

NOTIFICATION TO DAIMLERCHRYSLER MOTORS

Customer Name [REDACTED]

Address [REDACTED]

(Street)

(City)

Daytime Telephone [REDACTED]

VIN Number 1D4GP45R0S

Date of Purchase 8/14/05

Servicing Dealer BOB WILSON

Number of days vehicle has been Out-of-Service

Number of repair attempts to repair same condition

Description of Concern: LOS LIMPIA PA

AUE SUESES EN REPARACION, A

DERECHA E IZQUIERDA.

NOTIFICATION TO DAIMLERCHRYSLER MOTORS COMPANY LLC CUSTOMER CENTER

Customer Name _____

Address _____

(Street)

(City)

(State)

(Zip)

TAMPA FL

Daytime Telephone _____

VIN Number 1D4GP4SR0SB _____

Date of Purchase 8/14/05

Mileage 8 / 15237

Servicing Dealer BOB WILSON DODGE, INC.

Number of days vehicle has been Out-of-Service _____

VARIAS VESES

Number of repair attempts to repair same condition _____

5 TIMES

Description of Concern: _____

LOS LIMPIA PALABRISAS NO TRABAJABAN ESO FUE 5 VESES EN REPARACION, AMORTIGUADOR DERECHO Y DIRECCION DERECHA E IZQUIERDA.

[Redacted Name]

Name

[Redacted Street Address]

Street Address

TAMPA FL [Redacted ZIP]

City, State, ZIP

TAMPA FL 336

PM 7 L



HAT
HOLL



RECEIVED

JAN 06 2006

DaimlerChrysler Motors Company LLC
Customer Center
P.O. Box 21-8004
Auburn Hills, MI 48321-8004

OWNER RELATIONS

B321+B004-04 B13B



From: [REDACTED]
To: customerassist@daimlerchrysler.com
Date: Sat Jan 14 22:55:08 EST 2006
Subject: DaimlerChrysler Customer Assistance
Form Selected:

Category: US Customer Service
Brief Description:

Unsatisfied with customer service...will not buy chrysler again if I we can't get this resolved!!!

Comments:

I would like someone who actually cares about their Chrysler customers to call me. This is the first Chrysler I have ever purchased and as of now its going to be my last! I filed a complaint with consumer protection in regards to being mislead with a service contract. I have spoke with about four people in that department, and NO ONE will let me speak to anyone that cares or can help me. I would like to hear back from someone...not to mention I am currently having a service issues with my van now. I feel it is very unsafe to not be able to use windshield wipers! I am looking forward to hearing from someone who understands and cares about their custmers. Thank you.

[REDACTED]
Sender Information:

Title: [REDACTED]
First Name: [REDACTED]
Middle Initial: [REDACTED]
Last Name: [REDACTED]

From: customerassist@daimlerchrysler.com
To: [REDACTED]
Date: Mon Jan 16 19:33:35 EST 2006
Subject: Re: DaimlerChrysler Customer Assistance
Dear [REDACTED]:

Thank you for contacting DaimlerChrysler regarding customer service.

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 email.

Sincerely,

Ahmad

Senior Staff Representative

DaimlerChrysler Customer Assistance Center

NOTE: Please do not use the 'Reply' function of your email system. If you have a need to respond to this message, please visit us at our reply form (link provided below). Our system is NOT able to accept any emails at this address.

For any future communications related to this email, please refer to the following information:

REFERENCE NUMBER: 14490857

REPLY LINK:

http://www.chrysler.com/wccsapp/wccs/brand_forms/us/reply.jsp?trk_ID=KMM3517189C0KM&

Original Message Follows:

Form Selected:

Category: US Customer Service

Brief Description:

Unsatisfied with customer service...will not buy chrysler again if I we can't get this resolved!!!

Comments:

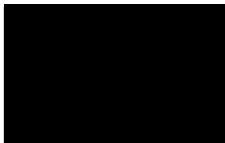
I would like someone who actually cares about their Chrysler customers to call me. This is the first Chrysler I have ever purchased and as of now its

going to be my last! I filed a complaint with consumer protection in regards to being mislead with a service contract. I have spoke with about four people in that department, and NO ONE will let me speak to anyone that cares or can help me. I would like to hear back from someone...not to mention I am currently having a service issues with my van now. I feel it is very unsafe to not be able to use windshield wipers! I am looking forward to hearing from someone who understands and cares about their custmers. Thank you.



Sender Information:

Title:
First Name:
Middle Initial:
Last Name:



NOTIFICATION TO DAIMLERCHRYSLER MOTORS COMPANY LLC CUSTOMER CENTER

Customer Name

Address

(Street)

(City)

(State)

(Zip)

Daytime Telephone

VIN Number

Date of Purchase

Mileage

Servicing Dealer

Number of days vehicle has been-Out-of-Service

Number of repair attempts to repair same condition

Description of Concern:

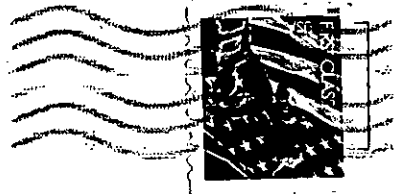
PASSENGER AIR BAG + SEAT BELTS
DON'T WORK. BOTH ARE SAFETY CONCERNS + CHRYSLER
CAN'T PROVIDE PARTS TO FIX. THIS SHOULD NOT BE IN A NEW

CAR.

[Redacted]

Name

KANSAS CITY 641-661



[Redacted]

Street Address

24 JAN 2006 PM 7 L

SHAWNEE KS
City, State, ZIP

[Redacted]

RECEIVED

JAN 8 0 2006

DaimlerChrysler Motors Company LLC

Customer Center

P.O. Box 21-8004

Auburn Hills, MI 48321-8004

OWNER RELATIONS

48321+8004

B15E



RECEIVED

FEB 10 2006

February 8, 2006

To whom it may concern,

OWNER RELATIONS

My name is [REDACTED]. On January 28, 2006, I purchased a new 2006, Chrysler Town and Country LX (VIN# 1A4GP45R46B[REDACTED]). The dealership is: Carmax Auto Superstores, Inc., 1975 Beaver Run Rd., Norcross, GA 30071.

The light for the "passenger air bag off" was lit up on the instrument panel. We left a message for the salesman, sales manager and service department on the evening of January 28, 2006. On January 30, 2006 I contacted the service department again, I was given an appointment with Belinda Swann for service repair on January 31, 2006. I took the car in to Carmax on January 31, 2006. I was told the diagnostic test was not able to pin point the exact cause of the "ORC" lights being lit up.

Then I was told the "seat belt retractor" needed to be placed. The seat belt retractor part was ordered, it arrived Monday February 6, 2006. On Tuesday February 7, 2006, I was told that upon replacing this part the lights still remained lit, and that the new seat belt retractor replacement part was faulty also. Once again on Tuesday February 7, 2006, I was told that Carmax will have to replace the "Module." The part was order that same day. Carmax was un aware at that time how long it would be before they received the Module. On Wednesday placed several calls to Debra Helms and always received he voice mail and I left her messages to call me. I received a call from Patty Weiner on Wednesday February 8, 2006. She told me they took a seat from another vehicle and placed it in my vehicle and because the VIN # did not match the computer system in the car would not accept it. They are trying to modify this vehicle, and I do not trust Carmax with the safety of my vehicle. I think that they will try to rig this vehicle if the can not get it repaired soon. She also told me Module will be arriving at their dealership on Tuesday February 14, 2006. I told her that since she took the seat from another vehicle, that they should just give me another vehicle.

I have been requesting a replacement vehicle since January 31, 2006. I am a Disabled War Veteran, I am on oxygen 24/7, I am also taking various medications including medication for depression and PTSD. I have been in 3 previous car accidents, none of which were my fault. I am terrified to even ride in a car, I have to mentally prepare myself to ride in a car. I purchased the particular type of vehicle for safety reason. I am the passenger in this vehicle, I need the safety of these air bags. I must have my oxygen at all times. I purchased this vehicle on January 28, 2006 and it has been with Carmax since January 31, 2006. I spoke with a sales manager at Carmax regarding replacing this faulty vehicle, but I am given the run around.

Sincerely,

cc:

Representative Cynthia McKinney
Ed Callahan- Office of Consumer Affairs
National Highway Traffic Safety
William J Liss- Consumer Action

Stone Mountain, GA

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

CERTIFIED MAILTM



7004 0550 0000 9577 2375

ORTH METRO GA 300

08 FEB 2008 PM 9



0000



48321

U.S. POSTAGE
PAID
STONE MOUNTAIN GA
FEB 08 2008
AMOUNT

\$4.64

566-24

Waimler Chrysler Motors Company LLC
Customer Center
P. O. Box 21-8004
Auburn Hills MI 48321-8004

48321+8004



DAIMLERCHRYSLER

[Redacted]
Towson, MD [Redacted]
[Barcode]

Dear [Redacted]:

We hope your 2005 Chrysler Town & Country is performing to your expectations.

If you have been back to Antwerpen Motor Cars Ltd for maintenance or service work, we would like to know how happy you were with that experience.

Please take a few minutes to complete and return this postage-free questionnaire. *Do not return this survey to your dealer.* If you prefer, you can complete this survey on the internet at <https://www.dcxcustomersat.com> where you will be prompted to enter the following password: CC258EF5

Sincerely,



James J. Belleau
Director, National Customer Relations

Antwerpen Motor Cars Ltd
(410) 788-6600

Please use a dark pen (*preferably black*) to indicate your responses as follows:

| Overall Satisfaction . . . | | Definitely Will | Probably Will | Do Not Know | Probably Will Not | Definitely Will Not |
|--|--|---|--|-------------------------------------|--------------------------|---------------------|
| Based on your satisfaction with this vehicle, how would you rate your chances of buying or leasing another DaimlerChrysler product? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | |
| During the past six months, have you returned to Antwerpen Motor Cars Ltd for any type of service work performed on your 2005 Chrysler Town & Country? | <input checked="" type="checkbox"/> (Please indicate below.) | <input type="checkbox"/> | <input type="checkbox"/> (Please stop and return in envelope.) | | | |
| <input checked="" type="checkbox"/> Routine Maintenance | <input checked="" type="checkbox"/> Repair | <input type="checkbox"/> Accessory Installation | <input type="checkbox"/> Other (Please specify): _____ | | | |
| Approximately how many miles are on your vehicle? <u>8350</u> Miles | | | | | | |
| 1. How satisfied are you with your recent service experience at Antwerpen Motor Cars Ltd? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | |

| About the Service Staff At . . . | | Strongly Agree | Strongly Disagree |
|---|--------------------------|-------------------------------------|--------------------------|
| Antwerpen Motor Cars Ltd | | | |
| 2. I was satisfied with the treatment I received from the service staff | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| 3. The service staff listened and understood my needs | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| 4. How satisfied are you with the quality of the service work performed on your vehicle? | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| 5. How satisfied are you with service staff's ability to have your vehicle ready when promised? | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |

| The Dealership's Facility . . . | | Doesn't Apply | Yes | No |
|---|--------------------------|-------------------------------------|--------------------------|--------------------------|
| 6. a. Was the service write-up area neat and clean? | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| b. Was the waiting area/customer lounge neat and clean? | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| c. Were the restrooms neat and clean? | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

| The Service Staff At . . . | | Very Satisfied | Very Dissatisfied |
|--|-------------------------------------|-------------------------------------|-------------------------------------|
| Antwerpen Motor Cars Ltd | | | |
| 7. Please rate your satisfaction with your Service Advisor on the following: | | | |
| a. The promptness with which you were greeted | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| b. Courtesy in dealing with you | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| c. Overall dress and grooming | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| d. Consideration of your time | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| e. Ability to listen, understand, and answer your questions | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| f. Advising you on your service needs | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| g. Providing a clear explanation of the repairs and/or charges | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| h. Fulfilled all commitments made to you | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |

The Service Staff At ... (continued)

Antwerpen Motor Cars Ltd

8. a. Was it easy to schedule your service visit? Doesn't Apply Yes No
Less than 10 Minutes 10-20 Minutes More than 20 Minutes
- b. From the time you arrived at the dealership to pick up your 2005 Chrysler Town & Country, how long did it take to receive your vehicle?

About the Service Work Performed ...

9. Was your recent service need corrected/completed on the first visit? Yes (Go to Q.11.) No (Go to Q.10a.)
10. a. How many visits did it take to have your recent service need corrected/completed? 2 Visits 3 Visits 4 or More Visits
- b. Why wasn't your vehicle fixed on the first visit? (Check all that apply.)
 Parts were not in stock
 Service Department could not duplicate condition
 Service Department's schedule too full
 Work performed did not correct condition
 Other (Please specify) _____
11. Compared to other automotive service providers, please tell us how much you agree that this dealership's ... Strongly Agree Strongly Disagree
- a. Overall service process is convenient
- b. Value of services performed is competitive

Communicating With You ...

12. During the service process, did the dealer keep you informed of the progress of your service or repair? Doesn't Apply Yes No
13. a. Did you contact Antwerpen Motor Cars Ltd by phone to inquire about the progress of your service work? Doesn't Apply Yes No
- b. If you were put on hold, did you consider the length of time acceptable?
- c. Did you feel that the person handling your call was:
 1. Professional and courteous?
 2. Responsive?
 3. Knowledgeable?
14. Have you been contacted by the dealership regarding your satisfaction with the service received? Yes No
15. a. Did you have any concerns regarding your service experience that you brought to the attention of the dealership?
- b. If YES, how satisfied are you with the dealership's resolution of your concerns? Very Satisfied Very Dissatisfied

Future Service Intentions ...

16. Considering your experience with this dealership, how likely will you be to return for required maintenance/repair work that you pay for? Definitely Will Probably Will Do Not Know Probably Will Not Definitely Will Not
17. I would recommend Antwerpen Motor Cars Ltd to my family and friends Strongly Agree Strongly Disagree

Comments about your service experience: Your service person are not efficient to solve problem. Specially your car got problem in electric wiring. Cigarette lighter power supply blow-out again and again. My Air-bag comes out from it's compartment and service person can't fix it.

Address Change ...

Please complete this section only to correct any name, address, or telephone number information. (Please print.)

Name: _____
 Street: _____
 City/State/ZIP: _____
 Phone: () _____

Thank you for your cooperation. Please return this survey in the enclosed postage-paid envelope to: DaimlerChrysler, P. O. Box 10072, Toledo, OH 43682-4121



Special Note

My driver side Air-bag comes out from it's compartment without any accident. And your service person at Ant. tried to fix it. Two times. but they are unable. Problem is unsolved

Crystler Town & County.

Vin.No. 1C4 - GP45R05B [REDACTED]

Name [REDACTED]

Tele. [REDACTED]

From: customerassistre@daimlerchrysler.com
To: [REDACTED]
Date: Tue Apr 25 15:55:56 EDT 2006
Subject: Re: DaimlerChrysler Customer Assistance
Dear [REDACTED],

Thank you for your recent email to DaimlerChrysler Customer Assistance regarding an air conditioning issue with your 2006 Dodge Grand Caravan.

I regret your dissatisfaction in your 2006 Dodge Grand Caravan, 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 sharing your concerns.

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 email or 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.

Thank you again for your email.

Sincerely,

Alison
Senior Staff Representative
DaimlerChrysler Customer Assistance Center

NOTE: Please do not use the 'Reply' function of your email system. If you have a need to respond to this message, please visit us at our reply form (link provided below). Our system is NOT able to accept any emails at this address.

For any future communications related to this email, please refer to the following information:

REFERENCE NUMBER: 14850664

REPLY LINK:

http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM3769155I23430L0KM&

Original Message Follows:

Recall Information - Dodge Brand Site

Brief Description:

Air Conditioning System is not as cold as it should be..

Comments:

I am not satisfied with the output from the A/C system. I have had it tested by Cutter Dodge in Waipahu who inform me that it's running in operational form. when I had them test the temperature, it only went down to 50 degrees after 16 minutes (on a cloudy morning, and the settings were on high). This to me is unsatisfactory and I want to have it replaced. I explained to the Service Manager that my old 92 Volvo wagon when sitting in the hot afternoon sun with it's black paint and black leather interior gets colder quicker (cools to 40 degrees in less than 7 minutes). where you have to lower the thermostat. As a new vehicle off the lot there is something wrong. I want to have this issue resolved as soon as possible. Thank you for your time and assistance.

VIN:

6R [REDACTED]

Mileage:

1033

Servicing Dealer:

Cutter Dodge in Waipahu

Title:

Mrs.

First Name:

Middle Initial:

M

Last Name:

Address 1:

Address 2:

City:

Kapolei

State:

HI

Zip:

Email:

Home Phone:

From: [REDACTED]
To: customerassistre@daimlerchrysler.com
Date: Thu Apr 20 22:35:26 EDT 2006
Subject: DaimlerChrysler Customer Assistance
Form Selected:

Category: Recall Information
Brief Description:

Air Conditioning System is not as cold as it should be..

Comments:

I am not satisfied with the output from the A/C system. I have had it tested by Cutter Dodge in Waipahu who inform me that it's running in operational form. when I had them test the temperature, it only went down to 50 degrees after 16 minutes (on a cloudy morning, and the settings were on high). This to me is unsatisfactory and I want to have it replaced. I explained to the Service Manager that my old 92 Volvo wagon when sitting in the hot afternoon sun with it's black paint and black leather interior gets colder quicker (cools to 40 degrees in less than 7 minutes). where you have to lower the thermostat. As a new vehicle off the lot there is something wrong. I want to have this issue resolved as soon as possible.

Thank
you for your time and assistance.

Sender Information:

Title: [REDACTED]
First Name: [REDACTED]
Middle Initial: [REDACTED]
Last Name: [REDACTED]

From: [REDACTED]
To: customerassist@daimlerchrysler.com
Date: Wed May 24 16:40:27 EDT 2006
Subject: Reply to DaimlerChrysler (KMM3769155I23430L0KM)
Reply Comments:

Dear Alison
Senior Staff Representative
DaimlerChrysler Customer
Assistance Center

I am still concerned with my Dodge Grand Caravan. I had taken it to another Dodge dealership for service on the A/C unit. It is a bit colder however I believe it still is not up to par. The motor shifts down when braking or at a stop light or using the window controls. Dodge Cutter feels that this is not an issue. I know in my other vehicles this doesn't affect the a/c unit when performing these tasks.

I am now having additional problems with the passenger side airbag light. I brought it in for service (where I purchased the vehicle) and of course they said they can not find anything wrong with it. The light comes on and stays on with or without an adult sitting in that seat. It has occurred 4 times already, which leads me to think that the airbag might not be working at all.

When I purchased the vehicle there was no plastic container bin for the rear cargo area, yet I have seen other vehicles with this item. Why wasn't this included in my purchase?

One last note. When I purchased the vehicle from Dodge Cutter in Waipahu, Hawaii, I explained to them that I am requesting the 0% interest for 60 months and no payments till October. They kept saying there was no such offer, however it was broadcasted on television even the night after I purchased the vehicle. So now I am stuck with a contract that I got suckered into by Dodge Cutter of Waipahu and am informing all friends and family members not to purchase from this dealership, whether it be Dodge, Ford, or what other models they offer. James Scott who drew up my contract said that he tried to get Dodge/Chrylser to contract my loan, but was unsuccessful. I never received one bit of information from Dodge/Chrysler which brings me to believe that James Scott only used his contact of a local bank, for which I have my loan.

Thank you for your time and assistance in this matter.

Sincerest regards,
[REDACTED]

14875699

CHRYSLER



Las Vegas, NV

0000 0000 0000 0000 0000 0000

RECEIVED

APR 21 2006

ERIC R. RIDENOUR

Dear

Congratulations and thank you for buying your 2006 Chrysler Town & Country from Integrity Chrysler Jeep Dodge. Chrysler and Integrity Chrysler Jeep Dodge appreciate your purchase.

Chrysler and Integrity Chrysler Jeep Dodge want to provide you with the best possible ownership experience. To help us do so, we invite you to complete this survey regarding your recent purchase experience. Your feedback will help improve the level of service at Integrity Chrysler Jeep Dodge and at all Chrysler dealers nationwide. Your participation in the survey process is completely voluntary.

This survey also provides room for you to tell us about yourself and to confirm the accuracy of our vehicle records. Please return the survey in the enclosed postage-paid envelope. *Do not return this survey to your dealer.* If you prefer, you can complete this survey on the Internet at <https://www.dcxcustomersat.com> where you will be prompted to enter the following password:

As part of the new vehicle purchase process, we received your name, address, and telephone number, and information about the sale of your vehicle from your selling dealer. As a new Chrysler owner, your information is stored by DaimlerChrysler and used to send you product recalls and other mandatory communications regarding your vehicle. Except as maybe required by law, we do not share your personal information with companies outside of the DaimlerChrysler group of companies.

Additionally, from time to time, Chrysler would like to send you the Chrysler Owner Magazine as well as new incentive information, product specials, valuable service offers, and other marketing information that we hope will enhance your ownership experience.

If you do not wish to receive this information, you may opt out by writing to:

Customer Correspondence Center
P.O. Box 10072
Toledo, OH 43682-1121

Or by calling the DaimlerChrysler Customer Assistance Center at 1-800-992-1997.

Thanks again

David Rooney
Director
Chrysler Marketing and Global Communications

Received

APR 26 2006

R. Knox

Integrity Chrysler Jeep Dodge
(702) 870-9793





To be completed by the Registered Owner of the vehicle.

Please use a dark pen (preferably black) to indicate your responses as follows: [X]

ABOUT YOUR OVERALL IMPRESSIONS OF . . .

Integrity Chrysler Jeep Dodge

1. How satisfied are you with your new vehicle buying experience?

| | | | | | |
|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|-------------------------------------|
| Very Satisfied ▽ | | | | | Very Dissatisfied ▽ |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |

ABOUT THE FACILITY . . .

2. The facility was neat and clean

| | | | | |
|--------------------------|--------------------------|-------------------------------------|--------------------------|--------------------------|
| Strongly Agree ▽ | | | | Strongly Disagree ▽ |
| <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

THE SALES STAFF . . .

3. How satisfied are you with the sales staff?
4. How satisfied are you with the sincerity of the sales staff?

| | | | | | |
|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|-------------------------------------|
| Very Satisfied ▽ | | | | | Very Dissatisfied ▽ |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |

YOUR DELIVERY EXPERIENCE . . .

5. How satisfied are you with the delivery experience?

| | | | | | |
|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|-------------------------------------|
| Very Satisfied ▽ | | | | | Very Dissatisfied ▽ |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |

RECOMMENDATIONS . . .

6. I would recommend THIS DEALERSHIP to my family and friends . . .
7. I would buy another vehicle from THIS DEALERSHIP
8. Would you purchase again from the same salesperson?

| | | | | | |
|--------------------------|--------------------------|--------------------------|-------------------------------------|--------------------------|-------------------------------------|
| Strongly Agree ▽ | | | | | Strongly Disagree ▽ |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| | Yes ▽ | | No ▽ | | |
| | <input type="checkbox"/> | | <input checked="" type="checkbox"/> | | |

YOUR SALESPERSON . . .

9. Please rate your SALESPERSON on the following:

- a. The manner in which you were greeted
- b. Sincerity and honesty in dealing with you
- c. Consideration of your time
- d. Ability to listen, understand, and answer your questions
- e. Knowledge of the product features and benefits
- f. Fulfilled all commitments made to you

| | | | | | |
|--------------------------|-------------------------------------|-------------------------------------|--------------------------|-------------------------------------|-------------------------------------|
| Very Satisfied ▽ | | | | | Very Dissatisfied ▽ |
| <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
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| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |

YOUR SALES TEAM . . .

10. Please rate your SALES TEAM on the following:

- a. The vehicle price and/or payments were discussed in a straightforward and thorough manner
- b. Explanation of warranty coverages
- c. The professional manner in which you were treated
- d. Fulfilled all commitments made to you

| | | | | | |
|--------------------------|-------------------------------------|-------------------------------------|-------------------------------------|--------------------------|-------------------------------------|
| Very Satisfied ▽ | | | | | Very Dissatisfied ▽ |
| <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |

MORE ABOUT THE BUYING EXPERIENCE . . .

- 11. If you've contacted this dealership by phone, how satisfied are you with the way your call was handled?
- 12. If this dealership handled the financing for your new vehicle, how satisfied are you with the arrangements?
- 13. If you took a demonstration drive at this dealership, how satisfied are you with that experience?

| | | | | | |
|-------------------------------------|--------------------------|-------------------------------------|--------------------------|--------------------------|--------------------------|
| Doesn't Apply ▽ | Very Satisfied ▽ | | | | Very Dissatisfied ▽ |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

14. The dealer location was convenient

| | | | | |
|--------------------------|--------------------------|-------------------------------------|--------------------------|--------------------------|
| Strongly Agree ▽ | | | | Strongly Disagree ▽ |
| <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

SALES REPRESENTATIVE PRICE NEGOTIATION

15. Please rate your satisfaction with the following:
- | | Very Satisfied | | | | Very Dissatisfied |
|---|--------------------------|-------------------------------------|--------------------------|-------------------------------------|-------------------------------------|
| a. The length of time it took to complete the sales transaction . . . | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| b. The process of determining the final purchase/lease price | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| c. The comfort of the area where the vehicle price was negotiated | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

THE DELIVERY OF YOUR NEW VEHICLE . . .

- | | Excellent | Good | Average | Fair | Poor |
|--|--------------------------|--|-------------------------------------|-------------------------------------|--------------------------|
| 16. What was the overall condition of your vehicle at delivery? | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 17. What was your vehicle's operating condition at delivery? | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 18. a. Were you informed about the service department hours and whom to contact? | | Yes <input checked="" type="checkbox"/> | | No <input type="checkbox"/> | |
| b. Were you informed about the vehicle's maintenance requirements and logbook for tracking maintenance services? | | <input type="checkbox"/> | | <input checked="" type="checkbox"/> | |

DEalership Follow-Up / Concerns Handling

19. Since taking delivery, have you been contacted by a dealer representative regarding your satisfaction?
- | | | |
|--|---------------------------------|---|
| | Yes <input type="checkbox"/> | No <input checked="" type="checkbox"/> |
|--|---------------------------------|---|
20. a. Did you have any concerns regarding your sales experience that you brought to the attention of the dealership?
- | | | |
|--|--|--|
| | <input checked="" type="checkbox"/> (Go to Q.20b.) | <input type="checkbox"/> (Skip Q.20b.) |
|--|--|--|
- b. If YES, how satisfied are you with the dealership's resolution of your concerns?
- | | Very Satisfied | | | | Very Dissatisfied |
|--|--------------------------|--------------------------|--------------------------|--------------------------|-------------------------------------|
| | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |

Overall Comments: _____

ABOUT YOU

Answers to the following questions help us better understand the people who drive Chrysler vehicles and allow us to design future products and programs around your needs. Chrysler will treat this information confidentially. We will not share this information with third parties for any type of marketing purpose.

1. In addition to being the Registered Owner of the vehicle, are you also the primary driver? Yes No
2. How did you pay for your new vehicle?
- | | |
|---|---|
| <input checked="" type="checkbox"/> Loan / Financed | → a. What is the total length of the loan/lease? <u>84</u> Months |
| <input type="checkbox"/> Leased | |
| <input type="checkbox"/> Paid Cash | |
3. a. Is this the first vehicle you have ever leased/purchased? Yes No
- b. Is this the first new vehicle you have ever leased/purchased? Yes No
4. Is this vehicle your primary vehicle? Yes No
5. How many miles do you intend to drive this vehicle each year? 8,000 Miles
6. a. Did you purchase a Service Contract? Yes (Go to Q.6b.) No (Go to Q.7.)
- b. Was it a DaimlerChrysler Service Contract? Yes No
7. Did you dispose of a vehicle at the time you bought your new vehicle? Yes No
8. Are you Male Female

9. What is your marital status? Married Single Divorced Widowed Other _____

10. a. What is the primary language spoken in your home?
 English Spanish Chinese Vietnamese Korean Other _____

b. If you marked a language other than English, what language did your salesperson use to communicate with you during the sales and delivery process?
 English Spanish Chinese Vietnamese Korean Other _____

11. Which of the following best describes your current occupation?

- | | | | |
|--|--|---|----------------------------------|
| <input type="checkbox"/> Professional Specialty <i>(e.g., lawyer, accountant)</i> | <input type="checkbox"/> Technical Specialty <i>(e.g., computer programmer)</i> | <input type="checkbox"/> Laborer/Fabricator | <input type="checkbox"/> Retired |
| <input type="checkbox"/> Teacher/Education | <input type="checkbox"/> Administrative/Clerical | <input type="checkbox"/> Service Worker | <input type="checkbox"/> Student |
| <input type="checkbox"/> Owner/Proprietor | <input type="checkbox"/> Skilled Trade | <input type="checkbox"/> Police/Postal/Fire | <input type="checkbox"/> Other |
| <input type="checkbox"/> Executive/Managerial | <input checked="" type="checkbox"/> Truck Driver/Equipment Operator | <input type="checkbox"/> Armed Services | |
| <input type="checkbox"/> Sales Work | <input type="checkbox"/> Factory Worker | <input type="checkbox"/> Farmer/Rancher | |
| | | <input type="checkbox"/> Homemaker | |

12. Using the categories shown below, how many individuals now live in your household?

| | | | | |
|------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| | 1 | 2 | 3 | 4 or more |
| Children under 6 | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Children 6-12 | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Children 13-17 | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

| | | | |
|-----------------|---------------------------------------|-------------------------------------|--------------------------|
| | Adults <i>(Including Yourself)</i> | | |
| | 1 | 2 | 3 or more |
| Male Adult(s) | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| Female Adult(s) | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

| | | | | | |
|--|--|-------------------------------------|--------------------------|--------------------------|--------------------------|
| | Total in Family <i>(Including Yourself)</i> | | | | |
| | 1 | 2 | 3 | 4 | 5 |
| | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| | 6 | 7 | 8 | 9 | or more |
| | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

13. In what year were you born? 1947

14. What is the highest level of education you completed? *(Mark only one.)*

- | | | | |
|---|--|--|---|
| <input type="checkbox"/> Eighth Grade or Less | <input type="checkbox"/> High School Graduate | <input checked="" type="checkbox"/> Trade/Tech/2-Year Degree | <input type="checkbox"/> Some Post-Graduate Study |
| <input type="checkbox"/> Some High School | <input checked="" type="checkbox"/> Some College | <input type="checkbox"/> College Graduate | <input type="checkbox"/> Post-Graduate Degree |
| | | <input type="checkbox"/> Other _____ | |

15. How would you classify yourself?

- | | | | |
|---|--|---|--|
| <input type="checkbox"/> African American | <input type="checkbox"/> American Indian, Eskimo | <input type="checkbox"/> Asian American | <input checked="" type="checkbox"/> Caucasian American |
| <input type="checkbox"/> Hispanic/Latino | <input type="checkbox"/> Other _____ | | |

16. What is your estimated total annual household income from all sources before taxes?

- | | | | |
|---|--|--|--|
| <input type="checkbox"/> \$20,000 or less | <input type="checkbox"/> \$20,001 - \$30,000 | <input type="checkbox"/> \$30,001 - \$40,000 | <input type="checkbox"/> \$40,001 - \$50,000 |
| <input checked="" type="checkbox"/> \$50,001 - \$60,000 | <input type="checkbox"/> \$60,001 - \$70,000 | <input type="checkbox"/> \$70,001 - \$80,000 | <input type="checkbox"/> \$80,001 - \$100,000 |
| <input type="checkbox"/> \$100,001 - \$125,000 | <input type="checkbox"/> \$125,001 - \$150,000 | <input type="checkbox"/> \$150,001 - \$200,000 | <input type="checkbox"/> \$200,001 - \$250,000 |
| | | | <input type="checkbox"/> Over \$250,000 |

17. If you would like the option of receiving e-mail communications from DaimlerChrysler, please provide your e-mail address.

E-mail address: _____

Address Change . . .

Please complete this section only to correct any name, address, or telephone number information.
(Please print.)

Name: _____
 Street: _____
 City/State/ZIP: _____
 Phone: () _____

Thank you for your cooperation. Please return this survey in the enclosed postage-paid envelope to:
 Chrysler, P. O. Box 10072, Toledo, OH 43682-4121

9. What is your marital status? Married Single Divorced Widowed Other _____
10. a. What is the primary language spoken in your home?
 English Spanish Chinese Vietnamese Korean Other _____
- b. If you marked a language other than English, what language did your salesperson use to communicate with you during the sales and delivery process?
 English Spanish Chinese Vietnamese Korean Other _____
11. Which of the following best describes your current occupation?
- | | | | |
|--|--|---|----------------------------------|
| <input type="checkbox"/> Professional Specialty <i>(e.g., lawyer, accountant)</i> | <input type="checkbox"/> Technical Specialty <i>(e.g., computer programmer)</i> | <input type="checkbox"/> Laborer/Fabricator | <input type="checkbox"/> Retired |
| <input type="checkbox"/> Teacher/Education | <input type="checkbox"/> Administrative/Clerical | <input type="checkbox"/> Service Worker | <input type="checkbox"/> Student |
| <input type="checkbox"/> Owner/Proprietor | <input type="checkbox"/> Skilled Trade | <input type="checkbox"/> Police/Postal/Fire | <input type="checkbox"/> Other |
| <input type="checkbox"/> Executive/Managerial | <input checked="" type="checkbox"/> Truck Driver/Equipment Operator | <input type="checkbox"/> Farmer/Rancher | |
| <input type="checkbox"/> Sales Work | <input type="checkbox"/> Factory Worker | <input type="checkbox"/> Homemaker | |
12. Using the categories shown below, how many individuals now live in your household?

| | | | | |
|------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| | 1 | 2 | 3 | 4 or more |
| Children under 6 | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Children 6-12 | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Children 13-17 | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

| | | | |
|---------------------------------------|-------------------------------------|-------------------------------------|--------------------------|
| Adults <i>(Including Yourself)</i> | | | |
| | 1 | 2 | 3 or more |
| Male Adult(s) | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| Female Adult(s) | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

| | | | | |
|--|-------------------------------------|--------------------------|--------------------------|--------------------------|
| Total in Family <i>(Including Yourself)</i> | | | | |
| 1 | 2 | 3 | 4 | 5 |
| <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 6 | 7 | 8 | 9 or more | |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |

13. In what year were you born? 1947
14. What is the highest level of education you completed? *(Mark only one.)*
- | | | | |
|---|--|--|---|
| <input type="checkbox"/> Eighth Grade or Less | <input type="checkbox"/> High School Graduate | <input checked="" type="checkbox"/> Trade/Tech/2-Year Degree | <input type="checkbox"/> Some Post-Graduate Study |
| <input type="checkbox"/> Some High School | <input checked="" type="checkbox"/> Some College | <input type="checkbox"/> College Graduate | <input type="checkbox"/> Post-Graduate Degree |
| <input type="checkbox"/> Other _____ | | | |
15. How would you classify yourself?
- | | | | |
|---|--|---|--|
| <input type="checkbox"/> African American | <input type="checkbox"/> American Indian, Eskimo | <input type="checkbox"/> Asian American | <input checked="" type="checkbox"/> Caucasian American |
| <input type="checkbox"/> Hispanic/Latino | <input type="checkbox"/> Other _____ | | |
16. What is your estimated total annual household income from all sources before taxes?
- | | | | |
|---|--|--|--|
| <input type="checkbox"/> \$20,000 or less | <input type="checkbox"/> \$20,001 - \$30,000 | <input type="checkbox"/> \$30,001 - \$40,000 | <input type="checkbox"/> \$40,001 - \$50,000 |
| <input checked="" type="checkbox"/> \$50,001 - \$60,000 | <input type="checkbox"/> \$60,001 - \$70,000 | <input type="checkbox"/> \$70,001 - \$80,000 | <input type="checkbox"/> \$80,001 - \$100,000 |
| <input type="checkbox"/> \$100,001 - \$125,000 | <input type="checkbox"/> \$125,001 - \$150,000 | <input type="checkbox"/> \$150,001 - \$200,000 | <input type="checkbox"/> \$200,001 - \$250,000 |
| | | | <input type="checkbox"/> Over \$250,000 |
17. If you would like the option of receiving e-mail communications from DaimlerChrysler, please provide your e-mail address.
- E-mail address: _____

Address Change . . .

Please complete this section only to correct any name, address, or telephone number information. *(Please print.)*

Name: _____

Street: _____

City/State/ZIP: _____

Phone: () _____

Thank you for your cooperation. Please return this survey in the enclosed postage-paid envelope to:
 Chrysler, P. O. Box 10072, Toledo, OH 43682-4121

APRIL 15 2006
APRIL 15

TO WHOM IT MAY CONCERN

LET ME BEGIN BY FIRST STATING I DO NOT BELIEVE THAT MY NEGATIVE EXPERIENCE AT INTEGRITY CHRYSLER, BEING DESCRIBED TO YOU THE MANUFACTURER WILL IN ANY WAY CHANGE THINGS AT INTEGRITY. THAT BEING SAID I BELIEVE THIS TO BE A NEED TO KNOW SITUATION FOR CHRYSLER.

ON MARCH 6 MY WIFE & I WERE SHOPPING FOR A NEW VAN. HAVING ALWAYS LEANED TOWARDS THE CHRYSLER TOWN & COUNTRY, WE PROCEEDED TO INTEGRITY CHRYSLER, TO LOOK OVER THEIR SELECTION. WE WERE FIRST APPROACHED BY JAMES ANDERSON WHO SHORTLY TURNED US OVER TO JIM, DUE TO PRIOR OBLIGATION PRESENTING ITSELF.

I DESCRIBED TO JIM WHAT I BASICALLY WANTED IN THE VEHICLE, WHICH WERE, (1) CRUISE (2) TEMP. DIRECTION DISPLAY (3) ALLOY WHEELS (4) STOP & GO, PLUS CHR. WE FINALLY SETTLED ON THE VEHICLE WE PURCHASED, CONTENT THAT OUR WISHES HAD BEEN SATISFIED. A NOTE WHILE TEST DRIVING THE VEHICLE, I NOTICED TWO THINGS, THE BRAKE (RED) & AIRBAG (YELLOW) WARNING LIGHTS WERE REMAINING ON, AND THE CRUISE BUTTONS ON THE STEERING WHEEL WERE NOT LIT UP. I BROUGHT THIS TO JIM'S ATTENTION, ^{NOT TO BE CONFUSED WITH JAMES} AND HE TOLD US, I QUOTE, "THE WARNING LIGHTS STAYING ON WAS NORMAL, AND WOULD BE TURNED OFF AT FIRST SERVICE AT INTEGRITY," PLUS HE SAID AT THAT TIME THAT ILLUMINATION OF THE CRUISE CONTROL BUTTONS WOULD BE TAKEN CARE OF. YET SOMETHING JUST DIDN'T SEEM RIGHT RE. THE WARNING LIGHTS.

ON MARCH 7 I RETURNED TO INTEGRITY, SAW THE SERVICE PERSON IN THE DEALERSHIP, AND SHE FILLED OUT A SERVICE REQUEST TO TAKE CARE OF THE TWO AFOREMENTIONED PROBLEMS. A WHILE LATER I WAS

PAGE 2 APRIL 15 2006

SUMMONED TO THE SERVICE BAY AREA, WHERE I MET KIMBERLY PROCTOR, A SERVICE MANAGER. SHE HAD A SERVICE TECH. EXPLAIN TO ME THAT ILLUMINATED CONTROL BUTTONS ON THE STEERING WHEEL AND DOORS WERE SPECIAL ORDER ITEMS ON THE LX, NEEDLESS TO SAY I WAS DEVASTATED DUE TO THE FACT THAT I AM 58, AND HAVE SENIOR MOMENTS MORE OFTEN THAN I WISH TO ADMIT. SO, I HAD PAID \$30,000.00 FOR A VEHICLE THAT DID NOT HAVE A QUALITY I WAS IN NEED OF HAVING. NEXT, I SPOKE TO KIMBERLY PROCTOR, WHO ADVISED ME THAT I NEEDED TO HAVE THE WARNING LIGHTS ATTENDED TO P.S.A.P., THAT ANY NO. OF PROBLEMS COULD BE CAUSING THEM TO STAY ON. I INFORMED HER THAT MY SERVICE CONTRACT MAY PROVIDE A VEHICLE FOR ME TO DRIVE, WHILE THE WARRANTY REPAIR WAS ACCOMPLISHED. NOT SO ACCORDING TO HER, MY WIFE AND I WOULD HAVE TO WAIT FOR A SHUTTLE (THEIRS), AND FIND OUR OWN WAY BACK TO PICK UP OUR VAN. I WAS TRULY SHOCKED DISMAYED. OUR EXCITING EXPERIENCE WAS TURNING INTO A NIGHTMARE. -- A QUESTION -- TO THE ONE READING THIS, DO YOU KNOW THE EMOTIONS INVOLVED KNOWING YOU HAVE BEEN LIED TO, REGARDING THE SECOND MOST EXPENSIVE DECISION OF ONES LIFE? I STILL FEEL IT!

NOT HAVING ANYONE DRIVE ME BACK, AND HAVING TO GO THROUGH THE CITY ABOUT 7 MILES FROM N TO S TO GET TO INTEGRITY, I FOUND MYSELF IN A DIFFICULT SITUATION. WELL, MY WEEKEND FROM WORK IS MON, AND TUES. SO I COULD NOT DO ANYTHING UNTIL THE FOLLOWING WEEK.

ON MARCH 13, I RETURNED TO INTEGRITY CHRYSLER, TO SEE THE SALES MANAGER, AND EXPLAIN THE DISAPPOINTING EVENTS THAT HAD TRANSPIRED TO THAT POINT, WHILE WAITING TO SEE HIM I WAS NOTICED BY JAMES ANDERSON SR. (REMEMBER HIM). HE PROCEEDED TO SIT WITH ME, AND LISTEN TO MY TALES OF WOE. HE RESPONDED

WITH ACTION. FOR THE FIRST TIME AT INTEGRITY, SOME ONE WAS ATTEMPTING TO HELP ME. AS JAMES WENT TO SEE THE SALES MANAGER, MY SALESPERSON, Jim, THE ONE WHO LIED TO ME, SO HE COULD, "GET THE SALE". ASKED ME HOW THINGS WERE, I TOLD HIM I WAS NOT VERY HAPPY, HE GAVE AN EXCUSE, AND DISAPPEARED. I WAS NOT SURPRISED AT HIS QUICK EXIT.

JAMES RETURNS: HE PROCEEDED TO SAY THAT THE SALES MANAGER, WHO MAY HAVE BEEN EMANUAL EPENO (SORRY, ITS EPINO) HAD TOLD HIM THAT HE COULD DO NOTHING ABOUT THE ALLOY WHEELS, OR THE ILLUMINATED CONTROL BUTTONS, EXCEPT TO SELL ME ANOTHER VEHICLE, COSTING ME THOUSANDS, BECAUSE MY LOAN HAD BEEN PICKED UP BY CHRYSLER FINANCE, AND MY BRAND NEW VEHICLE WITH 46 MILES ON IT WOULD BE CONSIDERED A TRADE IN. I DO UNDERSTAND HOW THIS PROCESS WORKS, AND I ALSO UNDERSTAND THAT THE SALES MANAGER COULD HAVE MADE THE SITUATION RIGHT. IN ADDITION HE (THE SALES MGR) DID NOT HAVE THE COMMON DECENCY AND PROFESSIONALISM TO TELL MYSELF AND MY WIFE IN PERSON, HE SENT JAMES. NEXT JAMES PROCEEDED TO THE SERVICE DEPT, WHERE HE WAS ABLE TO ARRANGE THE WARRANTY SERVICE ON THE WARNING LIGHTS, AND PROCURE A RENT A CAR FROM ENTERPRISE, WHO HAD AN OUTLET AT THE DEALERSHIP, HMM MM, IMAGINE MY SURPRISE. IN MY INITIAL CONTACT WITH SERVICE, THROUGH THE MANAGER KIMBERLY, THE OPTION OF BEING ABLE TO RENT A CAR WAS NOT EVEN MENTIONED. WELL, THANKS TO JAMES ANDERSON, I WAS ABLE TO HAVE THE WARNING LIGHTS ATTENDED, WITH RENTAL OF THE VEHICLE FROM ENTERPRISE BEING NO CHARGE TO ME. POSSIBLY HE SHOULD BE MOVED UP TO SALES MANAGER, IF NOT FOR HIS CUSTOMER RELATIONS ABILITIES ALONE.

FINALLY, AFTER PICKING UP OUR CHRYSLER TVW LX LATER THAT

PAGE 4 APRIL 15 2006

EVENING, I NOTICED A SHAKING IN THE FRONT WHEELS. THIS PROBLEM WAS NOT EVIDENT BEFORE THE SERVICE. I DROVE OVER TO DISCOUNT TIRE STORE, HAVING DEALT WITH THEM BEFORE, AND THEY TOLD ME THE BALANCE WAS OFF ON ONE OF MY FRONT TIRES, BEFORE HAVING THEM CORRECT THIS PROBLEM (ONE CAUSED BY THE SERVICE ON MY VEHICLE AT INTEGRITY, ONE THAT WOULD HAVE BEEN VERY NOTICABLE TO A SERVICE TECH, HAD THEY BOTHERED TO ROAD TEST OUR VAN), I INQUIRED ABOUT A SET OF ALLOY RIMS, WHICH THEY PROVIDED FOR AN EXCELLENT PRICE, TIMELY INSTALLATION, AND THE MOST POSITIVE & SUPPORTIVE CUSTOMER RELATIONS.

THAT IS MY ACCOUNT OF A EXTREMELY NEGATIVE VEHICLE PURCHASE EXPERIENCE FROM INTEGRITY CHRYSLER JEEP DODGE, SAUC THE EFFORTS OF ONE MAN JAMES ANDERSON SR. INTEGRITY'S ADDRESS: 6774 REDWOOD ST. LAS VEGAS NV 89118, PHONE: (702) 870-9793, FAX: (702) 851-8312. WITH ANY POSITIVE ACTION (COMB AS A RESULT OF THIS ACCURATE ACCOUNT, I DON'T KNOW), HOWEVER SEEING AS I HAVE EMOTIONAL & PSYCHOLOGICAL ISSUES, ONE BEING AGORAPHOBIA. I CANNOT PUT INTO WORDS THE TRAUMA THIS SITUATION HAS CAUSED ME, & MY WIFE EMOTIONALLY, AND PSYCHOLOGICALLY.

P.S. I HAND PRINTED THIS ACCOUNT, TO MAKE IT MORE PERSONAL MESSAGE, HOWEVER, IT ALSO WAS DIFFICULT TO DO AS I HAVE RHEUMATOID ARTHRITIS IN MY HAND & WRIST. I SUPPOSE THIS INDICATES DETERMINATION, AMAZING WHAT ONE CAN DO IF THEY REALLY WANT TO. APOLOGIES FOR THE PROGRESSIVELY SHAKE PRINTING.

I remain

CC: TO DR. DIETER ZETSCHKE



6770 Redwood St. • Las Vegas, NV 89118 • (702) 870-9793

02116106

[Redacted]
LAS VEGAS, NV [Redacted]

Dear [Redacted]

Thank you for having your vehicle serviced at Integrity Chrysler Jeep Dodge. Our service staff has made every effort to make sure your vehicle was repaired to your satisfaction as we value your patronage.

Since a warranty service was performed on your vehicle, you will receive a short customer satisfaction survey from the manufacturer. If for some reason you were not "completely satisfied" with every aspect of your service visit, please contact me before you return the survey and I will personally make every effort to correct the situation.

Please take a few moments to complete the survey and return it to the manufacturer. The survey information will be used so we can better serve you.

If you have any questions or comments regarding the manufacturer service and satisfaction survey, please contact me before returning the questionnaire and thank you for choosing Integrity Chrysler Jeep Dodge for your service needs.

Thank you for your cooperation,

Judy Poulson
Customer Service Manager

After I complained to the manager

I received this letter, from service manager, even though the manager (sales) refused to help me in any way, except to shut the warning lights that stayed on all the time
TWD

[Redacted]

P.S. WRITTEN WHILE UNDER EMOTIONAL DISTRESS, REALLY, TALK ABOUT THE POT CALLING THE KETTLE BLACK!

Las Vegas, NV

PEACE STICKER AT TOP OF ENVELOPE TO THE RIGHT OF THE RETURN ADDRESS, FOLD AT DOTTED LINE

CERTIFIED MAIL™



7004 1350 0002 7649 7386



UNITED STATES POSTAL SERVICE

9261



48326

U.S. POSTAGE
PAID
LAS VEGAS, NV
89129
APR 17, 06
AMOUNT

\$5.12
00065579-16

**RETURN RECEIPT
REQUESTED**

ERIC RIDENOUR
CHIEF OPERATING OFFICER
DAIMLERCHRYSLER CORP.
1000 CHRYSLER DRIVE
AUBURN HILLS,
MICHIGAN 48326-2766
U. S. A.

485-15-55

4832682766 0099



Customer Assistance Inquiry Record (CAIR)#**13632673**

| | | | | | | | |
|----------------------|------------------------|---------------|------------------|---------------------------------------|-------------------|---------------------|---------------|
| Vin | 1C8GP45R4 | 5E [REDACTED] | Open Date | 06/06/2005 | Build Date | 02/25/2005 | |
| Model Year | 05 | Body | RSYH52 | CHRYSLER TOWN & COUNTRY FWD SWB WAGON | | | |
| In Service Dt | 04/30/2005 | Dealer | 63720 | Dealer Zone | 42 | Mileage | 1,200 |
| Name: | [REDACTED] | | | | | Contact Type | TELEPHONE |
| Address | [REDACTED] | | | | | Home Phone | [REDACTED] |
| | ESCANABA MI [REDACTED] | | | | | Country | UNITED STATES |

Corporate - Technical Assistance - Default - Default - Default

Regarding air bag light.

Customer calling in regards to her air bag light coming on. Customer stated that she had taken her car to the dealer to have a sencer put in and that her air bag light has came back on. Writer advised customer that to take her car back to the dealer for further assistance.

Customer Assistance Inquiry Record (CAIR)#**13887482**

| | | | | | | | |
|----------------------|------------------------|---------------|------------------|---------------------------------|-------------------|---------------------|---------------|
| Vin | 1D4GP45R4 | 5E [REDACTED] | Open Date | 08/05/2005 | Build Date | 04/22/2005 | |
| Model Year | 05 | Body | RSKH52 | DODGE CARAVAN SXT FWD SWB WAGON | | | |
| In Service Dt | 06/23/2005 | Dealer | 41007 | Dealer Zone | 35 | Mileage | 2,000 |
| Name: | [REDACTED] | | | | | Contact Type | TELEPHONE |
| Address | [REDACTED] | | | | | Home Phone | [REDACTED] |
| | HAMILTON NJ [REDACTED] | | | | | Country | UNITED STATES |

Product - Electrical - Engine Wiring - Intermittent or Inoperative - Default

Customer states his air bag light was coming on.

Customer calling in regards to the airbag light coming on. Customer states that he was informed by the dealership that it is the wiring harness. Customer states that the dealer is refusing to repair it under warranty. Agent contacted dealership and spoke with Service Manager. Service Manager states that the wiring to an impact sensor was severed and that it was possibly caused by an outside influence, either from the road or some sort of accident. Agent informed customer of the above and advised to continue working with the dealership and to contact his insurance.

Customer Assistance Inquiry Record (CAIR)#**13957522**

| | | | | | | | |
|----------------------|--------------------|---------------|------------------|---------------------------------------|-------------------|---------------------|---------------|
| Vin | 2D4GP44L2 | 5R | Open Date | 08/22/2005 | Build Date | 03/30/2005 | |
| Model Year | 05 | Body | RSKH53 | DODGE GRAND CARAVAN SXT FWD LWB WAGON | | | |
| In Service Dt | 07/30/2005 | Dealer | 65631 | Dealer Zone | 32 | Mileage | 900 |
| Name: | | | | | | Contact Type | TELEPHONE |
| Address | | | | | | Home Phone | |
| | LITTLE EGG HARBOUR | | | | | Country | UNITED STATES |

| | |
|--|--|
| Product - Body / Trim / Paint Finish - Air Bag - Other - Unknown | Is waiting on part and seeking additional rental days. |
|--|--|

Customer states that she purchased vehicle on July 30th 2005, and on 8/11/05 the airbag light came on, and she took vehicle to dealership 65631 who diagnosed vehicle. Customer states that dealership 65631 had her bring vehicle back in on 8/18/05 and it has set there ever since. Customer states that her service contract only covers 5 days of rental, but her vehicle is not ready yet. Customer states that it is essential for her to have a vehicle.

Customer wants to know when part will be in, and wants to extend rental assistance if need be. Agent contacted Lorenzo in parts department of dealership 65631. Part # is 4727257AD, and the order # is 5763**. Lorenzo and agent could not find order in the system. Per Lorenzo, agent then spoke to Jim in service and advised him of the situation, and that he may need to call STAR again to see about order. Agent advised customer that we have not yet been able to track part. Customer had to go, agent offered a callback, but did not guarantee time frame. Agent also provided customer with the file number.

Customer currently owns three DCX vehicles, and is the original owner of this vehicle.

Consulted with blj9. Advised to have dealer reorder part as special handling and VOR since vehicle is off road. Transfer to tier three for further consideration on extending rental under service contract.

Customer is no longer on the line, as she had to go. Agent will try to call customer back later. If customer calls in before agent contacts her, please transfer customer to Tier Three for further consideration on extending rental (802).

Customer Assistance Inquiry Record (CAIR)#**14049484**

| | | | | | | | |
|----------------------|--------------|---------------|------------------|---------------------------------------|-------------------|---------------------|---------------|
| Vin | 1C4GP45R9 | 5E | Open Date | 09/14/2005 | Build Date | 03/10/2005 | |
| Model Year | 05 | Body | RSYH52 | CHRYSLER TOWN & COUNTRY FWD SWB WAGON | | | |
| In Service Dt | 04/25/2005 | Dealer | 45150 | Dealer Zone | 71 | Mileage | 2,300 |
| Name: | | | | | | Contact Type | TELEPHONE |
| Address | | | | | | Home Phone | |
| | SAN MATEO CA | | | | | Country | UNITED STATES |

| | |
|---|---|
| Product - Body / Trim / Paint Finish - Unknown - Other - Unknown | Referred to dealer for further assistance |
| Referral - Dealer Call Transfer Pilot - Default - Default - Default | Referred to dealer for further assistance |

Customer states he is out of town air bag light is on and requesting if safe to drive. Writer advised customer to contact DCX dealer. Customer stated he contacted 45150 and they provided DCCAC number. Customer provided current location zip code and writer provided nearest dealer 44385 name, location and phone number for further assistance.

Customer Assistance Inquiry Record (CAIR)#**14235320**

| | | | | | | | |
|----------------------|--------------------------|---------------|------------------|---------------------------------------|---------------------|----------------|--------|
| Vin | 1C4GP45R4 | 5E | Open Date | 11/03/2005 | Build Date | 04/05/2005 | |
| Model Year | 05 | Body | RSYH52 | CHRYSLER TOWN & COUNTRY FWD SWB WAGON | | | |
| In Service Dt | 04/26/2005 | Dealer | 66516 | Dealer Zone | 32 | Mileage | 13,000 |
| Name: | HART, RICHARD E | | | | Contact Type | TELEPHONE | |
| Address | 1015 OAK PL | | | | Home Phone | (701) 541-5909 | |
| | WEST FARGO ND 58078-4602 | | | | Country | UNITED STATES | |

| | |
|---|-----------------------|
| Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default | Airbag lamp flashing. |
|---|-----------------------|

Customer called in stating that his vehicle has been into dealership 5 times already for the same issue. Customer states that he is looking into filing lemon law. Writer referred customer back to dealer, and informed customer that file has been sent to dealer to get business center involved.

*****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 32 66516 11/03/05 10:41 O 14235320

*Contact Date:11/04/2005

Field Staff / DM at the dealership has closed the Cair# 14235320

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

Request was reviewed with DM.

CAIR RETURNED FROM DEALER ON 11/04/2005 AT 11:58:240 R 14235320

Customer calling to get update on vehicle issue. Writer advised customer to get contact information to district manager from dealership.

Customer Assistance Inquiry Record (CAIR)#**14426227**

| | | | | | | | |
|----------------------|-------------|---------------|------------------|---------------------------------------|-------------------|---------------------|---------------|
| Vin | 2D4GP44L7 | 5R | Open Date | 12/28/2005 | Build Date | 02/03/2005 | |
| Model Year | 05 | Body | RSKH53 | DODGE GRAND CARAVAN SXT FWD LWB WAGON | | | |
| In Service Dt | 03/28/2005 | Dealer | 62082 | Dealer Zone | 74 | Mileage | 17,000 |
| Name: | | | | | | Contact Type | TELEPHONE |
| Address | | | | | | Home Phone | |
| | WOODBURY MN | | | | | Country | UNITED STATES |

| | |
|---|--|
| Product - Wheels and Tires - Tires - Excessive Tire Wear - Unknown | Customer states his tiers a worn out. |
| Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default | Customer states the air bag light is on. |

Customer calling to make complaint about dealership. Customer claims that his dealer told him that his tiers needed to be rotated every 6,000 miles. Customer does not think that they should have to be rotated. Agent advised customer that this would be documented.

Customer states the air bag light is on and the dealer told him that they would have to change the air bag.

Customer states he is unhappy with this vehicle because he has had to take the vehicle to the dealer four times since he purchased it. Advised customer his concerns would be documented.

Customer states he does not want this vehicle anymore. Informed customer to refer to his blue and white booklet because customer has had four separate issues with the vehicle.

Customer Assistance Inquiry Record (CAIR)#**14446767**

| | | | | | | | |
|----------------------|------------|---------------|------------------|---|-------------------|---------------------|---------------|
| Vin | 2A8GP64L9 | 6R | Open Date | 01/03/2006 | Build Date | 08/17/2005 | |
| Model Year | 06 | Body | RSYS53 | CHRYSLER TOWN & COUNTRY LTD FWD LWB WAGON | | | |
| In Service Dt | 09/26/2005 | Dealer | 62529 | Dealer Zone | 74 | Mileage | 2,000 |
| Name: | | | | | | Contact Type | TELEPHONE |
| Address | | | | | | Home Phone | |
| | SHAWNEE KS | | | | | Country | UNITED STATES |

Product - Electrical - Lamps and Switches - Other - Default

Customer seeking information about issue with vehicles air bag light.

Customer seeking information about issue with vehicles air bag light. Customer stated that the vehicles air bag light will not go off. Customer stated that he has to fasten the passenger seat belt also to stop the chiming noise. Customer stated that he would like the vehicle replaced under lemon law. Writer spoke to Carroll at dealer 62529, she stated that STAR advised the dealership that their is not software update at this time. She also stated that the customer came to the dealership for these issues on;

10/21/05 at 491 miles- they disabled the passenger seat program
10/24/05 at 595 miles- they reprogrammed the passenger seat program
10/26/05 at 640 miles- they contacted STAR but their was not fix
12/14/05 at 1725 miles- they recalibrated the air bag.

Writer offered customer a call back.
Writer consulted with BCB32 and he advised that agent reassign issue to 82h. Writer called customer back and informed customer that the issue has been reassigned to another agent for further research.

Attention service manager / district manager please contact this owner ASAP and verify complaints. Please resolve all owner complaints prior to owner sending lemon law notification card. Thank You Mike Pawlowski
REASSIGNED TO BC/DLR 74 62529 01/05/06 13:50 O 14446767
1/11/2006 Customer is upset with vehicle still not being repaired. Customer alleges that air bag passenger side is inoperable. Writer explained that DCX (district manager) was sent the information on this file and service manager was already sent the same notes on the concern he was claiming. Writer explained that Chrysler dealer can repair per terms of factory warranty.

*Contact Date:01/11/2006
Dealer 62529 has updated the mileage to 1725.
Service Manager at the dealership has updated the Cair# 14446767
An appointment has been set with the customer.
There is a current version of a flash coming out and engineers have indicated until the flash is available customer will have to wait. Customer not satisfied with that information.

Customer Assistance Inquiry Record (CAIR)#**14456786**

| | | | | | | | |
|----------------------|--------------|---------------|------------------|---------------------------------------|-------------------|---------------------|---------------|
| Vin | 1A4GP45R0 | 6E | Open Date | 01/05/2006 | Build Date | 08/03/2005 | |
| Model Year | 06 | Body | RSYH52 | CHRYSLER TOWN & COUNTRY FWD SWB WAGON | | | |
| In Service Dt | 08/26/2005 | Dealer | 68790 | Dealer Zone | 42 | Mileage | 24,000 |
| Name: | | | | | | Contact Type | TELEPHONE |
| Address | | | | | | Home Phone | |
| | KALAMAZOO MI | | | | | Country | UNITED STATES |

Product - Transmission / Transaxle - Automatic Trans / Transaxle - Seizes, Sticks, Binds - Default

Customer states that her transmission keeps slipping.

Customer states that she is having alot of problems with her vehicle. Customer states that her transmission keeps slipping. Customer also states that she is having a problem with her wheel bearings. Customer states that she keeps taking it to the dealership and they are stating that they are unable to duplicate the issue. Agent spoke with Dave at the dealership he states that she has been in there multiple times for different concerns, he states that she has brought it down there for transmission problems that they where unable to duplicate, then she has also brought it down there for wheel bearing issues which he also states they have not been able to duplicate. Dave states that they have replaced her front struts which the customer disputes, then they have also replaced the windshield, because the customer stated that it was distorted. Dave also states that they are waiting on an impact sensor because the airbag light went off. Dave also states that the customer called today and told him that her power outlets are not working but he states that she has not brought the vehicle down there yet. Customer states that she does not agree with what they are saying and that she does not like her vehicle. Customer states she will not buy another vehicle from us.

Customer Assistance Inquiry Record (CAIR)#**14461182**

| | | | | | | | |
|----------------------|------------|---------------|------------------|---------------------------------|-------------------|---------------------|------------------|
| Vin | 1D4GP45R0 | 5E | Open Date | 01/10/2006 | Build Date | 06/15/2005 | |
| Model Year | 05 | Body | RSKH52 | DODGE CARAVAN SXT FWD SWB WAGON | | | |
| In Service Dt | 08/14/2005 | Dealer | 41221 | Dealer Zone | 66 | Mileage | 15,500 |
| Name: | | | | | | Contact Type | CERTIFIED LETTER |
| Address | | | | | | Home Phone | |
| | TAMPA FL | | | | | Country | UNITED STATES |

| | |
|---|--|
| Corporate - Lemon Law - Default - Default - Default | |
| Product - Suspension - Unknown - Other - Unknown | |

Owner was notified that someone from the business center or the dealer will contact them about the defect notification card they sent to DCCAC. The vehicle pulls to the right. Please investigate to find out what we can do for the customer.

*****ORLANDO BUSINESS CENTER RECEIVED MVDN 1/11/06*****

SEE ABOVE CONCERNS.

1/11/06 SPOKE TO OWNER. ACKNOW. REC. OF MVDN. OWNERS CONCERNS ARE

(1) WIPERS DO NOT WORK WHEN RAINING

(2) VEH PULLS TO THE LEFT

(3) WHEN UNLOCKING THE DOORS,, MAKES NOISE

OWNER STATED HE IS NOT INTERESTED IN A REPAIR, WANTS VEH BOUGHT BACK.

ADVISED OWNER THAT THE MAN. IS ALLOWED A REPAIR ATTEMPT TO RESOLVE HIS

CONCERNS. OWNER WILL DROP VEH OFF AT BOB WILSON DODGE ON 1/13/06

OWNER TO DROP VEH OFF AT 8 AM. NO RENTAL DISCUSSED

EMAILED SM/TECH. REASSIGNED CAIR TO TECH SW69

1/13/06 OWNER DID NOT SHOW FOR APPT.

SENT MISSED APPT LETTER/CERT SW69

1/18/06 OWNER HAS REC CERT. LETTER, REQUESTING THAT HE ALLOW THE MAN. A RE

PAIR ATTEMPT. REC. SIGNED GREEN CARD, IN FILE SW69

1/24/06 SPOKE TO OWNER, NEW APPT IS SET FOR 1/31/06 AT BOB WILSON DODGE

REASSIGNED CAIR TO TECH SW69

1/31/06 OWNER SHOWED UP AT DEALER TODAY, BUT TOOK VEH TO THE BODYSHOP,

OWNER HAS HAD AN ACCIDENT, FRT END DAMAGE, OWNER WILL DEAL WITH THIS FIRST

THEN CONTACT WRITER FOR A NEW APPT SW69

OWNER HAS MISSED 2 APPTS AT THIS TIME, ONE BY CHOICE, THE OTHER DUE TO AN

ACCIDENT HE HAS HAD. OWNER IS IN POSSESSION OF CERT LETTER FROM WRITER

REQ A FINAL REPAIR, WITH MY NAME/NUMBER

2/22/06 OWNERS HOME # IS ALWAYS BUSY, AND THE BUSINESS # IS IN SPANISH ONLY

WRITER HAS L/M THAT OWNER SHOULD CALL WHEN HE WANTS HIS CONCERNS ADDRESSED.

CAIR CLOSED TILL FURTHER RESPONSE FROM OWNER SW69

2/23/06 spoke to owner. concerns have changed:

1- wipers not working right, dont work in the rain

2- owner had an accident going 35 mph, he hit someone, he is concerned

that the airbag did not deploy. owner to drop veh off at Bob Wilson Dodge

on 3/2/06. tech scheduled on 3/3/06. dealer to start repair.

NOTE: THERE IS A LANG. BARRIER PROBLEM, SO IN AN EFFORT TO ASSIST OWNER,

OWNER WILL DROP VEH OFF AT BODYSHOP AND SEE MIGUEL/MGR, WHO SPEAKS OWNERS

LANG. AND DISCUSS HIS CONCERNS FURTHER. SENT APPT LETTER TO OWNER/DEALER

SPOKE TO SM/ERIC, WHO WILL SPEAK WITH MIGUEL. REASSIGNED CAIR TO TECH SW69

3/2/06 VEH HAS BEEN DROPPED OFF. SW69

3/2/06 Customers concerns are as follows: wipers stop at times? unable to d

uplicate this concern, wipers tried on all speeds and worked properly no re

pairs required. Customer claims vehicle pulls right. Test drove vehicle and

did not feel any pull right, vehicle actually drifted left. Dlr to check

tires and alignment.mvw

3/7/06 SPOKE TO OWNER, ADVISED HIM NOTHING WRONG WITH VEH. THAT HE CAN

PICK IT UP. OWNER WANTS TO KNOW IF CHRYSLER WILL BUYBACK VEH

ADVISED OWNER THAT VEH OPERATES AS DESIGNED, AND REPURCHASE IS NOT AN

OPTION AT THIS TIME. CAIR CLOSED SW69

Customer Assistance Inquiry Record (CAIR)#**14468020**

| | | | | | | | |
|----------------------|------------|---------------|------------------|---------------------------------------|-------------------|---------------------|---------------|
| Vin | 1C8GP45R4 | 5E | Open Date | 01/09/2006 | Build Date | 02/03/2005 | |
| Model Year | 05 | Body | RSYH52 | CHRYSLER TOWN & COUNTRY FWD SWB WAGON | | | |
| In Service Dt | 03/09/2005 | Dealer | 05977 | Dealer Zone | 32 | Mileage | 5,999 |
| Name: | | | | | | Contact Type | TELEPHONE |
| Address | | | | | | Home Phone | 17 |
| | ISELIN NJ | | | | | Country | UNITED STATES |

| | |
|---|--|
| Corporate - Product Information - Default - Default - Default | Customer complaining about the vehicle parts. |
| Product - Electrical - Unknown - Other - Default | Customer states that the airbag lights are on. |

1/9. Customer states that the airbag light on the dash as well as the instrument panel is on. Customer is afraid that the airbag may not deploy. Customer states that he contacted the above dealership, they have contacted Chrysler. Spoke with John from above dealership. They have contacted their District Manager, and are waiting for a response. Advised John to contact the customer as soon as their is an update. Provided reference number.

Customer calling back and states that he has not heard anything back from the dealership. Customer states that he would to have this resolved as soon as possible. Agent called dealership and spoke to John, Service Manager. Agent informed John that customer is contacting us back. John states that this vehicle has had a lot of contacts to STAR on this issue. John states that he was aware of this issue back in August. John provided agent with Advance STAR CAIR # 254554, 256939. John states that they have been working with Star. John states that last contact with STAR was last wednesday. John states that he knows of the issue. John provided agent with part number is za271j3aa. Agent states that he was wanting to inform the Service Manager to know that he was sending a direct to dealer. Agent informed customer states that he would like someone to contact him back and give him some updates on this issue. Customer states that he is wanting to know that someone is looking.

*****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 32 05977 01/13/06 08:40 R 14468020

dm reviewed with ser/dlr. dm will put in a buyback request due to a possible misbuild in the wiring/controller, o/has put in an order for a new minivan from same dealer. jwc10

Customer Assistance Inquiry Record (CAIR)#**14490857**

| | | | | | | | |
|----------------------|--------------|---------------|------------------|---------------------------------------|-------------------|---------------------|---------------|
| Vin | 1C4GP45R2 | 5E | Open Date | 01/16/2006 | Build Date | 05/27/2005 | |
| Model Year | 05 | Body | RSYH52 | CHRYSLER TOWN & COUNTRY FWD SWB WAGON | | | |
| In Service Dt | 09/17/2005 | Dealer | 66933 | Dealer Zone | 66 | Mileage | 6,054 |
| Name: | | | | | | Contact Type | E-MAIL |
| Address | | | | | | Home Phone | |
| | CHADBOURN NC | | | | | Country | UNITED STATES |

| | |
|---|--|
| Corporate - Other - Default - Default - Default | Customer service issue. |
| Product - Unknown - Unknown - Happy - Default | Customer states she not happy with the service she has received. |
| Corporate - Lost Customer - Default - Default - Default | Customer states she will never buy another DCX vehicle again. |

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

Unsatisfied with customer service...will not buy chrysler again if I we can t get this resolved!!!

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

I would like someone who actually cares about their Chrysler customers to call me. This is the first Chrysler I have ever purchased and as of now its going to be my last! I filed a complaint with consumer protection in regards to being mislead with a service contract. I have spoke with about four people in that department, and NO ONE will let me speak to anyone that cares or can help me. I would like to hear back from someone...not to mention I am currently having a service issues with my van now. I feel it is very unsafe to not be able to use windshield wipers! I am looking forward to hearing from someone who understands and cares about their custmers. Thank you. Miranda Lynn Ketcham

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

Thank you for contacting DaimlerChrysler regarding customer service. 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 email.

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

Customer called in stating that she purchased a service contract from DCX, she states the service contract was not purchased from a dealer. Customer states the price for the service contract ended up being \$320 more that what she was told it would be and wants to be reimbursed for the \$320. Agent informed customer that it shows on the service contract that she purchased it from 26735 and that she will need to speak with 26735 about being reimbursed the \$320. Customer then stated that she had spoken with some named Leanne back in December from DCX and that she signed up for the service contract at that time, but then Leanne contacted her back and stated the price was going to be \$320 more than what she was quoted. Customer states that she then told Leanne that she did not want the service contract. Customer states that is DCX does not waive the \$320 she will never buy another DCX vehicle. Agent informed customer that DCCAC can not waive the \$320.

Customer stated that she will never buy another DCX vehicle again and disconnected.

Customer calling in regarding the issue with the windshield wipers, customer stated that this is the 3rd time she has had them work on.

Customer stated that the wiper hit each other and are not working properly. Customer also stated she was advised that she was the 2nd owner. Agent advised customer that she was the 1st owner.

Agent called dealership 26735 and spoke to Eddie (service manager) who stated that the vehicle had the factory blades and they replaced them with new ones, Eddie stated that he is to pick up vehicle after lunch and will do a more detail look into the vehicle, Eddie stated he had never seen this before and assured agent will look more into it to help the customer out.

Customer understood and was ok. Customer stated she had a issue with the service contract regarding prices on. Customer stated that she was quoted 1340.00 with a 0 deductible. Before Christmas of 2005 customer stated that she received a call from DCX and that she could purchased the contract for 1640.00. This price was for the service contract 7/70 maximum care. Agent advised customer to call enrollments in service contracts at 1-800-442-2666. Agent stated that a Debbie Arbner, who customer stated has never call the customer back. Customer stated that someone from DCX called the customer on 12/21/06.

Customer calling in regarding her Passenger airbag light is coming on and then will go off in about 20 seconds. Customer stated dealership advised her the part had to be ordered and she could pick up the vehicle.

Customer is wanting to know if the vehicle is safe to drive. Customer stated that the dealership who is currently working on the vehicle who the customer is very pleased with, advised her that the part in question needs to be ordered. The dealership has contacted STARS for support on the issue of the vehicle. The vehicle needs a sensor for the cushion in the seat, due to the fact of the airbag light coming on and off. Agent called dealership 68479 Naber and spoke to Renee (service advisor) who stated STARS has been contacted and has not called dealership back, Renee advised customer the service manager will try calling back soon if not heard from STARS. Renee also advised agent that the part that needs to be ordered is a Bladder sensor muscle. Renee advised customer that the part has to be ordered by STARS. The dealership has to replace the whole bottom seat. Renee provided the order number that she had Renee is not sure that this is the correct part # ZA3L1D5AA, please verify if further assistance is needed on this part #. Agent advised customer of this and customer understood and will call the dealership back. Agent also advised customer that the driver side air bag is working properly and is in no way affected by the passenger side. Agent advised customer to not let any one seat on the passenger side. This is what Renee from the dealership advised and stated she would explain to the customer.

Customer Assistance Inquiry Record (CAIR)#**14548686**

| | | | | | | | |
|----------------------|------------|---------------|------------------|---|-------------------|---------------------|------------------|
| Vin | 2A8GP64L9 | 6R | Open Date | 01/31/2006 | Build Date | 08/17/2005 | |
| Model Year | 06 | Body | RSYS53 | CHRYSLER TOWN & COUNTRY LTD FWD LWB WAGON | | | |
| In Service Dt | 09/26/2005 | Dealer | 62529 | Dealer Zone | 74 | Mileage | 2,081 |
| Name: | | | | | | Contact Type | CERTIFIED LETTER |
| Address | | | | | | Home Phone | |
| | SHAWNEE KS | | | | | Country | UNITED STATES |

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

Owner was notified that someone from the business center or the dealer will contact them about the defect notification card they sent to DCCAC. The air bag light will not turn off. Please investigate to find out what we can do for the customer.

CRM spoke to D/M and service department regarding this issue. Owner has been advised that upcoming flash should address owners concern. Based on this information no other action is necessary at this time. Use or value has not been impaired.... LJJ3/CRM Denver.....

Customer calling to check status of his claim. Customer states no one will get in contact with him. Agent advised customer to stay in contact with his dealership. Agent advised customer his dealership has all information in his claim.

The caller is calling about above issue. Agent transferred call for further research. Caller feels he should not have to put up with the chiming and he wants a new vehicle.

Customer Assistance Inquiry Record (CAIR)#**14561017**

| | | | | | | | |
|----------------------|-------------------------|---------------|------------------|--|-------------------|---------------------|---------------|
| Vin | 2C4GP54L1 | 5R [REDACTED] | Open Date | 02/02/2006 | Build Date | 02/11/2005 | |
| Model Year | 05 | Body | RSYP53 | CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON | | | |
| In Service Dt | 03/19/2005 | Dealer | 66517 | Dealer Zone | 51 | Mileage | 15,000 |
| Name: | [REDACTED] | | | | | Contact Type | TELEPHONE |
| Address | [REDACTED] | | | | | Home Phone | [REDACTED] |
| | URBANDALE IA [REDACTED] | | | | | Country | UNITED STATES |

Product - Electrical - Lamps and Switches - Other - Default

Caller stated air bag light is on

Caller stated air bag light is on. Agent referred caller to the dealer.
Caller requested rental. Agent informed caller that with out a diagnosis
no assistance can be offered.

Customer Assistance Inquiry Record (CAIR)#**14567223**

| | | | | | | | |
|----------------------|-----------------------------|---------------|------------------|---------------------------------------|-------------------|---------------------|---------------|
| Vin | 2D8GP44LX | 5R [REDACTED] | Open Date | 02/03/2006 | Build Date | 06/03/2005 | |
| Model Year | 05 | Body | RSKH53 | DODGE GRAND CARAVAN SXT FWD LWB WAGON | | | |
| In Service Dt | 06/17/2005 | Dealer | 41657 | Dealer Zone | 32 | Mileage | 6,000 |
| Name: | [REDACTED] | | | | | Contact Type | TELEPHONE |
| Address | [REDACTED] | | | | | Home Phone | [REDACTED] |
| | WEST HARTFORD CT [REDACTED] | | | | | Country | UNITED STATES |

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

Rental Inquiry

Customer states the airbag light is on and dealer will not provide rental. Writer informed that their 5 star rating empowers them to make goodwill determinations. She should consult the service manager for further assistance.

Customer seeking information on the rental. Customer states that the vehicle is not down at the dealer and she drives it. Customer states she wants a rental. Customer states that her part is not going to be in until next Friday. Agent advised customer that if her vehicle is not down at the dealer DCX can look into rental if the customer is driving her vehicle.

Customer Assistance Inquiry Record (CAIR)#**14591846**

| | | | | | | | |
|----------------------|------------------------------|---------------|------------------|---------------------------------------|-------------------|---------------------|------------------|
| Vin | 1A4GP45R4 | 6E [REDACTED] | Open Date | 02/15/2006 | Build Date | 09/01/2005 | |
| Model Year | 06 | Body | RSYH52 | CHRYSLER TOWN & COUNTRY FWD SWB WAGON | | | |
| In Service Dt | 01/28/2006 | Dealer | 68608 | Dealer Zone | 66 | Mileage | 0 |
| Name: | [REDACTED] | | | | | Contact Type | CERTIFIED LETTER |
| Address | [REDACTED] | | | | | Home Phone | [REDACTED] |
| | STONE MOUNTAIN GA [REDACTED] | | | | | Country | UNITED STATES |

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

Owner was notified that the lemon law letter they sent to DCCAC was forwarded to a business center for review. The air bag light will not turn off. Please investigate to find out what we can do for the customer.
 *****ORLANDO BUSINESS CENTER RECEIVED MVDN 2/16/06*****
 SEE ABOVE CONCERNS.
 2/16/06RP Sent DNQ ltr. to o/. Concern: air bag light on. DM-please arrange vehicle inspection then handle case based on its own merits. _
 03-03-dealer has found wiring harness problem and is replacing it. JEJ3 dm

Customer Assistance Inquiry Record (CAIR)#**14647173**

| | | | | | | | |
|----------------------|----------------------|---------------|------------------|---------------------------------------|-------------------|---------------------|---------------|
| Vin | 1C4GP45R0 | 5E [REDACTED] | Open Date | 03/29/2006 | Build Date | 06/15/2005 | |
| Model Year | 05 | Body | RSYH52 | CHRYSLER TOWN & COUNTRY FWD SWB WAGON | | | |
| In Service Dt | 07/02/2005 | Dealer | 23251 | Dealer Zone | 35 | Mileage | 8,350 |
| Name: | [REDACTED] | | | | | Contact Type | LETTER |
| Address | [REDACTED] | | | | | Home Phone | [REDACTED] |
| | TOWSON MD [REDACTED] | | | | | Country | UNITED STATES |

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

Survey with letter...owner mentions problem with driver side airbag and says dealer has been unable to correct it..also has electrical problem with plug in lighter adapter...called owner and spoke to both Mr and Mrs Shah...got van back two days ago and everything appears to be working okay at this time...writer provided phone and file number to owner if further assist is required....ltm

Customer Assistance Inquiry Record (CAIR)#**14666120**

| | | | | | | | |
|----------------------|------------|---------------|------------------|---------------------------------|-------------------|---------------------|-----------|
| Vin | 1D4GP45RX | 5E | Open Date | 03/02/2006 | Build Date | 03/30/2005 | |
| Model Year | 05 | Body | RSKH52 | DODGE CARAVAN SXT FWD SWB WAGON | | | |
| In Service Dt | 05/31/2005 | Dealer | 45138 | Dealer Zone | 63 | Mileage | 49,000 |
| Name: | | | | | | Contact Type | TELEPHONE |
| Address | | | | | | Home Phone | |
| | BRANDON MS | | | | Country | UNITED STATES | |

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

Customer states the air bag light came on.

Customer calling inquiring how long is the air bag warranty. Writer advised customer the warranty for the air bag is 3/36. Customer states the since the air bag is a safety item it should have a longer warranty. Customer states the air bag light is on. Customer states the dealer advised him to bring the vehicle in and advised him it would cost \$80.00 for a diagnosis. Customer is seeking assistance. Customer has two DCX vehicles, one new and one used. Transferred customer for further review. Owner seeks assistance with air bag repair. Writer advised owner a DCX dealer must confirm diagnosis before assistance can be considered. No promises made to owner.

Customer Assistance Inquiry Record (CAIR)#**14668034**

| | | | | | | | |
|----------------------|-------------|---------------|------------------|--|-------------------|---------------------|---------------|
| Vin | 2C4GP54L8 | 5R | Open Date | 03/02/2006 | Build Date | 02/07/2005 | |
| Model Year | 05 | Body | RSYP53 | CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON | | | |
| In Service Dt | 03/31/2005 | Dealer | 63053 | Dealer Zone | 74 | Mileage | 10,700 |
| Name: | | | | | | Contact Type | TELEPHONE |
| Address | | | | | | Home Phone | |
| | LE SUEUR MN | | | | | Country | UNITED STATES |

| | |
|--|--|
| Recall - F01: - Information Request | Customer she had to take vehicle in to have the recall completed. |
| Product - Body / Trim / Paint Finish - Seat Tracks / Frames - Other - Front-Driver | Customer stated the adjusting knob fell off. |
| Product - Body / Trim / Paint Finish - Body Hardware - Inoperative - Door-Sliding | Customer stated the passenger side door does not work properly. |
| Product - Steering - Tubes and Hoses - Leaks - Default | Customer stated vehicle was leaking fluid from the power steering. |
| Corporate - Policy Issues - Default - Default - Default | Not happy with the vehicle. |

Customer stated that she is not happy with her vehicle and just wanted to let DCX aware of it. Customer stated the first thing is:

1. The gauges did not work and the customer had to take it in 2-3 times and so far is working properly.
2. The power steering pump had to be replaced and vehicle had to be taken in 2 times so far is working properly.
3. The sliding door on passenger side does not work properly and still does not work properly.
4. The knob that adjusted the driverside seat fell off and dealership put a second knob back on is corrected.
5. The power steering started leaking and the vehicle had to go back and the power steering gear had to be replaced. So far it is corrected.
6. We going about 55 miles there is a squealing noise coming from the vehicle.
7. Recall.

Customer stated she does have to call and make an appointment to have the squealing sound looked at and the recall completed. Customer just want it documented.

Customer calling to advise that the air bag light on the console and that dealer 63053 has ordered the part. Caller stated that no action should be taken at this time that documentation would be adequate. Caller inquiring about relief options through state. Agent referred caller to the blue and white booklet in vehicle. Caller stated that the vehicle is operational and in owners possession.

Customer Assistance Inquiry Record (CAIR)#**14701777**

| | | | | | | | |
|----------------------|---------------|---------------|------------------|---------------------------------------|-------------------|---------------------|---------------|
| Vin | 2D4GP44L0 | 6F | Open Date | 03/13/2006 | Build Date | 11/02/2005 | |
| Model Year | 06 | Body | RSKH53 | DODGE GRAND CARAVAN SXT FWD LWB WAGON | | | |
| In Service Dt | 02/22/2006 | Dealer | 55578 | Dealer Zone | 32 | Mileage | 1,367 |
| Name: | | | | | | Contact Type | TELEPHONE |
| Address | | | | | | Home Phone | |
| | WEST ISLIP NY | | | | | Country | UNITED STATES |

Product - Electrical - Lamps and Switches - Other - Default

Customer states that her air bag light remains on.

Customer states that her air bag light remains on and she is taking the vehicle to the dealer today. Customer states that she will be with out a vehicle for the day and would like assistance with the rental vehicle for the day. Agent advised customer that once the dealer diagnoses the vehicle we can look into rental assistance. Agent advised customer to call back after diagnoses and advised customer of the reference number. Customer calling in regarding above issue. Customer purchased rental on her own without waiting for diagnoses. Customer states that vehicle is ready and wants reimbursement for rental. Agent denied reimbursement due to no rental coverage under warranty.

Customer Assistance Inquiry Record (CAIR)#**14725229**

| | | | | | | | |
|----------------------|--------------------|---------------|------------------|---------------------------------------|-------------------|---------------------|-----------|
| Vin | 2D4GP44L4 | 6R | Open Date | 03/17/2006 | Build Date | 07/27/2005 | |
| Model Year | 06 | Body | RSKH53 | DODGE GRAND CARAVAN SXT FWD LWB WAGON | | | |
| In Service Dt | 08/29/2005 | Dealer | 63975 | Dealer Zone | 42 | Mileage | 7,038 |
| Name: | | | | | | Contact Type | TELEPHONE |
| Address | | | | | | Home Phone | |
| | MADISON HEIGHTS MI | | | | Country | UNITED STATES | |

| | |
|--|---|
| Product - Electrical - Lamps and Switches - Worn - Default | Customer states that the air bag light is on. |
| Dealer - Service/Body Shop - Transaction - Poor Scheduling - Default | Customer states the dealership can not get him in now, it will be Tuesday |

Customer states that the air bag light is on. Customer states that he called the dealership and they told him to bring it in on Tuesday.

Customer wants to know if this is safe to drive. Customer wants to know what is wrong. Customer states he is making a trip this weekend 150 miles one way and 150 miles back. Customer states he feels he is not getting the service he should get from a five star dealership with them not telling him what is wrong and telling him to bring the vehicle in on Tuesday.

*Customer will have to have diagnosis performed at a Dodge dealership. He may use any dealership, if he is not satisfied with his current dealership.

Agent advised customer that the air bag light could be on for a numerous of reasons and agent has no technical advice to offer to customer. Agent advised customer that no one will know with out being able to diagnose the problem to see if it is serious or not. Customer states that the dealerships says they are too busy to get customer in until Tuesday. Agent advised that if they are too busy that agent would be more than happy to try and find a dealership that could maybe assist him. Customer wants to know if he can go to a Ford dealership. Agent advised customer for warranty work has to be done at a Chrysler dealership. Customer wants to know if he can go to a Chrysler dealership and say look at my vehicle now and if you dont I will hold you responsible if something happens.

--Advised the agent to advise the customer that the scheduling of repairs is between the customer and dealer. Advised agent to offer to find another dealer.--

Agent advised that agent can not advise customer if he can or can not do that. Agent advised customer that agent does not know how it works in his state. Agent advised customer that agent does not see how the dealership can be held responsible for something they have not looked at or repaired. Agent advised customer that if the dealership is too busy to get him in he can go elsewhere. Agent advised customer that if he does want to go to a Ford dealership as said above that that is totally up to him but for it to be covered under warranty he has to go to a Chrysler dealership. Customer states that he is not getting any satisfaction from talking with agent. Customer states Chrysler will be sued if he has an accident and there is a malfunction with the vehicle. Agent advised customer he could do anything outside of Daimler Chrysler. Customer disconnected.

Customer Assistance Inquiry Record (CAIR)#**14768299**

| | | | | | | | |
|----------------------|--------------------|---------------|------------------|---------------------------------|-------------------|---------------------|---------------|
| Vin | 1D4GP45RX | 5E | Open Date | 03/29/2006 | Build Date | 03/16/2005 | |
| Model Year | 05 | Body | RSKH52 | DODGE CARAVAN SXT FWD SWB WAGON | | | |
| In Service Dt | 03/16/2005 | Dealer | 67447 | Dealer Zone | 63 | Mileage | 20,000 |
| Name: | UNKNOWN, UNKNOWN | | | | | Contact Type | TELEPHONE |
| Address | UNKNOWN | | | | | Home Phone | |
| | UNKNOWN TN unknown | | | | | Country | UNITED STATES |

| | |
|---|---|
| Product - Electrical - Lamps and Switches - Other - Default | Customer states air bag light on after seat cover replaced. |
|---|---|

Customer states that she had front seat cover replaced and now the air bag light won t go off. Customer talked to dealer about it and they said that was normal. Agent advised that she would have to handle that through the dealer or consult another dealer.

Customer Assistance Inquiry Record (CAIR)#**14779279**

| | | | | | | | |
|----------------------|------------|---------------|------------------|--|-------------------|---------------------|-----------|
| Vin | 2A4GP54L5 | 6R | Open Date | 03/31/2006 | Build Date | 11/08/2005 | |
| Model Year | 06 | Body | RSYP53 | CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON | | | |
| In Service Dt | 01/02/2006 | Dealer | 36277 | Dealer Zone | 51 | Mileage | 1,500 |
| Name: | | | | | | Contact Type | TELEPHONE |
| Address | | | | | | Home Phone | |
| | CHICAGO IL | | | | Country | UNITED STATES | |

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

Customer claims that her airbag light is on.

Customer is calling in regards to a problem she is having. Customer claims that her airbag light will turn on and sound, but then the light will turn off. Customer claims that this process will repeat as she drives. Customer looking for assistance as to why this may be happening. Agent researched and could not find any information regarding her issue. Customer claims that the dealership can not give a definite time frame in which they can diagnose and fix the problem, and customer claims she has two infants and would need appropriate transportation for them. Customer is seeking assistance with getting a rental/loner car. Agent transferred for further assistance.

The owner was advised no rental assist unless the car is undriveable, owner became unruly with this and the call was terminated

Customer seeking information about loaner vehicle. Customer stated the vehicle is having issues with the air bag light. Customer stated his wife was transferred to another agent who disconnected the call.

Customer stated he would like to know if he can be placed a rental or a loaner. Customer stated the vehicle has not been diagnosed yet.

Writer informed customer the vehicle would need to be diagnosed before rental can be considered.

Customer Assistance Inquiry Record (CAIR)#**14788048**

| | | | | | | | |
|----------------------|------------------------|---------------|------------------|--------------------------------|-------------------|---------------------|---------------|
| Vin | 1D4GP25R0 | 6E [REDACTED] | Open Date | 04/04/2006 | Build Date | 10/25/2005 | |
| Model Year | 06 | Body | RSKL52 | DODGE CARAVAN SE FWD SWB WAGON | | | |
| In Service Dt | 11/25/2005 | Dealer | 41946 | Dealer Zone | 35 | Mileage | 7,700 |
| Name: | [REDACTED] | | | | | Contact Type | TELEPHONE |
| Address | [REDACTED] | | | | | Home Phone | [REDACTED] |
| | FAIRMONT WV [REDACTED] | | | | | Country | UNITED STATES |

| | |
|---|--|
| Corporate - Dealer Information - Default - Default - Default | Customer needs help locating a dealer. |
| Product - Electrical - Lamps and Switches - Other - Default | Customer states that air bag light comes on when she is making a turn. |
| Product - Drivability - Unknown - Hesitation/No Power - Default | Customer states vehicle does not accelerate when it should. |

Customer needs help locating a dealer. Customer states that air bag light comes on when she is making a turn. Customer states vehicle does not accelerate when it should. Agent located dealer for customer.

Customer Assistance Inquiry Record (CAIR)#**14822464**

| | | | | | | | |
|----------------------|--------------|---------------|------------------|--------------------------------|-------------------|---------------------|---------------|
| Vin | 1D4GP25R4 | 6E | Open Date | 04/13/2006 | Build Date | 12/06/2005 | |
| Model Year | 06 | Body | RSKL52 | DODGE CARAVAN SE FWD SWB WAGON | | | |
| In Service Dt | 01/30/2006 | Dealer | 68406 | Dealer Zone | 32 | Mileage | 1,356 |
| Name: | | | | | | Contact Type | TELEPHONE |
| Address | | | | | | Home Phone | |
| | RIDGEWOOD NY | | | | | Country | UNITED STATES |

| | |
|---|--|
| Product - Drivability - Unknown - Hard Starting - Default | Customer stated that the vehicle does not want to start sometimes. |
| Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default | Customer states that the air bag light comes on and off. |
| Product - Transmission / Transaxle - Unknown - Noisy - Default | Customer states vehicle makes noise when in reverse. |

Customer stated that she wanted to make an appointment to bring her vehicle in to be checked. Agent informed the customer that she has contacted the manufacture of the vehicle and not the dealership. Customer stated that the vehicle is having issues such as the air bag light coming on an off, vehicle is hard to start, and when the vehicle is in reverse the is a noise. Agent provided the customer with the number to the selling dealer #68406 and advised the customer to contact the selling dealer #68406 for and appointment.

Customer Assistance Inquiry Record (CAIR)#**14825445**

| | | | | | | | |
|----------------------|---------------|---------------|------------------|--------------------------------|-------------------|---------------------|---------------|
| Vin | 1D4GP25B4 | 6E | Open Date | 04/13/2006 | Build Date | 10/31/2005 | |
| Model Year | 06 | Body | RSKL52 | DODGE CARAVAN SE FWD SWB WAGON | | | |
| In Service Dt | 01/28/2006 | Dealer | 45190 | Dealer Zone | 66 | Mileage | 2,700 |
| Name: | | | | | | Contact Type | TELEPHONE |
| Address | | | | | | Home Phone | |
| | BIRMINGHAM AL | | | | | Country | UNITED STATES |

Product - Air Conditioning / Heater - Unknown - Defective - Default

Customer seeking buy back over the air conditioning.

Customer seeking buy back from DCX. Customer states that she has had multiple issue with the van. Agent calls dealership and left information on voice message. *Next agent get milage, date of repair, and what repair was made.* Customer informed of this. Customer given file number and what time DCCAC closes. Customer understands.
 Dealership called in regards to a message left by previous agent. Mileage was 1,773. Date of repair is 3/20/06.
 Customer calling in concerning a new vehicle. Agent contacted dealer 45190 and spoke with Louis. Louis states on 3/20/06 at 1773 miles, customer complained of the air bag light being on. Louis states both air bag sensors were installed. Louis states on 3/14/06 customer purchased a keyless entry remote. Agent inquired if customer had brought the vehicle into dealer 45190 for any issues concerning the air conditioner. Louis states customer has not. Agent advised customer to refer to the blue and white booklet in the vehicle for more information concerning buy back and arbitration in customer s state. Customer states customer is going to continue to work with the dealership concerning this issue.

Customer Assistance Inquiry Record (CAIR)#**14830089**

| | | | | | | | |
|----------------------|-----------------|---------------|------------------|---------------------------------|-------------------|---------------------|---------------|
| Vin | 1D4GP45R6 | 5E | Open Date | 04/17/2006 | Build Date | 02/08/2005 | |
| Model Year | 05 | Body | RSKH52 | DODGE CARAVAN SXT FWD SWB WAGON | | | |
| In Service Dt | 02/26/2005 | Dealer | 56826 | Dealer Zone | 32 | Mileage | 21,185 |
| Name: | | | | | | Contact Type | ROADSIDE |
| Address | | | | | | Home Phone | |
| | GLOVERSVILLE NY | | | | | Country | UNITED STATES |

Corporate - Roadside Services - Warranty - Towing - Default

Roadside Assistance Contacted - DATE : 2006-04-15
Road Side File Created 04-17-06 FOR WARRANTY
VEHICLE PROBLEM AT: VEHICLE TAKEN TO:
118 N PINE AVENUE 63-77 SOUTH MAIN ST
E FULTON
GLOVERSVILLE GLOVERSVILLE
NY USA NY
CALLER_COMMENTS AIR BAG LIGHT / TIM SRV DEPT ACKD
DEALER CODE : 56826 H & P MOTORS INC

Customer Assistance Inquiry Record (CAIR)#**14847350**

| | | | | | | | |
|----------------------|---------------------|---------------|------------------|--|-------------------|---------------------|---------------|
| Vin | 2A4GP54L1 | 6R | Open Date | 04/20/2006 | Build Date | 07/24/2005 | |
| Model Year | 06 | Body | RSYP53 | CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON | | | |
| In Service Dt | 10/27/2005 | Dealer | 26016 | Dealer Zone | 42 | Mileage | 5,423 |
| Name: | | | | | | Contact Type | TELEPHONE |
| Address | | | | | | Home Phone | |
| | STERLING HEIGHTS MI | | | | | Country | UNITED STATES |

Product - Electrical - Body Control Module - Intermittent or Inoperative - Default

Customer states that she is having problems with the body control module.

Customer states that she wants to know the lemon law for Michigan. Customer states that six weeks after she bought the vehicle, all the lights in the dash came on and none of the gauges worked. Customer states that the module was replaced to repair this issue. Customer states on 01.27.06 the same issue came up. Customer states that this week the issue came back with no lights but the gauges were working. Customer states the dealership 26016 reset the system. Customer states the vehicle is still running but she is worried when it happens because she can not see how fast she is going. Agent called dealership 26016 and spoke with Bobby the service advisor. Bobby states that the vehicle has had the following repairs: 11.02.05, 278 miles, came in for the dash lights not working, the PCM was replaced and the instrument cluster was replaced; 01.27.06, 3265 miles, the dash lights were not working, the PCM was replaced again and the instrument panel reprogrammed; and 04.17.06, 5423 miles, for the dash lights not working again, the instrument panel and PCM were reset. Agent provided customer with reference number and transferred for further review.

Writer took call on 4/20/06 customer wants ongoing electrical issue documented for any future help. Writer documents.

Customer has airbag light coming on again, trunk opens by itself and panic alarm goes off by itself. Issues all electric. Customer has been to service several times issues still not corrected. Service Manager please reinspect vehicle correct if possible. If needed contact Star for assistance thanks.

REASSIGNED TO BC/DLR 42 26016 05/17/06 14:11 R 14847350

Vehicle repaired on 4-23-06.jad

Customer Assistance Inquiry Record (CAIR)#**14850664**

| | | | | | | | |
|----------------------|------------------|---------------|------------------|---------------------------------------|-------------------|---------------------|---------------|
| Vin | 2D4GP44L1 | 6R | Open Date | 04/25/2006 | Build Date | 11/25/2005 | |
| Model Year | 06 | Body | RSKH53 | DODGE GRAND CARAVAN SXT FWD LWB WAGON | | | |
| In Service Dt | 03/25/2006 | Dealer | 44306 | Dealer Zone | 71 | Mileage | 1,033 |
| Name: | | | | | | Contact Type | E-MAIL |
| Address | | | | | | Home Phone | |
| | KAPOLEI HI 96709 | | | | | Country | UNITED STATES |

| | |
|--|--|
| Product - Air Conditioning / Heater - Unknown - Inadequate Cooling - Default | Air Conditioning System is not as cold as it should be.. |
|--|--|

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

Air Conditioning System is not as cold as it should be..

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

I am not satisfied with the output from the A/C system. I have had it tested by Cutter Dodge in Waipahu who inform me that it s running in operational form. when I had them test the temperature, it only went down to 50 degrees after 16 minutes (on a cloudy morning, and the settings were on high). This to me is unsatisfactory and I want to have it replaced. I explained to the Service Manager that my old 92 Volvo wagon when sitting in the hot afternoon sun with it s black paint and black leather interior gets colder quicker (cools to 40 degrees in less than 7 minutes). where you have to lower the thermostat. As a new vehicle off the lot there is something wrong. I want to have this issue resolved as soon as possible. Thank you for your time and assistance.

Dear

Thank you for your recent email to DaimlerChrysler Customer Assistance regarding an air conditioning issue with your 2006 Dodge Grand Caravan. I regret your dissatisfaction in your 2006 Dodge Grand Caravan, 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 sharing your concerns.

Thank you again for your email.

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 email or 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.

Dear Alison Senior Staff Representative DaimlerChrysler Customer Assistance Center I am still concerned with my Dodge Grand Caravan. I had taken it to another Dodge dealership for service on the A/C unit. It is a bit colder however I believe it still is not up to par. The motor shifts down when braking or at a stop light or using the window controls. Dodge Cutter feels that this is not an issue. I know in my other vehicles this doesn t affect the a/c unit when performing these tasks. I am now having additional problems with the passenger side airbag light. I brought it in for service (where I purchased the vehicle) and of course they said they can not find anything wrong with it. The light comes on and stays on with or without an adult sitting in that seat. It has occurred 4 times already, which leads me to think that the airbag might not be working at all. When I purchased the vehicle there was no plastic

container bin for the rear cargo area, yet I have seen other vehicles with this item. Why wasn't this included in my purchase? One last note. When I purchased the vehicle from Dodge Cutter in Waipahu, Hawaii, I explained to them that I am requesting the 0% interest for 60 months and no payments till October. They kept saying there was no such offer, however it was broadcasted on television even the night after I purchased the vehicle. So now I am stuck with a contract that I got suckered into by Dodge Cutter of Waipahu and am informing all friends and family members not to purchase from this dealership, whether it be Dodge, Ford, or what other models they offer. James Scott who drew up my contract said that he tried to get Dodge/Chrysler to contract my loan, but was unsuccessful. I never received one bit of information from Dodge/Chrysler which brings me to believe that James Scott only used his contact of a local bank, for which I have my loan. Thank you for your time and assistance in this matter. Sincerest regards, [REDACTED]
R.D.H.

Agent spoke with customer's husband on 05/02/2006 regarding a second dealer. Cair #14854162. Customer requested to be contacted on 05/25/2005 per cair 14854162. Agent will contact customer when time permits.

Agent contacted customer, no answer. Agent will contact again tomorrow.

Agent contacted customer, no answer.

Customer Assistance Inquiry Record (CAIR)#**14875699**

| | | | | | | | |
|----------------------|-------------------------|---------------|------------------|--|-------------------|---------------------|---------------|
| Vin | 2A4GP44R0 | 6R [REDACTED] | Open Date | 04/27/2006 | Build Date | 11/16/2005 | |
| Model Year | 06 | Body | RSYH53 | CHRYSLER TOWN & COUNTRY LX FWD LWB WAGON | | | |
| In Service Dt | 03/06/2006 | Dealer | 67569 | Dealer Zone | 71 | Mileage | 80 |
| Name: | [REDACTED] | | | | | Contact Type | TELEPHONE |
| Address | [REDACTED] | | | | | Home Phone | [REDACTED] |
| | LAS VEGAS NV [REDACTED] | | | | | Country | 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 |

*****EXECUTIVE REFERRAL STAFF*****

Owner s inquiry was forwarded for handling. Owner was very disappointed with his sales experience. He was working with one sales manager, James Anderson however, he could not proceed in helping him. He was forwarded to another salesman by the name of Jim. He explained specifically what features he wanted in the vehicle. He did not get all that he wanted and was led to believe that he did. He wanted alloy wheels & lighted controls for night driving. During the test drive, he noticed that the brake and air bag lights were on. He was told it was normal and would taken care of at the first service. Owner took delivery of the vehicle but he brought it back for the warning lights. The service manager advised him it was not normal and that the controls do not light up. He would have to buy the vehicle that had this option on it. The vehicle was going to be left there to diagnose. He advised service manager, Kimberly Proctor that he had a service contract and should get a rental. She advised him no and that he had to take the shuttle home. Owner left and came back on his day off. He ran into the first salesman, James Anderson and he asked what he was in for. He explained the situation. He went to the sales manager and the sales manager would speak with him. He was not going to provide the wheels or address the issue that he did not have lights on the cruise control. James did address the warning lights with service and was able to get him into a rental. He was never told Enterprise was on the premises. After the repairs, he was driving home and noticed a front end vibration. He did not return to the dealer and went to Discount Tire and they balanced the wheels and he bought his own Alloy wheels. He did not expect this on his sales purchase in 10 years (traded 1994 GM Silhouette). Writer apologized for his experience and this is not indicative of our dealers. Writer will contact the dealer management to review the letter and review for a customer satisfaction option. Provided direct number if he has any concerns or questions.

4-28 Spoke with the new car sales manager, Jason Meixner and advised him of the customer s issue. He will contact [REDACTED] to address further.

Spoke with owner and he received a phone call from the salesperson, Jim and he was not apologetic. He felt he did nothing wrong. Owner stated he did not continue the conversation. Writer will follow up with the sales manager. He did offer to provide a gas voucher because he was charged one day of rental \$36.

As a matter of customer satisfaction option, writer will provide a 3/36,000 Scheduled Maintenance contract for his inconvenience.

Writer left message for sales manager.

6-8 Owner stated he traded out of this vehicle with Dodgeland for a 2006 Grand Caravan. He stated it went very well and he had no problems. They were very courteous and it was a big difference. Writer is glad to hear this and apologized again for the experience. He would like to transfer the Scheduled Maintenance contract to his new vehicle. Writer will have to cancel this one out and issue a new one on his new vehicle. He stated he bought vehicle last night. (6R826403)

Customer Assistance Inquiry Record (CAIR)#**14885039**

| | | | | | | | |
|----------------------|-------------|---------------|------------------|--------------------------------|-------------------|---------------------|---------------|
| Vin | 1D4GP25B6 | 6E | Open Date | 05/01/2006 | Build Date | 03/16/2006 | |
| Model Year | 06 | Body | RSKL52 | DODGE CARAVAN SE FWD SWB WAGON | | | |
| In Service Dt | 04/10/2006 | Dealer | 43939 | Dealer Zone | 63 | Mileage | 1,200 |
| Name: | | | | | | Contact Type | TELEPHONE |
| Address | | | | | | Home Phone | |
| | METAIRIE LA | | | | | Country | UNITED STATES |

| | |
|---|---|
| Product - Electrical - Radio/Spkr/Clock/Antenna - Defective - Default | Cd player cuts off by it's self. |
| Product - Transmission / Transaxle - Automatic Trans / Transaxle - Improper Shift - Default | Customer advises that the transmission is not functioning properly. |
| Product - Electrical - Wipers / Washers - Noisy/Static/Interference - Front | Customer having issues with wiper motor. |
| Product - Electrical - Unknown - Other - Default | Customer states airbag light comes on and then back off. |
| Product - Wheels and Tires - Tires - Other - Front-Pass | Customer states having issues with tire. |
| Product - Engine - Unknown - Noisy - Default | Customer states that the engine sounds like an diesel engine. |
| Product - Engine - Unknown - Other - Default | Customer states vehicle has no power. |

Customer called in stating that he does not want vehicle any more. Customer states has not taken vehicle to dealership yet. Customer states he feels that the whole vehicle has issues. Consulted with rbs33 and told customer to check with the blue and white booklet. Owner called back after reviewing the booklet and requests a fax number to request Lemon Law. Writer informed owner to review the booklet for the terms of contact. Owner alleges that the booklet states that he is not eligible. Owner demands to discuss the issue with writer supervisor. Writer reviewed the issue with WHH17 and he concurs with writer. Writer informed owner to work with his dealer. Owner released the call. Customer calling in regards to he does not want this vehicle anymore. Customer advises that the transmission is not functioning properly at 65 MPH. Customer advises that the engine sounds like an diesel engine and it is an gasoline engine. Customer states that the cd player cuts off by it s self. Customer also states that the tires are worn out on the vehicle. Agent advised customer that to have the vehicle bought back, replaced, or to file Lemon Law that he would have to work through the selling dealership where he purchased the vehicle. Customer states he will never buy another DCX vehicle and that he will tell everyone he knows not to also. Owner calling on above issue. Owner states that the transmission and engine is needing to be replaced. Owner states that the transmission and engine is needing to be replaced. Owner states that he would like his vehicle bought back. Agent called dealership 43939 and spoke with Lissa warranty administrator. Lissa states that the dealership has not diagnosed the vehicle. Agent advised owner that there must be a complete diagnoses done on the vehicle. Agent advised owner of reference number for future references. Owner called on above issue. Owner states the dealership informed him that they can not find anything wrong with the vehicle. Owner states he does not know what to do. Owner inquiring about replacing vehicle with another vehicle like the one owner has. Agent informed owner to work with the dealership.

Customer Assistance Inquiry Record (CAIR)#**14928828**

| | | | | | | | |
|----------------------|--------------|---------------|------------------|--|-------------------|---------------------|---------------|
| Vin | 2C4GP54L6 | 5R | Open Date | 05/12/2006 | Build Date | 07/07/2005 | |
| Model Year | 05 | Body | RSYP53 | CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON | | | |
| In Service Dt | 08/01/2005 | Dealer | 68987 | Dealer Zone | 63 | Mileage | 9,000 |
| Name: | | | | | | Contact Type | TELEPHONE |
| Address | | | | | | Home Phone | |
| | ARLINGTON TX | | | | | Country | UNITED STATES |

| | |
|---|--|
| Recall - F06: - Advise Owner/Incomplete Recall | Advised customer of recall F06 |
| Corporate - Dealer Information - Default - Default - Default | Agent provided contact number. |
| Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default | Customer inquired about air bag light. |

Customer inquired about recall F06.. Advised customer of recall F06.
Customer inquired about air bag light. Agent advised customer to inform service department at dealer 68987. Agent provided the phone number to the dealer.