
Customer/Caller name match to CAIR confirmed.  
The CAIR is 30 days old or less.

Agent has checked for decline standard paragraph.

Customer informed to leave message if agent isn't available.

Customer/Caller transferred to extension # 66195

Writer called the service manager Bob, who stated that he already sent warranty costs by telephone, and by email to two different agents. Writer contacted SM Bob for warranty costs concerning the rack and pinion. Bob stated that he would be calling back and would leave a message with BS650.

Customer called back regarding above issue and requested to speak with AB1126.

Writer located agent AB1126 who informed writer that agent BS650 was currently handling the call and performing more research in order to give customer a call back. Call got disconnected while writer was following up with agent AB1126.

Customer called to speak with AB1126. Writer noted that in line 74 agent BS650 is currently handling this CAIR and wanting to call customer back.

Customer states the following would be her dealer costs:

\$1,105 A/C

\$ 793 Rack, Pin and Tie Rods

\$ 161 Air Bags

\$ 346 Pads and Rotors (normal wear)

TOTAL \$2,405

CAC called dealer 23748 but did not leave a message for SM.

CAC will call the dealer Monday to know the warranty costs.

Note: The vehicle is home with the customer, not at dealer.

CAC informed customer that dealer or EB401 would call.

CAC called dealer 23748 and spoke with Bob, SM. Bob states that the customer is the second owner, has no history with him, has no service contract and is out of warranty by miles and time and he previously offered no goodwill assistance to the customer and that is why she is calling Chrysler. CAC determined to cover one of the costs (see line 83 above), \$161.00 for Air Bags. CAC called customer and left a message that it is Chrysler's final decision to pay for only one of her repairs, the Air Bags, \$161.00 and that she may get the information to send in the receipt only if she has the air bags repaired at a Chrysler Dealer.

Writer wants to review the decision made. Writer would like to go back to assisting in the rack and pinion.

Customer called in to speak with TP324. Writer found that he was not available through chat. Writer advised customer that I can take her case or transfer her to his voicemail. Customer asked to be transferred to TP324's voicemail. Transferred customer.

Writer will contact customer when a decision is reached.

REASSIGNED TO BC/DLR 51 23748 08/11/09 15:43 R 18704266

-xferred to 66158

\*Contact Date:08/18/2009

Service / Parts Director at the dealership has closed the CAIR# 18704266

Repair is not covered by warranty and explanation has been provided to customer.

Writer called the SM on 8/11/09 and received a parts and labor breakdown for the rack and pinion and the A/C. Writer sent the PA to the dealership for the cost of the parts and the customer was responsible for the labor. The parts under warranty were \$546.00 and the customer was responsible for the labor around \$347.00 writer gave the exact quote to the customer. SM agreed to the parts and labor split, and writer notified the customer of the decision reached through the writer and the SM. The SM stated they did not give that quote to the customer, however, that was the cost of labor for the repair under warranty. Writer called (Bob) the parts and service director or (SM) at dealer 23748. SM stated that they will do the work at customer cost and have Chrysler reimburse the customer.

\*\*\*\*\*

Mjf5 reviewed with TP324 ... contacted Bob, Service Director and reviewed. Chrysler will cover parts for a/c work, steering assbmbly and airbag module  
-- Bob will submit for PA auth/has my direct ext for further contact.  
-- Owner is responsible for labor charges.

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**Customer Assistance Inquiry Record (CAIR)#****18709121**

<b>Vin</b>	2A4GP54L5	6R647515	<b>Open Date</b>	06/29/2009	<b>Build Date</b>	09/07/2005	
<b>Model Year</b>	06	<b>Body</b>	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON			
<b>In Service Dt</b>	03/05/2006	<b>Dealer</b>	62849	<b>Dealer Zone</b>	42	<b>Mileage</b>	41,900
<b>Name:</b>	ROBINSON, MICHAEL					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	6308 HARBORVIEW AVE NW					<b>Home Phone</b>	
	CANTON OH 44718-1076					<b>Country</b>	UNITED STATES

Referral - Tier 2.5 - Internal Escalation - Default - Default	Goodwill Assistance.
Product - Air Conditioning / Heater - Condensor/Drier/Exp Valve - Defective - Default	Rear Condensor is defective.

\*\*\*\*Begin structured narrative T2 - Referral to SLC

Contact requires transfer to T2.5

Transferred

Transfer approved per

SF309

\*\*\*\*End structured narrative T2 - Referral to SLC

MICHAEL ROBINSON called to say that the Rear Condenser is defective.

Customer is seeking Goodwill Assistance.

What is the customer requesting from Chrysler?

Goodwill

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

5900 miles

Service contract (Chrysler or 3rd party) that would cover the repair?

No

Original owner? (Yes/no) If no, purchased when?

Yes

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

1 Vehicle

Is there any repair history related to the current concern?

No

Has the vehicle been diagnosed by a Chrysler, Dodge or Jeep dealership?

Yes

Service dealer code?

62849

Service manager name?

NA

NIC of team leader/floor walker who authorized escalation of caller?

SF309

Customer states AC was blowing warm air, had collant recharged then a few days later it started blowing warm air again. Customer states called dealer 62849 for appointment and explained situation, service manager referred him to contact CAC first then make appointment.

Informed customer that before Chrysler considers 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 is seeking out of warranty assistance in the form of ?Describe customer s request?

Based on the information at hand, agent is considering the following:

7/1/09 SM James called DM to ask for what kind of goodwill he should offer.

We decided to offer the customer a copay of \$250 for both the ac repair and a airbag light repair. Customer only responsible for \$250. SM will relay of fer to customer.LT.

**Customer Assistance Inquiry Record (CAIR)#****18710903**

<b>Vin</b>	2D4GP44L0	6R700740	<b>Open Date</b>	07/01/2009	<b>Build Date</b>	12/13/2005	
<b>Model Year</b>	06	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	03/31/2006	<b>Dealer</b>	60086	<b>Dealer Zone</b>	42	<b>Mileage</b>	79,381
<b>Name:</b>	BAILEY, STEVEN					<b>Contact Type</b>	E-MAIL
<b>Address</b>	5077 LONG RAPIDS RD					<b>Home Phone</b>	
	ALPENA MI 49707					<b>Country</b>	UNITED STATES

Dealer - Service/Body Shop - Transaction - Excessive Service Costs - Default	Customer is disappointed with the overcharged by the dealership.
Product - Engine - Unknown - Check Engine Lamp On/Flashing - Default	has an issue with the check engine light.

## \*\*\*\*\* EMAIL BRIEF DESCRIPTION CONTENT \*\*\*\*\*

Over charged by your dealership

## \*\*\*\*\* END EMAIL BRIEF DESCRIPTION CONTENT \*\*\*\*\*

Purchased New or Used? N/A

Is the vehicle at a Chrysler/Dodge/Jeep dealer now? No

## \*\*\*\*\* BEGIN CUSTOMER EMAIL \*\*\*\*\*

2 lights on dash came on. 1 check engine, the other air bag. Cost to scan for fault code \$216 parts \$183. Over \$400 to fix malfunctioning sensors that should have lasted the life of the vehicle. Would you buy another Chrysler product if you were charged that much? I won't.

## \*\*\*\*\* BEGIN EMAIL RESPONSE \*\*\*\*\*

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

We have reviewed your email regarding the problem with the check engine light and air bag light. We regret to read of the inconvenience caused to you due. It is always a concern when our customers are dissatisfied with our products. Kindly accept our apologies for the inconvenience caused to you.

We regret to read of your dissatisfaction with the service you received and appreciate the time and effort you took to bring this matter to our attention.

In response to your email, it is regrettable you feel that the price of the part required for your vehicle was excessive. Parts costs are constantly evaluated to ascertain they are competitive. The price of each part includes the expense for storage, handling and transportation, as well as the expense to manufacture the part. Our dealerships across the country are extremely competitive in their retail pricing as well. Therefore, we realize our reputation depends in part on the quality of service provided by our dealers. Because dealerships are independently owned businesses. You can pursue the matter directly with the dealership management for further resolution.

Information received from customers enables better evaluation of dealers service activities. Your complaint will be retained in the dealer's file.

In addition, our records indicate that you have disposed this vehicle on 06/25/08. However, if you still own this vehicle, we suggest you to verify the ownership so that we can update our records with the same. If we can be of any other assistance to you in the future, please let us know.

Thanks again for your email.

## \*\*\*\*\* END EMAIL RESPONSE \*\*\*\*\*

**Customer Assistance Inquiry Record (CAIR)#****18713439**

<b>Vin</b>	2C4GP64L7	5R594505	<b>Open Date</b>	06/30/2009	<b>Build Date</b>	06/14/2005	
<b>Model Year</b>	05	<b>Body</b>	RSYS53	CHRYSLER TOWN & COUNTRY LTD FWD LWB WAGON			
<b>In Service Dt</b>	08/31/2005	<b>Dealer</b>	41017	<b>Dealer Zone</b>	32	<b>Mileage</b>	75,000
<b>Name:</b>	MUNROE, BARRY J					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	4 BAYBERRY RD					<b>Home Phone</b>	
	WINDHAM NH 03087-2304					<b>Country</b>	UNITED STATES

Corporate - Recall - Default - Default - Default

Seeking recall information

Customer calls seeking recall information. Advised the customer there are no incomplete recalls for this vehicle. The customer was also advised a notification letter will be mailed to the address on file in the event their vehicle is involved in a future recall.

Customer called in stating that the vehicle is facing the same problem as that of the recall component with the supplement front air bag sensor and has taken the vehicle to an authorized dealership and they have confirmed it that it is the same recall problem but it was 3 months earlier.

Agent advised the customer to get in touch with the dealership and then give us a call back.

**Customer Assistance Inquiry Record (CAIR)#****18714996**

<b>Vin</b>	1C4GP45R2	5B408102	<b>Open Date</b>	07/01/2009	<b>Build Date</b>	06/15/2005	
<b>Model Year</b>	05	<b>Body</b>	RSYH52	CHRYSLER TOWN & COUNTRY FWD SWB WAGON			
<b>In Service Dt</b>	08/01/2005	<b>Dealer</b>	37000	<b>Dealer Zone</b>	32	<b>Mileage</b>	51,235
<b>Name:</b>	MANNING, BRENDAN					<b>Contact Type</b>	E-MAIL
<b>Address</b>	16 GIPP ROAD					<b>Home Phone</b>	
	ALBANY NY 12203					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer complains of light on.
Corporate - Recall - Default - Default - Default	Customer seeks recall information.

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

airbag light lite on dashboard

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

Purchased New or Used? NEW

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

Is this airbag sensor on recall. The light won t go off on the dashboard.

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

Dear Brendan:

Thank you for contacting the Chrysler Customer Assistance Center regarding your 2005 Chrysler Town and Country.

In response to your email regarding recall information, we would like to inform you that a review of our records indicates that your 2005 Chrysler Town and Country do not currently require service for any recall campaigns. If your vehicle is involved in a future recall campaign, we will notify you by U.S. mail. Please keep us informed of any change of address.

You can also access the self-service recall site on the internet to check on your vehicle s involvement in any future recalls that are published. Log on to our brand sites: [www.Chrysler.com](http://www.Chrysler.com) and click on 'For Owners' at the top of the home page. Then enter the last eight digits of your Vehicle Identification Number (5B408102) where appropriate. Should you have any other concern, please feel free to contact us.

Thanks again for your email.

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

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

Why are 270,000, 2005 T&C s recalled for a faulty airbag indicator in Northeast snow states and mine is not on the list?

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

Thank you for contacting the Chrysler Customer Assistance Center regarding your 2005 Chrysler Town and Country.

In response to your email regarding recall we would like to inform you that recall are VIN specific. We identify the recall issue and determine which vehicles in the assembly plant are involved. This is determined by the specific day(s) and time of day vehicles are built. We then recall all those vehicles built within that time frame.

Should you still have any other concern, we are here to assist you.

Thanks again for your email.

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

**Customer Assistance Inquiry Record (CAIR)#****18717293**

<b>Vin</b>	2D4GP44L9	5R476298	<b>Open Date</b>	07/01/2009	<b>Build Date</b>	03/23/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	04/23/2005	<b>Dealer</b>	63814	<b>Dealer Zone</b>	51	<b>Mileage</b>	62,000
<b>Name:</b>	KLINE, MICHAEL L					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	6709 S WHITNALL EDGE RD					<b>Home Phone</b>	
	FRANKLIN WI 53132-1298					<b>Country</b>	UNITED STATES

Corporate - Recall - Default - Default - Default	Recall information.
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Recall information.

Customer called as the airbag light has come on. Customer wanted to know if there is a recall on his vehicle for the same. Agent informed the customer that there is no recall on his vehicle for the air bags.

**Customer Assistance Inquiry Record (CAIR)#****18717567**

<b>Vin</b>	2A4GP54L7	6R845433	<b>Open Date</b>	07/02/2009	<b>Build Date</b>	04/05/2006	
<b>Model Year</b>	06	<b>Body</b>	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON			
<b>In Service Dt</b>	04/27/2006	<b>Dealer</b>	99999	<b>Dealer Zone</b>	32	<b>Mileage</b>	49,000
<b>Name:</b>	MACHO, THOMAS					<b>Contact Type</b>	E-MAIL
<b>Address</b>	35 PEACOCK LANE					<b>Home Phone</b>	
	LEVITTOWN NY 11756					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	complaints about the air bag light on
Product - Body / Trim / Paint Finish - Seat Belts - Defective - Front Driver	complaints about the seat belt
Dealer - Service/Body Shop - Transaction - Excessive Service Costs - Default	unhappy with the excessive service cost

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

SAET BELT MALFUNCTION

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

Purchased New or Used?New

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

THE DRIVERS SEAT BELT HAS FAILED RESULTING IN AIR BAG LITE STAYING ON  
ESTIMATED REPAIRS IS 650.00?-WHY SHOULD I HAVE TO PAY FOR A FAILED SEAT  
BELT ON A 3 YEAR OLD CAR? ISNT THIS COVERED?

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

Thank you for contacting the Chrysler Customer Assistance Center  
regarding your 2006 Chrysler Town & Country.

We apologize for the inconvenience caused to you due to the issue with  
the seat belt and the air bag light on.

In response to your email, we would like to inform you that it is always  
a concern when our customers are disappointed with our products. Your  
concerns, particularly in view of the expense and inconvenience involved  
in this issue, are understandable. However, your request for  
consideration in this matter must be declined, because the vehicle has  
exceeded the time and mileage limitations of the manufacturer's warranty  
at the time the expense was incurred.

Although a more favorable reply could not be provided, sharing your  
concern with us is appreciated.

Thanks again for your email.

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

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

While I understand your position, it seems unreasonable to me that a 3  
year old car needs a new seat belt-

This is a most important feature and I am disappointed that Chrysler will  
do nothing about it. In 40 years of driving, in many different vehicles,

I have never heard of having to replace a seat belt-

Guess we now know why the government needs to bail you out-AND I CAN ONLY  
HOPE THE AIR BAGS STILL PERFORM SINCE I DO NOT HAVE 950.00 TO REPAIR OR  
REPLACE THE SEAT BELT.

DISGRACEFUL!!!!!!

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

No answer needed.

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



**Customer Assistance Inquiry Record (CAIR)#****18718326**

<b>Vin</b>	1D4GP25B6	6B582122	<b>Open Date</b>	07/01/2009	<b>Build Date</b>	10/28/2005	
<b>Model Year</b>	06	<b>Body</b>	RSKL52	DODGE CARAVAN SE FWD SWB WAGON			
<b>In Service Dt</b>	12/27/2005	<b>Dealer</b>	66122	<b>Dealer Zone</b>	35	<b>Mileage</b>	66,000
<b>Name:</b>	HYLTON, PHILLIP L					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	820 NEW VILLAGE DR NW					<b>Home Phone</b>	
	CHRISTIANSBURG VA 24073-5715					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	On since 37000 miles.
Corporate - Recall - Default - Default - Default	Wants to know if the air bag light has a recall on it.

Customer states that the air bag light is on. Took the vehicle to 66122. They said that they could not find anything wrong with the vehicle. They did not inform the customer that they can put the vehicle onto the machine but the machine only detects the code for the check engine light. For the air bag light, they will have to check everything in the vehicle. States that the light is on since 37000 miles on the vehicle. Directed the customer to 42241 to get a second opinion.

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Customer wants to know if this situation has a recall on it. Informed the customer that the vehicle has no recall on it currently.

-----

Customer seeks assistance from Chrysler. States that this is not his fault.

Informed customer that before Chrysler considers 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.

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**Customer Assistance Inquiry Record (CAIR)#****18720513**

<b>Vin</b>	1D4GP45R8	5B368952	<b>Open Date</b>	07/02/2009	<b>Build Date</b>	04/11/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKH52	DODGE CARAVAN SXT FWD SWB WAGON			
<b>In Service Dt</b>	06/18/2005	<b>Dealer</b>	26677	<b>Dealer Zone</b>	32	<b>Mileage</b>	47,000
<b>Name:</b>	FRASER, CATHLENE A					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	460 UNION ST					<b>Home Phone</b>	(207) 941-9410
	BANGOR ME 04401-3749					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default

Customer stated the air bag light is on and the vehicle can not be inspected in the stated of Maine. Customer is frustrated because there are many vehicle having the same issue under a recall. Customer knows his vehicle is not part of the recall but wants the repair done as if it were part of the recall.

Agent called, Eli-SA at dealer 26677. SA stated the customer is a good customer. They spoke yesterday about the repair but no diagnosis was performed. SA stated customer cost for this repair is about \$280.00. SA stated he would like to see the customer assisted in this case.

Agent let customer know to call SA and schedule an appointment for diagnosis and repair. Agent let customer know we are willing to assist in this case. Agent asked customer what he thinks is fair for assistance amount. Customer stated he thinks 100% payment would be fair because he has other issues with the vehicle. Agent did not make any promise about how much will be covered. Agent is considering a \$50.00 deductible possibly 100% coverage depending on the amount of the repair.

**Customer Assistance Inquiry Record (CAIR)#****18721753**

<b>Vin</b>	2A4GP54L3	6R728433	<b>Open Date</b>	07/02/2009	<b>Build Date</b>	11/04/2005	
<b>Model Year</b>	06	<b>Body</b>	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON			
<b>In Service Dt</b>	11/21/2005	<b>Dealer</b>	64077	<b>Dealer Zone</b>	42	<b>Mileage</b>	38,700
<b>Name:</b>	MAUL, KAREN					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	2033 VAN ANTWERP ST					<b>Home Phone</b>	
	GROSSE POINTE WO MI 48236-1622					<b>Country</b>	UNITED STATES

Product - Air Conditioning / Heater - Unknown - Defective - Default	Air Condition is not working.
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Air bag light used to come on.
Product - Electrical - Unknown - Defective - Default	Malfunction light is on.

Customer is calling for out of warranty assistance. Customer states that the air condition is not working, the air bag light used to come on and the malfunction indicator light is on.

Customer has an appointment at the dealership 64077

Informed customer that before Chrysler considers 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.

7/6 Rob from dealer 64077 contacts Tier 3 regarding owner needing rear evaporator - \$420.31, air bag sensor \$56.75 and EGR valve \$227.75.

Total cost of above repairs is \$704.81. As a goodwill gesture writer agreed if owner pays the first \$200 then writer will cover remaining cost.

PA entered and UN number given to Rob.

Customer called in regarding the above issue and states that the repairs were covered under warranty by Chrysler but now the vehicle is there in the shop again for the same AC problem. Customer wants her concern to be documented. Agent informed customer that her concern is documented.

**Customer Assistance Inquiry Record (CAIR)#****18725247**

<b>Vin</b>	2A8GP64L7	6R620241	<b>Open Date</b>	07/07/2009	<b>Build Date</b>	08/27/2005	
<b>Model Year</b>	06	<b>Body</b>	RSYS53	CHRYSLER TOWN & COUNTRY LTD FWD LWB WAGON			
<b>In Service Dt</b>	12/29/2005	<b>Dealer</b>	99999	<b>Dealer Zone</b>	71	<b>Mileage</b>	42,874
<b>Name:</b>	MANSMITH, JAMES					<b>Contact Type</b>	E-MAIL
<b>Address</b>	49 STILLSON RD					<b>Home Phone</b>	(360) 495-4137
	MCCLEARY WA 98557					<b>Country</b>	UNITED STATES

Corporate - Recall - Default - Default - Default	inquiring about the recall
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	problem with the air bag light on
Referral - Other - Default - Default - Default	referred to the dealership

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

airbag sensor light comes on and off.

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

Purchased New or Used? New

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

I saw where the 2005 T&C were recalled due to snow...we had a very bad winter for our area and my problem started after the winter...I feel this should be covered and is a dangerous situation..I would appreciate a reply I love my van, it is my second one...thank you Laura L. Mansmith

\*\*\*\*\* BEGIN EMAIL RESPONSE \*\*\*\*\*

Thank you for contacting the Chrysler Customer Assistance Center regarding your 2006 Chrysler Town & Country.

We apologize for the inconvenience caused to you due to the issue with the air bag sensor light on.

In response to your email concerning the recall, we would like to inform you that recalls generally occur on limited numbers of vehicles and are VIN specific. Customers are notified by U.S. mail and often through the print and/or broadcast media.

In the automotive industry, a recall campaign occurs when the manufacturer of a vehicle recalls from the customer a product, which has been found to require a repair, has a safety-related defect or is in noncompliance with a Federal Motor Vehicle Safety Standard.

Occasionally, a manufacturer will issue a recall about a customer satisfaction issue.

You may also access the self-service recall website on the internet to check on your vehicle's involvement in all recalls that are published.

Please log on to our brand website [www.Chrysler.com](http://www.Chrysler.com), click on For Owners, and then insert the last eight digits of your Vehicle Identification Number (VIN). There is no cost to the customer for making the necessary repairs or changes. Please contact your dealer for details.

We regret to inform you that we are unable to assist you regarding the air bag sensor light problem, as we are unable to diagnose the concern with your vehicle via email. However, we suggest that you contact your local authorized dealership for proper diagnoses and repair, as they will be in a better position to assist you in this matter.

Thanks again for your email.

\*\*\*\*\* END EMAIL RESPONSE \*\*\*\*\*

**Customer Assistance Inquiry Record (CAIR)#****18728578**

<b>Vin</b>	2D4GP44L7	6R602739	<b>Open Date</b>	07/06/2009	<b>Build Date</b>	07/27/2005	
<b>Model Year</b>	06	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	09/20/2005	<b>Dealer</b>	67036	<b>Dealer Zone</b>	63	<b>Mileage</b>	60,059
<b>Name:</b>	WILLIAMS, BRIDGET N					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	310 KEVIN LN					<b>Home Phone</b>	(662) 256-9664
	AMORY MS 38821-4819					<b>Country</b>	UNITED STATES

Product - Air Conditioning / Heater - Unknown - Defective - Default	Air conditioning is not working
Referral - Tier 2.5 - Internal Escalation - Default - Default	Goodwill

Customer states that previously the vehicle had lots of problem. Customer says that the previously air bag light keeps coming, the light on the dash board keep flashing and now the air conditioning is not working. Customer says that there is a hole on the air conditioning line. Customer says that its Chrysler fault. Customer is seeking for assistance on the repairs.

What is the customer requesting from Chrysler?

Goodwill

How far out of warranty is the vehicle/repair by time and/or mileage?

24059

Service contract (Chrysler or 3rd party) that would cover the repair?

YES

Original owner? (yes/no) If no, purchased when?NO

How many Chrysler vehicles has the customer owned including this vehicle?

1

Is there any repair history related to the current concern?

NO

Has the vehicle been diagnosed by a Chrysler, Dodge or Jeep dealership?

NA

Service dealer code?

Service manager name?

NIC of team leader/floor walker who authorized escalation of caller?

PD594

\*\*\*\*Begin structured narrative T2 - Referral to SLC

Contact requires transfer to T2.5

Goodwill

Transfer approved per

PD594

\*\*\*\*End structured narrative T2 - Referral to SLC

\*\*\* Customer called in seeking goodwill on the repair of the air conditioner. He indicates that a wire has worn a hole in an air conditioning line. It has not been diagnosed at the dealership. Informed customer that before Chrysler considers 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 is seeking out of warranty assistance in the form of an air conditioning repair. Based on the information at hand, agent is considering the following: assisting with up to 75% of the repair.

\*\*\* Writer called the dealership (67036) and talked to Michael (SM) and asked him to contact us with the diagnosis and warranty cost when it is complete.

\*\*\* Writer received voice mail from Michael (SM) at the dealership (67036) that indicated that the wire did chafe an short out against the air conditioning hose and that put a hole in the hose. Writer called the dealership and left a message with Lindsey asking to have Michael call us back.

\*\*\* Writer called the dealership (67036) and talked Michael indicated that he would recommend assist the customer.

As a one-time goodwill gesture, Chrysler/Dealer will with the air conditioning and cooling fan wiring repairs. Writer called the customer at 662-256-9664 but the number is disconnected. Writer called the dealership again and asked Michael and ask him to contact the customer. Customer will be responsible for a co-pay in the amount of \$50.00. This goodwill is being offered because: there is no sign of abuse or neglect.

##### DIRECT-TO-DEALER #####  
ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER

The CAC is sending this CAIR because of a goodwill policy decision that was made on behalf of this customer. You have indicated you will be using your DSA to assist this customer. The customer has not been informed of this decision. Update and/or close CAIR when complete. If you need to speak with the agent about this CAIR, please call 1-800-992-1997, Agent extention is 66084 or you may email us at T2email@chrysler.com

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#

REASSIGNED TO BC/DLR 63 67036 07/09/09 16:45 R 18728578  
Service Manager Michael from dealer 67036 called regarding AC Line and Wiring Harness repair. Total repair amount at warranty rates is \$248.51. Chrysler will cover the repair minus a \$50 customer co-pay based on prior commitment by CAC personnel. Provided PA# UN06627680722 to dealer.

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**Customer Assistance Inquiry Record (CAIR)#****18729942**

<b>Vin</b>	1A4GP45R3	6B548672	<b>Open Date</b>	07/07/2009	<b>Build Date</b>	09/24/2005	
<b>Model Year</b>	06	<b>Body</b>	RSYH52	CHRYSLER TOWN & COUNTRY FWD SWB WAGON			
<b>In Service Dt</b>	10/30/2006	<b>Dealer</b>	68627	<b>Dealer Zone</b>	35	<b>Mileage</b>	30,000
<b>Name:</b>	BRITTON, DENA S					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	6309 DELAIRE LANDING RD					<b>Home Phone</b>	
	PHILA PA 19114-5113					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer states that the air bag light came on and customer charged her \$
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Customer states that the air bag light came on and customer charged her \$230. Customer states that she has warranty and feels it should have been covered under it. Customer states that dealership has ordered bolts. Customer is seeking for air bag repair reimbursement. Writer called dealership- 68627, SM kept writer on hold. Writer offered call to customer.

Writer spoke with SM who informed that there is physical damage to vehicle due to which it is not covered under warranty.

\*\*\*\*\*Next agent, inform customer that as its physical abuse done to vehicle, customer can t be reimbursed for work done on air bag.

Customer is calling for the same concern with the reference no

Agent informed the same as per the line no ?9 to 10?

**Customer Assistance Inquiry Record (CAIR)#****18731785**

<b>Vin</b>	1D4GP45R7	5B350989	<b>Open Date</b>	07/07/2009	<b>Build Date</b>	03/24/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKH52	DODGE CARAVAN SXT FWD SWB WAGON			
<b>In Service Dt</b>	04/04/2005	<b>Dealer</b>	44791	<b>Dealer Zone</b>	32	<b>Mileage</b>	60,000
<b>Name:</b>	ZIEMER, JAMES M					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	3665 LAKEVIEW RD					<b>Home Phone</b>	
	HAMBURG NY 14075-6165					<b>Country</b>	UNITED STATES

Corporate - Recall - Default - Default - Default	Customer calls seeking recall information.
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer stated that the air bag light is flashing.

Customer stated that the air bag light is flashing. Customer calls seeking recall information. Advised the customer there are no incomplete recalls for this vehicle. The customer was also advised a notification letter will be mailed to the address on file in the event their vehicle is involved in a future recall.



**Customer Assistance Inquiry Record (CAIR)#****18738703**

<b>Vin</b>	1C4GP45R1	5B360947	<b>Open Date</b>	07/09/2009	<b>Build Date</b>	04/06/2005	
<b>Model Year</b>	05	<b>Body</b>	RSYH52	CHRYSLER TOWN & COUNTRY FWD SWB WAGON			
<b>In Service Dt</b>	07/27/2005	<b>Dealer</b>	67775	<b>Dealer Zone</b>	51	<b>Mileage</b>	31,644
<b>Name:</b>	MALDONADO, FATIMA M					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	526 S MAIN ST					<b>Home Phone</b>	(847) 366-3546
	WAUCONDA IL 60084-2417					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer called seeking good will assistance.
Referral - Tier 2.5 - Internal Escalation - Default - Default	Customer called seeking good will assistance.

\*\*\*\*Begin structured narrative T2 - Referral to SLC

Contact requires transfer to T2.5

Transfer approved per

SF309

\*\*\*\*End structured narrative T2 - Referral to SLC

405

What is the customer requesting from Chrysler?Good will assistance

How far out of warranty is the vehicle/repair by time and/or mileage?out of warranty by mileage

Service contract (Chrysler or 3rd party) that would cover the repair?NA

Original owner? (yes/no) If no, purchased when?yes

How many Chrysler vehicles has the customer owned including this vehicle?1

Is there any repair history related to the current concern?NA

Has the vehicle been diagnosed by a Chrysler, Dodge or Jeep dealership?yes

Service dealer code? 67775

Service manager name?NA

NIC of team leader/floor walker who authorized escalation of caller?SF309

\*\*\*\*\*

Writer called the dealership and spoke to the SA George. He stated that the vehicle is at the dealership and it needs a front left and right impact sensor. SA does not have the warranty pricing and preferred to call versus using the e-mail to get the warranty pricing to us. Writer stated that anyone can help him with the goodwill. The dealership does have SUDSA. Customer would like to be contacted on the secondary phone number. Writer is thinking about Chrysler pay all but 20% or \$100.00 which ever if less.

SA George called back regarding above narrative. SA states price of repair at warranty rates including parts and labor \$182.76. Chrysler agrees to assist customer with repair. Customer responsible for \$100 co-pay.

\*\*\*\*\*

Writer is closing cair. 82 has made offer and their is a claim 566180 that looks as if the dealership had used their dsa.

**Customer Assistance Inquiry Record (CAIR)#****18738817**

<b>Vin</b>	2A4GP44R2	6R827792	<b>Open Date</b>	07/09/2009	<b>Build Date</b>	03/21/2006	
<b>Model Year</b>	06	<b>Body</b>	RSYH53	CHRYSLER TOWN & COUNTRY LX FWD LWB WAGON			
<b>In Service Dt</b>	03/23/2006	<b>Dealer</b>	42114	<b>Dealer Zone</b>	32	<b>Mileage</b>	31,790
<b>Name:</b>	UNGARO, JOHN L					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	355 CHESTNUT ST					<b>Home Phone</b>	(315) 458-5477
	N SYRACUSE NY 13212-2147					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer states had air bag sensor replaced.
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Customer states wife drives vehicle and the air bag light was on.  
Customer states took vehicle to dealer 42114 who charged them \$236.84.  
Customer alleges has a service contract which he thought it would have been covered. Customer is out of 3/36 by 4 months not by mileage. Writer authorized reimbursement for \$186.84 which gives customer a \$50.00 co-pay.  
Advised customer to submit original repair order & proof of payment to:  
Chrysler Customer Assistance Center  
PO Box 21-8004  
Auburn Hills, MI 48321  
Advised customer to make a copy of these documents for their records.  
Asked the customer to include a brief letter of explanation & request, including their name, address, phone number, VIN, & reference number (CAIR). Advised customer the goodwill offer is dependent upon verification of all documents requested.

**Customer Assistance Inquiry Record (CAIR)#****18741915**

<b>Vin</b>	2D4GP44L0	6R668033	<b>Open Date</b>	07/10/2009	<b>Build Date</b>	10/03/2005	
<b>Model Year</b>	06	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	12/31/2005	<b>Dealer</b>	42819	<b>Dealer Zone</b>	51	<b>Mileage</b>	44,200
<b>Name:</b>	FROEMMING, JEFFREY W					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	W69N5828 JUNIPER LN					<b>Home Phone</b>	(262) 376-9875
	CEDARBURG WI 53012-					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Air bag light coming on.
Referral - Tier 2.5 - Internal Escalation - Default - Default	Customer seeks goodwill assistance.
Product - Emissions - EGR System - Defective - Default	EGR valve defective.

\*\*\*\*Begin structured narrative T2 - Referral to SLC

Contact requires transfer to T2.5

Transfer approved per

IK57

\*\*\*\*End structured narrative T2 - Referral to SLC

Customer states that the air bag light came on with in two months of the purchase of the vehicle and still there is a problem with the air bag lights. Customer states that now there is problem EGR valve. The dealership is charging \$110 for the air bag sensor as they are corroded and \$280 for the EGR valve as the impact sensor and wiring are defective in the EGR valve. Customer seeks goodwill assistance. Agent transferred the call to tier 2.5. Authorized by IK57.

What is the customer requesting from Chrysler?

goodwill

How far out of warranty is the vehicle/repair by time and/or mileage?

expired by time

Service contract (Chrysler or 3rd party) that would cover the repair?

no

Original owner? (yes/no) If no, purchased when?

yes

How many Chrysler vehicles has the customer owned including this vehicle?

1

Is there any repair history related to the current concern?

no

Has the vehicle been diagnosed by a Chrysler, Dodge or Jeep dealership?

yes

Service dealer code?

42819

Service manager name?

na

NIC of team leader/floor walker who authorized escalation of caller?

IK57

Mark (SA) states customer needs the airbag sensors and the EGR valve replaced. Mark states the EGR is not a safety issue and he has seen that go out, the airbag sensor is a safety issue and 2005 models had a recall. Parts \$59.92 labor \$46.44 total \$106.36.

As a one-time goodwill gesture, Chrysler will assist with the airbag censor.

Customer will be responsible for a co-pay in the amount of \$0.00 This goodwill is being offered because safety issue and 2005 models had recall.

##### DIRECT-TO-DEALER #####

ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER

The CAC is sending this CAIR because of a goodwill policy decision that was made on behalf of this customer. A pre-auth has been created within GWA. If you need additional assistance with this PA, contact Kristy at 800-992-1997 extension # 66135

You may also contact us by email at: T2email@chrysler.com

Customer has been informed of this decision by dealer

Please update and/or close CAIR when complete.

#####

REASSIGNED TO BC/DLR 51 42819 07/10/09 10:18 R 18741915

Mark is to contact writer with exact mileage when customer brings vehicle back for repair.

7/20/09 Writer contacted SM Randy for review. Per SM vehicle was repaired

7/18/09 RO#264546, 45030 miles. Customer satisfied with repair. CCS

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**Customer Assistance Inquiry Record (CAIR)#****18743156**

<b>Vin</b>	2D4GP44L2	6R607931	<b>Open Date</b>	07/10/2009	<b>Build Date</b>	07/28/2005	
<b>Model Year</b>	06	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	01/31/2006	<b>Dealer</b>	99999	<b>Dealer Zone</b>	51	<b>Mileage</b>	60,006
<b>Name:</b>	DEBOER, BRENDA					<b>Contact Type</b>	E-MAIL
<b>Address</b>	908 3RD STREET, NW					<b>Home Phone</b>	(641) 456-2015
	HAMPTON IA 50441					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Other - Unknown	Customer Seeks reimbursement status for the air bag sensors.
Referral - Tier Three - Default - Default - Default	Customer looking for status of \$300 reimbursement.
Product - Steering - Unknown - Other - Default	Customer seeks reimbursement status for the power steering repair.

\*\*\*\*\* EMAIL BRIEF DESCRIPTION CONTENT \*\*\*\*\*

Reference Numbers: 18622363 and 18622365

\*\*\*\*\* END EMAIL BRIEF DESCRIPTION CONTENT \*\*\*\*\*

Purchased New or Used? New

\*\*\*\*\* BEGIN CUSTOMER EMAIL \*\*\*\*\*

Checking on status of my Reference Numbers: 18622363 and 18622365. I sent letter and required documentation on 6-10-09 for \$300.00 reimbursement.

\*\*\*\*\* BEGIN EMAIL RESPONSE \*\*\*\*\*

Routed to Tier3 for further handling.

\*\*\*\*\* END EMAIL RESPONSE \*\*\*\*\*

Email states:

Thank you for contacting the Chrysler Customer Assistance Center.

Our records show that we did authorize a partial reimbursement on the repairs last week. Therefore, you should receive the check within 10-20 business days.

Thanks again for your email.

**Customer Assistance Inquiry Record (CAIR)#****18744268**

<b>Vin</b>	2D4GP44L1	6R658594	<b>Open Date</b>	07/13/2009	<b>Build Date</b>	09/17/2005	
<b>Model Year</b>	06	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	04/20/2006	<b>Dealer</b>	56463	<b>Dealer Zone</b>	51	<b>Mileage</b>	22,849
<b>Name:</b>	WILKERSON, ADAM					<b>Contact Type</b>	E-MAIL
<b>Address</b>	528 ARLINGTON AVE					<b>Home Phone</b>	(847) 366-5506
	DES PLAINES IL 60016					<b>Country</b>	UNITED STATES

Referral - Tier Three - Default - Default - Default	A/C evaporator issue.
Product - Air Conditioning / Heater - Evaporator - Defective - Default	Customer has an issue with the A/C evaporator.
Product - Body / Trim / Paint Finish - Body Hardware - Rusted - Trunk/Deck Lid/Hatch	Customer states that the rear liftgate is rusting.

## \*\*\*\*\* EMAIL BRIEF DESCRIPTION CONTENT \*\*\*\*\*

A very disappointing van

## \*\*\*\*\* END EMAIL BRIEF DESCRIPTION CONTENT \*\*\*\*\*

Purchased New or Used? Used

If Used, date purchased? 12/13/08

If used, mileage at time of purchase? 44633

If used, where was the vehicle purchased? ZEIGLER CHRYSLER DODGE JE

Is the vehicle at a Chrysler/Dodge/Jeep dealer now? No

## \*\*\*\*\* BEGIN CUSTOMER EMAIL \*\*\*\*\*

Hello. Let me start off by saying that my family has been a VERY loyal Chrysler family. Over the years we have had a 1985 Voyager, and 94 voyager. Currently we have an 03 Durango, a 99 300M, an 04 300M, a 2000 Neon, an 05 Grand Caravan, an 06 Caravan, and an 06 Grand Caravan. We have had some trouble here and there with all of them, but NOTHING like the 06 Grand Caravan, which is why I am writing this. Currently it has 36,500 miles on it, and was bought as a demo in May of 06. Since then, it has had an airbag sensor go out, and the pistons replaced (at 25,000 miles!) under warranty. Now I have noticed that the rear liftgate is rusting, (which is happening on the other two vans as well, so it seems to be common). To top it off, the rear AC evaporator is leaking. This is unacceptable on a 3 year old car! Of course it is out of warranty, so I am stuck trying to fix it. I have read online that this is ALSO a common issue to these vans, and was wondering if Chrysler was doing something about it, because it is clearly a design flaw. \n\nAgain, I am a big Chrysler fan, and I am always defending my favorite car company to friends that buy hondas and toyotas, but these issues are making it hard.

## \*\*\*\*\* BEGIN EMAIL RESPONSE \*\*\*\*\*

Dear Adam:

Thank you for contacting the Chrysler Customer Assistance Center regarding the Dodge Grand Caravan.

We regret to read of the problems you are experiencing with your vehicle and appreciate the time and effort you took to bring this matter to our attention. Comments like yours are one way we have to learn of problems that may develop and improvements desired by customers.

In response to your email regarding your issues, we would like to inform you that our ownership database reflects that you own 2004-CHRYSLER 300M and 2005 Dodge Grand Caravan. Therefore, we suggest that you furnish us with the vehicle identification number for 2006 Dodge Grand Caravan for more assistance in this matter.

If we can be of any assistance to you in the future, please let us know.

Thanks again for your email.

## \*\*\*\*\* END EMAIL RESPONSE \*\*\*\*\*

## \*\*\*\*\* BEGIN CUSTOMER EMAIL \*\*\*\*\*

I am sorry, I forgot to send the VIN number with the email. It is 2D4GP44L16R658594. It is registered under Susan Wilkerson (my mom) at 976 Greenvue ave, Des Plaines Illinois, 60016. The other vehicles that I mentioned are also under her name, with the exception of the neon, which is my sisters. Thank you for taking the time to look into this matter.

-Adam Wilkerson

\*\*\*\*\* BEGIN EMAIL RESPONSE \*\*\*\*\*

Route to Tier 3 for further handling.

\*\*\*\*\* END EMAIL RESPONSE \*\*\*\*\*

Email states:

Thank you for your reply.

I would like to discuss the needed repairs with you in more detail.

Therefore, I am seeking your permission to contact you by telephone. If this is possible, please reply to the link below with a daytime telephone number where you can be reached. If you haven't already done so, we recommend that you get an estimate for the repairs at your local Chrysler dealer.

I look forward to your reply.

Writer will assist with the repairs.

Thank you for the response. I can be reached at 847-366-5506. That is my cell number. I am doing the air conditioner repair myself due to the cost. If you still want it taken to the dealer let me know but I have already taken it apart.

Email states:

Thank you for your reply. Unfortunately, the air conditioning system must be assembled before the dealer can diagnose the concern. We suggest that you speak directly with the service manager regarding the situation. If the dealer is still able to diagnose the concern, they can contact us with the estimate for further review.

Thanks again for your email.

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**Customer Assistance Inquiry Record (CAIR)#****18746755**

<b>Vin</b>	2D4GP44L6	7R181503	<b>Open Date</b>	07/13/2009	<b>Build Date</b>	11/03/2006	
<b>Model Year</b>	07	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT LWB WAGON			
<b>In Service Dt</b>	02/26/2007	<b>Dealer</b>	68790	<b>Dealer Zone</b>	42	<b>Mileage</b>	38,100
<b>Name:</b>	HERBERT, JASON					<b>Contact Type</b>	E-MAIL
<b>Address</b>	340 S. SUNSET					<b>Home Phone</b>	(269) 685-0277
	PLAINWELL MI 49080					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer complains about airabg light and seeks repair assistance.
Referral - Tier Two - Internal Escalation - Authorization - Default	Suggested customer to call Customer Assistance Center

## \*\*\*\*\* EMAIL BRIEF DESCRIPTION CONTENT \*\*\*\*\*

airbag not working?

## \*\*\*\*\* END EMAIL BRIEF DESCRIPTION CONTENT \*\*\*\*\*

Purchased New or Used? New

## \*\*\*\*\* BEGIN CUSTOMER EMAIL \*\*\*\*\*

Hi, I have a Dodge Caravan that I love! I have had a problem over the last year or so. The airbag light would come on and off occasionally. When I would bring it in to the dealer, for this problem and others, they couldn't figure out what was wrong. Now I am about 2000 miles over the warranty expiration, the light came on again and this time the dealer was able to fix it. It cost me \$221.37. Is there any way Chrysler can re-imburse me for this cost? I feel that they should because of the pre-existing nature of the problem for over a year before the warranty expired. It would really mean a lot to me and help me continue to be confident in Chrysler's products. This is a lease vehicle and I am considering buying it. Thanks so much! Jason Herbert

## \*\*\*\*\* BEGIN EMAIL RESPONSE \*\*\*\*\*

Thank you for contacting the Chrysler Customer Assistance Center regarding the 2007 Dodge Caravan.

We regret that you are experiencing problem with your vehicle and appreciate the time and effort you took to write to us. In response to your email regarding the airbag light problem, we suggest that you please call the Customer Assistance Center at 1-800-992-1997 between 8:00 A.M. and 5:00 P.M. Monday through Friday (in all Continental Time Zones). It is necessary to discuss this issue with you directly.

When calling the Customer Assistance Center, please have your Reference (CAIR) number 18746755 and the following information handy:

Vehicle owner name

Vehicle owner address

Day and evening phone numbers

Vehicle Identification Number (VIN)

Name of dealership where vehicle was purchased

Date of purchase

Dealership where service was performed

Date of last service

Current vehicle mileage

An explanation of the problem

We have Customer Service Representatives available to address your concerns and to discuss any alternatives you may have to get this cost reimbursed.

Thanks again for your email. We value you and your business.

## \*\*\*\*\* END EMAIL RESPONSE \*\*\*\*\*

Customer seeking reimbursement for the repair performed to replace the clock spring costing \$221.37, agent advised the customer to send us the receipts and proof of payment with the letter of expectation, provide the fax number to the customer.



**Customer Assistance Inquiry Record (CAIR)#****18748483**

<b>Vin</b>	2C4GP44R7	5R598451	<b>Open Date</b>	07/13/2009	<b>Build Date</b>	06/29/2005	
<b>Model Year</b>	05	<b>Body</b>	RSYH53	CHRYSLER TOWN & COUNTRY LX FWD LWB WAGON			
<b>In Service Dt</b>	07/26/2005	<b>Dealer</b>	68480	<b>Dealer Zone</b>	32	<b>Mileage</b>	53,000
<b>Name:</b>	BUCK, CHRISTOPHER P					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	PO BOX 135					<b>Home Phone</b>	(207) 453-9143
	SHAWMUT ME 04975-0135					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default

Seeks assistance.

Customer s husband states that the air bag light is on. Customer called the dealership and spoke to them over the phone about the air bag light being on and the dealership asked the customer to call CCAC to check if there is a protocol from Chrysler.

Informed customer that before Chrysler considers 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.

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**Customer Assistance Inquiry Record (CAIR)#****18749245**

<b>Vin</b>	2D4GP44L5	6R680274	<b>Open Date</b>	07/13/2009	<b>Build Date</b>	10/04/2005	
<b>Model Year</b>	06	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	01/05/2006	<b>Dealer</b>	43084	<b>Dealer Zone</b>	66	<b>Mileage</b>	68,000
<b>Name:</b>	DAVIDSON, MARK W					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	712 ABNER CREEK RD					<b>Home Phone</b>	
	GREER SC 29651-9040					<b>Country</b>	UNITED STATES

Referral - Tier 2.5 - Internal Escalation - Default - Default	Customer is goodwill assistance.
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer states that the airbag lights are on.
Product - Body / Trim / Paint Finish - Seat Belts - Defective - Front Driver	Customer states that the seat belt is defective.

MR MARK DAVIDSON called in stating that the seat belt of the vehicle is defective and the airbag light keeps coming on. Customer states that he took the vehicle to the dealership 43084 and he was informed that the repair cost would be around \$451.00. Customer is seeking goodwill. Agent consulted SF309 and transferred the call to T2.5 for further handling.

\*\*\*\*Begin structured narrative T2 - Referral to SLC

Contact requires transfer to T2.5

Transfer approved per

SF309

\*\*\*\*End structured narrative T2 - Referral to SLC

<b>Customer Assistance Inquiry Record (CAIR)#</b>						<b>18749296</b>	
<b>Vin</b>	2D4GP44L5	6R680274	<b>Open Date</b>	07/13/2009	<b>Build Date</b>	10/04/2005	
<b>Model Year</b>	06	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	01/05/2006	<b>Dealer</b>	43084	<b>Dealer Zone</b>	66	<b>Mileage</b>	68,742
<b>Name:</b>	DAVIDSON, MARK W					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	712 ABNER CREEK RD					<b>Home Phone</b>	
	GREER SC 29651-9040					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer states his airbag light is on and seatbelt needs replaced.
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Customer seeking some assistance with the repair of the seatbelt as it is recommended to repair his airbag. Writer will assist customer as it is a safety issue, and customer is loyal to Chrysler and the dealership. Customer was very thankful for the assistance.

As a one-time goodwill gesture, Chrysler will assist with the repair of the Airbag and seatbelt.

Customer will be responsible for a co-pay in the amount of \$100. This goodwill is being offered because: customer is loyal to dealer and to Chrysler, this is a safety issue.

##### DIRECT-TO-DEALER #####  
ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER

The CAC is sending this CAIR because of a goodwill policy decision that was made on behalf of this customer. A pre-auth has been created within GWA. If you need additional assistance with this PA, contact RK565 at 800-992-1997 extension # 66173

You may also contact us by email at: T2email@chrysler.com

Customer has been informed of this decision

Please update and close CAIR when complete.

#####  
REASSIGNED TO BC/DLR 66 43084 07/13/09 17:07 O 18749296

\*Contact Date:07/15/2009

Service Manager at the dealership has closed the Cair# 18749296

DCX goodwill repair is documented on Repair Order#90772

CAIR RETURNED FROM DEALER ON 7/15/2009 AT 10:28:790 R 18749296

**Customer Assistance Inquiry Record (CAIR)#****18751220**

<b>Vin</b>	2A4GP54L8	7R267683	<b>Open Date</b>	07/14/2009	<b>Build Date</b>	03/27/2007	
<b>Model Year</b>	07	<b>Body</b>	RSYP53	CHRYSLER TOWN & COUNTRY TOURING LWB WAGON			
<b>In Service Dt</b>	07/30/2007	<b>Dealer</b>	66262	<b>Dealer Zone</b>	42	<b>Mileage</b>	25,000
<b>Name:</b>	ATTARD, JOHN F					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	19211 SUNSET ST					<b>Home Phone</b>	
	LIVONIA MI 48152-1740					<b>Country</b>	UNITED STATES

Corporate - Dealer Information - Default - Default - Default	Customer is seeking the nearest dealership.
Product - Brakes - Anti-Lock Brake System - ABS Lamp On/Flashing - Default	Customer states that the ABS light keeps coming on
Dealer - Service/Body Shop - Transaction - Problem Not Resolved - Default	Dealership (66262) refused to service and asked the customer to pay \$20.
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	The Air Bag light that comes on.
Dealer - Facilities - Dealer Out Of Business - Default - Default	The dealership is out of business (66415).

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Customer states that the ABS light keeps coming on, also the Air Bag light that comes on Customer had been the dealership (66262) and they are asking to pay \$20.00 for the diagnostic test. Customer was dealing with Chris in service at the dealership.

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The dealership is out of business (66415).

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Customer doesn't want to deal with the dealership (66262), and asked for other dealerships in her location.

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Agent provided the addresses and the phone #s of few dealerships in her location.

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**Customer Assistance Inquiry Record (CAIR)#****18755678**

<b>Vin</b>	2A4GP64L9	6R687702	<b>Open Date</b>	07/15/2009	<b>Build Date</b>	09/26/2005	
<b>Model Year</b>	06	<b>Body</b>	RSYS53	CHRYSLER TOWN & COUNTRY LTD FWD LWB WAGON			
<b>In Service Dt</b>	10/03/2005	<b>Dealer</b>	58512	<b>Dealer Zone</b>	42	<b>Mileage</b>	41,409
<b>Name:</b>	ZIEGLER, NORMAN F					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	4059 GRANDVIEW TER SW					<b>Home Phone</b>	
	GRANDVILLE MI 49418-2494					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer states both sensors and harness was replaced.
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Customer states that the air bag lights came on in the vehicle and that both sensors and harness were replaced. Customer states that he thought there was a service bulliten on the air bag that should have covered the repair, however, he ws told by his dealer that there was not. Customer states that he paid for the repairs, but he feels that he should not have had to, as the mileage is still fairly low. Agent sees thatthe vehicle does have TSB 08-032-05 which does pertain to the air bag system, but it does not appear to be concerning the same issue. Agent informed the customer of this, however, since this is pertaing to the air bag, agent offered to reimburse customer for the cost of the repairs less \$100.00. Customer accepted this offer.

Total repair cost: \$320.63

Total reimbursement: \$220.63

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Advised customer to submit original repair order & proof of payment to:

Chrysler Customer Assistance Center

PO Box 21-8004

Auburn Hills, MI 48321

Advised customer to make a copy of these documents for their records.

Asked the customer to include a brief letter of explanation & request, including their name, address, phone number, VIN, & reference number (CAIR). Advised customer the goodwill offer is dependent upon verification of all documents requested.

**Customer Assistance Inquiry Record (CAIR)#****18756094**

<b>Vin</b>	1D4GP45R0	6B591391	<b>Open Date</b>	07/15/2009	<b>Build Date</b>	11/09/2005	
<b>Model Year</b>	06	<b>Body</b>	RSKH52	DODGE CARAVAN SXT FWD SWB WAGON			
<b>In Service Dt</b>	03/16/2007	<b>Dealer</b>	42839	<b>Dealer Zone</b>	63	<b>Mileage</b>	55,892
<b>Name:</b>	THORNTON, THELMA					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	PO BOX 447					<b>Home Phone</b>	
	SANTO TX 76472-0447					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default

Referral - Tier 2.5 - Internal Escalation - Default - Default

Customer said that there is some problem with the air bags. Customer said that the air bag lamp is flashing ON. Customer seeking assistance from Chrysler for the repairs.

What is the customer requesting from Chrysler?  
repair assistance.

How far out of warranty is the vehicle/repair by time and/or mileage?  
20000 miles

Service contract (Chrysler or 3rd party) that would cover the repair?  
NO

Original owner? (yes/no) If no, purchased when?  
Yes

How many Chrysler vehicles has the customer owned including this vehicle?  
4

Is there any repair history related to the current concern?  
no

Has the vehicle been diagnosed by a Chrysler, Dodge or Jeep dealership?  
yes

Service dealer code?  
42839

Service manager name?  
Jerry W Jones

NIC of team leader/floor walker who authorized escalation of caller?  
Sg580

\*\*\*\*Begin structured narrative T2 - Referral to SLC

Contact requires transfer to T2.5  
transferred

Transfer approved per  
SG580

\*\*\*\*End structured narrative T2 - Referral to SLC

Writer contacted dealership to verify diagnosis on air bag light. We are considering good will. Also customer brought up door lock issue. We need to verify with service manager on both diagnosis before we can go further and offer good will. This is a very loyal customer.

Customer called in with same concern agent transferred the call to T# as per previous records

Customer called in and stated is seeking assistance to repair the door lock, the air bag timer and the ETR valve. Writer called servicing dealer #42839 however SM was not available. Writer informed customer. Customer will be contacted as soon as SM will return the call.

Customer best contact phone is: 561-622-6633.

As a one-time goodwill gesture, Chrysler will assist customer with the the door lock and the air bag light repair

Customer will be responsible for a co-pay in the amount of \$150.00. This goodwill is being offered because of customer loyalty# # # # #

# # DIRECT-TO-DEALER # # # # #

ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER

The CAC is sending this CAIR because of a goodwill policy decision that was made on behalf of this customer. A pre-auth has been created within GWA. If you need additional assistance with this PA, contact Aime at 800-992-1997 extension # 66116

You may also contact us by email at: T2email@chrysler.com

Customer has not been informed of this decision  
Please update and/or close CAIR when complete.

#####

Writer called dealer #42839 and spoke with the SM Chad.Chad gave the  
brake down of the repair: part 340.27; labor \$225.00.SM declined to use  
DSA as he is not familiar to customer .

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**Customer Assistance Inquiry Record (CAIR)#****18760804**

<b>Vin</b>	2C8GP64L2	5R499588	<b>Open Date</b>	07/16/2009	<b>Build Date</b>	03/29/2005	
<b>Model Year</b>	05	<b>Body</b>	RSYS53	CHRYSLER TOWN & COUNTRY LTD FWD LWB WAGON			
<b>In Service Dt</b>	07/19/2005	<b>Dealer</b>	42180	<b>Dealer Zone</b>	71	<b>Mileage</b>	41,347
<b>Name:</b>	MONTGOMERY, JAMES					<b>Contact Type</b>	LETTER
<b>Address</b>	6621 COLUMBIA BEACH DR					<b>Home Phone</b>	(360) 341-2627
	CLINTON WA 98236-9646					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Seeks assistance with the air bag light on.
Product - Body / Trim / Paint Finish - Seat Belts - Defective - Front Driver	Seeks reimbursement for the seat belt replaced.
Corporate - Complaint Contact - Default - Default - Default	
Corporate - Corporate Warranty Extension Letter - Default - Reimbursement - Default	

POSTMARK DATE: 071009; DATE RECEIVED: 071409

Customer has sent a letter seeking reimbursement for the seat belt replaced.

Customer states that the airbag light came on so it is a safety issue and wants chrysler to reimburse for the repairs.

Customer has sent a repair invoice which states that the repairs were performed at the dealership 42180.

\*\*\*\*\*

Customer is the original owner of the vehicle.

Household shows 2 vehicles(1=original & 1=used)

The mileage at the time of repair was 41347 miles.

No SC on the vehicle.

\*\*\*\*\*

As the warranty on the vehicle is expired by time and mileage chrysler has declined reimbursement for the repairs.

Agent sent a form letter no 127.

Agent updated the coin, mileage and servicing dealership.

Customer received a letter of denial for the repairs to the pretensioner.

Customer seeking an explanation on why their request for reimbursement was denied. After reviewing the facts with AJC34, it was decided the customer would be reimbursed for the repairs in the amount of \$314.14, which is minus \$100 co-pay from the customer. Customer is extremely happy with the reversal, and we were able to keep a customer for Chrysler.

Customer is brand loyal.

Due to previous CAIR documentation and for customer satisfaction purposes on-site manager decides to change the goodwill decision to provide the \$314.14 reimbursement.

approved check - sent to GAP



**Customer Assistance Inquiry Record (CAIR)#****18767258**

<b>Vin</b>	2C8GP64L4	5R594363	<b>Open Date</b>	07/20/2009	<b>Build Date</b>	06/29/2005	
<b>Model Year</b>	05	<b>Body</b>	RSYS53	CHRYSLER TOWN & COUNTRY LTD FWD LWB WAGON			
<b>In Service Dt</b>	09/03/2005	<b>Dealer</b>	65746	<b>Dealer Zone</b>	51	<b>Mileage</b>	64,000
<b>Name:</b>	MCFAYDEN, NATE					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	5 HEDGEROW CT					<b>Home Phone</b>	(630) 759-2493
	BOLINGBROOK IL 60440-3265					<b>Country</b>	UNITED STATES

Corporate - Recall - Default - Default - Default	Customer seeking for recall information
Recall - F10: - Information Request	Customer seeking for recall information
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer states that the air bag light stays on

Customer states that the air bag light stays on. Customer will be visiting dealer on Wednesday. Customer wanted to check if there is recall for the same. Agent informed customer that there is no recall for the issue. Agent also informed customer though the part is out of warranty he can call us back after the diagnostic is completed. Agent provided the reference number for assistance.

Customer calls seeking recall information. Advised the customer of incomplete recall # F10 for this vehicle. Customer was advised to contact a Chrysler, Dodge, or Jeep dealer to schedule an appointment to complete recall repair.

**Customer Assistance Inquiry Record (CAIR)#****18771302**

<b>Vin</b>	2C4GP44R8	5R589807	<b>Open Date</b>	07/21/2009	<b>Build Date</b>	06/25/2005	
<b>Model Year</b>	05	<b>Body</b>	RSYH53	CHRYSLER TOWN & COUNTRY LX FWD LWB WAGON			
<b>In Service Dt</b>	07/08/2005	<b>Dealer</b>	60255	<b>Dealer Zone</b>	42	<b>Mileage</b>	70,000
<b>Name:</b>	NEUBECKER, CHRISTOHER H					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	108 ARLINGTON CIR					<b>Home Phone</b>	
	WICKLIFFE OH 44092-1905					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer says that air bag lamp stays on.
Referral - Tier 2.5 - Internal Escalation - Default - Default	Customer seeks the goodwill assistance.
Corporate - Recall - Default - Default - Default	Customer seeks the recall information.

Customer calls seeking recall information. Advised the customer there are no incomplete recalls for this vehicle. The customer was also advised a notification letter will be mailed to the address on file in the event their vehicle is involved in a future recall.  
Customer says that there is problem with the air bag lamp which stays on. Customer went to the dealership and he was told that he would be charged 200\$ approximately for the repair work. Customer needs the assistance from Chrysler.

\*\*\*\*Begin structured narrative T2 - Referral to SLC

Contact requires transfer to T2.5  
transfer

Transfer approved per

MIB8

\*\*\*\*End structured narrative T2 - Referral to SLC

What is the customer requesting from Chrysler?

goodwill

How far out of warranty is the vehicle/repair by time and/or mileage?

70000miles

Service contract (Chrysler or 3rd party) that would cover the repair?

no

Original owner? (yes/no) If no, purchased when?

01/31/07

How many Chrysler vehicles has the customer owned including this vehicle?

2

Is there any repair history related to the current concern?

no

Has the vehicle been diagnosed by a Chrysler, Dodge or Jeep dealership?

yes

Service dealer code?

60255

Service manager name?

na

NIC of team leader/floor walker who authorized escalation of caller?

MIB8.

Customer was transferred and inquiring about a recall on the airbag sensor. Writer informed customer that there are no current recalls or for that specific issue. customer states that he saw the recall on the internet. Writer informed customer that if there is a recall, chrysler will send out a letter to him for notification. Customer in a rush to hang up.

**Customer Assistance Inquiry Record (CAIR)#****18771937**

<b>Vin</b>	2D4GP44L3	6R669614	<b>Open Date</b>	07/21/2009	<b>Build Date</b>	10/14/2005	
<b>Model Year</b>	06	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	03/18/2006	<b>Dealer</b>	59016	<b>Dealer Zone</b>	42	<b>Mileage</b>	47,678
<b>Name:</b>	DENIHAN, PAMELA L					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	6184 BRAMBLESIDE LN					<b>Home Phone</b>	
	MENTOR OH 44060-3304					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer experiencing a problem with the air bag lights.
Corporate - Recall - Default - Default - Default	Customer inquiring about the recall.
Product - Electrical - Unknown - Defective - Default	There is a problem with the sensor.

Customer experiencing a problem with the air bag lights which are coming on. She told the agent that when she contacted the dealership 59016 then she was told that this problem is occurring due to a sensor. And now the customer wants to know if there is a recall on this part or not and the agent informed the customer that there is no recall on this part.

**Customer Assistance Inquiry Record (CAIR)#****18773327**

<b>Vin</b>	2C4GP54L4	5R575632	<b>Open Date</b>	07/22/2009	<b>Build Date</b>	06/28/2005	
<b>Model Year</b>	05	<b>Body</b>	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON			
<b>In Service Dt</b>	07/31/2005	<b>Dealer</b>	23566	<b>Dealer Zone</b>	51	<b>Mileage</b>	51,000
<b>Name:</b>	PARADISO, CHERYL					<b>Contact Type</b>	E-MAIL
<b>Address</b>	3127 STRATFORD LN SW					<b>Home Phone</b>	
	CEDAR RAPIDS IA 52404					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer complains about defective air bag sensor.
Corporate - Recall - Default - Default - Default	Customer request to issue recall on air bag sensors.
Referral - Other - Default - Default - Default	Suggested customer to visit dealership to perform the repairs.

\*\*\*\*\* EMAIL BRIEF DESCRIPTION CONTENT \*\*\*\*\*

Safety concern

\*\*\*\*\* END EMAIL BRIEF DESCRIPTION CONTENT \*\*\*\*\*

Purchased New or Used? Used

If Used, date purchased? 09/14/07

If used, mileage at time of purchase? 51000

If used, where was the vehicle purchased? CDJ

Is the vehicle at a Chrysler/Dodge/Jeep dealer now? No

\*\*\*\*\* BEGIN CUSTOMER EMAIL \*\*\*\*\*

I had the Air Bag Sensor light come on on my dash board. I took it in to get looked at and found out that the sensor was corroded over. I believe this is a HUGE safety concern and looked online to see if this was a recall. I had found a website that stated that this was a problem in areas where there was a lot of snow and salt was used to clear the streets. When I called Chrysler they said to make a claim on the web site. I am wondering if this is a wide spread problem and if it is going to be added as a recall. Thank you, Cheryl Paradiso

\*\*\*\*\* BEGIN EMAIL RESPONSE \*\*\*\*\*

Thank you for contacting the Chrysler Customer Assistance Center regarding the 2005 Chrysler Town and country.

We regret that you are experiencing problem with your vehicle and understand that you are concerned about the vehicle safety. In response to your email regarding your request to issue a recall on the current vehicle problem, we would like to inform you that in the automotive industry, a recall campaign occurs when the manufacturer of a vehicle recalls from the customer a product which has been found to require a repair, has a safety-related defect or is in noncompliance with a Federal Motor Vehicle Safety Standard.

However, we have documented your comments, which would be forwarded to the appropriate department for review and consideration.

In addition, you may access the self-service recall website on the internet to check on your vehicle's involvement in any/all recalls that are published. Please visit our brand website [www.Chrysler.com](http://www.Chrysler.com), click on 'For Owners', and then insert the last eight digits of your Vehicle Identification Number (VIN).

Furthermore, regarding the air bag sensor problem, we suggest that you please give your local authorized dealership the opportunity to assist you. Their service personnel have the factory training, equipment, and information available to diagnose and correct the concerns with your vehicle.

If you have any further questions, please feel free to contact us.

Thanks again for your email. We value you and your business.

\*\*\*\*\* END EMAIL RESPONSE \*\*\*\*\*

**Customer Assistance Inquiry Record (CAIR)#****18774807**

<b>Vin</b>	2D4GP44L4	5R488181	<b>Open Date</b>	07/22/2009	<b>Build Date</b>	04/01/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	06/25/2005	<b>Dealer</b>	60072	<b>Dealer Zone</b>	51	<b>Mileage</b>	56,944
<b>Name:</b>	ANDERSON, ROBERT L					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	8170 CUNNINGHAM RD					<b>Home Phone</b>	
	WINNEBAGO IL 61088-9615					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Air bag light comes on
Referral - Tier 2.5 - Internal Escalation - Default - Default	Seeking assistance

Customer called in stating that the vehicle has a problem with the air bag light as it is coming on and the dealership informed that he need to replace both the impact sensors and charging him \$362.40 + tax states that there is a recall on the vehicle and seeking assistance.

Agent docuemented the concern and then transferred the call to tier3 at VDN 72403. Approved by LL679.

\*\*\*\*Begin structured narrative T2 - Referral to SLC

Contact requires transfer to T2.5

SLC

Transfer approved per

LL679

\*\*\*\*End structured narrative T2 - Referral to SLC

**Customer Assistance Inquiry Record (CAIR)#****18774883**

<b>Vin</b>	2D4GP44L4	5R488181	<b>Open Date</b>	07/22/2009	<b>Build Date</b>	04/01/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	06/25/2005	<b>Dealer</b>	60072	<b>Dealer Zone</b>	51	<b>Mileage</b>	56,944
<b>Name:</b>	ANDERSON, ROBERT L					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	8170 CUNNINGHAM RD					<b>Home Phone</b>	
	WINNEBAGO IL 61088-9615					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Other - Both Air Bags	Customer is seeking recall information
Referral - Tier 2.5 - Internal Escalation - Default - Default	Customer looking for assistance.

Customer claims that there is a recall on his vehicle. Checked the open recalls on the vehicle and called the dealership to see if there was an open recall. Dealer said there was no open recalls for this vin and the 2 global recalls have already been completed. Customer states that it is an open recall on the air bag sensors.

Customer seeking recall information on vehicle. Advised customer there are no incomplete recalls. Customer was informed they will be notified by letter if there was a recall on the vehicle using the address on file.

Customer called again for the same concern. Agent informed about the previous conversation but customer says that he was told to call with the recall number which is-16760 or 07v200 and wants to only speak to JO625. Agent transferred the call to 72403 as could not find the extension.

\*\*\*\*Begin structured narrative T2 - Referral to SLC

Contact requires transfer to T2.5

Transfer approved per

MIB8

\*\*\*\*End structured narrative T2 - Referral to SLC

Customer stated that he was not satisfied with the assistance he received yesterday. Customer stated that his air bag sensor came on and it was for both front sensors and need to be replaced. Customer stated there is a recall (07d19200) for the issue. Customer stated that the dealership stated that there was not a recall.

Writer contacted the SM. SM Harold stated that the original recall on some air bag impact sensors on the front sensors wirings and plugs where water would leak in causing corrosion and causing resistance in the sensor and air bag. Harold stated that this vehicle is having the same issue but does not have the recall. Harold stated that the service is spotty at his dealership but does not mean he does not take care of the vehicle. Customer comes in for the recalls and gets few oil changes and services. Harold stated that there are no signs of abuse or neglect. Harold sees this to be a manufacture defect because other vehicle s have had this issues that did not have the recall either. Writer asked for parts and labor split. Harold stated that he cannot get that information right now but will contact CCAC with the warranty part and labor split. Writer provided reference number.

Writer informed customer that the SM will be contacting agent back to provide additional information to make the goodwill decision. Writer suggested that if customer has not heard from agent by to contact CCAC back.

\*\*\*\*\*NEXT AGENT\*\*\*\*\*

Please document the warranty prices. Either consider goodwill or agent will. Please do not transfer to ext agent cannot call out or check voice mail.

If you make a decision agent is considering a full coverage or low copay because this is a safety issue and customer is loyal.

\*\*\*\*\*

7/23 Dealer contacts Tier 3 regarding dealership finding TSB 08-020-07 which applies to owners vehicle and provides lifetime coverage for the supplemental front airbag sensor. Dealer apologized for overlooking this TSB and stated that parts have been ordered for vehicle today and owner

will be contacted when they come in.

Customer called in for the same issue and only wanted to speak with MS1499. Agent connected the call to EXT # 66155 for further handling.

Customer called in and wanted to talk to MS1499 and the agent after consulting with MIB8 transferred the call to the extension number 66155.

Customer calls requesting to speak with MS1499

Customer/Caller name match to CAIR confirmed.

The CAIR is 30 days old or less.

Agent has checked for decline standard paragraph.

Customer informed to leave message if agent isn't available.

Customer/Caller transferred to extension # 66155

Customer calling for the same concern and wants to talk to senior staff.

Agent transferred to tier 2.5 .Approved by LL679

Robert Anderson called in because he is having a problem with the airbag sensor. Customer feels that this should be covered as part of a previous recall that is showing completed. Writer called dealership and spoke with service manager Harold who stated that he has the parts but they are back ordered and there is no estimated arrival date. Harold refused to give part numbers at the time as well as the warranty pricing. Writer informed service manager that this issue had been going on since the middle of last week and that we need to get the information to resolve it. Harold wanted to call back and speak directly to writer but stated that he was having issues getting through to do that. Writer advised him that I could call back for the information around 2:15 mst. Writer then informed customer that they would call them back as soon as they got the information from the dealer. Quote customer stated was given to them for repair is \$362.40 plus tax. Writer considering good will with small co-pay once prices are available.

Writer called Harold at dealership 60027 and got warranty pricing with the total for parts and labor at \$147.72. Writer and Harold agreed to quote customer warranty prices for the repair so that dealership 60072 Chrysler and customer would be happy. Writer informed Robert Anderson that the dealership would be willing to cover cost of the repair save \$147.72. Customer was also informed by the writer to call the dealership to get repair.

Writer called Harold at dealership 60027 and got warranty pricing with the total for parts and labor at \$147.72. Writer and Harold agreed to quote customer warranty prices for the repair so that dealership 60072 Chrysler and customer would be happy. Writer informed Robert Anderson that the dealership would be willing to cover cost of the repair save \$147.72. Customer was also informed by the writer to call the dealership to get repair.

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**Customer Assistance Inquiry Record (CAIR)#****18775781**

<b>Vin</b>	2A4GP44RX	6R665961	<b>Open Date</b>	07/22/2009	<b>Build Date</b>	09/29/2005	
<b>Model Year</b>	06	<b>Body</b>	RSYH53	CHRYSLER TOWN & COUNTRY LX FWD LWB WAGON			
<b>In Service Dt</b>	11/07/2005	<b>Dealer</b>	65085	<b>Dealer Zone</b>	32	<b>Mileage</b>	57,500
<b>Name:</b>	WALDER, SHAWN M					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	11 COUNTRY CIR					<b>Home Phone</b>	(603) 483-5848
	AUBURN NH 03032-3517					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	air bag light is on
Corporate - Recall - Default - Default - Default	recall information
Referral - Service Contracts - Default - Default - Default	seeking information for service

Customer called regarding to know the recall information. Customer stated she is experiencing the problem with the air bag light and wants to get it fix. Agent advised get in touch with the dealership and get the vehicle check.

null

null

Customer wants to know about the service contract. Agent transferred the call to SC



**Customer Assistance Inquiry Record (CAIR)#****18776895**

<b>Vin</b>	1A4GP45RX	6B548958	<b>Open Date</b>	07/22/2009	<b>Build Date</b>	09/19/2005	
<b>Model Year</b>	06	<b>Body</b>	RSYH52	CHRYSLER TOWN & COUNTRY FWD SWB WAGON			
<b>In Service Dt</b>	02/17/2006	<b>Dealer</b>	65085	<b>Dealer Zone</b>	32	<b>Mileage</b>	44,786
<b>Name:</b>	SMITH, BRIAN D					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	69 TILDEN DR					<b>Home Phone</b>	(603) 625-6941
	MANCHESTER NH 03103-3085					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Other - Unknown	Customer complaining about the Air bag sensor
Corporate - Dealer Information - Default - Default - Default	Customer seeking dealerships address

Customer complaining about the Air bag sensor, and seeking goodwill assistance. Agent apologized for the same and advised the customer to consult the dealership and call us back. Agent didn't promise anything and also provided with the dealerships address.

Dealer called asking if Chrysler would cover the diagnostic fee for customer. Agent said that this was never documented and Chrysler does not cover diagnostic fees. Agent told dealer diagnostic fee is at customer's expense.

Customer called in for the same issue. Customer says that she took the vehicle to 65085 for diagnosis; however after diagnosis she was informed that they're no longer a Chrysler dealer. Customer further says that she contacted one of the Chrysler dealer, and was asked to pay \$85 for diagnosis; however she doesn't want to pay for it as she knows what the problem is.

Agent informed the customer that before Chrysler considers 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 complained about MK682 stating that he informed that Chrysler will take care of the issue. Agent informed the customer that there is no documentation as such; customer disconnected the call.

**Customer Assistance Inquiry Record (CAIR)#****18779204**

<b>Vin</b>	2D4GP44L7	6R827369	<b>Open Date</b>	07/23/2009	<b>Build Date</b>	03/28/2006	
<b>Model Year</b>	06	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	05/31/2006	<b>Dealer</b>	44618	<b>Dealer Zone</b>	32	<b>Mileage</b>	26,000
<b>Name:</b>	HARTE, JIM					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	8194 RIZZO DR					<b>Home Phone</b>	
	CLAY NY 13041-8810					<b>Country</b>	UNITED STATES

Product - Electrical - Body Wiring - Rusted or Corroded - Default	Air bag sensors on the wiring harness are rusted.
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer experiencing a problem with the air bag lights.
Corporate - Recall - Default - Default - Default	Customer inquiring about the recall.
Referral - Tier 2.5 - Internal Escalation - Default - Default	Customer seeking goodwill assistance.

\*\*\*\*Begin structured narrative T2 - Referral to SLC

Contact requires transfer to T2.5

Transferred to tier2.5

Transfer approved per

MIB8

\*\*\*\*End structured narrative T2 - Referral to SLC

Customer experiencing a problem with the air bag lights which are coming on. He told the agent that when he took the vehicle to the dealership 44618 then they informed him that this problem is due to the air bag sensors in the wiring harness which are rusted. And for the repairs they are charging an amount of \$386. And now the customer wants Chrysler to assist him with the repair charges. Agent after consulting with MIB8 transferred the call to tier2.5.

What is the customer requesting from Chrysler? Goodwill assistance.

How far out of warranty is the vehicle/repair by time and/or mileage? Out of warranty by time.

Service contract (Chrysler or 3rd party) that would cover the repair?

Original owner? (yes/no) If no, purchased when? Yes

How many Chrysler vehicles has the customer owned including this vehicle? 1

Is there any repair history related to the current concern? Yes

Has the vehicle been diagnosed by a Chrysler, Dodge or Jeep dealership? Yes

Service dealer code? 44618

Service manager name? NA

NIC of team leader/floor walker who authorized escalation of caller? MIB8

Also the customer was inquiring about the recall and the agent informed the customer that there are no recalls on this vehicle.

Customer called requesting that repairs that are needed to the air bag lights be covered under warranty. Writer advised customer that he was out of warranty so repairs could not be covered under warranty. Customer stated he still wished to receive assistance with repairs. Writer called dealership and spoke with Rick the Service Manager (SM). Rick stated that repairs are for a both sensor and pigtail wiring harnesses. Rick quoted the repairs as a total of \$145.80 at warranty rates for parts and labor. Writer and Rick came to the conclusion of an offer of goodwill assistance.

As a one-time goodwill gesture, Chrysler/Dealer will pay \$100.00.

Customer will be responsible for a co-pay in the amount of \$45.80 plus diagnosis fee and taxes.

This goodwill is being offered because: the repairs are on the Air Bag sensors.

##### DIRECT-TO-DEALER #####

ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER

The CAC is sending this CAIR because of a goodwill policy decision that was made on behalf of this customer. You have indicated you will be using your DSA to assist this customer. The customer has been

informed of this decision. Update and/or close CAIR when complete.  
If you need to speak with the agent about this CAIR, please call  
1-800-992-1997, Agent extention is 66152 or you may email us at  
T2email@chrysler.com

#####  
#

REASSIGNED TO BC/DLR 32 44618 07/23/09 11:51 R 18779204

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**Customer Assistance Inquiry Record (CAIR)#****18782145**

<b>Vin</b>	2A4GP44R2	6R827792	<b>Open Date</b>	07/24/2009	<b>Build Date</b>	03/21/2006	
<b>Model Year</b>	06	<b>Body</b>	RSYH53	CHRYSLER TOWN & COUNTRY LX FWD LWB WAGON			
<b>In Service Dt</b>	03/23/2006	<b>Dealer</b>	42114	<b>Dealer Zone</b>	32	<b>Mileage</b>	31,789
<b>Name:</b>	UNGARO, JOHN					<b>Contact Type</b>	LETTER
<b>Address</b>	355 CHESTNUT ST					<b>Home Phone</b>	(315) 458-5477
	N SYRACUSE NY 13212-2147					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default

Customer is seeking reimbursement

POSTMARK DATE: 071409; DATE RECEIVED: 071609

Customer is seeking reimbursement.

Customer has sent the repair invoice and the proof of payment.

\*\*\*\*\*

The repairs were performed were at an authorized dealership.

Mileage at the time of repair was 31789 miles.

It is a 2006 model vehicle.

Customer had 4 vehicles and currently owns 1 vehicle.

There is service contract on the vehicle.

\*\*\*\*\*

As per the previous cair # 18738817 had decided to reimburse for the amount of \$186.84 as good will gesture.

Agent decided to reimburse for the amount of \$186.84 as \$50 co-pay of \$236.84 as one time goodwill gesture.

Labor=\$160.00

Parts=\$57.70

Shop supplies=\$1.60

Tax=\$17.54

Total amount=\$236.84

\*\*\*\*\*

Agent decided to reimburse partially as the vehicle out of warranty.

Agent submitting a check amount of \$186.84 for approval.

Mileage, dealership and coin updated.

\*\*\*\*\*

check approved - sent to GAP

**Customer Assistance Inquiry Record (CAIR)#****18782684**

<b>Vin</b>	2A4GP64L9	6R687702	<b>Open Date</b>	07/24/2009	<b>Build Date</b>	09/26/2005	
<b>Model Year</b>	06	<b>Body</b>	RSYS53	CHRYSLER TOWN & COUNTRY LTD FWD LWB WAGON			
<b>In Service Dt</b>	10/03/2005	<b>Dealer</b>	58512	<b>Dealer Zone</b>	42	<b>Mileage</b>	41,409
<b>Name:</b>	ZIEGLER, NORMAN F					<b>Contact Type</b>	LETTER
<b>Address</b>	4059 GRANDVIEW TER SW					<b>Home Phone</b>	
	GRANDVILLE MI 49418-2494					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default

Customer is seeking reimbursement.

POSTMARK DATE: 071609; DATE RECEIVED: 072009

Please refer to CAIR #: 18755678

Customer states that the air bag lights came on in the vehicle and that both sensors and harnesses were replaced. As per (DA687) the vehicle has TSB 08-032-05 which does pertain to the air bag system, but it does not appear to be concerning the same issue.

\*\*\*\*\*

Since the part is related to the air bag, (DA687) has offered to reimburse customer for the cost of the repairs less \$100.00. Total repair cost: \$320.63 and Chrysler will reimburse \$220.63 to the customer.

\*\*\*\*\*

Customer was asked to submit original repair order & proof of payment. Customer has sent in the repair invoice, the repair invoice has paid stamp on it hence the proof of payment is not required. Agent is submitting a check of \$220.63 and reassigning the check to 85J for further handling.

check approved - sent to GAP

**Customer Assistance Inquiry Record (CAIR)#****18782751**

<b>Vin</b>	2D4GP44L5	6R827385	<b>Open Date</b>	07/24/2009	<b>Build Date</b>	03/27/2006	
<b>Model Year</b>	06	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	05/17/2006	<b>Dealer</b>	44868	<b>Dealer Zone</b>	32	<b>Mileage</b>	51,368
<b>Name:</b>	MARCHESE, MARIO S					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	5 SOMERSET PL					<b>Home Phone</b>	(978) 657-5070
	WILMINGTON MA 01887-2100					<b>Country</b>	UNITED STATES

Product - Electrical - Lamps and Switches - Other - Default	Customer calling looking for goodwill on his airbag sensors.
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Informed customer that before Chrysler considers 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 is seeking out of warranty assistance in the form of repair on air bag sensors which could be a safety issue.

Based on the information at hand, agent is considering the following: Customer takes to another dealership and have vehicle diagnosed and take in consideration of assistance with repair. Customer will call back once diagnostic is done.

**Customer Assistance Inquiry Record (CAIR)#****18783061**

<b>Vin</b>	1D4GP24R9	6B639220	<b>Open Date</b>	07/24/2009	<b>Build Date</b>	03/01/2006	
<b>Model Year</b>	06	<b>Body</b>	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON			
<b>In Service Dt</b>	03/06/2006	<b>Dealer</b>	42174	<b>Dealer Zone</b>	32	<b>Mileage</b>	55,247
<b>Name:</b>	BUCK, RHONDA M					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	14 SNAY CIR					<b>Home Phone</b>	(978) 957-3488
	TYNGSBORO MA 01879-2152					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp  
On/Flashing - Default

Customer experiences problem with the  
airbags.

Customer experiences problem with the airbags. Customer states that the airbag lamp is flashing and wants to get these repairs done. Customer states that she and her husband has been laid off and cannot bear for the diagnosis. Customer seeks assistance for the repairs. Agent informed the customer to get the vehicle inspected first at an authorized dealership for further goodwill consideration. Customer is not happy and seeks a supervisor. Agent transferred the call.

\*\*\*\* ES738 took over the call \*\*\*\*

Customer stated there s problem with Air-bag light.

Customer consulted with the dealership and they said it would be \$89 for an inspection.

Customer stated this is a safety concern and Chrysler should assist.

Writer informed that Chrysler can not wave the diagnosis fee.

However, after diagnosis Chrysler can review and see what best needs to be done about the problem.

Customer is not convinced and wants Chrysler to reimburse for diagnosis later.

Writer declined to reimburse the diagnosis fee.

Customer was very annoyed and stated that she will get a third party involved.

**Customer Assistance Inquiry Record (CAIR)#****18785750**

<b>Vin</b>	2A4GP54L7	6R866766	<b>Open Date</b>	07/27/2009	<b>Build Date</b>	05/01/2006	
<b>Model Year</b>	06	<b>Body</b>	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON			
<b>In Service Dt</b>	05/31/2006	<b>Dealer</b>	66989	<b>Dealer Zone</b>	42	<b>Mileage</b>	27,700
<b>Name:</b>	SOWA, ROMAN					<b>Contact Type</b>	E-MAIL
<b>Address</b>	5383 POCONO DRIVE					<b>Home Phone</b>	(248) 681-1342
	WEST BLOOMFIELD MI 48323					<b>Country</b>	UNITED STATES

Product - Brakes - Anti-Lock Brake System - Defective - Default	Customer complains about ABS and seeks repair assistance.
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer complains about airbag and seeks repair assistance.
Referral - Tier Two - Internal Escalation - Authorization - Default	Suggested customer to call Customer Assistance Center
Referral - Tier 2.5 - Internal Escalation - Default - Default	goodwill.

## \*\*\*\*\* EMAIL BRIEF DESCRIPTION CONTENT \*\*\*\*\*

My 2006 Chrysler Town & Country has just gone past its 3yr warranty. I am now having ABS and air bag problems, as both warning lights stay on. This is frustrating in such a new car. Can you help? I,m retired

## \*\*\*\*\* END EMAIL BRIEF DESCRIPTION CONTENT \*\*\*\*\*

Purchased New or Used? Used

If Used, date purchased? 01/21/08

If used, mileage at time of purchase? 27700

If used, where was the vehicle purchased? CDJ

Is the vehicle at a Chrysler/Dodge/Jeep dealer now? No

## \*\*\*\*\* BEGIN CUSTOMER EMAIL \*\*\*\*\*

My 2006 Chrysler Town & Country has just gone past its 3yr warranty. I am now having ABS and air bag problems, as both warning lights stay on. This is frustrating in such a new car. Can you help? I,m retired

## \*\*\*\*\* BEGIN EMAIL RESPONSE \*\*\*\*\*

Thank you for contacting the Chrysler Customer Assistance Center regarding the 2006 Chrysler Town and Country

We regret that you are experiencing problem with your vehicle and appreciate the time and effort you took to write to us. In response to your email regarding the vehicle ABS and airbag problem, we suggest that you please call the Customer Assistance Center at 1-800-992-1997 between 8:00 A.M. and 5:00 P.M. Monday through Friday (in all Continental Time Zones). It is necessary to discuss this issue with you directly.

When calling the Customer Assistance Center, please have your Reference (CAIR) number 18785750 and the following information handy:

Vehicle owner name

Vehicle owner address

Day and evening phone numbers

Vehicle Identification Number (VIN)

Name of dealership where vehicle was purchased

Date of purchase

Dealership where service was performed

Date of last service

Current vehicle mileage

An explanation of the problem

We have Customer Service Representatives available to address your concerns and to discuss any alternatives you may have to get this cost reimbursed.

Thanks again for your email. We value you and your business.

## \*\*\*\*\* END EMAIL RESPONSE \*\*\*\*\*

\*\*\*\*\*

Customer called for the above issue and wanted Chrysler to assist him on the repairs required.

\*\*\*\*\*

What is the customer requesting from Chrysler?goodwill

How far out of warranty is the vehicle/repair by time and/or mileage?2



months

Service contract (Chrysler or 3rd party) that would cover the repair?no

Original owner? (yes/no) If no, purchased when?no, 01/21/08

How many Chrysler vehicles has the customer owned including this vehicle?1

Is there any repair history related to the current concern?no

Has the vehicle been diagnosed by a Chrysler, Dodge or Jeep dealership?no, customer does not want to pay a diagnosis if Chrysler does not want to cover the repair charges.

Service dealer code?N.A

Service manager name?N.A

NIC of team leader/floor walker who authorized escalation of caller?RP762.

\*\*\*\*Begin structured narrative T2 - Referral to SLC

Contact requires transfer to T2.5

Transfer approved per

RP762.

\*\*\*\*End structured narrative T2 - Referral to SLC

Customer seeking goodwill assistance with repairs. Customer needs to take vehicle for diagnosis. Writer spoke with SA Dan at dealership 66989 and advised to have the customer make an appointment for diagnosis and possible goodwill assistance.

No further contact from customer or dealership.

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**Customer Assistance Inquiry Record (CAIR)#****18787271**

<b>Vin</b>	2A4GP54L7	6R866766	<b>Open Date</b>	07/28/2009	<b>Build Date</b>	05/01/2006	
<b>Model Year</b>	06	<b>Body</b>	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON			
<b>In Service Dt</b>	05/31/2006	<b>Dealer</b>	99999	<b>Dealer Zone</b>	42	<b>Mileage</b>	27,700
<b>Name:</b>	SOWA, ROMAN					<b>Contact Type</b>	E-MAIL
<b>Address</b>	5383 POCONO DRIVE					<b>Home Phone</b>	
	WEST BLOOMFIELD MI 48323					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	customer seeks assistance regarding air bag light of the vehicle
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\*\*\*\*\* EMAIL BRIEF DESCRIPTION CONTENT \*\*\*\*\*

ABS light and air bag light stay on despite the car s low mileage.

\*\*\*\*\* END EMAIL BRIEF DESCRIPTION CONTENT \*\*\*\*\*

Purchased New or Used?Used

If Used, date purchased?01/21/08

If used, mileage at time of purchase?27700

If used, where was the vehicle purchased?NA

Is the vehicle at a Chrysler/Dodge/Jeep dealer now?NA

\*\*\*\*\* BEGIN CUSTOMER EMAIL \*\*\*\*\*

This is my first Chrysler vechicle. It still has low mileage for its age.

I m disappointed that my ABS light, which flashed intermittently at first  
is now remaining on; I had by brakes replaced as preventive maintenance  
at 25,000 miles. Most recently, my airbag warning light has been  
flashing.

\*\*\*\*\* BEGIN EMAIL RESPONSE \*\*\*\*\*

NAn as customer s concern handled in the cair no. 18785750 by the agent  
JT841.

\*\*\*\*\* END EMAIL RESPONSE \*\*\*\*\*

**Customer Assistance Inquiry Record (CAIR)#****18791539**

<b>Vin</b>	2C4GP44R2	5R491355	<b>Open Date</b>	07/28/2009	<b>Build Date</b>	03/19/2005	
<b>Model Year</b>	05	<b>Body</b>	RSYH53	CHRYSLER TOWN & COUNTRY LX FWD LWB WAGON			
<b>In Service Dt</b>	07/23/2005	<b>Dealer</b>	44664	<b>Dealer Zone</b>	32	<b>Mileage</b>	50,456
<b>Name:</b>	NOLAN, NANCY					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	80 MAVERICK ST					<b>Home Phone</b>	
	FITCHBURG MA 01420-5865					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer states that airbag light is coming on
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Customer states that airbag light is coming and going on since last 3 months. The vehicle is at the dealership for diagnosis. Agent informed the customer that Chrysler can look into the matter only when the vehicle is diagnosed. Agent provided reference no to the customer.