

INFORMATION Redacted PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

From: [REDACTED]
To: customerassist@chrysler.com
Date: Thu Mar 19 12:57:51 EDT 2009
Subject: case number 2213913 (KMM6294243I25261L0KM)

Chris,
=A0
=A0 Dropped it off at the dealership last night for them to look at today, =
so hopefully the issue will be resolved soon.=A0 If not, then=A0I will let =
you know.=A0 When we get it back from the dealer it usually takes a couple =
of days before it starts again.
=A0
thanks,
=A0
[REDACTED]

--- On Thu, 3/19/09, customerassist <customerassist@chrysler.com> wrote:

From: customerassist <customerassist@chrysler.com>
Subject: Re: Chrysler LLC Customer Assistance (KMM6294243I25261L0KM)
To: [REDACTED]
Date: Thursday, March 19, 2009, 11:48 AM

Dear [REDACTED]

I have updated your file and thanks again for your understanding.=A0
I can
assure you that we want to get this issued resolved, so let me know
if=20
the dealership is unable to duplicate or repair your Town & Country.
=A0=A0=
=A0=20

Sincerely,=20

Chris=A0=20
Customer Service Representative
Chrysler Customer Assistance Center

For any future communications related to this email, please refer to the
following information:=20
REFERENCE NUMBER:=20
EMAIL CASE NUMBER:=A0 2213913=20
REPLY LINK: [http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?
trk_ID=3D=
KMM6294243I25261L0KM&](http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=3D=KMM6294243I25261L0KM&)

Original Message Follows:

Chris,

=A0 Thank you for your time in this matter.=A0 I will make an appointment t=
o
take it back next week.=A0 I hope you will not hear anything else

from me=
=20

about this issue. It seems that the headlights went out completely=20
yesterday morning briefly on my wife as she was on her way to school.
=A0=20

=A0 The company I work for is a steel supplier for Chrysler so the
way I=20
see it is that we help each other.=A0 Thanks again for your response
and=20
inquiring about our problem.

--- On Fri, 3/13/09, customerassist <customerassist@chrysler.com>
wrote:

From: customerassist <customerassist@chrysler.com>
Subject: Re: Chrysler LLC Customer Assistance (KMM6291694I25261L0KM)
To: [REDACTED]
Date: Friday, March 13, 2009, 3:34 PM

Dear [REDACTED]:

Thank you for contacting the Chrysler Customer Assistance Center=20
regarding your 2005 Chrysler Town &=A0 Country.

I regret the problem your vehicle continues to experience and
appreciate
the time you took to bring this matter to my attention.=A0 We have
opened=
=20
a file to investigate this issue with your dealer.=A0 Our records
indicate
that the dealer did call us for technical support in January.=A0
However,=
=20
we will provide any additional technical assistance your dealer may
need
to help them in resolving this problem.

At this time, we would recommend that you stay in contact with your=
20
dealer for another appointment and we appreciate your wanting to
stay=20
loyal to Chrysler.

Thank you again for your email and please let us know if the issue
is=20
not resolved during the next repair visit.=A0 =A0 =A0 =A0 =A0 =A0=20

Sincerely,=20

Chris=A0=20
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Chrysler Customer Assistance Center

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the
following information:=20
REFERENCE NUMBER: 18418232
EMAIL CASE NUMBER:=A0 2213913=20

REPLY LINK: [http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?
trk_ID=3D=
KMM6291694I25261L0KM&](http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=3D=KMM6291694I25261L0KM&)

=0A=0A=0A

From: customerassist@chrysler.com
To: [REDACTED]
Date: Tue Jun 16 11:30:18 EDT 2009
Subject: Re: case number 2213913 (KMM6418110I25261L0KM)
Dear Scott:

Thank you for the update.

Our records do show that the district manager is now involved with this situation with your vehicle and we confident they will be able to resolve this issue.

Thanks again for your email.

Sincerely,

Chris
Customer Service Representative
Chrysler Customer Assistance Center

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

REFERENCE NUMBER:
EMAIL CASE NUMBER: 2213913
REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM6451907I25261L0KM&

Original Message Follows:

Chris,

Thanks for responding. Unfortunately, our local dealership is one of those that will be cut off from Chrysler, so now I have to move the van to Nourse Interstate in Richburg. I can only pray that we do not have to repeat this crazy cycle of 4 or 5 visits to the dealership in the vain effort to fix this ongoing problem. I am unsure how anyone can think that the fifth trip to have a dealership to look at it will be any different. However, I am told that a district manager may be getting involved in our case and I hope they can help us. My biggest concern now is the safety of my family.... during the time we have had this problem, the vehicle has not stopped running, but this weekend it did and that concerns me very much! It is terribly frustrating and unless something or someone drastically changes my mind, this is the very last product from Chrysler we will own.

thank you for your help,

[REDACTED]

--- On Mon, 6/1/09, customerassist <customerassist@chrysler.com> wrote:

From: customerassist <customerassist@chrysler.com>
Subject: Re: case number 2213913 (KMM6418110I25261L0KM)
To: [REDACTED]
Date: Monday, June 1, 2009, 4:46 PM

Dear [REDACTED]

Thank you for contacting the Chrysler Customer Assistance Center.

We regret to read that the issue has returned. Our records indicate that we spoke with Rusty at the dealership in attempt to resolve your concerns.

We suggest that you speak with Rusty and thanks again for your email.

Sincerely,

Chris
Customer Service Representative
Chrysler Customer Assistance Center

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EMAIL CASE NUMBER: 2213913
REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM6418110I25261L0KM&

Original Message Follows:

Chris,

I am really sorry to have to inform you that we are experiencing the same problem with our Town and Country. The dash lights are blinking and it started again last night. I really thought it was fixed this time, but it is not. I will wait on your direction before contacting our dealership.

Thanks,

[REDACTED]
--- On Wed, 4/8/09, customerassist <customerassist@chrysler.com> wrote:

From: customerassist <customerassist@chrysler.com>
Subject: Re: case number 2213913 (KMM6336929I25261L0KM)
To: [REDACTED]
Date: Wednesday, April 8, 2009, 2:18 PM

Dear [REDACTED]:

Thank you for the update and feel free to call us directly if the issue returns. Our phone number is 800-992-1997.

Sincerely,

Chris
Customer Service Representative
Chrysler Customer Assistance Center

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REFERENCE NUMBER:
EMAIL CASE NUMBER: 2213913
REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM6336929I25261L0KM&

Original Message Follows:

I picked it up on Thursday of last week (3/26) and so far so good! Usually it takes a few days for the problem to resurface, but as of now it is good.

thank you,

--- On Wed, 4/1/09, customerassist <customerassist@chrysler.com> wrote:

From: customerassist <customerassist@chrysler.com>
Subject: Re: case number 2213913 (KMM6328049I25261L0KM)
To: [REDACTED]
Date: Wednesday, April 1, 2009, 11:00 AM

Dear [REDACTED]:

Was the dealership able to resolve your issue during the last repair visit?

Thanks again for your email.

Sincerely,

Chris
Customer Service Representative
Chrysler Customer Assistance Center

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EMAIL CASE NUMBER: 2213913
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Original Message Follows:

Chris,

Dropped it off at the dealership last night for them to look at today, so hopefully the issue will be resolved soon. If not, then I will let you know. When we get it back from the dealer it usually takes a

couple
of days before it starts again.

thanks,

[REDACTED]

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To: [REDACTED]
Date: Thursday, March 19, 2009, 11:48 AM

Dear [REDACTED]:

I have updated your file and thanks again for your understanding. I
can
assure you that we want to get this issued resolved, so let me know
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Sincerely,

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Chrysler Customer Assistance Center

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Original Message Follows:

Chris,

Thank you for your time in this matter.. I will make an
appointment
to
take it back next week. I hope you will not hear anything else from
me
about this issue. It seems that the headlights went out completely
yesterday morning briefly on my wife as she was on her way to school.

The company I work for is a steel supplier for Chrysler so the way
I
see it is that we help each other. Thanks again for your response
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Subject: Re: Chrysler LLC Customer Assistance (KMM6291694I25261L0KM)
To: [REDACTED]
Date: Friday, March 13, 2009, 3:34 PM

Dear [REDACTED]:

Thank you for contacting the Chrysler Customer Assistance Center regarding your 2005 Chrysler Town & Country.

I regret the problem your vehicle continues to experience and appreciate the time you took to bring this matter to my attention. We have opened a file to investigate this issue with your dealer. Our records indicate that the dealer did call us for technical support in January. However, we will provide any additional technical assistance your dealer may need to help them in resolving this problem.

At this time, we would recommend that you stay in contact with your dealer for another appointment and we appreciate your wanting to stay loyal to Chrysler.

Thank you again for your email and please let us know if the issue is not resolved during the next repair visit.

Sincerely,

Chris
Customer Service Representative
Chrysler Customer Assistance Center

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EMAIL CASE NUMBER: 2213913
REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM6291694I25261L0KM&

From: [REDACTED]
To: customerassist@chrysler.com
Date: Tue Jun 16 13:27:33 EDT 2009
Subject: Re: case number 2213913 (KMM6451907I25261L0KM)

Chris,
=A0
=A0It is ironic that I received this email today.=A0 My wife just called telling me that it is doing it again.=A0 We are at our wits end with this situation!=A0 I would love to have the name and phone number of this district manager.=A0 I am sorry to say that I do not share your confidence in this situation being resolved, especially if it takes another 15 days for anyone to respond.=A0 Please have someone call me at 803-242-1721 or 803-416-2445.=A0 I do plan on calling the customer assistance line again to see what kind of fun around we get this time.=A0 If we take it back to the dealer it will be the 6th trip for the same problem.=A0 At what point do we write this off as a lemon?
=A0
I look forward to hearing from someone,
=A0

[REDACTED]
Lancaster, SC [REDACTED]
[REDACTED]

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From: customerassist <customerassist@chrysler.com>
Subject: Re: case number 2213913 (KMM6451907I25261L0KM)
To: [REDACTED]
Date: Tuesday, June 16, 2009, 11:30 AM

Dear [REDACTED]:

Thank you for the update.

Our records do show that the district manager is now involved with this situation with your vehicle and we confident they will be able to resolve this issue.

Thanks again for your email.=A0=A0=A0 =A0=A0=A0 =A0=A0=A0=A0=20

Sincerely,=20

Chris=A0=20
Customer Service Representative
Chrysler Customer Assistance Center

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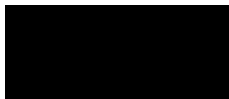
REFERENCE NUMBER:=20
EMAIL CASE NUMBER:=A0 2213913=20
REPLY LINK: [http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?
trk_ID=3D=
KMM6451907I25261L0KM&](http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=3D=KMM6451907I25261L0KM&)


Original Message Follows:

Chris,

=A0 Thanks for responding.=A0 Unfortunately, our local dealership is one of= those that will be cut off from Chrysler, so now I have to move the van=20 to Nourse Interstate in Richburg.=A0 I can only pray that we do not have=20 to repeat this crazy cycle of 4 or 5 visits to the dealership in the=20 vain effort to fix this ongoing problem.=A0 I am unsure how anyone can=20 think that the fifth trip to have a dealership to look at it will be any different.=A0 However, I am told that a district manager may be getting=20 involved in our case and I hope they can help us.=A0 My biggest concern=20 now is the safety of my family.... during the time we have had this=20 problem, the vehicle has not stopped running, but this weekend it did=20 and that concerns me very much!=A0 It is terribly frustrating and unless=20 something or someone drastically changes my mind, this is the very last=20 product from Chrysler we will own.

thank you for your help,


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From: customerassist <customerassist@chrysler.com>
Subject: Re: case number 2213913 (KMM6418110I25261L0KM)
To: 
Date: Monday, June 1, 2009, 4:46 PM

Dear :

Thank you for contacting the Chrysler Customer Assistance Center.

We regret to read that the issue has returned.=A0 Our records indicate=20 that we spoke with Rusty at the dealership in attempt to resolve your=20 concerns.=A0=20

We suggest that you speak with Rusty and thanks again for your email.
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Sincerely,=20

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REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=3D=KMM6418110I25261L0KM&


Original Message Follows:

Chris,


=A0 I am really sorry to have to inform you that we are experiencing the=20 same problem with our Town and Country.=A0 The dash lights are blinking=20 and it started again last night.=A0 I really thought it was fixed this=20 time, but it is not.=A0 I will wait on your direction before contacting=20 our dealership.

=A0=A0=A0Thanks,


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From: customerassist <customerassist@chrysler.com>
Subject: Re: case number 2213913 (KMM6336929I25261L0KM)
To: 
Date: Wednesday, April 8, 2009, 2:18 PM

Dear :

Thank you for the update and feel free to call us directly if the issue=20 returns.=A0 Our phone number is .
=A0 =A0 =A0 =A0 =A0 =A0=20

Sincerely,=20

Chris=A0=20
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REFERENCE NUMBER:=20
EMAIL CASE NUMBER:=A0 2213913=20
REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=3D=KMM6336929I25261L0KM&

Original Message Follows:

I picked it up on Thursday of last week (3/26) and so far so good!=A0
=20
Usually it takes a few days for the problem to resurface, but as of now=20
it is good.

thank you,
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Subject: Re: case number 2213913 (KMM6328049I25261L0KM)
To: [REDACTED]
Date: Wednesday, April 1, 2009, 11:00 AM

Dear [REDACTED]:

Was the dealership able to resolve your issue during the last repair=20
visit?

Thanks again for your email.=A0 =A0 =A0 =A0 =A0 =A0=20

Sincerely,=20

Chris=A0=20
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REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply..jsp?trk_ID=3DKMM6328049I25261L0KM&

Original Message Follows:

Chris,

=A0 Dropped it off at the dealership last night for them to look at

today,
so hopefully the issue will be resolved soon.=A0 If not, then I will
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you know.=A0 When we get it back from the dealer it usually takes a
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From: customerassist <customerassist@chrysler.com>
Subject: Re: Chrysler LLC Customer Assistance (KMM6294243I25261L0KM)
To: [REDACTED]
Date: Thursday, March 19, 2009, 11:48 AM

Dear [REDACTED]:

I have updated your file and thanks again for your understanding.=A0
I can
assure you that we want to get this issued resolved, so let me know
if=20
the dealership is unable to duplicate or repair your Town & Country.
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Sincerely,=20

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Chrysler Customer Assistance Center

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trk_ID=
=3DKMM6294243I25261L0KM&

Original Message Follows:

Chris,

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appointment=
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to
take it back next week.=A0 I hope you will not hear anything else
from me=
=20
about this issue. It seems that the headlights went out completely=20
yesterday morning briefly on my wife as she was on her way to school.
=A0=20

=A0 The company I work for is a steel supplier for Chrysler so the way I=20 see it is that we help each other.=A0 Thanks again for your response and=20 inquiring about our problem.

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Subject: Re: Chrysler LLC Customer Assistance (KMM6291694I25261L0KM)
To: ██████████
Date: Friday, March 13, 2009, 3:34 PM

Dear ██████████:

Thank you for contacting the Chrysler Customer Assistance Center=20 regarding your 2005 Chrysler Town &=A0 Country.

I regret the problem your vehicle continues to experience and appreciate the time you took to bring this matter to my attention.=A0 We have opened=20 a file to investigate this issue with your dealer.=A0 Our records indicate that the dealer did call us for technical support in January.=A0 However,=20 we will provide any additional technical assistance your dealer may need to help them in resolving this problem.

At this time, we would recommend that you stay in contact with your=20 dealer for another appointment and we appreciate your wanting to stay=20 loyal to Chrysler.

Thank you again for your email and please let us know if the issue is=20 not resolved during the next repair visit.=A0 =A0 =A0 =A0 =A0 =A0 =A0=20

Sincerely,=20

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Customer Service Representative
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=0A=0A=0A

From: customerassist@chrysler.com
To: [REDACTED]
Date: Wed Jun 24 13:29:14 EDT 2009
Subject: Re: case number 2213913 (KMM6451907I25261L0KM)
Dear [REDACTED]:

Thank you for contacting the Chrysler Customer Assistance Center.

Our records show that you were going to bring the vehicle to the dealership on 6/23 for them to address your concern. We have updated your file to reflect the latest information you provided in the email message.

If your concerns were not addressed during the visit, or if you have other concerns, please contact the service manager at the dealership or the Chrysler Group Customer Assistance Center by telephone at 1-800-992-1997, 8:00 a.m. to 5:00 p.m., Monday through Friday.

Thanks again for your email.

Sincerely,

Chris
Customer Service Representative
Chrysler Customer Assistance Center

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REFERENCE NUMBER:
EMAIL CASE NUMBER: 2213913
REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM6464412I25261L0KM&

Original Message Follows:

Chris,

It is ironic that I received this email today. My wife just called telling me that it is doing it again. We are at our wits end with this situation! I would love to have the name and phone number of this district manager. I am sorry to say that I do not share your confidence in this situation being resolved, especially if it takes another 15 days for anyone to respond. Please have someone call me at [REDACTED]. I do plan on calling the customer assistance line again to see what kind of fun around we get this time. If we take it back to the dealer it will be the 6th trip for the same problem. At what point do we write this off as a lemon?

I look forward to hearing from someone,

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Lancaster, SC [REDACTED]
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Subject: Re: case number 2213913 (KMM6336929I25261L0KM)
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Date: Wednesday, April 8, 2009, 2:18 PM

Dear [REDACTED]:

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Subject: Re: Chrysler LLC Customer Assistance (KMM6294243I25261L0KM)
To: [REDACTED]
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Customer Service Representative
Chrysler Customer Assistance Center

For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER:
EMAIL CASE NUMBER: 2213913
REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply..jsp?trk_ID=KMM6294243I25261L0KM&

Original Message Follows:

Chris,

Thank you for your time in this matter.. I will make an appointment to take it back next week.. I hope you will not hear anything else from me about this issue.. It seems that the headlights went out completely yesterday morning briefly on my wife as she was on her way to school.

The company I work for is a steel supplier for Chrysler so the way I

see it is that we help each other. Thanks again for your response and inquiring about our problem.

██████████
--- On Fri, 3/13/09, customerassist <customerassist@chrysler.com> wrote:

From: customerassist <customerassist@chrysler.com>
Subject: Re: Chrysler LLC Customer Assistance (KMM6291694I25261L0KM)
To: ██████████
Date: Friday, March 13, 2009, 3:34 PM

Dear ██████████:

Thank you for contacting the Chrysler Customer Assistance Center regarding your 2005 Chrysler Town & Country.

I regret the problem your vehicle continues to experience and appreciate the time you took to bring this matter to my attention. We have opened a file to investigate this issue with your dealer. Our records indicate that the dealer did call us for technical support in January. However, we will provide any additional technical assistance your dealer may need to help them in resolving this problem.

At this time, we would recommend that you stay in contact with your dealer for another appointment and we appreciate your wanting to stay loyal to Chrysler.

Thank you again for your email and please let us know if the issue is not resolved during the next repair visit.

Sincerely,

Chris
Customer Service Representative
Chrysler Customer Assistance Center

For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER: 18418232
EMAIL CASE NUMBER: 2213913
REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM6291694I25261L0KM&

From: [REDACTED]
To: customerassist@chrysler.com
Date: Thu Jun 25 13:12:38 EDT 2009
Subject: Re: case number 2213913 (KMM6464412I25261L0KM)

Chris,

=A0

=A0We will pick it up today.=A0 In a few days we will be able to tell if it=

is indeed fixed.=A0 I will certainly call if the problem occurs again.

=A0

thanks for all your help,

=A0
[REDACTED]

--- On Thu, 6/25/09, customerassist <customerassist@chrysler.com> wrote:

From: customerassist <customerassist@chrysler.com>
Subject: Re: case number 2213913 (KMM6464412I25261L0KM)
To: [REDACTED]
Date: Thursday, June 25, 2009, 11:03 AM

Dear [REDACTED]:

Thank you for contacting the Chrysler Customer Assistance Center.

Our records show that you were going to bring the vehicle to the=20 dealership on 6/23 for them to address your concern.=A0 We have updated=20 your file to reflect the latest information you provided in the email=20 message.=20

If your concerns were not addressed during the visit, or if you have=20 other concerns, please contact the service manager at the dealership or=20 the Chrysler Group Customer Assistance Center by telephone at=20 1-800-992-1997, 8:00 a.m. to 5:00 p.m., Monday through Friday.

Thanks again for your email.=A0=A0=A0 =A0=A0=A0 =A0=A0=A0=20

Sincerely,=20

Chris=A0=20
Customer Service Representative
Chrysler Customer Assistance Center

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

following information:=20

REFERENCE NUMBER:=20

EMAIL CASE NUMBER:=A0 2213913=20

REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=3D=

KMM6464412I25261L0KM&

Original Message Follows:

Chris,

It is ironic that I received this email today. My wife just called telling me that it is doing it again. We are at our wits end with this situation. I would love to have the name and phone number of this district manager. I am sorry to say that I do not share your confidence in this situation being resolved, especially if it takes another 15 days for anyone to respond. Please have someone call me at [REDACTED] or [REDACTED]. I do plan on calling the customer assistance line again to see what kind of fun around we get this time. If we take it back to the dealer it will be the 6th trip for the same problem. At what point do we write this off as a lemon?

I look forward to hearing from someone,

[REDACTED]
Lancaster, SC
[REDACTED]

--- On Tue, 6/16/09, customerassist <customerassist@chrysler.com> wrote:

From: customerassist <customerassist@chrysler.com>
Subject: Re: case number 2213913 (KMM6451907I25261L0KM)
To: [REDACTED]
Date: Tuesday, June 16, 2009, 11:30 AM

Dear [REDACTED]:

Thank you for the update.

Our records do show that the district manager is now involved with this situation with your vehicle and we confident they will be able to resolve this issue.

Thanks again for your email.

Sincerely,

Chris
Customer Service Representative
Chrysler Customer Assistance Center

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

EMAIL CASE NUMBER:=A0 2213913=20
REPLY LINK: [http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?
trk_ID=3D=
KMM6451907I25261L0KM&](http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=3D=KMM6451907I25261L0KM&)

Original Message Follows:

Chris,

=A0 Thanks for responding.=A0 Unfortunately, our local dealership is one of= those that will be cut off from Chrysler, so now I have to move the van=20 to Nourse Interstate in Richburg.=A0 I can only pray that we do not have=20 to repeat this crazy cycle of 4 or 5 visits to the dealership in the=20 vain effort to fix this ongoing problem..=A0 I am unsure how anyone can=20 think that the fifth trip to have a dealership to look at it will be any different.=A0 However, I am told that a district manager may be getting=20 involved in our case and I hope they can help us.=A0 My biggest concern=20 now is the safety of my family.... during the time we have had this=20 problem, the vehicle has not stopped running, but this weekend it did=20 and that concerns me very much!=A0 It is terribly frustrating and unless=20 something or someone drastically changes my mind, this is the very last=20 product from Chrysler we will own.

thank you for your help,

--- On Mon, 6/1/09, customerassist <customerassist@chrysler.com> wrote:

From: customerassist <customerassist@chrysler.com>
Subject: Re: case number 2213913 (KMM6418110I25261L0KM)
To: [REDACTED]
Date: Monday, June 1, 2009, 4:46 PM

Dear [REDACTED]:

Thank you for contacting the Chrysler Customer Assistance Center.

We regret to read that the issue has returned.=A0 Our records indicate=20 that we spoke with Rusty at the dealership in attempt to resolve your=20 concerns.=A0=20

We suggest that you speak with Rusty and thanks again for your email.
=A0=A0=
=A0

Sincerely,=20

Chris=A0=20
Customer Service Representative
Chrysler Customer Assistance Center

For any future communications related to this email, please refer to the following information:=20
REFERENCE NUMBER:=20
EMAIL CASE NUMBER:=A0 2213913=20
REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=3D=KMM6418110I25261L0KM&

Original Message Follows:

Chris,

=A0 I am really sorry to have to inform you that we are experiencing the=20 same problem with our Town and Country.=A0 The dash lights are blinking=20 and it started again last night.=A0 I really thought it was fixed this=20 time, but it is not.=A0 I will wait on your direction before contacting=20 our dealership.

=A0=A0=A0Thanks,

--- On Wed, 4/8/09, customerassist <customerassist@chrysler.com> wrote:

From: customerassist <customerassist@chrysler.com>
Subject: Re: case number 2213913 (KMM6336929I25261L0KM)
To: [REDACTED]
Date: Wednesday, April 8, 2009, 2:18 PM

Dear [REDACTED]:

Thank you for the update and feel free to call us directly if the issue=20 returns.=A0 Our phone number is 800-992-1997.
=A0 =A0 =A0 =A0 =A0 =A0=20

Sincerely,=20

Chris=A0=20
Customer Service Representative
Chrysler Customer Assistance Center

For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER:
EMAIL CASE NUMBER: 2213913
REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=3DKMM6336929I25261L0KM&

Original Message Follows:

I picked it up on Thursday of last week (3/26) and so far so good!
Usually it takes a few days for the problem to resurface, but as of now it is good.

thank you,

--- On Wed, 4/1/09, customerassist <customerassist@chrysler.com> wrote:

From: customerassist <customerassist@chrysler.com>
Subject: Re: case number 2213913 (KMM6328049I25261L0KM)
To: [REDACTED]
Date: Wednesday, April 1, 2009, 11:00 AM

Dear [REDACTED]:

Was the dealership able to resolve your issue during the last repair visit?

Thanks again for your email.

Sincerely,

Chris
Customer Service Representative
Chrysler Customer Assistance Center

For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER:
EMAIL CASE NUMBER: 2213913
REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=3DKMM6328049I25261L0KM&

Original Message Follows:

Chris,

Dropped it off at the dealership last night for them to look at today,

so hopefully the issue will be resolved soon.=A0 If not, then I will let=20 you know.=A0 When we get it back from the dealer it usually takes a couple of days before it starts again.

thanks,

--- On Thu, 3/19/09, customerassist <customerassist@chrysler.com> wrote:

From: customerassist <customerassist@chrysler.com>
Subject: Re: Chrysler LLC Customer Assistance (KMM6294243I25261L0KM)
To: [REDACTED]
Date: Thursday, March 19, 2009, 11:48 AM

Dear [REDACTED]:

I have updated your file and thanks again for your understanding.=A0 I can assure you that we want to get this issued resolved, so let me know if=20 the dealership is unable to duplicate or repair your Town & Country.
=A0 =A0=
=20

Sincerely,=20

Chris=A0=20
Customer Service Representative
Chrysler Customer Assistance Center

For any future communications related to this email, please refer to the following information:=20
REFERENCE NUMBER:=20
EMAIL CASE NUMBER:=A0 2213913=20
REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply..jsp?trk_ID=3DKMM6294243I25261L0KM&

Original Message Follows:

Chris,

=A0 Thank you for your time in this matter..=A0 I will make an appointment=
=20
to
take it back next week..=A0 I hope you will not hear anything else from me

about this issue.. It seems that the headlights went out completely=
20
yesterday morning briefly on my wife as she was on her way to school.
=A0=20

=A0 The company I work for is a steel supplier for Chrysler so the way I=20 see it is that we help each other.=A0 Thanks again for your response and=20 inquiring about our problem.

██████████
--- On Fri, 3/13/09, customerassist <customerassist@chrysler.com> wrote:

From: customerassist <customerassist@chrysler.com>
Subject: Re: Chrysler LLC Customer Assistance (KMM6291694I25261L0KM)
To: ██████████
Date: Friday, March 13, 2009, 3:34 PM

Dear ██████████:

Thank you for contacting the Chrysler Customer Assistance Center=20 regarding your 2005 Chrysler Town &=A0 Country.

I regret the problem your vehicle continues to experience and appreciate the time you took to bring this matter to my attention.=A0 We have opened=20 a file to investigate this issue with your dealer.=A0 Our records indicate that the dealer did call us for technical support in January.=A0 However,=20 we will provide any additional technical assistance your dealer may need to help them in resolving this problem.

At this time, we would recommend that you stay in contact with your=20 dealer for another appointment and we appreciate your wanting to stay=20 loyal to Chrysler.

Thank you again for your email and please let us know if the issue is=20 not resolved during the next repair visit.=A0 =A0 =A0 =A0 =A0 =A0 =A0=20

Sincerely,=20

Chris=A0=20
Customer Service Representative
Chrysler Customer Assistance Center

For any future communications related to this email, please refer to the following information:=20
REFERENCE NUMBER: 18418232
EMAIL CASE NUMBER:=A0 2213913=20
REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=3D=KMM6291694I25261L0KM&

$$=0A=0A=0A$$

From: customerassist@chrysler.com
To: [REDACTED]
Date: Fri Jun 26 15:43:34 EDT 2009
Subject: Re: case number 2213913 (KMM6464412I25261L0KM)
Dear Scott:

Thank you for the update and be sure to let us know if the problem is not resolved.

Sincerely,

Chris
Customer Service Representative
Chrysler Customer Assistance Center

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

REFERENCE NUMBER:
EMAIL CASE NUMBER: 2213913
REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM6468016I25261L0KM&

Original Message Follows:

Chris,

We will pick it up today. In a few days we will be able to tell if it is indeed fixed. I will certainly call if the problem occurs again.

thanks for all your help,

[REDACTED]
--- On Thu, 6/25/09, customerassist <customerassist@chrysler.com> wrote:

From: customerassist <customerassist@chrysler.com>
Subject: Re: case number 2213913 (KMM6464412I25261L0KM)
To: [REDACTED]
Date: Thursday, June 25, 2009, 11:03 AM

Dear [REDACTED]:

Thank you for contacting the Chrysler Customer Assistance Center.

Our records show that you were going to bring the vehicle to the dealership on 6/23 for them to address your concern. We have updated your file to reflect the latest information you provided in the email message.

If your concerns were not addressed during the visit, or if you have other concerns, please contact the service manager at the dealership or the Chrysler Group Customer Assistance Center by telephone at 1-800-992-1997, 8:00 a.m. to 5:00 p.m., Monday through Friday.

Thanks again for your email.

Sincerely,

Chris
Customer Service Representative
Chrysler Customer Assistance Center

For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER:
EMAIL CASE NUMBER: 2213913
REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM6464412I25261L0KM&

Original Message Follows:

Chris,

It is ironic that I received this email today. My wife just called telling me that it is doing it again. We are at our wits end with this situation! I would love to have the name and phone number of this district manager.. I am sorry to say that I do not share your confidence in this situation being resolved, especially if it takes another 15 days for anyone to respond. Please have someone call me at [REDACTED] or [REDACTED]. I do plan on calling the customer assistance line again to see what kind of fun around we get this time. If we take it back to the dealer it will be the 6th trip for the same problem. At what point do we write this off as a lemon?

I look forward to hearing from someone,

[REDACTED]
Lancaster, SC [REDACTED]
[REDACTED]

--- On Tue, 6/16/09, customerassist <customerassist@chrysler.com> wrote:

From: customerassist <customerassist@chrysler.com>
Subject: Re: case number 2213913 (KMM6451907I25261L0KM)
To: [REDACTED]
Date: Tuesday, June 16, 2009, 11:30 AM

Dear [REDACTED]:

Thank you for the update.

Our records do show that the district manager is now involved with this situation with your vehicle and we confident they will be able to resolve this issue.

Thanks again for your email.

Sincerely,

Chris
Customer Service Representative
Chrysler Customer Assistance Center

For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER:
EMAIL CASE NUMBER: 2213913
REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM6451907I25261L0KM&

Original Message Follows:

Chris,

Thanks for responding. Unfortunately, our local dealership is one of those that will be cut off from Chrysler, so now I have to move the van to Nourse Interstate in Richburg. I can only pray that we do not have to repeat this crazy cycle of 4 or 5 visits to the dealership in the vain effort to fix this ongoing problem.. I am unsure how anyone can think that the fifth trip to have a dealership to look at it will be any different. However, I am told that a district manager may be getting involved in our case and I hope they can help us. My biggest concern now is the safety of my family.... during the time we have had this problem, the vehicle has not stopped running, but this weekend it did and that concerns me very much! It is terribly frustrating and unless something or someone drastically changes my mind, this is the very last product from Chrysler we will own.

thank you for your help,



--- On Mon, 6/1/09, customerassist <customerassist@chrysler.com> wrote:

From: customerassist <customerassist@chrysler.com>
Subject: Re: case number 2213913 (KMM6418110I25261L0KM)
To: [REDACTED]
Date: Monday, June 1, 2009, 4:46 PM

Dear [REDACTED]:

Thank you for contacting the Chrysler Customer Assistance Center.

We regret to read that the issue has returned. Our records indicate that we spoke with Rusty at the dealership in attempt to resolve your

concerns.

We suggest that you speak with Rusty and thanks again for your email.

Sincerely,

Chris
Customer Service Representative
Chrysler Customer Assistance Center

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

following information:

REFERENCE NUMBER:

EMAIL CASE NUMBER: 2213913

REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM6418110I25261L0KM&

Original Message Follows:

Chris,

I am really sorry to have to inform you that we are experiencing the same problem with our Town and Country. The dash lights are blinking and it started again last night. I really thought it was fixed this time, but it is not. I will wait on your direction before contacting our dealership.

Thanks,

--- On Wed, 4/8/09, customerassist <customerassist@chrysler.com> wrote:

From: customerassist <customerassist@chrysler.com>
Subject: Re: case number 2213913 (KMM6336929I25261L0KM)
To: [REDACTED]
Date: Wednesday, April 8, 2009, 2:18 PM

Dear [REDACTED]

Thank you for the update and feel free to call us directly if the issue returns. Our phone number is 800-992-1997.

Sincerely,

Chris
Customer Service Representative
Chrysler Customer Assistance Center

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

following information:

REFERENCE NUMBER:

EMAIL CASE NUMBER: 2213913
REPLY LINK: [http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?
trk_ID=KMM6336929I25261L0KM&](http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM6336929I25261L0KM&)

Original Message Follows:

I picked it up on Thursday of last week (3/26) and so far so good!
Usually it takes a few days for the problem to resurface, but as of
now
it is good.

thank you,

██████████
--- On Wed, 4/1/09, customerassist <customerassist@chrysler.com>
wrote:

From: customerassist <customerassist@chrysler.com>
Subject: Re: case number 2213913 (KMM6328049I25261L0KM)
To: ██████████
Date: Wednesday, April 1, 2009, 11:00 AM

Dear ██████████:

Was the dealership able to resolve your issue during the last repair
visit?

Thanks again for your email.

Sincerely,

Chris
Customer Service Representative
Chrysler Customer Assistance Center

For any future communications related to this email, please refer to
the
following information:
REFERENCE NUMBER:
EMAIL CASE NUMBER: 2213913
REPLY LINK: [http://www.chrysler.com/wccs/brand_forms/us/reply..jsp?
trk_ID=KMM6328049I25261L0KM&](http://www.chrysler.com/wccs/brand_forms/us/reply..jsp?trk_ID=KMM6328049I25261L0KM&)

Original Message Follows:

Chris,

Dropped it off at the dealership last night for them to look at
today,
so hopefully the issue will be resolved soon. If not, then I will
let
you know. When we get it back from the dealer it usually takes a
couple
of days before it starts again.

thanks,

[REDACTED]

--- On Thu, 3/19/09, customerassist <customerassist@chrysler.com>
wrote:

From: customerassist <customerassist@chrysler.com>
Subject: Re: Chrysler LLC Customer Assistance (KMM6294243I25261L0KM)
To: [REDACTED]
Date: Thursday, March 19, 2009, 11:48 AM

Dear [REDACTED]:

I have updated your file and thanks again for your understanding. I can assure you that we want to get this issued resolved, so let me know if the dealership is unable to duplicate or repair your Town & Country.

Sincerely,

Chris
Customer Service Representative
Chrysler Customer Assistance Center

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

following information:

REFERENCE NUMBER:

EMAIL CASE NUMBER: 2213913

REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply..jsp?trk_ID=KMM6294243I25261L0KM&

Original Message Follows:

Chris,

Thank you for your time in this matter.. I will make an appointment to take it back next week... I hope you will not hear anything else from me

about this issue.. It seems that the headlights went out completely yesterday morning briefly on my wife as she was on her way to school.

The company I work for is a steel supplier for Chrysler so the way I see it is that we help each other. Thanks again for your response and inquiring about our problem.

[REDACTED]

--- On Fri, 3/13/09, customerassist <customerassist@chrysler.com>
wrote:

From: customerassist <customerassist@chrysler.com>
Subject: Re: Chrysler LLC Customer Assistance (KMM6291694I25261L0KM)

To: [REDACTED]
Date: Friday, March 13, 2009, 3:34 PM

Dear [REDACTED]:

Thank you for contacting the Chrysler Customer Assistance Center regarding your 2005 Chrysler Town & Country.

I regret the problem your vehicle continues to experience and appreciate the time you took to bring this matter to my attention. We have opened a file to investigate this issue with your dealer. Our records indicate that the dealer did call us for technical support in January. However, we will provide any additional technical assistance your dealer may need to help them in resolving this problem.

At this time, we would recommend that you stay in contact with your dealer for another appointment and we appreciate your wanting to stay loyal to Chrysler.

Thank you again for your email and please let us know if the issue is not resolved during the next repair visit.

Sincerely,

Chris
Customer Service Representative
Chrysler Customer Assistance Center

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REFERENCE NUMBER: 18418232
EMAIL CASE NUMBER: 2213913
REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM6291694I25261L0KM&

From: customerassist@chrysler.com
To: [REDACTED]
Date: Tue May 26 15:46:58 EDT 2009
Subject: Re: case number 2213913 (KMM6336929I25261L0KM)
Dear [REDACTED]:

Thank you for contacting the Chrysler Customer Assistance Center.

We regret to read that the issue has returned. Our records indicate that we spoke with Rusty at the dealership in attempt to resolve your concerns.

We suggest that you speak with Rusty and thanks again for your email.

Sincerely,

Chris
Customer Service Representative
Chrysler Customer Assistance Center

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

REFERENCE NUMBER:
EMAIL CASE NUMBER: 2213913
REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM6418110I25261L0KM&

Original Message Follows:

Chris,

I am really sorry to have to inform you that we are experiencing the same problem with our Town and Country. The dash lights are blinking and it started again last night. I really thought it was fixed this time, but it is not. I will wait on your direction before contacting our dealership.

Thanks,

[REDACTED]

--- On Wed, 4/8/09, customerassist <customerassist@chrysler.com> wrote:

From: customerassist <customerassist@chrysler.com>
Subject: Re: case number 2213913 (KMM6336929I25261L0KM)
To: [REDACTED]
Date: Wednesday, April 8, 2009, 2:18 PM

Dear [REDACTED]:

Thank you for the update and feel free to call us directly if the issue returns. Our phone number is 800-992-1997.

Sincerely,

Chris
Customer Service Representative
Chrysler Customer Assistance Center

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following information:

REFERENCE NUMBER:

EMAIL CASE NUMBER: 2213913

REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM6336929I25261L0KM&

Original Message Follows:

I picked it up on Thursday of last week (3/26) and so far so good!
Usually it takes a few days for the problem to resurface, but as of now
it is good.

thank you,

--- On Wed, 4/1/09, customerassist <customerassist@chrysler.com>
wrote:

From: customerassist <customerassist@chrysler.com>
Subject: Re: case number 2213913 (KMM6328049I25261L0KM)
To: [REDACTED]
Date: Wednesday, April 1, 2009, 11:00 AM

Dear [REDACTED]:

Was the dealership able to resolve your issue during the last repair visit?

Thanks again for your email.

Sincerely,

Chris
Customer Service Representative
Chrysler Customer Assistance Center

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

following information:

REFERENCE NUMBER:

EMAIL CASE NUMBER: 2213913

REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply..jsp?trk_ID=KMM6328049I25261L0KM&

Original Message Follows:

Chris,

Dropped it off at the dealership last night for them to look at today,

so hopefully the issue will be resolved soon. If not, then I will let you know. When we get it back from the dealer it usually takes a couple of days before it starts again.

thanks,

[REDACTED]

--- On Thu, 3/19/09, customerassist <customerassist@chrysler.com> wrote:

From: customerassist <customerassist@chrysler.com>
Subject: Re: Chrysler LLC Customer Assistance (KMM6294243I25261L0KM)
To: [REDACTED]
Date: Thursday, March 19, 2009, 11:48 AM

Dear [REDACTED]:

I have updated your file and thanks again for your understanding. I can assure you that we want to get this issued resolved, so let me know if the dealership is unable to duplicate or repair your Town & Country.

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REFERENCE NUMBER:
EMAIL CASE NUMBER: 2213913
REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply..jsp?trk_ID=KMM6294243I25261L0KM&

Original Message Follows:

Chris,

Thank you for your time in this matter.. I will make an appointment to take it back next week. I hope you will not hear anything else from me about this issue. It seems that the headlights went out completely yesterday morning briefly on my wife as she was on her way to school.

The company I work for is a steel supplier for Chrysler so the way I see it is that we help each other. Thanks again for your response and inquiring about our problem.

[REDACTED]

--- On Fri, 3/13/09, customerassist <customerassist@chrysler.com>
wrote:

From: customerassist <customerassist@chrysler.com>
Subject: Re: Chrysler LLC Customer Assistance (KMM6291694I25261L0KM)
To: [REDACTED]
Date: Friday, March 13, 2009, 3:34 PM

Dear [REDACTED]:

Thank you for contacting the Chrysler Customer Assistance Center regarding your 2005 Chrysler Town & Country.

I regret the problem your vehicle continues to experience and appreciate the time you took to bring this matter to my attention. We have opened a file to investigate this issue with your dealer. Our records indicate that the dealer did call us for technical support in January. However, we will provide any additional technical assistance your dealer may need to help them in resolving this problem.

At this time, we would recommend that you stay in contact with your dealer for another appointment and we appreciate your wanting to stay loyal to Chrysler.

Thank you again for your email and please let us know if the issue is not resolved during the next repair visit.

Sincerely,

Chris
Customer Service Representative
Chrysler Customer Assistance Center

For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER: 18418232
EMAIL CASE NUMBER: 2213913
REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM6291694I25261L0KM&

From: [REDACTED]
To: customerassist@chrysler.com
Date: Tue May 26 10:09:50 EDT 2009
Subject: case number 2213913 (KMM6336929I25261L0KM)

Chris,
=A0
=A0 I am really sorry to have to inform you that we are experiencing
the sa=
me problem with our Town and Country.=A0 The dash lights are blinking
and i=
t started again last night.=A0 I really thought it was fixed this
time, but=
it is not.=A0 I will wait on your direction before contacting our
dealersh=
ip.
=A0
=A0=A0 Thanks,
=A0
[REDACTED]

--- On Wed, 4/8/09, customerassist <customerassist@chrysler.com>
wrote:

From: customerassist <customerassist@chrysler.com>
Subject: Re: case number 2213913 (KMM6336929I25261L0KM)
To: [REDACTED]
Date: Wednesday, April 8, 2009, 2:18 PM

Dear [REDACTED]:

Thank you for the update and feel free to call us directly if the
issue=20
returns.=A0 Our phone number is 800-992-1997.
=A0=A0=A0 =A0=A0=A0 =A0=A0=A0=20

Sincerely,=20

Chris=A0=20
Customer Service Representative
Chrysler Customer Assistance Center

For any future communications related to this email, please refer to
the
following information:=20
REFERENCE NUMBER:=20
EMAIL CASE NUMBER:=A0 2213913=20
REPLY LINK: [http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?
trk_ID=3D=
KMM6336929I25261L0KM&](http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=3D=KMM6336929I25261L0KM&)

Original Message Follows:

I picked it up on Thursday of last week (3/26) and so far so good!=A0
=20
Usually it takes a few days for the problem to resurface, but as of
now=20
it is good.

thank you,

Dear [REDACTED]:

I have updated your file and thanks again for your understanding. I can assure you that we want to get this issued resolved, so let me know if the dealership is unable to duplicate or repair your Town & Country.

Sincerely,

Chris
Customer Service Representative
Chrysler Customer Assistance Center

For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER:
EMAIL CASE NUMBER: 2213913
REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply..jsp?trk_ID=3DKMM6294243I25261L0KM&

Original Message Follows:

Chris,

Thank you for your time in this matter. I will make an appointment to take it back next week. I hope you will not hear anything else from me about this issue. It seems that the headlights went out completely yesterday morning briefly on my wife as she was on her way to school.

The company I work for is a steel supplier for Chrysler so the way I see it is that we help each other. Thanks again for your response inquiring about our problem.

--- On Fri, 3/13/09, customerassist <customerassist@chrysler.com> wrote:

From: customerassist <customerassist@chrysler.com>
Subject: Re: Chrysler LLC Customer Assistance (KMM6291694I25261L0KM)
To: [REDACTED]
Date: Friday, March 13, 2009, 3:34 PM

Dear [REDACTED]:

Thank you for contacting the Chrysler Customer Assistance Center regarding your 2005 Chrysler Town & Country.

I regret the problem your vehicle continues to experience and appreciate the time you took to bring this matter to my attention. We have opened a file to investigate this issue with your dealer. Our records indicate that the dealer did call us for technical support in January. However, we will provide any additional technical assistance your dealer may need to help them in resolving this problem.

At this time, we would recommend that you stay in contact with your dealer for another appointment and we appreciate your wanting to stay loyal to Chrysler.

Thank you again for your email and please let us know if the issue is not resolved during the next repair visit.

Sincerely,

Chris
Customer Service Representative
Chrysler Customer Assistance Center

For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER: 18418232
EMAIL CASE NUMBER: 2213913
REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=3DKMM6291694I25261L0KM&

From: customerassist@chrysler.com
To: [REDACTED]
Date: Mon Apr 06 17:08:04 EDT 2009
Subject: Re: case number 2213913 (KMM6328049I25261L0KM)
Dear [REDACTED]:

Thank you for the update and feel free to call us directly if the issue returns. Our phone number is 800-992-1997.

Sincerely,

Chris
Customer Service Representative
Chrysler Customer Assistance Center

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

REFERENCE NUMBER:
EMAIL CASE NUMBER: 2213913
REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM6336929I25261L0KM&

Original Message Follows:

I picked it up on Thursday of last week (3/26) and so far so good! Usually it takes a few days for the problem to resurface, but as of now it is good.

thank you,
[REDACTED]

--- On Wed, 4/1/09, customerassist <customerassist@chrysler.com> wrote:

From: customerassist <customerassist@chrysler.com>
Subject: Re: case number 2213913 (KMM6328049I25261L0KM)
To: [REDACTED]
Date: Wednesday, April 1, 2009, 11:00 AM

Dear [REDACTED]:

Was the dealership able to resolve your issue during the last repair visit?

Thanks again for your email.

Sincerely,

Chris
Customer Service Representative
Chrysler Customer Assistance Center

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

REFERENCE NUMBER:
EMAIL CASE NUMBER: 2213913
REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply..jsp?

trk_ID=KMM6328049I25261L0KM&

Original Message Follows:

Chris,

Dropped it off at the dealership last night for them to look at today, so hopefully the issue will be resolved soon. If not, then I will let you know. When we get it back from the dealer it usually takes a couple of days before it starts again.

thanks,

[REDACTED]

--- On Thu, 3/19/09, customerassist <customerassist@chrysler.com> wrote:

From: customerassist <customerassist@chrysler.com>
Subject: Re: Chrysler LLC Customer Assistance (KMM6294243I25261L0KM)
To: [REDACTED]
Date: Thursday, March 19, 2009, 11:48 AM

Dear [REDACTED]:

I have updated your file and thanks again for your understanding. I can assure you that we want to get this issued resolved, so let me know if the dealership is unable to duplicate or repair your Town & Country.

Sincerely,

Chris
Customer Service Representative
Chrysler Customer Assistance Center

For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER:
EMAIL CASE NUMBER: 2213913
REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply..jsp?trk_ID=KMM6294243I25261L0KM&

Original Message Follows:

Chris,

Thank you for your time in this matter. I will make an appointment to take it back next week. I hope you will not hear anything else from me about this issue. It seems that the headlights went out completely

yesterday morning briefly on my wife as she was on her way to school.

The company I work for is a steel supplier for Chrysler so the way I see it is that we help each other. Thanks again for your response and inquiring about our problem.

--- On Fri, 3/13/09, customerassist <customerassist@chrysler.com> wrote:

From: customerassist <customerassist@chrysler.com>
Subject: Re: Chrysler LLC Customer Assistance (KMM6291694I25261L0KM)
To: [REDACTED]
Date: Friday, March 13, 2009, 3:34 PM

Dear [REDACTED]:

Thank you for contacting the Chrysler Customer Assistance Center regarding your 2005 Chrysler Town & Country.

I regret the problem your vehicle continues to experience and appreciate the time you took to bring this matter to my attention. We have opened a file to investigate this issue with your dealer. Our records indicate that the dealer did call us for technical support in January. However, we will provide any additional technical assistance your dealer may need to help them in resolving this problem.

At this time, we would recommend that you stay in contact with your dealer for another appointment and we appreciate your wanting to stay loyal to Chrysler.

Thank you again for your email and please let us know if the issue is not resolved during the next repair visit.

Sincerely,

Chris
Customer Service Representative
Chrysler Customer Assistance Center

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

REFERENCE NUMBER: 18418232
EMAIL CASE NUMBER: 2213913
REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM6291694I25261L0KM&

From: customerassist@chrysler.com
To: [REDACTED]
Date: Wed Apr 01 15:09:10 EDT 2009
Subject: Re: Reply to Chrysler LLC (KMM6303319I25261L0KM)
Dear [REDACTED]:

We have updated your file with the latest information contained in your email and we regret that we cannot provide you a more favorable reply.

Sincerely,

Chris
Customer Service Representative
Chrysler Customer Assistance Center

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

REFERENCE NUMBER: 18431466
EMAIL CASE NUMBER: 2217509
REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM6328902I25261L0KM&

Original Message Follows:

Comments:

Chris, I thought the dealership was finally getting somewhere in resolving the issue. Now the District Manager is stating that the dashlights, headlights and interior lights flashing is an acceptable condition. I want a phone call as requested the first email and this time on my cell phone [REDACTED]. I am contacting my lawyer now that Chrysler has determined not to correct this defect as he has directed. I am filing a complaint with the better business bureau, as well as my government officials to tell them a company such as yourselves should not receive one more dollar of my tax money. I am going to go after Chrysler now until I get this vehicle bought back from me.

From: [REDACTED]
To: customerassist@chrysler.com
Date: Wed Apr 01 21:40:26 EDT 2009
Subject: Re: Reply to Chrysler LLC (KMM6328902I25261L0KM)
I got rid of the piece of shit and do not ever want to here from DCX again.
pull my name off the mailing list and do not ever send anymore mail by phone, email, or mail again

seriously digusted mopar owner

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

From: "customerassist" <customerassist@chrysler.com>
To: [REDACTED]
Sent: Wednesday, April 01, 2009 2:10 PM
Subject: Re: Reply to Chrysler LLC (KMM6328902I25261L0KM)

> Dear [REDACTED]:
>
> We have updated your file with the latest information contained in your
> email and we regret that we cannot provide you a more favorable reply.
>
>
> Sincerely,
>
> Chris
> Customer Service Representative
> Chrysler Customer Assistance Center
>
> For any future communications related to this email, please refer to the
> following information:
> REFERENCE NUMBER: 18431466
> EMAIL CASE NUMBER: 2217509
> REPLY LINK:
> http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM6328902I25261L0KM
>
>
> Original Message Follows:
> -----
>
> Comments:
> Chris, I thought the dealership was finally getting somewhere in resolving
> the issue. Now the District Manager is stating that the dashlights, headlights and interior lights flashing is an acceptable condition. I
> want
> a phone call as requested the first email and this time on my cell phone
> phone
> [REDACTED]. I am contacting my lawyer now that
Chrysler
> has
> determined not to correct this defect as he has directed. I am filing a

> complaint with the better buisness bureau, as well as my goverment
> officals
> to tell them a company such as yourselves should not recieve one
more
> dollar of my tax money. I am going to go after chrysler now until I
get
> this vehicle bought back from me.
>
>
>
>

From: [REDACTED]
To: customerassist@chrysler.com
Date: Tue Mar 17 19:49:41 EDT 2009
Subject: Chrysler LLC Customer Assistance
Form Selected:

Category: US Customer Service
Brief Description:

Can not get my dodge carvan fixed and want a 7-D corrective to resolve the problem

Comments:

I am trying for the last time right now with your dealerships to fix the interior lights and head lights from strobing and just about going out. Review the service records at Fedderly and Baraboo motors dealerships if you want to see the amount of BS my wife and I have put up with. If this problem is not resolved this time I will be forced to take legal actions to the best of my ability. This is absolutely absurd that I can pay this much money for a vehicle and watch it fall apart around me and not be able to get an dealership to resolve my dissatisfaction. I have worked in the automotive industry suppling components to you and this would never be allowed to happen with any component the companies I worked for made for you. I have been brow beat by your inept SQA's and required to give you unbelievable amounts of useless daimler paperwork. At this pont as your customer I am requiring a 7-D corrective action on how Chrysler is going resolve this problem immedately and effectively to my satisfaction.If I do not recieve a interim corrective action on how you are proceeding within 24 hours from right now (per your procedures)I will be in contact with AIAG and your TS16949 Registration firm to at a minium have your certification revoked. If you think I am playing try me I have also worked in the registration industry and have personally audit to of your faciltiies in Michigan. I am really trying to give you one last chance to resolve this issue at a reasonable level. I have printed this page for my records

Sincerley,

one pissed of dodge owner

Sender Information:

Title: Mr.
First Name: [REDACTED]
Middle Initial:

Last Name: [REDACTED]

From: customerassist@chrysler.com
To: [REDACTED]
Date: Wed Mar 18 14:58:47 EDT 2009
Subject: Re: Chrysler LLC Customer Assistance
Dear [REDACTED]

Thank you for contacting the Chrysler Customer Assistance Center.

We are very sorry to learn of the service problem you have encountered and have opened a file to investigate this issue with Baraboo Motors. We will provide any technical assistance your dealer may need to help them in resolving this problem.

At this time, we would recommend that you stay in contact with your dealer. They are the best source for updates concerning your vehicle.

Thanks again for your email.

Sincerely,

Chris
Customer Service Representative
Chrysler Customer Assistance Center

For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER: 18431466
EMAIL CASE NUMBER: 2217509
REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM6303319I25261L0KM&

From: [REDACTED]
To: customerassist@chrysler.com
Date: Mon Mar 23 18:40:09 EDT 2009
Subject: Reply to Chrysler LLC (KMM6303319I25261L0KM)
Reply Comments:

Chris,
I thought the dealership was finally getting somewhere in resolving the issue. Now the District Manager is stating that the dashlights, headlights and interior lights flashing is an acceptable condition. I want a phone call as requested the first email and this time on my cell phone [REDACTED]. I am contacting my lawyer now that Chrysler has determined not to correct this defect as he has directed. I am filing a complaint with the better buisness bureau, as well as my goverment officals to tell them a company such as yourselves should not recieve one more dollar of my tax money. I am going to go after chrysler now until I get this vehicle bought back from me.

RECEIVED DATE:

4/1/09

POSTED DATE:

3/27/09

LAST NAME:

[REDACTED]

VIN (LAST 8 DIGITS)

00000000

CAIR #

00000000

NON – SCANABLE ITEMS: CIRCLE ONE

NO

YES

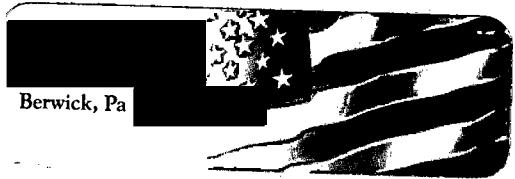
Berwick, Pa

3/25/2009

DEAR SIR

MAYBE YOU CAN HELP ME. I HAVE A 2005 CHRYSLER TOWN+COUNTRY LIMITED BOUGHT NEW. WHEN THE HEAD LIGHT SWITCH IS IN THE A POSITION. TWICE AT NIGHT IN MY GARAGE THE LIGHTS TURNED ON+OFF ALL NIGHT (A NEIGHBOR TOLD ME) AND TILL THE BATTERY WAS DEAD. ALSO ON SEVERAL OCCASIONS, DRIVING AT NIGHT WITH LIGHTS IN A POSITION, THE LIGHTS TURNED OFF. IN THE GARAGE, NO KEY WAS LEFT IN. I TOOK IT TO THE DEALER, MOTOR WORLD, IN WILKES-BARRE, PA. AND THEY SAID THEY CAN DO NOTHING BECAUSE THEY CANNOT DUPLICATE THE PROBLEM. COULD YOU ADVISE ME

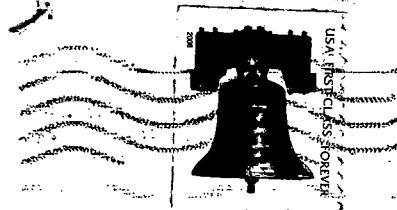
BERWICK PA



Berwick, Pa

WILKES-BARRE PA 180

27 MAR 2009 PM 1 T

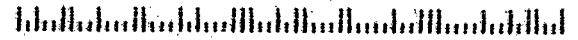


DaimlerChrysler Motor Corp Customer Center

PO Box 21-8004

AUBURN HILLS, MI 48321-8004

48321+8004



From: [REDACTED]
To: customerassistre@chrysler.com
Date: Fri Jun 19 08:37:56 EDT 2009
Subject: RE: Chrysler LLC Customer Assistance
(KMM6393849I25261L0KM)

[REDACTED],
I did have my vehicle to a dealership for a technician to look at the issues that I have been having and after a long discussion with the dealership and Chrysler, I have gotten nowhere. The dealership did try to work a deal which I found to be not suitable. The dealer was willing to "eat" the cost of some parts and fix if I paid labor. Also, on top of the repairs I asked them to look at they pulled the rear wheels and told me I needed brakes. Just had tires put on last month and know they were close to being replaced. They would cut a deal with me if I gave them the brake work. I find this unethical and did not appreciate the way it was done. The dealer should not have to comp parts that should be under warranty or that are defective. The headlight and turn signal issue seems to be a headlight switch. The issue was brought up to dealership 1 year ago when the problem started. I was told on Wednesday that it was misdiagnosed last year and in November 2008 because problem was intermittent and they could not get it fail when looked over. It was a gradual problem with a switch (mechanical) part that has failed over time. Now that the part is out of warranty it is not covered. Do not fell the dealer or myself should have to pay for anything related to this. I did not bring in Wednesday at this as the first time it was happening.

As for the power steering. Two years ago the steering was groaning when it was turned. Took it to dealership (under warranty) and they placed a finned cooler on the system to stop overheating of steering fluid which was causing air to build in system. Fixed issue for a while, then it happened again. Dealership said all air was not bled from line. Once second service was completed I did not have any further issues until boot at inner tie rod degraded because of the fluid sitting behind it for however long it was leaking. Had a large flow of fluid from system when boot first failed. Now I have a baseball sized spot under vehicle after sitting all night. The rack and pinion was bad for a while and we had problems previous which caused the failure at the inner tie rod.

I know that both of the issues are not be covered through Chrysler!
I had long discussions yesterday with the service center and Chrysler customer center. I got absolutely nowhere. I want someone that "cares" to see this and respond to my complaint. You have lost a loyal customer and a family of loyal customers. I know of at least 10 Chrysler vehicles

that are in driveways of family members at this point. I bought Chrysler based on their value and service record. The problem that have presented with this van has turned me off to your product for future consideration. Thank you for reading this email and I will use my local service station for repairs from now on and not worry about supporting Chrysler in any fashion.
=20
Thanks you,

[REDACTED]
A Former Loyal Customer

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

From: customerassistre [mailto:customerassistre@chrysler.com]=20
Sent: Thursday, May 14, 2009 2:34 PM
To: [REDACTED]
Subject: RE: Chrysler LLC Customer Assistance (KMM6393849I25261L0KM)

Dear [REDACTED]:

Thank you for your email concerning diagnostic fees.

Sometimes it is necessary for the dealership's technicians to run one or more diagnostic tests. This is often the only way the dealer can=20 properly diagnose and repair your vehicle.

When an adjustment or repair is not made most dealerships require the=20 customer pay for any diagnostic charges since the dealership still must=20 pay its staff for the time they spent inspecting the vehicle. We=20 suggest you speak with the service manager regarding their policy on=20 diagnostics.

Thank you for giving us the opportunity to review this with you.
=09

Sincerely,=20

[REDACTED]
Customer Service Representative
Chrysler Customer Assistance Center

For any future communications related to this email, please refer to the following information:=20
REFERENCE NUMBER:=20
EMAIL CASE NUMBER: 2234480=20
REPLY LINK:
[http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=3DKMM6393849=](http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=3DKMM6393849=20)
I
25261L0KM&

Original Message Follows:

[REDACTED]

If I was to take the vehicle in to service center, to have the issue evaluated, will I be charged for service? As I stated before, I have a local mechanic that will do a great job at reasonable price if I have to replace power steering at my cost. Also, over the weekend starting having loud knock at drivers front tire when placing vehicle in reverse. Possible CV joint or result of power steering issue not sure at this time. If CV joint is to be replaced do not want to replace power steering and align then have CV joint fixed and realign. Also, an issue that I brought up before the vehicle was out of warranty has reoccurred this past week. Headlights working intermittently and gauges on dash with "peg" when vehicle is started and return to normal. Len Stoler reset the computer last year and seemed to have fixed issue until now. Please let me know what can be done.

Thanks,
[REDACTED]

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

From: customerassistre [mailto:customerassistre@chrysler.com]=20
Sent: Friday, May 01, 2009 11:19 AM
To: [REDACTED]
Subject: RE: Chrysler LLC Customer Assistance (KMM6364321I25261L0KM)

Dear [REDACTED]

Thank you for your reply.

We are unable to provide any possible goodwill assistance at an independent facility. If you would like to have your local Chrysler dealer diagnose the vehicle, they can call us with an estimate of repair for further discussion. Or, you can call us directly at 800-992-1997.

Thanks again for your email and we trust you will understand our position.

Sincerely,

[REDACTED]
Customer Service Representative
Chrysler Customer Assistance Center

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

REFERENCE NUMBER:

EMAIL CASE NUMBER: 2234480

REPLY LINK:

http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=3DKMM6364321

I
25261L0KM&

Original Message Follows:

I am not satisfied by this response. The Chrysler service center in my area is not up to par, in my opinion. Since Wheeler in Westminster stopped dealing with Chrysler I have not found Len Stoler to be in the same league! That is why I took the vehicle to a local repair shop that I can trust. I feel the local shop has more knowledge and understanding than my local Chrysler service center. I would like this issue resolved in the best possible manner that satisfies both Chrysler and myself. I know times are tough for all and I am not looking for something for nothing! As I stated in my previous email, the vehicle now has a bit over 44,000 miles on it and a power steering should not be defective, under normal conditions, at this point. Again, I have this vehicle in top shape for a 4 yr old vehicle and should not have the problems I am experiencing. I purchased a Chrysler based on recommendations from family and friends who found your vehicles to be well made and a quality product. Please respond and let me know what course of action we can take.

Thank you,
[REDACTED]

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

From: customerassistre [mailto:customerassistre@chrysler.com]=20
Sent: Tuesday, April 21, 2009 2:51 PM
To: [REDACTED]
Subject: Re: Chrysler LLC Customer Assistance (KMM6353077I25261L0KM)

Dear [REDACTED]:

Your message concerning problems with your Town & Country, was received=20 and reviewed by the Customer Assistance Center.=20

We suggest that you give your local dealer the opportunity to assist=20 you. Their service personnel have the factory training, equipment and=20 information available to diagnose and correct concerns with our=20 vehicles.=20

Furthermore, your dealer is empowered to determine the merits of any=20 goodwill policy consideration for repairs beyond the coverage of your=20 manufacturer's warranty. Should you have any further questions, please=20 feel free to contact the Customer Assistance Center at 800-992-1997 for=20 additional discussion.=20

We regret to read of your dissatisfaction in our product and appreciate=20 the time and effort you took to bring this matter to our attention. =20 Comments like yours are one way to learn of problems that develop

and=20
the improvements that are desired by customers. The information=20
received is used in product development and quality analysis. =20

We have made tremendous gains in customer satisfaction and vehicle=20
quality and are dismayed to learn that your expectations have not
been=20
met. Please accept our apology for the problems you have
experienced.

Thanks for your email. =09

Sincerely,=20

Chris =20
Customer Service Representative
Chrysler Customer Assistance Center

For any future communications related to this email, please refer to
the
following information:=20
REFERENCE NUMBER: 18508030
EMAIL CASE NUMBER: 2234480=20
REPLY LINK:
http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=3DKMM6353077=
I
25261L0KM&

[Attachment 1 Type: text/x-vcard Name: CURTIS FIDLER.vcf]

[Attachment 1 Type: text/x-vcard Name: CURTIS FIDLER.vcf]

From: customerassistre@chrysler.com
To: [REDACTED]
Date: Fri Jun 19 17:07:15 EDT 2009
Subject: RE: Chrysler LLC Customer Assistance
(KMM6393849I25261L0KM)
Dear [REDACTED]

Your email has been received and the concerns you have raised are appreciated.

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

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

Sincerely,

Chris
Customer Service Representative
Chrysler Customer Assistance Center

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

REFERENCE NUMBER:

EMAIL CASE NUMBER: 2234480

REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM6458137I25261L0KM&

Original Message Follows:

Chris,
I did have my vehicle to a dealership for a technician to look at the issues that I have been having and after a long discussion with the dealership and Chrysler, I have gotten nowhere. The dealership did try to work a deal which I found to be not suitable. The dealer was willing to "eat" the cost of some parts and fix if I paid labor. Also, on top of the repairs I asked them to look at they pulled the rear wheels and told me I needed brakes. Just had tires put on last month and know they were close to being replaced. They would cut a deal with me if I gave them the brake work. I find this unethical and did not appreciate the way it was done. The dealer should not have to comp parts that should be under warranty or that are defective. The headlight and turn signal issue seems to be a headlight switch. The issue was brought up to dealership 1 year ago when the problem started. I was told on Wednesday that it was misdiagnosed last year and in November 2008 because problem was intermittent and they could not get it fail when looked over. It was a gradual problem with a switch (mechanical) part that has failed over time. Now that the part is out of warranty it is not covered. Do not fell the dealer or myself should have to pay for anything related to this. I did not bring in Wednesday at this as the first time it was

happening.

As for the power steering. Two years ago the steering was groaning when it was turned. Took it to dealership (under warranty) and they placed a finned cooler on the system to stop overheating of steering fluid which was causing air to build in system. Fixed issue for a while, then it happened again. Dealership said all air was not bled from line. Once second service was completed I did not have any further issues until boot at inner tie rod degraded because of the fluid sitting behind it for however long it was leaking. Had a large flow of fluid from system when boot first failed. Now I have a baseball sized spot under vehicle after sitting all night. The rack and pinion was bad for a while and we had problems previous which caused the failure at the inner tie rod.

I know that both of the issues are not be covered through Chrysler! I had long discussions yesterday with the service center and Chrysler customer center. I got absolutely nowhere. I want someone that "cares" to see this and respond to my complaint. You have lost a loyal customer and a family of loyal customers. I know of at least 10 Chrysler vehicles that are in driveways of family members at this point. I bought Chrysler based on their value and service record. The problem that have presented with this van has turned me off to your product for future consideration. Thank you for reading this email and I will use my local service station for repairs from now on and not worry about supporting Chrysler in any fashion.

Thanks you,

[REDACTED]
A Former Loyal Customer

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

From: customerassistre [mailto:customerassistre@chrysler.com]
Sent: Thursday, May 14, 2009 2:34 PM
To: [REDACTED]
Subject: RE: Chrysler LLC Customer Assistance (KMM6393849I25261L0KM)

Dear [REDACTED]

Thank you for your email concerning diagnostic fees.

Sometimes it is necessary for the dealership's technicians to run one or more diagnostic tests. This is often the only way the dealer can properly diagnose and repair your vehicle.

When an adjustment or repair is not made most dealerships require the customer pay for any diagnostic charges since the dealership still must pay its staff for the time they spent inspecting the vehicle. We suggest you speak with the service manager regarding their policy on

diagnostics.

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

Sincerely,

Chris
Customer Service Representative
Chrysler Customer Assistance Center

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

following information:

REFERENCE NUMBER:

EMAIL CASE NUMBER: 2234480

REPLY LINK:

[http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?
trk_ID=KMM6393849I
25261L0KM&](http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM6393849I25261L0KM&)

Original Message Follows:

Chris,

If I was to take the vehicle in to service center, to have the issue evaluated, will I be charged for service? As I stated before, I have a local mechanic that will do a great job at reasonable price if I have to

replace power steering at my cost. Also, over the weekend starting having loud knock at drivers front tire when placing vehicle in reverse.

Possible CV joint or result of power steering issue not sure at this time. If CV joint is to be replaced do not want to replace power steering and align then have CV joint fixed and realign. Also, an issue

that I brought up before the vehicle was out of warranty has reoccurred

this past week. Headlights working intermittently and gauges on dash with "peg" when vehicle is started and return to normal. Len Stoler reset the computer last year and seemed to have fixed issue until now.

Please let me know what can be done.

Thanks,
[REDACTED]

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

From: customerassistre [mailto:customerassistre@chrysler.com]

Sent: Friday, May 01, 2009 11:19 AM

To: [REDACTED]

Subject: RE: Chrysler LLC Customer Assistance (KMM6364321I25261L0KM)

Dear [REDACTED]:

Thank you for your reply.

We are unable to provide any possible goodwill assistance at an independent facility. If you would like to have your local Chrysler dealer diagnose the vehicle, they can call us with an estimate of the repair for further discussion. Or, you can call us directly at 800-992-1997.

Thanks again for your email and we trust you will understand our position.

Sincerely,

Chris
Customer Service Representative
Chrysler Customer Assistance Center

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

following information:

REFERENCE NUMBER:

EMAIL CASE NUMBER: 2234480

REPLY LINK:

http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?

trk_ID=KMM6364321I

25261L0KM&

Original Message Follows:

I am not satisfied by this response. The Chrysler service center in my area is not up to par, in my opinion. Since Wheeler in Westminster stopped dealing with Chrysler I have not found Len Stoler to be in the

same league! That is why I took the vehicle to a local repair shop that

I can trust. I feel the local shop has more knowledge and understanding

than my local Chrysler service center. I would like this issue resolved

in the best possible manner that satisfies both Chrysler and myself.

I

know times are tough for all and I am not looking for something for nothing! As I stated in my previous email, the vehicle now has a bit over 44,000 miles on it and a power steering should not be defective, under normal conditions, at this point. Again, I have this vehicle in top shape for a 4 yr old vehicle and should not have the problems I am

experiencing. I purchased a Chrysler based on recommendations from family and friends who found your vehicles to be well made and a quality

product. Please respond and let me know what course of action we can take.

Thank you,

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

From: customerassistre [mailto:customerassistre@chrysler.com]

Sent: Tuesday, April 21, 2009 2:51 PM

To: [REDACTED]

Subject: Re: Chrysler LLC Customer Assistance (KMM6353077I25261L0KM)

Dear [REDACTED]

Your message concerning problems with your Town & Country, was received

and reviewed by the Customer Assistance Center.

We suggest that you give your local dealer the opportunity to assist you. Their service personnel have the factory training, equipment and information available to diagnose and correct concerns with our vehicles.

Furthermore, your dealer is empowered to determine the merits of any goodwill policy consideration for repairs beyond the coverage of your manufacturer's warranty. Should you have any further questions, please feel free to contact the Customer Assistance Center at 800-992-1997 for additional discussion.

We regret to read of your dissatisfaction in our product and appreciate the time and effort you took to bring this matter to our attention. Comments like yours are one way to learn of problems that develop and the improvements that are desired by customers. The information received is used in product development and quality analysis.

We have made tremendous gains in customer satisfaction and vehicle quality and are dismayed to learn that your expectations have not been met. Please accept our apology for the problems you have experienced.

Thanks for your email.

Sincerely,

Chris
Customer Service Representative
Chrysler Customer Assistance Center

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

following information:

REFERENCE NUMBER: 18508030


EMAIL CASE NUMBER: 2234480

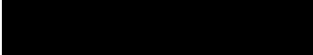
REPLY LINK:


[http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?](http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM6353077I25261L0KM&)

[trk_ID=KMM6353077I](http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM6353077I25261L0KM&)

[25261L0KM&](http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM6353077I25261L0KM&)

[Attachment 1 Type: text/x-vcard Name: 

[Attachment 1 Type: text/x-vcard Name: 

[Attachment 1 Type: text/x-vcard Name: 

From: customerassistre@chrysler.com
To: [REDACTED]
Date: Wed Apr 22 17:05:57 EDT 2009
Subject: RE: Chrysler LLC Customer Assistance
(KMM6353077I25261L0KM)
Dear [REDACTED]:

Thank you for your reply.

We are unable to provide any possible goodwill assistance at an independent facility. If you would like to have your local Chrysler dealer diagnose the vehicle, they can call us with an estimate of the repair for further discussion. Or, you can call us directly at 800-992-1997.

Thanks again for your email and we trust you will understand our position.

Sincerely,

Chris
Customer Service Representative
Chrysler Customer Assistance Center

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

REFERENCE NUMBER:

EMAIL CASE NUMBER: 2234480

REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM6364321I25261L0KM&

Original Message Follows:

I am not satisfied by this response. The Chrysler service center in my area is not up to par, in my opinion. Since Wheeler in Westminster stopped dealing with Chrysler I have not found Len Stoler to be in the same league! That is why I took the vehicle to a local repair shop that I can trust. I feel the local shop has more knowledge and understanding than my local Chrysler service center. I would like this issue resolved in the best possible manner that satisfies both Chrysler and myself. I know times are tough for all and I am not looking for something for nothing! As I stated in my previous email, the vehicle now has a bit over 44,000 miles on it and a power steering should not be defective, under normal conditions, at this point. Again, I have this vehicle in top shape for a 4 yr old vehicle and should not have the problems I am experiencing. I purchased a Chrysler based on recommendations from family and friends who found your vehicles to be well made and a quality product. Please respond and let me know what course of action we can take.

Thank you,
[REDACTED]

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

From: customerassistre [mailto:customerassistre@chrysler.com]
Sent: Tuesday, April 21, 2009 2:51 PM
To: [REDACTED]
Subject: Re: Chrysler LLC Customer Assistance (KMM6353077I25261L0KM)

Dear [REDACTED]:

Your message concerning problems with your Town & Country, was received and reviewed by the Customer Assistance Center.

We suggest that you give your local dealer the opportunity to assist you. Their service personnel have the factory training, equipment and information available to diagnose and correct concerns with our vehicles.

Furthermore, your dealer is empowered to determine the merits of any goodwill policy consideration for repairs beyond the coverage of your manufacturer's warranty. Should you have any further questions, please feel free to contact the Customer Assistance Center at 800-992-1997 for additional discussion.

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We have made tremendous gains in customer satisfaction and vehicle quality and are dismayed to learn that your expectations have not been met. Please accept our apology for the problems you have experienced.

Thanks for your email.

Sincerely,

Chris
Customer Service Representative
Chrysler Customer Assistance Center

For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER: 18508030
EMAIL CASE NUMBER: 2234480
REPLY LINK:
http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM6353077I25261L0KM&

[Attachment 1 Type: text/x-vcard Name: [REDACTED]

From: [REDACTED]
To: customerassistre@chrysler.com
Date: Mon May 11 09:01:29 EDT 2009
Subject: RE: Chrysler LLC Customer Assistance
(KMM6364321I25261L0KM)

Chris,

If I was to take the vehicle in to service center, to have the issue evaluated, will I be charged for service? As I stated before, I have a local mechanic that will do a great job at reasonable price if I have to replace power steering at my cost. Also, over the weekend starting having loud knock at drivers front tire when placing vehicle in reverse.

Possible CV joint or result of power steering issue not sure at this time. If CV joint is to be replaced do not want to replace power steering and align then have CV joint fixed and realign. Also, an issue

that I brought up before the vehicle was out of warranty has reoccurred

this past week. Headlights working intermittently and gauges on dash with "peg" when vehicle is started and return to normal. Len Stoler reset the computer last year and seemed to have fixed issue until now.

Please let me know what can be done.

Thanks,

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

From: customerassistre [mailto:customerassistre@chrysler.com]=20
Sent: Friday, May 01, 2009 11:19 AM
To: [REDACTED]
Subject: RE: Chrysler LLC Customer Assistance (KMM6364321I25261L0KM)

Dear [REDACTED]

Thank you for your reply.

We are unable to provide any possible goodwill assistance at an=20 independent facility. If you would like to have your local Chrysler=20 dealer diagnose the vehicle, they can call us with an estimate of the=20 repair for further discussion. Or, you can call us directly at=20 800-992-1997.

Thanks again for your email and we trust you will understand our=20 position. =09

Sincerely,=20

Chris =20
Customer Service Representative
Chrysler Customer Assistance Center

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

following information:=20

REFERENCE NUMBER:=20

EMAIL CASE NUMBER: 2234480=20

REPLY LINK:

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

3DKMM6364321=
I
25261L0KM&

Original Message Follows:

I am not satisfied by this response. The Chrysler service center in my area is not up to par, in my opinion. Since Wheeler in Westminster stopped dealing with Chrysler I have not found Len Stoler to be in the same league! That is why I took the vehicle to a local repair shop that I can trust. I feel the local shop has more knowledge and understanding than my local Chrysler service center. I would like this issue resolved in the best possible manner that satisfies both Chrysler and myself. I know times are tough for all and I am not looking for something for nothing! As I stated in my previous email, the vehicle now has a bit over 44,000 miles on it and a power steering should not be defective, under normal conditions, at this point. Again, I have this vehicle in top shape for a 4 yr old vehicle and should not have the problems I am experiencing. I purchased a Chrysler based on recommendations from family and friends who found your vehicles to be well made and a quality product. Please respond and let me know what course of action we can take.

Thank you,
[REDACTED]

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

From: customerassistre [mailto:customerassistre@chrysler.com]=20
Sent: Tuesday, April 21, 2009 2:51 PM
To: [REDACTED]
Subject: Re: Chrysler LLC Customer Assistance (KMM6353077I25261L0KM)

Dear [REDACTED]

Your message concerning problems with your Town & Country, was received=20 and reviewed by the Customer Assistance Center.=20

We suggest that you give your local dealer the opportunity to assist=20 you. Their service personnel have the factory training, equipment and=20 information available to diagnose and correct concerns with our=20 vehicles.=20

Furthermore, your dealer is empowered to determine the merits of any=20 goodwill policy consideration for repairs beyond the coverage of your=20 manufacturer's warranty. Should you have any further questions, please=20 feel free to contact the Customer Assistance Center at 800-992-1997 for=20 additional discussion.=20

We regret to read of your dissatisfaction in our product and appreciate=20 the time and effort you took to bring this matter to our attention. =20 Comments like yours are one way to learn of problems that develop and=20 the improvements that are desired by customers. The information=20 received is used in product development and quality analysis. =20


We have made tremendous gains in customer satisfaction and vehicle=20 quality and are dismayed to learn that your expectations have not been=20 met. Please accept our apology for the problems you have experienced.

Thanks for your email. =09

Sincerely,=20

Chris =20
Customer Service Representative
Chrysler Customer Assistance Center

For any future communications related to this email, please refer to the following information:=20
REFERENCE NUMBER: 18508030
EMAIL CASE NUMBER: 2234480=20
REPLY LINK:
http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=3DKMM6353077=
I
25261L0KM&

[Attachment 1 Type: text/x-vcard Name:  f]

From: customerassistre@chrysler.com
To: [REDACTED]
Date: Mon May 11 14:39:01 EDT 2009
Subject: RE: Chrysler LLC Customer Assistance
(KMM6364321I25261L0KM)
Dear [REDACTED]

Thank you for your email concerning diagnostic fees.

Sometimes it is necessary for the dealership's technicians to run one or more diagnostic tests. This is often the only way the dealer can properly diagnose and repair your vehicle.

When an adjustment or repair is not made most dealerships require the customer pay for any diagnostic charges since the dealership still must pay its staff for the time they spent inspecting the vehicle. We suggest you speak with the service manager regarding their policy on diagnostics.

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

Sincerely,

Chris
Customer Service Representative
Chrysler Customer Assistance Center

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

REFERENCE NUMBER:
EMAIL CASE NUMBER: 2234480
REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM6393849I25261L0KM&

Original Message Follows:

Chris,
If I was to take the vehicle in to service center, to have the issue evaluated, will I be charged for service? As I stated before, I have a local mechanic that will do a great job at reasonable price if I have to replace power steering at my cost. Also, over the weekend starting having loud knock at drivers front tire when placing vehicle in reverse.
Possible CV joint or result of power steering issue not sure at this time. If CV joint is to be replaced do not want to replace power steering and align then have CV joint fixed and realign. Also, an issue that I brought up before the vehicle was out of warranty has reoccurred this past week. Headlights working intermittently and gauges on dash with "peg" when vehicle is started and return to normal. Len Stoler reset the computer last year and seemed to have fixed issue until now.
Please let me know what can be done.

Thanks,
[REDACTED]

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

From: customerassistre [mailto:customerassistre@chrysler.com]
Sent: Friday, May 01, 2009 11:19 AM
To: [REDACTED]
Subject: RE: Chrysler LLC Customer Assistance (KMM6364321I25261L0KM)

Dear [REDACTED]

Thank you for your reply.

We are unable to provide any possible goodwill assistance at an independent facility. If you would like to have your local Chrysler dealer diagnose the vehicle, they can call us with an estimate of the repair for further discussion. Or, you can call us directly at 800-992-1997.

Thanks again for your email and we trust you will understand our position.

Sincerely,

Chris
Customer Service Representative
Chrysler Customer Assistance Center

For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER:
EMAIL CASE NUMBER: 2234480
REPLY LINK:
[http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?
trk_ID=KMM6364321I
25261L0KM&](http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM6364321I25261L0KM&)

Original Message Follows:

I am not satisfied by this response. The Chrysler service center in my area is not up to par, in my opinion. Since Wheeler in Westminster stopped dealing with Chrysler I have not found Len Stoler to be in the same league! That is why I took the vehicle to a local repair shop that I can trust. I feel the local shop has more knowledge and understanding than my local Chrysler service center. I would like this issue resolved in the best possible manner that satisfies both Chrysler and myself. I know times are tough for all and I am not looking for something for nothing! As I stated in my previous email, the vehicle now has a bit over 44,000 miles on it and a power steering should not be defective, under normal conditions, at this point. Again, I have this vehicle in top shape for a 4 yr old vehicle and should not have the problems I am experiencing. I purchased a Chrysler based on recommendations from family and friends who found your vehicles to be well made and a quality product. Please respond and let me know what course of action we can take.

Thank you,
[REDACTED]

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

From: customerassistre [mailto:customerassistre@chrysler.com]

Sent: Tuesday, April 21, 2009 2:51 PM

To: [REDACTED]

Subject: Re: Chrysler LLC Customer Assistance (KMM6353077I25261L0KM)

Dear [REDACTED]:

Your message concerning problems with your Town & Country, was received and reviewed by the Customer Assistance Center.

We suggest that you give your local dealer the opportunity to assist you. Their service personnel have the factory training, equipment and information available to diagnose and correct concerns with our vehicles.

Furthermore, your dealer is empowered to determine the merits of any goodwill policy consideration for repairs beyond the coverage of your manufacturer's warranty. Should you have any further questions, please feel free to contact the Customer Assistance Center at 800-992-1997 for additional discussion.

We regret to read of your dissatisfaction in our product and appreciate the time and effort you took to bring this matter to our attention. Comments like yours are one way to learn of problems that develop and the improvements that are desired by customers. The information received is used in product development and quality analysis.

We have made tremendous gains in customer satisfaction and vehicle quality and are dismayed to learn that your expectations have not been met. Please accept our apology for the problems you have experienced.

Thanks for your email.

Sincerely,

Chris
Customer Service Representative
Chrysler Customer Assistance Center

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

following information:

REFERENCE NUMBER: 18508030

EMAIL CASE NUMBER: 2234480

REPLY LINK:

http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?

trk_ID=KMM6353077I

25261L0KM&

[Attachment 1 Type: text/x-vcard Name: CURTIS FIDLER.vcf]

[Attachment 1 Type: text/x-vcard Name: [REDACTED].vcf]

From: [REDACTED]
To: customerassistre@chrysler.com
Date: Wed Apr 22 07:02:22 EDT 2009
Subject: RE: Chrysler LLC Customer Assistance
(KMM6353077I25261L0KM)

I am not satisfied by this response. The Chrysler service center in my area is not up to par, in my opinion. Since Wheeler in Westminster stopped dealing with Chrysler I have not found Len Stoler to be in the same league! That is why I took the vehicle to a local repair shop that I can trust. I feel the local shop has more knowledge and understanding than my local Chrysler service center. I would like this issue resolved in the best possible manner that satisfies both Chrysler and myself. I know times are tough for all and I am not looking for something for nothing! As I stated in my previous email, the vehicle now has a bit over 44,000 miles on it and a power steering should not be defective, under normal conditions, at this point. Again, I have this vehicle in top shape for a 4 yr old vehicle and should not have the problems I am experiencing. I purchased a Chrysler based on recommendations from family and friends who found your vehicles to be well made and a quality product. Please respond and let me know what course of action we can take.

Thank you,
[REDACTED]

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

From: customerassistre [mailto:customerassistre@chrysler.com]=20
Sent: Tuesday, April 21, 2009 2:51 PM
To: [REDACTED]
Subject: Re: Chrysler LLC Customer Assistance (KMM6353077I25261L0KM)

Dear [REDACTED]:

Your message concerning problems with your Town & Country, was received=20 and reviewed by the Customer Assistance Center.=20

We suggest that you give your local dealer the opportunity to assist=20 you. Their service personnel have the factory training, equipment and=20 information available to diagnose and correct concerns with our=20 vehicles.=20

Furthermore, your dealer is empowered to determine the merits of any=20 goodwill policy consideration for repairs beyond the coverage of your=20 manufacturer's warranty. Should you have any further questions, please=20 feel free to contact the Customer Assistance Center at 800-992-1997 for=20 additional discussion.=20

We regret to read of your dissatisfaction in our product and

appreciate=20
the time and effort you took to bring this matter to our attention. =
20
Comments like yours are one way to learn of problems that develop
and=20
the improvements that are desired by customers. The information=20
received is used in product development and quality analysis. =20

We have made tremendous gains in customer satisfaction and vehicle=20
quality and are dismayed to learn that your expectations have not
been=20
met. Please accept our apology for the problems you have
experienced.

Thanks for your email. =09

Sincerely,=20

Chris =20
Customer Service Representative
Chrysler Customer Assistance Center

For any future communications related to this email, please refer to
the
following information:=20
REFERENCE NUMBER: 18508030
EMAIL CASE NUMBER: 2234480=20
REPLY LINK:
http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=3DKMM6353077=
I
25261L0KM&

From: [REDACTED]
To: customerassistre@chrysler.com
Date: Wed Apr 15 13:04:59 EDT 2009
Subject: Chrysler LLC Customer Assistance
Form Selected:

Category: Recall Information
Brief Description:

Quality issues with vehicle!!

Comments:

2005 T&C. Very disappointed in overall quality of vehicle. When vehicle was under warranty nothing breaks (of course). After warranty expired, I have had electrical issues and now rack and pinion is leaking from boot on drivers side. Local mechanic looked at the vehicle and said that rack and pinion is bad. Now have to put money into this to have issue fixed. Should not experience these issues on a 4 year old vehicle that is garage kept, cared for and maintained in every way and not driven hard! Also, had brakes and rotors replaced at 22,00 miles. No excuse for poor quality of product. Len Stoler reset computer (electric issues) and fixed for a limited amount of time. This started to occur when vehicle was about 1 month out of warranty! Headlights won't turn on at times, gauges will peg at start up and sliding doors don't work at times. Can not recommend you to anyone else. Bought on reference form my parents (who own a 1995 Cherokee) and just bought a Cherokee Laredo on 4/11/09 because of their past satisfaction with Mopar product. Please respond!!

Sender Information:

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

From: customerassistre@chrysler.com
To: [REDACTED]
Date: Thu Apr 16 10:23:25 EDT 2009
Subject: Re: Chrysler LLC Customer Assistance
Dear Curtis:

Your message concerning problems with your Town & Country, was received and reviewed by the Customer Assistance Center.

We suggest that you give your local dealer the opportunity to assist you. Their service personnel have the factory training, equipment and information available to diagnose and correct concerns with our vehicles.

Furthermore, your dealer is empowered to determine the merits of any goodwill policy consideration for repairs beyond the coverage of your manufacturer's warranty. Should you have any further questions, please feel free to contact the Customer Assistance Center at 800-992-1997 for additional discussion.

We regret to read of your dissatisfaction in our product and appreciate the time and effort you took to bring this matter to our attention. Comments like yours are one way to learn of problems that develop and the improvements that are desired by customers. The information received is used in product development and quality analysis.

We have made tremendous gains in customer satisfaction and vehicle quality and are dismayed to learn that your expectations have not been met. Please accept our apology for the problems you have experienced.

Thanks for your email.

Sincerely,

Chris
Customer Service Representative
Chrysler Customer Assistance Center

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

REFERENCE NUMBER: 18508030

EMAIL CASE NUMBER: 2234480

REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM6353077I25261L0KM&

From: [REDACTED]
To: customerassist@chrysler.com
Date: Fri Apr 24 23:58:21 EDT 2009
Subject: Chrysler LLC Customer Assistance
Form Selected:

Category: US Customer Service
Brief Description:

Head Light issues since first got vehicle, and now past coverage.
Comments:

Dear sir,

In November of 2006 My husband and I purchased a 2005 Town and Country Minivan. We love it even to this day. The only thing that frustrates us is our headlights. When you go to turn on the switch the lights do not always come on. It started doing it when I had less than 25,000 miles on it. (I bought it "used" so I only got the 36,000 or 3 year warranty because that was all my husband and I could afford.) When I would bring it into my neighbor shop they couldn't find anything and claimed the computer had to be updated. Well, still the headlights would have those rare moments of not coming on. After my warranty ran out I started using a family run mechanic shop. They still couldn't figure out what was wrong with the headlights. Now, the headlights have started to flicker or just go out while I am driving at night. I work most of my shifts until around 10pm. I have called the dealer, on many occasions, that worked with me until my warranty expired and they said that I have to come out of my own pocket to fix it since I'm not covered any more.

How do you fix something when you have no clue what is wrong with it? Also, since this same problem has been going on since before the warranty ended, why can you not look into it to see if there was a faulty error when it was built? I don't have money lying around to pay for all of the gadgets mechanics need to figure out the problem, and having the same thing told to me for the past 3 years of "We don't know".

So, I am writing and pleading with you to help me out. I am tired of not know what to do and if I have a wreck the cop isn't going to care that my headlights aren't working.

Please email me back. I just want to know that when I drive I will be safe.

Sincerely

[REDACTED]

Sender Information:

Title: Mrs.

First Name: [REDACTED]

Middle Initial: [REDACTED]

Last Name: [REDACTED]

From: customerassist@chrysler.com
To: [REDACTED]
Date: Mon Apr 27 09:38:09 EDT 2009
Subject: Re: Chrysler LLC Customer Assistance
Dear [REDACTED]:

Thank you for contacting the Chrysler Customer Assistance Center regarding your 2005 Chrysler Town & Country.

We appreciate the time and effort you took to write to us and apologize for the inconvenience caused.

In response to your email regarding the concern with the headlights, we would like to inform you that it is our suggestion that you continue to work with your servicing dealership. If the dealership has been unable to determine or resolve your concerns, the dealership could seek assistance from the Chrysler STAR Team.

For any further assistance in the future, please feel free to contact us using the reply link given below.

[http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?
trk_ID=KMM6370426I25261L0KM&](http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM6370426I25261L0KM&)

Thanks again for your email. We value you and your business.

Sincerely,

Angela Thomson
Customer Service Representative
Chrysler Customer Assistance Center

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

REFERENCE NUMBER: 18534608
EMAIL CASE NUMBER: 2240130

Original Message Follows:

US Customer Service - Chrysler Brand Site

Brief Description:

Head Light issues since first got vehicle, and now past coverage.

Comments:

Dear sir, In November of 2006 My husband and I purchased a 2005 Town and

Country Minivan. We love it even to this day. The only thing that frustrates us is our headlights. When you go to turn on the switch the

lights do not always come on. It started doing it when I had less than

25,000 miles on it. (I bought it "used" so I only got the 36,000 or 3 year

warranty because that was all my husband and I could afford.) When I would

bring it into my neighbor shop they couldn't find anything and claimed the

computer had to be updated. Well, still the headlights would have those

rare moments of not coming on. After my warranty ran out I started using a

family run mechanic shop. They still couldn't figure out what was wrong

with the headlights. Now, the headlights have started to flicker or just go out while I am driving at night. I work most of my shifts until around 10pm. I have called the dealer, on many occasions, that worked with me until my warranty expired and they said that I have to come out of my own pocket to fix it since I'm not covered any more. How do you fix something when you have no clue what is wrong with it? Also, since this same problem has been going on since before the warranty ended, why can you not look into it to see if there was a faulty error when it was built? I don't have money lying around to pay for all of the gadgets mechanics need to figure out the problem, and having the same thing told to me for the past 3 years of "We don't know". So, I am writing and pleading with you to help me out. I am tired of not know what to do and if I have a wreck the cop isn't going to care that my headlights aren't working. Please email me back. I just want to know that when I drive I will be safe. Sincerely [REDACTED]

VIN:

05 [REDACTED]

Mileage:

65000

Servicing Dealer:

Title:

Mrs.

First Name:

Middle

Last Name:

Address:

Address 2:

City:

Kansas City

State:

MO

Zip:

Email:

Work Ph

From: [REDACTED]
To: customerassist@chrysler.com
Date: Wed Apr 29 21:14:13 EDT 2009
Subject: Re: Chrysler LLC Customer Assistance
(KMM6370426I25261L0KM)
Would I still have to come out of pocket for it though, even though
it has
been going on since I got it? pre-warranty expire?

[REDACTED]:)
----- Original Message -----
From: "customerassist" <customerassist@chrysler.com>
To: [REDACTED]
Sent: Monday, April 27, 2009 8:38 AM
Subject: Re: Chrysler LLC Customer Assistance (KMM6370426I25261L0KM)

> Dear [REDACTED]:
>
> Thank you for contacting the Chrysler Customer Assistance Center
> regarding your 2005 Chrysler Town & Country.
>
> We appreciate the time and effort you took to write to us and
apologize
> for the inconvenience caused.
>
> In response to your email regarding the concern with the
headlights, we
> would like to inform you that it is our suggestion that you
continue to
> work with your servicing dealership. If the dealership has been
unable
> to determine or resolve your concerns, the dealership could seek
> assistance from the Chrysler STAR Team.
>
> For any further assistance in the future, please feel free to
contact us
> using the reply link given below.
>
>
[http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?
trk_ID=KMM6370426I25261L0KM&](http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM6370426I25261L0KM&)
>
> Thanks again for your email. We value you and your business.
>
> Sincerely,
>
> Angela Thomson
> Customer Service Representative
> Chrysler Customer Assistance Center
>
> For any future communications related to this email, please refer
to the
> following information:
> REFERENCE NUMBER: 18534608
> EMAIL CASE NUMBER: 2240130
>
>
> Original Message Follows:
> -----
>
> US Customer Service - Chrysler Brand Site
> Brief Description:
> Head Light issues since first got vehicle, and now past coverage.

> Comments:
> Dear sir, In November of 2006 My husband and I purchased a 2005
Town and
> Country Minivan. We love it even to this day. The only thing that
> frustrates us is our headlights. When you go to turn on the switch
the
> lights do not always come on. It started doing it when I had less
than
> 25,000 miles on it. (I bought it "used" so I only got the 36,000
or 3
> year
> warranty because that was all my husband and I could afford.) When
I
> would
> bring it into my neighbor shop they couldn't find anything and
claimed
> the
> computer had to be updated. Well, still the headlights would have
those
> rare moments of not coming on. After my warranty ran out I started
> using a
> family run mechanic shop. They still couldn't figure out what was
wrong
> with the headlights. Now, the headlights have started to flicker
or
> just
> go out while I am driving at night. I work most of my shifts until
> around
> 10pm. I have called the dealer, on many occasions, that worked
with me
> until my warranty expired and they said that I have to come out of
my
> own
> pocket to fix it since I'm not covered any more. How do you fix
> something when you have no clue what is wrong with it? Also, since
this
> same problem has been going on since before the warranty ended,
why can
> you
> not look into it to see if there was a faulty error when it was
built?
> I don't have money lying around to pay for all of the gadgets
mechanics
> need to figure out the problem, and having the same thing told to
me
> for
> the past 3 years of "We don't know". So, I am writing and pleading
> with you to help me out. I am tired of not know what to do and if
I
> have a
> wreck the cop isn't going to care that my headlights aren't
working.
> Please email me back. I just want to know that when I drive I will
be
> safe. Sincerely [REDACTED]
>
>
>
> VIN:
> 05 [REDACTED]
> Mileage:
> 65000
> Servicing Dealer:
>

> Title:
> Mrs.
> First Name:
> Middle
> Last Name
> Address
> Address 2:
> City: Kansas City
> State: MO
> Zip:
> Email:
> Work Phone:
>

From: [REDACTED]
To: customerassist@chrysler.com
Date: Sun May 10 11:20:32 EDT 2009
Subject: Chrysler LLC Customer Assistance
Form Selected:

Category: US Customer Service
Brief Description:

no headlights-need body control module-dealer unable to obtain one
Comments:

our headlights are not operating. car has been at dealer severral
times and
now told we need a "body control module" however they cannot locate
one.
we have been told it is on back order. cannot drive after dark and
car is
needed during dark hours. please help

Sender Information:

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

From: [REDACTED]
To: customerassist@chrysler.com
Date: Thu Jul 23 11:43:09 EDT 2009
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service
Brief Description:

electrical problems not fixed

Comments:

i took my vehicle in for service 10/23/08 (Fred Martin motor co. Barberton ohio) one of the problems i was having was all my interior lights, radio, etc pulsate when i get in the vehicle and also at night my headlights would even pulsate. the garage charged me a fee but couldn't tell me why other than you might have a bad battery. i swapped it out with a new battery and it still did it.so i put old battery back in. since then i have videoed the lights flickering. my question is this i have had to have my power door locks, my rear wing window, my driver door window fixed and now my passenger door window won't work. i think this is all related to the flickering lights. i believe i am having an electrical short problem. i have your extended warranty and i am sick and tired of these 100.00 deductable on all these electrical problems. i just hope this van doesn't catch on fire in my garage and burn our home down and kill us. at that same time i also told fred martin that my transmmision was slipping while coming home from tennessee and also while slowing down to a red light. it would start jumping forward while stopped with the brake applied. fred martin motor co. said unless it did it for them they couldn't tell what was wrong.i will not go back to fred martin dodge.

Sender Information:

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

From: customerassist@chrysler.com
To: [REDACTED]
Date: Thu Jul 23 14:44:42 EDT 2009
Subject: Re: Chrysler Group LLC Customer Assistance
Dear [REDACTED]:

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

We regret your dissatisfaction with the service you received and the inconvenience you have experienced with the product.

We appreciate the time and effort you took to bring this matter to our attention.

We realize our reputation depends in part on the quality of service provided by our dealers. In response to your email, we would like to inform you that, please call the Customer Assistance Center at 1-800-992-1997 between 8:00 a.m. and 5:00 p.m. Monday through Friday (in all Continental Time Zones). It is necessary to discuss this issue with you directly. Before calling the Customer Assistance Center, please have the following information handy:

- ? Vehicle owner name
- ? Vehicle owner address
- ? Day and evening phone numbers
- ? Vehicle Identification Number (VIN)
- ? Name of dealership where vehicle was purchased
- ? Date of purchase
- ? Dealership where service was performed
- ? Date of last service
- ? Current vehicle mileage
- ? An explanation of the problem

We have trained Customer Service Representatives available to address the questions and concerns you may have.

We look forward to speaking with you.

Thanks again for your email.

Sincerely,

John Cooper
Customer Service Representative
Chrysler Customer Assistance Center

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

REFERENCE NUMBER: 18779347
EMAIL CASE NUMBER: 2289217
REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM6512328I25261L0KM&

Original Message Follows:

US Customer Service - Dodge Brand Site

Brief Description:

electrical problems not fixed

Comments:

i took my vehicle in for service 10/23/08 (Fred Martin motor co. Barberton

ohio) one of the problems i was having was all my interior lights, radio, etc pulsate when i get in the vehicle and also at night my headlights would even pulsate. the garage charged me a fee but couldn't tell me why other than you might have a bad battery. i swapped it out with a new battery and it still did it.so i put old battery back in. since then i have videoed the lights flickering. my question is this i have had to have my power door locks, my rear wing window, my driver door window fixed and now my passenger door window won't work. i think this is all related to the flikering lights. i believe i am having an electrical short problem. i have your extended warranty and i am sick and tired of these 100.00 deductible on all these electrical problems. i just hope this van doesn't catch on fire in my garage and burn our home down and kill us. at that same time i also told fred martin that my transmmision was slipping while coming home from tennessee and also while slowing down to a red light. it would start jumping forward while stopped with the brake applied. fred martin motor co. said unless it did it for them they couldn't tell what was wrong.i will not go back to fred martin dodge.

VIN: 5E [REDACTED]
Mileage: 53000
Servicing Dealer: fred martin motor co. barberton ohio
Title: Mrs.
First Name: [REDACTED]
Middle [REDACTED]
Last Name [REDACTED]
Address [REDACTED]
Address 2:
City: Akron
State: OH
Zip: [REDACTED]
Email: [REDACTED]
Home Phone [REDACTED]

From: [REDACTED]
To: customerassistre@chrysler.com
Date: Sat Oct 03 13:22:25 EDT 2009
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: Recall Information
Brief Description:

Problems with 2005 Dodge Grand Caravan
Comments:

I have taken my 2005 Dodge Grand Caravan to the dealership for repair about 5-6 times. The dash and headlights flicker, the needles jump around, the radio cuts out. The dealership can't seem to find the problem and it is very frustrating. I have an extended warranty that should cover the repair, but nothing that has been done so far has fixed it. They did an update first, and more recently I believe they changed the cluster among other things. Have you had drivers with similar problems? Is the cause known? Can you tell me the fix for this? I can't keep leaving my vehicle and getting it back unfixed. I still am making payments and it is ridiculous that I can't drive safely at night (the headlights have flickered off on a dark road) and can't even listen to the radio. Any help would be appreciated.

Sender Information:

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

From: customerassistre@chrysler.com
To: [REDACTED]
Date: Mon Oct 05 10:58:48 EDT 2009
Subject: Re: Chrysler Group LLC Customer Assistance
Dear [REDACTED]:

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

We appreciate the time and effort you took to write to us and apologize for the inconvenience caused.

In response to your email regarding the concerns with the radio and the lights of your vehicle, we suggest that you call the Customer Assistance Center at 1-800-992-1997 between 8:00 A.M. and 5:00 P.M., Monday through Friday (in all Continental Time Zones). It is necessary to discuss this issue with you directly. When calling the Customer Assistance Center, please have the following information handy:

- ? Vehicle owner name
- ? Vehicle owner address
- ? Day and evening phone numbers
- ? Vehicle Identification Number (VIN)
- ? Name of dealership where vehicle was purchased
- ? Date of purchase
- ? Dealership where service was performed
- ? Date of last service
- ? Current vehicle mileage
- ? An explanation of the problem

We have trained Customer Service Representatives available to address the questions and concerns you may have.

Thanks again for your email. We value you and your business.

Sincerely,

Angela Thomson
Customer Service Representative
Chrysler Customer Assistance Center

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

REFERENCE NUMBER: 18985847

EMAIL CASE NUMBER: 2353861

REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM6675379I25261L0KM&

Original Message Follows:

Recall Information - Dodge Brand Site

Brief Description:

Problems with 2005 Dodge Grand Caravan

Comments:

I have taken my 2005 Dodge Grand Caravan to the dealership for repair about

5-6 times. The dash and headlights flicker, the needles jump around, the

radio cuts out. The dealership can't seem to find the problem and it is

very frustrating. I have an extended warranty that should cover the

repair, but nothing that has been done so far has fixed it. They did an update first, and more recently I believe they changed the cluster among other things. Have you had drivers with similar problems? Is the cause known? Can you tell me the fix for this? I can't keep leaving my vehicle and getting it back unfixed. I still am making payments and it is ridiculous that I can't drive safely at night (the headlights have flickered off on a dark road) and can't even listen to the radio. Any help would be appreciated.

VIN: 5R [REDACTED]
Mileage: 79816
Servicing Dealer:

Title:

First Name [REDACTED]
Middle [REDACTED]
Last Name [REDACTED]
Address [REDACTED]
Address [REDACTED]

City: Olympia

State: WA

Zip: [REDACTED]
Email [REDACTED]
Home [REDACTED]

From: [REDACTED]
To: customerassist@chrysler.com
Date: Mon Dec 07 18:31:49 EST 2009
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service
Brief Description:

inability of dealers to fix my 2005 Town and Country

Comments:

I have a 2005 Town and Country which has cost me approximately 2000.00 in the last 11 months. My lights in the dash, the gages, the radio, and the head lights all flash iradically and continuously as I drive down the road. I have had it to 2 separate dealers and neither has fixed the problem and now the doors won\'t lock added to the previos problems. I would like to know what to do. I would have liked to buy another Town and Country, but no one can fix the problems with the old one. I have spent nearly two thousand dollars and keep getting charged for work that does nothing. Why can\'t certified Chrysler dealers fix my car? Why am I being charged each time they quess at the problem? Who else in the world gets paid for a job not done?

Sender Information:

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

From: customerassist@chrysler.com
To: [REDACTED]
Date: Thu Dec 17 15:30:01 EST 2009
Subject: Re: Chrysler Group LLC Customer Assistance
Dear [REDACTED]:

Thank you for contacting the Chrysler Customer Assistance Center.

Thank you for your recent email, although it does not contain any information that would cause a change in the previous decision. Therefore, your request must again be respectfully declined.

Any future communication related to this issue will be retained in corporate records.

If, at some future date, we can be of assistance to you in some other area, please let us know.

Thanks again for your email.

Sincerely,

Carol

Customer Service Representative
Chrysler Customer Assistance Center

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

REFERENCE NUMBER: 19150712

EMAIL CASE NUMBER: 2387664

REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM6782471I25261L0KM&

Original Message Follows:

US Customer Service - CORPORATE Brand Site

Brief Description:

inability of dealers to fix my 2005 Town and Country

Comments:

I have a 2005 Town and Country which has cost me approximately 2000.00 in

the last 11 months. My lights in the dash, the gages, the radio, and the

head lights all flash iradically and continuously as I drive down the road.

I have had it to 2 separate dealers and neither has fixed the problem and

now the doors won't lock added to the previos problems. I would like to

know what to do. I would have liked to buy another Town and Country, but no

one can fix the problems with the old one. I have spent nearly two thousand dollars and keep getting charged for work that does nothing. Why

can't certified Chrysler dealers fix my car? Why am I being charged each

time they gess at the problem? Who else in the world gets paid for a job

not done?

VIN:

Mileage:

Servicing Dealer:

Title:

First Name:

Middle

Last N

Addres

Address 2:

City:

york

State:

PA

Zip:

Email:

Home Ph

From: [REDACTED]
To: customerassist@chrysler.com
Date: Thu Dec 17 21:26:02 EST 2009
Subject: Re: Chrysler Group LLC Customer Assistance
(KMM6782471I25261L0KM)
Due to your disregard for your defective product I have purchased a new Honda Odessey. I have let all my friends and acquaintences know of your inability to stand by your vehicle.

Thanks

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

From: "customerassist" <customerassist@chrysler.com>
To: [REDACTED]
Sent: Thursday, December 17, 2009 3:30 PM
Subject: Re: Chrysler Group LLC Customer Assistance
(KMM6782471I25261L0KM)

> Dear [REDACTED]:
>
> Thank you for contacting the Chrysler Customer Assistance Center.
>
> Thank you for your recent email, although it does not contain any
> information that would cause a change in the previous decision.
> Therefore, your request must again be respectfully declined.
>
> Any future communication related to this issue will be retained in
> corporate records.
>
> If, at some future date, we can be of assistance to you in some
> other
> area, please let us know.
>
>
> Thanks again for your email.
>
> Sincerely,
>
> Carol
>
> Customer Service Representative
> Chrysler Customer Assistance Center
>
> For any future communications related to this email, please refer
> to the
> following information:
> REFERENCE NUMBER: 19150712
> EMAIL CASE NUMBER: 2387664
> REPLY LINK:
> [http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?
trk_ID=KMM6782471I25261L0KM&](http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM6782471I25261L0KM&)
>
>
> Original Message Follows:
> -----
>
> US Customer Service - CORPORATE Brand Site
> Brief Description:
> inability of dealers to fix my 2005 Town and Country
> Comments:
> I have a 2005 Town and Country which has cost me approximately
2000.00

> in
> the last 11 months. My lights in the dash, the gages, the radio,
> and
> the
> head lights all flash iradically and continuously as I drive down
> the
> road.
> I have had it to 2 separate dealers and neither has fixed the
> problem
> and
> now the doors won\'t lock added to the previos problems. I would
> like
> to
> know what to do. I would have liked to buy another Town and
> Country,
> but no
> one can fix the problems with the old one. I have spent nearly two
> thousand dollars and keep getting charged for work that does
> nothing.
> Why
> can\'t certified Chrysler dealers fix my car? Why am I being
> charged
> each
> time they guess at the problem? Who else in the world gets paid for
> a
> job
> not done?
>
>
>
> VIN:
>
> Mileage:
>
> Servicing Dealer:
>
> Title:
>
> First Name:
>
> Middle
>
> Last N
>
> Addres
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> Addres
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> City:
> york
> State:
> PA
> Zip:
>
> Email
>
> Home
>

From: customerassist@chrysler.com
To: [REDACTED]
Date: Fri Dec 18 07:47:39 EST 2009
Subject: Re: Chrysler Group LLC Customer Assistance
(KMM6782471I25261L0KM)
Dear [REDACTED]

Thank you for contacting the Chrysler Customer Assistance Center.
Thank you for the update. I appreciate the follow up.

Thanks again for your email.

Sincerely,

Carol

Customer Service Representative
Chrysler Customer Assistance Center

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

REFERENCE NUMBER:

EMAIL CASE NUMBER: 2387664

REPLY LINK: [http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?
trk_ID=KMM6782938I25261L0KM&](http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM6782938I25261L0KM&)

Original Message Follows:

Due to your disregard for your defective product I have purchased a
new
Honda Odessey. I have let all my friends and acquaintences know of
your
inability to stand by your vehicle.

Thanks

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

From: "customerassist" <customerassist@chrysler.com>

To: [REDACTED]

Sent: Thursday, December 17, 2009 3:30 PM

Subject: Re: Chrysler Group LLC Customer Assistance
(KMM6782471I25261L0KM)

> Dear [REDACTED]:

>

> Thank you for contacting the Chrysler Customer Assistance Center.

>

> Thank you for your recent email, although it does not contain any
> information that would cause a change in the previous decision.

> Therefore, your request must again be respectfully declined.

>

> Any future communication related to this issue will be retained in
> corporate records.

>

> If, at some future date, we can be of assistance to you in some
> other

> area, please let us know.

>

>

> Thanks again for your email.

>

> Sincerely,

>
> Carol
>
> Customer Service Representative
> Chrysler Customer Assistance Center
>
> For any future communications related to this email, please refer
to the
> following information:
> REFERENCE NUMBER: 19150712
> EMAIL CASE NUMBER: 2387664
> REPLY LINK:
> [http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?
trk_ID=KMM6782471I25261L0KM&](http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM6782471I25261L0KM&)
>
>
> Original Message Follows:
> -----
>
> US Customer Service - CORPORATE Brand Site
> Brief Description:
> inability of dealers to fix my 2005 Town and Country
> Comments:
> I have a 2005 Town and Country which has cost me approximately
2000.00
> in
> the last 11 months. My lights in the dash, the gages, the radio,
and
> the
> head lights all flash iradically and continuously as I drive down
the
> road.
> I have had it to 2 separate dealers and neither has fixed the
problem
> and
> now the doors won\'t lock added to the previos problems. I would
like
> to
> know what to do. I would have liked to buy another Town and
Country,
> but no
> one can fix the problems with the old one. I have spent nearly two
> thousand dollars and keep getting charged for work that does
nothing.
> Why
> can\'t certified Chrysler dealers fix my car? Why am I being
charged
> each
> time they guess at the problem? Who else in the world gets paid for
a
> job
> not done?
>
>
>
> VIN:
>
> Mileage:
>
> Servicing Dealer:
>
> Title:
>
> First Name:

>
> Middl
>
> Last
>
> Addre
>
> Addre
>
> City:
> york
> State:
> PA
> Zip:
>
> Email:
>
> Home P
>

From: [REDACTED]
To: customerassist@chrysler.com
Date: Sun Jan 10 15:20:06 EST 2010
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service
Brief Description:

Guages Flicker in 2005 Grand Caravan

Comments:

On 9/17/08 we took out van because the Dash lights were flickering.
The
Tyson Motor Corp replaced the Headlight Switch.

2/2/09 and 2/4/09 brought
the van in the Tyson Motor Corp same problem. Dealer could not find
the
problem.

After poor service and dishonest repair suggestions went to
another Service Center 6/25/09 same problem with the flickering and
other
non related repairs.

10/05/09 brought the car into Tuffy Auto Service
Center. Replaced the Battery. The gauges flickering appear to
stop.

1/07/10 Tuff Auto Service Center replaced the Body Control Module.
the next day the gauges started to flicker again.

Almost \$1000.00 in
repairs and the problem has not been resolved.

Sender Information:

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

From: customerassist@chrysler.com
To: [REDACTED]
Date: Wed Jan 13 12:22:53 EST 2010
Subject: Re: Chrysler Group LLC Customer Assistance
Dear [REDACTED]:

Thank you for contacting the Chrysler Customer Assistance Center.

Although your vehicle is out of warranty, the repairs that were done should have come with their own warranty and I suggest you follow up with the dealers that did those repairs for further information.

Thanks again for your email.

Sincerely,

Carol

Customer Service Representative
Chrysler Customer Assistance Center

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

REFERENCE NUMBER: 19224172

EMAIL CASE NUMBER: 2399158

REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM6807703I25261L0KM&

Original Message Follows:

US Customer Service - Dodge Brand Site

Brief Description:

Guages Flicker in 2005 Grand Caravan

Comments:

On 9/17/08 we took out van because he Dash lgihts where flickering.
The

Tyson Motor Corp replaced the Headlight Switch. 2/2/09 and 2/4/09
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the van in the Tyson Motor Corp same problem. Dealer could not find
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another Service Center 6/25/09 same problem with the flickering and
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non related repairs. 10/05/09 brought the car into Tuffy Auto
Service

Center. Replaced the Battery. The guages flickering appear to stop.

1/07/10 Tuff Auto Service Center replaced the Body Control Module.
the next

day the the guages started to flicker again. Almost \$1000.00 in
repairs

and the problem has not been resolved.

VIN:

5R [REDACTED]

Mileage:

49000

Servicing Dealer:

Tyson Motor LLCTuffy Auto Service Center

Title:

Mr.
First Name: [REDACTED]
Middle [REDACTED]
Last Name [REDACTED]
Address [REDACTED]
Address 2 [REDACTED]
City: Joliet
State: IL
Zip: [REDACTED]
Email: [REDACTED]
Work P [REDACTED]

From: [REDACTED]
To: customerassist@chrysler.com
Date: Fri Jan 22 14:47:06 EST 2010
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service
Brief Description:

Complaint Regarding 2005 Chrysler Town & Country and Service
Comments:

After speaking with one of your customer service representatives on the telephone the other day (or NO person), I give the odds of receiving anything more than an automated communication from this email about a 1/100000 chance. My name is [REDACTED] a 16 year Army veteran , who has been shocked by the poor level of your customer service. Frankly, one gets better customer service in the Army these days. My wife and I purchased a 2005 Chrysler Town & Country Touring from the FORMER Des Moines Chrysler/Plymouth, on Merle Hay Road in Des Moines, IA. (This was one of the dealerships that President Obama closed, so we are required to go to Stew Hansens Dodge now for service. Despite having routine maintenance done on the vehicle (oil changes, etc.), we have had numerous problems with this vehicle, and it is under 5 years old. I recently took our vehicle into Stew Hansens and they said it would be over \$3600 to fix approximately 8 different things. I called your so-called customer service about just 2 of the issues, and all I heard was: \"No, that is past the warranty.\" When I said both issues related to safety and one related to a promise that the dealer made, I was told to contact the dealer. When I explained that President Obama closed the dealership, and asked to speak with a supervisor, I was told that there was no one else for me to speak with. I stated: \"So, no one up to the CEO of Chrysler could assist me and help to fix the problem?\" The customer service rep. stated that everyone would agree with her position and that no one else could assist me. If you care whatsoever about your customers and you do not want me to drag Chrysler through the dirt for the rest of my life, I suggest that someone contacts me. Sincerely, [REDACTED]

Sender Information:

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

From: [REDACTED]
To: customerassist@chrysler.com
Date: Mon Mar 01 14:12:36 EST 2010
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service
Brief Description:

2005 Town & Country LX-guages become erratic, dash lights flicker, headlights flicker, radio cuts out, all at same time-body control module replacement has not fixed it.

Comments:

I have taken the vehicle to the dealership, and they cannot figure out the problem. They say they cannot test the instrument cluster unless it is happening...but it is intermittent. Please tell me if this is a known problem so I can advise the dealership what needs to be replaced.

Sender Information:

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

From: customerassist@chrysler.com
To: [REDACTED]
Date: Mon Mar 15 15:53:36 EDT 2010
Subject: Re: Chrysler Group LLC Customer Assistance
Dear [REDACTED]:

Thank you for contacting the Chrysler Customer Assistance Center.

We checked for Technical Service Bulletins related to the dash lights and headlights flickering on your 2005 Town & Country but did not find any bulletins related to these conditions.

The dealer may want to try and contact Chrysler Technical Support for further assisting diagnosing what is causing these lights to flicker.

Thanks again for your email.

Sincerely,

Lisa

Customer Service Representative
Chrysler Customer Assistance Center

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

REFERENCE NUMBER: 19355623

EMAIL CASE NUMBER: 2423854

REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM6889463I25261L0KM&

Original Message Follows:

US Customer Service - Chrysler Brand Site

Brief Description:

2005 Town & Country LX-gauges become erratic, dash lights flicker, headlights flicker, radio cuts out, all at same time-body control module replacement has not fixed it.

Comments:

I have taken the vehicle to the dealership, and they cannot figure out the problem. They say they cannot test the instrument cluster unless it is happening...but it is intermittent. Please tell me if this is a known problem so I can advise the dealership what needs to be replaced.

VIN: [REDACTED]

5F [REDACTED]

Mileage:

66000

Servicing Dealer:

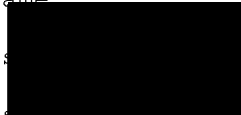
New Smyrna Chrysler

Title:

First [REDACTED]

Middle [REDACTED]

Last Name:



Address:

Address 2:

City:

New Smyrna Beach

State:

FL

Zip:



Email:

Home P

From: [REDACTED]
To: customerassist@chrysler.com
Date: Wed Mar 17 08:47:38 EDT 2010
Subject: Reply to Chrysler Group LLC (KMM6889463I25261L0KM)
Reply Comments:

The technician at the dealership figured it out. It was the ground wire from the battery to the dash. He connected a new ground wire from the battery to the dash and I haven't had the problem again.

Thanks,

[REDACTED]

From: customerassist@chrysler.com
To: [REDACTED]
Date: Wed Mar 17 09:11:34 EDT 2010
Subject: Re: Reply to Chrysler Group LLC (KMM6889463I25261L0KM)
Dear [REDACTED]:

I am so happy the dealer was able to figure out what was wrong with your vehicle and correct the electrical concerns you were having.

Thanks for letting me know.

Sincerely,

Lisa

Customer Service Representative
Chrysler Customer Assistance Center

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

REFERENCE NUMBER: 19355623

EMAIL CASE NUMBER: 2423854

REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM6891850I25261L0KM&

Original Message Follows:

Comments:

The technician at the dealership figured it out. It was the ground wire

from the battery to the dash. He connected a new ground wire from the

battery to the dash and I haven't had the problem again. Thanks,

[REDACTED]

From: [REDACTED]
To: customerassist@chrysler.com
Date: Tue Mar 09 18:56:23 EST 2010
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service
Brief Description:

Warranty repair work not being fixed after near-monthly visits to dealer.

Comments:

This is a 2005 Dodge Caravan which I purchased as a used car in March 2008. Beginning in June of 2009, I began experiencing an electrical problem. The vehicle will cause all dashboard gauges to flutter and flicker, the headlights will flicker on and off, and the vehicle at times will loose power causing me to coast to a stop and after a few minutes of trying to restart the vehicle, it eventually re-starts, the radio will make a loud popping sound and go on and off, with the ac/heater off you can feel cold/hot air coming through the air vents. All this occurs mainly at night with the headlights on, the ac/heater on, the radio on and the last couple of times, this has been happening in the daytime, too. I have taken this vehicle to Lithia Dodge of Corpus Christi almost monthly since June 2009 where they have kept it for anywhere from 3 days to almost 2 weeks. This is my only vehicle and it is a major inconvenience to have to keep taking it in for work since the dealership won't give me a loaner vehicle to use. The dealership has cleaned connections and the power distribution unit and even replaced the alternator with no success. The dealership says they have a hard time fixing it because the vehicle must be acting up when it is put on their computer to diagnose what the problem is but it doesn't act up long enough. I picked up the van on Feb. 12, 2010 after the latest time and will be taking it back to Lithia On Thursday March 11, 2010 because it has started acting up, again. Please help me...I am at my wits end.

Sender Information:

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

From: customerassist@chrysler.com
To: [REDACTED]
Date: Fri Mar 19 14:13:51 EDT 2010
Subject: Re: Chrysler Group LLC Customer Assistance
Dear [REDACTED]:

Thank you for contacting the Chrysler Customer Assistance Center.

We apologize for the delay in responding to your email message. We were experiencing system problems which delayed our receipt of your message. We hope the issues have already been resolved to your satisfaction.

If this is not the case, please call us at 1-800-992-1997, between the hours of 8:30 a.m. & 6:00 p.m. EST. Your comments have been recorded in our records.

Unfortunately, given the many variables involved, we are unable to diagnose your used vehicle's problem via email. We are neither engineers nor technicians here at the email center.

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

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

Your dealer has already been in contact with our Service Engineering Group called the "STAR Center" regarding your concern.

Thanks again for your email.

Sincerely,
Tomas

Customer Service Representative
Chrysler Customer Assistance Center

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

REFERENCE NUMBER: 19379375

EMAIL CASE NUMBER: 2427687

REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM6895634I25261L0KM&

Original Message Follows:

US Customer Service - Dodge Brand Site

Brief Description:

Warranty repair work not being fixed after near-monthly visits to dealer.

Comments:

This is a 2005 Dodge Caravan which I purchased as a used car in March 2008.

Beginning in June of 2009, I began experiencing an electrical problem. The

vehicle will cause all dashboard gauges to flutter and flicker, the headlights will flicker on and off, and the vehicle at times will loose power causing me to coast to a stop and after a few minutes of trying to restart the vehicle, it eventually re-starts, the radio will make a loud popping sound and go on and off, with the ac/heater off you can feel cold/hot air coming through the air vents. All this occurs mainly at night with the headlights on, the ac/heater on, the radio on and the last couple of times, this has been happening in the daytime, too. I have taken this vehicle to Lithia Dodge of Corpus Christi almost monthly since June 2009 where they have kept it for anywhere from 3 days to almost 2 weeks. This is my only vehicle and it is a major inconvenience to have to keep taking it in for work since the dealership won't give me a loaner vehicle to use. The dealership has cleaned connections and the power distribution unit and even replaced the alternator with no success. The dealership says they have a hard time fixing it because the vehicle must be acting up when it is put on their computer to diagnose what the problem is but it doesn't act up long enough. I picked up the van on Feb. 12, 2010 after the latest time and will be taking it back to Lithia On Thursday March 11, 2010 because it has started acting up, again. Please help me...I am at my wits end.

VIN: 5B [REDACTED]
Mileage: 79806
Servicing Dealer: Lithia Dodge of Corpus Christi
Title: Mr.
First Name: [REDACTED]
Middle [REDACTED]
Last Name [REDACTED]
Address [REDACTED]
Address 2:
City: Corpus Christi
State: TX
Zip: [REDACTED]
Email: [REDACTED]
Home Phone: [REDACTED]

From: [REDACTED]
To: customerassistre@chrysler.com
Date: Tue Mar 09 22:20:59 EST 2010
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: Recall Information
Brief Description:

My van headlight have been turning off while driving, also having other electrical problems.

Comments:

My mechanic can't find anything wrong with the vechile, no error codes. The interior lights don't always come on when I open the door. When I switch the headlights to low or high the lights are extreemly bright once in a while for a short time. My air bag light is on. I seen on the NEWS you will be doing a recall, what is the time frame on a recall? What could be wrong with the headlights turning off while I'm driving? The dash lights seem to stay on even when the headlights go out.

Sender Information:

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

From: customerassistre@chrysler.com
To: [REDACTED]
Date: Fri Mar 19 15:08:49 EDT 2010
Subject: Re: Chrysler Group LLC Customer Assistance
Dear Rodney:

Thank you for contacting the Chrysler Customer Assistance Center.

I regret the problem your 2005 Town & Country has experienced with the headlamp and appreciate the time and effort you took to bring this matter to my attention.

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

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

Thank you again for your email.

Sincerely,

Tony

Customer Service Representative
Chrysler Customer Assistance Center

For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER: 19379463
EMAIL CASE NUMBER: 2427779
REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM6895763I25261L0KM&

Original Message Follows:

Recall Information - Chrysler Brand Site

Brief Description:

My van headlight have been turning off while driving, also having other electrical problems.

Comments:

My mechanic can't find anything wrong with the vechile, no error codes. The interior lights don't always come on when I open the door. When I switch the headlights to low or high the lights are extreemly bright once in a while for a short time. My air bag light is on. I seen on the NEWS you will be doing a recall, what is the time frame on a recall? What could be wrong with the headlights turning off while I'm driving? The dash lights seem to stay on even when the headlights go out.

VIN:

5E

Mileage:

63000

Servicing Dealer:

Slingerland or J&J

Title:

Mr

First N

Middle

Last N

Address

Address

City:

Owosso

State:

MI

Zip:

Email:

Home P

From: [REDACTED]
To: customerassist@chrysler.com
Date: Sat Apr 10 19:05:00 EDT 2010
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service
Brief Description:

Four the last ten months my van has had electrical seiqures, erratic and cudden with mo apparent cause. My gauges and lights jump and dance. My headlights went out at night! It hesitates at idle

Comments:

I have had my van to many mechanics--they all say "no code comes up" I am appalled that the designer and builder of a fine vehicle cannot assess a problem as dangerous as this is. I cannot go anyplace at night for fear the headlights will suddenly decide to go out. It is NOT safe to be sitting at an intersection and the van engine hesitates as the light turns green--those behind me expect me to go--I am terrified of a rear-end collision for personal and vehicular reasons.

I have spent over \$1000 trying this and that. I even paid a GM mechanic online to give us a diagnosis--he was wrong! I have enjoyed this vehicle very much--I do not want to trade--however, this puts a pretty rotten taste in my mouth thinking of buying another Chrysler--what if you all do not know how to fix the next one?

I have heard of a few other vans doing this crazy electrical dance--have there been any recalls because of these problems? Where do you recommend I go? These dealers don't know how to fix it. I am mad and I am so very tired of getting the runaround every place I turn. Please give me an answer that is true, concise and RIGHT! If you cannot find the answer to this puzzle--you owe me something for all the time, energy, disappointment and stress you have caused me and my family.

Sender Information:

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

From: customerassist@chrysler.com
To: [REDACTED]
Date: Mon Apr 12 10:42:57 EDT 2010
Subject: Re: Chrysler Group LLC Customer Assistance
Dear [REDACTED]:

Thank you for contacting the Chrysler Customer Assistance Center.

Your email was reviewed by Customer Care for Chrysler® vehicles and has been forwarded to a more appropriate area for their attention and response.

This referral action will provide the best opportunity for your request.

Thanks again for your email.

Sincerely,

Matt

Customer Service Representative
Chrysler Customer Assistance Center

For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER: 19461635
EMAIL CASE NUMBER: 2440993
REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM6922914I25261L0KM&

Original Message Follows:

US Customer Service - Chrysler Brand Site
Brief Description:
Four the last ten months my van has had electrical seiqures, erratic and
cudden with mo apparent cause. My gauges and lights jump and dance.
My
headlights went out at night! It hesitates at idle

Comments:
I have had my van to many mechanics--they all say "no code comes up"
I am
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assess a
problem as dangerous as this is. I cannot go anyplace at night for
fear
the headlights will suddenly decide to go out. It is NOT safe to be
sitting at an intersection and the van engine hesitates as the light
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\$1000
trying this and that. I even paid a GM mechanic online to give us a
diagnosis--he was wrong! I have enjoyed this vehicle very much--I do
not
want to trade--however, this puts a pretty rotten taste in my mouth
thinking of buying another Chrysler--what if you all do not know how
to fix
the next one? I have heard of a few other vans doing this crazy

electrical dance--have there been any recalls because of these problems?
Where do you recommend I go? These dealers don't know how to fix it.
I am mad and I am so very tired of getting the runaround every place I turn.
Please give me an answer that is true, concise and RIGHT! If you cannot find the answer to this puzzle--you owe me something for all the time, energy, disappointment and stress you have caused me and my family.

VIN: 5R [REDACTED]
Mileage: 123000
Servicing Dealer: Martin Chrysler in Bowling Green, KY and
Title: Mrs.
First Name: [REDACTED]
Middle: [REDACTED]
Last Name: [REDACTED]
Address: [REDACTED]
Address: [REDACTED]
City: Bowling Green
State: KY
Zip: [REDACTED]
Email: [REDACTED]
Home Phone: [REDACTED]

From: [REDACTED]
To: customerassist@chrysler.com
Date: Thu Apr 15 11:35:06 EDT 2010
Subject: Re: Chrysler Group LLC Customer Assistance
(KMM6922914I25261L0KM)

<HTML>
<BODY>

I received a phone call on Monday, April 12 from a customer service rep. She told me to contact Carmen, my case mgr so I left Carmen a message within 5 minutes of te customer service call. I have heard nothing since--I gave 2 phone numbers and neither has been used to contact me. What is up?

<div class="gmail_quote">On Mon, Apr 12, 2010 at 9:43 AM, customerassist <customerassist@chrysler.com > wrote:
<blockquote class="gmail_quote" style="margin: 0pt 0pt 0pt 0.8ex; border-left: 1px solid rgb(204, 204, 204); padding-left: 1ex;">

Dear [REDACTED]:

Thank you for contacting the Chrysler Customer Assistance Center.

Your email was reviewed by Customer Care for Chrysler® vehicles and has
been forwarded to a more appropriate area for their attention and
response.

This referral action will provide the best opportunity for your request.

Thanks again for your email.

Sincerely,

Matt

Customer Service Representative
Chrysler Customer Assistance Center

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

following information:
REFERENCE NUMBER: 19461635
EMAIL CASE NUMBER: 2440993
REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM6922914I25261L0KM&

Original Message Follows:

US Customer Service - Chrysler Brand Site
Brief Description:
Four the last ten months my van has had electrical seiqures, erratic and

cudden with mo apparent cause. My gauges and lights jump and dance. My

headlights went out at night! It hesitates at idle

Comments:

I have had my van to many mechanics--they all say "no code comes up"; I
am

appalled that the designer and builder of a fine vehicle cannot assess
a

problem as dangerous as this is. I cannot go anyplace at night for fear

the headlights will suddenly decide to go out. It is NOT safe to be

sitting at an intersection and the van engine hesitates as the light turns

green--those behind me expect me to go--I am terrified of a rear-end

collision for personal and vehicular reasons. I have spent over \$1000

trying this and that. I even paid a GM mechanic online to give us a

diagnosis--he was wrong! I have enjoyed this vehicle very much--I do not

want to trade--however, this puts a pretty rotten taste in my mouth

thinking of buying another Chrysler--what if you all do not know how to

fix the next one? I have heard of a few other vans doing this crazy

electrical dance--have there been any recalls because of these problems?

Where do you recommend I go? These dealers don't know how to fix it. I

am mad and I am so very tired of getting the runaround every place I

turn. Please give me an answer that is true, concise and RIGHT! If you cannot

find the answer to this puzzle--you owe me something for all the time,

energy, disappointment and stress you have caused me and my family.

VIN: 5R

Mileage: 123000

Servicing Dealer: Martin Chrysler in Bowling Green, KY and

Title: Mrs.

First Name:

Middle

Last Name

Address

Address 2:

City: Bowling Green

State:

KY

Zip:

Email:

Home P

</blockquote></div>

</BODY>

</HTML>

From: [REDACTED]
To: customerassist@chrysler.com
Date: Thu Apr 22 19:08:33 EDT 2010
Subject: Fwd: Chrysler Group LLC Customer Assistance
(KMM6922914I25261L0KM)

<HTML>
<BODY>

Today the van has scared me. It has done its disco thing constantly and tried to stall at idle at traffic lights MANY times. It even lunged forward one time when it decide d to go. I will not be driving it any longer--who wants to take my van and drive it to see its antics? Who wants to wonder if the engine will quit at any moment? I have not been called about this by a case manager. I expect somebody to take this situation seriously!! I expect Chrysler to build quality products. I have researched through the internet and discovered that this disco dashboard stuff is not new! Why can't the dealers diagnose and fix it? My confidence in Chrysler is hitting bottom. Please reply with some option. I am now without transportation until you do something--wanna walk in MY shoes?

<div class="gmail_quote">----- Forwarded

message -----
From: <b class="gmail_sendername">[REDACTED] lsteffeyl@toast.net>
Date: Thu, Apr 15, 2010 at 10:34 AM
Subject: Re: Chrysler Group LLC Customer Assistance (KMM6922914I25261L0KM)
To: customerassistcustomerassist@chrysler.com>

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<blockquote class="gmail_quote" style="margin: 0pt 0pt 0pt 0.8ex; border-left: 1px solid rgb(204, 204, 204); padding-left: 1ex;">

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Thanks again for your email.

Sincerely,

Matt

Customer Service Representative
Chrysler Customer Assistance Center

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

following information:

REFERENCE NUMBER: 19461635

EMAIL CASE NUMBER: 2440993

REPLY LINK: <a

href="http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?
trk_ID=KMM6922914I25261L0KM&" target="_blank">
http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?
trk_ID=KMM6922914I25261L0KM&

Original Message Follows:

US Customer Service - Chrysler Brand Site

Brief Description:

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sitting at an intersection and the van engine hesitates as the light

turns

green--those behind me expect me to go--I am terrified of a rear-end

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the next one? I have heard of a few other vans doing this crazy

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Please give me an answer that is true, concise and RIGHT! If you
cannot

find the answer to this puzzle--you owe me something for all the
time,

energy, disappointment and stress you have caused me and my family.

VIN:

5R [REDACTED]

Mileage:

123000

Servicing Dealer:

Martin Chrsler in Bowling Green, KY and

Title:

Mrs.

First [REDACTED]
Middle [REDACTED]
Last N [REDACTED]
Address [REDACTED]
Address 2:

City:

Bowling Green

State:

KY

Zip:

[REDACTED]
Email: [REDACTED]
@toast [REDACTED]
Home P [REDACTED]

</blockquote></div>

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</BODY>
</HTML>

From: customerassist@chrysler.com
To: [REDACTED]
Date: Fri Apr 23 10:02:33 EDT 2010
Subject: Re: Fwd: Chrysler Group LLC Customer Assistance
(KMM6922914I25261L0KM)
Dear Linda:

Thank you for contacting the Chrysler Customer Assistance Center.

Your email was reviewed by Customer Care for Chrysler, Dodge and Jeep® vehicles and has been forwarded to a more appropriate area for their attention and response.

This referral action will provide the best opportunity for your request.

Thanks again for your email.

Sincerely,

Matt

Customer Service Representative
Chrysler Customer Assistance Center

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

REFERENCE NUMBER:

EMAIL CASE NUMBER: 2440993

REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM6936919I25261L0KM&

Original Message Follows:

Today the van has scared me. It has done its disco thing constantly and tried to stall at idle at traffic lights MANY times. It even lunged forward one time when it decide d to go. I will not be driving it any longer--who wants to take my van and drive it to see its antics? Who wants to wonder if the engine will quit at any moment? I have not been called about this by a case manager. I expect somebody to take this situation seriously!! I expect Chrysler to build quality products. I have researched through the internet and discovered that this disco dashboard stuff is not new! Why can't the dealers diagnose and fix it? My confidence in Chrysler is hitting bottom. Please reply with some option. I am now without transportation until you do something--wanna walk in MY shoes?

----- Forwarded message -----

From: [REDACTED]
Date: Thu, Apr 15, 2010 at 10:34 AM
Subject: Re: Chrysler Group LLC Customer Assistance
(KMM6922914I25261L0KM)
To: customerassist <customerassist@chrysler.com>

I received a phone call on Monday, April 12 from a customer service rep. She told me to contact Carmen, my case mgr so I left Carmen a

message within 5 minutes of the customer service call. I have heard nothing since--I gave 2 phone numbers and neither has been used to contact me. What is up?

On Mon, Apr 12, 2010 at 9:43 AM, customerassist
<customerassist@chrysler.com> wrote:

Dear [REDACTED]:

Thank you for contacting the Chrysler Customer Assistance Center.

Your email was reviewed by Customer Care for Chrysler® vehicles and has been forwarded to a more appropriate area for their attention and response.

This referral action will provide the best opportunity for your request.

Thanks again for your email.

Sincerely,

Matt

Customer Service Representative
Chrysler Customer Assistance Center

For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER: 19461635
EMAIL CASE NUMBER: 2440993
REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM6922914I25261L0KM&

Original Message Follows:

US Customer Service - Chrysler Brand Site
Brief Description:
Four the last ten months my van has had electrical seiqures, erratic and cudden with mo apparent cause. My gauges and lights jump and dance. My headlights went out at night! It hesitates at idle

Comments:
I have had my van to many mechanics--they all say "no code comes up" I am appalled that the designer and builder of a fine vehicle cannot assess a problem as dangerous as this is. I cannot go anyplace at night for fear the headlights will suddenly decide to go out. It is NOT safe to be sitting at an intersection and the van engine hesitates as the light

turns
green--those behind me expect me to go--I am terrified of a rear-
end
collision for personal and vehicular reasons. I have spent over
\$1000
trying this and that. I even paid a GM mechanic online to give us a
diagnosis--he was wrong! I have enjoyed this vehicle very much--I
do
not
want to trade--however, this puts a pretty rotten taste in my mouth
thinking of buying another Chrysler--what if you all do not know
how to
fix
the next one? I have heard of a few other vans doing this crazy
electrical dance--have there been any recalls because of these
problems?
Where do you recommend I go? These dealers don't know how to fix
it. I
am
mad and I am so very tired of getting the runaround every place I
turn.
Please give me an answer that is true, concise and RIGHT! If you
cannot
find the answer to this puzzle--you owe me something for all the
time,
energy, disappointment and stress you have caused me and my family.

VIN:

5F [REDACTED]

Mileage:

123000

Servicing Dealer:

Martin Chrysler in Bowling Green, KY and

Title:

Mrs.

First

Middle

Last

Address

Address

City:

Bowling Green

State:

KY

Zip:

Email:

Home P

From: [REDACTED]
To: customerassist@chrysler.com
Date: Mon Jun 07 22:21:20 EDT 2010
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service
Brief Description:

problem wiht our lights

Comments:

We are having electrical problems with our headlights. When we are going down the road at night, they shut off. When the vehicle is sitting in the driveway unattended, the lights turn on and off on their own.

Sender Information:

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

From: customerassist@chrysler.com
To: [REDACTED]
Date: Tue Jun 08 11:08:21 EDT 2010
Subject: Re: Chrysler Group LLC Customer Assistance
Dear [REDACTED]:

Thank you for contacting the Chrysler Customer Assistance Center concerning your 2005 Chrysler Town & Country.

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

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

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

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

Thanks again for your email.

Sincerely,

[REDACTED]
Customer Service Representative
Chrysler Customer Assistance Center

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

REFERENCE NUMBER: 19613833
EMAIL CASE NUMBER: 2463484
REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM6987093I25261L0KM&

Original Message Follows:

US Customer Service - Chrysler Brand Site

Brief Description:

problem wiht our lights

Comments:

We are having electrical problems with our headlights. When we are going down the road at night, they shut off. When the vehicle is sitting in the driveway unattended, the lights turn on and off on their own.

VIN:

5E [REDACTED]

Mileage:

88000

Servicing Dealer:

Title:

Mr.

First Name:

Middle

Last Name

Address

Address 2:

City:

Owosso

State:

MI

Zip:

Email:

Home Ph

From: [REDACTED]
To: customerassist@chrysler.com
Date: Thu Jun 17 20:34:28 EDT 2010
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service
Brief Description:

Head light switch concern
Comments:

My lights go off randomly when driving at night, I have to fiddle with the light switch to get them back on, so I don't drive the car at night because it's dangerous. I took the car to the dealer and they said there is a National back order for the light switch. Is this a recall or a recallable problem?

Sender Information:

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

From: customerassist@chrysler.com
To: [REDACTED]
Date: Wed Jun 23 14:10:00 EDT 2010
Subject: Re: Chrysler Group LLC Customer Assistance
Dear [REDACTED]:

Thank you for contacting the Chrysler Customer Assistance Center, your emails are important to us!

A review of our records indicates that your 2005 Chrysler Town & Country does not currently require service for any recall campaigns. If your vehicle is involved in a future recall campaign, you will be notified promptly by U.S. mail. Please keep us informed of any change of address.

You may also access the self-service recall site on the internet to check on your vehicle's involvement in any future recalls that are published. Simply go to your brand website: <http://www.Chrysler.com> and click on "For Owners" at the top of the home page, then enter the last eight digits of your Vehicle Identification Number (VIN) where appropriate.

If you are experiencing any problems with an issue you feel deserves attention, we certainly recommend that you contact your local dealer to arrange an appointment so that they can inspect the vehicle and determine an appropriate course of action.

Thanks again for your email and have a wonderful day!

Sincerely,

Matt

Customer Service Representative
Chrysler Customer Assistance Center

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

REFERENCE NUMBER: 19645860
EMAIL CASE NUMBER: 2467655
REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM7003983I25261L0KM&

Original Message Follows:

US Customer Service - Chrysler Brand Site

Brief Description:

Head light switch concern

Comments:

My lights go off randomly when driving at night, I have to fiddle with the

light switch to get them back on, so I don't drive the car at night because

it's dangerous. I took the car to the dealer and they said there is a

National back order for the light switch. Is this a recall or a recallable

problem?

VIN:

5B

Mileage:

83100

Servicing Dealer:

Putnam Chrysler

Title:

Mr.

First Name:

Middle

Last Name:

Address:

Address 2:

City:

San Francisco

State:

CA

Zip:

Email:

Home P

Customer Assistance Inquiry Record (CAIR)#**12906999**

Vin	1C4GP45R7	5E	Open Date	12/09/2004	Build Date	03/16/2004	
Model Year	05	Body	RSYH52	CHRYSLER TOWN & COUNTRY FWD SWB WAGON			
In Service Dt	08/14/2004	Dealer	43853	Dealer Zone	32	Mileage	7,000
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	LAKE GEORGE NY					Country	UNITED STATES

Dealer - Service/Body Shop - Transaction - Repeated Trips Required - Default	43853
Product - Electrical - Unknown - Intermittent or Inoperative - Default	

Original Owner. No open recall. Customer concerned with door chime and interior lamp stayed lit. Restarted vehicle, didn't help condition was still present. Headlamp irrationally started blinking when driving also slow speeds. Has been to dealer myriad of times for electrical concerns. Has been to dealer 3 times for door lock, window, headlamp concern(s). Customer upset with repeated trips to dealer. Service Manager Jim Hayes, Sm, was contacted by agent on 12-9-04 opened cair.

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

If needed, please seek technical assistance (district manager/zone/STAR) in an attempt to resolve customers concern. Please update with final resolution
REASSIGNED TO BC/DLR 32 43853 12/09/04 10:20 O 12906999
12/10/04

Service / Parts Director at the dealership has updated the Cair# 12906999
An appointment has been set with the customer.
12/20/04

Service Manager at the dealership has closed the Cair# 12906999
Warranty repair has been documented on Repair order #108031.
CAIR RETURNED FROM DEALER ON '12/20/2004' AT '08:52:822 'R 12906999
Customer is stating that he has had this vehicle in twice, and now the problem is showing again and he wants to have someone take responsibility and get this issue resolved. Customer advised to call dealership to see if they can resolve the problems.

12/20/04 SM calls DM to update. One problem has returned. SM dealing with customer Customer states dcx not holding up their end. Repairs are being performed under warranty and loaner is provided every time. DCX is obligated to repair vehicle under the terms of the warranty. Owner requests meeting with DM. DM unavailable until after January 3rd. cc26 _

Customer Assistance Inquiry Record (CAIR)#**12958126**

Vin	2C4GP44R5	5F	Open Date	12/22/2004	Build Date	07/07/2004	
Model Year	05	Body	RSYH53	CHRYSLER TOWN & COUNTRY LX FWD LWB WAGON			
In Service Dt	10/31/2004	Dealer	43754	Dealer Zone	66	Mileage	5,600
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	WASHINGTON NC					Country	UNITED STATES

Product - Brakes - Unknown - Brake/Parking Brake Lamp On/Flashing - Default	Customer states ABS light was activating.
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Customer states headlights come on and off.
Product - Exhaust - Muffler - Rusty - Default	Customer states muffler is increasingly noisy and rusted
Product - Exhaust - Muffler - Noisy - Default	Customer states muffler is increasingly noisy and rusted.
Product - Air Conditioning / Heater - Unknown - Inoperative - Default	Customer states rear air conditioner does not work.

Customer reports various issues with vehicle, is interested in lemon law. Contacted Rick, service manager at dealer who states that the vehicle has been at the shop on three occasions. He stated that she is provided with a rental everytime that she receives service. He also stated that his computer systems were down and he would be unable to verify how many days the vehicle had been in the shop. Rick did advise that the vehicle had not been in the shop for the same issue more than once. While checking back with the customer she stated that she just wanted to know how we handle multiple complaints. Advised customer with any customer concern we investigate the issue to determine what DCX can do to assist the customer. Customer does verify that the vehicle has not had the same problem repeatedly, that all repair attempts are for different issues. Customer does state that her headlight flicker on and off, and previous issues that have been addressed with the vehicle were the ABS light coming on, a flickering of her internal lights, a inoperative rear air conditioner, and a noisy and rusty muffler. Advised customer that writer could only suggest she continue to work with her dealership to resolve the current issue with the vehicle.

Customer Assistance Inquiry Record (CAIR)#**13017788**

Vin	2C4GP44R6	5F	Open Date	01/07/2005	Build Date	03/19/2004	
Model Year	05	Body	RSYH53	CHRYSLER TOWN & COUNTRY LX FWD LWB WAGON			
In Service Dt	07/27/2004	Dealer	43869	Dealer Zone	42	Mileage	6,700
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	LEXINGTON KY					Country	UNITED STATES

Product - Body / Trim / Paint Finish - Seat Upholstery - Split, Cut, Torn - Middle	Cloth on back of seat is torn and needs to be replaced.
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Sometimes her headlights will not come on
Product - Body / Trim / Paint Finish - Seat Tracks / Frames - Improper Installation - Middle	Stow-away seat not stowing properly
Product - Body / Trim / Paint Finish - Wood Grain / Decal / Stripes - Split, Cut, Torn - Trunk/DeckLid/Hatch	Weather stripping on the trunk had to be replaced.

Caller states that her previous vehicle had a lot of problems and she traded it in for the present vehicle and now her headlights on her new vehicle sometimes would not come on. Customer states that the seat would not go in the stow position properly and a part had to be replaced. Caller states that the weather stripping on the trunk had to be replaced and the clothe on the back of the seat had to be repair for a tear. Customer is talking about Lemon Law. Advised customer that the vehicle does not yet meet the criteria but her concerns will be noted.

Customer Assistance Inquiry Record (CAIR)#**13022934**

Vin	2C4GP54L3	5F	Open Date	01/10/2005	Build Date	09/20/2004	
Model Year	05	Body	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON			
In Service Dt	10/04/2004	Dealer	44897	Dealer Zone	35	Mileage	34,000
Name:						Contact Type	ROADSIDE
Address						Home Phone	
	IMPERIAL PA				Country	UNITED STATES	

Corporate - Roadside Services - Warranty - Towing - Default

Roadside Assistance Contacted - DATE : 2005-01-07
Road Side File Created 01-10-05 FOR WARRANTY
VEHICLE PROBLEM AT: VEHICLE TAKEN TO:
250 SUMMIT PARK DR 6181 STEUBENVILLE PIKE
PARK LANE DR
NORTH FAYETTE PITTSBURGH
PA USA PA
ÝCALLER_COMMENTS`HEAD LIGHTS DON'T WORK @ WALMARTÝ
DEALER CODE : 44897 MICK'S DODGE CHRYSLER JEEP

Customer Assistance Inquiry Record (CAIR)#**13033771**

Vin	2C4GP64L3	5F	Open Date	01/11/2005	Build Date	03/04/2004	
Model Year	05	Body	RSYS53	CHRYSLER TOWN & COUNTRY LTD FWD LWB WAGON			
In Service Dt	10/13/2004	Dealer	26327	Dealer Zone	32	Mileage	1,970
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	NORWICH CT				Country	UNITED STATES	

Product - Electrical - Unknown - Other - Default	Automatic headlamp feature does not work properly
--	---

1/11/05 Tech advisor inspected vehicle at dealer at request of DCX service DM for customer concern where automatic headlamp feature does not activate the hadlamps. The headlamps work normally in the manual headlamp selection mode with the headlamp switch. Writer obtained information from vehicle modules and verified switch values and will transmit data to engineering for assistance with concern. The dealer SM Diane was advised to contact the customer to return the laoner and pick up his vehicle, it can be operated_ in by manually selecting the headlamps when needed, just like the majority of vehicles that do not have "automatic" headlamps. SM reports customer has been "demanding vehicle be repaired immediately" and may not cooperate with returning loaner as requested. DM updated by phone. Writer will contact the dealer with repair instructions when known from engineering. TA-JSG2.

2/21/05 Tech advisor repaired vehicle by replacing ambient light sensor in th mirror. DM and TA reviewed situation with dealer principal who stated he will talk to the customer and keep him out of LL. Writer advised dealer he would offer serv contract if needed to keep owner out of LL. TA-JSG2.

Customer Assistance Inquiry Record (CAIR)#**13038741**

Vin	1D4GP45R8	5E	Open Date	01/12/2005	Build Date	03/11/2004	
Model Year	05	Body	RSKH52	DODGE CARAVAN SXT FWD SWB WAGON			
In Service Dt	06/28/2004	Dealer	44461	Dealer Zone	71	Mileage	8,000
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	REDDING CA				Country	UNITED STATES	

Dealer - Parts - Transaction - Parts N/A / Backordered - Default	Backordered Part
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Customer states the headlights are intermittently working on the vehicle.

**** Begin structured narrative CL-PARTS STRUCTURED NARR ****

What is the name and dealer code of the dealer that ordered the part?

CROWN DODGE

44461

What is the phone number of the dealer?:(530)241-432

What is the description of the part that has been ordered?

Headlight Switch

What is the part number?:ZL671DVAA

What is the order number?:237217

What date was the part ordered?:N/A

What is the VIN of the vehicle?

1D4GP45R85E

What is the current order status of the part (i.e. special handling)?

D99 - unknown

**** End structured narrative CL-PARTS STRUCTURED NARR ****

Customer states the headlights are intermittently working on the vehicle.

Customer states that the part is on backorder, and cannot drive the vehicle 'legally' at night. Writer contacted Dealer 44461, and spoke with Service Advisor, Mark. Service Advisor states that the part will arrive tomorrow or Friday. Writer advised customer of the Part Status.

U011205

U011205

Customer Assistance Inquiry Record (CAIR)#**13072568**

Vin	1D4GP45R0	5E [REDACTED]	Open Date	01/19/2005	Build Date	03/05/2004	
Model Year	05	Body	RSKH52	DODGE CARAVAN SXT FWD SWB WAGON			
In Service Dt	07/31/2004	Dealer	44330	Dealer Zone	35	Mileage	4,205
Name:	[REDACTED]					Contact Type	TELEPHONE
Address	[REDACTED]					Home Phone	[REDACTED]
	WEST BERLIN NJ [REDACTED]					Country	UNITED STATES

Dealer - Parts - Transaction - Delayed Receipt of Order - Default	delay in obtaining part
---	-------------------------

Owner advises that headlights do not work and dealer ordered part which was to arrive today but has not..owner concerned with safety and seeks loaner..spoke to Kevin in service and needs a power headlight switch... dealer has two vehicles waiting for part which was supposed to arrive today..dealer expects parts tomorrow..advised owner of delay and also apologized..will offer loaner if part does not show on 1/20 and will check with dealer...ltm
spoke to dealer and parts arrived this morning..repair in process and vehicle to be returned to owner this afternoon....ltm

Customer Assistance Inquiry Record (CAIR)#**13095388**

Vin	2D4GP44L6	5R	Open Date	01/27/2005	Build Date	03/19/2004
Model Year	05	Body	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON		
In Service Dt	05/13/2004	Dealer		Dealer Zone	Mileage	14,750
Name:					Contact Type	E-MAIL
Address					Home Phone	
	LOSANTVILLE IN			Country	UNITED STATES	

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

Customer states that head lights stopped working

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

2005 grand caravan, being fixed for headlights not coming on or going off. Not so fun driving at night with kids in van with no lights not even hazards!
!!!!

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

*****Customer email follows:

first Dodge/Chrysler and new vehicle I ever bought or looked at (die hard ford fan) I understand problems and redesigning equipment, but not happy when found out part needed was on "national backorder" and I have not heard of anyone else with this problem. where is the customer service for that.

*****Response follows:

Thank you for your recent email to DaimlerChrysler Motors Corporation regarding your 2005 Dodge Grand Caravan.

It's always of concern to learn that a customer is dissatisfied. Over the past few years, DaimlerChrysler Motors Corporation has made tremendous gains in improving customer satisfaction. In your case, we apparently have not met your expectations.

I spoke with Kevin at Goodwin's Brothers Dodge and understand that the part has been received and installed. I trust your problems have not recurred, but if they have please contact Goodwin's Brothers for inspection and diagnosis.

Our sincerest apologies for the problems you have had. I hope we will have another chance to restore your faith in us.

Customer Assistance Inquiry Record (CAIR)#**13102971**

Vin	2C4GP64L3	5R [REDACTED]	Open Date	01/26/2005	Build Date	09/20/2004	
Model Year	05	Body	RSYS53	CHRYSLER TOWN & COUNTRY LTD FWD LWB WAGON			
In Service Dt	11/22/2004	Dealer	60137	Dealer Zone	32	Mileage	616
Name:	[REDACTED]					Contact Type	TELEPHONE
Address	[REDACTED]					Home Phone	[REDACTED]
	DALTON NH [REDACTED]					Country	UNITED STATES

Product - Electrical - Lamps and Switches - Complete Failure - Default	headlamp switch unavailable
--	-----------------------------

Headlamp switch inop. Customer waited from 12/1/04 to 12/29/04 for the switch to be supplied. In lieu of filing Lemon Law, customer agreed for us to make a vehicle payment, of \$446.86

Customer Assistance Inquiry Record (CAIR)#**13110124**

Vin	2D4GP24R0	5F	Open Date	01/27/2005	Build Date	08/18/2004	
Model Year	05	Body	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON			
In Service Dt	09/24/2004	Dealer	44187	Dealer Zone	51	Mileage	1,300
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	CHICAGO IL				Country	UNITED STATES	

Product - Cooling System - Fans, Pulleys, and Tensioner - Other - Default	Customer concerned about fans not working correctly.
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Customer states the headlamps will not work

Customer states the headlights are not working and when he started the van, smoke came out from the hood. He lifted the hood and it appeared to have been coming from the fan motors. Customer took vehicle to dealership they checked it out and could not find anything wrong with it, and when the tech brought it to the customer he turned on the lights and they still did not work. They finally found that a part needed to be replaced on the headlight switch, it is on back order until next week. The dealership has told him the fan motors have been checked and they are operating as they should, is just concerned. Called the dealership and spoke to Santiago, 2 technician checked the vehicle and found no issues with the fans. Writer informed santiago of concerns that customer was expressing, he advised if customer has any further questions or concerns to contact him. Advised customer of this, and customer understood.

Customer Assistance Inquiry Record (CAIR)#**13150294**

Vin	2D4GP44L8	5F	Open Date	02/09/2005	Build Date	07/28/2004	
Model Year	05	Body	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
In Service Dt	11/01/2004	Dealer	68976	Dealer Zone	51	Mileage	4,200
Name:						Contact Type	E-MAIL
Address						Home Phone	
	RUSSELLVILLE KY					Country	UNITED STATES

Product - Drivability - Unknown - Other - Default	Too many problems with new vehicle
---	------------------------------------

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

We ve owned this vehicle less than 3 months. We ve had it at the shop 6,7 or 8 times already

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

We noticed a day or two after getting our new van that the middle interior lights did not come on when the door was opened. We took it to our service department. They ordered parts. This did not fix the problem. After four attempts the problem was finally corrected. Another night, it was rainy and foggy. I pulled out the light switch to turn on the fog lights. The switch broke off. When I opened the door, the switch fell on the ground. I had to fumble around in the rain to find the switch to see if I could turn my lights off. I did get it adjusted where I could turn the lights off. We got this corrected. I asked about the lights on the power window and door switches. The power window switch on the driver s side has a very dim light. The rest do not have any light. We have been told they are not supposed to light. If they re not, then why are the little areas there. My 2005 Caravan has all the switches lighted. The other day we were driving and tried to let the passenger side window down. It would not work and every time you touched it the headlights and interior lights would flicker. My husband took the van one more time to the service department and got this corrected. One day I could not get the passenger sliding door to close--either manually or electronically. Finally after reaching inside and pushing in the manual button, I got the door to close. It is very disheartening to get a brand new expensive van and have all these things happen to it. I m afraid every time I get in the vehicle that something else is going to happen. Not only that, but gas is very expensive. WE live 7 miles from our dealership--not far, but when you have to make several trips, it can get costly, not to mention our time and concern (or worry, as my husband gets tore up over everything.) We haven t filled out our survey yet. We were waiting to see what is going to happen next. The sales staff were very nice before and when we bought the vehicle, but have shown very little concern about the problems we have been having. Being in sales myself, I feel I should be concerned about my customer s needs--even after I make the sale. They have just kind of laughed at us when we brought the vehicle for repair. To us, it is not funny at all. Kentucky does have a lemon law that states if you have to take a vehicle for 4 times for the same problem, you should get a new vehicle. What are our chances of that? We are actually afraid of what might happen next. P.S. The service personnel have been very accommodating. Thank you for your attention to this request.

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

Sent following email to customer:

Dear ,

Thank you for your recent email to DaimlerChrysler Motors Corporation regarding the concerns you stated you are having with your 2004 Grand Caravan.

I was disappointed to learn of the problems you stated you are having with your van and have documented your concerns in a corporate file. If you are currently having problems with you van, I suggest you set up an appointment for proper diagnosis and/or repair at your local DaimlerChrysler dealership. Technical assistance is available to the dealership if needed.

Lemon laws are regulated by state governments. To get information about your rights, contact your State Attorney General s Office. They will provide you with all the information that you will need.

In addition, there should be a white and blue booklet with your Owner s Manual that explains how to go through the lemon law process. If you have any further questions, give us a call at 1-800-992-1997.

Thank you again for your email.

U011205

U011205

Customer Assistance Inquiry Record (CAIR)#**13157560**

Vin	2C4GP54L3	5R	Open Date	02/08/2005	Build Date	07/30/2004	
Model Year	05	Body	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON			
In Service Dt	08/24/2004	Dealer	45084	Dealer Zone	51	Mileage	2,849
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	WHEATON IL					Country	UNITED STATES

Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	
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2/8 owner called stating the electrical system not operating as normal. Owner states the headlamps flicker when the heated seats are turned on. Owner states the instrument panel is effected as well. Writer spoke with Dan(SA)at 45084 who stated he reviewed with STAR who stated problem is a characteristic of the vehicle and there is currently not a fix at this time. Writer advised file would be sent for proper handling.

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

If needed, please seek technical assistance (district manager/zone/STAR) in an attempt to resolve customers concern. Please update with final resolution
 REASSIGNED TO BC/DLR 51 45084 02/08/05 17:47 O 13157560
 *Contact Date:02/15/2005

Service / Parts Director at the dealership has updated the Cair# 13157560
 The vehicle has been diagnosed.

Local Tech Advisor has inspected and researched problem, Condition under review.

5/11/05 DM reviewed the above with Tech advisor and Service manager. TA advised that engineering is still currently reviewing owner concerns for update and/or repair. DM contacted the customer to advise of findings. The customer was obviously disappointed that DCX had not done anything to repair the vehicle. DM ensured her that if any updates are provided that the dealer would be notified to try and make any possible repairs. The customer is not satisfied, wanting something to be done immediately. DM advised that no can be done at the present time. The customer advised that she may consider pursuing legal recourse to get resolution.....djm40

Customer Assistance Inquiry Record (CAIR)#**13208030**

Vin	1D4GP24R2	5E	Open Date	02/22/2005	Build Date	03/11/2004	
Model Year	05	Body	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON			
In Service Dt	07/10/2004	Dealer	42803	Dealer Zone	35	Mileage	11,000
Name:						Contact Type	LETTER
Address						Home Phone	
	BLAND VA					Country	UNITED STATES

Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Owner stated headlights do not work.
Dealer - Service/Body Shop - Transaction - Problem Not Resolved - Default	Owner stated reoccurring issue not resolved.

AB729 02/22/05

Owner stated the headlights do not work. Owner stated he has taken his vehicle to dealership 42803 and the problem has not been resolved. Writer advised that his concern would be documented and referred owner to DCCAC.
rw333 02/25/05

Customer called back and has been trying to reach customer assistance for 2 weeks and all Customer gets is music.

Writer confirmed that Customer had correct number and prompts and advised Customer that this number is busy and to try his call again.

Customer asked to be transferred to this number and writer informed Customer that this office does not open until 9 and therefore Writer cannot transfer call.

Customer called but did not have vin and did not inform Writer that he had called before until after searching for vin for 5 minutes.

Customer then provided an incorrect file number.

Customer then went and found vin number.

Owner called DCCAC stating the vehicle is back at the dealer for headlight problem.

RSA called dealer and spoke with Service Advisor, James.

Jamed explained that the dealer has made prior repair attempts, but has been unable to duplicate the complaint.

Dealer is doing everything possible to duplicate the complaint.

CC623 03/02/05 Customer called in to inquire about DCCAC mailing address. Writer advised customer that there were no open recalls on vehicle. Writer provided mailing address.

_3.15.2005

_COMMONWEALTH OF VIRGINIA OFFICE OF THE ATTORNEY GENERAL

RE: CASE NUMBER: 500756

Forwarded to 82t m rp

3-15-05 Forward to Mid-Atlantic Business Center.SSS8

3-17-05 CAIR reassigned to DM Dave Weinberger to investigate and resolve.

Please reassign back to MPW when complete for a response to the AG.

Mike Volkman tech advisor is working with dealer to correct problem. One note is the Dealership has not been able to duplicate problem they have left vehicle run with the lights on for a number of days and no problem found. DCW9

3-22-05 Please keep in contact with the tech advisor until conclusion.

Please update the CAIR with the outcome and than reassign back to MPW for appropriate response to the AG office. Thanks

3-31-05 Vehicle repaired with the help of Mike Volkman Tech Advisor.DCW9 no one on line.

Customer calling on above issue. Agent referred customer to CCRG 1-866-432-1329 for an update on her issue.

Caller inquiring about above. Caller wishing vehicle bought back through lemon law. Writer contacted dealer 42803 and spoke to the service manager. Dealer informed writer that current repair attempt is the third, while the caller claims it is the fourth. Writer informed caller of disparity, and caller states she will call dealer and straighten issue out. Writer provided caller with reference number.

4-7-05 CAIR reassigned to DM Dave Weinberger to investigate and resolve. Dave, this CAIR was closed by our call center by mistake before a response to the AG could be provided. We received another request from the AG here at the BC. The owner claims the vehicle has had four repair attempts while the dealer claims three. Please review and resolve the concerns. Please ensure that the owner has not experienced the head light outage after the last repair. Thanks Mark. MPW

4-11-05 MABC received a call from the WV consumer affairs division, Bill Fennell requesting an update.

4-14-05 Spoke to Carl Davis and offered to replace vehicle with another Daimler-Chrysler vehicle at \$ 0.22 per Mile usage and customer to pay tax and tags and difference in MSRP. Customer will think it over and call me I gave him my cell number.DCW9

4-15-05 Mrs Davis called and felt that the \$0.22 was to much she wanted me to pay off her old van and give her a new van. I told her that the mileage charge was fair.

4-15-05 Writer spoke with Bill Fennell at the VA AG office. Writer informed Mr. Fennell that DaimlerChrysler offered to replace this vehicle MSRP to MSRP with a .22 per mile charge and that the owner had declined this offer. Owner has 30 days from today to reconsider. MPW

Customer Assistance Inquiry Record (CAIR)#**13213681**

Vin	2D4GP44L9	5R	Open Date	02/23/2005	Build Date	11/05/2004	
Model Year	05	Body	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
In Service Dt	01/03/2005	Dealer	42835	Dealer Zone	42	Mileage	500
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	CANTON MI				Country	UNITED STATES	

Product - Electrical - Heated Seat - Intermittent/Inoperative - Unknown	Reports a power drain that dims all his lights when seats are on
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Customer states when he is using the heated seats it creates a drain that dims all of his lights, inside and headlamps. Customer states this does not seem normal although the he says the dealer states it is. Customer states he asked to speak with a Zone rep or DCX tech and was told to call. Explained that dealerships are supposed to at the request of the customer arrange a meeting or call. Customer states he is disappointed with the heated seats if whenever he uses them all of the lights dim. Customer states he will try working with the dealership or go to another dealer if he is not satisfied.

Customer Assistance Inquiry Record (CAIR)#**13229110**

Vin	2D4GP44L1	5R	Open Date	02/28/2005	Build Date	08/24/2004	
Model Year	05	Body	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
In Service Dt	10/04/2004	Dealer	65746	Dealer Zone	51	Mileage	6,000
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	BOLINGBROOK IL					Country	UNITED STATES

Corporate - Recall - Default - Default - Default	Advised no recalls.
Product - Electrical - Lamps and Switches - Improper Installation/Missing - Default	Customer alleges dealer put in wrong headlamp switch.

DAB148 02/28/05

Customer calling in regard to issue with headlights. Customer states that on February 8th dealer 65746 replaced the headlight switch but they put in the wrong switch. Customer states that the vehicle has still not been repaired properly. Advised customer no recalls on the vehicle. Advised customer to try to work with the dealer or speak with DCCAC. Customer states he is trying to contact DCCAC but he cant get a hold of anyone. Agent verified that customer is calling the correct number. Provided file number.

Customer Assistance Inquiry Record (CAIR)#**13244968**

Vin	2D4GP44L2	5F	Open Date	03/03/2005	Build Date	06/15/2004	
Model Year	05	Body	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
In Service Dt	11/13/2004	Dealer	66894	Dealer Zone	32	Mileage	15,000
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	HOPATCONG NJ					Country	UNITED STATES

Product - Exhaust - Unknown - Fumes or Odors - Default	burnt egg or oil type smell
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	head lights go out intermittently

Owner calls regarding initial burnt egg type smell or oil. After battery was changed, the smell continued. Upon further inspection the catalytic converter was replaced, but continued a few days later. Head lights go out intermittently. Dealer has since ordered switch to repair.

Owner claims on an incline the transmission bucks and boggs down. Owner is concerned about 4th trip for service and looking for replacement vehicle. Owner also claims this is the first of the many Chrysler products he has owned with mechanical problems.

Writer explained intention to repair vehicle per terms of the warranty. Writer contacted service manager Bob Stewart and left message advising of owner concerns. Writer noted 2 prior Chrysler minivans of this owner. Please update with final results and follow zone procedures for assist as needed. Thanks..dg2

REASSIGNED TO BC/DLR 32 66894 03/03/05 08:43 O 13244968

*Contact Date:03/03/2005

Service Manager at the dealership has updated the Cair# 13244968
Parts have been ordered.

*Contact Date:03/03/2005

Service Manager at the dealership has updated the Cair# 13244968
Parts have been ordered.

Bob Stewart calls back indicating transmission is operating as normal. Technical representative advised head light switch (0ZL651DVAB) was needed and ordered for replacement. Bob and service technician could not duplicate egg smell. Bob will contact owner when switch arrives as expected by 3/7..dg2

*Contact Date:03/10/2005

Dealer 66894 has updated the mileage to 4085.

Service Manager at the dealership has closed the Cair# 13244968

Warranty repair has been documented on Repair Order#27376

CAIR RETURNED FROM DEALER ON '3/10/2005 ' AT'04:25:394 'R 13244968

Customer Assistance Inquiry Record (CAIR)#**13258153**

Vin	2C4GP54L4	5R	Open Date	03/07/2005	Build Date	06/21/2004	
Model Year	05	Body	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON			
In Service Dt	08/13/2004	Dealer	64103	Dealer Zone	35	Mileage	5,000
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	SINKING SPRING PA					Country	UNITED STATES

Product - Transmission / Transaxle - Torque Converter - Improper Shift - Default

Transmission issues.

Customer called with transmission issues. Customer stated that when he purchased this vehicle the transmission had issues. Customer stated that he has had this problem since he bought this vehicle. Customer stated that the headlight went out on the vehicle twice and is at the dealer64103 now getting repaired. Customer wanted no recourse and stated that the only thing I could do is document his issues. Writer agreed and notified customer of the documentation.

Customer Assistance Inquiry Record (CAIR)#**13275563**

Vin	2C4GP54L8	5F	Open Date	03/10/2005	Build Date	09/08/2004	
Model Year	05	Body	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON			
In Service Dt	11/26/2004	Dealer	59528	Dealer Zone	42	Mileage	2,387
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	LAFAYETTE IN					Country	UNITED STATES

Product - Electrical - Lamps and Switches - Complete Failure - Default	Customer states headlights do not work.
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Customer called regarding his vehicle. His vehicle was in the shop 12/27/04 for a wiring harness (714 miles), 1/19/05 for headlight issue (1375 miles), and 2/22/05 for complete headlight failure (2384 miles). Spoke to Scott in service at dealer 59528. Scott advises that on the 19th of January the customer was in for intermittent headlights and the vehicle has been in since February the 22nd. Scott advises that it needs a new switch which is on national backorder. Scott also advises that he has had the part on VOR since the 23rd. Customer is very dissatisfied and would like a resolution.

3/11 Spoke with expediting manager, Josh yesterday regarding part. States that part # ZL671J8AB was to be received by DCX yesterday afternoon. He did not have confirmation that we did receive them at that time. He said that they were on track to receive 54 of the parts, order [REDACTED] should be filled as it was a VOR order. Advised Scott yesterday.
CNL8 03/11/2005

Customer states that he wants the vehicle bought back due the the vehicle being in the Dealership since February 22, 2005. Customer states that the headlights are not working. Customer is demanding the vehicle be bought back or he will leave it at the Dealer. Informed the customer that there is no commitments being made that the vehicle will be bought back. Owner is requesting that DaimlerChrysler to repurchase or exchange the vehicle due to head light issue that has not been resolved since February 22, 2005. CAIR is being reassigned to 82A for further review per BB654. 3/11 DM at dealership today, reviewed history, part was released to the pdc and backorder is now closed. Dealer should hopefully have part by Monday.

*****ESCALATION*****

RSA4

RSA called dealer and spoke with Service Manager, Scott; dealer has been notified that the part will be in tomorrow.

RSA informed Scott of this open cair.

REASSIGNED TO BC/DLR 42 59528 03/14/05 10:46 O 13275563

RSA emailed District Manager to inform of this open Cair.

3/14 Received email from expediting manager today, plan was that they were shipping the part today. Advised Scott and Parts Manager, Dave of info and if they did not receive the part by Wed to advise kra5.

3/16/05 DM at dealership today. Vehicle has been repaired and is ready to return to the owner. DM offered to reimburse owner for one monthly payment, owner declined stating that was not enough. DM has offered thru the Service and Parts Director, Scott to reimburse owner for 2 monthly payments as final goodwill to owner. Scott will advise owner of above, vehicle does not qualify for buyback, buyback declined and vehicle is now repaired. An attempt has been made to reimburse owner for 2 monthly payments of approx \$200 each, in interest of customer satisfaction only, waiting for reply.

*Contact Date:03/17/2005

Service / Parts Director at the dealership has closed the Cair# 13275563

Warranty repair has been documented on Repair Order#570811

CAIR RETURNED FROM DEALER ON '3/17/2005 ' AT'11:40:310 'R 13275563

Customer Assistance Inquiry Record (CAIR)#**13278611**

Vin	2D4GP24R8	5F	Open Date	03/18/2005	Build Date	08/13/2004	
Model Year	05	Body	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON			
In Service Dt	09/16/2004	Dealer	43877	Dealer Zone	35	Mileage	7,650
Name:						Contact Type	E-MAIL
Address						Home Phone	
	HUMMELSTOWN PA					Country	UNITED STATES

Corporate - Other - Default - Default - Default	Alot of trouble with my 2005 Dodge Grand Caravan
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***** EMAIL BRIEF DESCRIPTION CONTENT *****

Car trouble

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

Email States:

I've had alot of trouble with my 2005 Dodge Grand Caravan SE Plus. I've had it in the shop now at least 3 different times already. Now I have to take it back to the shop to have a blown speaker replaced again. Last week while my wife was driving at night the headlights WENT OUT FOR 30 SECONDS! I do not know what your company is doing but I do know what you're not doing; and that's putting out a quality product. Being loyal to our selling dealership causes us a 1/2 hour drive each way and missing our van to cart around three toddlers. I hope you take this note to heart because I am seriously questioning my purchase. I was annoyed at the seat belt grease, blown speaker and inoperable power rear doorlock; but the headlights going out has done it for me. If I had it my way I'd give you back this headache I purchased from you and take back my old van I traded in. Good luck in working out the kinks, because I'm not!

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

Writer replied:

Dear

Thank you for your recent email to DaimlerChrysler Motors Corporation regarding your Dodge Grand Caravan.

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

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

Customer Assistance Inquiry Record (CAIR)#**13325515**

Vin	1D4GP25B4	5E	Open Date	03/22/2005	Build Date	09/02/2004	
Model Year	05	Body	RSKL52	DODGE CARAVAN SE FWD SWB WAGON			
In Service Dt	10/02/2004	Dealer	43347	Dealer Zone	71	Mileage	8,200
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	POST FALLS ID					Country	UNITED STATES

Product - Engine - Unknown - Check Engine Lamp On/Flashing - Default	Check engine light on after leaving dealer
Corporate - DaimlerChrysler Address - Default - Default - Default	Customer wanting DCCAC address.
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Head lights intermittent operation
Dealer - Service/Body Shop - Personnel - Discourteous/ Rude - Service Management	Service department staff rude

Customer requesting assistance with trade in or exchange. Customer stated the vehicle has been in shop for multiple repair issues. Writer advised the dealership is the primary source for consideration on exchanges. Customer requesting to document a complaint. Customer states the dealer 43347 was rude and offered no assistance in regards to headlights being intermittent and the part on backorder advising to not drive a night. Customer has had several different issues in regards to check engine light, transmission, headlights. Writer advised the complaint is recorded.

Customer inquired about exchange on vehicle. Writer advised to talk to dealership. Also asked about lemon law and writer advised that she does not qualify.

Customer called back wanting to speak with previous agent or a Supervisor. Writer informed Customer that we are all Senior Staff agents. Customer wanted DCCAC address. Writer provided Customer with that information.

*****REFERRAL*****

Owner's inquiry was forwarded for handling.

Owner stated the DVD is not working. The headlight switch is not working. There are transmission problems and the sensors have blown twice. Writer left message for owner. Spoke with May, service manager and the vehicle came in for a shifting problem at low speeds. They could not duplicate at first. It came back and the check engine light was on and verified condition and replaced the map sensor and throttle position sensor and connector. They kept the vehicle overnight to make sure no other codes or problems. The vehicle is ready. She did not have a complaint from the customer on the DVD player. The headlight issue was addressed in Feb 2005. They removed the headlight switch and connector, No problem was found however, one connector was rough. So they ordered a part for the switch. It was repaired on 2-21. The owner made no mention of the issue for the headlights on this visit. The owner was advised of the repairs on yesterday. No hard part problem has been found with the transmission only electrical.

3-29 Spoke with owner and she stated she has not had any further concerns. However, she was not happy with the dealer comments on her intermittent concerns. She was told to drive the vehicle until it broke down. The dealer used a 1/4 tank of gas and she had to put gas in the rental she was given. The service manager told her that is something they don't normally do but agreed to replace the gas used for test drive. When she called back to bring it in she was told it was already done. She finally get everything straight and will be bringing the vehicle in today. She stated they will not use this dealer again. Advised her she has option to select another dealer for service. She inquired about Lemon Law because this was the 4th time in for a different issue. Writer advised because the repairs and her treatment, writer will cover one months payment for the vehicle. She stated it is about \$479 per month.

Advised her she can submit the monthly car payment bill and writer will reimburse her. Advised her she can contact writer if she has any further concerns.
Received car payment receipt. Total is \$479.44

Customer Assistance Inquiry Record (CAIR)#**13329141**

Vin	1D4GP45R6	5E	Open Date	04/04/2005	Build Date	06/14/2004	
Model Year	05	Body	RSKH52	DODGE CARAVAN SXT FWD SWB WAGON			
In Service Dt	07/20/2004	Dealer	44669	Dealer Zone	32	Mileage	9,500
Name:						Contact Type	E-MAIL
Address						Home Phone	
	PORT JERVIS NY					Country	UNITED STATES

Product - Electrical - Power Door Lock / Deck Lid - Intermittent or Inoperative - Unknown

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

I believe I have a serious problem with my 2005 Dodge Caravan SXT. The interior doorlocks work intermittently, as do the front headlights. I do not feel comfortable driving the van with my family. I feel I have major electrical problems.

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

04-04-05 Agent response:

Dear Mark,

Thank you for your recent email to DaimlerChrysler Motors regarding your 2005 Dodge Caravan.

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

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

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

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

Thank you again for your email.

Customer Assistance Inquiry Record (CAIR)#**13329581**

Vin	2D4GP44L9	5F	Open Date	04/04/2005	Build Date	03/12/2004	
Model Year	05	Body	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
In Service Dt	04/26/2004	Dealer	41534	Dealer Zone	42	Mileage	20,000
Name:						Contact Type	E-MAIL
Address						Home Phone	
	MANISTEE MI				Country	UNITED STATES	

Corporate - Product Information - Default - Default - Default

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

number of times i have to take car in for warrenty repairs

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

Email States:

firs i would like to say that my dealer has doon a very good job at handleing my problems.my wife and i purchased the car april or 04.since that time the car has been in for warrenty work 6 times for 6 different reasons.1) dead battery x3,nes battery dec 04.2)noise in front end , bearing in lt front replaced.3)oct 04 short in turn signal switch, replaced.4)nov 04 head light would not go on (in the dark) switch replaced.5) air bag light stays on.6)cable to lift spar tire will not retract,too take in this thrusday to haave thes parts replaced. iam hoping these problem will soon come to an end,but i am not to optimistic.

Writer replied:

Dear [REDACTED]:

Thank you for your recent email to DaimlerChrysler Motors Corporation regarding your 2005 Dodge Grand Caravan.

It's always of concern to learn that a customer is dissatisfied. Over the past few years, DaimlerChrysler Motors Corporation has made tremendous gains in improving customer satisfaction. In your case, we apparently have not met your expectations.

Our sincerest apologies for the problems you have had. I hope we will have another chance to restore your faith in us.

Thank you for the e-mail.

Customer Assistance Inquiry Record (CAIR)#**13339673**

Vin	2C4GP44R0	5F	Open Date	03/24/2005	Build Date	03/19/2004	
Model Year	05	Body	RSYH53	CHRYSLER TOWN & COUNTRY LX FWD LWB WAGON			
In Service Dt	05/25/2004	Dealer	45102	Dealer Zone	35	Mileage	10,512
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	EPHRATA PA					Country	UNITED STATES

Product - Electrical - Body Control Module - Other - Default	Customer had to have the BCM reprogramed.
Product - Electrical - Battery - Other - Default	Customer had to repalce the battery.

Customer wanted to make a complaint about the condition of her vehicle. Customer stated that the pin stripping peeled off, the battery had died, the head lights would not work, spark plugs, customer stated that when she took it in for inspection, they found the the BCM has gone bad as well. Stated that she is unhappy with the way things keep going on with this vehicle. Stated that the dealership (45102) has been doing a great job with helping customer out. Stated that she is unsure if she would buy another vehicle. Customer wanted to know if maybe some money could be taken off of her payment. Advised customer that she would have to speak with someone in the financial department. Transferred to DCX financial.

Customer Assistance Inquiry Record (CAIR)#**13353928**

Vin	1D4GP25B0	5E [REDACTED]	Open Date	03/29/2005	Build Date	03/04/2004	
Model Year	05	Body	RSKL52	DODGE CARAVAN SE FWD SWB WAGON			
In Service Dt	08/28/2004	Dealer	44495	Dealer Zone	51	Mileage	9,000
Name:	[REDACTED]					Contact Type	TELEPHONE
Address	[REDACTED]					Home Phone	[REDACTED]
	SPRINGFIELD IL [REDACTED]					Country	UNITED STATES

Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default | Wants assistance with rental vehicle.

Client called about a rental vehicle because his is in for repair at dealer 44495. Called dealer and spoke to Larry who advised writer that part was on a national back order. Larry stated that head lamps were inoperable so the vehicle can not be driven at night. Writer asked Larry to speak to service manager about approving rental vehicle, and that writer would call back in 30 minutes. Advised client that writer would call back after Larry speaks with service manager. Called Larry back and he advised writer that service manager approved rental and he already advised client of this.

Customer Assistance Inquiry Record (CAIR)#**13360984**

Vin	2C4GP54L6	5R	Open Date	03/30/2005	Build Date	07/29/2004	
Model Year	05	Body	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON			
In Service Dt	08/10/2004	Dealer	60008	Dealer Zone	51	Mileage	12,100
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	HANOVER PARK IL					Country	UNITED STATES

Corporate - Recall - Default - Default - Default	Advised customer of no open recalls on this vehicle at this time.
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Headlights work periodically on vehicle.

Advised customer of no open recalls on this vehicle at this time.
Documented customer's complaint. Allegedly the vehicle's head lights work periodically. Customer was told by dealer the switch needs to be fixed but the part is still being ordered. Writer provided customer service number for further assistance.
ab767 03/30/05

Customer Assistance Inquiry Record (CAIR)#**13387532**

Vin	1C4GP45R8	5E [REDACTED]	Open Date	04/18/2005	Build Date	08/10/2004	
Model Year	05	Body	RSYH52	CHRYSLER TOWN & COUNTRY FWD SWB WAGON			
In Service Dt	09/02/2004	Dealer	57317	Dealer Zone	32	Mileage	9,315
Name:	[REDACTED]					Contact Type	LETTER
Address	[REDACTED]					Home Phone	[REDACTED]
	YARMOUTH ME [REDACTED]					Country	UNITED STATES

Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Intermittent headlamp operation
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Owner submits letter stating that headlamps are intermittently inoperative and dealer 57317 was never able to duplicate. Letter was written on 3/26/05 and writer noted headlamp switch repair was made on 4/4/05. Called owner and left message inquiring about status of concern. Provided file and phone number.

Customer Assistance Inquiry Record (CAIR)#**13388599**

Vin	2C4GP44R6	5F	Open Date	04/05/2005	Build Date	06/12/2004	
Model Year	05	Body	RSYH53	CHRYSLER TOWN & COUNTRY LX FWD LWB WAGON			
In Service Dt	08/28/2004	Dealer	68225	Dealer Zone	42	Mileage	8,101
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	WESTFIELD CEN OH					Country	UNITED STATES

Product - Brakes - Drum Brake Assembly - Grabs or Pulls - Rear-Pass	brakes dragging on passenger side
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	headlights inoperative

Customer called stating that her headlights will not come one. Customer states that the rear passenger brakes feel like they are dragging on the passenger side. Customer states that everything smells like gasoline. Customer states that her vehicle is at dealership 68225. Customer made an appointment a while ago and they have not had a chance to look at it. Customer feels that she should not have to pay for a rental. Writer called dealership 68225 and spoke with Dave the service manager. Dave stated that they are trying to find a part. Writer advised customer of this information and that all that her concern would be documented.

Customer Assistance Inquiry Record (CAIR)#**13434405**

Vin	2C4GP54L2	5R	Open Date	04/15/2005	Build Date	02/19/2005	
Model Year	05	Body	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON			
In Service Dt	03/24/2005	Dealer	66494	Dealer Zone	66	Mileage	670
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	LAKELAND FL					Country	UNITED STATES

Product - Fuel System - Unknown - Poor Fuel Economy - Default	Owner stated he is getting poor gas mileage.
Dealer - Service/Body Shop - Transaction - Problem Not Resolved - Default	Owner stated his dealership has not solved his issues.
Product - Drivability - Unknown - Stalling - Default	Owner stated his vehicle stalls.
Product - Electrical - Wipers / Washers - Intermittent or Inoperative - Front	Owner stated his wipers quit working sometimes.
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Owner stated that his headlights quit working sometimes.

Owner stated that he was driving the other night and his headlamps and wipers quit working. He stated the car also died. Owner also said he is only getting 8 to 9 miles per gallon, but his gauge says he is getting 14.3 miles per gallon. Owner stated that he is not satisfied with the diagnosis from his service department. He stated they could not duplicate his issues and does not feel confident driving his car. He does not want to go back to that dealer, but was not sure if it would void his warranty. Agent informed him that he was free to go to any DCX dealer for his service without voiding his warranty. Agent provided him with a reference number that documented his concerns.

Customer Assistance Inquiry Record (CAIR)#**13456943**

Vin	1D4GP24R2	5E	Open Date	04/21/2005	Build Date	03/11/2004	
Model Year	05	Body	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON			
In Service Dt	07/10/2004	Dealer	42803	Dealer Zone	35	Mileage	15,000
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	BLAND VA					Country	UNITED STATES

Referral - Tier Three - Default - Default - Default	Transferred to special investigations.
Product - Electrical - Lamps and Switches - Complete Failure - Default	

Customer has had an issue with the headlights going out on his vehicle and has been trying to get the issue resolved for quite some time but his wife wrecked the vehicle last night because of the light issue. Referred customer to DCCAC for discussion of Special Investigations issue.

Writer spoke with owner. Owner said that the headlights went out, causing the owner s wife to lose control, and drive the vehicle up an embankment. Caller said his wife experienced head, back and stomach bruises, but the vehicle did not appear to be damaged. Air bags did not deploy. Vehicle was driven back to the selling dealer. Owner is asking DCX to buy back the vehicle because of continued electrical problems.

Writer will escalate the cair top 82A for review.

4-22-05 The vehicle is at Ramey Chrysler.

RAMEY CHRYLER DODGE JEEP CJDT

ROUTE 19 & 460 EAST TAZEWell VA 24651 276-988-652

TAZEWell CNTY OWNER: JAMES RAMEY 35 Y WASHINGTON

4.25.2005

Forwarded to 82t m rp

4-25-05 Assigned to KWK3/SSS8

CAIR NUMBER 13456943 REQUEST EAA INSPECTION 04-25-2005 13:00

CAIR NUMBER 13456943 E-MAIL SENT TO EAA 04-25-2005 13:00

4/26/2005: Sent Customer Acknowledgement Letter. (ACooks)

Inspection Requested: 4/25/2005 (ACooks)

Inspection Conducted: 4/26/2005 (ACooks)

Inspection Report Received: 4/27/2005 (ACooks)

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 04/29/05 AT 06:01 13456943

Offer Letter Sent: 8/9/2005 (VGilbert)

Offer Letter Sent: 8/11/2005 (VGilbert)

Inspection Requested: 4/25/2005 (JMedina)

Inspection Conducted: 4/26/2005 (JMedina)

Inspection Report Received: 4/27/2005 (JMedina)

Customer Assistance Inquiry Record (CAIR)#**13469740**

Vin	2C8GP54L8	5R	Open Date	04/25/2005	Build Date	09/14/2004	
Model Year	05	Body	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON			
In Service Dt	10/02/2004	Dealer	60136	Dealer Zone	35	Mileage	14,200
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	ALEXANDRIA VA				Country	UNITED STATES	

Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Customer alleges headlamps operate intermittently.
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Customer replaced the turn signal light bulbs, and alleges that dealer 60136 then stated that the bulbs were covered under warranty. Customer is seeking reimbursement for light bulb expense. Writer informed customer that light bulbs are considered maintenance, and thus are her responsibility. Customer claims that the vehicle headlamps operate intermittently at night, and that the dealership has been unable to duplicate her concern. Writer explained that without being able to duplicate the issue, the dealerships could not proceed in attempting to resolve the issue. Writer advised customer to consider seeking a second opinion from an alternate DCX dealership.

Customer Assistance Inquiry Record (CAIR)#**13490384**

Vin	1C4GP45R4	5E	Open Date	04/29/2005	Build Date	04/12/2005	
Model Year	05	Body	RSYH52	CHRYSLER TOWN & COUNTRY FWD SWB WAGON			
In Service Dt	04/28/2005	Dealer	54623	Dealer Zone	51	Mileage	87
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	EAST ALTON IL					Country	UNITED STATES

Dealer - Sales - Personnel - Discourteous/Rude - Management	Customer wanting to place complaint on dealership.
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Customer has recently purchased 2005 Town and Country from dealer 54623. Customer states after receiving vehicle the customer was driving home. Customer stated it was around eight or nine o'clock when the customer went to use the headlights and they didn't work at all. Customer had vehicle towed to another nearby dealer 42824 and they stayed till around eleven o'clock to fix the issue with headlights. Customer feels he should not have received vehicle in this condition. Writer informed customer that his complaint would be documented.

*****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 51 54623 04/29/05 11:04 O 13490384
042905 Dm reviewed with SM. Repair notes that defective headlight switch replaced by 42824. Sm to contact customer to ensure problem repaired and appologize for problem. TEB(DM)

Owner is calling concerning above issue, and is concerned that he continues to be called while he is at work. Writer advised owner that his concerns were being documented, and we would continue to try to contact him.

051805 DM reviews with SM. He indicates that they brought vehicle back in and had the tech check the vehicle over and basically reprep the vehicle. No additional concerns noted and headlights operate correctly after replacement of headlight switch. TEB(DM)

Customer Assistance Inquiry Record (CAIR)#	13497505
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Vin	2C4GP44RX	5R [REDACTED]	Open Date	05/02/2005	Build Date	09/23/2004	
Model Year	05	Body	RSYH53	CHRYSLER TOWN & COUNTRY LX FWD LWB WAGON			
In Service Dt	10/07/2004	Dealer	67031	Dealer Zone	74	Mileage	21,000
Name:	[REDACTED]					Contact Type	TELEPHONE
Address	[REDACTED]			HORMEL FOODS CORPORATION		Home Phone	[REDACTED]
	PLYMOUTH MN [REDACTED]					Country	UNITED STATES

Product - Electrical - Unknown - Intermittent or Inoperative - Default	door chime is always on
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	interior lights will flash
Product - Electrical - Power Sliding Door - Intermittent or Inoperative - Both Sides	will not open with the remote

*****REFERRAL*****

Received a message from Kevin Roddy from GE Capital. He stated the vehicle is going back in for the concerns again. The dealer has replaced the headlamp and multifunction switch.
 Spoke to Mike from service and he confirmed the vehicle is there. They will have a diagnosis this afternoon.
 Sent email to Kevin advising him of the status.
 5/5 Per Kevin the dealer reprogrammed the BCM and the driver has picked the vehicle up.

Customer Assistance Inquiry Record (CAIR)#**13502161**

Vin	2C8GP54L5	5R [REDACTED]	Open Date	05/03/2005	Build Date	08/25/2004	
Model Year	05	Body	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON			
In Service Dt	09/09/2004	Dealer	63391	Dealer Zone	42	Mileage	9,000
Name:	[REDACTED]					Contact Type	TELEPHONE
Address	[REDACTED]					Home Phone	[REDACTED]
	DETROIT MI [REDACTED]					Country	UNITED STATES

Product - Electrical - Lamps and Switches - Other - Default

Air Bag light keeps coming on.

Customer states that air bag light keeps coming on. Customer took vehicle to dealership 63391 back in February, to have the sensor replaced, and states headlights stopped working. Customer says that they fixed headlight issue but air bag light is still on. Writer contacted dealership 63391 and spoke with service. Service informed writer that they did replace sensor but have not seen customer since March. Writer advised customer to take vehicle back in to dealership for a current diagnosis. Writer also called customer back to provide reference number.

Customer Assistance Inquiry Record (CAIR)#**13515092**

Vin	2C8GP54L6	5F	Open Date	05/05/2005	Build Date	03/29/2005	
Model Year	05	Body	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON			
In Service Dt	04/12/2005	Dealer	44522	Dealer Zone	51	Mileage	800
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	BLOOMINGTON IL					Country	UNITED STATES

Product - Electrical - Body Control Module - Defective - Default

Electrical issue.

Mike calling regarding customers vehicle concern. Mike claims that customer could not make it to the his dealer so he took it to another DCX dealership. Mike claims that the customers vehicle can not be repaired by other dealer. Mike stated that he tried to have roadside bring the vehicle to his shop. Mike advised writer that customer wanted to pursue the lemon law. Writer informed dealer customer had directions in the glovebox to pursue the lemon law. Writer informed Mike to get STAR involved with vehicle. No further comments.

Customer called regarding the above. Customer is seeking buyback. Writer called dealership 42994 and spoke with Rick. Rick states that on the 21 of last month customer came in and had no headlights, radio, brake lights, other things on the dash. Rick states they found out it would be an extensive repair. Rick states they have contacted STAR and they said that the vehicle may have been struck by lightning. Rick states that they found melting wire where the antenna connects to the vehicle. Rick states that STAR contacted customer and advised him that it is due to a lightning strike. Rick states that he advised customer to contact his insurance company. Writer advised customer that agent could provide no assistance but he can read over his owner's manual if it felt necessary.

Customer Assistance Inquiry Record (CAIR)#**13524555**

Vin	1D4GP45R6	5E	Open Date	05/10/2005	Build Date	06/01/2004	
Model Year	05	Body	RSKH52	DODGE CARAVAN SXT FWD SWB WAGON			
In Service Dt	07/16/2004	Dealer	45223	Dealer Zone	42	Mileage	16,500
Name:						Contact Type	CERTIFIED LETTER
Address						Home Phone	
	CALEDONIA MI					Country	UNITED STATES

Corporate - Lemon Law - Default - Default - Default	
Product - Electrical - Body Control Module - Defective - Default	

owner sends in defect notification card demanding buy back of vehicle due_ to problems related to the electrical system. please resolve complaint based on merit. card recieved 5-9-05
 REASSIGNED TO BC/DLR 42 45223 05/11/05 05:51 O 13524555
 DM spoke w/ SM Brian V. 5/18/05 regarding repair history on vehicle.
 1st #707060 1/10/05 12874mi viser clip cup holder head light switch
 2nd #001383 3/17/05 15851mi airbag module
 3rd #001911 4/7/05 15870mi flash update to BCM
 Service Manager spoke w/customer 4/11 or 12 and customer stated that the vehicle is operating properly and not having any more electrical issues.
 Based on the first electrical repair was after 12Kmi customer does not qualify for buyback. Problems are corrected and all repairs were covered under the provisions of the warranty. Customer has until 7/16/07 until 3/36 warranty expires. Buyback request denied by DM eeb10 5/18/05

Customer Assistance Inquiry Record (CAIR)#**13541635**

Vin	1C4GP45R4	5E	Open Date	05/12/2005	Build Date	05/26/2004	
Model Year	05	Body	RSYH52	CHRYSLER TOWN & COUNTRY FWD SWB WAGON			
In Service Dt	06/11/2004	Dealer	44078	Dealer Zone	32	Mileage	28,484
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	WARWICK NY				Country	UNITED STATES	

Product - Suspension - Front Springs - Noisy - Unknown	Customer states that the car is making a thumping noise.
Product - Brakes - Disc Brake Assy/Calipers - Worn - Unknown	Customer states the brakes are worn.
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Customer states the headlight switch needs diagnosis.
Corporate - Dealer Information - Default - Default - Default	Customer wanted information on location of dealer in his area.

Customer called requiring the location of a dealership in his area. Customer states the vehicle is having a problem with brakes, headlights, and thumping noise from the front. Writer provided the customer with the address and phone number of the dealership 44078. Writer also called dealership service department to let them know that Mr. Guerra would be arriving requiring repair to his vehicle. Writer also provide the reference number to customer and told customer that the dealership was expecting his arrival.

Customer Assistance Inquiry Record (CAIR)#**13547895**

Vin	2D4GP44L0	5R	Open Date	05/16/2005	Build Date	05/12/2004	
Model Year	05	Body	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
In Service Dt	11/10/2004	Dealer	43300	Dealer Zone	63	Mileage	17,000
Name:						Contact Type	E-MAIL
Address						Home Phone	
	TYLER TX				Country	UNITED STATES	

Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	headlamps flickering
Dealer - Loaner Vehicle - Unknown - Other - Default	

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

Front dash lights flicker like a christmas tree (except not colorful), do you provide vehicle while investigation or repair is being made

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

Email States:

I need to have my vehicle looked at, the front dash lights flicker like a christmas tree and when the radio is on there is alot of static noted and it is very hard to hear the music/words. This has happened twice and I am worried. I need to bring my vehicle in but because I do hospice home health, I can't be without my vehicle and I work M-F 8-5. Will I be provided with a loaner vehicle while my vehicle is being looked at or repaired?

SENT:

Dear Lisa:

Thank you for your recent email to DaimlerChrysler Motors regarding your rental request.

Our records indicate that you have purchased a 3/45 ALTERNATE TRANSPORTATION DaimlerChrysler Service Contract (DCSC) plan. In order to obtain more information on your DCSC plan please contact the DCSC department at:
1-800-521-9922.

The coverage noted is up to 5 days of rental coverage at \$30 per day when eligible.

Sincerely,

Marvin

Senior Staff Representative

DaimlerChrysler Customer Assistance Center

Email States:

I would like to know why should I pay for the rental/loaner vehicle when a repair is needed? Especially since the vehicle is so new?

With my pontiac montana, I never had to pay for a loaner vehicle while repairs were being made!

Sincerely,

Lisa A. Seagroves

SENT:

Dear Lisa:

Thanks for your reply.

Rental coverage is available. However, some limitations apply.

Our records indicate that you have purchased a 3/45 ALTERNATE TRANSPORTATION DaimlerChrysler Service Contract (DCSC) plan. In order to obtain more details of your DCSC plan and any rental coverage rules which may apply please contact the DCSC

department at:

1-800-521-9922. Their hours of operation are 8:00 AM-5:00 PM (Monday through Friday).

Sincerely,

Marvin

Senior Staff Representative

DaimlerChrysler Customer Assistance Center

Email States:

Please give me an update. I thank you for assisting me with this. I

started out not so much as a happy camper when I found all this out. But you are trying to do all you can. I was upset because the car is only 3 yrs. old. [REDACTED]

Customer Assistance Inquiry Record (CAIR)#**13584574**

Vin	1D4GP45RX	5E	Open Date	05/24/2005	Build Date	03/05/2004	
Model Year	05	Body	RSKH52	DODGE CARAVAN SXT FWD SWB WAGON			
In Service Dt	07/12/2004	Dealer	41461	Dealer Zone	32	Mileage	14,100
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	ROCHESTER NY					Country	UNITED STATES

Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Customer states headlights intermittently working.
Product - Engine - Unknown - Check Engine Lamp On/Flashing - Default	Customer states several repair attempts for the engine light flashing.
Product - Body / Trim / Paint Finish - Carpet - Worn - Default	Customer states whole in front driver seat carpet.
Product - Body / Trim / Paint Finish - Interior Styling / Appearance - Unsatisfactory / Dislikes - Seats-Front	Customer states whole in upholstery in front seat of vehicle.

Customer states several repair issues with the vehicle. Customer states frustration with a brand new vehicle having some many issues and repair attempts. Agent contacted dealer# 41461 and talked with SM named Bob. Bob states that he is aware of the customers issues. Bob states he is more than willing to accomodate the customer anyway that he possibly can. Bob states customer repair attempts as follows - 1/20/05 check engine light remedy spark plugs were replaced, 3/29/05 check engine light flashing spark plugs were replaced. Customer now stating that there is a whole in the carpet. Bob addressed this issue with agent stating as of 5/25/05 the carpet is completely being replaced. Customer states a whole in the upholstery of the front drivers seat. Bob addressed this stating they were fixing that today. Customer states intermittent headlight operations. Bob stated they ordered parts for that today also and would be resolving that issue. Agent advised customer of options as follows- to continue working with the current dealership to resolve the issues, or if not satisfied with the current service to go to another dealership to have the repairs performed under warranty. Customer then stated that they did not want the vehicle any longer they wanted repurchase. Agent informed customer this was not an option through DaimlerChrysler this was an external process and that he would need to review his lemon law booklet in the vehicle glove box. Agent provided customer file number for future references.

Customer Assistance Inquiry Record (CAIR)#**13600282**

Vin	2D4GP44L2	5R	Open Date	06/01/2005	Build Date	05/01/2004	
Model Year	05	Body	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
In Service Dt	06/02/2004	Dealer	44574	Dealer Zone	35	Mileage	20,000
Name:						Contact Type	E-MAIL
Address						Home Phone	
	STANARDSVILLE VA					Country	UNITED STATES

Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	
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***** EMAIL BRIEF DESCRIPTION CONTENT *****

headlight switch possible problem.

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

Email States:

i just bought 2 2005 used grand caravans from chrysler of culpeper. the headlight switch seems to have a short in it on one of the vans. i havent gotten the second one home yet do to passenger rear door doesnt close on its own. the dealer ordered something to fix that. on the first van i do have while driving the interior lights flicker off and on. i havent told the dealer yet but if you check records to see if this is a reoccurring pattern. thank you. curtis sullivan.

Writer's reply:

Thank you for your email to DaimlerChrysler regarding your 2005 Dodge Grand Caravan.

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

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

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

Thank you again for your email.

Customer Assistance Inquiry Record (CAIR)#**13602807**

Vin	1D4GP45RX	5E [REDACTED]	Open Date	05/27/2005	Build Date	04/01/2005	
Model Year	05	Body	RSKH52	DODGE CARAVAN SXT FWD SWB WAGON			
In Service Dt	04/30/2005	Dealer	68153	Dealer Zone	35	Mileage	1,600
Name:	[REDACTED]					Contact Type	TELEPHONE
Address	[REDACTED]					Home Phone	[REDACTED]
	CORAOPOLIS PA [REDACTED]					Country	UNITED STATES

Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Head light switch
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Owner calls to complain that the head light switch should not have failed, and that it's inconvenient to take the vehicle to the dealer for service. Owner says that the concern was diagnosed today, and that the dealer has ordered a part. Owner says that the vehicle is driveable, and that he has to take it back to the dealer when the part arrives.

Customer Assistance Inquiry Record (CAIR)#**13628247**

Vin	2D4GP44L8	5R	Open Date	06/06/2005	Build Date	10/08/2004	
Model Year	05	Body	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
In Service Dt	10/22/2004	Dealer	67984	Dealer Zone	42	Mileage	9,444
Name:						Contact Type	E-MAIL
Address						Home Phone	
	MARQUETTE MI					Country	UNITED STATES

Product - Electrical - Lamps and Switches - Defective - Default	go on or off without warning
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***** EMAIL BRIEF DESCRIPTION CONTENT *****

Headlight switch malfunctions. Can go on or off without warning.

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

Email States:

I reported a malfunctioning headlight switch to selling dealer Service Dept on 4/25/05. They said it was warranty and should have replacement shortly. Part No. ZL651DVAD, Order No. CV0520. Today is 6/3/05 and the dealer says they have done all they can do, but the part is not available. Order status is 'Critical'. Current due date is 6/13/05. Can it really take 6 weeks plus to get a headlight switch for a brand new vehicle? Is this how the Chrysler/Dodge Corp Warranty Program works? What is going on?? What happens if my headlights go 'off' on the highway at night and an accident results? My repeat purchase inclination is being severely tested...Please do not just check with the dealer to see what they think....I expect an immediate positive answer from responsible people to this inquiry. Thank you.

 GOP SHOWING PART ZL651DVAD - ORDER NUMBER CV0520 was ordered on 5/20 and is on Back Order.

PLEASE ASSIST WITH PART. THANK YOU

Dear Richard:

Thank you for your recent email to DaimlerChrysler Motors regarding your 2005 Dodge Grand Caravan.

We are very sorry to learn of the service problem you have encountered and have opened a file to investigate this issue.

I have opened a file to try and expedite the part.

At this time, we would recommend that you stay in contact with your dealer. They are the best source for updates concerning the status of repairs to your vehicle.

Thank you again for your email.

Part number on CV0520 S order date 5-20-05 current eta is 6-13-05 mfp sent request to mopar for better eta.mfp

Part released to PDC 6-8-05 see invoice 3470574 mfp

Attention service manager John Malnar please resolve complaint ASAP and update this cair with a firm closing on this matter . Thank You Mike Pawlowski.

REASSIGNED TO BC/DLR 42 67984 06/09/05 11:49 O 13628247

*Contact Date:06/30/2005

Dealer 67984 has updated the mileage to 7035.

Gen Service Mgr at the dealership has closed the Cair# 13628247

Warranty repair has been documented on Repair Order#605805

CAIR RETURNED FROM DEALER ON '6/30/2005 ' AT'07:54:145 'R 13628247

Customer Assistance Inquiry Record (CAIR)#**13637217**

Vin	1D4GP45R4	5E	Open Date	06/08/2005	Build Date	03/11/2004	
Model Year	05	Body	RSKH52	DODGE CARAVAN SXT FWD SWB WAGON			
In Service Dt	08/04/2004	Dealer	67689	Dealer Zone	63	Mileage	13,556
Name:						Contact Type	E-MAIL
Address						Home Phone	
	DYERSBURG TN					Country	UNITED STATES

Product - Electrical - Power Door Lock / Deck Lid - Defective - Unknown	
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***** EMAIL BRIEF DESCRIPTION CONTENT *****
 Dealer unable to keep vehicle repaired properly.
 ***** END EMAIL BRIEF DESCRIPTION CONTENT *****

Email States:
 Over the past 10 months, I have experienced malfunctioning power locks three times. The locks work fine, then without warning the next time you try to lock them, they will not lock. The dealer has repaired the problem twice. The most recent time was three weeks ago. I must now place the vehicle back into the shop for the third time this Thursday for the same problem. Also, during the same 10-month time period, I experienced a malfunctioning fuel pump, which prevented the vehicle from starting below 25 degrees. I had to take it to the dealer three times before this was discovered. I do not know if the problem has been fixed, since here in Tennessee it doesn't get 25 degrees that often. I won't know, I guess, until next December. And, the headlights have had a problem going off while going down the road. The dealer did fix this problem, but it is just one of our vehicles woes. I am requesting that someone from your company come and see what the problem is about the power locks. If these problems persist, I will have to consider trading it off for. Our Dodge Grand Caravan worked fine, and I wish this smaller version did, too. I appreciate your attention to this letter. [REDACTED]

 Dear [REDACTED]
 Thank you for your email message regarding your 2005 Dodge Caravan. We are very sorry to learn of the service problem you have encountered and have opened a file to investigate this issue with your dealer. DaimlerChrysler will provide any technical assistance your dealer may need to help them in resolving this problem.
 At this time, we would recommend that you stay in contact with your dealer. They are the best source for updates concerning the status of repairs to your vehicle.
 Thank you again for your email.
 REASSIGNED TO BC/DLR 63 67689 06/08/05 09:23 O 13637217
 6/9-TSB 0804004 accomplished and repaired vehicle.-TSR2

Customer Assistance Inquiry Record (CAIR)#**13681008**

Vin	2C4GP54L8	5R	Open Date	06/16/2005	Build Date	09/08/2004	
Model Year	05	Body	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON			
In Service Dt	11/26/2004	Dealer	59528	Dealer Zone	42	Mileage	4,725
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	LAFAYETTE IN				Country	UNITED STATES	

Product - Electrical - Lamps and Switches - Burned Out - Default

DM is requesting reimbursement for \$564.78 total. Vehicle was down for several weeks due to backorder issue on new vehicle, headlamps were not working all of the time. Monthly payments were 282.39 times 2 months in attempt to avoid buyback. Owner agreed after vehicle was repaired to accept 2 months reimbursement of payments in leau of filing for a buyback. Documentation was provided by owner, see prior cair for details if needed.

Customer Assistance Inquiry Record (CAIR)#**13742454**

Vin	2C4GP54L1	5F	Open Date	07/05/2005	Build Date	03/09/2004	
Model Year	05	Body	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON			
In Service Dt	06/19/2004	Dealer	26536	Dealer Zone	71	Mileage	14,530
Name:						Contact Type	E-MAIL
Address						Home Phone	
	BREMERTON WA					Country	UNITED STATES

Corporate - Lost Customer - Default - Default - Default	
Dealer - Sales - Personnel - Discourteous/Rude - Management	
Product - Electrical - Power Sliding Door - Seized/Sticks/Binds - Both Sides	

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

Continual problems with my 2005 T & C Touring Minivan, providing a copy of the letter I'm giving to the General Manager

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

Owner:

Friday, 1 July 2005 Steve Maynock General Manager Premier Chrysler Jeep
Dear Mr. Maynock, It's obvious that you hadn't checked service records before you sent out this HAPPY ANNIVERSARY letter with an offer of free popcorn if we come and view the ?hot new models currently on display.?

I purchase cars fairly frequently and have owned 2 Dodge Caravans and 2 Jeeps. The Caravans were wonderful, the first Jeep was great, but the 2nd Jeep lacked body integrity and developed an expensive mechanical problem. After a couple thousand dollars in repairs and more to come, I traded it in. After that I owned a Subaru and then a Toyota. I still had a fondness for Chrysler products because of my experience with the Caravans so when Chrysler came out with the Stow and Go (a design I was hoping for), I jumped at it and purchased a 2005 Touring and have had nothing but problems with it. Perhaps I should not have purchased a vehicle fresh off the line, in 2004, but rather waited for later in 2005, allowing for some of the bugs to be worked out. Not long after the purchase I went back to Premier to see if I could trade the car in for another because I had lost confidence in that vehicle, due to the repeated repairs required. I wanted to stay with that make and model as I still loved the styling, color, versatility, etc., but after discussing it with the salesman and sales manager, found it would have cost me way too much to

consider a trade-in. Now I just live with this part failing and that part failing and am now looking at Toyota Siennas and Honda Odysseys for my

next van and I will be trading this van in as soon as I can afford it. I really like it but I just don't trust it. Doors not sliding (stuck, but not due to any of the things that we know will make them stick), headlights

not working, window on sliding door tweaked out, tailgate not shutting (would close about 5 inches, then open back up until the 4th try, then closed), sliding doors moving like they were in thick tar. The van was in Park in each case. Today I have to make yet another repair appt. as the driver's side sliding door is now almost impossible to work by hand-getting

harder and harder, plus there are loose pieces of plastic between the two middle seats and I can't figure out how to put them back. I have contacted the organization that handles the Lemon Law in this state and registered my concerns, and being a long-time subscriber of Consumer Reports, recently completed their Automobile Survey, giving high marks to some areas and very low marks to others. I just had the oil changed at Premier and found the experience less than wonderful, which is unusual. Nothing serious, just annoying. I got the car back and someone had the

radio on Hip Hop or Rap or something like that. I certainly don't mind mechanics listening to my radio but it seems Customer Service would dictate

returning the station to the station it was on, or at least one of the Pre-Sets. In addition, the window sticker that tells me the date and mileage for my next oil change was not there. I had asked that the plastic

pieces be put back the way they should be, but that request was ignored/forgotten. Again, neither a big deal, just an indication of poor attention to detail ? or lack of caring. I don't know which. Again, previous visits have been great so this WAS an isolated incident. So what I'm telling you is although Chrysler products have always been my favorite, in many ways, I give up. You can keep your popcorn. I'll be going elsewhere for my next van and I'm sorry. I really tried to stay with

Chrysler products. I still like them best. And by the way, my name is Kathy, not ?L? as indicated in your letter and my husband is Lee, not ?L.?

Again, you didn't care enough to check the file to see what my husband's or

my name is. [REDACTED] NW Bremerton, WA [REDACTED]

WRiter:

Dear [REDACTED],

Thank you for your recent email regarding your 2005 Town and Country and the letter you gave to the Premier Chrysler Jeep General Manager.

Thanks for bringing this matter to our attention. Information received from customers enables better evaluation of dealers' activities. Your complaint will be retained in the dealer's file.

It's always of concern to learn that a customer is dissatisfied. Over the past few years, DaimlerChrysler Motors Corporation has made tremendous gains in improving customer satisfaction. In your case, we apparently have not met your expectations.

Our sincerest apologies for the problems you have had. I hope we will have another chance to restore your faith in us.

Thank you again for your email.

Customer Assistance Inquiry Record (CAIR)#**13822478**

Vin	2C4GP54L6	5R	Open Date	07/21/2005	Build Date	06/15/2004	
Model Year	05	Body	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON			
In Service Dt	06/30/2004	Dealer	38622	Dealer Zone	42	Mileage	29,000
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	WHITMORE LAKE MI					Country	UNITED STATES

Dealer - Service/Body Shop - Transaction - Excessive Service Costs - Default	States that dealership was trying to charge her extra money for a repair.
Product - Electrical - Lamps and Switches - Complete Failure - Default	States that her headlights quit working.
Product - Brakes - Pads/Shoes - Other - Unknown	States that she has to have her brakes replaced again.

States that she took her vehicle to dealer 38622 to have her seat fixed. Customer states that they were going to charge her \$800.00 to fix her seat, however after she left the dealership, she found that all she had to do was push a button to make the seat go up. Customer states that she was very upset with the dealership because of all the problems that she has had with her vehicle. Customer states that she wants to know what DCX is going to do about this. Writer informed her that she could document her complaint for her and that it would be handled internally. Customer states that she would like a call from someone regarding this issue. Writer advised the customer that she can not guarantee that. Customer states that she wants it documented that Mr. Naylor told the SM that he would not speak with her because she had indicated that she may not buy another Chrysler. Customer states that she has had so many problems with this vehicle. Customer states that the headlights quit working at night and the brake had gone bad at 24,000 miles. Writer advised the customer that her complaint would be documented. Customer understood.

Customer Assistance Inquiry Record (CAIR)#**13824525**

Vin	2C4GP54L6	5R	Open Date	07/22/2005	Build Date	06/15/2004	
Model Year	05	Body	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON			
In Service Dt	06/30/2004	Dealer	38622	Dealer Zone	42	Mileage	29,000
Name:						Contact Type	E-MAIL
Address						Home Phone	
	WHITMORE LAKE MI					Country	UNITED STATES

Dealer - Service/Body Shop - Transaction - Excessive Service Costs - Default	States that dealership was trying to charge her extra money for a repair.
Product - Electrical - Lamps and Switches - Complete Failure - Default	States that her headlights quit working.
Product - Brakes - Pads/Shoes - Other - Unknown	States that she has to have her brakes replaced again.

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

Complaints on vehicle purchases from Naylor

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

Owner sends long email voicing dissatisfaction with the dealership and her vehicle. Owner had contacted DC CAC after sending email. See linked CAIR. Sent owner a response acknowledging email and advising that issue was addressed by phone.

Customer Assistance Inquiry Record (CAIR)#**13913058**

Vin	2C4GP54L3	5R	Open Date	08/15/2005	Build Date	09/20/2004	
Model Year	05	Body	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON			
In Service Dt	10/04/2004	Dealer	44897	Dealer Zone	35	Mileage	12,616
Name:						Contact Type	E-MAIL
Address						Home Phone	
	IMPERIAL PA					Country	UNITED STATES

Product - Electrical - Unknown - Intermittent or Inoperative - Default

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

Numerous mechanical failures in '05 Town & Country

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

This vehicle started having problems at 1,200 miles. At that point the headlights would intermittently not work when they were switched on.

After

several calls to the dealership, visits to the shop, and finally an 18 day

stay at the dealer that appears to have been fixed. When I went to pick up

the van after its 18 day stay the air bag light was on and remained on..... The air bag sensor was replaced while I waited that day. The power doors have intermittent problems now... they do not open and or close, there is no rhyme or reason to when they function properly. I was told until this problem occurs while at the dealership there is nothing they can do. My point is I PAID for automatic doors and they should work ALL of the time. Next issue... the steering wheel is making a rubbing noise..... the technician can't hear it so they can't do anything. I have to get a ride back to the dealership to drive the van with a tech so I

can point out the noise to him. Not only is this time consuming but inconvenient. Solution another day without my car so the can put a special

lube in the steering column. Newest issue the Tire Pressue Sensor light.... I call the service department because a light that I have never seen before remains lit on my dash. Guess what... they don't know what the

light is either. I manage to identify it myself in the owner's manual and tell the Service Department what it is. After having the Tire Pressure checked (at the Service Dept recommendation)and the Tires Roatated the light still remains on. I was assured that the vehicle is safe to drive as

I am leaving for vacation. This van is the biggest nightmare. It has spent more time in your shop than any other vehicle I've owned (including my '97 Town & Country) I can not afford to have this vehicle in the shop more than I have it to drive. I need someone to step up to the plate, take

responsibility and get all of these "intermittent" problems resolved. I am not complaining about the dealership's service, I have issue with the fact

that they are telling me that they are following Chrysler's rules and can't

do anymore than they have already. If this is how your company treats it's

consumers I will never purchase another Chrysler or Dodge Vehicle (I also own an '04 Dodge Truck) and I will make sure that everyone I know doesn't either! I just want my vehicle fixed so it is safe and RELIABLE for my family.

*

Dear

Thank you for your email to DaimlerChrysler.

I regret the problem your vehicle has experienced and appreciate the time

and effort you took to bring this matter to my attention. Comments like yours are one way we have to learn of problems that may develop and improvements desired by customers.

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

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

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

Thank you again for your email.

Customer Assistance Inquiry Record (CAIR)#**13914291**

Vin	1C4GP45R1	5E [REDACTED]	Open Date	08/31/2005	Build Date	12/08/2004	
Model Year	05	Body	RSYH52	CHRYSLER TOWN & COUNTRY FWD SWB WAGON			
In Service Dt	03/12/2005	Dealer	67351	Dealer Zone	32	Mileage	1,000
Name:	[REDACTED]					Contact Type	LETTER
Address	[REDACTED]					Home Phone	[REDACTED]
	BLOOMFIELD NJ [REDACTED]					Country	UNITED STATES

Dealer - Service/Body Shop - Transaction - Problem Not Resolved - Default	DVD Player
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The customer sends in letter stating her dissatisfaction with her dealership not being able to get the DVD player feature to operate, and the headlamps not working as she would like. The customer is working with the dealership on this matter. The customer feels that the dealership is not servicing her vehicle well enough.

Customer Assistance Inquiry Record (CAIR)#**13926649**

Vin	2D4GP44LX	5R	Open Date	08/18/2005	Build Date	03/31/2004	
Model Year	05	Body	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
In Service Dt	07/26/2004	Dealer	42125	Dealer Zone	35	Mileage	19,800
Name:						Contact Type	CERTIFIED LETTER
Address						Home Phone	
	MANASSAS VA					Country	UNITED STATES

Product - Electrical - Unknown - Intermittent or Inoperative - Default	tire warning light
Corporate - Lemon Law - Default - Default - Default	
Product - Brakes - Unknown - Vibration - Unknown	
Product - Transmission / Transaxle - Automatic Trans / Transaxle - Improper Shift - Default	

Owner was notified that someone from the business center will contact them about the lemon law letter they sent to DCCAC. There are several problems with this vehicle. (1. Tire warning light stays on. (2. Headlights turn on intermittently (3. Abnormal brake vibration. (4. Transmission is not shifting properly. Please investigate to find out what we can do for the customer. 8-19-05 CAIR reassigned to DM Randy Reid to investigate and resolve. MPW 9/8/05 DM spoke to dealership about owners concerns. Service Manager advise that the vehicle has been in for tire sensor repairs at least three times. The brakes have been repaired as stated above. The headlights were repaired by replacing the BCM. The dealership could not duplicate the transmission concern. DM called owner today to discuss any unresolved issues, owner not in left message to call back. RR16

9/9/05 DM spoke to Mr. [REDACTED] today about concerns with vehicle. Lustine Dodge will fax owners history for review. DM will contact Mr [REDACTED] on 9/19/05 will decision. RR16

10/05/05 DM and owner agree to vehicle replacement. This action is needed due to 3 tire warning light repairs. The dealer had to replace the sensor or recalibrate the module. Also the vehicle had three repairs for intermittent headlight operation. The owner declined any additional repairs MABC Tech Advisor not involved in repairs. Owner will pay mileage fee of 6818 mile at .18 cents per mile. At this time owner advised that the vehicle tire sensor and headlights are repaired. RR16

10-5-05 File sent to ISG for processing. MPW

Customer Assistance Inquiry Record (CAIR)#**13950520**

Vin	1D4GP25B0	5E [REDACTED]	Open Date	08/19/2005	Build Date	03/05/2004	
Model Year	05	Body	RSKL52	DODGE CARAVAN SE FWD SWB WAGON			
In Service Dt	03/20/2004	Dealer	68257	Dealer Zone	66	Mileage	35,400
Name:	[REDACTED]					Contact Type	TELEPHONE
Address	[REDACTED]					Home Phone	[REDACTED]
	LOCUST GROVE GA [REDACTED]					Country	UNITED STATES

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

Customer calling because her headlights keep going out intermitantly.

Customer calling because her headlights keep going out intermitantly. Customer states that the vehicle is currently at dealer 68257. Customer states that dealer 68257 told her that there is nothing further that they can do unless the issue happens more often. Writer contacted dealer 68257 and spoke with Muhammad. Muhammad states that they are unable to duplicate the issue. Writer advised customer of this. Writer provided reference number for future use.

Customer Assistance Inquiry Record (CAIR)#**13983732**

Vin	2C4GP54L2	5R	Open Date	08/29/2005	Build Date	06/21/2004	
Model Year	05	Body	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON			
In Service Dt	09/25/2004	Dealer	44812	Dealer Zone	32	Mileage	19,100
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	KINGS PARK NY					Country	UNITED STATES

Product - Steering - Power Rack and Pinion / Gear - Noisy - Default	Noise in steering rack.
Dealer - Service/Body Shop - Transaction - Problem Not Resolved - Default	Noise on passenger side and in the steering rack not resolved.
Product - Suspension - Unknown - Noisy - Front-Pass	Noise passenger side front suspension.

Customer (Mr.) very upset with the purchase of his vehicle. Customer alleges a light on his dashboard made his headlights not work (intermittent issue). Customer upset because dealership gave the vehicle back because could not duplicate issue. 2nd issue with the vehicle air bag light came on. Customer upset because dealership 44812 gave the vehicle back because dealer had to order a part. 3rd issue that customer alleges dealership can not resolve front end noise. Noise coming from passenger side and steering rack. Customer alleges dealership made 3 repair attempts and the issue is not resolved. Unable to reach dealership. Please assistance the customer if he calls back.

Customer called back regarding issue above, Customer stated vehicle is a lemon, Customer states that vehicle its been at dealership several times. The first time customer was at dealership was on 1/19/2005 it need it the headlamp switch, front stabilizer and the air bag sensor, customer has to comeback on 2/25/2005 cause parts were order, On 3/22/2005 vehicle went back to dealership for front suspension strut and the arm lower control, last time was on 8/3/2005 because he was having issues with the power steering. Customer states that recently he is having issues with brakes and the engine light keeps coming on, Customer states he wants a new vehicle.

Agent called dealership and spoke Gail and she confirmed all repair dates and she also stated that on July 21/2005 customer has to be at dealership because it need it rotors and the sway bar replace. Also Gail states that in January 26/2005 Customers vehicle has the sway bar replace again.

---Advised agent to verify days out of service.---

Agent try to contact dealership several times and got not answer. Customer calling back about above issue wanting to know what the current status is on the vehicle. Customer states that FDS15 was supposed to call him back but never did. Agent contacted dealer 44812 and spoke to Gail who states that the vehicle was down for 1 day in March 2005, July 2005, and August 2005, but was also down for 30 days from January 2005 to February 2005.

** Advised agent to refer customer to tier three. **

Transferred customer to Tier Three for further research per RBS33. Owner states that the dealer is not aware that he is still having the problem with the suspension.. Owner refuses to take it back to the dealership. Owner wants his vehicle bought back. Writer advised owner that the vehicle can not repaired or replaced until owner decides to take the vehicle back to the dealer to address his concerns. Owner states that he wants to talk with someone that will address his concerns today. Writer advised that writer can transfer owner to service manager to schedule an appointment. Owner refused. Owner requested phone number of corporate headquarters. Owner requested names and addresses of all the higher ups. Writer advised owner that nothing further can be addresses with him by anyone until he makes the decision to take his vehicle back to an authorized dealership to address his concerns. Writer diconnected

call after 16 minutes of going around in a circle.

Writer contacted Nick, service, and advised of owner s concern and that owner is refusing to bring vehicle back to the dealer. Writer advised that no CAIR is being sent at this time. Nick to give writer s name and number to his service manager to call writer if dealer hears from customer and appointment is scheduled.

Customer states that he feels DCX is backwards because someone left him a message on his voice mail with their name and number of contact. Customer states that it is crazy that he can not speak with the person who contacted him on his personal number. Agent assures customer that agent would be able to assist him in his concerns. Customer states that he will never purchase another DCX vehicle. Customer states that he has a situation weather or not he should or should not drive his vehicle. Customer states that agent has not addressed his issue because agent did not give information regarding any type of tech support.

Customer Assistance Inquiry Record (CAIR)#**14006076**

Vin	2D4GP24R2	5F	Open Date	09/02/2005	Build Date	05/27/2004	
Model Year	05	Body	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON			
In Service Dt	08/31/2004	Dealer	45035	Dealer Zone	66	Mileage	26,209
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	LAKEWOOD WA					Country	UNITED STATES

Dealer - Service/Body Shop - Transaction - Warranty Misrepresented - Default	States dealer was going to replace part under warranty and then said no.
Dealer - Service/Body Shop - Transaction - Poor Scheduling - Default	States he has been at dealer for 3 and a half hours for 1 issue.
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	States headlight switch needs to be replaced.
Product - Exhaust - Muffler - Noisy - Default	States that the muffler was making alot of noise.

Customer states that he took the vehicle to dealer 45035 for a noise in the exhaust and for the headlights which would only turn to the parking lights. Customer states that the dealer charged him \$80 for diagnosis and for the muffler repair because they saw physical damage. Customer states he has been at dealer since 9:30 this morning and was advised that the headlight switch would be covered under warranty. Customer states now the dealer is advising him that they are unable to duplicate the issue and cannot replace the switch. States that the Service Manager is out to lunch and will have to wait for another hour. Customer requesting that DCX authorize the dealer to replace the switch under warranty. Agent advised customer that the dealer will need to be contacted for further information and customer declined and stated that they will just tell the same information. Agent advised customer that DCX cannot authorize a repair if the dealer cannot duplicate the issue or find anything wrong with the headlights. Customer got upset and requested to speak with a supervisor. Agent let customer speak with RBS33. RBS33 advised customer again that if the dealer is unable to duplicate the issue then DCX cannot authorize a repair to be completed under warranty.

Customer Assistance Inquiry Record (CAIR)#**14011417**

Vin	2D4GP44L9	5R	Open Date	09/06/2005	Build Date	06/18/2005	
Model Year	05	Body	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
In Service Dt	07/07/2005	Dealer	60071	Dealer Zone	66	Mileage	2,000
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	FAYETTEVILLE NC					Country	UNITED STATES

Dealer - Service/Body Shop - Transaction - Problem Not Resolved - Default	States she has taken vehicle in many times, but issues unresolved.
Dealer - Service/Body Shop - Personnel - Discourteous/ Rude - Unknown	States that dealership 60071 has been rude to her.
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	States vehicle has numerous unresolved electrical issues.

Customer states she is seeking a repurchase of her vehicle or to pursue the lemon law. Customer states she has had numerous issues with vehicle. Customer states that she purchased vehicle on a Friday, and Monday it was already in the shop. Customer states she has unresolved issues with the headlights, airbags, cruise control, and doors. Customer states she was on vacation and driving at night when the headlights went out, and they had to be in by dark for the remainder of her vacation. Customer states that dealership 60071 advised her that this vehicle is a lemon, and to contact her attorney generals office and the better business bureau. Customer states that vehicle is hazardous and that when lights went out, it nearly caused an accident. Customer also states vehicle is not safe as the doors open and close when they are not supposed to, and the airbags do not work.

Customer did not want to hold while agent contacted dealership 60071 to obtain service history. Customer also refused file number, as she states she will wait for agent to call her back shortly. Agent contacted dealership 60071 and spoke to Stacy in service department. Stacy advised agent of the following repair attempts:

On 7/14/05 at 220 miles, vehicle was brought in for airbag light being on, dealership found code for occupant restraint module and repaired wiring under seat.

On 7/28/05 at 1975 miles, vehicle was brought in for several issues.

1. Customer stated airbag on passenger side will not deactivate with a child in the seat, dealership 60071 was unable to duplicate this issue.
2. Customer states that drivers map light would not work, dealer found there was nothing wrong with vehicle, it was just that customer had turned the dimmer switch on lights all the way down.
3. Customer stated that the low beams quit in Florida. Dealership states they never duplicated this issue, but did replace the headlamp switch.
4. Customer stated that rear hatch on vehicle would not open with remote. Stacy states that dealership could not duplicate this issue either. Stacy at dealership 60071 states that this is the last time vehicle was in.

Information obtained from dealership 60071 only shows one repair attempt for airbag light, and one repair attempt for low beams on headlights.

Agent will advised customer to continue to try to work with dealership whenever agent is permitted to call her back.

Agent contacted customer to obtain an update, and advise her to continue working with a DCX dealership to resolve vehicles issues. Customer states that she is still having the same issues with vehicle, and feels that DCX should stand behind their product by providing her with a replacement vehicle. Agent advised customer that her complaints have been documented. Customer also stated that dealership 60071 acts like they are doing her a favor every time they work on vehicle. Agent also advised customer that she may use any DCX dealership if she is unhappy with dealership 60071. Customer states that she will be contacting the attorney general in regards to this issue. Agent provided customer with reference number, and

advised her that she can call us back if she continues to have issues with vehicle.

Customer Assistance Inquiry Record (CAIR)#**14042845**

Vin	1D4GP24R7	5E	Open Date	09/13/2005	Build Date	03/08/2004	
Model Year	05	Body	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON			
In Service Dt	01/13/2005	Dealer	43722	Dealer Zone	35	Mileage	13,000
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	ADRIAN PA				Country	UNITED STATES	

Product - Body / Trim / Paint Finish - Unknown - Other - Unknown

States the headlights go out.

Customer states that the all the driving lights shut off. Customer states that he has had the vehicle at the dealership three or four times for this repair. Customer states that the first time he took it in the dealer could not find anything, the second time the dealer hooked up a light switch, and the third time the dealer put a dash cluster in the vehicle. Customer states that when he took vehicle in to dealer these repairs were done under the warranty.

Customer has taken vehicle to two different dealerships. Dealer 43722 told customer that nothing was wrong with the vehicle. Writer called dealer 44732 and spoke Service Adviser Jim who stated that he did put the light switch. Customer requested Lemon Law information.

Writer called dealer 43722 and spoke with Jim to verify repair dates. Jim stated that customer had his vehicle in on there on 4/26/05. Writer called dealer 43722 and spoke with Terry who stated that the vehicle had not been in there for this repair. Terry gave writer the number for another dealer where the vehicle was taken for this issue. Writer could not get in contact with this dealer. Writer offered customer a call back and provided customer with reference number to call back if he chooses to call back first.

Writer contacted this dealer (number: 724-543-6373) to verify some information and there is a recording saying this number is no longer in service.

Customer calling about above issue. Agent verified only one repair attempt. Customer states that it is an intermittent issue. Referred customer to the blue and white handbook in his glovebox. Agent advised customer to take the vehicle to the dealership for a diagnosis. Consulted with SMD54.

Customer Assistance Inquiry Record (CAIR)#**14122969**

Vin	2C4GP54L1	5F	Open Date	10/04/2005	Build Date	03/03/2005	
Model Year	05	Body	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON			
In Service Dt	03/19/2005	Dealer	60008	Dealer Zone	51	Mileage	8,300
Name:	UNKNOWN, UNKNOWN					Contact Type	TELEPHONE
Address	[REDACTED]					Home Phone	[REDACTED]
	WHEELING IL [REDACTED]					Country	UNITED STATES

Dealer - Service/Body Shop - Personnel - Discourteous/ Rude - Service Advisor

Customer wanting to file a complaint on dealer 60008.

Customer wanting to file a complaint on dealer 60008. Customer states that she was wanting to file a complaint with this dealer but she can not get any one to return her phone calls. Customer states that she bought the car in March and has the most expensive service contract. Customer states that the dealer told her that if she had to come in she we get a loaner vehicle. Customer states that she brought the vehicle in because the headlights quit working and they did not want to give a loaner vehicle. Customer states that the service department is not standing behind what the salesmen are pitching. Customer states that she is not happy with the service at this dealer. Agent advised customer that her complaints have been documented.

Customer Assistance Inquiry Record (CAIR)#**14159305**

Vin	2C4GP44R7	5F	Open Date	10/13/2005	Build Date	09/16/2004	
Model Year	05	Body	RSYH53	CHRYSLER TOWN & COUNTRY LX FWD LWB WAGON			
In Service Dt	01/31/2005	Dealer	68549	Dealer Zone	32	Mileage	12,100
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	MORRISTOWN NJ					Country	UNITED STATES

Product - Electrical - Power Door Lock / Deck Lid - Intermittent or Inoperative - Unknown	Door locks do not work
Product - Brakes - Pads/Shoes - Worn - Front	Front brakes and rotors need replaced.
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Headlights work sometimes.
Dealer - Service/Body Shop - Personnel - Discourteous/ Rude - Service Advisor	Service department very rude.
Product - Electrical - Radio/Spkrs/Clock/Antenna - Noisy/Static/Interference - Default	Speakers are blown.

Customer stated that she leased her vehicle last march and took it back a week later for a blown speaker. Customer stated that the dealership did not fix the speaker. Customer stated that the power locks do not work, the headlights come on and off when they want to. Customer also stated that her rotors and brakes need replaced. Customer feels that this is excessive for brakes. Customer seeks assistance with these repairs. Writer transferred to tier three for further research.

Owner seeking assistance with brake noise at 12,100 miles. Vehicle has not been diagnosed by an authorized dealer yet. Referred owner to dealer, advised to call back after diagnosis if concerns are not warranted (explained pads & rotors warranted for 12/12). Customer states the vehicle has been diagnosed and that the brakes are needing replaced. Customer is asking for assistance with the repair being out of warranty by 100 miles. Customer calling back about above issue. Customer states that she was instructed to call back after the vehicle has been diagnosed.

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Owner states that her father give her this vehicle for free. Otherwise, she would never drive a DCX vehicle. Owner admits that she was having no problems until she drove through some water and immediately had problems after driving through the water. Writer informed owner that DCCAC will not replace the rotors/pads on her vehicle. Caller is customers brother, and he states that this is wrong, caller was recording agent and agent advised customer not to be recording agent. Customer states that this should be overturned. Caller is requesting to know what dealership made diagnosis. Agent advised customer that he would have to contact his sister(owner of the vehicle), to get the dealership information from her. Customer states he will take this to the better business bureau.

Customer Assistance Inquiry Record (CAIR)#**14176870**

Vin	2D4GP44L3	5F	Open Date	10/18/2005	Build Date	04/05/2004	
Model Year	05	Body	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
In Service Dt	05/29/2004	Dealer	43887	Dealer Zone	51	Mileage	28,000
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	PEORIA IL					Country	UNITED STATES

Dealer - Service/Body Shop - Personnel - Lack of Product Knowledge - Service Management	Customer is not happy with the dealership 43887
Product - Electrical - Unknown - Other - Default	Customer not satisfied with vehicle multiple electrical problems.

Customer states that there is a strange whistling from the vehicle. Customer also states they have had multiple electrical problems. The seats on the stow and go seats were broke. Customer states that the lights constantly go off when the air conditioning is turned on. Customer states that there are problems with the ignition. Customer states that they had to have a brain box replaced. Customer states they are very unhappy with their vehicle. Agent advised he would contact dealer to see what was happening with the vehicle. Agent was unable to contact that dealership. Agent advised customer to take the vehicle back to Sam Lemans 43887. Agent advised customer to call us once again with this reference number. Agent advised customer that we would need dealer information in order to further assist them with these issues.

10/20/05 Amanda called from dealer 43887 who advised that the dealer has made every effort to resolve the customers concerns. Amanda advised that she will work with the SM to see what else is available. Amanda advised that the customer is there now.

Customer calls on above issue. Customer seeks buy back. Agent advised customer that file has been reassigned and that someone will be in contact as soon as file is reviewed.

Attempted to call owner phone busy will send 030 letter and forward file to BC for handling and resolution. Please resolve owner complaints and request for buy back. mfp

CAIR assigned to Service DM for review and resolution. 10/24 vh

Customer calling on above issue. Agent advised customer that file has been delivered to DM. Agent advised customer that someone from DCX will be in contact.

Customer calling on above issue requesting an update. Agent advised of above narrative and informed customer that he will be contacted.

Customer states that if he does not hearing from someone on this issue within the next few days he will get a lawyer.

Customer states that his issues with this vehicle are not being resolved. Customer states that when he turns on the air he loses all lights on the instrument panel.

Customer called in on above issue. Writer informed customer that district manager is still reviewing file.

Customer calling in on the above issue. Customer inquiring about how much longer it should take for the DM to look over the file. Customer states the instrument panel where the light switch is pops out. Customer states that the dealership has to order a new part for it.

Agent informed customer that the DM has not updated the file yet and to keep in contact with the SM.

Agent informed customer that when the DM makes a choice the customer will be contacted.

Transferred customer to Tier Three for further research

***Owner is calling for updated. Writer notes that no information has been added and will request the dm to review. She states she does not have headlights unless she manually holds them on. Please see the file that follows this one. Owner will call back tomorrow afternoon.

Writer sent a note to the supervisor that contacts the business center

for follow up information.

CAIR reassigned to VH for handling. bkr3.

CAIR is being reassigned to DISTRICT MANAGER. Please..(DO NOT) move this CAIR....vh

DSM: Called the Service Manager who advised the vehicle has had the problem the owner complained about. They worked with STAR and local Tech, but the concern had returned. DSM-The owner s concerns occurred outside of the parameters for consideration for a replacement; however, I am inclined to offer extended warranty coverage once I am sure the concern is resolved.

SM/DSM will call owner to get the current status of concern./mc78

DSM: Owner accepted the extended warranty. I advised the owner DCX will address his concerns per the terms of warranty./mc78

Customer Assistance Inquiry Record (CAIR)#**14184236**

Vin	2C4GP44R7	5F	Open Date	10/20/2005	Build Date	06/19/2004	
Model Year	05	Body	RSYH53	CHRYSLER TOWN & COUNTRY LX FWD LWB WAGON			
In Service Dt	09/07/2004	Dealer	67666	Dealer Zone	66	Mileage	21,000
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	FRANKLIN NC				Country	UNITED STATES	

Dealer - Service/Body Shop - Transaction - Problem Not Resolved - Default	Customer states the dealership will not resolve her problem.
Dealer - Service/Body Shop - Transaction - Repeated Trips Required - Default	

Customer states she has had several problems with dealership 67666. Customer states she took the vehicle in once because her headlights were not working and they started working when she brought the vehicle in and they told her to bring it back when they were not working. Customer states her salesman told her she would get a rental vehicle anytime hers was being worked on and the dealership did not provide her with one today. Customer states she also took the vehicle in another time because it was hard to press the gas pedal and she was having air conditioning issues and when she went to pick the vehicle up, she looked at the invoice and it said she had taken the vehicle in for the check engine light and they had not even resolved her issue.

Customer Assistance Inquiry Record (CAIR)#**14191440**

Vin	2C4GP44R1	5R	Open Date	10/21/2005	Build Date	03/09/2004	
Model Year	05	Body	RSYH53	CHRYSLER TOWN & COUNTRY LX FWD LWB WAGON			
In Service Dt	07/01/2004	Dealer		Dealer Zone		Mileage	33,639
Name:						Contact Type	E-MAIL
Address						Home Phone	
	BURLINGTON IA					Country	UNITED STATES

Product - Steering - Power Steering Pump / Bkts - Other - Default	Power steering issue.
Product - Electrical - Lamps and Switches - Other - Default	Recurring headlamp switch issue.

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

Our Van is a Lemon

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

I bought a 2005 Town & Country from Jim Baier. Since July when I purchased the vehicle we have only gone 4 wks total that I have not had to have it in the shop for service repairs or Parts going bad. Right now we have an appointment Oct.26th for the headlight switch for the second time and the power steering pump going out. I feel that since this is an on going issue I should get an extended warranty since I have had so many problems with this vehicle. I spoke to the dealership and they said the best they can do is give me a discount on an extended warranty. Which I feel is not exceptable due to the continuing problems I have had. I Hope to hear from you soon! Thank You, [REDACTED]

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

Dear [REDACTED]

Thank you for contacting DaimlerChrysler.

Please call the Customer Assistance Center at 1-800-992-1997 between 8:00 a.m. and 5:00 p.m. Monday through Friday. 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.

Sincerely,

Ahmad

Senior Staff Representative

DaimlerChrysler Customer Assistance Center

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

Customer is calling on the above issue of the vehicle having several repair issues. Customer states that she is wanting another vehicle because this is a lemon. Customer states that she is now having transmission issues on top of everything else.

Writer advised agent to contact dealership for repair dates and mileage.

Customer calling about dealership not being able to repair the vehicle. Customer states she has had the vehicle at the dealership, and they have gotten error codes, but refuses to repair vehicle because they haven't witnessed the vehicle acting up. Customer stated she was upset because she has gone without a vehicle, and wanted to see if we could refer her to someone else to have the vehicle diagnosed. Agent referred customer to dealer 58934 for another diagnosis.

Customer Assistance Inquiry Record (CAIR)#**14214856**

Vin	2D4GP44LX	5R [REDACTED]	Open Date	10/28/2005	Build Date	02/23/2005	
Model Year	05	Body	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
In Service Dt	03/30/2005	Dealer	44677	Dealer Zone	32	Mileage	9,800
Name:	[REDACTED]					Contact Type	TELEPHONE
Address	[REDACTED]					Home Phone	[REDACTED]
	CENTRAL BRIDGE NY [REDACTED]					Country	UNITED STATES

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

Customer states that headlights do not work.

Customer calling in stating that his head lights do not come on. Customer states that he left a message with the dealership stating that he was unhappy with this since this is not the only issue with this vehicle. Customer states that he does not want this vehicle anymore. Customer states that he is tired of messing with this vehicle. Agent contacted dealership and spoke to Doug the Service Manager. Doug states that they have not seen this vehicle yet for this issue. Agent informed Doug that the customer does not wish to have this vehicle anymore. Doug states that he will handle this issue from here. Doug states that the customer left the message with the sales department and not the service department. Doug states that they will resolve the issue from here. Agent informed customer that Doug will be calling him and that they will get the issue resolved for him. Customer understood.

Customer called about above issue. Customer claims that he has been denied rental by the Chrysler Rep. Customer claims he is keeping his rental vehicle. Customer claims that he wants agent to authorize rental. Agent advised customer that we can not do that. Customer became irate and disconnected.

Customer Assistance Inquiry Record (CAIR)#**14216412**

Vin	1D4GP24R1	5E	Open Date	10/31/2005	Build Date	05/17/2004	
Model Year	05	Body	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON			
In Service Dt	05/18/2004	Dealer		Dealer Zone		Mileage	34,500
Name:						Contact Type	E-MAIL
Address						Home Phone	
	GEORGETOWN, IN					Country	UNITED STATES

Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	The two dealers in my area can't figure out why my light issue.
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***** EMAIL BRIEF DESCRIPTION CONTENT *****

The two dealers in my area can't figure out why my headlights and dash light flicker. What do they need to replace? I'm not satisfied with 'nothing to fix, just drive it'.

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

There is an electrical problem and the dealer saw it, but there is no Dodge cookbook maintenance instruction for them to follow so they gave up and said I have to live with it. Happens when I have the headlights on. It subsides then resumes randomly. Thought it was battery or alternator, but they tested good. Perhaps it's a loose connection somewhere, but the dealers can't figure it out. What can I do? Thank you very much.

Dear John:

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

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

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

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

Thank you again for your email.

Sincerely,

Customer Assistance Inquiry Record (CAIR)#**14226775**

Vin	2D4GP44LX	5R [REDACTED]	Open Date	11/01/2005	Build Date	02/23/2005	
Model Year	05	Body	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
In Service Dt	03/30/2005	Dealer	44677	Dealer Zone	32	Mileage	0
Name:	[REDACTED]					Contact Type	TELEPHONE
Address	[REDACTED]					Home Phone	[REDACTED]
	CENTRAL BRIDGE NY [REDACTED]					Country	UNITED STATES

Product - Electrical - Lamps and Switches - Defective - Default

Owner alleges headlights are defective.

SKL14 11.01.2005

Owner calling in regards to issue with headlights (see file #14214856).

Writer directed owner to dccac as issue is not recall related. Writer advised owner there are no recalls on vehicle.

Customer Assistance Inquiry Record (CAIR)#**14227366**

Vin	2C4GP64L5	5R	Open Date	11/01/2005	Build Date	02/18/2004	
Model Year	05	Body	RSYS53	CHRYSLER TOWN & COUNTRY LTD FWD LWB WAGON			
In Service Dt	04/06/2004	Dealer	23069	Dealer Zone	32	Mileage	25,000
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	NORWICH CT					Country	UNITED STATES

Product - Electrical - Lamps and Switches - Complete Failure - Default	Customer calling in stating that his headlight failed.
Corporate - Warranty Coverage - Default - Default - Default	Seeking status of warranty reimbursement check.

Customer states that he had to pay \$33.44 for the replacement of the bulb and the labor of the replacement of the head light. Customer states that a defective part caused this item to fail on October 11th. Customer states that today they replaced both head light assemblies. Customer states that he would like reimbursed for the replacement of headlight due to the above reason. Agent informed customer that this issue is and was covered under warranty and that he will have to send this issue to the following address for reimbursement: Daimler Chrysler PO Box 610207 Port Huron, Mi 48061-0207. Customer understood.

Customer checking on the status of his reimbursement for the warranty repair. Customer states he sent the original bill and a letter to the above address and still has not heard anything back from us. Agent advised customer that the letter was misdirected in the mail, but it is currently being forwarded to us at this time. Agent advised customer that as soon as we get the letter and process it, a check will be sent out.

Customer Assistance Inquiry Record (CAIR)#**14253299**

Vin	2C4GP44R1	5F	Open Date	11/08/2005	Build Date	05/28/2005	
Model Year	05	Body	RSYH53	CHRYSLER TOWN & COUNTRY LX FWD LWB WAGON			
In Service Dt	06/30/2005	Dealer	66804	Dealer Zone	51	Mileage	5,000
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	AURORA IL				Country	UNITED STATES	

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

Customer states that headlight switch has issues.

Customer calling in stating that his head lights some times do not come on when he tries to turn them on. Customer states that you have to flip the switch a few times every now and then to make them work. Customer states that this is an intermittent issue with the vehicle and he would like to know what to do in this situation. Agent informed customer that he must take this issue to the dealership to have it looked at and that this issue is covered under the warranty. Customer understood that any diagnostic fees from this issue are at his own discretion and cost.

Customer Assistance Inquiry Record (CAIR)#**14266688**

Vin	2D4GP44L5	5R	Open Date	11/11/2005	Build Date	10/26/2004	
Model Year	05	Body	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
In Service Dt	03/26/2005	Dealer	43358	Dealer Zone	66	Mileage	7,000
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	HARRISBURG NC					Country	UNITED STATES

Product - Body / Trim / Paint Finish - Sheet Metal - Misaligned / Poor Fit - Door-Sliding	Customer states that electric door does not close correctly.
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Customer states that electric door does not close correctly. Customer states that vehicle has had this repair done once before. Customer states he took the vehicle in today. Customer states that dealership that there was no issue can be detected. Customer states that vehicle will be taken back next Wednesday for different issue, headlight switch, but would have them look at the door again. Agent called dealership and spoke with Dawn Baldwin, Service Advisor. Dawn informed customer that the vehicle has been diagnosed by computer for twice but both times there was not an issue found. Customer states he is seeking guidance on issue. Agent advised customer without a proper diagnosis or a duplication on this issue there is nothing further Diangler Chrysler can do at this time. Customer states his unsatisfactory with this descion. Agent advised customer that he was more then welcome to go to another dealership for a second opinion. Customer declined advice.

Customer Assistance Inquiry Record (CAIR)#**14283741**

Vin	2D4GP44L9	5R	Open Date	11/17/2005	Build Date	09/01/2004	
Model Year	05	Body	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
In Service Dt	12/31/2004	Dealer	43358	Dealer Zone	66	Mileage	18,084
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	FORT MILL SC					Country	UNITED STATES

Corporate - Other - Default - Default - Default	Customer requestiing buy back.
Corporate - Product Information - Default - Default - Default	Customer seeking information on part.

Customer calling about Lemon Law. Customer states that more problems since she has bought the vehicle. Agent referred customer to the blue and white booklet.

Customer states that he has had multiple issues with his vehicle.

Customer states that the vehile has had transmission issues, headlights that have failed, and power steering issues. Customer states that the dealer failed to put lug nuts on the left rear wheel allowing it to be spun off sending it racing across two lanes of traffic and into a dealership where it heavily damaged two other vehicles. Customer states that this is the third time that he has had it to the dealer for both side doors having opened on there own.

Verify information with the dealer.

Agent contacted dealer and spoke to Larry who states that this is an exsisting issue on these vehicles. Larry states that the vehicle was brought in on 9/20 at 15053 miles and the dealer could not duplicate. Larry states that the headlight switch was replaced on 10/26 at 16948 miles. Also map light was burned out and they ordered a chime for the lift gate. Installed a rear center rolling track, and flashed the PCM on 10/26.

Advised agent to transfer customer to tier three.

*****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.

11/17 Owner stated that he likes the vehicle, although does not feel safe driving the vehicle if the doors could open at any time. Owner feels that DC should provide him another vehicle to drive until this issue is addressed. Noticed that STAR has been involved. Will send file with the intention of dealership addressing issue with the zone.

*****Service Manager*****

Please review issue with District Manager for resolution.

REASSIGNED TO BC/DLR 66 43358 11/17/05 14:48 R 14283741

Customer seeking update on ongoing electric issues with vehicle. Agent transferred customer to Tier Three for further research.

Customer states lost reference number and requested agent to provide it again and agent did so.

Owner says no contact yet. I verified the contact numbers.

While talking with owner, dealer calls on other line.....

Larry from dealer says DM has offered to exchange vehicle for owner. Owner is reluctant to get another Dodge but says he will think about this and discuss with wife. He was impressed with the fast response.

DM authorizes repurchase, as owner requests due to intermittant elect concerns. cag7 _

Customer seeking update. Customer also seeking information on how to stop paying payments on the vehicle since it has been approved for repurchase. Agent advised customer to refer back to Chrysler Financial or the dealership and district manager for further assistance.

Customer seeking update on his vehicle repurchase process. Agent advised customer that his concerns have been documented. No further comments.

Customer wants to know about speeding up the the buy back on vehcile.
Customer calls back on 12/1/05 wants to know when vehicle will be bought
back the Dm authorized the buyback. Advised customer he will be contacted
by the zone office to work out the terms of the buyback.
Customer said he can be contacted at cell phone number [REDACTED]

Owner calling for update and states he needs to buy another vehicle
today. States he would like DCX to fax him something in writing
regarding repurchase.

Informed owner his concern is documented.

REASSIGNED TO BC/DLR 66 43358 12/02/05 15:53 R 14283741

*Contact Date:01/05/2006

Service Manager at the dealership has closed the Cair# 14283741

Customer request has been fulfilled.

CAIR RETURNED FROM DEALER ON 1/05/2006 AT 08:06:614 R 14283741

Customer Assistance Inquiry Record (CAIR)#**14312185**

Vin	2D4GP44L4	5R	Open Date	11/25/2005	Build Date	10/12/2004	
Model Year	05	Body	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
In Service Dt	12/29/2004	Dealer	43631	Dealer Zone	32	Mileage	23,000
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	AMSTERDAM NY				Country	UNITED STATES	

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

Customer states head lights work intermittently.

Customer states yesterday while driving home the dash lights were working but her husband noticed the head lights are not working. Customer states the low beam lights would not work at all. Customer states the high beam lights would only stay on when holding the lever. Customer states when they got home the lights came back on and worked. Customer states contacted dealer 43631 and they advised to wait and bring the vehicle in when the lights are having problems again. Customer states this really upset her and she called GM and left a nasty voice mail and dealer called customer back while agent was on the other line and advised dealer will look at vehicle today. Agent advised reference number to customer in case there are any further problems with the vehicle. Customer states the air bag light came on and dealer has a part on order to fix the light and will have put in while vehicle is at dealer today.

Customer Assistance Inquiry Record (CAIR)#**14313043**

Vin	2D8GP44L8	5R [REDACTED]	Open Date	11/25/2005	Build Date	02/12/2005	
Model Year	05	Body	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
In Service Dt	07/18/2005	Dealer	41059	Dealer Zone	35	Mileage	3,300
Name:	[REDACTED]					Contact Type	TELEPHONE
Address	[REDACTED]					Home Phone	[REDACTED]
	FELTON PA	[REDACTED]			Country	UNITED STATES	

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

Customer states headlights are not working correctly.

Customer states headlights are not working correctly, customer states that they blink, customer states that he took vehicle to dealership 41059 and he was told that there is not fix for it, customer was advise to take vehicle to another dealership for a second opinion, customer was told to call us back if he is not getting any satisfaction.

Customer Assistance Inquiry Record (CAIR)#**14329293**

Vin	2C8GP64L1	5R	Open Date	11/30/2005	Build Date	03/09/2004	
Model Year	05	Body	RSYS53	CHRYSLER TOWN & COUNTRY LTD FWD LWB WAGON			
In Service Dt	04/18/2004	Dealer	23311	Dealer Zone	35	Mileage	30,500
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	GAITHERSBURG MD					Country	UNITED STATES

Product - Electrical - Lamps and Switches - Other - Default	caller states headlights keep going out on her.
Dealer - Service/Body Shop - Transaction - Problem Not Resolved - Default	customer still has issue with headlights

Caller states that the headlights on vehicle keep cutting out on her.
 caller states that she has had numerous repair attempts made and the
 issue has not been resolved.

REASSIGNED TO BC/DLR 35 23311 11/30/05 14:45 O 14329293

Called Mike at Courtesy Jeep and he said he was not aware that she was
 still experiencing a problem and that he would call and set up an
 appointment with her. Caller also had an issue with a dvd player and Mike
 said he would check to see if it was in and let her know when he called
 to set up appointment. Customer states that vehicle has spent alot of
 time in dealership service departments and wants resolution as quickly as
 possible. There have been 2 repair attempts on vehicle for this issue.

*****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.per nic rbs33

12/6/05 Dealership has been unable to duplicate headlight concern. Dealer
 offered for tech. to drive unit in an attempt to verify concern, but
 owner declined offer. Dealer has installed a headlight switch as a
 possible solution. Replacement part to address DVD issue has arrived
 at dealership and SM will contact owner to schedule an installation
 appointment. Headlight concern will be addressed when dealer is able to
 duplicate and perform an accurate diagnosis. CAIR Closed cjm7

Customer Assistance Inquiry Record (CAIR)#**14334720**

Vin	2D4GP44L1	5R	Open Date	12/01/2005	Build Date	08/02/2004	
Model Year	05	Body	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
In Service Dt	09/07/2004	Dealer	66639	Dealer Zone	42	Mileage	25,700
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	PERU IN			Country	UNITED STATES		

Referral - Tier Three - Default - Default - Default

Referred to teir three.

The car has been down for 37 days the first time for a light switch . 4 months later the customer had 2 modulaters put in in the period of one week. In a six month period the car has been down 50 days. The customer is seeking relief under Lemon Law. Transferred customer to Tier Three for further research per DLM153.

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 42 66639 12/05/05 11:52 R 14334720
 12/13 Spoke with SM, Adam who states the owner had an intermittent concern with the interior and exterior lights flickering off and on. Dealer had ordered the headlamp switch and the part was on backorder. Vehicle was down for about 27 days, not 37. Dealer had provided owner with another van to drive while they waited. Dealer has resolved all of the owners concerns that they have been able to duplicate/verify. DM declining buyback of vehicle as vehicle has been repaired under the terms of the warranty.

Customer Assistance Inquiry Record (CAIR)#**14338439**

Vin	2C4GP64L5	5F [REDACTED]	Open Date	12/07/2005	Build Date	02/18/2004	
Model Year	05	Body	RSYS53	CHRYSLER TOWN & COUNTRY LTD FWD LWB WAGON			
In Service Dt	04/06/2004	Dealer	23069	Dealer Zone	32	Mileage	27,179
Name:	[REDACTED]					Contact Type	LETTER
Address	[REDACTED]					Home Phone	[REDACTED]
	NORWICH CT [REDACTED]					Country	UNITED STATES

Product - Electrical - Lamps and Switches - Other - Default	Customer claims head lamp went out on vehicle.
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Customer claims that head lamp went out on vehicle due to a seal going out, and vibration shaking the lamp. Customer sent in receipts for reimbursement. Agent verified that repair was not covered under warranty. Agent consulted with CST6 and approved reimbursement in the amount of \$33.44. Agent spoke with customer and offered reimbursement. Customer understood. Agent generated check.

Customer Assistance Inquiry Record (CAIR)#**14343885**

Vin	2D4GP44L8	5R	Open Date	12/05/2005	Build Date	10/08/2004	
Model Year	05	Body	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
In Service Dt	01/22/2005	Dealer	60030	Dealer Zone	66	Mileage	10,500
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	ROSWELL GA				Country	UNITED STATES	

Product - Electrical - Speedo/Gauges/Ometer/EIC - Other - Default	Customer states his vehicle has electrical problems.
Referral - Tier Three - Default - Default - Default	Tier three support referral.

Customer states his vehicle has electrical problems. Customer states dash lights come on and off. Customer states lights come and on. Customer states he wants to turn his vehicle in and get his down payment back. Agent called dealership 60030 and spoke with Jason. Jason stated 3-7-05 mileage 1315 vehicle was brought in for the lights flickering unable to find problem. 3-16-05 mileage 1751 all lights come off and on replace instrumental cluster. 4-11-05 mileage 3140 lose dash and dvd power dealership found short in the body control module sensor replaced. On 11-15-05 dash light keeps flickering dealership replaced IPM mileage 10654. On 11-29-05 mileage 10829 dashlights keep going off and on headlights flash and the service engine light is on dealership has not found any problems. Agent referred customer to blue and white booklet. Customer calling in states that he would like to know what should he do about this issue. Customer states that his vehicle is into the dealership and he can not get to the blue and white book. Agent advised the customer to try and get the blue and white book.

12/13/05 - Owner stated he is seeking to have the vehicle bought back. Writer advised owner his request will be forwarded to the business center for review and he will be contacted when further information is available.

Customer called back in to see if anything has been done about his buyback. Agent advised customer that his file is being reviewed and he should be receiving a call back soon.

Customer calling regarding vehicle back at dealer with same issues and no one has contacted him regarding his buy back request. Transferring customer for further assistance.

1/18 Owner seeking update on buyback request. Owner contacted DCCAC 12/13/05 but file was not sent to dealer regarding owners request. Vehicle is back at the dealership for electrical concerns with power doors not working and the dash lights going on and off. Owner is requesting for the vehicle to be repurchased by DCX.

*****DEALER SERVICE MANAGER*****

PLEASE CONTACT DISTRICT MANAGER REGARDING OWNERS REQUEST FOR VEHICLE TO BE REPURCHASED DUE TO ONGOING ELECTRICAL CONCERNS. PLEASE UPDATE FILE AND OWNER WITH DECISION MADE. THANK YOU FOR YOUR ASSISTANCE.

Customer Assistance Inquiry Record (CAIR)#**14353705**

Vin	1C4GP45R4	5E	Open Date	12/07/2005	Build Date	02/28/2005	
Model Year	05	Body	RSYH52	CHRYSLER TOWN & COUNTRY FWD SWB WAGON			
In Service Dt	04/06/2005	Dealer	68829	Dealer Zone	32	Mileage	7,400
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	ROCKY POINT NY					Country	UNITED STATES

Corporate - Dealer Information - Default - Default - Default	Customer seeking dealer in area.
Product - Body / Trim / Paint Finish - Unknown - Defective - Unknown	Customers headlights do not work occasionally.

Customer states that he took his vehicle to dealership# 68392 because his headlights are shorting out. Dealer # 68392 told him to go to the dealer that he purchased vehicle from.

Writer called dealership and spoke to service manager Tim. Tim states that he would not take the vehicle in because he is backed up and it would take weeks to take him in.

Writer referred customer to two other dealerships in his area.

Customer Assistance Inquiry Record (CAIR)#**14355942**

Vin	2C8GP64L4	5F	Open Date	12/09/2005	Build Date	09/28/2004	
Model Year	05	Body	RSYS53	CHRYSLER TOWN & COUNTRY LTD FWD LWB WAGON			
In Service Dt	10/07/2004	Dealer	68479	Dealer Zone	66	Mileage	28,930
Name:						Contact Type	E-MAIL
Address						Home Phone	
	SOUTHPORT NC					Country	UNITED STATES

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

Intermittent Headlights

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

Our brief ownership of our 2005 Chrysler Town & Country has become a maintenance nightmare.

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

Email States:

We purchased the vehicle May 24, 2005, with 18,776 miles. On 4 separate occasions we have had the vehicle back to the dealer for a variety of problems, but the most alarming problem is a continuing problem with our headlights. We can no longer drive the car at night because the lights have a tendency to go out without warning. I have been stopped by the police, my wife has been stranded, this problem has to be fixed. Naber continues to state that they find no problem. If this problem is not fixed at this juncture, obviously we can't drive the car, we will demand a replacement vehicle or refund of our purchase price. I can be reached at [REDACTED]. Please contact me by Thursday December 8th.

Dr [REDACTED]

Writer's reply:

Thank you for your recent email to DaimlerChrysler Motors regarding your 2005 Chrysler Town & Country.

We regret that you are still experiencing problems with your vehicle. It is our suggestion that you continue to work with your servicing dealer. If the dealer has been unable to determine or resolve your concerns, you may want to seek a second opinion from another authorized DaimlerChrysler dealership.

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

Thank you again for your email.

Customer stated that her email was not responded back to by previous agent. Customer stated that the vehicles headlights are not working. Customer stated that the headlights go on and off on their own. Customer stated that her husband was almost in an accident due to the headlights not working. Customer stated that she would like the vehicle replaced or repurchased. Writer contacted dealer 68479 and spoke to Service Manager Dwight who stated that he can not duplicate the customers concerns with this issue. Writer offered customer a call back about this issue.

Writer called customer back and referred customer to blue and white handbook.

Customer Assistance Inquiry Record (CAIR)#**14364336**

Vin	2D8GP44L8	5F	Open Date	12/09/2005	Build Date	10/05/2004	
Model Year	05	Body	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
In Service Dt	11/15/2004	Dealer	68978	Dealer Zone	74	Mileage	13,000
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	BROOKLYN PARK MN					Country	UNITED STATES

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

Customer states headlights go off and on by themselves.

Customer states the headlights go off and on intermittently, and the vehicle is at the dealership with parts on back order. Customer seeks information on how long the parts are going to be on back order. Agent called dealership 68978 to get part number. Agent spoke to Brent the service manager advise agent the part was ordered and is on back order the part number is ZL651DVAF-light switch, Brian stated could not get the lights to go off and on, stated he called the customer regarding the vehicle to have the customer to pick up the vehicle. Brian stated will call customer when part come in. Agent advised customer to sty in contact with Brian the service manager to correct the issue. Gave customer the reference number

Customer Assistance Inquiry Record (CAIR)#**14369039**

Vin	2C8GP54L5	5R	Open Date	12/12/2005	Build Date	07/05/2004	
Model Year	05	Body	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON			
In Service Dt	07/31/2004	Dealer	06347	Dealer Zone	32	Mileage	33,000
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	WALDEN NY					Country	UNITED STATES

Product - Body / Trim / Paint Finish - Unknown - Defective - Unknown	Customer states having both electric doors replaced.
Product - Brakes - Anti-Lock Brake System - ABS Lamp On/Flashing - Default	Customer states that the ABS light is on.
Product - Suspension - Torsion / Sway Bars - Other - Unknown	Customer states having to have the sway bars replaced.

Customer states that she has had her vehicle in for service numerous times. Customer states she has had both doors replaced, had it in for the vehicle smoking, had the sway bars replaced, had the brakes done, and now the ABS light in on again. Customer states that her door is not working again and she feels may need replaced again. Customer also states that her brakes are not working and she almost could not stop the last time she drove the vehicle. Customer states that she feels she has gotten a lemon.

Dealership 06347, Service manager Barry stated that they have not replaced the doors. Dealership states that the brakes were done on 8-29-05 at 28,000 miles. Barry also stated that on 11-29-05 she came in for squealing brakes, which could not be duplicated, and ordered the replacement door which will be installed on 12-13-05. Customer was referred to her blue and white booklet. Agent advised the customer to keep working with the dealership to get a resolve.

Customer states that she thinks she has a lemon. Customer states that she wants something done considering that she has had so many problems with her vehicle. Customer states that the sway bars went bad, the air conditioning was not putting out cold air, the water pump went out, the alternator went out, the electric doors quit working, the head light switch quit working, the interior light quit working, and the ABS light came on. Customer states that there has been a lot of electrical issues. Agent advised customer of transfer for further assistance.

Received call.

Informed owner that the vehicle will be repaired per the terms of the factory warranty to her satisfaction.

Owner states that there currently is an electrical issue with the ABS light.

As per process, will send file to dealer/zone for evaluation.

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

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

Customer Assistance Inquiry Record (CAIR)#**14370871**

Vin	2C4GP44R7	5F	Open Date	12/20/2005	Build Date	09/01/2004	
Model Year	05	Body	RSYH53	CHRYSLER TOWN & COUNTRY LX FWD LWB WAGON			
In Service Dt	09/30/2005	Dealer	66012	Dealer Zone	71	Mileage	1
Name:						Contact Type	LETTER
Address						Home Phone	
	SANTA BARBARA CA					Country	UNITED STATES

Dealer - Service/Body Shop - Personnel - Courteous - Unknown	dealer service
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***** SURVEY *****

_Owner wrote to compliment dealer 66012.
 Owner explained they were in transit in this new vehicle when they were advised that the left front headlight was out.
 They stopped at the first DCX dealer they saw.
 Owner was completely satisfied with the priority treatment and the timely repair.
 RSA sending Dealer Happy Letter to dealer 66012.

Customer Assistance Inquiry Record (CAIR)#**14379026**

Vin	1C4GP45RX	5E	Open Date	12/14/2005	Build Date	02/15/2005	
Model Year	05	Body	RSYH52	CHRYSLER TOWN & COUNTRY FWD SWB WAGON			
In Service Dt	03/07/2005	Dealer	08911	Dealer Zone	35	Mileage	5,000
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	NAZARETH PA				Country	UNITED STATES	

Product - Electrical - Lamps and Switches - Other - Default	Lights did not have headlights intermintantly while driving this morning.
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Customer called to state that this morning her parking lights came on but not the headlights themselves. Customer states that it was not until vehicle was brought back home with customer attempting the whole drive to get them to come on that they did so. Customer was seeking to know why she will not be given a rental while vehicle is down. Agent informed customer that she does not have a service contract in place that would cover rental. Agent suggested that she speak to the Sales department at the local dealership and possibly speak to our service contract department to see if they may be able to assist. Agent provided reference number to customer.

Customer Assistance Inquiry Record (CAIR)#**14384007**

Vin	2C4GP44R6	5F	Open Date	12/15/2005	Build Date	06/30/2005	
Model Year	05	Body	RSYH53	CHRYSLER TOWN & COUNTRY LX FWD LWB WAGON			
In Service Dt	10/04/2005	Dealer	60149	Dealer Zone	32	Mileage	3,998
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	NORFOLK MA				Country	UNITED STATES	

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

Customer is inquiring rental assistance.

Customer is inquiring information on getting a rental vehicle. Customer states that the headlights are going off intermittently. Customer states that she does not have an extended warranty covering rental. Agent asked customer if she had already gotten a diagnosis and customer states that she has an appointment on Monday. Agent informed customer that once she gets a diagnosis she can call back with results and then DCX can see about POSSIBLY getting her a rental vehicle. Agent informed customer of the reference number.

Customer Assistance Inquiry Record (CAIR)#**14389279**

Vin	2C4GP44R3	5F [REDACTED]	Open Date	12/16/2005	Build Date	02/22/2005	
Model Year	05	Body	RSYH53	CHRYSLER TOWN & COUNTRY LX FWD LWB WAGON			
In Service Dt	02/22/2005	Dealer	43380	Dealer Zone	63	Mileage	25,994
Name:	[REDACTED]					Contact Type	E-MAIL
Address	[REDACTED]					Home Phone	[REDACTED]
	VICTORIA MS [REDACTED]					Country	UNITED STATES

Dealer - Service/Body Shop - Transaction - Problem Not Resolved - Default	Customer states that dealership has not repaired issue.
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***** EMAIL BRIEF DESCRIPTION CONTENT *****

A friend is not happy with his service at a dealership

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

This request is from a friend and co-worker who is not computer savvy. He purchased this car from Landers who was previously owned by Dollar rent-a-car. He is having problems with the car headlights going off for no apparent reason at no certain time. He again told me the other night that it happened 'On the way home from church Wednesday'. He has said that he has had the car looked at at Landers but that they say 'There is not a problem' and that 'They do not seem concerned'. While I do find this hard to believe I know it can happen but my guess is it is more of a breakdown in communication than anything. Mr Michaud is a French Canadian who has been a citizen of this country for many years he still has a very thick accent. Who can I refer Mr Michaud to to get his problems fixed? Will this person know of this issue? Thank you in advance for all you help with matter [REDACTED] Cell with message [REDACTED]

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

Thank you for your recent email to DaimlerChrysler Corporation. We regret that you are still experiencing problems with your vehicle. It is our suggestion that you continue to work with your servicing dealer. If the dealer has been unable to determine or resolve your concerns, you may want to seek a second opinion from another authorized DaimlerChrysler dealership. If your concerns are still not resolved after consulting another dealer, please contact our office at 1-800-992-1997, 8:00 a.m. to 5:00 p.m., Monday through Friday, to speak with one of our trained Agents. Again, thank you for your email.

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

Customer Assistance Inquiry Record (CAIR)#**14391475**

Vin	1D4GP25R3	5E	Open Date	12/19/2005	Build Date	05/21/2004	
Model Year	05	Body	RSKL52	DODGE CARAVAN SE FWD SWB WAGON			
In Service Dt	05/25/2004	Dealer		Dealer Zone		Mileage	42,360
Name:						Contact Type	E-MAIL
Address						Home Phone	
	DINWIDDIE VA					Country	UNITED STATES

Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Customer stating the air bag light keeps coming on.
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***** EMAIL BRIEF DESCRIPTION CONTENT *****

Problems with 2005 Caravan

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

Hi, We purchased a 2005 Caravan in June of this year. It had a little over 22000 miles on it. We have been having several problems with it. In the past few months I ve had to put new brakes on it and replace the bushings. Recently the ABS light has been coming on and the airbag light has been coming on. We took it to the dealership & they said it was a safety issue and it would cost about \$400 to fix the sensors. Shouldn t something like safety issues be covered under warranty? Our most recent issue is the headlights and the interior lights blinking. We have taken it to the dealership two times so far and have paid money to have it looked at to find that the problem cannot be duplicated. I really feel uncomfortable driving this vehicle now. Who knows when the lights will just go out altogether? I have two small children which is the reason I got this van in the first place. Are there any suggestions you have that may be wrong with it or are there any recalls regarding the lights? I can t afford to keep taking it to the dealership to get nothing but a bill & come home with the same problem. Please check into this for me! Thanks!

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

Thank you for contacting DaimlerChrysler.

Please call the Customer Assistance Center at 1-800-992-1997 between 8:00 a.m. and 5:00 p.m. Monday through Friday. 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.

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

Customer Assistance Inquiry Record (CAIR)#**14394928**

Vin	2D4GP24R9	5F	Open Date	12/19/2005	Build Date	03/08/2004	
Model Year	05	Body	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON			
In Service Dt	04/27/2004	Dealer	56730	Dealer Zone	32	Mileage	24,799
Name:						Contact Type	E-MAIL
Address						Home Phone	
	TROY, NY					Country	UNITED STATES

Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Head lights will work or fail intermittently.
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***** EMAIL BRIEF DESCRIPTION CONTENT *****

Headlights not turning on with switch at night and then going on later by th emself.

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

I purchased the above 2005 Dodge Grand Caravan from Kevin M. Holmes, 7 Gregs Court, Saratoga Springs, NY 12866 on November 18, 2005. The vehicle was originally purchased at Team Goewey Dodge, Latham, NY on April 27, 2004. On Friday night 12/16/05 at 9:00 PM, I turned on the headlights. I was in a lighted parking lot, so I was unaware as to whether my headlights were on or off. After driving a few blocks, an oncoming driver honked and yelled at me to turn my lights on! I went to turn my lights on and the switch was already in the on position. I pulled over to park and investigate the situation. I rotated the switch several times and got out of the vehicle to check the headlights. They would not go on. I did have parking lights and flashers to drive home. While driving home, the head lights came on by themselves. The headlights were OK on Saturday and Sunday 12/17 and 12/18/05. This morning, 12/19/05, I spoke with Greg, Service Manager, at Advantage Chrysler-Jeep, Hoosick Rd, Troy, NY. He advised me there was nothing he could do unless the lights were off. I am driving to Florida on Christmas Day and am extremely concerned. What can you advise me to do?

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

Sent unable to diagnose, refer to dealer.

Customer Assistance Inquiry Record (CAIR)#**14395694**

Vin	1D4GP24R5	5E	Open Date	12/19/2005	Build Date	06/29/2004	
Model Year	05	Body	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON			
In Service Dt	06/29/2004	Dealer	44898	Dealer Zone	66	Mileage	28,426
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	MURFREESBORO TN					Country	UNITED STATES

Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Headlight flicker.
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TA inspected vehicle for headlight flicker. Vehicle is operating normally.

Customer Assistance Inquiry Record (CAIR)#**14397649**

Vin	2C4GP54L6	5F	Open Date	12/19/2005	Build Date	06/15/2004	
Model Year	05	Body	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON			
In Service Dt	06/30/2004	Dealer	38622	Dealer Zone	42	Mileage	43,300
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	WHITMORE LAKE MI					Country	UNITED STATES

Product - Steering - Power Steering Pump / Bkts - High Operating Effort - Default	Customer states that the oil pump is going out.
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Customer states that she has had alot of problems with the dealership Naylor that she was taking it to. Customer states that she called to complain about having to bring her vehicle back to the dealership again, customer states that they told her that she just had air in her line and come to find out her power steering pump was going out. Customer states that when she took it up there before all of this it was still in warranty and now that it has went out she is out of warranty and that dealership has told her that she is not allowed there for anymore repairs. Agent did advise customer that they can do that they can refuse service. Customer states that she has gotten 3 vehicles from them and from Chrysler. Customer is seeking assistance with repair. Agent advised of transfer for further assistance.

Customer was transferred. Customer states that her neighbor diagnosed the vehicle who works for a Chrysler dealer. Customer states that he just drove the vehicle around her neighbor hood and informed of the steering. Customer states that she has had several issues with the vehicle. Customer states that the headlights went out on her at dark when driving. Informed the customer that before DCX can assist in the repair she will need a diagnosis from a Chrysler dealer. Informed the customer that she will be responsible for the diagnosis fee. No promises made at this time. Dealership call on above issue, he states that the steering gear is leaking, he wants to know if goodwill assistance will be provide. Kent from dealership states that it will be 680.00 dollars parts and labor,warranty cost to be repair. He also states that is internal failure and not customers fault.

Writer called dealer 66231 and spoke with Kent. He states that the cost is \$680.00. Writer will call the customer to inform of the offer.

Customer did not answer will call back at a later time.

Writer called customer and she accepted the offer.

DCX will assist in the repair with the customer paying a \$100.00 co-pay.

Customer Assistance Inquiry Record (CAIR)#**14399650**

Vin	1C4GP45R7	5E [REDACTED]	Open Date	12/20/2005	Build Date	09/23/2004	
Model Year	05	Body	RSYH52	CHRYSLER TOWN & COUNTRY FWD SWB WAGON			
In Service Dt	10/11/2004	Dealer	26002	Dealer Zone	32	Mileage	15,000
Name:	[REDACTED]					Contact Type	TELEPHONE
Address	[REDACTED]					Home Phone	[REDACTED]
	DE WITT NY [REDACTED]					Country	UNITED STATES

Product - Electrical - Speedo/Gauges/Ometer/EIC - Intermittent or Inoperative - Default	Customer claims dash does not work all of the time.
Product - Electrical - Power Windows - Complete Failure - F. Door-Driver	Customer claims front window is inoperative.
Product - Electrical - Power Windows - Complete Failure - F. Door-Pass	Customer claims front window is inoperative.

Customer claims the both front windows do not operate. Customer claims the dash will come on intermittently when he turns the switch but the headlights do not. Customer is going to take the vehicle back to the dealership. Customer is wishing to let DCX know about these issues so that if they persist he will not have to pay for them.

Customer Assistance Inquiry Record (CAIR)#**14402613**

Vin	1D4GP24R9	5E	Open Date	12/20/2005	Build Date	05/27/2004	
Model Year	05	Body	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON			
In Service Dt	05/28/2004	Dealer	42674	Dealer Zone	66	Mileage	28,643
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	GIBSONVILLE NC					Country	UNITED STATES

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

Flickering lights.

*****Recall*****

Customer states that his lights flicker intermittently (headlights and interior) and he was told that there is no fix for this. Customer seeking a resolution.

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

Please bring a final resolution to customer s concerns by whatever means necessary and update CAIR with final resolution.

REASSIGNED TO BC/DLR 66 42674 12/20/05 17:05 O 14402613

*Contact Date:12/21/2005

Service Manager at the dealership has closed the Cair# 14402613

After review of the request for assistance,it was determined that assistance was not merited.

CAIR RETURNED FROM DEALER ON 12/21/2005 AT 07:55:628 R 14402613

Customer Assistance Inquiry Record (CAIR)#**14406066**

Vin	2C4GP54L3	5R	Open Date	12/21/2005	Build Date	02/02/2005	
Model Year	05	Body	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON			
In Service Dt	03/31/2005	Dealer	68255	Dealer Zone	32	Mileage	18,098
Name:	UNK, UNK					Contact Type	TELEPHONE
Address	[REDACTED]					Home Phone	[REDACTED]
	NORTHBOROUGH MA [REDACTED]					Country	UNITED STATES

Product - Electrical - Unknown - Intermittent or Inoperative - Default	Customer states electrical system failure.
Product - Engine - Unknown - Other - Default	Customer states that the engine shuts down.
Referral - Tier Three - Default - Default - Default	Tier three support referral.

Customer states that the electrical system shuts down and causes the engine to shut off. Customer also states that this issue started at 600 miles and now at 18000 miles the issue is still occurring. Dealership 68255, service manager Bill Ott states that the vehicle has been in for the following.

November 14th 2005--forward control module

November 15th 2005--Head light switch

December 20th 2005--found approximately 30 codes in the system, but is not sure whether these are relevant to the issue

Bill also states that the vehicle has been in several times for the electrical system, but could not be diagnosed at those times.

Customer is stating that the issue is still occurring with the electrical system and would like to have the vehicle repurchased by DCX so that they can get a new vehicle.

Agent informed the customer of the reference number.

Transferred for further research.

Owner requests replacement vehicle due to ongoing electrical concerns.

Owner states that she does not feel safe in this vehicle. Writer advised owner that file will be sent to DCX business center for review of owners request.

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

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

REASSIGNED TO BC/DLR 32 68255 12/21/05 12:37 R 14406066

*Contact Date:12/23/2005

Service Manager at the dealership has closed the Cair# 14406066

Vehicle operates properly and explanation has been provided to customer.

Request was reviewed with DM.

CAIR RETURNED FROM DEALER ON 12/23/2005 AT 03:16:492 R 14406066

Customer Assistance Inquiry Record (CAIR)#**14409592**

Vin	1D4GP24R5	5E	Open Date	12/22/2005	Build Date	06/29/2004	
Model Year	05	Body	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON			
In Service Dt	06/29/2004	Dealer	44898	Dealer Zone	66	Mileage	28,426
Name:						Contact Type	E-MAIL
Address						Home Phone	
	MURFREESBORO TN					Country	UNITED STATES

Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Headlight flicker.
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***** EMAIL BRIEF DESCRIPTION CONTENT *****

2005 Dodge Carivan problem that is not going away

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

Email States:

The vehicle was purchased in 2005 (closeout sales) approx 20,000 miles at the time of purchase (used) We have been having a problem with the lights that at night time seem to dim and brighten back up, dim (it s noticable in the dashboard) it is not related to changing the gear or heating/air, it s just the car running or being driven that this occurs - continuously. It has been put in the shop a total of SEVEN times which is SIX times too many. An alternator was replaced which did not fix the problem and when we presented it to the man who sold us the car he advised it was not normal and would talk w/ the head of the dealership. The shop has told us several times that they could not find anything that was causing it and it wasn t out of the ordinary. The last time we put it in the shop a higher class man was down to the dealership who was supposed to look at the problem. Being that the problem occurs most noticed at night they should have kept the vehicle overnight but the reply when called was we took it to the darkest area of the parking lot and found no problem this was in broad daylight - what kind of sense or service is that? We need this fixed and are not pleased at all with the service. You may reach Mr. Reece at 615-585-6848 or Ms. Reece at work 615-692-6273 between 6:00 a.m. and 2:30 p.m. I would appreciate any assistance we can get before we have to seek legal assistance in the matter. We like the vehicle, just want it fixed!

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

Writer replied:

Dear

Thank you for your recent email to DaimlerChrysler regarding your Dodge Grand Caravan.

According to the technical advisor that inspected your vehicle, the situation written about is a function of your vehicle s design and is not a defect in materials, workmanship, manufacturing or factory preparation. These are the only types of defects covered under the new vehicle limited warranties.

Therefore, there is nothing that can be done to 'fix' the situation described.

Thank you for advising us of your concern.

Customer Assistance Inquiry Record (CAIR)#**14416832**

Vin	1D4GP24R4	5E [REDACTED]	Open Date	12/26/2005	Build Date	02/19/2005	
Model Year	05	Body	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON			
In Service Dt	02/28/2005	Dealer	23690	Dealer Zone	74	Mileage	26,000
Name:	[REDACTED]					Contact Type	ROADSIDE
Address	[REDACTED]					Home Phone	
	AUBURN IA	[REDACTED]			Country	UNITED STATES	

Corporate - Roadside Services - Warranty - Towing - Default

Roadside Assistance Contacted - DATE : 2005-12-22
Road Side File Created 12-26-05 FOR WARRANTY
VEHICLE PROBLEM AT: VEHICLE TAKEN TO:
16249 FINCH WAY W 1408 HIGHWAY 13
FINCH AVENUE W
ROSEMOUNT BURNSVILLE
MN USA MN
CALLER_COMMENTS HEADLIGHTS DONT COME ON TOW_COM
DEALER CODE : 23690 PARK CHRYSLER JEEP

Customer Assistance Inquiry Record (CAIR)#**14422150**

Vin	1D4GP24R0	5E	Open Date	12/27/2005	Build Date	06/22/2004	
Model Year	05	Body	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON			
In Service Dt	06/22/2004	Dealer	44848	Dealer Zone	71	Mileage	25,000
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	BURBANK WA					Country	UNITED STATES

Product - Suspension - Tie Rods / Drag Link - Noisy - Unknown	Customer stated that the dealership replaced both tie rods.
Product - Suspension - Torsion / Sway Bars - Noisy - Unknown	Customer stated that the dealership replaced the sway bar bushing.

Customer stated that he have owned the vehicle for a month an a half and it has been at the dealership several times.Customer stated that the same day he purchased the vehicle the the power locks went out.Customer stated that there was noise in the front end and the dealership had it for two days and they replaced both tire rods.Customer stated that the noise was still there and the headlights went out and the dealership could not find the issue.Customer stated that the dealership replaced the sway bar bushing and that fixed the issue.Customer was just calling in to make a complaint.Agent advised customer that his complaint will be documented.Agent provided the customer with his reference number.Customer understood.

Customer Assistance Inquiry Record (CAIR)#**14429667**

Vin	1D4GP45R6	5E	Open Date	12/29/2005	Build Date	02/25/2005	
Model Year	05	Body	RSKH52	DODGE CARAVAN SXT FWD SWB WAGON			
In Service Dt	03/25/2005	Dealer	42689	Dealer Zone	66	Mileage	32,000
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	VERBENA AL					Country	UNITED STATES

Product - Electrical - Speedo/Gauges/Ometer/EIC - Intermittent or Inoperative - Default	Customer states that the gauges and headlights shut off.
Referral - Tier Three - Default - Default - Default	Tier three support referral.

Customer states that he is having electrical issues with the vehicle. Customer states that the headlights will shut off while driving down the interstate. Customer states he has had the vehicle to two different dealerships for a total of four times. Customer states that he has a lemon. Agent contacted the dealership and spoke to Evan. Evan states that the vehicle was in from 12/19-12/21 for the instrument cluster shutting down. Evan states that the control module was replaced. Evan states that the vehicle was in from 11/7-11/18 for the same issue and that the cluster was replaced. Evan states that the vehicle was also in from 10/20-10/21 for the same issue and the body control module was replaced. Agent transferred customer for further review.

*Accepted escalated call. Customer states that headlights and instrument cluster keep shorting out. Customer state he is taking vehicle back to dealer next Tuesday afternoon. He is concerned about safety issues, as well as rental if vehicle will be down next week for a long period of time. Writer provided customer with direct contact information, so he may call once vehicle is at dealership and diagnosis is done. Customer seeking lemon law/repurchase of vehicle.

Vehicle has been down 14 days for this issue, and has had 4 repair attempts between 2 dealerships. Contacted Evan back in service to advise him that writer will be in contact with him after diagnosis next week, to try to resolve customer s concerns and try to keep the customer satisfied.

*Tried contacting dealership, but no answer. Will try again this morning, for diagnostic information.

Once dealer is contacted, direct to dealer will be sent.

Contacted Evan in service to determine status of diagnosis and customer s vehicle. Evan states that customer had appointment for diagnosis this morning and customer did not show up for appointment. Writer will try back tomorrow, to determine if vehicle has been brought to dealership.

Customer Assistance Inquiry Record (CAIR)#**14430512**

Vin	1C4GP45R0	5E	Open Date	12/29/2005	Build Date	08/10/2004	
Model Year	05	Body	RSYH52	CHRYSLER TOWN & COUNTRY FWD SWB WAGON			
In Service Dt	09/10/2004	Dealer	62489	Dealer Zone	35	Mileage	17,000
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	HERMITAGE PA					Country	UNITED STATES

Product - Brakes - Unknown - Other - Unknown	Caller does not feel comfortable with brakes.
Dealer - Service/Body Shop - Transaction - Problem Not Resolved - Default	caller has several unresolved issues in service.

Caller states that Griffen replaced the rotors per service bulletin on 05/02/05.

Caller states that problem recurred at 10000 miles. Caller states after he belly ached to Sharon Chrysler they turned the the rotors and replaced the pads. at 14,044 miles as Sharon could feel the pulsation.

Car not warming up properly and caller feels issue has not been addressed properly. Head lights according to customer has never been fixed. Caller says he does not trust vehicle anymore and he needs help resolving his issues. Caller says that Sharon does not want to attempt anything attempted by Griffen service department.

Agent called dealership to talk with service but they were at lunch so the owner was taking their calls. The owner asked agent to have Mr to call and talk with him personally so he can be aware of all the issues that need to be addressed so they may be resolved. Owner seemed very pleasant and eager to help caller. Agent asked caller if this would be acceptable and caller agreed to call owner of dealership and speak with him. Agent supplied reference number to caller in case he needs to contact us again.

Customer states he called in earlier. Customer states that two of the issues he had with the vehicle have been fixed. Customer states the brakes and rotors still have to be replaced. Customer seeking assistance with the brakes because of the on going issues with the rotors and brakes. Agent transferred customer for assistance.

Customer was transferred. Customer seeking assistance. Customer states that the rotors were replaced at 5240 and took the vehicle back to the dealer 09861 at 12,000 miles but the dealer could not duplicate the issue. Customer states that then he later took the vehicle to dealer 62489. Writer called dealer 62489 and spoke with Vince. He states that for the headlight issue the multi function switch was replaced, airbag sensor was replaced for the airbag light coming on. He states that he drove the vehicle and did not verify the vibration for the rotors.

Informed the customer that until the dealer can duplicate the issue then DCX can not assist in anything at this time.

Customer called stating that he wanted to start the process for the lemon law. Agent advised to look for blue and white booklet and follow the steps there. Customer accepted.

Customer seeking options short of filing for the lemon law. Agent suggested that the customer talk to the selling dealer and try to escalate the issue through them. Customer understood.

Customer calling in about the previous issues. He says a representative contacted him. Customer said that he brought vehicle to the dealership earlier this morning and dealer claims he needs a new alternator.

Customer claims he told the dealership that accelerator pedal is sticking, but dealership was not able to take the vehicle to test drive (vehicle is in customers possession, customer is waiting to schedule an appointment with the dealership). Agent advised customer to continue working with his dealership and refer to his blue and white booklet for his lemon law questions.

Customer called stating that there is now a alternator issue claiming that the dealership has advised to bring the vehicle in for a diagnosis.

Advised caller to keep working with the dealership in a professional manner and they will do their best to get his issues resolved. Caller stated that he called the Consumer Protection Agency in PA. and they referred back to this number. Agent advised that this is not the number to be contacting for arbitration and to continue to work with the resources within the blue and white lemon law booklet. Customer understood.

Customer inquired per above. Agent advised customer that for arbitration he would need to refer to blue and white book. Agent advised customer that if he wishes DiamlerChrysler to buy the vehicle back he would need to speak with the dealer.

Customer Assistance Inquiry Record (CAIR)#**14452296**

Vin	1D4GP25B3	5E [REDACTED]	Open Date	01/04/2006	Build Date	03/01/2005	
Model Year	05	Body	RSKL52	DODGE CARAVAN SE FWD SWB WAGON			
In Service Dt	04/06/2005	Dealer	41906	Dealer Zone	42	Mileage	9,014
Name:	[REDACTED]					Contact Type	TELEPHONE
Address	[REDACTED]					Home Phone	[REDACTED]
	LOUISVILLE KY [REDACTED]					Country	UNITED STATES

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

Customer states headlights went out while driving at night.

Customer called stating that while she was driving at night, her lights went out for no reason. Customer states that she has been having several issues with vehicle. Customer states she took vehicle to dealership 41906 and they could not duplicate the issue. Writer advised customer to keep working with dealership to find issue or take vehicle to another dealership for a second opinion.

Customer Assistance Inquiry Record (CAIR)#**14455743**

Vin	2D4GP44L9	5F	Open Date	01/05/2006	Build Date	09/10/2004	
Model Year	05	Body	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
In Service Dt	10/05/2004	Dealer	42050	Dealer Zone	42	Mileage	47,800
Name:						Contact Type	E-MAIL
Address						Home Phone	
	FORT WAYNE IN					Country	UNITED STATES

Corporate - Other - Default - Default - Default

Customer has many complaints on vehicle.

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

I am very dissatisfied with the 2005 caravan I purchased brand new.

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

I purchased this caravan brand new last october, in that time it has been to the dealer more than I have drove it. It has been there for the headlight switch, the passanger electric door went bad, the transmission leaked, it is there right now for the rack and pinion leaking, the oil pan is leaking. It has been aligned 3 times in this year, just to set the tow on it and the tow is still not set right. This has got to be the worse chrysler product I have purchased in the 5 that I have owned and it will most likely be the last chrysler product I will own.

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

Thank you for your recent email to DaimlerChrysler Motors Corporation.

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

The information received is used in product development and quality analysis.

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

Thank you again for your email.

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

Customer Assistance Inquiry Record (CAIR)#**14462993**

Vin	1D4GP24R8	5E [REDACTED]	Open Date	01/06/2006	Build Date	07/29/2004	
Model Year	05	Body	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON			
In Service Dt	08/06/2004	Dealer	25034	Dealer Zone	71	Mileage	26,200
Name:	[REDACTED]					Contact Type	TELEPHONE
Address	[REDACTED]					Home Phone	[REDACTED]
	SPOKANE WA [REDACTED]					Country	UNITED STATES

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

Customer seeking information about repairs to vehicles headlights.

Customer seeking information about repairs to vehicle. Customer stated that the vehicle is having issues with the headlights. Customer stated that while driving home the vehicle headlights went out, customer also stated that he was pulled over by the police about this issue. Customer stated that 25034 cannot duplicate the issue. Customer stated that he would like to know if the issue can be repaired. Writer informed customer that he would need to take the vehicle to dealer 25034 and contact DCCAC when the vehicle is with the dealership. Writer provided customer with reference number to this issue.

Customer Assistance Inquiry Record (CAIR)#**14469416**

Vin	2C4GP54L6	5F	Open Date	01/09/2006	Build Date	08/09/2004	
Model Year	05	Body	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON			
In Service Dt	01/17/2005	Dealer	23738	Dealer Zone	51	Mileage	13,000
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	CLAYTON MO				Country	UNITED STATES	

Product - Electrical - Unknown - Intermittent or Inoperative - Default	Customer states numerous electrical issues.
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Customer states that he has had numerous electrical issues. Customer states that the alarm that indicates the key is in the ignition or the lights are on comes on even if the keys are not in the ignition or if the lights are off. Customer states that sometimes when he turns the headlights on, the headlights will not come on but the inside lights will come on. Customer states that sometimes the gear indicator will light up all gears so that it can not be determined what gear the vehicle is in. Customer states the last time he had the vehicle to a dealership was in November or December. Agent advised customer to take vehicle in for diagnosis. Agent advised customer that if dealership can not determine the cause of the issue, to contact DCCAC while the vehicle is at the dealership. Agent provided customer with file number for future reference.

Customer Assistance Inquiry Record (CAIR)#**14474738**

Vin	1D4GP24R2	5E	Open Date	01/10/2006	Build Date	03/17/2004	
Model Year	05	Body	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON			
In Service Dt	03/22/2004	Dealer	66241	Dealer Zone	35	Mileage	16,123
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	PHILADELPHIA PA					Country	UNITED STATES

Corporate - Recall - Default - Default - Default	Customer seeking recall information on vehicle.
Product - Cooling System - Water Pump / Thermostat - Leaks - Default	Customer states leak around water pump and headlights flicker.

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

Customer calls seeking recall information. Advised the customer there are no incomplete recalls for this vehicle. The customer was also advised a notification letter will be mailed to the address on file in the event their vehicle is involved in a future recall. Customer understood.

*****Recall Ended*****

Customer also states that vehicle has leak around water pump. Customer states that the headlights flicker. Customer states he has made an appointment with dealership for diagnosis. Agent provided customer with reference number.

Customer Assistance Inquiry Record (CAIR)#**14475252**

Vin	1C4GP45R9	5E [REDACTED]	Open Date	01/10/2006	Build Date	06/29/2004	
Model Year	05	Body	RSYH52	CHRYSLER TOWN & COUNTRY FWD SWB WAGON			
In Service Dt	07/26/2004	Dealer	68627	Dealer Zone	35	Mileage	24,088
Name:	[REDACTED]					Contact Type	TELEPHONE
Address	[REDACTED]					Home Phone	[REDACTED]
	PHILA PA [REDACTED]					Country	UNITED STATES

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

Dealer states that the headlight switch is inoperative.

DEALER IS CALLING FOR RENTAL EXTENSION BECUASE OF A PART BEING ON BACKORDER. DEALER STATES THAT THE HEADLIGHT SWITCH (PART# 1DW671DVAA) IS ON SPECIAL HANDLING AND VOR. WRITER VERIFIED THAT THE PART IS ON B/O. WRITER SHOWS THAT THE CONTRACT DOES NOT ALLOW FOR RENTAL EXTENSION. WRITER CONSULTED WITH TEB42. ***DUE TO THE NATURE OF THE REPAIR WRITER CONSULTED TPS1 REGARDING THIS VEHICLE. SINCE THERE IS NO ETA ON THE B/O PART, WE AGREE TO PROVIDE 2 EXTRA DAYS BEYOND STANDARD RENTAL COVERAGE AS WARRANTY GOODWILL RENTAL TO THE CUSTOMER.*** T3975TB 01/10/2006 @ 15:05
As a one-time goodwill gesture, DaimlerChrysler will cover 2 days of rental.

Customer Assistance Inquiry Record (CAIR)#**14481498**

Vin	2D4GP44L7	5R	Open Date	01/11/2006	Build Date	03/11/2005	
Model Year	05	Body	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
In Service Dt	07/30/2005	Dealer	26252	Dealer Zone	42	Mileage	8,069
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	NOBLESVILLE IN					Country	UNITED STATES

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

Customer states that her headlights go on and off intermittently.

Customer states that her head lights come on and off intermittently. Customer states that she has had several electrical issues with her vehicle. Customer states that both electric doors have seized and the rear liftgate has seized and this is the second repair attempt on the head lights. Writer contacted dealer and spoke with Bill. Bill states that the dealer is waiting on a head light switch. Bill states that he does not know if the dealer can authorize rental. Writer advised Bill that agent was sending a direct to dealer.

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

Please arrange for an inspection of the customer s vehicle and review with your District Manager to bring the customer s concern to a final resolution. Please ensure that the customer has been informed of the final resolution, and update the CAIR accordingly. Thank you.

REASSIGNED TO BC/DLR 42 26252 01/11/06 17:37 O 14481498

Bill from dealer wanted to call and inform DCX that vehicle has been repaired.

1-16-06 Service mgr. advised they got a part from a new vehicle and was able to repair the vehicle. BS

Customer Assistance Inquiry Record (CAIR)#**14483266**

Vin	2C4GP54L4	5R	Open Date	01/13/2006	Build Date	10/28/2004	
Model Year	05	Body	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON			
In Service Dt	09/09/2005	Dealer		Dealer Zone		Mileage	5,000
Name:					Contact Type	E-MAIL	
Address					Home Phone		
	NEWTON MA				Country	UNITED STATES	

Dealer - Unknown - Unknown - Declines Responsibility - Default	Customer upset because dealer decline responsibility.
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***** EMAIL BRIEF DESCRIPTION CONTENT *****

poor dealer service

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

I purchased a 2005 Town and Country from Somerset Chrysler this past September. Somerset is close to our home in RI. Two days ago - the front headlights stopped working (both). I called Colonial (close to our home in Mass.) to ask about an appointment - and spoke to 'Joe' in service. He was quite helpful until I informed him that we had purchased the car at another dealer. He informed me that it would take at least two weeks for him to be able to look at it - and that perhaps I should take it to the dealer I had bought it from for quicker service ! When I bought the car - one of the reasons was that I could take it to any convenient dealer for service. Two weeks to look at a problem which renders our car virtually unuseable is outrageous ! And to put the consumer in the middle of dealer s petty rivalries is not part of the deal !

Dear

Thank you for your email to DaimlerChrysler Motors Corporation. It is always a concern when a customer is dissatisfied with our products or Dealer service.

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

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

Thank you again for your email.

Customer Assistance Inquiry Record (CAIR)#**14483863**

Vin	1D4GP24R4	5E [REDACTED]	Open Date	01/12/2006	Build Date	02/05/2004	
Model Year	05	Body	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON			
In Service Dt	02/06/2004	Dealer	56259	Dealer Zone	63	Mileage	30,200
Name:	[REDACTED]					Contact Type	TELEPHONE
Address	[REDACTED]					Home Phone	[REDACTED]
	ODEM TX [REDACTED]					Country	UNITED STATES

Product - Electrical - Unknown - Other - Default

Customer states that the head lights go out at night.

Customer states that the head lights go out at night. Customer states that he went to dealership and they can not duplicate the issue. Agent provided customer file number for future use. Agent advised customer to keep working with dealership. Agent advised customer to take vehicle to another Dodge dealership for a second opinion. Customer states that he has taken vehicle to all of the local dealership.

Customer Assistance Inquiry Record (CAIR)#**14486081**

Vin	1C4GP45RX	5E	Open Date	01/12/2006	Build Date	10/04/2004	
Model Year	05	Body	RSYH52	CHRYSLER TOWN & COUNTRY FWD SWB WAGON			
In Service Dt	10/18/2004	Dealer	66786	Dealer Zone	51	Mileage	78,000
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	WELLSVILLE MO					Country	UNITED STATES

Product - Electrical - Unknown - Defective - Default

Customer seeking out of warranty assistance.

Customer seeking out of warranty assistance. This van and issue has not been diagnosed yet, and customer has this van at the moment. He states that he has had this issue since he has owned the van. He complains about a intermittent head light issue. Customer does not understand that he will be responsible for the diagnosis fee and asked for agents last name, extension number and the number to DCCAC. Agent gives file number and does not give last name or extension number.

Customer Assistance Inquiry Record (CAIR)#**14494169**

Vin	2D4GP44L2	5R	Open Date	01/16/2006	Build Date	02/27/2004	
Model Year	05	Body	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
In Service Dt	03/01/2004	Dealer	44376	Dealer Zone	35	Mileage	42,000
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	MECHANICSVILLE VA					Country	UNITED STATES

Product - Electrical - Park Assist System - Other - Default	Customer states the headlights do not operate.
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Customer states his headlights do not operate. Customer states the dealer can not diagnose the issue. Writer advised he may want to get another opinion at another dealer. Writer advised to work with the dealer to find and correct this issue. Customer seeking information on buyback. Writer advised information is in blue and white booklet inside vehicle.

Customer Assistance Inquiry Record (CAIR)#**14497068**

Vin	1D4GP24R0	5E [REDACTED]	Open Date	01/16/2006	Build Date	07/29/2004	
Model Year	05	Body	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON			
In Service Dt	07/30/2004	Dealer	09066	Dealer Zone	71	Mileage	36,000
Name:	[REDACTED]					Contact Type	TELEPHONE
Address	[REDACTED]					Home Phone	[REDACTED]
	NACHES WA [REDACTED]					Country	UNITED STATES

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

Customer states that headlights shut off randomly.

Customer states that he lives in the mountains and his wife was driving home one night and her headlights cut off. Customer states his wife turned the switch to off and then turned them back on and they worked again. Customer states they brought vehicle to dealer and they could not duplicate the issue. Customer states dealer informed him to drive vehicle until issue occurs more often. Customer is concerned because his wife drives in the dark to and from work and cannot drive on a country back mountain road with no headlights at night. Agent informed customer that he would need to work this out with a dealer until a diagnosis can be made.

Customer Assistance Inquiry Record (CAIR)#**14509728**

Vin	2D8GP44L3	5R	Open Date	01/19/2006	Build Date	06/01/2005	
Model Year	05	Body	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
In Service Dt	06/11/2005	Dealer	68284	Dealer Zone	32	Mileage	10,440
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	ASHBURNHAM MA					Country	UNITED STATES

Corporate - Rental Vehicle - Default - Default - Default	Dealer seeking rental extension.
Referral - Parts - Default - Default - Default	Parts Referral

**** Begin structured narrative CL-RENTAL ****

Is the vehicle still under warranty?:Yes

Does the vehicle have any service contract that covers rental?:Yes

What repairs are currently being completed?

Headlamp switch

Why has the vehicle not been repaired and returned to the owner?

Part on backorder

What is the estimated date that the repair will be completed?

2/1/2006

Is this a recall repair?:No

Is this a pre-authorization or a request for reimbursement?

Preauthorization

DCX authorizes rental? Explain why or why not...

Yes since the vehicle is not drivable.

How many days are being authorized and at what dollar amount?

5 days at \$35 a day.

**** End structured narrative CL-RENTAL ****

DEALER 68284 CALLING SEEKING RENTAL EXTENSION. ADVISED TO THE DEALER THAT THE CUSTOMERS CONTRACT DOES NOT SHOW RENTAL EXTENSION BUT CAN CHECK UNDER WARRANTY. CUSTOMER IS THE FIRST OWNER AND HE HAS 1 OTHER DCX VEHICLE. PART NUMBER 0ZL651DVAF-HEADLIGHT SWITCH. DEALER STATES THAT THE CUSTOMER WAS PUT IN RENTAL LAST NIGHT BUT PARTS SHOW NOT AVAILABLE TILL 2/3/2006.

**** Begin structured narrative CL-PARTS STRUCTURED NARR ****

What is the name and dealer code of the dealer that ordered the part?

68284 SALVADORE CHRYSLER DODGE

What is the phone number of the dealer?:9786302200

What is the description of the part that has been ordered?

headlamp switch

What is the part number?:0ZL651DVAF

What is the order number?:DESMAR

What date was the part ordered?:1/17/2006

What is the VIN of the vehicle?

2D8GP44L35R

What is the current order status of the part (i.e. special handling)?

special handling

**** End structured narrative CL-PARTS STRUCTURED NARR ****

Rental extension will be offered under warranty goodwill for 5 days at \$35 a day. Consulted with CCP14.

Authorization number US07100640119.

***** ATTENTION SERVICE MANAGER CAR DOWN FOR PARTS *****

The customer has contacted DCCAC seeking assistance. The order released to the Milwaukee PDC with 66 pcs in process. The part will possibly ship to the dealer by 1-20-05. **** PLEASE UPDATE THE CAIR WITH THE FINAL RESOLUTION. ****

REASSIGNED TO BC/DLR 32 68284 01/19/06 14:32 O 14509728

Charlie from 68284 states that he has 3 cars at his dealer and it is putting black marks against his dealer. Advised dealer that the the car was sent to him because the vehicle is still under warranty and the vehicle is down. Dealer inquiring about the black marks against dealer. Referred dealer to dm.

*** The part shipped to the dealer on 1-23. ***

*Contact Date:01/26/2006

Dealer 68284 has updated the mileage to 10140.

Service Manager at the dealership has closed the Cair# 14509728

Warranty repair has been documented on Repair Order#72732

CAIR RETURNED FROM DEALER ON 1/26/2006 AT 12:40:888 R 14509728

Customer Assistance Inquiry Record (CAIR)#**14509852**

Vin	1D4GP45R5	5E	Open Date	01/19/2006	Build Date	11/06/2004	
Model Year	05	Body	RSKH52	DODGE CARAVAN SXT FWD SWB WAGON			
In Service Dt	03/26/2005	Dealer	68284	Dealer Zone	32	Mileage	17,071
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	HUBBARDSTON MA					Country	UNITED STATES

Corporate - Rental Vehicle - Default - Default - Default	DEaler seeking rental extension.
Referral - Parts - Default - Default - Default	Parts Referral

**** Begin structured narrative CL-RENTAL ****

Is the vehicle still under warranty?:Yes

Does the vehicle have any service contract that covers rental?:Yes

What repairs are currently being completed?

Headlamp Switch

Why has the vehicle not been repaired and returned to the owner?

Waiting on part

What is the estimated date that the repair will be completed?

2/3/2006

Is this a recall repair?:No

Is this a pre-authorization or a request for reimbursement?

Preauthorization

DCX authorizes rental? Explain why or why not...

Yes vehicle is not drivable

How many days are being authorized and at what dollar amount?

5 days @ \$35 a day.

**** End structured narrative CL-RENTAL ****

DEALER 68284 CALLING SEEKING WITH RENTAL. DEALER STATES THAT THE CUSTOMER IS NOT IN RENTAL BUT THE PART NUMBER 0ZL671J8AB-HEADLAMP SWITCH WILL NOT BE AVAILABLE TILL 2/3/2006. CUSTOMER IS THE 1ST OWNER AND OWNS 1 OTHER DCX VEHICLE.

**** Begin structured narrative CL-PARTS STRUCTURED NARR ****

What is the name and dealer code of the dealer that ordered the part?

68284 SALVADORE CHRYSLER DODGE

What is the phone number of the dealer?:9786302200

What is the description of the part that has been ordered?

headlamp switch

What is the part number?:0ZL671J8AB

What is the order number?:MOORE

What date was the part ordered?:1/19/2006

What is the VIN of the vehicle?

1D4GP45R55E

What is the current order status of the part (i.e. special handling)?

special handling

**** End structured narrative CL-PARTS STRUCTURED NARR ****

Rental extension will be offered 5 days @ \$35. Consulted with CCP14.

Authorization number US07100820119.

***** ATTENTION SERVICE MANAGER CAR DOWN FOR PARTS *****

The customer has contacted DCCAC seeking assistance. The supplier shipped out 288 pcs on 1-18-06. There is no ETA to the dealer at this time, but there are several dealers in the 5300 parts locator that have this part.

**** PLEASE UPDATE THE CAIR WITH THE FINAL RESOLUTION. ****

REASSIGNED TO BC/DLR 32 68284 01/19/06 14:43 O 14509852

*Contact Date:01/30/2006

Service Manager at the dealership has closed the Cair# 14509852

Warranty repair has been documented on Repair Order#72817

CAIR RETURNED FROM DEALER ON 1/30/2006 AT 03:40:203 R 14509852

Customer Assistance Inquiry Record (CAIR)#**14509957**

Vin	1D4GP25R9	5E	Open Date	01/19/2006	Build Date	05/04/2004	
Model Year	05	Body	RSKL52	DODGE CARAVAN SE FWD SWB WAGON			
In Service Dt	05/20/2004	Dealer	68284	Dealer Zone	32	Mileage	26,624
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	WINCHENDON MA					Country	UNITED STATES

Corporate - Rental Vehicle - Default - Default - Default	Dealer seeking rental extension.
Referral - Parts - Default - Default - Default	Parts referral

**** Begin structured narrative CL-RENTAL ****

Is the vehicle still under warranty?:Yes

Does the vehicle have any service contract that covers rental?:Yes

What repairs are currently being completed?

Headlamp switch

Why has the vehicle not been repaired and returned to the owner?

Waiting on parts

What is the estimated date that the repair will be completed?

2/6/2006

Is this a recall repair?:No

Is this a pre-authorization or a request for reimbursement?

Preauthorization

DCX authorizes rental? Explain why or why not...

Yes vehicle not drivable

How many days are being authorized and at what dollar amount?

5 days @ \$35 a day

**** End structured narrative CL-RENTAL ****

DEALER 68284 CALLING SEEKING RENTAL FOR CUSTOMER. DEALER STATES THAT THE CUSTOMER IS NOT IN A RENTAL YET BUT THE ISSUE IS THAT THE PART NUMBER 1DW671DVAA-HEADLAMP SWITCH WILL NOT BE AVAILIBLE TILL 2/3/2006. CUSTOMER DOES NOT HAVE RENTAL EXTENSION. CUSTOMER IS THE 2ND OWNER AND THIS IS THERE ONLY VEHICLE.

**** Begin structured narrative CL-PARTS STRUCTURED NARR ****

What is the name and dealer code of the dealer that ordered the part?

68284 SALVADORE CHRYSLER DODGE

What is the phone number of the dealer?:9786302200

What is the description of the part that has been ordered?

headlamp switch

What is the part number?:1DW671DVAA

What is the order number?:CHAP

What date was the part ordered?:1/18/2006

What is the VIN of the vehicle?

1D4GP25R95B191252

What is the current order status of the part (i.e. special handling)?

special handling

**** End structured narrative CL-PARTS STRUCTURED NARR ****

Rental will be offered as warranty goodwill Consulted with CCP14.

Authorizatou number US07101000119.

***** ATTENTION SERVICE MANAGER CAR DOWN FOR PARTS *****

The customer has contacted DCCAC seeking assistance. The order released

to a Canadian PDC with 6 UCS and will possibly ship to the dealer before

1-20-06. **** PLEASE UPDATE THE CAIR WITH THE FINAL RESOLUTION. ****

REASSIGNED TO BC/DLR 32 68284 01/19/06 15:06 O 14509957

*Contact Date:01/23/2006

Dealer 68284 has updated the mileage to 26562.

Service Manager at the dealership has closed the Cair# 14509957

Warranty repair has been documented on Repair Order#72754

CAIR RETURNED FROM DEALER ON 1/23/2006 AT 02:25:758 R 14509957

Customer Assistance Inquiry Record (CAIR)#**14525161**

Vin	1C4GP45R0	5E [REDACTED]	Open Date	01/24/2006	Build Date	06/23/2005	
Model Year	05	Body	RSYH52	CHRYSLER TOWN & COUNTRY FWD SWB WAGON			
In Service Dt	07/06/2005	Dealer	60191	Dealer Zone	66	Mileage	10,276
Name:	[REDACTED]					Contact Type	TELEPHONE
Address	[REDACTED]					Home Phone	[REDACTED]
	ROCK HILL SC [REDACTED]					Country	UNITED STATES

Product - Electrical - Lamps and Switches - Other - Default	Customer states his headlights does come on all the time.
---	---

Customer states his headlights does come on all the time. Customer is going to take the vehicle to the dealer. customer seeking assistance with rental car. Agent advised customer that DCX will need a full diagnosis before considering rental assistance.

Customer Assistance Inquiry Record (CAIR)#**14533302**

Vin	1D4GP25B2	5E	Open Date	01/25/2006	Build Date	09/22/2004	
Model Year	05	Body	RSKL52	DODGE CARAVAN SE FWD SWB WAGON			
In Service Dt	12/27/2004	Dealer	41090	Dealer Zone	35	Mileage	13,500
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	COLLIERS WV					Country	UNITED STATES

Dealer - Service/Body Shop - Personnel - Discourteous/ Rude - Service Management

Customer states dealership would not put head light switch in.

Customer called stating that his head light switch works intermittently. Customer states that dealership 41090 advised customer that parts are on national backorder. Customer states that he was told that there are no mechanics at dealership 41090 and no manager. Customer states that dealership stated that they would have to pull the entire dash to fix the head lights. Customer states that all he wanted was the head light switch to be put in. Customer states that the service manager got upset. Customer states that dealership will not haste to work on vehicle because it was not purchased at that dealership. Customer states that service manager stated that his customer s come first. Customer states that warranty work does not work that way. Customer states he worked on cars and warranty work does not work that way but the service manager stated that that is how it works in his garage. Customer states he owns three Chrysler vehicles. Customer states that everytime he goes to dealership its a headache because he did not buy the vehicle there. Customer states that this is turning him away from Chrysler. Writer advised customer that dealerships are independently owned and operated. Writer advised customer that his complaint would be documented.

Customer Assistance Inquiry Record (CAIR)#**14535890**

Vin	1C4GP45R6	5E	Open Date	01/27/2006	Build Date	03/26/2004	
Model Year	05	Body	RSYH52	CHRYSLER TOWN & COUNTRY FWD SWB WAGON			
In Service Dt	10/16/2004	Dealer		Dealer Zone		Mileage	25,200
Name:						Contact Type	E-MAIL
Address						Home Phone	
	SOUTH DAYTONA FL					Country	UNITED STATES

Corporate - Warranty Coverage - Default - Default - Default	Providing Loaners While Service Is Performed
---	--

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

no loaner cars???

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

To whom it may concern, Hi my name is Joe Gately and I am a little upset with your service program. I don't understand why you don't give out loaner cars. I am a father with 5 children that my wife and I have to stay home at when it gets dark because sometimes the headlights don't work and we are not going to worry about getting stuck somewhere with the kids and them don't come back on, because it is a hit or miss if they work or not.

sometimes they will go a week and work and then sometimes we can't get them to come on no matter what we try. so we can't take that chance and we can't leave our van without transportation because we can't us and 5 kids in our 2005 neon sxt which does offer a loaner car. go figure. Please explain this because I thought I was buying a brand I could rely on, but now I am wondering if this will be my last chrysler product.

Thank You,

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

Dear Joseph,

Dealerships are independent business enterprises.

An individual or a corporation purchases a dealership franchise agreement from DaimlerChrysler allowing the dealership to purchase vehicles and parts wholesale from DaimlerChrysler. The dealership then sells them retail in the market where it is licensed by the local government. It must conduct business in accordance with that area's laws.

The dealer must also abide by the terms of the franchise agreement. DaimlerChrysler can intercede with a dealer on behalf of a customer, but has no authority to resolve disputes involving retail transactions between an independent dealer and their retail customer.

DaimlerChrysler warranty does not provide for alternative transportation while a vehicle is in for servicing. DaimlerChrysler Service Contracts provide for a rental vehicle use whenever a covered component fails. Some dealers out of simple goodwill, will occasionally provide a loaner vehicle in certain instances, but continued use of a vehicle as a loaner diminishes its retail value. They simply cannot keep enough loaner vehicles to meet every servicing need.

I hope you can understand both ours, and the dealers position.

Thank you again for your email.

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

Customer Assistance Inquiry Record (CAIR)#**14538532**

Vin	2C4GP54L3	5R	Open Date	01/26/2006	Build Date	03/08/2004	
Model Year	05	Body	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON			
In Service Dt	06/27/2004	Dealer	60120	Dealer Zone	42	Mileage	35,000
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	WALLINS CREEK KY					Country	UNITED STATES

Product - Electrical - Folding Lamp - Defective - Both - Sides	Customer claiming the headlights are not working properly.
Referral - Parts - Default - Default - Default	Customer seeking rental assistance.

Customer calling in wanting to know if she can have a rental vehicle while vehicle is in the shop being worked on. Agent offered customer a callback.

**** Begin structured narrative CL-PARTS STRUCTURED NARR ****

What is the name and dealer code of the dealer that ordered the part?
DAWKINS-POAGE CHRYSLER-DODGE
60120

What is the phone number of the dealer?:(606)3373002

What is the description of the part that has been ordered?

Headlight Switch.

What is the part number?:ZL671J8AC

What is the order number?:C124

What date was the part ordered?:January 24

What is the VIN of the vehicle?

2C4GP54L35R

What is the current order status of the part (i.e. special handling)?

Referred to another facility.

**** End structured narrative CL-PARTS STRUCTURED NARR ****

Agent contacted dealership 60120 and spoke with Tim the Service Writer. Tim states there was a part ordered for the vehicle. Tim states it will take 2 to 3 days for the part ordered to get to them. Tim states she could wait on the vehicle to be repaired once the part comes in because it will not take long to repair the headlights. Agent contacted customer back and told her the status of what is going on with her vehicle. Customer needs a vehicle today. Customer would like a callback as soon as possible.

Reassigned CAIR to 81C. Consulted with CDC43.

***** Part was ordered on a Dailey order and was also ordered to be shipped ground. This part was delivered to the dealership at 11:22 A.M. On 1/27/06 and was signed by someone by the name of Simpson.*****

Customer calling back in about rental vehicle. Customer states that dealership has not yet called her back. Customer states that she needs a vehicle due to the fact that she has to drive to work before it is daylight, so she would need her headlights. Writer contacted the dealership. The parts department verified that the part had been delivered. Writer spoke with Tim in the service department. Tim states that the earliest that they could begin to work on it is Tuesday around 1:00 p.m. Time states that this should take approximately 4 hours. Writer consulted with EMW20, approved rental for 5 days up to \$30.00/day at a total of \$150.00.

Writer tried to contact the customer back in order to advise her of the above information. Customer did not answer. Customer will need to pay for the rental through enterprise for the above stated amount and then be reimbursed per EMW20 and SJS83. Customer will only be able to get reimbursed for the above stated amount only. Please verify this with the customer if she calls in.

*****Part was received at dealership on 1/27/06.*****

Customer Assistance Inquiry Record (CAIR)#**14547150**

Vin	2C4GP44R4	5F	Open Date	01/30/2006	Build Date	04/13/2004	
Model Year	05	Body	RSYH53	CHRYSLER TOWN & COUNTRY LX FWD LWB WAGON			
In Service Dt	05/20/2004	Dealer	44311	Dealer Zone	66	Mileage	20,000
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	RURAL HALL NC					Country	UNITED STATES

Dealer - Sales - Transaction - Sales Terms Unsatisfactory - Default	Customer states that the sales agreement did not meet her expectations.
Dealer - Service/Body Shop - Personnel - Other - Unknown	Told customer they would call back and never did.
Dealer - Sales - Transaction - Incorrectly Equipped - Default	Vehicle not properly prepared.

Customer called stating that dealership 44311 did not properly prepare the vehicle for sale. Customer states that a headlight was not working. Customer states that dealership 44311 fixed the vehicle. Customer states she had to buy a tire because there was an issue with that. Customer states dealership 44311 talked to customer about GAP insurance. Customer states she decided to not have GAP insurance. Customer states that when the vehicle went back for the headlight repair, dealership 44311 stated that they would leave the vehicle on the lot so customer could pick it up. Customer states that dealership 44311 did not provide customer with a spare key. Customer would like a complaint documented. Writer advised customer complaint will be documented.

Customer states that the previous agent sent her back to the dealership, to speak to the DM. Customer states that the dealership stated to her that they have the DM s name, but have no phone number to reach him.

Customer Assistance Inquiry Record (CAIR)#**14557892**

Vin	2C4GP54L4	5R	Open Date	02/03/2006	Build Date	10/28/2004	
Model Year	05	Body	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON			
In Service Dt	11/30/2004	Dealer		Dealer Zone		Mileage	16,845
Name:						Contact Type	E-MAIL
Address						Home Phone	
	BARKHAMSTED CT					Country	UNITED STATES

Product - Electrical - Unknown - Intermittent or Inoperative - Default	Customer states that headlights go off during travel.
--	---

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

Failure of Headlights due to faulty switches.

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

Customer states that the headlights go off without notice. Customer wants to know if he can get a new set of headlights with a different kind of technology such as SmartBeam.

Dear [REDACTED],

Thank you for your recent email to DaimlerChrysler Motors regarding your 2005 Chrysler Town & Country.

As of right now Chrysler does not have this accessory for your van, but this does not mean it cannot be installed. The dealership has access to SmartBeam technology which is available on most of our Jeep products.

My advise to about this issue would be to consult with your local Chrysler dealership to see if it is possible to replace your headlights with SmartBeam technology.

As far as warranty issues are concerned. If the added product causes failure to a normally covered component on a vehicle and failure is determined to be the cause of the new feature, the warranty will be voided on the normally covered component.

Thank you again for your email.

Customer Assistance Inquiry Record (CAIR)#**14557926**

Vin	1C4GP45R0	5E [REDACTED]	Open Date	02/01/2006	Build Date	06/04/2005	
Model Year	05	Body	RSYH52	CHRYSLER TOWN & COUNTRY FWD SWB WAGON			
In Service Dt	06/06/2005	Dealer	X7230	Dealer Zone		Mileage	14,000
Name:	[REDACTED]				Contact Type	TELEPHONE	
Address	N/A				Home Phone	[REDACTED]	
	N/A TN -				Country	UNITED STATES	

Corporate - Dealer Information - Default - Default - Default	Customer seeking dealer information.
Product - Electrical - Unknown - Intermittent or Inoperative - Default	Customer states that her head lights are flickering and going out.

Customer states that her head lights are flickering and going out.
Customer seeking information on where she can take the vehicle for service. Agent advised the customer to take it to a DCX dealer and provided a phone number and address of a dealer in Spokane.

Customer Assistance Inquiry Record (CAIR)#**14565180**

Vin	2D4GP44L9	5F	Open Date	02/06/2006	Build Date	06/18/2005	
Model Year	05	Body	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
In Service Dt	07/07/2005	Dealer	60071	Dealer Zone	66	Mileage	7,500
Name:						Contact Type	E-MAIL
Address						Home Phone	
	FAYETTEVILLE NC				Country	UNITED STATES	

Corporate - Other - Default - Default - Default	Unhappy with the product
Referral - Chrysler Credit - Default - Default - Default	

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

Contact Us: Current Chrysler Financial Customer: General: Comments

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

Email States:

dge caravan and i have never been so upset with a purchase. We have had it in the shop 4 times from doors not working tom the radio system blowing up and this is a new van. we went to florida on vacation and lost the headlights in the middle of the night and we could of gotten killed. we wasted over a 1000.00 on our trip and had to come home and drive straight thru in the day so we could see. I HAVE NEVER BEEN SO UNHAPPY WITH A DEALERSHIP. i ALSO PUT DOWN 4000.00 CASH ON THIS VAN AND THEY SCREWED UP ALL OUR PAPER WORK. the paper work says we have a payment a month before we should have and i get 20 calls a month and i explain to them and they say well take care of it and the next month a nother 20 calls. my husband and i will never suggest a dodge to any one and thatnks for the piece of junk that still has problems. susan kistler

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

Writer replied:

Dear

Thank you for your recent email to DaimlerChrysler Motors Corporation regarding your Dodge Grand Caravan.

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

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

Any matters regarding Chrysler Financial should be directed to:

Chrysler Financial

PO Box 2993

Farmington Hills, MI 48334

Main Office: 800-556-8172

Their office hours are from 9:00 a.m. to 5:00 p.m. (Eastern Time), Monday through Friday.

Their web site address is: www.chryslerfinancial.com

Thank you for sharing your concerns.

Customer Assistance Inquiry Record (CAIR)#**14582135**

Vin	1C4GP45R0	5E [REDACTED]	Open Date	02/08/2006	Build Date	06/24/2004	
Model Year	05	Body	RSYH52	CHRYSLER TOWN & COUNTRY FWD SWB WAGON			
In Service Dt	08/12/2004	Dealer	41837	Dealer Zone	32	Mileage	15,000
Name:	[REDACTED]					Contact Type	TELEPHONE
Address	[REDACTED]					Home Phone	[REDACTED]
	WANTAGH NY [REDACTED]					Country	UNITED STATES

Product - Electrical - Folding Lamp - Defective - Both - Sides	Customer claims headlights are not working.
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Customer claims customer cannot use the headlights at night. Customer claims the dealership states it was having to do with a switch. Customer would like a vehicle to drive in while her vehicle is in the shop waiting for a part. Agent contacted dealership and spoke with Keith. Keith states the part is on back order and is on VOR at this time. Keith states the part number is 1dw671dvaa and the VOR is [REDACTED] UPS number is 104800900142394622. Customer seeking rental assistance. Customer would like agent to call her back when we know what is going on. Agent offered call back.

Agent called customer back and informed customer the part is on the way to the dealership therefore we cannot assist with rental.

Customer Assistance Inquiry Record (CAIR)#**14582464**

Vin	1C4GP45R0	5E	Open Date	02/08/2006	Build Date	06/04/2005	
Model Year	05	Body	RSYH52	CHRYSLER TOWN & COUNTRY FWD SWB WAGON			
In Service Dt	06/06/2005	Dealer	68005	Dealer Zone	71	Mileage	15,000
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	WILSON CREEK WA					Country	UNITED STATES

Referral - Tier Three - Default - Default - Default

tier three support referral.

Customer states that her vehicle hit a deer due to a short in the head light. airbags didnot deploy. customer states that she is a long way from home.

Referred customer to DCCAC for discussion of Special Investigations issue. Consulted with enj5.

Owner alleges that she hit deer due to her defective lights.
SEE LINKED CAIR.

Owner states on the 1st when she initially called (before hitting deer) the dealer advised her they would have to order parts. In the interim she hit a deer- allegedly due to the headlights going out.

**No open recalls on vehicle.

**No injuries

Owner will make arrangements to have vehicle towed to Spokane Chrysler (68005).

Advised owner she would be responsible for both towing and rental until determination was made concerning DCX being potentially liable.

Advised would forward to SI - informed owner of SI process (in general terms).

Advised owner that at this point repairs would not be covered under warranty. Advised that SI would have to make determination at a later time after vehicle inspected concerning repairs being paid for by Chrysler. REVEIWED WITH MHM1. Reassigning to SI.

vehicle located at
SPOKANE CHRYSLER INC
C

6818 EAST SPRAGUE AVENUE SPOKANE WA 99212 509-926-1501
accident, refer to 82t

_2/10/06 assigned to tk27/jlg117.

CAIR NUMBER 14582464 REQUEST EAA INSPECTION 02-10-2006 10:32

CAIR NUMBER 14582464 E-MAIL SENT TO EAA 02-10-2006 10:32

Customer called stating that the vehicle has been moved to:

Trent Ave. Just west of the Pines intersection at Charles auto @
1.509.924.6889. Agent referred customer to CCRG phone #. Customer accepted.

Inspection Requested: 2/10/2006 (KSmolinski)

Inspection Conducted: 2/14/2006 (KSmolinski)

Inspection Report Received: 2/14/2006 (KSmolinski)

Denial Letter Sent: 2/20/2006 (KSmolinski)

Customer Assistance Inquiry Record (CAIR)#**14584341**

Vin	2D4GP44L6	5R [REDACTED]	Open Date	02/08/2006	Build Date	01/14/2005	
Model Year	05	Body	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
In Service Dt	05/18/2005	Dealer	59577	Dealer Zone	71	Mileage	6,006
Name:	[REDACTED]					Contact Type	TELEPHONE
Address	[REDACTED]					Home Phone	[REDACTED]
	TACOMA WA	[REDACTED]			Country	UNITED STATES	

Corporate - Technical Assistance - Default - Default - Default

2/8/06 recvd tech asst request from nigel chinnick at dlr. car down 12 days
customer complaint: headlights and interior lights flash/fluctuate when
engine is running. lights will dim and then get brighter. 1 prior repair
attempt. file to rka2. ilp
Dlr to remove grounds and clean. Next he should replace pos. batt cable w/
clamp and the clamp on the neg cable.rka2

Customer Assistance Inquiry Record (CAIR)#**14588527**

Vin	2C4GP54L6	5F	Open Date	02/09/2006	Build Date	09/25/2004	
Model Year	05	Body	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON			
In Service Dt	09/30/2004	Dealer	63391	Dealer Zone	42	Mileage	15,300
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	HARPER WOODS M					Country	UNITED STATES

Corporate - Rental Vehicle - Default - Default - Default

Customer seeking rental for one day.

**** Begin structured narrative CL-RENTAL ****

Is the vehicle still under warranty?:yes

Does the vehicle have any service contract that covers rental?:no

What repairs are currently being completed?

Replace rack and pinion and headlight switch.

Why has the vehicle not been repaired and returned to the owner?

Parts delay.

What is the estimated date that the repair will be completed?

2/10/06.

Is this a recall repair?:no

Is this a pre-authorization or a request for reimbursement?

Request.

DCX authorizes rental? Explain why or why not...

Unknown.

How many days are being authorized and at what dollar amount?

null.

**** End structured narrative CL-RENTAL ****

null

2/9/06. Transferred for further research. Provided reference number.

Writer declined loaner and informed owner under factory warranty loaner is not provided.

Customer Assistance Inquiry Record (CAIR)#**14588871**

Vin	1C4GP45R7	5E	Open Date	02/09/2006	Build Date	06/28/2004	
Model Year	05	Body	RSYH52	CHRYSLER TOWN & COUNTRY FWD SWB WAGON			
In Service Dt	07/26/2004	Dealer	42853	Dealer Zone	51	Mileage	39,370
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	SAINT LOUIS MO					Country	UNITED STATES

Product - Electrical - Lamps and Switches - Other - Default | Customer stated the switch to the lights are not working.

Customer stated the the switches to the head lights have stopped working. Customer stated they stopped working about 3 weeks ago. Customer stated he took the vehilce to dealership 42853. Dealership stated they have been having issues with these switches. Customer is seeking assistance. Agent gave CAIR number and transferred for further assistance. Customer transferred to the internal Tier 2 escalation line for further review of concern.

***Accepted transfer. Owner stated that he thought his headlights were dirty and he realized that his headlights were not on. Stated that they intermittently do not work. Stated that he was told by the dealership that this was becoming an issue. Writer advised owner that DCCAC is not aware of the situation due to no recall. Owner stated that his headlights have not come on 3 times over the last couple of weeks. Informed customer that DaimlerChrysler will not participate in the repair. The vehicle warranty has expired.

Customer Assistance Inquiry Record (CAIR)#**14593131**

Vin	2D4GP44L4	5R	Open Date	02/10/2006	Build Date	08/24/2004	
Model Year	05	Body	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
In Service Dt	03/29/2005	Dealer	65062	Dealer Zone	51	Mileage	10,100
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	KENOSHA WI			Country	UNITED STATES		

Recall - F01: - Advise Owner/Incomplete Recall

Advised customer of incomplete recall.

Customer seeking information about lemon law process. Customer stated that his vehicle has been to dealer 65062 multiple times for repairs and he would like the vehicle replaced under lemon law. Writer left agent contact information with Service Advisor Mark. Writer offered customer a call back when all research has been gathered. Writer provided reference number to customer and informed of incomplete recall F01.

Writer called dealership but Mark was not available. Writer was informed that Mark leaves at 4p.m. and agent needs to call before then.

Writer will call dealer back.

Writer spoke to Service Advisor Mark, who stated that the vehicle is the vehicle was in for service on the following date:

4/18/05-849 miles, they replaced center console

10/3/05-6155 miles, replaced power steering hose,

10/27/05-6725 miles, power steering hose clamp replaced,

10/31/05-7311 miles, repositioned window motor,

11/21/05-7901 miles reprogrammed powertrain control module, and replaced power steering hose clamp,

1/19/06-9757 miles, replaced front stabilizer links

2/1/06-10319 miles, replaced head lamp switch.

Customer called for above issue. Previous agent has left. Advised customer that he should be receiving a call from that agent tomorrow.

Customer is available to call at 5:00 eastern time.

Customer calling in regards to the buy back process. Agent provided a reference number and transferred for further review.

Writer took call on 2/15/06 owner is unhappy with many repairs on vehicle.

Advised owner to work with dealer for resolution repairs are covered under warranty at this time.

Customer Assistance Inquiry Record (CAIR)#**14599781**

Vin	1D4GP45R8	5E	Open Date	02/15/2006	Build Date	03/24/2004	
Model Year	05	Body	RSKH52	DODGE CARAVAN SXT FWD SWB WAGON			
In Service Dt	07/30/2004	Dealer	44376	Dealer Zone	35	Mileage	40,000
Name:						Contact Type	E-MAIL
Address						Home Phone	
	BUMPASS VA					Country	UNITED STATES

Product - Suspension - Torsion / Sway Bars - Other -
Unknown

Customer states that vehicle is having issues with sway bar and tire.

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

I am contacting you because I just wanted to let Chrysler/Dodge know how disappointed I am in the Caravan that I just purchased a year and a half ago. I thought I was buying a quality van and ended up buying a piece of crap... null

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

Customer states that she is having issues with sway bar and bushings she also states that drivers side tire freezes she states she wants these issues fixed and is seeking assistance with repairs.

**Spoke with Sarah who states the rear drums and shoes need to be replaced. States sway bar bushings also need to be replaced. Dealer can not duplicate a concern with the head lights that intermittently do not come on.

Sarah states there is a bulletin for rear brakes but they are not doing the whole bulletin.

Writer offered total coverage for bushings. Owner to pay for rear drums and shoes. Sarah will call writer back if other parts are needed under the bulletin 05-003-05. Looks like a backing plate should be installed. Total cost for bushings is 32.58 for parts and labor.

Berry called and left message that cost for tsb to be done is 88.06 for labor and 238.42 for parts.

Spoke with Sarah and offered total less first 150.00 co-pay. NOTE: shoes and drums are included in bulletin.

NAN due to previous contact.

Customer Assistance Inquiry Record (CAIR)#**14601409**

Vin	2D4GP44LX	5R	Open Date	02/14/2006	Build Date	03/11/2005	
Model Year	05	Body	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
In Service Dt	07/04/2005	Dealer	67875	Dealer Zone	35	Mileage	13,246
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	COLONIAL BEACH VA					Country	UNITED STATES

Recall - F01: - Advise Owner/Incomplete Recall	Advised customer of the incomplete recall.
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Customer states her headlights go out at night.

Customer states she is having issues with the headlights. Customer states the headlights have gone out on her twice at night. Customer states she is afraid to drive the vehicle at night because of this issue. Customer states she has been to dealer 67875 for this issue. Customer states dealer 67875 cannot duplicate the issue. Customer states she had an alarm system installed in the vehicle after purchase. Customer states at this time her headlights did not work. Customer states dealer 67876 handed her the paper informing her the headlights were working properly. Customer states after this the headlights went out. Customer states she does not know what to do. Customer states she just wants the vehicle to be safe for her and her family. Agent contacted dealer 67875 and spoke with Daniel, service advisor. Daniel states the selling dealer installed a remote alarm system. Daniel states this works in conjunction with the headlights and horn. Daniel states they have run a diagnostic test and there were no fault codes. Daniel suggests that the customer go back to the selling dealer that installed the alarm system, and to check the body control module. Agent informed customer of this information. Agent advised customer to go back to the selling dealership and allow them to perform a complete diagnostic test on the vehicle. Customer states she will do this. Agent provided reference number for future reference. Agent advised customer of the incomplete recall.

Customer Assistance Inquiry Record (CAIR)#**14603821**

Vin	2D4GP44L6	5F	Open Date	02/14/2006	Build Date	01/14/2005	
Model Year	05	Body	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
In Service Dt	05/18/2005	Dealer	59577	Dealer Zone	71	Mileage	6,006
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	TACOMA WA				Country	UNITED STATES	

Product - Electrical - Lamps and Switches - Defective - Default

Headlights are flashing.

Customer states that headlights are dimming and issue is getting worse. Dealer has had vehicle for three weeks. Agent called dealer and spoke with Dave. Dave states that he does not have repair dates but has been in contact with Star and has replaced alternator and body control module. Agent transferred customer for further assistance and gave reference number per emu20. Customer seeking for DCX to pay payments.
*****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.

Agent obtained permission from Dave for direct to dealer to be sent.

REASSIGNED TO BC/DLR 71 59577 02/14/06 16:30 O 14603821

Please review customer s request with your district manager and follow up with customer, thanks

REASSIGNED TO BC/DLR 71 59577 02/14/06 16:35 O 14603821

022106: Reviewed case with service manager. I offered the customer a 7/100,000 mile Maximum service contract and no cost, as a gesture of goodwill, due to the reason that there is NO fix to his reported condition, at this time. Dealership & I are working with area Tech Advisor for a resolution through the engineering department in Michigan! RAD16

042106: Customer is inquiring about service contract offer, so I am assuming that the customer accepted my offer from previous service manager. Waiting for details from Larosn Dodge (59577) RAD16

Customer Assistance Inquiry Record (CAIR)#**14607291**

Vin	1D4GP45R0	5E	Open Date	02/15/2006	Build Date	03/11/2004	
Model Year	05	Body	RSKH52	DODGE CARAVAN SXT FWD SWB WAGON			
In Service Dt	02/16/2005	Dealer	65033	Dealer Zone	42	Mileage	15,400
Name:						Contact Type	TELEPHONE
Address	1					Home Phone	
	FAIRBORN OH					Country	UNITED STATES

Product - Differential Gear Assy's - Axle Shaft - Broken, Cracked - Front-Driver	Front axel replaced.
Product - Electrical - Lamps and Switches - Complete Failure - Default	Head lights went out.
Product - Engine - Cylinder Head / Gskt - Broken/Cracked - Default	Head was broken.

Customer states that front axel was replaced, engine head, driver window motor and headlights went out. Customer wants to a buyback. Agent called dealer and spoke with Joe. Joe states that getting information will take time. Agent provided reference number to dealer and customer. Agent informed customer that she would call him back once a resolution is reached. Agent is waiting for dealers repair attempts.

Agent called dealer and spoke with Mike. Mike states that on 1/26/06 15771 miles replaced headlight. Issue no longer exists. Agent called customer back and referred to blue and white handbook.

Customer calling about the above issue. Customer states that he was offered a one month extension on the warranty or waive one month payment. Customer is now seeking this in writing before he makes any commitment verbally.

Agent was unable to get in touch with AMJ22. Agent MAL93 calls dealership to see where they are on this issue. Agent was unable to get in touch with Mark from the dealership. Customer states that agent AMJ22 referred them to the blue and white booklet, customer did just that and is wanting to go from there. Customer then gos on to inform customer of what repairs they have done to the car.

Customer calling in regards to the buyback process. Customer states that he wants his vehicle bought back. Agent also reffered customer to the blue and white hand book.

Customer states that he does not want his vehicle.

Agent advised customer that the agent previous will contact him back. Agent disconnected the call.Per jdb116.

Customer Assistance Inquiry Record (CAIR)#**14612076**

Vin	2D8GP44L2	5F	Open Date	02/16/2006	Build Date	03/08/2005	
Model Year	05	Body	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
In Service Dt	08/09/2005	Dealer	45119	Dealer Zone	42	Mileage	7,500
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	INDIANAPOLIS IN					Country	UNITED STATES

Recall - F01: - Advise Owner/Incomplete Recall	Agent notified customer of incomplete recall.
Corporate - Product Information - Default - Default - Default	Customer wanting to know gas mileage.

Customer wanting to know what type of gas mileage does this vehicle have.
Customer is getting 10 miles per gallon in the city and 20 to 21 miles per gallon on the highway. Agent informed customer he should be getting 18 miles per gallon in the city and 25 miles per gallon on the highway.
Agent referred customer to the dealership for further assistance.
Customer claims the headlights do not work all of the time and the garage door opener did not work one day but the next day it worked fine.
Customer would like to know who invented the handle to change the position of the seats on the left side.

Customer Assistance Inquiry Record (CAIR)#**14622937**

Vin	2C8GP54L7	5R	Open Date	02/20/2006	Build Date	10/18/2004	
Model Year	05	Body	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON			
In Service Dt	11/20/2004	Dealer	65477	Dealer Zone	42	Mileage	110,201
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	MUSKEGON M					Country	UNITED STATES

Corporate - Other - Default - Default - Default	ATTORNEY GENERAL LETTER
Referral - Tier Three - Default - Default - Default	Customer states that she is having problems with her headlamps.

Customer states that the headlights on her vehicle keep going out at night time while driving. Customer states that she has had multiple problems with her headlamps and that the vehicle is presently in the shop. November 03, Customer states Headlamps would not come on. Dealer replaced BCM. June 02 Customer states Headlamps would not come and on Switch faulty. Dealer replaced headlamp switch. April 14, Customer states that lights stay on. Dealer performed TSB. November 09, Dealer replaced body control module. November 29, Dealer replaced control module. Customer states that she was going to be transferred. Customer informed agent that the agent once she was transferred disconnected the call. Customer is wanting to be transferred for assistance. Owner calling in regards to above. Headlights flicker on and off intermittently.

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

Please arrange an inspection of customer s vehicle and review with your District Manager to bring customer s concern to a final resolution. Please make sure that the owner has been informed of the final resolution. Also, please update file. Thanks.
REASSIGNED TO BC/DLR 42 65477 02/20/06 12:30 R 14622937

*Contact Date:02/20/2006

Service / Parts Director at the dealership has closed the Cair# 14622937
Warranty repair has been documented on Repair Order#110201
CAIR RETURNED FROM DEALER ON 2/20/2006 AT 02:44:158 R 14622937
3/21/06.....ATTORNEY GENERAL LETTER.....PLEASE DOCUMENT IF OWNER IS STILL REPORTING A PROBLEM WITH THE LIGHTS.
FORWARDED AG LETTER TO BC 42.
PLEASE CONTACT OWNER RESOLVE ISSUE, UPDATE CAIR AND SEND BACK TO JFS8 FOR RESPONSE BACK TO ATTY GENERAL.

REASSIGNED TO BC/DLR 42 65477 03/21/06 11:50 R 14622937

*Contact Date:03/21/2006

Service / Parts Director at the dealership has closed the Cair# 14622937
Warranty repair has been documented on Repair Order#110201
CAIR RETURNED FROM DEALER ON 3/21/2006 AT 03:46:872 R 14622937
4/11/06.....LATEST ATTORNEY GENERAL LETTER.
REASSIGNED TO BC/DLR 42 65477 04/12/06 08:19 R 14622937
DM contact SM Roger Cole 4-19-06. Customer was in on 3-30-06 for LOF at 24,054mi and head lights were operating fine at that time. eeb10
4/12 Response sent to AG

Customer Assistance Inquiry Record (CAIR)#**14628466**

Vin	1D4GP25B6	5E	Open Date	02/21/2006	Build Date	05/04/2005	
Model Year	05	Body	RSKL52	DODGE CARAVAN SE FWD SWB WAGON			
In Service Dt	05/18/2005	Dealer	44634	Dealer Zone	66	Mileage	13,037
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	ACWORTH GA				Country	UNITED STATES	

Product - Electrical - Lamps and Switches - Other - Default	Customer states head light go off while driving.
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Customer states headlight go off while driving. Customer states she has taken to dealership and they were unable to duplicate the problem. Customer states parking light sometime stay on when she tires to turn them off. Agent provided customer with reference number. Agent contacted dealership. Scott the service manager at the dealership states they could not duplicate the issue due to the fact it could be lots of different things. Scott at the dealership states they spoke to Starr and could not find any additional information regarding the issue. Dealership states they need to keep it for 2 days to drive it at night to hook up computer to find the wiring issue he thinks it may be. Customer states they kept it overnight and they could not duplicate this issue. Agent advised customer the dealership feel this would the best way they could try to duplicate the issue. DCCAC can not provide rental. Agent advised customer rental would be at her own disgression or up to the dealership. Agent advised customer to continue working with the dealership.

Customer Assistance Inquiry Record (CAIR)#**14634345**

Vin	2D4GP44L0	5F	Open Date	02/22/2006	Build Date	08/23/2004	
Model Year	05	Body	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
In Service Dt	10/26/2004	Dealer	57062	Dealer Zone	42	Mileage	25,733
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	CANTON M					Country	UNITED STATES

Recall - F01: - Advise Owner/Incomplete Recall	Agent advised customer of incomplete recall on vehicle.
Corporate - Rental Vehicle - Default - Default - Default	Customer seeking a rental vehicle.
Dealer - Parts - Transaction - Parts N/A / Backordered - Default	Customer seeking rental assistance.
Corporate - Lost Customer - Default - Default - Default	Customer states she will never buy another DCX vehicle.
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Customer states that her headlights cut off intermittently.

Customer states that her vehicle was at the dealership for the headlights cutting off intermittently. Customer states that she picked the vehicle up last night and was told that the part the dealership needed is on backorder. Customer states that she is leaving for vacation tonight and won't be back until March 5. Customer is seeking rental assistance as she feels that the vehicle is unsafe to drive in its current condition. Agent contacted dealer and spoke to Jennifer. Jennifer states that the headlight switch is on backorder and that the part number is ZL651DVAF. Agent advised customer of incomplete recall on vehicle. Customer requesting rental assistance. Customer states she is going on vacation and she needs a vehicle. Customer alleges dealership stated the part needed is on National Back Order. Customer alleges dealership should have part in four to five days. Agent contacted dealer 57062 and spoke with Jennifer. Jennifer states the part is on National Back Order. Service Advisor states the problem with the vehicle is the headlights go out while the customer is driving. While on hold, customer disconnected. Advised that DCCAC will not offer assistance with rental. Agent advised customer that the part was no longer on backorder and could be to the dealership sometime this week. Agent advised customer that her warranty does not provide for a rental vehicle. Agent advised customer that no rental assistance could be provided at this time since the part was no longer on backorder. Customer was unhappy with this decision and stated that she would never buy another DCX vehicle. Agent also advised customer of incomplete recall F01.

Customer Assistance Inquiry Record (CAIR)#**14636526**

Vin	2C8GP64LX	5R [REDACTED]	Open Date	02/22/2006	Build Date	09/15/2004	
Model Year	05	Body	RSYS53	CHRYSLER TOWN & COUNTRY LTD FWD LWB WAGON			
In Service Dt	11/10/2004	Dealer	68266	Dealer Zone	71	Mileage	22,800
Name:	[REDACTED]					Contact Type	TELEPHONE
Address	[REDACTED]					Home Phone	[REDACTED]
	LEMOORE CA [REDACTED]					Country	UNITED STATES

Product - Electrical - Satellite Radio System - Intermittent/Cuts In and Out - Default

Customer seeking buy back over an intermitting issue.

Customer seeking for DCX to buy the car back over a intermittent electrical issue. Customer states that the radio/dvd player cut out for no reason and the head lights and the interior light dim for no reason. Agent calls dealership 2-22-06, 22817 miles confirm problem but no repairs right now; 8-11-05, 15688 miles nothing was done but it was documented.

8-4-05, 15500 miles nothing was done because it could not be duplicated. Customer brought up to date on this. Customer states that the dealership told her that it can not be fixed. Customer states that she is still wanting this van bought back from DCX. Customer was given file number and informed as soon as an agent can review her file they will be in contact with her.

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 71 68266 02/23/06 09:12 O 14636526

2/23/06 DM, BRIAN STOSKOPF SPOKE TO SERVICE MANAGER, JIM STEELMAN ON THIS DATE. CUSTOMER WILL BRING VEHICLE BACK TO DEALER NEXT WEEK WHEN SENIOR ELECTRICAL TECHNICIAN IS BACK FROM VACATION. SERVICE MANAGER STATES CUSTOMER DOES NOT WANT A REPURCHASE, JUST WANTS CONDITION FIXED.SERVICE MANAGER TO UPDATE DM WITH RESOLUTION. (BS19)

Customer Assistance Inquiry Record (CAIR)#**14638979**

Vin	2D4GP44LX	5R	Open Date	02/23/2006	Build Date	03/11/2005	
Model Year	05	Body	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
In Service Dt	07/04/2005	Dealer	41838	Dealer Zone	35	Mileage	14,000
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	COLONIAL BEACH VA					Country	UNITED STATES

Corporate - Other - Default - Default - Default

Customer states her vehicle is a safety concern

Customer states that she took vehicle in and dealer said she had a safty problem. Customer states that technician at dealer said that he will fix the issue. Customer states that dealer said her vehicle was in a accident at the car lot. Customer states that she would like a car that she could feel safe in. Customer states that she beleives this is is a cause for lemon law. Agent referred customer to the blue and white booklet. Agent informed customer is inquiring information on issue with mechanic wrecking vehicle. Agent informed customer that she could document a complaint but this is a dealership dispute and since dealerships are independently owned and operated that we can not get involved in this matter.

Customer states that the vehicle has an ongoing, unresolved issue.

Customer states that the vehicle has had 1 repair attempt. Customer states that the head lights cut off without warning, and last night the head lights would flash from high to low beams.

Advised agent to refer customer to a Dodge dealer to have issue corrected.

Customer seeking to have the vehicle repaired. Agent informed the customer that the only place the vehicle can be repaired and have the warranty honored is a DCX dealership. Cusotmer states that the dealership can not repair the vehicle. Agent advised the customer to call back once the vehicle is at the dealership, in hopes of resolving the customer s concerns. Agent provided the customer with the reference number.

Customer Assistance Inquiry Record (CAIR)#**14646783**

Vin	2C4GP44R3	5F	Open Date	03/16/2006	Build Date	04/28/2005	
Model Year	05	Body	RSYH53	CHRYSLER TOWN & COUNTRY LX FWD LWB WAGON			
In Service Dt	06/16/2005	Dealer	68537	Dealer Zone	71	Mileage	16,436
Name:						Contact Type	SURVEY
Address						Home Phone	
	HERMISTON OR					Country	UNITED STATES

Dealer - Sales - Transaction - Sales Terms Unsatisfactory - Default	Survey - blank survey - unhappy with effort for no 2nd key or rack
Product - Electrical - Lamps and Switches - Complete Failure - Default	light shut down while driving at night
Corporate - Consequential Expenses - Default - Default - Default	rental expense due to down time as business vehicle

Owner sends mostly blank survey indicating he will not buy any future product, but does not indicate why. Owner had not returned for any service in the passed 6 months.

Writer obtained number thru directory assistance at

Owner states was looking for different colors and equipment at time of purchase. No additional key or luggage rack were looked into as requested by owner and was 1 hour away from dealer for service repair. Owner states Head lights had shut down and was concerned after second incident. Owner had fiddled with the switch until lights came back on.

Owner states had to rent a car for a week or so until parts arrived and incurred \$600 in rental expense, due to parts delay and fear of driving.

Owner was paid back \$125 of rental cost, but had hoped for more.

Owner will fax copy of paid receipt for review of assist with rental expense to writer s attention.

Writer also noted fourth mini-van purchase.

Owner states it took 8-9 days for dealer to obtain parts at Campbell.

Owner will fax copy of receipt in the next day or so. Owner also stated his three daughters also have our minivans.

Customer calling about above issues. Agent transferring for further review.

Received transfer.

Owner seeking to know if his fax was received.

Advised that a message would be left for previous agent.

Writer spoke to owner and advised will refund \$375.89 out of the \$575 rental charge as goodwill gesture. Owner was happy with our help..dg2

Customer Assistance Inquiry Record (CAIR)#**14647265**

Vin	2D4GP44L5	5F [REDACTED]	Open Date	03/03/2006	Build Date	08/23/2004	
Model Year	05	Body	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
In Service Dt	10/04/2004	Dealer	42658	Dealer Zone	35	Mileage	43,000
Name:	[REDACTED]					Contact Type	E-MAIL
Address	[REDACTED]					Home Phone	[REDACTED]
	TASLEY VA [REDACTED]					Country	UNITED STATES

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

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

I want Carlton/Massy Ford to replace my headlight switch free now.

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

Email States:

I bought a 2005 Dodge Grand Caravan at Carlton Massy Ford in Pocomoke City Md in Oct. 2004,two (2)months after I had to have the Headlight switch replaced,two months latter I had another one,two months latter another one and had to go back and have the whole assy. re-installed after it fell out.Now at the milage they say they do not have to replace it again because of the milage. this after all maintainance being done at their dealership and only at their dealership.Please remind them of the lemon law so I wont have to.Please respond A S A P Thank

You,

Dear [REDACTED]

Thank you for your email to DaimlerChrysler Motors Corporation.

Our records show that we are currently working with your dealer to resolve your concerns. We have updated your file to reflect the latest information you provided in the email message.

If your concerns are not resolved to your satisfaction, please contact the DaimlerChrysler Customer Assistance Center at 1-800-992-1997, 8:00 a.m. to 5:00 p.m., Monday through Friday.

Our records indicate your vehicle is involved in the factory recall campaign listed below.

Please contact your local authorized DaimlerChrysler dealer to arrange for these repairs. The recall services are performed free of charge.

Recall Campaign #F01 REAR A/C AND HEATER TUBE CORROSION

Thank you again for your email.

Customer Assistance Inquiry Record (CAIR)#**14650637**

Vin	1D4GP24R6	5E [REDACTED]	Open Date	02/27/2006	Build Date	02/16/2005	
Model Year	05	Body	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON			
In Service Dt	06/27/2005	Dealer	44200	Dealer Zone	42	Mileage	5,200
Name:	[REDACTED]					Contact Type	TELEPHONE
Address	[REDACTED]					Home Phone	[REDACTED]
	MOUNT VERNON OH [REDACTED]					Country	UNITED STATES

Product - Electrical - Unknown - Complete Failure - Default

Customer states multiple electrical issues with the vehicle.

Customer states that since she has had this vehicle she had had electrical system issues. Customer states that once she was driving at night and the vehicle just completely shut down causing her to wreck. Customer states she had repairs completed after this. Customer states that after that she was driving and the headlights just completely went out. Customer states that dealership 44200 did a relay system repair. Customer states just a short time afterwards the headlights went out again. Customer states that the dealership then replaced the headlight switch itself. Customer states she feels very unsafe in this vehicle and would like a buyback or replacement.

Customer already knows about recall F01 and she feels this is another issue that makes her feel unsafe in this vehicle.

Owner said that she has not driven the vehicle since the head light switch was replaced. Immediately after this repair, owner took her vehicle to a local body shop for repairs to the rear of the vehicle.

Owner said she backed into something, and damaged the rear end. Since owner has no idea if she has additional electrical problems with the head lights, writer will only note the call. No request for buy back will be submitted at this time. Owner concurs.

Customer Assistance Inquiry Record (CAIR)#**14653498**

Vin	2C4GP54LX	5R	Open Date	02/27/2006	Build Date	02/11/2005	
Model Year	05	Body	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON			
In Service Dt	04/02/2005	Dealer	41527	Dealer Zone	51	Mileage	15,200
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	HAMEL IL					Country	UNITED STATES

Product - Drivability - Unknown - Stalling - Default

Caller states the vehicle is stalling now.

The caller feels he vehicle is a lemon. Caller states the vehicle has been in three times for a no start issue. The caller states the headlights fade in and out. The vehicle is now having an issue with stalling.

Caller states they have asked the dealer about buyback options. The agent called and spoke with Tom the service manager. Tom states the district manager will be there on Wednesday or Thursday to review this case and will contact customer at that time. Caller agreed.

Customer Assistance Inquiry Record (CAIR)#**14663341**

Vin	2D4GP44L5	5F	Open Date	03/01/2006	Build Date	08/23/2004	
Model Year	05	Body	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
In Service Dt	10/04/2004	Dealer	42658	Dealer Zone	35	Mileage	43,000
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	TASLEY VA					Country	UNITED STATES

Product - Electrical - Lamps and Switches - Defective - Default

Customer states ongoing issue with headlight switches.

Customer states that he has had an ongoing issue with the headlight switch from the beginning of his possession. Customer states the switch has gone out again and states that dealer 42658 has informed him that since he is out of warranty, it will not be covered. Customer is seeking assistance with this repair.

Owner states same switch has been back 3 prior times for same switch, which was inspected 2/24/06 during oil change.

Writer contacted service manager Ernie who verified oil change 2/22/06. Head light switch was replaced once 3/11/05 after part was ordered in 2/05.

Owner provided dates of Feb 05 and March when light fixture fell out and went back the next day after 3/11/05 repair. Owner states does not work after going over bump. Ernie will inspect and call writer back as needed. Loyal service customer...dg2

Writer returned service manager Mark s call who advised head lights are fine, with no problem found after 30 miles of driving. Writer advised will document findings for now, since no further repair is needed..dg2

Customer Assistance Inquiry Record (CAIR)#**14676950**

Vin	2D4GP44L6	5F	Open Date	03/06/2006	Build Date	09/27/2004	
Model Year	05	Body	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
In Service Dt	10/14/2004	Dealer	44198	Dealer Zone	35	Mileage	20,996
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	CHESAPEAKE VA					Country	UNITED STATES

Product - Drivability - Unknown - Other - Default

Customer inquiring about check engine light issue.

Customer inquiring about vehicle issues. Customer states that he has taken in his vehicle for repairs more then once. Customer states that his check engine light keeps coming on and that the sliding doors weren t functioning right. Customer then stated that he has had problems with headlights that they weren t coming on and he finally made them work. Customer states that he just wants to trade in the vehicle for the same one on the lot because he has had so many issue with it. Customer states that the dealer is willing for the trade but the customer is going to have to pay more. Customer states that its not fair that he would have to pay more. Agent contacted dealership 44198 about repairs and talked with Steven in service department. Steven confirmed the repairs on he vehicle, it was in on the 19th for check engine light and reprogrammed the TSB, it was taken back in on the 24th for same issue and replaced the oxygen sensor, then taken back in on the 26th and performed no service. Customer is seeking assistance on issue. Transferred up for further review.

The owner is determined to replace the van due to the multiple service issues in the past. The owner is filing for lemon law

Customer Assistance Inquiry Record (CAIR)#**14677152**

Vin	2C8GP64L1	5R	Open Date	03/06/2006	Build Date	03/09/2004	
Model Year	05	Body	RSYS53	CHRYSLER TOWN & COUNTRY LTD FWD LWB WAGON			
In Service Dt	04/18/2004	Dealer	66264	Dealer Zone	35	Mileage	35,000
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	GAITHERSBURG MD					Country	UNITED STATES

Recall - F01: - Advise Owner/Incomplete Recall	Agent advised customer of incomplete recall.
Product - Electrical - Lamps and Switches - Defective - Default	Customer states that the headlights do not work.

Agent advised customer of incomplete recall. Customer states that the headlights do not work. Customer states that the vehicle has been in the dealer five times for the issue with the lights. Customer states that she bought a extended warranty on the vehicle. Customer states that she does not know what to do. Customer states that she wants to have the extended warranty refunded or the lights refunded since they do not work. Customer states that the vehicle is going back in the shop today. Agent provided a reference number to the customer. Agent called dealer 66264. Agent spoke to Jeff. Jeff states that the previous dealer put a head lamp in and Jeff also put in a head lamp. Jeff states that the complaint he has is that the customer states that the lights go off after 5 minutes. Agent advised customer that when she take her vehicle in to the dealer to contact DCCAC to DCCAC can get a third party involed. Agent advised customer to the blue and white booklet in the glove box. Agent advised customer to contact the dealer per refund of the service contract and the lights for her vehicle.

Jeff states that she has not had her vehicle in for 5 repair attempts. Jeff states that she has had her vehicle in about how she does not like the lights to go off so soon. Jeff states that this is the way the lights are designed. Jeff states that there was only twice that he ordered parts for the vehicle. Customer states that she wants Chrysler to pay for the package on the vehicle because it does not work. Agent informed customer that this would not be refunded. Customer became very upset and used abusive language and hung up the call.

Customer Assistance Inquiry Record (CAIR)#**14677492**

Vin	2C4GP54LX	5R	Open Date	03/06/2006	Build Date	10/08/2004	
Model Year	05	Body	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON			
In Service Dt	02/28/2005	Dealer	65258	Dealer Zone	74	Mileage	10,500
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	BEMIDJI MN					Country	UNITED STATES

Recall - F01: - Advise Owner/Incomplete Recall	Agent advised Customer of Recall F01.
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Customer states dealership unable to repair vehicle.

Customer called to state he has had vehicle to shop numerous time
 Customer states vehicle first went in to the shop 11/29/05, 12/30/05 and 2/15/06 for the headlight and dashboard failure. Dealership #65258 could not repair the problem. Dealership #65258 Service Manager AI states that they can not fix this issue and that he has informed his District Manager. Agent advised Service Manager AI that a Direct to Dealer CAIR would be sent on this issue. Repair of issue was not complete, Customer wants something done. Agent advised Customer to work with dealership to resolve this issue.

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

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

REASSIGNED TO BC/DLR 74 65258 03/06/06 12:31 O 14677492

Customer calling about above issue. Customer seeking resolution and has been waiting on a call back. Agent advised customer to continue to work with the dealership to resolve the issue at hand.

Customer calls again to get information on complaint filed about dealership not fixing vehicle and to get update on headlight and dashboard failure with their vehicle. Customer states vehicle has been non working/driveable for almost three weeks now. Customer wants to know what is going on and why no word from the district manager at the dealership who was suppose to get back in touch with the customer regarding thier vehicle. Agent calls dealership speaks to service manager who was n t in. Agent checks back with customer but call was disconnected. Customer states that his phone got disconnected and was waiting on hold while the previous agent contacted the dealership. Agent contacts dealership 65258 and speaks with the service manager. The service manager states that the district manager is reviewing the file and talking with a field representative. Service manager states that it is still in review, and that the customer will be contacted once a decision is made. Agent advised customer of what the service manager said. Customer requesting a copy of this file. Agent advised customer that DCX does not mail information out that these records are for DCX use. Customer understood.

Customer Assistance Inquiry Record (CAIR)#**14681492**

Vin	2D4GP44L5	5R	Open Date	03/07/2006	Build Date	05/11/2004	
Model Year	05	Body	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
In Service Dt	06/05/2004	Dealer	60134	Dealer Zone	35	Mileage	60,000
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	MILFORD NJ				Country	UNITED STATES	

Recall - F01: - Other	Customer seeking to make an appointment to complete recall.
Product - Electrical - Lamps and Switches - Defective - Default	Customer states that head light in vehicle is having issues.

Customer calling seeking to make an appointment to complete recall f01 on vehicle. Agent advised customer to contact a dodge dealership to make an appointment. Customer seeking dealerships in area. Agent advised customer of dealerships. Customer states she is having issues with head light in vehicle. Customer seeking warranty coverage for head lights. Agent advised customer that warranty for head lights for vehicle is covered under basic warranty.

Customer Assistance Inquiry Record (CAIR)#**14685277**

Vin	2C4GP54L1	5F	Open Date	03/15/2006	Build Date	10/22/2004	
Model Year	05	Body	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON			
In Service Dt	11/23/2004	Dealer	59732	Dealer Zone	32	Mileage	18,351
Name:						Contact Type	E-MAIL
Address						Home Phone	
	BATAVIA NY					Country	UNITED STATES

Product - Electrical - Lamps and Switches - Other - Default	Shut off lights but dash lights remain on and they won't shut off
Recall - F01: - Advise Owner/Incomplete Recall	

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

multiple problems with a new 2006 Town and Country

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

Email States:

I have had this bought new Town and Country in for multiple repairs. First it was in twice for the A/C. It was in several times because the side doors would not shut and they kept popping back open. I had it in once because the headlights would just go out while you were driving at night. I have had it in because the passenger side window would not operate. Now when I have been driving and go to shut off the lights they go out but the dash lights remain on and they won't shut off. I have to restart the van put it in reverse drive forward put it in park and then sometimes they will go out or I have to do the whole process again. I have a broken key ring loop that they tell me will cost me over \$100 to replace and that doesn't include the reprogramming of the key. For a top of the line van I have been very disappointed with this purchase. I have talked with the dealer and they say Chrysler won't do anything unless it is the same problem over and over it is all covered under warranty. Well if you are depending on repeat customers I hope you make things right and work on resolving the headaches this has caused me. I am happy I purchased the extended warranty because this van is determined to be in the shop.

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

Writer replied:

Dear

Thank you for your recent email to DaimlerChrysler Motors Corporation regarding your Town and Country.

We regret your dissatisfaction in your DaimlerChrysler product, and appreciate the time and effort you took to bring this matter to our attention. Comments like yours are one way to learn of problems that may develop and 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 our apology for the problems you have experienced.

Thank you for sharing your concerns.

Customer Assistance Inquiry Record (CAIR)#**14687637**

Vin	2C8GP54L1	5F	Open Date	04/04/2006	Build Date	09/28/2004	
Model Year	05	Body	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON			
In Service Dt	10/12/2004	Dealer	44936	Dealer Zone	32	Mileage	20,627
Name:						Contact Type	CERTIFIED LETTER
Address						Home Phone	
	TEWKSBURY MA					Country	UNITED STATES

Product - Suspension - Unknown - Noisy - Front	crunching noise
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	headlamps go off when driving
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	

Owner writes letter about numerous problems with the vehicle and application for lemon law. Reviewed prior files and determined that the DM was involved last year and determined that the vehicle would not be repurchased, but a service contract was offered as goodwill. Owner s current concern is with a stalling concern when driving. Owner is concerned that the vehicle may kill the family if it stalls in traffic.

Called dealer to discuss owner s concerns. Left message for Service Manager.

Talked with Denise, service, who states that an IAC was replaced in February and the multi-function switch and the recall was completed. Dealer has not heard back from the customer with any additional problems. Called owner, who states that the airbag light comes on and off and there are noises on the front end (squeaking and crunching noises). Owner states that the airbag light will come on, then turns off when the key is cycled. Owner states that the headlamps go off and blink. Owner states that her husband is supposed to be contacting the dealer today to make arrangements to get the vehicle back to the dealer. Issued direct line for customer to call, if needed.

Advised that file will be sent to the dealer with a copy to the District Manager to review owner s request to get out of the vehicle.

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

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

REASSIGNED TO BC/DLR 32 44936 04/04/06 12:55 O 14687637

Customer seeking update on letter sent to DCCAC. Customer states agent ATR contacted him yesterday, customer returned call and agent has not contacted him back. Writer advised customer file has been forwarded. Agent advised customer to contact Service Manager for most up to date information on this issue.

*Contact Date:04/06/2006

Assistant Service Manager at the dealership has updated the Cair# 14687637 The vehicle has been diagnosed.

Asst. Raymond Gaudet advised the writer that they replaced both front impact sensors and wiring.No noise found and the customer did not have time to go with with the shop forman. J.I.W.

Customer Assistance Inquiry Record (CAIR)#**14688828**

Vin	2D4GP44L6	5F	Open Date	03/08/2006	Build Date	08/23/2004	
Model Year	05	Body	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
In Service Dt	10/11/2004	Dealer	58625	Dealer Zone	42	Mileage	25,000
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	MONROE MI					Country	UNITED STATES

Corporate - Rental Vehicle - Default - Default - Default	Customer seeking rental assistance.
Product - Electrical - Lamps and Switches - Defective - Default	Customer states that the head lights went completely out.

Customer states that the headlights had went out. Customer informed agent that the part will not be there for two weeks. Customer is seeking a rental vehicle.

Customer stated that he works for the depot for Mopar. Agent called dealership 58625 and spoke to Todd Service Advisor. Todd gave agent the part number that is ZL651DVAF order number SH220A. Agent consulted with DLM153. Agent advised customer that rental is denied due to the part being released to the dealership.

**** Begin structured narrative CL-RENTAL ****

Is the vehicle still under warranty?:yes

Does the vehicle have any service contract that covers rental?:no

What repairs are currently being completed?

head light switch, recall and other issues.

Why has the vehicle not been repaired and returned to the owner?

Awaiting a part to come in.

What is the estimated date that the repair will be completed?

n/a

Is this a recall repair?:no

Is this a pre-authorization or a request for reimbursement?

no

DCX authorizes rental? Explain why or why not...

No, the part is being released to the dealership.

How many days are being authorized and at what dollar amount?

n/a

**** End structured narrative CL-RENTAL ****

null

Customer asked if the dealership would release his vehicle with the headlights not working. Agent called dealership 58625 and spoke to Glenda Service Manager. Glenda stated that it was the customer choice to take the vehicle. Glenda stated she would advised him not to but it was his choice. Agent informed Glenda that a direct to dealer was going to be sent. Agent informed customer of this information.

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

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

REASSIGNED TO BC/DLR 42 58625 03/08/06 14:37 O 14688828

*Contact Date:03/08/2006

Service Manager at the dealership has closed the Cair# 14688828

After review of the request for assistance,it was determined that assistance was not merited.

CAIR RETURNED FROM DEALER ON 3/08/2006 AT 03:17:761 R 14688828

Customer calling on the above issue. Customer states that she would like to have more assistance with the rental vehicle because she feels the head lights were a defect. Agent advised customer that the dealership was now working on the issue that she would need to continue working with the dealership.

Customer called back about this issue stating that he feels its taking to long to get his vehicles part there and he would like to get the part

upgraded to vehicle off road status. Agent contacted the dealership and they stated that they would upgrade it.
Customer called seeking rental assistance agent informed custom that there was no way to provide any assistance on this issue.

Customer Assistance Inquiry Record (CAIR)#**14692381**

Vin	2C4GP44R9	5F	Open Date	03/09/2006	Build Date	03/15/2004	
Model Year	05	Body	RSYH53	CHRYSLER TOWN & COUNTRY LX FWD LWB WAGON			
In Service Dt	05/20/2004	Dealer	26334	Dealer Zone	42	Mileage	28,000
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	DETROIT MI				Country	UNITED STATES	

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

Customer states that her head lights turn off while driving.

Customer states that her head lights turn off while driving. Customer states that she sent DCX a request for her vehicle to be replaced since the dealer can not find the issue. Customer states that this issue has been on going for over a year. Customer states that this is a safety issue. Writer offered customer a call back once agent gathered more information.

Writer called customer back and advised her to refer to her blue and white booklet and that her concerns have been documented.

Customer calling in stating that she never recieved a call back on the issue. Agent advised the customer of the blue and white booklet in her clove box. Customer states that she sent the paper work from the booklet in January. Agent advised the customer that the mail was on a first come first serve basis and when the paper work was processed she should receive a call back. No promises on the call back.

Customer Assistance Inquiry Record (CAIR)#**14694330**

Vin	2C4GP64L1	5R	Open Date	03/10/2006	Build Date	06/20/2005	
Model Year	05	Body	RSYS53	CHRYSLER TOWN & COUNTRY LTD FWD LWB WAGON			
In Service Dt	07/11/2005	Dealer	23333	Dealer Zone	42	Mileage	8,151
Name:						Contact Type	LETTER
Address						Home Phone	
	CENTERVILLE OH					Country	UNITED STATES

Product - Electrical - Lamps and Switches - Other - Default	electrical
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***** EXECUTIVE REFERRAL STAFF *****

Owner complaint that the dashboard lights and headlights pulse bright and dim when the heated seats are on.

Cair 14385982 addresses this.

STAR report states a light power fluctuation under heavy load is normal in idle mode.

However, owner states this condition occurs when they are driving--even on the expressway.

Owner stated they have been approached by the police to see if everything is alright.

RSA called DCX engineer, Ray Williams, and left a message explaining the problem and requesting assistance.

3/13/06--RSA called owner to acknowledge receipt of the letter and advise him that I have left a message for a DCX engineer.

Owner stated the dealer replaced the battery because it was not at specifications at cold crank.

RSA called dealer and spoke with Service Advisor, Doug.

On 1/30 dealer repaired a wire to the starter solenoid for a no start condition.

3/13/06--RSA left another message for DCX engineer, Ray Williams.

RAY returned the call and suggested I contact Jim Burcar, DCX engineer for front wheel drive vehicles.

RSA left a message for Jim, requesting return call

Narrative line entry 21-24 on 3/22/06. _

3/29/06--RSA has spoken with Jim Burcar, who is looking into this situation. Jim will get back with me with further information.

Customer seeking to get status report of what has been found out.

Customer would like a call back from agent working on this.

Customer states home number is best to reach him at.

Writer checked with Burcar and left message for update and also sent a note to Kathy Grimes kmg3.

Writer called owner who states the seat heaters is what causes the dash lights to flicker. Dash lights work fine otherwise. Owner states Head lights, dash lights and any other lights all flash when heater, heated seats in combination are on and occurs at the end of his 60 mile drive at night to work and the more the vehicle is driven. Owner states it seems like overload to the alternator.

Owner states a police trooper checked with him at a rest stop as the tail lights were flashing as he pulled into the parking lot.

Writer advised will continue to check to determine if any further repair is needed.

Writer spoke to Jim Burcar who advised to check with Carrie Martin of their group. Writer left message for Carrie to determine if head light switch may be needed.

Writer spoke to Carrie who advised to have the dealer check for fault codes on the Body Control Module (BCM) and Front Control Module (FCM) and forward to her along with replacing the head lamp switch after replacement.

Writer contacted service manager Duane Owens to review owner concern and request from engineering.

Duane called back indicating the battery and heated seat module were replaced with same condition. No faults noted in BCM or FCM. Heated seats

causes higher amperage along with use of DVD player causing the Dimming of dash lights and flickering of head and tail lights. Carrie will review this issue at next meeting relating to mini-van and Pacifica.

No further repair indicated at this time by Carrie and as also recommended by STAR.

Writer also left message with owner that the investigation regarding electrical issue will continue to be researched.

Carrie from Engineering called back requesting we have the dealer replace the FCM and PDC while recording any codes or problems with them and return the parts to her attention.

Writer contacted dealer and determined the service manager will not be back until 5/2.

Writer contacted Distric Manager msb4 and advised of recommended repair and that we would contact service manager on 5/2/06.

REASSIGNED TO BC/DLR 42 23333 04/25/06 15:51 O 14694330

*Contact Date:05/01/2006

Service Manager at the dealership has closed the Cair# 14694330

Vehicle operates properly and explanation has been provided to customer.

CAIR RETURNED FROM DEALER ON 5/01/2006 AT 04:01:662 R 14694330

Writer spoke to sm Duane and advised of recommended repair. Writer left message with Carrie to confirm \$1000 recommended repair.

Writer conferenced service manager Duane with Lisa from engineering who advised will hold off for now from replacing the IPM which holds the Front Control Module and PDC. Duane indicated the lights flash as a result of a heavily accessorized vehicle with many of them operating at the same time.

Writer advised owner we have not forgotten his issue after receiving a letter indicating he is reviewing option under Lemon Law, due to unresolved lights flashing issue with heated seats.

Writer conferenced service manager Duane with engineers Lisa and Carrie who advised would recommend replacing the IPM Module and returning the part in it s entirety to her attention thru Fast Track. Duane indicated he would prefer not to be a part of any more of these conversations, since he feels the vehicle is operating as normal as a result of electrical systems overload.

Writer left message for dm msb4 to review replacement of the IPM Assembly with perhaps a different dealer.

After review with dm msb4, writer contacted service manager Harold Beck at Voss (44487) and left message for review of repair to replace the IPM Module.

Writer spoke to Harold at Voss who would be glad to replace the above module. Writer left message for owner and will advise to set appointment at Voss with Harold.

Writer spoke to owner who will contact Harold and set appointment for later this week.

Writer spoke to Harold who advised will inspect vehicle today and call writer back with findings.

Service Manager Harold Beck from Voss calls back indicating was unable to duplicate any problem with the lights flashing after 90 miles of driving, so had not replaced any module as requested after 4 days in service.

Harold will discuss with Chrysler Technical advisor on 6/5/07 to determine if any further action will be taken or suggested. Owner will take vehicle home for now and has been provided with a second opinion. Harold calls back indicating Tech advisor made a Quality Report when he checked the vehicle along with the results, which no problem was found. Until the problem can be duplicated, no further repair will be made. Tech advisor indicated no further repair needed to change the Front Control Module.

Writer spoke to service manager Harold who advised owner was fine with the release of the vehicle and explanation provided..dg2

Customer Assistance Inquiry Record (CAIR)#**14695066**

Vin	1D4GP45R3	5E	Open Date	03/16/2006	Build Date	08/02/2004	
Model Year	05	Body	RSKH52	DODGE CARAVAN SXT FWD SWB WAGON			
In Service Dt	08/26/2004	Dealer	66159	Dealer Zone	42	Mileage	27,058
Name:						Contact Type	E-MAIL
Address						Home Phone	
	MUNCIE IN					Country	UNITED STATES

Dealer - Service/Body Shop - Transaction - Problem Not Resolved - Default	Alleges dealership unable to resolve issues.
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***** EMAIL BRIEF DESCRIPTION CONTENT *****

Unsatisfied with vehicle and service on vehicle.

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

Our Dodge Caravan has had several problems over the last six months. Been to two dealers and only one problem has been remedied. Sliding door still not closing correctly, headlights occasionally will not operate, doors not locking electronically, door chimes when door is closed and keys not in ignition, overhead light repaired, air bag indicator repaired.

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

Thank you for your recent email to DaimlerChrysler Motors regarding your 2005 Dodge Caravan.

I regret your dissatisfaction in the quality of your vehicle 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 again for your email.

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

Customer Assistance Inquiry Record (CAIR)#**14704286**

Vin	2D4GP24R6	5F	Open Date	03/13/2006	Build Date	09/11/2004	
Model Year	05	Body	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON			
In Service Dt	03/28/2005	Dealer	43418	Dealer Zone	42	Mileage	21,450
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	MARIETTA OH				Country	UNITED STATES	

Corporate - Maintenance Requirements - Default - Default - Default	Customer needs a alignment.
Product - Engine - Engine Mounts - Broken/Cracked - Default	Customer states no motor mounts came on vehicle.
Product - Electrical - Lamps and Switches - Complete Failure - Default	Headlights failed.

Customer states that he needs an alignment. Cost of repair is \$79.00. Customer seeking assistance with cost of the repair. Agent called dealer and spoke with Rick. Rick states that this is customer s driving habits. Agent declined assistance based on dealer. Customer states that there is no motor mounts and headlight issue. Agent referred to blue and white handbook. Customer seeking to speak to a supervisor. Agent informed customer that she is a senior staff agent empowered by DCX to make decisions.

Customer Assistance Inquiry Record (CAIR)#**14705503**

Vin	2D4GP44L6	5F	Open Date	03/13/2006	Build Date	08/23/2004	
Model Year	05	Body	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
In Service Dt	10/11/2004	Dealer	58625	Dealer Zone	42	Mileage	19,000
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	MONROE MI				Country	UNITED STATES	

Product - Electrical - Lamps and Switches - Defective - Default

Customer called on light switch..

The customer is calling on a headlight switch . The customer states that the vehicle is at the dealership undrivable because of no headlights. The customer states that the works for mopar and the part is not yet available from the supplier. The customer also stated that the part is in the third party packaging stage for more than a week and is still in that stage. The customer states that the part has a superseded number. The agent advised that the situation is one that will take time for the part to arrive. Customer understood.

Customer states that he checked his order status through MOPAR, where he works, and found that the part is being shipped daily order. Customer is very upset about this because he has been unable to drive his vehicle for a week. Customer states that he cannot believe he is being treated this way especially because he is a DCX employee himself. Agent explained to customer that since the order has been shipped there is not much more agent can do. Agent explained that should would be happy to document this concern for the customer.

Customer states that dealership was very rude and he just states that he is upset with the way he was treated. Customer states that he paid 90.00 for the rental and customer would like to know if he could be reimbursed for the 3 days due to them not upgrading the part. Agent advised customer that this is a dealer dispute which he would need to take up with the dealership.

Customer Assistance Inquiry Record (CAIR)# **14707850**

Vin	2D8GP44L8	5R	Open Date	03/14/2006	Build Date	08/27/2004	
Model Year	05	Body	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
In Service Dt	09/10/2004	Dealer	42866	Dealer Zone	71	Mileage	38,746
Name:						Contact Type	TELEPHONE
Address				BECKMAN COULTER INC	Home Phone		
	LYNNWOOD WA				Country	UNITED STATES	

Dealer - Parts - Transaction - Parts N/A / Backordered - Default

*****EXECUTIVE REFERRAL STAFF*****
 Owner s inquiry was forwarded for handling. Headlight switch is on backorder. Part #ZL651DVAF order#ARNOLD. Forwarded to Mopar for status. 3-17 Spoke with parts and they received part on 3-16.

Customer Assistance Inquiry Record (CAIR)#**14711025**

Vin	1C4GP45R7	5E	Open Date	03/22/2006	Build Date	11/06/2004	
Model Year	05	Body	RSYH52	CHRYSLER TOWN & COUNTRY FWD SWB WAGON			
In Service Dt	12/03/2004	Dealer	65382	Dealer Zone	63	Mileage	39,000
Name:						Contact Type	E-MAIL
Address						Home Phone	
	DEVINE TX					Country	UNITED STATES

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

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

concern of dealership handling

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

Email States:

Due to check engine light and vehicle lights malfunctioning at times my wife dropped our town and country van off at the dealers. After their Diagnostic tests, they stated problem with gas recirculation valve and gasket and also a bad head lamp switch and throttle body service needed as well as brakes. This servicing was done and upon picking the vehicle up, my wife noticed the driver side unlock and lock button no longer worked properly and the door chimed like the lights are on, when opening the driver door. The service advisor David Lust 1744 informed me on calling him that it was just bad luck that it went out while in the care of Ingram Park Center. He also stated it was a park that would be covered by Chrysler except for the \$100 deductible. Upon asking if this part also controlled the light problem or the check engine light, the advisor stated no, these parts are from two different computers on the vehicle. Please help me make sense of what appears to be a dealership trying to make a few more bucks. That way I will know if it is the vehicle or the dealership. Sincerely,

Writer s reply:

Thank you for your recent email to DaimlerChrysler Motors regarding your 2005 Chrysler Town & Country.

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

Unfortunately, given the many variables involved, we are unable to diagnose your vehicle s problem via email. If you have been working with an authorized dealership but the problem is not yet resolved, seeking a second opinion from a different dealer may be a viable option.

Thank you again for your email.

Customer Assistance Inquiry Record (CAIR)#**14714213**

Vin	2C4GP44R2	5F	Open Date	03/15/2006	Build Date	07/06/2004	
Model Year	05	Body	RSYH53	CHRYSLER TOWN & COUNTRY LX FWD LWB WAGON			
In Service Dt	12/11/2004	Dealer	99999	Dealer Zone		Mileage	21,000
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	ADGER AL				Country	UNITED STATES	

Referral - Tier Three - Default - Default - Default	Si reseach and support needed after customer is updated
Product - Unknown - Unknown - Fire - Instrument Panel	
Product - Unknown - Unknown - Fire - Unknown	

Insurance agent, Mr. Casey Cochran of MetLife Auto and Home, called seeking to know policy for setting up an inspection for an alleged fire to the vehicle. Per Mr. Cochran the customer name is [REDACTED]. Please make sure information is updated in coin after verified. Mr. Cochran alleges that the customers, Mr and Mrs [REDACTED] were driving when the vehicle cut out and smoke was coming from dash area. By time the customer were out of vehicle there were allegedly flames coming from dash and hood area. Per Mr. Cochran the vehicle cut off in front of a correctional facility and that they have police reports, and the Insurance claim is CHC67706. Number to Mr. Cochran of MetLife Auto and Home is [REDACTED] extention 6608.

Agent informed Mr. Cochran that customer must call back with information and provided reference number.

Once information is updated then customer will need to be transferred to SI for further research and support.

Customer calling on the above issue. Agent updated coin with owners information and transferred caller for further research.

**** Begin structured narrative SI POLICY FIRE OR ACCIDENT ****

Owner Alleges:

that while driving headlamps began to blink and vehicle shuttered. Smoke was coming from under dash and eventually caught fire. State Police could not put fire out. Vehicle is a total loss.

Description of the incident (what, when, where, injuries, etc)

3/12/06. No injuries.

Has the owners insurance company been contacted ?

Yes

If yes provide name/policy number and phone number

Listed above.

Where is the vehicle exactly located (provide name/address/phone #)

Unknown. Writer called insurance agent and left message requesting call back with location.

Is there property damage or other vehicles involved in the accident?

No

Has a Police or Fire report been filed (what municipality & report #)

Yes. Jefferson County Sheriff report #060305020

**** End structured narrative SI POLICY FIRE OR ACCIDENT ****

null

Writer will update file with vehicle location once it is determined.

Agent calls back stating that vehicle is located at:

Copart

295 Dan Tibbs Rd

Huntsville AL 35806

256-852-1214

Stock #02893886

Per OGC Matrix, reassigned to 82T. JSS15.

_3/15/06 assigned to rlg92/jlg117.

CAIR NUMBER 14714213 REQUEST EAA INSPECTION 03-15-2006 12:01

CAIR NUMBER 14714213 E-MAIL SENT TO EAA 03-15-2006 12:01

Inspection Requested: 3/15/2006 (KSmolinski)

03/16/2006: Sent acknowledgement letter (KS)
Inspection Conducted: 3/22/2006 (KSmolinski)
Inspection Report Received: 3/22/2006 (KSmolinski)
Denial Letter Sent: 3/29/2006 (JMedina)
Agent notified owner insurance company that claim has already been
declined for assistance.
Forward to Product Litigation.SSS8

Customer Assistance Inquiry Record (CAIR)#**14720684**

Vin	2C4GP64L5	5R	Open Date	03/16/2006	Build Date	08/18/2004	
Model Year	05	Body	RSYS53	CHRYSLER TOWN & COUNTRY LTD FWD LWB WAGON			
In Service Dt	10/20/2004	Dealer	62529	Dealer Zone	74	Mileage	23,000
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	LENEXA KS				Country	UNITED STATES	

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

Customer states dealer can not fix issues

Customer states dealer can not fix issues. Agent spoke Service manager Dave states the body control module was reprogrammed on 1-11-06 and that did not resolve the issue Dave states a new module was put in on 1-26-06 and that did not resolve issue. Dave also states another new module was put in on 2-28-06 along with a head lamp switch and that did not fix the issue either. Agent suggested another dealer might be able to resolve these issues. Customer states not sure if will take it to another dealer or if he wants a buy back of the vehicle. Customer states there are also issues with the sunroof and the vehicle is leaking fluid from underneath and dealer62529 can not resolve these issues either customer the vehicle is hard to steer at low speed. Agent advised call DCCAS if customer needs further assistance. Customer understood.

Customer Assistance Inquiry Record (CAIR)#**14721033**

Vin	1D4GP45R9	5E	Open Date	03/16/2006	Build Date	07/01/2004	
Model Year	05	Body	RSKH52	DODGE CARAVAN SXT FWD SWB WAGON			
In Service Dt	09/20/2004	Dealer	26735	Dealer Zone	66	Mileage	35,000
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	WHITEVILLE NC					Country	UNITED STATES

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

Customer claimed to have intermittent headlights

Customer claims that electrical issues still exists with vehicle. Current issue is intermittent right headlight and right rear door. Agent attempted contact dealership 26735 for repair details. Agent offered call back after research could be completed. Agent contacted Robert within the dealership and no issues could be duplicated that the customer brought up. Robert advised that the front right head light had a visual inspection on the headlight and rear passenger window had been performed with no result, technician also advised writer that STAR and online TSBs had been consulted for any resolution with no results. Agent was advise by Robert that until the issues can be replicated that no diagnosis was available. Customer calling about above issue. Agent advised customer that she would need to keep working with the dealership to get diagnoses on vehicle. Customer states that she would like a new vehicle. Agent advised customer she would need to refer to her blue and white booklet. Agent also advised customer that she would need to keep working with dealership until they can duplicate problems. Customer inquired agent on calling dealership. Agent called dealership 26735 and spoke with Andy service manager. Dealer states that they have not been able to duplicate the problems that she is having with the vehicle. Dealer states that he thinks customer is worried about warranty going out. Customer demanded agent to speak with Mr. [REDACTED]. Agent called back to speak with Mr. [REDACTED]. Mr. [REDACTED] has already left for the day. Agent advised customer she would need to keep working with the dealership until they can duplicate problem.

Customer Assistance Inquiry Record (CAIR)#**14730832**

Vin	1C4GP45R9	5E	Open Date	03/20/2006	Build Date	03/01/2005	
Model Year	05	Body	RSYH52	CHRYSLER TOWN & COUNTRY FWD SWB WAGON			
In Service Dt	03/22/2005	Dealer	67897	Dealer Zone	42	Mileage	20,000
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	TRAVERSE CITY MI					Country	UNITED STATES

Product - Electrical - Body Control Module - Other - Default	Customer states body control module loses communication.
Product - Cooling System - Unknown - Other - Default	Customer states cooling system loses communication.
Corporate - Lemon Law - Default - Default - Default	lemon law.....attorney general letter

Customer states she just got her vehicle back for the 4th time on the body control module. Customer states this vehicle is not reliable. Customer states they loose communication with head lights, gauges, heating and cooling system, and the wipers. Customer states the dealership has attempted to repair this for the 4th time and are still having issues. Customer is seeking lemon law with this vehicle. Agent contacted dealership and spoke with SM Tom. Tom stated on 5/10/05 2,420 miles issue started. On STAR Hotline put in a body controller. On 7/13/05 5,898 replaced the instrument cluster. On 8/18/05 at 7,178 miles put an engine controller in. 3/14/06 with 19,735 miles updated the software for body controller. STAR had them do other checks for the wiring. Tom stated this does not happen for a long time, they reset it and it will work fine and then it does not. Tom stated at night the lights will stop working. Tom stated he spoke with his Chrysler Rep and they told him that customer does not qualify for lemon law. Tom stated that she picked up her vehicle on 3/20 today and they closed the paperwork on this customer. Customer states the dealership worked on the vehicle and it has not lost communication as of yet, but she is not safe in this vehicle. Customer states everything they have tried has not worked yet. Customer states she is still wanting lemon law. Agent informed customer that this information has been forwarded and she should be contacted within 72 hours. Customer understood. Agent reassigned to 82H for further assistance agent consulted with JTH43.

REVIEW OF CAIR NARRATIVE INDICATES OWNER PICKED UP VEHICLE AND HAS HAD NO PROBLEMS SINCE OWNER PICKED UP TODAY. DUE TO MILEAGE VEHICLE DOES NOT QUALIFY FOR LEMON LAW AS THE DM STATED. FILE CLOSED. MFP

Customer states she has not received a call back on the her lemon law claim. Agent advised customer her vehicle does not qualify for lemon law per lines 24-26 (MFP). Customer states her vehicle has not had any issues since the repair. Agent advised customer to stay in contact with dealer.

Customer inquiring about why his vehicle does not qualify for Lemon Law. Agent advised customer that according to documentation his vehicle does not qualify do to mileage. Customer not happy about this. Agent advised could contact his States Attorney General s office for more information.

4/20/06.....ATTORNEY GENERAL LETTER TO BC 42.

DM TO CONTACT OWNER RESOLVE ISSUE, UPDATE CAIR AND SEND CAIR BACK TO JFS8 FOR RESPONSE TO ATTY GEN. THANKS

REASSIGNED TO BC/DLR 42 67897 04/20/06 13:51 R 14730832

Customer seeking Lemon Law did not accept offer for service contract..PDB36 4-27-06 Response sent to Atty Gen this date.

Customer Assistance Inquiry Record (CAIR)#**14730934**

Vin	2C8GP64L3	5R [REDACTED]	Open Date	03/20/2006	Build Date	09/30/2004	
Model Year	05	Body	RSYS53	CHRYSLER TOWN & COUNTRY LTD FWD LWB WAGON			
In Service Dt	05/22/2005	Dealer	24173	Dealer Zone	71	Mileage	11,914
Name:	[REDACTED]					Contact Type	TELEPHONE
Address	[REDACTED]					Home Phone	[REDACTED]
	VANCOUVER WA [REDACTED]					Country	UNITED STATES

Product - Electrical - Speedo/Gauges/Ometer/EIC - Complete Failure - Default	Customer states that the head light and dash light pulsate.
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Customer states that he took his vehicle to dealership 24173. Customer states that the head lights and dash lights were then pulsating. Customer states that the dealership states it is normal for vehicles lights to do so. Agent advised customer he would need to keep working with the dealership or take his vehicle to a second dealership for a second opinion.

Customer Assistance Inquiry Record (CAIR)#**14735297**

Vin	1C4GP45R7	5E	Open Date	03/21/2006	Build Date	11/03/2004	
Model Year	05	Body	RSYH52	CHRYSLER TOWN & COUNTRY FWD SWB WAGON			
In Service Dt	02/05/2005	Dealer	67703	Dealer Zone	63	Mileage	15,077
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	GARLAND TX					Country	UNITED STATES

Corporate - Rental Vehicle - Default - Default - Default	Dealer is seeking rental assistance.
Product - Electrical - Lamps and Switches - Complete Failure - Default	Dealer states that the headlamp is on nbo.

**** Begin structured narrative CL-RENTAL ****

Is the vehicle still under warranty?:yes

Does the vehicle have any service contract that covers rental?:yes

What repairs are currently being completed?

Headlamp switch

Why has the vehicle not been repaired and returned to the owner?

Parts are on nbo.

What is the estimated date that the repair will be completed?

n/a

Is this a recall repair?:No

Is this a pre-authorization or a request for reimbursement?

Pre authorization.

DCX authorizes rental? Explain why or why not...

Yes, since parts are on nbo.

How many days are being authorized and at what dollar amount?

5 days at \$35 a day.

**** End structured narrative CL-RENTAL ****

DEALER WANTING TO GET RENTAL EXTENDED DUE TO HEADLAMP SWITCH IS ON NBO.
 DEALER PROVIDED PART # 1DW671J8AA. PART IS ON NBO AND ORDERED AS SPECIAL
 HANDLING. DEALER STATES THAT THE VEHICLE HAS NO HEAD LIGHTS. CONSULTED
 WITH CCP14 AND AUTHORIZED 5 DAYS OF RENTAL UNDER WARRANTY GOODWILL.

Customer Assistance Inquiry Record (CAIR)#**14743610**

Vin	2C4GP54L6	5R	Open Date	03/22/2006	Build Date	05/02/2005	
Model Year	05	Body	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON			
In Service Dt	08/19/2005	Dealer	68811	Dealer Zone	71	Mileage	12,293
Name:						Contact Type	TELEPHONE
Address						Home Phone	(503) 881-4755
	NEWPORT OR					Country	UNITED STATES

Product - Electrical - Lamps and Switches - Complete Failure - Default	Lamps switches and headlights not working.
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Customer called in stating that his lamps, switches, and headlights are not working. Customer states that he has had to bring vehicle to dealer 4 times on electrical issues. Writer called dealer and spoke with Bob.

Service dates:

9/10/05 - Dash functions inoperative - replaced front control module

10/11/05 - check engine light on - powertrain control module replaced

12/24/05 - headlamps not working - console functions out - replaced front control module

3/22/06 - head lamps do not work at times - still diagnosing

Writer informed customer that his file has been forwarded, and he should be receiving a call back shortly.

Customer does not want to deal with this vehicle anymore, and wants a replacement.

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 71 68811 03/23/06 11:00 O 14743610

*Contact Date:03/24/2006

Service Manager at the dealership has closed the Cair# 14743610

Warranty repair has been documented on Repair Order#096268

CAIR RETURNED FROM DEALER ON 3/24/2006 AT 12:07:569 R 14743610

Customer states that he was supposed to get a call back on friday from agent working on this issue. Reassigned to mfp for customer resolution.

Customer states he can be reached at 503-510-1206.

PER DEALER NOTES VEHICLE REPAIRED 3-23-2006 MFP

Customer states that he still has not recieved a call back. Agent advised customer that someone will be contacting him once they have reviewed his case. Agent referred customer to his blue and white booklet.

Customer Assistance Inquiry Record (CAIR)#**14745801**

Vin	1C4GP45R4	5E	Open Date	03/23/2006	Build Date	10/04/2004	
Model Year	05	Body	RSYH52	CHRYSLER TOWN & COUNTRY FWD SWB WAGON			
In Service Dt	10/23/2004	Dealer	57317	Dealer Zone	32	Mileage	28,451
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	ALFRED ME					Country	UNITED STATES

Product - Electrical - Speedo/Gauges/Ometer/EIC - Intermittent or Inoperative - Default

Customer is concerned with an intermittent dashgauges going 'haywire'
wants noted as dealer cant duplicate to this date

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

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

Customer states that he has been having an issue with his headlights and instrument panel quages and switches not working correctly. Repair attempts are as follows: 03/31/04 at 1030 miles, 2/14/06 at 26,500, and on 3/23/06 at 28,451 miles. Called dealership 57317 and confirmed repair attempts. Advised customer that dealership should contact him shortly as to the status of the situation.

REASSIGNED TO BC/DLR 32 57317 05/08/06 15:18 R 14745801

cair reviewed by dmm(jac6)will call dealer.

cair reviewed by dmm(jac6) with Mike Jamison,service manager at dealer 57317, customer has a service appointment the week of 5/15/06.

Service manager to advise writer of outcome of the oweners visit.

Customer Assistance Inquiry Record (CAIR)#**14746420**

Vin	2D4GP24R7	5F	Open Date	03/23/2006	Build Date	03/13/2004	
Model Year	05	Body	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON			
In Service Dt	02/28/2005	Dealer	63053	Dealer Zone	74	Mileage	41,500
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	SAINT PETER MN					Country	UNITED STATES

Recall - F01: - Advise Owner/Incomplete Recall	Advised caller of recall.
Product - Electrical - Lamps and Switches - Other - Default	Caller states that the headlight switch needs replaced.

Caller states that the headlight switch needs replaced. Caller states that he had the switch replaced at 26,745 miles and it is needing replaced again. Caller seeking assistance with the repair. Agent transferred caller for further review.

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

* Mr. [REDACTED] is name of caller.

Writer called dealer and spoke with Larry. He verified needed repair and approximate mileage.

Writer will cover switch replacement as goodwill due to age, previous history, original owner, other VINs showing in COIN.

Writer preauthorized repair (UN09058190323).

Customer Assistance Inquiry Record (CAIR)#**14748926**

Vin	2C4GP54L2	5R	Open Date	03/23/2006	Build Date	04/02/2005	
Model Year	05	Body	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON			
In Service Dt	05/25/2005	Dealer	26016	Dealer Zone	42	Mileage	10,000
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	WARREN MI					Country	UNITED STATES

Recall - F01: - Advise Owner/Incomplete Recall	Advised owner of incomplete recall F01.
Product - Electrical - Lamps and Switches - Defective - Default	Customer states the headlights on the vehicle quit working.

Customer states the headlights on the vehicle quit working. Customer inquiring if there are any known issues on this issue. Informed customer there is one outstanding recall on the vehicle and informed customer of recall F01. Informed customer his concerns against the vehicle s headlights would be documented.
Advised owner of incomplete recall F01.

Customer Assistance Inquiry Record (CAIR)#**14751054**

Vin	2C4GP54L2	5R	Open Date	03/24/2006	Build Date	11/08/2004	
Model Year	05	Body	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON			
In Service Dt	02/19/2005	Dealer	64980	Dealer Zone	35	Mileage	13,239
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	COLUMBUS NJ					Country	UNITED STATES

Corporate - Warranty Coverage - Default - Default - Default

Rental

Chris from dealer calls and states in Dec owner was in for a head light problem. States owner was in a rental for 10 days and the first 5 were covered. States owner feels he should not have to pay for any of the rental.

Writer did not see a DCSC that covered rental. Referred to district manager. Writer declining rental.

Customer calling in stating that in December he was in for warranty work on headlights. Customer states the dealership supplied him with a rental from enterprise. Customer states the dealership told him since this was warranty work and the vehicle was unsafe to drive he would be provided this rental. Customer states that at no time was he ever told he was going to have to pay anything. Customer states yesterday his wife got a call from Enterprise and said they took the money out of his account. Customer states he called the dealership and they told him there are new rules were it limits the amount for rental from Chrysler. Customer states that he wants reimbursed for the amount \$160 that he never knew he had to pay.

Advised agent to speak with dealership to decipher clarity in above decision. No assistance provided at this time.

Agent called dealership to speak to Chris to see why this is in the DM s hands. Chris was out to lunch. Agent offered customer a call back. Customer left number of 856-912-5274. Agent will call dealership and customer back when time allows. If customer calls back, call dealership and if they say that the DM is researching this than advise customer assistance from us has been denied.

Customer is inquiring about the reimbursement for the rental. Per previous notes, writer contacted SM Chris at 64980. SM Chris states they had the customer in the rental due to a headlight issue this customer was having. SM Chris states the DM has denied rental for the additional 5 days while they were repairing the vehicle. Customer states he was not told the rental would not be covered and he would have returned the vehicle if he had known there would be an out-of-pocket expense. Writer advised that this is an issue with the dealership and he would need to contact them for this reimbursement.

Customer Assistance Inquiry Record (CAIR)#**14759712**

Vin	2C4GP54LX	5R [REDACTED]	Open Date	03/29/2006	Build Date	10/08/2004	
Model Year	05	Body	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON			
In Service Dt	02/28/2005	Dealer	65258	Dealer Zone	74	Mileage	11,091
Name:	[REDACTED]					Contact Type	CERTIFIED LETTER
Address	[REDACTED]					Home Phone	[REDACTED]
	BEMIDJI MN [REDACTED]					Country	UNITED STATES

Corporate - Lemon Law - Default - Default - Default	
Product - Electrical - Unknown - Intermittent or Inoperative - 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. There is a problem with the electrical system. Please investigate to find out what we can do for the customer.

UPDATE Denver CRM forward to D/M VVC for review and resolution with customer. Please review service history and update CAIR narrative with final resolution. NOTE: Owner has filed for Arbitration in Minnesota. Please document any contact with customer in this CAIR.. THANKS.
DM review this issue with Service Manager (AI). This vehicle has a problem with the dash lights and head lights. Both lights flash and blink while vehicle is on the road. Service manager spoke with both Tech Advisor (Hardy) and Star. Everyone is aware of the problem but there is no fix at this time. Also states that they don't know when a fix will be available. DM has agreed to replace this vehicle.vvc

Customer Assistance Inquiry Record (CAIR)#**14759968**

Vin	2C4GP54LX	5R [REDACTED]	Open Date	03/27/2006	Build Date	10/08/2004	
Model Year	05	Body	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON			
In Service Dt	02/28/2005	Dealer	65258	Dealer Zone	74	Mileage	11,500
Name:	[REDACTED]					Contact Type	TELEPHONE
Address	[REDACTED]					Home Phone	[REDACTED]
	BEMIDJI MN [REDACTED]					Country	UNITED STATES

Product - Electrical - Lamps and Switches - Complete Failure - Default	customer calling regarding headlight and dashboard failure
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Customer called regarding dashboard and headlight failure on vehicle. Customer states vehicle has non driveable for 3 weeks now. Customer wants update on complaint and situation. Agent calls dealership to check on resolution but the service manager was not available. Agent checks back with customer but call was dropped or disconnected.

Customer Assistance Inquiry Record (CAIR)#**14760431**

Vin	1D4GP24R3	5B338702	Open Date	03/27/2006	Build Date	02/28/2005	
Model Year	05	Body	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON			
In Service Dt	03/26/2005	Dealer	45016	Dealer Zone	51	Mileage	11,900
Name:	[REDACTED]					Contact Type	TELEPHONE
Address	[REDACTED]					Home Phone	[REDACTED]
	PLEASANT PR WI [REDACTED]					Country	UNITED STATES

Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Customer states the headlights intermittent.
Dealer - Service/Body Shop - Personnel - Discourteous/ Rude - Service Management	Customer states the service manager will not return phone calls.
Product - Drivability - Unknown - Hesitation/No Power - Default	Customer states the vehicle has idling issues.

Customer states she has had a reoccurring issue with this vehicle since 3000 miles. Customer states the dealership duplicated the issue. Customer states the headlights went out and the seat and cd player was replaced. Customer states the headlight switch is having issues again. Customer states the vehicle is also having issue with idling. Customer states there was a chip replaced before and feels this chip may be going out again. Agent advised customer without a duplication a diagnosis and repair cannot be done. Customer seeking a loaner from the dealership. Agent advised customer some dealerships do not offer loaners. Customer states the dealership will not take the vehicle in as a trade because of these issues. Agent advised customer to continue to work with the dealership.

Customer Assistance Inquiry Record (CAIR)#**14772887**

Vin	1C4GP45R6	5E [REDACTED]	Open Date	03/30/2006	Build Date	09/20/2004	
Model Year	05	Body	RSYH52	CHRYSLER TOWN & COUNTRY FWD SWB WAGON			
In Service Dt	10/02/2004	Dealer	63509	Dealer Zone	63	Mileage	26,000
Name:	[REDACTED]					Contact Type	TELEPHONE
Address	[REDACTED]					Home Phone	[REDACTED]
	METAIRIE LA [REDACTED]					Country	UNITED STATES

Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Customer states the head lights are intermittent.
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Customer states the head lights are intermittent. Customer states when he turns on the light switch all of the lights come on but the headlights. Customer states this issue is intermittent. Customer states the dealership cannot duplicate the issue. Agent advised customer to work with the dealership to duplicate the issue. Customer states this is a safety issue. Customer worried this will happen with him driving at high speeds. Customer thinks this is a relay and wants it replaced.

Customer Assistance Inquiry Record (CAIR)#	14773512
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Vin	1D4GP24R5	5E [REDACTED]	Open Date	03/31/2006	Build Date	06/29/2004	
Model Year	05	Body	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON			
In Service Dt	06/29/2004	Dealer	49904	Dealer Zone	66	Mileage	28,000
Name:	[REDACTED]					Contact Type	LETTER
Address	[REDACTED]					Home Phone	
	MURFREESBORO TN [REDACTED]					Country	UNITED STATES

Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Headlight flicker.
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see prior cairs. tech advsior has looked at vehicle.
concur with prior handling. jss15.

Customer Assistance Inquiry Record (CAIR)#**14777674**

Vin	2D4GP44LX	5R	Open Date	03/31/2006	Build Date	03/11/2005	
Model Year	05	Body	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
In Service Dt	07/04/2005	Dealer	41838	Dealer Zone	35	Mileage	14,500
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	COLONIAL BEACH VA					Country	UNITED STATES

Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Customer states headlights flash.
Referral - Tier Three - Default - Default - Default	Transferred customer for further review.

Customer calling states she wants a safe vehicle to drive. Customer states the vehicle headlights still flash. Customer states at the current time the vehicle is at a body shop because it was damaged at dealer 41838. Customer states one dealer says the headlights flash because of the aftermarket alarm system. Customer states the other dealer says they do not know what is wrong. Customer states she has filed a report with NHTSA.

****Advised the agent to contact the dealership and verify repair attempts.

Writer called dealer 41838 spoke with Kim the service director. Kim states on 2/21/06 at 14,005 miles they flashed the body control module. Kim states everytime the vehicle has been in his facility the headlights always work fine. Kim states after they done the flash the vehicle was there for six days and the lights always worked. Kim states the district manager at dealer 67875 has been involved in this as well. Kim states dealer 67875 installed the aftermarket alarm system.

Writer called dealer 67875 but service manager was not available and service advisor was on the phone.

Advised agent to transfer customer for further review due to safety concern.

Writer consulted with JPH48. Writer transferred customer for further review.

Writer advised customer the file will have to be reassigned. Customer requests to be contacted at [REDACTED].

Called the owner and she stated that the selling dealer installed a alarm system at time of delivery and since then the lights will come on and off on their own and no one can solve this issue. Owner stated that James Cremeans advised her she has a safety problem.

***** ATTENTION SERVICE MANAGER James Cremeans *****

Owner has possession of her vehicle I advised the owner to contact you asap and set up a appointment to look at the vehicle for this complaint. Please attempt to diognoss the problem with the aftermarket alarm system your dealer installed on this vehicle that per the owner and another dealer feels is causing this complaint. If tech assistance is needed please contact your district manager and tech staff at the BC in a attempt to resolve owner s long standing complaint. Thank You Mike Pawlowski
 REASSIGNED TO BC/DLR 35 67875 03/31/06 14:41 R 14777674
 REASSIGNED TO BC/DLR 35 41838 04/05/06 09:28 R 14777674
 Sent in error to 67875 re-directed to selling dealer for assistance and will call service manager on owner complaint. Mrs. Heather Trivett looking for contact by service manager on this issue her work # is 540-653-3982 4/10/06 DM R. Reid for Ourisman Dodge, reviewed owners concerns with Service Manager Kim Dryden. Mr. Dryden advised that the owners does not live in their location. Mr. Dryden stated that the owners lives in Rappahannock DCJ local, this is also the dealer that installed the aftermarket security system. I contacted the DM and Tech Advisor for Rappahannock to assist the dealer with the repairs. RR16 _
 Attention service manager and district manager of selling dealer , the owner called my direct dial number and stated there was a part replaced per

the district manager relating to her complaint and she recieved vechicle back from dealer. Since then she can not turn off the headlights in a normal fashon. She stated it takes many attempts to get the headlights to turn off. Owner looking for a resolution before fileing for lemon law. mfp REASSIGNED TO BC/DLR 35 41838 05/02/06 09:21 R 14777674

***** OWNER CALLED AGAIN FRUSTRATED *****

Owner called again and left another message stated that since last repair she can NOT turn off lights. She stated that she has been in contact with the general manager at selling dealer who stated he has made 13 calls to Jeff at zone and no one will return his calls. Randy Reed is the district manager involved with this case. Owner stated she is at her wits end on this vehicle and she has no faith that dealer can solve problems with the vehicle if the zone tech staff could not fix the vehicle. PLEASE CALL THE OWNER ASAP and resolve her complaint . Onwer stated she can be contacted at either phone number listed or her cell # is [REDACTED] Randy please contact the owner today...Thank You Mike.

REASSIGNED TO BC/DLR 35 41838 05/05/06 08:49 R 14777674

Customer called back stated that no one has been in contact with her since the last time she called about this issue. Customer stated that she wants to know what is being done. Agent advised to keep in contact with the dealership itself.

5/15/06 DM called owner today, left message to call back. RR16

Customer Assistance Inquiry Record (CAIR)#**14783672**

Vin	1C4GP45R7	5E	Open Date	04/03/2006	Build Date	06/17/2004	
Model Year	05	Body	RSYH52	CHRYSLER TOWN & COUNTRY FWD SWB WAGON			
In Service Dt	02/19/2005	Dealer	68414	Dealer Zone	32	Mileage	31,000
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	WESTFIELD MA					Country	UNITED STATES

Dealer - Service/Body Shop - Transaction - Problem Not Resolved - Default	Customer not satisfied with service.
Product - Engine - Unknown - Noisy - Default	Customer states repeated occurring pinging noise.
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Customer states that headlights go off intermittently while driving.

Customer states he has had his vehicle in for service 68414 several times for a pinging noise. Service suggested that he use another fuel. Customer changed several times and still has the problem. Service has not found any problem. Customer states he also is having problems with his headlights going out while he is driving and he has to pull off the road. Agent suggested he go to another dealer for diagnosis.

Customer Assistance Inquiry Record (CAIR)#**14783846**

Vin	2D4GP44L3	5R	Open Date	04/06/2006	Build Date	10/26/2004	
Model Year	05	Body	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
In Service Dt	03/22/2005	Dealer	43691	Dealer Zone	32	Mileage	7,344
Name:						Contact Type	LETTER
Address						Home Phone	
	BRONX NY					Country	UNITED STATES

Product - Brakes - Pads/Shoes - Worn - Rear Pass	Customer claims brakes were completely worn.
Product - Electrical - Lamps and Switches - Other - Default	Customer claims the headlight switch was replaced.
Dealer - Service/Body Shop - Personnel - Discourteous/ Rude - Technician	Customer claims the service tech was rude to him.

Customer claims the headlight switch was replaced. Customer claims that he assumed during that trip that the dealer would have checked his brakes. Customer claims that shortly after this, the brakes started making noises. Customer claims he went back to dealer 43691 and told them. Customer claims they were very nasty to him as they told him he is riding the brakes to hard. Customer claims brakes were completely worn. Customer claims they supposedly repaired the front brakes during that visit. Customer claims they did it under warranty, but advised that if he came in with any more brake problems, it will not be covered. On the invoice it states that the brakes were worn prematurely and it was advised to be easy on them. It states that the brakes do not wear out at that low mileage. It then states that the next time, it will not be covered under warranty. Customer claims he is very upset at the way he was treated by the people in the service department.

Agent attempted to contact customer to no avail. Agent left voicemail. Agent will try again later.

Customer claims he has had issues with dealer 43691 being rude. Customer asked if his brakes would be covered next time. Agent advised customer that brakes come with a 12 month 12,000 mile warranty but it is the dealers determination as to if it is covered or not. Customer understood. Customer then claimed he wrote a letter to the dealer but had no response. Agent advised customer the complaint would be documented and handled internally.

Customer Assistance Inquiry Record (CAIR)#**14785142**

Vin	1D4GP45R9	5E	Open Date	04/04/2006	Build Date	07/01/2004	
Model Year	05	Body	RSKH52	DODGE CARAVAN SXT FWD SWB WAGON			
In Service Dt	09/20/2004	Dealer	26735	Dealer Zone	66	Mileage	35,645
Name:						Contact Type	CERTIFIED LETTER
Address						Home Phone	
	WHITEVILLE NC					Country	UNITED STATES

Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	headlights and taillights turn off intermittently
Corporate - Lemon Law - Default - Default - Default	
Product - Electrical - Unknown - Intermittent or Inoperative - Default	

Owner was notified that the defect notification card they sent to DCCAC was forwarded to a business center for review. There is a problem with the electrical system. Please investigate to find out what we can do for the customer.

***** Attention District Manager *****

Lemon Law. Contact owner to advise beyond NC LL period of 24/24,000. Update CAIR with contact date. Handle repairs per warranty. Upon resolution update /close CAIR.dga

Customer claims vehicle has had almost everything electrical has had issues, customer claims still having issues with vehicle. Customer claims vehicle had been down in garage since March 28. Customer claims a Mr. Reed was supposed to be calling her on Lemon Law issue and no one has contacted her.

5/4/06 1st owner (Mrs.) called regarding above. Advised owner of the above information by DGA. Advised owner her vehicle will be repaired per terms of the warranty. Headlights and taillights turn off intermittently. Service Manager was unavailable. Advised Service Advisor (SA), Robert of owner's concern. Advised owner to continue to work with the dealer. Owner expressed her dissatisfaction and disconnected.

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

If needed, please seek technical assistance (district manager/zone/STAR) in an attempt to resolve customer's concern. Please update with final resolution. Thanks.
 REASSIGNED TO BC/DLR 66 26735 05/04/06 09:36 O 14785142
 Customer calling in regards to Lemon Law issue. Customer wishes for Daimler Chrysler to buy her another vehicle. Customer states that she recently picked vehicle up from dealer and issue is not resolved. Customer states that she is going to contact dealer today and may need to schedule another appointment. Agent informed customer that dealer is handling the case at this point and will need to update documentation with status of the situation before DCX can assist. Customer understood and will contact dealer. Agent provided reference number.

*Contact Date: 11/30/2006

Service / Parts Director at the dealership has closed the Cair# 14785142
 After repeated attempts the dealer was unable to contact this customer. CAIR closed pending further contact from the customer.
 CAIR RETURNED FROM DEALER ON 11/30/2006 AT 05:05:735 R 14785142

Customer Assistance Inquiry Record (CAIR)#**14786743**

Vin	1D4GP24R7	5E	Open Date	04/04/2006	Build Date	02/08/2005	
Model Year	05	Body	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON			
In Service Dt	02/27/2005	Dealer	68808	Dealer Zone	66	Mileage	19,602
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	LOUISBURG NC					Country	UNITED STATES

Product - Electrical - Lamps and Switches - Defective - Default

Customer states that the vehicle has a electrical issues.

Customer states that the vehicle has a electrical issues. Customer states that the lights will go off and come on by their self. Customer states that the dealers has installed PCM, and a new computer. Customer states that he does not feel safe in this vehicle. Customer states that the dealer does not know where to go from here. Agent advised customer to take the vehicle back and give DCCAC a call back to involve other parties. Agent provided a reference number. Customer states that he just took the vehicle to the Dodge dealer this morning for the vehicles headlights going on and off without him doing anything to the headlights. Customer states that he has been having issues with the vehicle since about 5,000 miles. Customer states that the dealer has previously not found anything wrong with the vehicle. Agent contacted dealer to get additional information. Agent spoke with Kim. Kim states that they have contacted STAR and they recommended replacing the Front Module. STAR states that they now think it is a ground issue. Kim states that they are going to look into that issue today. Kim states that they were unable to duplicate the concern the customer was having with the vehicle. Agent provided customer with reference number and advised customer to keep in contact with the dealer.

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

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

REASSIGNED TO BC/DLR 66 68808 04/05/06 09:03 R 14786743

*Contact Date:06/01/2006

Service Manager at the dealership has closed the Cair# 14786743

Warranty repair has been documented on Repair Order#18194

CAIR RETURNED FROM DEALER ON 6/01/2006 AT 08:41:863 R 14786743

Customer Assistance Inquiry Record (CAIR)#**14790589**

Vin	2D4GP44LX	5R	Open Date	04/05/2006	Build Date	11/24/2004	
Model Year	05	Body	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
In Service Dt	02/10/2005	Dealer		Dealer Zone		Mileage	17,300
Name:						Contact Type	E-MAIL
Address						Home Phone	
	N. SYRACUSE NY					Country	UNITED STATES

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

Customer states the vehicle is not repaired.

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

I have had my 2005 Grand Caravan in the shop 5 times (tomorrow will be 6) for the same electrical problem.

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

Lights flickering (both headlights) and on the dash. Headlights have gone out completely while driving at night. The first time I experienced a problem I lost all gauges, wipers, etc. & brought it to Sam Dell Dodge. Since that first visit I have been back to Fayetteville Dodge, but no resolution on this problem. I have a 5 year old with disabilities and am very concerned for our safety at this point. This is my second Grand Caravan - I love them - but this one has serious problems and I would like to explore my options on resolving this.

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

Thank you for your recent email to DaimlerChrysler Motors Corporation.

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

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

We regret that you are still experiencing problems with your vehicle. It is our suggestion that you continue to work with your servicing dealer. If the dealer has been unable to determine or resolve your concerns, you may want to seek a second opinion from another authorized DaimlerChrysler dealership.

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

Thank you again for your email.

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

Customer Assistance Inquiry Record (CAIR)#**14792033**

Vin	2C4GP44R7	5R	Open Date	04/05/2006	Build Date	09/01/2004	
Model Year	05	Body	RSYH53	CHRYSLER TOWN & COUNTRY LX FWD LWB WAGON			
In Service Dt	02/17/2005	Dealer	67031	Dealer Zone	74	Mileage	14,000
Name:						Contact Type	TELEPHONE
Address						Home	
	COTTAGE GROVE MN					Country	UNITED STATES

Corporate - Dealer Information - Default - Default - Default	Customer seeking a dealer in the area,
Product - Electrical - Lamps and Switches - Other - Default	Customer states the headlights are blinking off and on.

Customer called in stating he is on vacation in Kissimmee, FL and needs his headlights are blinking on and off and he needs a dealer in the area. Agent gave him the information. Customer understood.

Customer Assistance Inquiry Record (CAIR)#**14797110**

Vin	1D4GP24R3	5E	Open Date	04/06/2006	Build Date	03/16/2004	
Model Year	05	Body	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON			
In Service Dt	04/21/2004	Dealer	41458	Dealer Zone	51	Mileage	28,589
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	SAINT LOUIS MO					Country	UNITED STATES

Product - Brakes - Drum Brake Assembly - Other - Unknown	Customer states that he has had several problems with brakes.
Referral - Tier Three - Default - Default - Default	tier three support referral

Customer states that he has had problems with the brakes. Customer states that he has had the brakes repaired and the problem is still there. Agent contacted dealer 41458 and spoke to the service adviser Steven. Steven stated on 1/20/05 customer was in and had the rear drums replaced. On 5/24/05 customer was in and had the BCM replaced. on 1/11/05 customer had the rear backing plates repaired. on 9/29/05 customer had the sway bar links and bushings replaced. on 2/03/06 customer had head light switch replaced. on 2/25/05 customer had the right rear wheel cylinder replaced and brakes resurfaced. 8/30/05 customer had the left front rotor replaced, front brake pads replaced, and replaced the brake booster. Customer is seeking to get out of vehicle. Agent consulted with AKJ6. Transfer to tier three for farther review.

* Customer said he is having to take vehicle into dealership this morning. He said service has been great at the dealership, but he is unhappy at the number of times he has had to go to dealer. He said previous agent said dealer was aware that vehicle was coming in.

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

If needed, please seek technical assistance (District Manager/business center/STAR) in an attempt to resolve customer concern.

Customer is/will be seeking relief under Lemon Law/Arbitration.

Please bring this to the attention of your District Manager

in an attempt to resolve customer s concern.

Please follow up with customer and update file with resolution.

REASSIGNED TO BC/DLR 51 41458 04/06/06 10:44 R 14797110

* per ejw, dealer was contaced previously, writer just sent CAIR

* Writer emailed ejw to have the appropriate supervisor advise the appropriate business center, as merited.

*Contact Date:04/06/2006

Service Manager at the dealership has updated the Cair# 14797110

An appointment has been set with the customer.

*Contact Date:04/10/2006

Service Manager at the dealership has closed the Cair# 14797110

Customer request has been fulfilled.

CAIR RETURNED FROM DEALER ON 4/10/2006 AT 09:23:362 R 14797110

Customer Assistance Inquiry Record (CAIR)#**14815644**

Vin	2D8GP44L1	5R	Open Date	04/11/2006	Build Date	10/07/2004	
Model Year	05	Body	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
In Service Dt	02/19/2005	Dealer	45090	Dealer Zone	66	Mileage	20,000
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	KNOXVILLE TN					Country	UNITED STATES

Recall - F06: - Advise Owner/Incomplete Recall	Agent advised of incomplete recall F06.
Product - Steering - Tubes and Hoses - Leaks - Default	Customer states that there is air in the power steering hose.

Customer states that his vehicle has been in the dealer 45090 about 6 times for the same issue. Customer states that as far as he is concerned it is passed the lemon law. Customer states that when turning to the right there is a grinding noise and when in reverse. Customer states the dealership found that there is air in the power steering hose. Customer states he would like for the vehicle to be replaced. Agent advised of incomplete recall on the vehicle. Agent called dealer 45090 for repair attempts. Agent spoke with Chad. Chad states that agent would need to speak with Larry. Chad states that Larry has already gone home for the day. Agent offered customer a call back. Customer accepted. Customer states the vehicle is having an issue again. Customer wants DCX to either trade the vehicle back or he will trade it in for another vehicle through the competitor. Agent contacted dealer 45090 and spoke with Larry. Larry gave the following history on the vehicle:

1. 2/28/05 @ 371 miles- Customer states drivers post plug won t plug in. Drivers side plug for the A pillar.
2. 3/25/05 @ 1933 miles-parking lamps would not shut off when the vehicle was turned off. Replaced the headlight switch.
3. 6/23/05 @ 6493 miles-Customer states there is a grinding noise when turning right. No duplication.
4. 7/1/05 @ 6794 miles-noise coming form brakes. No duplication
5. 10/6/05 @ 12210 miles- check for noise when backing and rolling forward. No duplication.
6. 10/20/05 @ 12899 miles - No complaints at time of repair Rapid response 05/005.
7. 4/14/06 @ 20067 miles- complaint of turning to right there is grinding and groan when it was cold. Duplicated and put in a rack and pinion.
8. 4/25/06 @ 21111 miles-Complaint of vibration in steering. Hoses repositioned to resolve the issue.

Agent advised customer to refer to blue and white book and to continue to work with the dealer.

Customer Assistance Inquiry Record (CAIR)#**14818231**

Vin	2D4GP44L1	5F	Open Date	04/12/2006	Build Date	02/28/2005	
Model Year	05	Body	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
In Service Dt	03/25/2005	Dealer	42643	Dealer Zone	42	Mileage	21,000
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	BROWNSBURG IN					Country	UNITED STATES

Product - Electrical - Engine Wiring - Other - Default | Customer states that the he is have issues with his headlights.

Customer states that his headlights has a short in them. Customer that dealer could duplicate the issue. Customer is concerned with issue. Customer feels that it is a safety issue. Writer informed customer that when he takes the vehicle back to the dealer to give DCCAC a call back and DCCAC will send a Direct to Dealer to help get issue resolved. Customer is a ware of incomplete recall. Customer states that he is waiting on the part to come in before taken it in to get it fixed. Writer provided customer with reference number.

*****NEXT AGENT*****

Please send a Direct to Dealer when customer calls back in.

Customer Assistance Inquiry Record (CAIR)#**14823554**

Vin	1D4GP25B8	5E	Open Date	04/13/2006	Build Date	09/03/2004	
Model Year	05	Body	RSKL52	DODGE CARAVAN SE FWD SWB WAGON			
In Service Dt	11/29/2004	Dealer	44764	Dealer Zone	66	Mileage	26,145
Name:						Contact Type	LETTER
Address						Home Phone	
	CHEROKEE NC					Country	UNITED STATES

Product - Emissions - Oxygen Feedback Sensor - Defective - Default	Vehicle 'luggs' down and does not run properly
Corporate - Lemon Law - Default - Default - Default	

Letter was forwarded from OGC. Owner complains of driveability/bogging down problem, and that headlights become inoperative. Owner threatens lemon law, claims we have 15 days to repair. Reassigned to Business Center for review and handling. JSS15.

***** Attention District Manager *****

Lemon Law. Contact owner to advise insufficient repairs within NC LL period to qualify. Now beyond 24/24,000 WOF. Update CAIR with contact date. Handle repairs per warranty. Upon resolution update/close CAIR.dga

04-18 DM called owner at 3:15 PM - no answer - no answering machine

04-28 DM called owner at 7:15 AM and 4:20 PM - no answer or machine to leave a message. DM to try again the week of May 1. The dealer has no record of another number for contact.

5-3 DM & SM at Asheville Dodge called the owner at 2:20 PM. No answer. The owner returned the call and stated that the headlight problem has been resolved.

5-4 DM called the owner at 8:55 PM. The owner states that the engine bogs down and won't run properly. DM will make arrangements for dealer inspection and repair (if necessary). The owner is closer to Jim Brown CJD in the town of Franklin, NC where the last repair was made (67666). The owner does want to trade the vehicle. DM called the GM at Jim Brown. They tried to get financing from two sources and both were sources declined to finance another vehicle. DM then contacted the SM at Jim Brown. DM will provide a loaner for two days while the dealership inspects the vehicle. DM awaiting the results of the inspection.

Note: Two different dealerships have found that this owner has had rodent damage to her ignition wires; Jim Brown replaced them as customer pay.

05-09-2006 Jim Brown called. The vehicle needs both upstream and downstream O2 sensors replaced. It needs throttle body cleaning and a transmission service. DM will help with the cleaning of the throttle body, one day rental, and the O sensors; the owner must pay for transmission service. Claim number is 23706. DM will not take any other action. The owner did not qualify for financing on another vehicle.

Customer Assistance Inquiry Record (CAIR)#**14832194**

Vin	2C4GP44R6	5F	Open Date	04/17/2006	Build Date	04/24/2004	
Model Year	05	Body	RSYH53	CHRYSLER TOWN & COUNTRY LX FWD LWB WAGON			
In Service Dt	04/08/2005	Dealer	63715	Dealer Zone	66	Mileage	30,000
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	FRANKLIN TN					Country	UNITED STATES

Recall - F06: - Advise Owner/Incomplete Recall	Advised customer of incomplete recall.
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Customer called in stating that the head lamps cut on and off.

Customer called in stating that she is having an issue with the head lights cutting on and off. Customer states she took the vehicle to the dealer 63715 Friday and they called and told her to pick the vehicle up they can not duplicate it. Agent called the dealer and spoke with Pete and he stated they can not find anything wrong. Agent advised him of the incomplete recall F06 and also advised a direct to dealer will be sent. Agent informed the customer that other parties will get involved and advised of the incomplete recall F06. Customer understood.

Customer Assistance Inquiry Record (CAIR)#**14835164**

Vin	1D4GP45R2	5E	Open Date	04/17/2006	Build Date	06/28/2005	
Model Year	05	Body	RSKH52	DODGE CARAVAN SXT FWD SWB WAGON			
In Service Dt	08/05/2005	Dealer	53619	Dealer Zone	42	Mileage	18,069
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	REYNOLDSBURG OH					Country	UNITED STATES

Dealer - Service/Body Shop - Transaction - Problem Not Resolved - Default	Customer states that his service issue was not addressed.
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Customer states that he took his vehicle to dealership 53619 today for an oil change and requested that the headlight swith be looked at. Customer states that he was reporting that the headlights don t always turn on. Customer states that he was disappointed to find that the dealership did not do anything to correct this service issue. Customer states that he spoke with the service manager of the dealership about this issue and was advised that the technician found no issue with the light switch on this vehicle. Customer is calling to file a complaint. Writer advised customer that his complaint would be documented and that these files are reviewed to address such issues as service. Writer also advised customer that a more direct way to resolve his complaint would be to speak with the general manager of the dealership. Writer provided customer with a reference number for this call.

Customer Assistance Inquiry Record (CAIR)#**14838730**

Vin	2C4GP54L8	5F	Open Date	04/18/2006	Build Date	10/28/2004	
Model Year	05	Body	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON			
In Service Dt	12/23/2004	Dealer	61401	Dealer Zone	66	Mileage	14,000
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	KINGSPORT TN					Country	UNITED STATES

Recall - F06: - Advise Owner/Incomplete Recall	Agent advised customer of incomplete recall.
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Customer inquiring about the headlights.

Customer states vehicle headlights will sometimes not work and the air conditioner sometimes blows out hot air. Customer states dealership 61401 stated to bring vehicle in when issue occurs with headlights. Customer states by the time the issue occurs the dealership is already closed. Customer states dealership 61401 had replaced the sensor for the a/c and issue is still occurring. Agent informed customer of incomplete recall F06. Agent informed customer the vehicle could be taken to any Chrysler dealership and the recall would be repaired free of charge. Customer understood. Agent informed customer he would have to continue to work with the dealership regarding the headlights. Agent informed customer vehicle cannot be repaired until diagnosed. Customer understood. Customer states he has three other Chrysler products and if the issue with this vehicle could not be resolved then it would probably be the last.

Customer Assistance Inquiry Record (CAIR)#**14842226**

Vin	2D4GP44L3	5R	Open Date	04/19/2006	Build Date	09/29/2004	
Model Year	05	Body	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
In Service Dt	10/22/2004	Dealer	42786	Dealer Zone	35	Mileage	15,058
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	PHILA PA			Country	UNITED STATES		

Product - Electrical - Lamps and Switches - Defective - Default

Customer states issue with headlights.

Customer states issue with headlights of vehicle. Customer states that when driving at time her headlights go off and it happens intermediate times and sometimes they happen for a second. Customer states that her vehicle is at dealership 42786 and they are not able to find the issue with the vehicle. Customer states that the dealership wanted her to bring the vehicle in when it happens and they will look into it. Customer states it usually happens at night and that is when the dealership is closed.

Informed the agent that if the repair is covered the customer is not responsible for the diagnosis fee.

Agent advised customer to take vehicle to another dealership for a second diagnosis since dealership 42786 is unable to find the issue. Customer inquired whether or not she will have to pay for a diagnosis. Agent informed customer that she shouldn't have to pay since she is still within warranty.

Customer Assistance Inquiry Record (CAIR)#**14845120**

Vin	1D4GP24R3	5E [REDACTED]	Open Date	04/19/2006	Build Date	03/24/2004	
Model Year	05	Body	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON			
In Service Dt	05/05/2004	Dealer	41170	Dealer Zone	35	Mileage	51,454
Name:	[REDACTED]					Contact Type	TELEPHONE
Address	[REDACTED]					Home Phone	[REDACTED]
	NEWPORT NEWS VA [REDACTED]					Country	UNITED STATES

Product - Electrical - Unknown - Intermittent or Inoperative - Default	Customer states he has been having all types of electrical issues.
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Customer states that he has been having electrical issues with this vehicle since he purchased it. Customer claims he has been to multiply dealerships including Halls Nissan the selling dealership, and no one has been able to resolve the issue. Customer states the head light will not always come on, you would have to jiggle the switch. Customer claims now the emergency brake light on the dash is coming on even though the brake is not up. Customer states he does not feel safe driving this vehicle. Customer though DCX should be aware of the situation. Writer informed customer that his concerns would be documented. Writer provided customer with reference number.

Customer Assistance Inquiry Record (CAIR)#**14854242**

Vin	2C8GP64L1	5R	Open Date	04/21/2006	Build Date	03/11/2004	
Model Year	05	Body	RSYS53	CHRYSLER TOWN & COUNTRY LTD FWD LWB WAGON			
In Service Dt	05/17/2005	Dealer	66792	Dealer Zone	51	Mileage	21,519
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	DONNELSON IA					Country	UNITED STATES

Dealer - Service/Body Shop - Transaction - Repeated Trips Required - Default	66792
Product - Electrical - Unknown - Other - Default	Customer called stating that she has had multiple headlight issues.
Product - Body / Trim / Paint Finish - Paint Finish - Chipped - Trunk/Deck Lid/Hatch	Customer is calling about her paint job.
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	

Customer called stating that she has had multiple headlight issues. She is stating that her vehicle is a lemon and wants to know what she can do about it. Informed caller that agent would have to call the dealer and get repairs. Caller stated that she was going to have to take her son to practice and she would appreciate a call back. Called dealer 66792 and spoke with Janet in service. Janet stated that the vehicle was in on 5-25-05 until 5-26-05 at 551 miles. Customer stated her headlights went out while driving down the road. Dealer states that they replaced the headlamp switch. Janet states the vehicle was in again on 6-7-05 at 1,234 miles. Dealer claims customer stated the headlamp switch was lose and not correct; where as the customer states that she stated the headlight still go out and she thought the switch was wrong. Dealer replaced the headlamp switch. Janet stated the vehicle was in on 6-23-06 until 6-30-06 at 2,831 miles. Customer stated her headlights went out while driving down the road. Dealer states that they replaced the headlamp switch. Janet stated that the vehicle was in again 11-9-05 until 11-12-06 at 10,653 miles. Dealer stated customer claime the headlights go out intermittently. Dealer replaced the front controll module. Transferring for further review.

AR720 called Writer but was having difficulty in transferring to Writer AR720 advised Writer she didn t think Customer would transfer through but Writer received call successfully, Writer advised her complaint would be reviewed with Service Manager and then Agent agreed to call her back on Monday. Customer is 1 hour behind Est time (contact at 2:30 PM). Once done with call notified Customer on 4/24 approximately 2:52 PM but no answer, left message including file number
REASSIGNED TO BC/DLR 51 66792 04/24/06 14:56 R 14854242

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

If needed, please seek technical assistance (district manager/zone/STAR) in an attempt to resolve customers concern. Please update with final resolution

4.24.06 DSM contacts Dealer 66792-spoke with Randy Welding-SM. Mrs. [REDACTED] was recently at Dealer on 4/19 for a sliding door issue, a recall and a wiper blade concern. All those concerns have been remedied including the headlight issue. Customer spoke with Service Management at that time and made no mention of the headlights. Jerry-SA questioned her about the headli ght issue and she stated she had no further issues with them. Case closed. Customer seeks current status on the vehicle. Writer informed customer that appropriate information has been sent to dealership to get appropriate party involved. Writer informed customer to keep in contact with the service manager.

Customer stated vehicle head light keep going out and has had vehicle at 66792 (4) times and they kept vehicle this time to drive and verified lights are going out. Customer is requesting to exercise Lemon Law to have vehicle bought back. Writer called 66792, spoke with Service

Coordinator, Janet 05/08/06 - Mileage: 21,519 - head lamps flick and go out intermittently and have hard time coming back on - Replaced body control module, want to continue to drive vehicle to make sure problem had been corrected. 11/19/05 - Mileage: 10,653 - head lights go out intermittently - replaced front control module. 06/23/05 2831 head light shut off going down highway - Replaced shorted switch. 06/07/05- Mileage: 1,234 - head lamp loose, Replaced with one from stock unit. 05/25/05 - Mileage: 551 - head light went out going down road - switch had open circuit, replaced switch.

Writer consulted with WHH17 and provided Reference #, advised customer information has been forwarded for further research and customer will be contacted.

Called the owner and verified with owner that since last repair on 5-8-2006 the headlight issue is still not resolved. Owner stated she has contacted the Atty. Gen office and will pursue lemon law on this vehicle. Owner stated that dealer has the vehicle since the last repair and will not release the vehicle back to the owner. Dealer has placed the owner into rental vehicle due to the fact that they do not want to be responsible for any possible problems is the owner has a accident due to this concern. Owner will be sending a letter of demand via certified mail today. ***** ATTENTION SERVICE MANAGER AND DISTRICT MANAGER *****

Please get involved and resolve buy back issue asap. Thank You Mike Pawlowski

REASSIGNED TO BC/DLR 51 66792 05/11/06 09:28 R 14854242
see CAIR# 14941665

Customer Assistance Inquiry Record (CAIR)#**14869503**

Vin	1C4GP45R7	5E	Open Date	04/26/2006	Build Date	03/12/2004	
Model Year	05	Body	RSYH52	CHRYSLER TOWN & COUNTRY FWD SWB WAGON			
In Service Dt	08/31/2004	Dealer	68002	Dealer Zone	66	Mileage	39,128
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	FORTSON GA				Country	UNITED STATES	

Product - Electrical - Lamps and Switches - Other - Default

Customer states that head lights come on and off by them self.

Cusotmer states that his head lamps come on and off by them self. Customer stated that he had them repaired at the dealer 68002. Customer feels that they should not have went out and is seeking reimbursement. Writer provided customer with the reference number. Transferred for further research.

4/26/06 1st owner seeking reimbursement regarding above (2 other DCX vehicles). Headlights turned off and on intermittently. Vehicle was repaired by dealer 68002 on 4/17/06 with 39,128 miles. Verified repair information with Service Advisor (SA), Bill. SA states dealer replaced the headlight switch. No abuse or neglect. Owner paid for the repair (\$211.23). Pending verification of the receipts, DCCAC will reimburse owner the cost of the repair less \$50.00, which will remain the responsibility of the owner.

Customer Assistance Inquiry Record (CAIR)#**14883679**

Vin	2C4GP44R9	5F	Open Date	05/10/2006	Build Date	03/16/2004	
Model Year	05	Body	RSYH53	CHRYSLER TOWN & COUNTRY LX FWD LWB WAGON			
In Service Dt	05/13/2004	Dealer	67731	Dealer Zone	42	Mileage	24,935
Name:						Contact Type	LETTER
Address						Home Phone	
	ROSSFORD OH					Country	UNITED STATES

Dealer - Service/Body Shop - Transaction - Other - Default	Complaint against dealer 67731.
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Headlights will not work.
Product - Electrical - Wipers / Washers - Intermittent or Inoperative - Front	Requesting a wiper motor.
Product - Wheels and Tires - Wheels - Other - Rear-Driver	Requesting rear wheel studs and nuts.

Mr. [REDACTED] (1st owner) submitted a letter to make a complaint against dealer 67731. Alleges dealer 67731 cross threaded his rear wheel studs and nuts. Demanding DCX replace the wheel studs along with nuts. Alleges 67731 performed a fuel injector service that was not necessary. Alleges dealer 67731 did not clean the fuel injectors. Demanding DCX refund money for parts and labor. Demanding DCX find him a dealer 67731 to replace windshield wiper motor. Demanding DCX find a dealer to fix headlight issue. Alleges dash lights come on but not headlights. Alleges this has happen 8 times. Contacted Mr. [REDACTED] he is requesting writer sends him a letter stating he can go to another dealer to have the stubs and nuts replaced. Advised him this is a workmanship issue with him and dealer 67731. He would need to take the issue up with dealer manager. He refuses to go back to the dealer. Advised him writer can not refund his money for injector service. Informed Mr. [REDACTED] he could take the vehicle into another DCX dealer for windshield motor issue and headlight issue. Provided reference number. Mr. [REDACTED] release the call.

Customer Assistance Inquiry Record (CAIR)#**14884436**

Vin	2D4GP44L0	5R	Open Date	05/01/2006	Build Date	09/09/2004	
Model Year	05	Body	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
In Service Dt	03/21/2005	Dealer	44613	Dealer Zone	74	Mileage	13,000
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	INDEPENDENCE MO					Country	UNITED STATES

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

Customer states that she is dissappointed with her electrical system.

Customer states that she is having issues with the vehicles electrical system. Customers headlights were not dependable. Agent referred customer to the blue and white handbook. Customer understood. Agent notified customer of incomplete recall F01. Customer understood.

Customer Assistance Inquiry Record (CAIR)#**14888991**

Vin	2C4GP44R1	5F	Open Date	05/02/2006	Build Date	04/03/2004	
Model Year	05	Body	RSYH53	CHRYSLER TOWN & COUNTRY LX FWD LWB WAGON			
In Service Dt	04/28/2004	Dealer	67935	Dealer Zone	35	Mileage	28,000
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	GLENSHAW PA					Country	UNITED STATES

Product - Electrical - Unknown - Intermittent or Inoperative - Default	Customer states the fuel gauge was messed up.
Product - Air Conditioning / Heater - Unknown - Other - Default	Customer states the heater had issues.
Product - Transmission / Transaxle - Unknown - Leaks - Default	Customer states the transmission is leaking.
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Customer states there were headlight issues.
Product - Suspension - Unknown - Other - Unknown	Customer states there were suspension issues.

Customer states she has had so many issues with this vehicle since she got it. Customer states there is problem after problem. Customer states the headlights would just go off for no reason and it took 3 trips to the dealership to finally fix it. Customer states there have been suspension problems, heater problems, and the gas gauge would not register, and two recalls were completed. Customer states the transmission is leaking now and will take a while to fix. Customer states she cannot miss work because of this vehicle being in the shop. Customer seeking rental assistance from DCCAC. Customer states the vehicle is at her home and not at the dealership. Customer inquiring about her rights for Lemon Law. Agent referred customer to the blue and white pamphlet. Agent advised customer a diagnosis would need to be made before rental assistance could be considered. Customer upset about that we will not consider rental until a diagnosis is made.

Customer Assistance Inquiry Record (CAIR)#**14900768**

Vin	1D8GP25B3	5E	Open Date	05/04/2006	Build Date	05/13/2005	
Model Year	05	Body	RSKL52	DODGE CARAVAN SE FWD SWB WAGON			
In Service Dt	07/22/2005	Dealer	43173	Dealer Zone	63	Mileage	19,896
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	KILLEEN TX				Country	UNITED STATES	

Product - Electrical - Alternator/Voltage Regulator - Defective - Default	States that the alternator was replaced.
Product - Engine - Unknown - Vibration - Default	States that the engine runs rough and makes vehicle vibrate.
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	States that the headlights intermittently go on and off.

Customer inquiring what steps that she can take to get the vehicle repaired. Customer states that the engine has been running rough and the headlights would not stay on and not turn off sometimes. Customer states that the vehicle has been vibrating and lurches forward without putting on the gas. Customer states that she has taken the vehicle to dealer 43173 four times and they have reset something and also replaced the alternator belt for the engine issue. Customer states that the dealer advised that they cannot find anything wrong with the headlights and that they have to see it happen in order to repair it. Agent advised customer that she will need to continue working with the dealer. Advised that the dealer will be contacted and the information forwarded for review to alert all possible management.

Agent contacted dealer and spoke with Larry the Service Manager. Agent advised Larry that the customer is still having issues with the vehicle and will be bringing the vehicle back in. Provided the reference number for review.

*****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 with the headlights and engine. Please update the CAIR with the final resolution. Thank you.

REASSIGNED TO BC/DLR 63 43173 05/04/06 17:23 O 14900768

*Contact Date:05/11/2006

Service Manager at the dealership has closed the Cair# 14900768
Complaint could not be duplicated and explanation has been provided to customer.

Request was reviewed with DM.

CAIR RETURNED FROM DEALER ON 5/11/2006 AT 05:48:270 R 14900768

Customer Assistance Inquiry Record (CAIR)#**14901881**

Vin	2C4GP54L5	5R	Open Date	05/08/2006	Build Date	05/25/2004	
Model Year	05	Body	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON			
In Service Dt	06/05/2004	Dealer		Dealer Zone		Mileage	38,140
Name:						Contact Type	E-MAIL
Address						Home Phone	
	NORTH ROYALTON OH					Country	UNITED STATES

Referral - Tier Three - Default - Default - Default

Tier Three support referral.

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

Repeted vehicle service failures that repairs have been made but continue to reoccurr.

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

The van has been in for service 10 times for electrical and mechanical related issues that continue to fail. The radio has shorted out this week for the second time in less than 2 months . The following electrical items have failed: air bag lamp (impact sensor shorted internal failure), headlamp switch (shorting out), power locks unlock and lock on their own (two separate service instances), ABS and Traction light (speed signal sensor failure, failed twice), radio (internal short). Non electrical items are: Leaking red fluid (coolant line leaked after recall replacement), rear stow away seat legs would not retract, replace front sway bushings, accelerator sticks and car surged forward (induction service required), third brake light lens cracked (Possibly lamp was too hot and cracked lens). I also had to replace (myself) a tail lamp that burned out (the inside of the bulb was melted) The dealership has done it s best to correct the various problems but they keep on reoccurring and the vehicle is not reliable nor safe with headlamp failures, ABS & traction failures, radio giving off a burnt smell and shorting out along with the other problems. The dealership kept the van March 13th, 14th, 15th and 16th to find the source of the numerous problems but as of today my radio has shorted out again, the accelerator is sticking, and the door locks are locking and unlocking themselves. Less than two months later the problems are reoccurring. Ohio s Lemon law requires that I notify you by mail of the problem. I want to resolve this issue either through Ohio s Lemon Law or arbitration. Please advise who I need to contact further.

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

Escalating to Tier Three. Customer seeking OH state Lemon Law for vehicle.

Email States:

Thank you for your email to DaimlerChrysler Motors Corporation.

Our records show that we are currently working with your dealer to resolve your concerns. We have updated your file to reflect the latest information you provided in the email message.

If your concerns are not resolved to your satisfaction, please contact the DaimlerChrysler Customer Assistance Center at 1-800-992-1997, 8:00 a.m. to 5:00 p.m., Monday through Friday.

Thank you again for your email.

see linked CAIR

Customer calling regarding lemon law issue with his vehicle. Customer states the radio is burnt out again and he feels like all of the electrical problems with his vehicle are never going to be fixed.

Customer states he would like to speak with the district manager because every time he contacts customer service or the dealership, they tell him that someone will be contacting him and no one has. Agent transferred for further assistance.

No further response necessary.

Customer Assistance Inquiry Record (CAIR)#**14903523**

Vin	2C4GP54L5	5R	Open Date	05/05/2006	Build Date	05/11/2005	
Model Year	05	Body	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON			
In Service Dt	06/30/2005	Dealer	58081	Dealer Zone	74	Mileage	6,950
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	WACONIA MN					Country	UNITED STATES

Product - Electrical - Heated Seat - Other - Unknown	Customer calling in regards to issues with heated seats.
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Customer calling in regards to issues with heated seats. Customer states that he has continues issues with this. Customer states that dealership 58081 does not have a fix for this issue. Agent referred to previous cair 14736226. Customer seeking for vehicle to be replaced. Agent contacted dealership and spoke with Eric he stated that on 12/27/05 at 5298 miles and voltages were checked, battery tested and replaced, resistor block replaced, and IPM replaced. Eric states on 3/28/06 at 6816 miles that head lamp switch was replaced. Eric stated that he has been in contact with STAR and 2 technical advisor in there area have inspected vehicle. Agent provided customer with reference number. Customer could not hold to be transferred and stated he would contact DCCAC back. **Next agent customer would need to be transferred for Lemon Law. Customer calling in to be transferred for lemon law request. Agent transferred customer to Tier Three per lbd3.

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

Please arrange an inspection of customer s vehicle and review with your District Manager to bring customer s concern to a final resolution. Please make sure that the owner has been informed of the final resolution. Also, please update file. Thanks.
REASSIGNED TO BC/DLR 74 58081 05/05/06 10:19 R 14903523
5/5/06-SM has been contact with TA (Hardy Huettl) and Detroit engineering is aware and working on a fix. jah

5/9 t/a rrw5 in contact with CAG re; issue of lighting brightness 'flicker' upon heavy electrical load cycling (such as a/c - radiator fan, heated sea ts, heated backlight) are characteristic of vehicle and do not pose a repai r issue for the dealership.

_5/10/06-SM contacted TA(Ross werner) to inquire on any other fixes. Ross Werner stated that the issue is characteristic of the package and currently nothing is being planned to address it. jah
Transferred customer to tier 3.

May 16, 06. VEhicle is operating to characteristic Per RRW5, owner contacts writer apologized and explained sometimes if/when a tecehnical bulletin is released dealer would notify and explain whether or not their are further engineer instruction but at this time there was no fix
Customer called to inquire about a fix for his previous problem.Agent advised customer that there is not fix for his problem at this time.

Customer Assistance Inquiry Record (CAIR)#**14909374**

Vin	1C4GP45R7	5E	Open Date	05/16/2006	Build Date	03/12/2004	
Model Year	05	Body	RSYH52	CHRYSLER TOWN & COUNTRY FWD SWB WAGON			
In Service Dt	08/31/2004	Dealer	68002	Dealer Zone	66	Mileage	39,128
Name:						Contact Type	LETTER
Address						Home Phone	
	FORTSON GA				Country	UNITED STATES	

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

Customer seeking reimbursement for headlight issue.

Customer seeking reimbursement for headlight issue. Customer sent in a letter and invoice seeking reimbursement for a headlight repair to this vehicle. Customer is seeking reimbursement in the amount of \$161.23 and is getting that amount per JWK11 in cair # 14869503. Agent left a message informing the customer to contact DCCAC back and provided the phone number, personal phone extension, and reference number. ***If customer calls back please advise of the above decision and reassign back to HQD.***

Customer returning a call from HQD. Agent informed caller that he will be reimbursed \$161.23. Agent informed the check will be recieved in approximately 30 days. Reassigned to HQD
Processing check for \$161.23...

Customer Assistance Inquiry Record (CAIR)#**14914557**

Vin	1D4GP25R9	5E	Open Date	05/09/2006	Build Date	02/04/2005	
Model Year	05	Body	RSKL52	DODGE CARAVAN SE FWD SWB WAGON			
In Service Dt	02/07/2005	Dealer	60145	Dealer Zone	42	Mileage	37,000
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	TIFFIN OH					Country	UNITED STATES

Corporate - Recall - Default - Default - Default	Customer seeking recall information.
Product - Electrical - Lamps and Switches - Complete Failure - Default	Customer states the headlamp switch needs replaced.

Customer calls seeking recall information. Advised the customer there are no incomplete recalls for this vehicle. The customer was also advised a notification letter will be mailed to the address on file in the event their vehicle is involved in a future recall. Customer seeking assistance with the repair of her vehicle. Customer states the headlamp switch has went out on the vehicle. Customer states she has had other problems with the headlamps. Customer states the dealer has advised her that the part is on backorder. Customer would like for DCX to assist with the repair as she is just out of warranty. Forwarded for further review.

Called dealer service manager Jeff who confirmed repair and states dealer will DSA 50% goodwill split on repair.
 Part number is 04685711AA
 No order showing in system. Dealer will call back with order number.

Customer Assistance Inquiry Record (CAIR)#**14914818**

Vin	1C4GP45R3	5E [REDACTED]	Open Date	05/09/2006	Build Date	10/07/2004	
Model Year	05	Body	RSYH52	CHRYSLER TOWN & COUNTRY FWD SWB WAGON			
In Service Dt	01/04/2005	Dealer	45135	Dealer Zone	66	Mileage	50,000
Name:	[REDACTED]					Contact Type	TELEPHONE
Address	[REDACTED]					Home Phone	[REDACTED]
	YORK SC [REDACTED]					Country	UNITED STATES

Product - Brakes - Disc Brake Assy/Calipers - Noisy - Unknown	The caller states the brakes have been replaced several times
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The caller states she has had several issues with the brakes on the vehicle. The first issue occurred at 8000 miles on 4/11/05 and she was charged \$299.49 even though she was still under warranty. The caller states that the rotors and calipers on both sides were replaced in August 2005 with brakes changed every 2 months. The caller states the power steering is leaking at the rack and pinion and the dealer told her she is not covered anymore. The caller states the passenger floor board is wet and she does not know why. Caller states she had to try the headlight switch 6 times before the lights came on. The caller is asking for assistance with the brakes cost and other repairs in vehicle. She replaced the brakes on her own June 2005 and then the dealer did them in August and the issue has been ongoing. Agent transferred call for further research.

Writer took call on 5/9/06 owner wants assistance with brakes, rack and pinion and water leak issues on vehicle. Dealer will inspect assistance will be determined then.

Dealer called said owner needs rack and pinion, rotors and pads, weather stripping and headlamp switch replaced agreed to cover all repairs parts and labor minus \$100 copay. Dealer agrees with that decision vehicle will be repaired and claim put in as pa.

Customer Assistance Inquiry Record (CAIR)#**14937331**

Vin	2D4GP44L0	5R	Open Date	05/15/2006	Build Date	09/24/2004	
Model Year	05	Body	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
In Service Dt	11/01/2004	Dealer	68012	Dealer Zone	35	Mileage	41,028
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	EASTON MD					Country	UNITED STATES

Product - Electrical - Lamps and Switches - Defective - Default

Customer states headlights go out.

Customer stated that she is having an issue with the headlights. Customer states that they go out while driving at night. Customer stated that a part was replaced at the dealership, and it fixed it for a month. Customer stated that the headlights went out again, and they returned and another part was fixed. This happened many times. Customer stated that dealership told her to call Chrysler so that they can send a representative down to help in the repair of the vehicle. Customer stated that she wants vehicle repaired. Agent called down to dealership 68012 and spoke to Henry. Henry stated that the vehicle was down at his dealership at 7041 02/08/05 for headlight issue. They replaced the front control module. Customer was down again on 12/01/05 32000 for headlights again and they replaced the front control module. The vehicle was again down at dealership at 02/20/06 36825 and they just repaired the wiring outside of warranty. Agent will send customer for further review because of third repair for the same issue.

Customer calling stating she was disconnected during transfer. Agent transferred for further review. Agent provided reference number. Customer transferred to the internal Tier 2 escalation line for further review of concern. The customer states that the headlights are intermittent and she does not feel safe in it any more. She states that she wants out of the vehicle. She states that the manager at 68012 informed her husband to contact DCCAC to get the issue resolved. Customer accidentally disconnected. Called 68012 and spoke with, Henry, service advisor because the service manager was busy. He states that the customer called him this morning and wanted a Chrysler representative be at a meeting with the customer and the dealer. He states that the service manager told him to inform the customer to contact DCCAC to get the DM involved. Advised him that such contacts are made by the service manager. Advised him that the CAIR would be sent to the dealer. He states that he will let his service manager know. Called the customer back. Advised her that information was provided to the dealer to assist in her resolution. Advised her to attempt to contact the service manager in the morning. REASSIGNED TO BC/DLR 35 68012 05/15/06 16:20 R 14937331 She states that she will.

Customer released call before transfer or provision of the reference number.

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

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

By DM35Y: Vehicle repaired...headlight switch replaced by Dir on 5/17 with 42,864 miles.....goodwill by Dir. TSD

Customer Assistance Inquiry Record (CAIR)#**14941665**

Vin	2C8GP64L1	5R	Open Date	05/18/2006	Build Date	03/11/2004	
Model Year	05	Body	RSYS53	CHRYSLER TOWN & COUNTRY LTD FWD LWB WAGON			
In Service Dt	05/17/2005	Dealer	66792	Dealer Zone	51	Mileage	21,519
Name:						Contact Type	CERTIFIED LETTER
Address						Home Phone	
	DONNELSON IA					Country	UNITED STATES

Product - Body / Trim / Paint Finish - Paint Finish - Chipped - Trunk/Deck Lid/Hatch	Customer is calling about her paint job.
Corporate - Lemon Law - Default - Default - Default	
Product - Electrical - Unknown - Intermittent or Inoperative - Default	

Owner was notified that someone from the business center or the dealer will contact them about the buyback letter they sent to DCCAC. There is a problem with the electrical system. Please investigate to find out what we can do for the customer.

051806-reassigned to DM for review & final resolution...wdt

Customer calling about the update on her buy back case. Customer was referred to the dealership since the dealership still has this open at the dealership.

Customer calling requesting the name of the previous agent. Writer consulted with JDB116. Writer advised customer any previous contacts to DCCAC is proprietary information. Advised customer the file was sent to the dealer but the district manager has it now and will update the file with a final resolution.

5.6.06 Vehicle has returned to Dealership with another intermittent headlight concern. Dealer has diagnosed a faulty BCM. This is the fourth repair attempt to repair this concern. Vehicle now repaired, but customer very dissatisfied with quality of vehicle and continues to pursue Lemon Law. DSM has agreed to replace the vehicle based on excessive number of repair attempts for headlight concern. Please see attached ISG template for further details.

Customer Assistance Inquiry Record (CAIR)#**14949185**

Vin	2C4GP54L6	5R	Open Date	05/18/2006	Build Date	08/20/2004	
Model Year	05	Body	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON			
In Service Dt	04/28/2005	Dealer		Dealer Zone		Mileage	10,000
Name:						Contact Type	E-MAIL
Address						Home Phone	
	OAKHURST NJ					Country	UNITED STATES

Product - Fuel System - Unknown - Sticks, Seizes, Binds - Default	Inaccurate Fuel Gauge
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***** EMAIL BRIEF DESCRIPTION CONTENT *****

I could not be more unhappy with my minivan

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

Hi, a few months ago my minivan was towed in by roadside assist because it stalled and would not start again. Come to find out the gas gauge was not reading right and I ran out of gas. They replaced the fuel pump. A month later it happened again. Nothing was fixed or replaced this time, because after a week at the dealer they said they could not make it run out of gas. Each time both gas gauges said I had over 1/4 of a tank left with gas. The digital the last time said I had 57 miles to go. Now the car is going back in for service because the headlights don t always come on. If turn the switch on and off about 4 times the headlights eventually come on. There are times when my auto doors don t work, I can only open them if I do it manually. Some things I can live with, but honestly as a mother of 3 I drive around worrying if I will run out of gas and be involved in an accident or if I will get stuck out at night with no headlights. I wish I never bought this car and I cannot say a good thing about it to any mom looking for a minivan to drive her children around in. Thank you.

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

Dear

Thank you for your recent email to DaimlerChrysler Motors Corporation. I regret your dissatisfaction in your DaimlerChrysler product, or quality of your product, and appreciate the time and effort you took to bring this matter to my attention. Comments like yours are one way to learn of problems that may develop and improvements desired by customers. The information received is used in product development and quality analysis. DaimlerChrysler Motors Corporation has made tremendous gains in customer satisfaction and vehicle quality. Apparently, your expectations have not been met. Please accept my apology for the problems you have experienced.

Thank you for sharing your concerns.

Thank you again for your email.

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

Customer Assistance Inquiry Record (CAIR)#**14953867**

Vin	1D4GP45R9	5E	Open Date	05/19/2006	Build Date	07/01/2004	
Model Year	05	Body	RSKH52	DODGE CARAVAN SXT FWD SWB WAGON			
In Service Dt	09/20/2004	Dealer	26735	Dealer Zone	66	Mileage	35,645
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	WHITEVILLE NC					Country	UNITED STATES

Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Customer states that issue is not resolved with intermittent lights.
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Customer states that she contacted dealer. Customer states that dealer told her that they cannot look at the vehicle until Monday. Customer seeking loaner vehicle. Agent explained that vehicle would need to be at the dealer before rental could be considered (vehicle is driveable). Customer states that she has two kids and is afraid to drive vehicle because headlights and brake lights turn off on their own. CAIR is linked to previous CAIR. Agent provided new reference number and transferred for further review/discussion of rental concern. Customer transferred to the internal Tier 2 escalation line for further review of concern.*****

Customer seeking rental due to the lights working intermittently. Agent contacted SM at dealer 26735 and was advised that the DM had provided the first 5 days of rental due to needing time for diagnostics. The SM advised the agent that he had denied assistance this time. Agent advised the customer that DCCAC would NOT be approving any rental at this time due to the vehicle being driveable. Customer was unhappy but understood. Agent advised the SM of the direct to dealer. *****ATTENTION SERVICE MANAGER*****

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

REASSIGNED TO BC/DLR 66 26735 05/19/06 11:20 R 14953867
*Contact Date:11/30/2006
Service / Parts Director at the dealership has closed the Cair# 14953867
After repeated attempts the dealer was unable to contact this customer.CAIR closed pending further contact from the customer.
CAIR RETURNED FROM DEALER ON 11/30/2006 AT 05:05:949 R 14953867

Customer Assistance Inquiry Record (CAIR)#**14955140**

Vin	2D4GP44L1	5R [REDACTED]	Open Date	05/19/2006	Build Date	11/04/2004	
Model Year	05	Body	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
In Service Dt	11/30/2004	Dealer	61888	Dealer Zone	42	Mileage	25,059
Name:	[REDACTED]					Contact Type	TELEPHONE
Address	[REDACTED]					Home Phone	[REDACTED]
	STERLING HTS MI [REDACTED]					Country	UNITED STATES

Product - Electrical - Unknown - Intermittent or Inoperative - Default	Stated that when it is raining, or snowing, he has electrical issues.
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Customer stated that, when raining or snowing, the vehicle s head lights, turn signals, and dash lights will intermittently stop working. Stated that the air bag light stays on. Customer stated that he no longer wants the vehicle. Agent referred caller to his lemon law booklet. Last repair to vehicle was pm 3-17-2006 at 25,059 miles no repair attempts since that date. we will honor terms of the warranty. mfp

Customer Assistance Inquiry Record (CAIR)#**14962836**

Vin	2D4GP44L7	5F	Open Date	05/22/2006	Build Date	08/14/2004	
Model Year	05	Body	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
In Service Dt	03/07/2005	Dealer	68881	Dealer Zone	51	Mileage	11,641
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	OSKALOOSA IA					Country	UNITED STATES

Product - Unknown - Unknown - No Start - Default	Customer states that the vehicle will not start.
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Customer states that the vehicle has been in the shop several times. Customer states that the battery was low on voltage. Customer states that the battery was charged up. Customer states that the lights just went out going down the road. Customer states that this was repaired. Customer states that he vehicle does not start correctly. Customer states that this has went on since purchasing. Customer states that the vehicle has not starting three different times this week. Customer states that she feels that the dealership has the vehicle more than she has it. Agent contacted the dealership and spoke with Steve in service. Steve stated that on 04/10/06, customer complaint was that three times this weekend vehicle would not start and head lights were flickering, dealership checked codes and found none in the system and replaced the head light switch. Dealer states that on 11/11/05 customer complained of having to jump start the vehicle, dealership checked systems and could not duplicate the issue. Dealership states that on 06/24/05 the DVD player was replaced. Customer inquiring what DCX can do to fix the issue. Customer was advised to contact the service department and confirm an appointment. Customer was advised that when there was an appointment confirmed to contact DCCAC and a notice will be sent to the dealership to involve some more persons in the repair. Customer agreed.

Customer Assistance Inquiry Record (CAIR)#**14980050**

Vin	2C4GP54L3	5R	Open Date	05/31/2006	Build Date	09/15/2004	
Model Year	05	Body	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON			
In Service Dt	09/21/2004	Dealer	67243	Dealer Zone	42	Mileage	22,000
Name:						Contact Type	LETTER
Address						Home Phone	
	SOUTHGATE MI					Country	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer stated air bal light comes on intermittently
Product - Electrical - Unknown - Intermittent or Inoperative - Default	Customer stated rear vent windows will not open intermittently
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Customer stated the headlamps will go off while driving at night
Corporate - CNA Change - Default - Default - Default	Updated new owner information

Agent updated new owner information. Customer sent letter of complaint regarding vehicle. Customer stated that the dealer has not been able to duplicate the concerns. Customer stated the headlamps will turn off at night while driving, rear vent windows will not open intermittently, and the driver air bag light would intermittently come on. No contact. Agent left message. If customer calls advise to continue working with dealer.
No contact. Agent left message and sent letter 110.

Customer Assistance Inquiry Record (CAIR)#**14983056**

Vin	1D4GP24R3	5E	Open Date	05/30/2006	Build Date	09/01/2004	
Model Year	05	Body	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON			
In Service Dt	01/12/2005	Dealer		Dealer Zone		Mileage	16,500
Name:						Contact Type	E-MAIL
Address						Home Phone	
	BOLLING AFB DC					Country	UNITED STATES

Product - Transmission / Transaxle - Unknown - Worn - Default	Customer sent email regarding issue with transmission.
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***** EMAIL BRIEF DESCRIPTION CONTENT *****

Transmission

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

My van dropped the bearings from the transmission while we were all (wife plus four kids) in the van. The rental is going to cost us \$40.00 per day and as the problem occurred on Friday before Memorial Day we can anticipate having the rental until Tuesday when Enterprise reopens and the transmission specialist comes back, plus any days beyond that until our vehicle is fixed. This is not the first problem that we have had with our van but it is the worst. Previously the main fuse had to be replaced and the AC has not been the same since (July 2005). The automatic door locks have stopped working and the headlights shut off while driving down the highway (April/May 2006). The locks and headlights are apparently caused by the same problem which is awaiting a part to be fully resolved. Needless to say I am not impressed with the quality of our vehicle. It seems that rentals are not covered by my warranty but I CANNOT be with out a vehicle because my daughter is being scheduled for surgery shortly. I will not have an estimated time for the repair until Tuesday at the earliest, so I am expecting to have this rental for no less than a week. At \$40 a day, this will add up quickly. In light of all of this, I would like to know if there is any way for Dodge to re-imburse me, in whole or in part, for the cost of renting this vehicle. Thank you [REDACTED]

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

Dear [REDACTED]

Thank you for contacting DaimlerChrysler regarding your request for a rental assistance.

Please call the Customer Assistance Center at 1-800-992-1997 between 8:00 a.m. and 5:00 p.m. Monday through Friday. 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 Response to Email*****

Customer Assistance Inquiry Record (CAIR)#**14983881**

Vin	2D4GP44LX	5R	Open Date	05/31/2006	Build Date	03/20/2004	
Model Year	05	Body	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
In Service Dt	05/15/2004	Dealer		Dealer Zone		Mileage	20,565
Name:						Contact Type	E-MAIL
Address						Home Phone	
	FARMINGTON MN					Country	UNITED STATES

Product - Electrical - Lamps and Switches - Defective - Default	Customer states the headlights do not work.
Product - Electrical - Unknown - Defective - Default	Customer states the instrument cluster has been replaced twice.

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

unhappy customer

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

I own a 05 grand caravan and am very unhappy. Since I have owned it I have had the instrument cluster replaced the a/c fixed twice the It slider door motor replaced both outer tie rods replaced and the gate and qtr are rusting and the door needs to be repainted. For what these vehicles cost there is no way this should have all this wrong already. When I bought this van I had plans of keeping it for a long time now I am not so sure. This van is no what I was hoping for. The headlights are not working now which makes it impossible to drive at night. I just spent three days back and forth to the dealer in the last couple weeks which was tough with a busy schedule. Now I will be making additional trips back. Needless to say I am not very happy with the product that you have sold me. I have had it 2 years now and it has been babied with 20,000 miles on it. The way this van has been it is become more and more obvious that you are not concerned with my concerns. I am sure that I am just another number but at this point I would never buy a Dodge again. Thanks
*****END OF EMAIL*****

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

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

Thank you for sharing your concerns.

Thank you again for your email.

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

Customer Assistance Inquiry Record (CAIR)#**14988712**

Vin	2C4GP44R9	5F	Open Date	05/30/2006	Build Date	03/12/2005	
Model Year	05	Body	RSYH53	CHRYSLER TOWN & COUNTRY LX FWD LWB WAGON			
In Service Dt	03/14/2005	Dealer	41548	Dealer Zone	63	Mileage	22,000
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	ARLINGTON TX					Country	UNITED STATES

Dealer - Sales - Personnel - Cooperative - Salesperson	Customer states she was very pleased with the sales dept.
Dealer - Service/Body Shop - Personnel - Discourteous/ Rude - Service Advisor	Customer states that personnel uncooperative and rude.
Corporate - Lost Customer - Default - Default - Default	Customer very displeased with service dept. at 41548.

Customer states that when she purchased the vehicle two months ago, they had to take it back twice for detailing and it still was not clean. She took it into 41548 for recall F06 and also asked if she could get her headlights checked because they were intermittently going off. Dealer said that they couldn't check them unless they did it all the time. Customer left the vehicle at 7:45am and they said it would take 2 hours to complete the recall. Customer called at 10:30am and they had not started. Customer went in at 4:45 pm to pick up and they still had not put it inside for work. Customer got her keys and left and decided she didn't want a vehicle that had such unconcerned service people that she took the vehicle into a dealer yesterday and traded it in on another vehicle. Today she wanted to vent about her treatment and will not buy another DCX product.

Customer Assistance Inquiry Record (CAIR)#**14997000**

Vin	2C4GP54L9	5R	Open Date	06/01/2006	Build Date	02/09/2005	
Model Year	05	Body	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON			
In Service Dt	05/01/2005	Dealer	44517	Dealer Zone	71	Mileage	27,602
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	PETALUMA CA					Country	UNITED STATES

Recall - F06: - Advise Owner/Incomplete Recall	Agent advised customer of the incomplete recall on the vehicle.
Product - Electrical - Lamps and Switches - Other - Default	Customer states the head light will cut off and on.

REASSIGNED TO BC/DLR 71 44517 06/01/06 13:10 O 14997000

Customer states the head light will cut off and on. Customer states this issue is an on going issue for a year. Customer states she want the vehicle repaired. Agent advised customer that DCX was going to get other parties invovled with the issue. Agent advised customer to keep working with the dealership over the issue. Agent provided customer with the reference number. Agent advised customer of the incomplete recall. Agent sent a Direct-to-Dealer.

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

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

*Contact Date:06/02/2006

Service / Parts Director at the dealership has closed the Cair# 14997000

Warranty repair has been documented on Repair Order#201337

CAIR RETURNED FROM DEALER ON 6/02/2006 AT 10:00:431 R 14997000

Customer Assistance Inquiry Record (CAIR)#**15010109**

Vin	2C4GP54L3	5R	Open Date	06/08/2006	Build Date	09/15/2004	
Model Year	05	Body	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON			
In Service Dt	09/21/2004	Dealer	26751	Dealer Zone	42	Mileage	22,000
Name:						Contact Type	LETTER
Address						Home Phone	
	SOUTHGATE MI					Country	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer states Air Bag lamp is constantly illuminated.
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Customer states headlamps work intermittently.
Product - Body / Trim / Paint Finish - Glass - Inoperative - R. Door-Driver	Customer states rear vent window will not open.
Product - Body / Trim / Paint Finish - Glass - Inoperative - R. Door-Pass	Customer states rear vent window will not open.

Customer states vehicle is having numerous issues and wants to get vehicle repaired. Per previous CAIR# 14980050 Customer was informed to continue working with dealership. Agent sending letter 002.

Customer Assistance Inquiry Record (CAIR)#**15028218**

Vin	2C4GP44R3	5F	Open Date	06/09/2006	Build Date	03/19/2005	
Model Year	05	Body	RSYH53	CHRYSLER TOWN & COUNTRY LX FWD LWB WAGON			
In Service Dt	05/29/2005	Dealer	68600	Dealer Zone	71	Mileage	39,900
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	PHOENIX AZ					Country	UNITED STATES

Recall - F06: - Advise Owner/Incomplete Recall	Agent advised customer of the incomplete recall F06.
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	customer called concerning head light switch.
Product - Body / Trim / Paint Finish - Exterior Styling/Appearance - Unsatisfactory / Dislikes - Sides	customer concerned about paying for molding and trim repair.

Customer concerned about her molding and body trim. Customer also is concerned about her intermittant headlight switch. Vehicle is currently at dealership and is out of warranty. Agent advised that customer will be transferred per DLM153 for review of possible assistance.

***** Internal Transfer *****

Customer states that the molding on the bottom of the vehicle where the deck lid around the latch is adhesive is not holding. Customer states that this has been happening for awhile. Customer states that the rubber handle on deck lid is split and has been split for the same length of time as the molding. Customer states that there is an intermittent headlights switch is not working properly. Customer states that the vehicle headlights do not come in but the next day the light would come on. Customer states that the vehicle is currently at dealership 68600. Customer states that the driver side door handle molding is peeling as well. Agent contacted dealership 68600 and spoke with Don - Service Manager who states that there is a list of items that need to be repaired. Don states that this list ranges from the molding around deck lid to the paint peeling around the door handle. Don states that the rear cup holders are loose. Don states that there are a long list of small repairs for the vehicle. Don states that he does not feel that the customer merits goodwill consideration. Agent advised customer that no assistance will be provided due to the components customer is seeking for repair is considered wearable items and the vehicle is outside of the warranty period. Customer states that she is going to contact the media for their involvement. Agent advised customer of the incomplete recall F06.

Customer Assistance Inquiry Record (CAIR)#**15036977**

Vin	2C4GP44R8	5F	Open Date	06/12/2006	Build Date	09/22/2004	
Model Year	05	Body	RSYH53	CHRYSLER TOWN & COUNTRY LX FWD LWB WAGON			
In Service Dt	11/10/2004	Dealer	60182	Dealer Zone	74	Mileage	50,000
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	OMAHA NE					Country	UNITED STATES

Product - Electrical - Power Door Lock / Deck Lid - Intermittent or Inoperative - Unknown	Customer states locks not working.
Product - Electrical - Unknown - Intermittent or Inoperative - Default	Customer states that headlights work off and on.

Customer asking if she has a lemon car. Customer states that she purchased vehicle from Enterprise. Customer states vehicle is in shop for the third time. Customer states that the electrical system repair will cost \$1000. Customer states she has a service contract from a third party. Customer states she has had problems with door locks and headlights. Customer states that a panel has gone out and this is the cause of the problems.

Agent advised customer of blue and white booklet, but did advise that due to mileage, she might be out of the requirements.

Customer Assistance Inquiry Record (CAIR)#**15044554**

Vin	2D4GP44L0	5F	Open Date	06/14/2006	Build Date	10/20/2004	
Model Year	05	Body	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
In Service Dt	11/11/2004	Dealer	45012	Dealer Zone	42	Mileage	11,621
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	WOOSTER OH					Country	UNITED STATES

Recall - F01: - Advise Owner/Incomplete Recall	Advised owner of incomplete recall F01.
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Customer states that the headlights are intermittent.

Customer states that back in March the lights in her vehicle stopped working while she was driving at night. Customer states that she has had numerous repairs. Customer states that the issue is still occurring. Agent contacted dealership 45012 for further information. Agent spoke with [REDACTED] in the service department. [REDACTED] provided further repairs on vehicle. April of 2006 pulled cluster out and reset needle head. Also replaced headlight switch. June of 2006 a new cluster was put in vehicle. Agent informed Blaine that a direct to dealer would be sent and provided reference number. Agent informed customer that other parties were going to be involved with the current issue and she would need to stay in contact with the service manager at her local dealership for further assistance and updates.

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

REASSIGNED TO BC/DLR 42 45012 06/14/06 11:06 O 15044554

*Contact Date:06/27/2006

Field Staff / DM at the dealership has updated the Cair# 15044554

An appointment has been set with the customer.

7212006 DM advised a software update is to be completed on Monday July 24

*Contact Date:07/24/2006

Service Director at the dealership has updated the Cair# 15044554

An appointment has been set with the customer.

ISG has had a case submitted. djp23

Customer Assistance Inquiry Record (CAIR)#**15056290**

Vin	1D4GP24R9	5E	Open Date	06/16/2006	Build Date	04/11/2005	
Model Year	05	Body	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON			
In Service Dt	04/22/2005	Dealer	41838	Dealer Zone	35	Mileage	35,566
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	WOODBIDGE VA					Country	UNITED STATES

Recall - F06: - Advise Owner/Incomplete Recall	Agent informed customer of incomplete recall.
Recall - F10: - Advise Owner/Incomplete Recall	Agent informed customer of incomplete recall.
Corporate - Dealer Information - Default - Default - Default	Customer is seeking another dealership.
Corporate - Rental Vehicle - Default - Default - Default	Customer request rental vehicle.
Product - Electrical - Unknown - Intermittent or Inoperative - Default	Headlights and wipers would automatically begin to function.

Customer is inquiring that vehicle is taken to another dealership because they are not happy about the service at dealer 42125. Customer states that the high beam lights were coming on, the wiper and wiper fluid kept coming on, and customer took vehicle to dealer and it took the dealer 1 week to make the vehicle driveable. Customer calls seeking recall information. Advised the customer of incomplete recall ?F06 and F10? for this vehicle. Customer was advised to contact a Chrysler, Dodge, or Jeep dealer to schedule an appointment to complete recall repair. Agent informed customer that he could take his vehicle to another dealer 41838. Customer stated that dealer stated that if he takes his vehicle to another dealership that he can mess up his warranty. Agent informed the customer that he could take his vehicle to any other dealership as long as it is under the warranty.

**** Begin structured narrative CL-RENTAL ****

Is the vehicle still under warranty?:Yes

Does the vehicle have any service contract that covers rental?:No

What repairs are currently being completed?

The vehicle has been taken to dealer 42125 and stayed there for five days to see how to fix the issue with the headlights and wipers automatically functioning. After no resolution, customer brought the vehicle to dealer 41838 where they had the vehicle for nine days for the same issue but no resolution yet.

Why has the vehicle not been repaired and returned to the owner?

the issue with the electrical has not been resolved yet. Kim the service manager states that they have ordered a front control module and it will be installed today and hopefully that will fix the issue.

What is the estimated date that the repair will be completed?

possibly 6/28/06

Is this a recall repair?:No

Is this a pre-authorization or a request for reimbursement?

NO ANSWER PROVIDED BY AGENT

DCX authorizes rental? Explain why or why not...

NO ANSWER PROVIDED BY AGENT

How many days are being authorized and at what dollar amount?

NO ANSWER PROVIDED BY AGENT

**** End structured narrative CL-RENTAL ****

Customer stated that she has brought her vehicle into service of dealer 41838 from when they were advised to do so. Customer states that dealer 42125 had the vehicle for five days and advised customer not to use the vehicle that it is hazardous to drive since it was having a issue with the electrical but the dealership could not find resolution to issue. The vehicle is now at dealer 41838 about the issue and they had for nine days already and no resolution. Customer requests to see if she could get assistance with a rental vehicle.

Agent was reviewing previous agents notes and customer disconnected the call.

Customer states was at dealership 42125 for five days. Customer states

she had vehicle taken to dealership 41838. Customer states that the vehicle has been at dealership 41838 for ten days. Customer states the windshield wipers come on for no reason. Customer states the light switch on and off by them selfs. Customer states the rear hatch will not open and the windshield washer fluid will spray by them selfs. Customer states that the dealerships can not figure whats going on with the vehicle.

Customer calls seeking rental assistance because issue with electrical components functioning intermittently. Contacted Service Manager, Ken at dealer 41838 to discuss the customer s request for rental assistance.

Confirmed customer s concern and with Service Manager concurrence, authorized two of days of rental per guidelines in Warranty Bulletin D-04-26. per ccp14

Customer states dealership 41838 helped them get a rental. Customer states the five days is up. Customer is seeking assistance with a rental vehicle. Customer states the vehicle must accommodate a family of six. Customer owns two DCX vehicles. Customer purchased both vehicles used. Customer does not own a service contract.

Agent advised customer that since dealership 41838 provided her with rental she would need to see if they would extend the rental offer. Agent declined assistance.

UN02095100628

REASSIGNED TO BC/DLR 35 41838 06/28/06 13:54 R 15056290

6/30/06 DM spoke to dealer today, advised that STAR and MABC Tech Advisor involved in repairs. Tech Advisor instructed dealer to order more parts for vehicle. DM authorizes additional days for loaner car. RR16 _

Customer calling in to check on rental information. Agent advised as of 6/30 any rental information would be handled by the district manager through the dealership since it was under the district manager s approval. Agent advised customer that the agent does not have current access to the amount that was covered by the initial rental, but the service manager who received the authorization should have a record.

Agent advised customer anything about the authorized amount would be the customer s responsibility. Customer claims was not advised of a maximum dollar amount by either agent or dealership. Customer said he would follow up with dealership.

9/14/06 DM spoke to dealer about owners vehicle still at the dealership.

MABC Tech Advisor and STAR have been involved in several repair attempts since the vehicle has been in dealer possession. MABC Tech Advisor recommends the vehicle be repurchased due to the amount of time with no _ repair.

9/25/06 DM spoke to owner, offered vehicle repurchase. Owner advised that he does not want another vehicle. Owner wants three months of car payments the amount of time the vehicle has been down, and the vehicle repaired.

DM contacted MABC Tech Advisor, advised he will resume repairs week of 10/9/06. This owner has been in a rental for three months. RR16

10-3-06 CAIR reassigned to Tech Advisor Jeff Price to investigate and resolve. MPW

10/12/06 DM R. Reid request Direct Check Reimbursement to owner. This action is needed due to this vehicle being down for 3 months. The owner agrees to 3 months car payment instead of vehicle replacement. RR16 Recipient: Hope Murphy, 104 Carlyle Court, Locust Grove VA. 22508 Amount: \$1301.88, equal to 3 car payments at \$433.96/mo.

Date: 10/12/06

Requestor: Randy Reid, DM

Dealer Info: Ourisman Dodge 41838, contact Andy Heye GM 703-329-1600

11/3/06 DM R. Reid authorizes repurchase of this vehicle due length of time with no repair. STAR and Tech Advisor could not help dealer with repairs.

No mileage charge will be assessed to the repurchase. Owner will turn in rental after receiving check from Daimler Chrysler. This owner declined prior repurchase offers but due to length of time agrees to terms of repurchase. RR16

11-3-06 File sent to ISG for processing. MPW

1-8-07 Dealer requesting refund for rental bills of \$5519.45 and pre buy back and \$1290.43 post buy back. The MABC agreed to refund the dealer this amount. MPW

Customer Assistance Inquiry Record (CAIR)#**15060168**

Vin	1C4GP45R0	5E	Open Date	06/19/2006	Build Date	08/10/2004	
Model Year	05	Body	RSYH52	CHRYSLER TOWN & COUNTRY FWD SWB WAGON			
In Service Dt	09/10/2004	Dealer	68781	Dealer Zone	35	Mileage	27,681
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	HERMITAGE PA					Country	UNITED STATES

Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Customer claims repetitive issues with the headlight damper switch.
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer claims that two airbag sensors were replaced on vehicle.
Product - Engine - Unknown - Check Engine Lamp On/Flashing - Default	Customer states previous issue with check engine light coming on.

Customer is inquiring about lemon law. Customer claims that he has had repetitive issues with the headlight damper switch. Agent contacted dealership 68781 and spoke with SM Steve who stated that vehicle was in about check engine light coming on and that the lifters and EGR valve were replaced at 27,685 miles on 6/05/06. Agent contacted dealership 62489 and spoke with SM Vince who stated that on 10/26/05 with 14,829 miles, power steering cooler line was replaced per TSB. Vince also stated that on 12/29/05 with 20,061 miles, the multi-function switch related to headlight was replaced as well as the left front airbag sensor. On January 2006 with 21,184 miles, the thermostat and radiator fan was replaced because fan was running all the time and relay was shorted out. On March 2006, with 23,561 miles, the alternator was replaced due to a noise issue. On 04/04/06 with 24,449 the washer pump and cruise control were replaced. Agent contacted dealership 09861 and spoke with SA Bonny who stated that on February 2005 with 5,241 miles, a TSB was performed on rotors due to brakes pulsating. SA stated that on 02/23/05 with 5,556 miles, the right front sensor was replaced due to airbag light coming on. Bonny stated that the headlight switch was replaced on 08/23/05 with 12,138 miles on vehicle because headlight will not come on. Customer claims that there are still issues with headlight. Customer claims that he was allegedly offered a service contract by DM at dealership 68781 but that he does not want to pay the \$100 deductible. Agent advised customer to contact SM at dealership 68781 on this issue. Customer understood. Agent offered a call back to customer. Customer agreed and provided contact phone number as [REDACTED]. Agent provided customer with reference number. Agent contacted back customer and transferred him to another agent for further review per CCG19.

I offered owner 7/70 service contract (50\$ deductible). Owner states he would mull it over and contact me back to advise.
Advised owner DCX would continue to honor warranty on vehicle as outlined in warranty manual.

**Closing CAIR on this date- owner has my ext for further contact if needed
8.02.2006

COMMONWEALTH OF PENNSYLVANIA OFFICE OF THE ATTORNEY GENERAL
RE: CASE NUMBER: D-001389-2006

Seeking response to previous correspondence
Forwarded to BC. mrp

8-7-06 CAIR reassigned to DM Jim Hoag to investigate and resolve. MPW
9-22-06 DM inspected vehicle on 8-21-06 for light switch not working and high low beam switch not working. DM also listened to the engine.
Light switch and high low beam switch working as designed. Engine had a valve replaced to address the noise. DM states the vehicle operating as designed now. MPW

9-22-06 Response to the AG:

The DaimlerChrysler District Manager inspected vehicle on 8-21-06 for light switch not working and high low beam switch not working. DM also listened

to the engine. Light switch and high low beam switch working as designed. Engine had a valve replaced to address the noise. DM states the vehicle operating as designed now.

10-27-06 PA AG letter received in MABC. AG requestes clarification on DM findings. Letter scanned and emailed to DM. CAIR reassigned to DM Jim Hoag to investigate and resolve. Please reassign this CAIR back to MPW when complete for another response to the AG. MPW

Customer Assistance Inquiry Record (CAIR)#**15090878**

Vin	2D4GP44L9	5R	Open Date	06/26/2006	Build Date	03/10/2004	
Model Year	05	Body	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
In Service Dt	07/22/2004	Dealer	43563	Dealer Zone	74	Mileage	42,000
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	LEAVENWORTH KS					Country	UNITED STATES

Service Contract - Deductible - Unknown - Default - Default	Customer seeking to have the deductible waived.
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Customer states there is an issue with the head lamps.
Referral - Tier Two - Internal Escalation - Authorization - Default	Tier Two Internal Escalation Authorization.

******Recall******

Customer states the vehicle has an issue with the head lamps. Customer states the issue happened while the vehicle was covered under the basic warranty, but the issue was never duplicated. Customer seeking to have the deductible waived. Agent informed the customer that the department that the customer would be transferred to is closed at the moment. Agent provided the reference number and advised the customer to call back for further review.

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

What is the customer requesting from DaimlerChrysler?

Customer wanting deductible waived.

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

Customer is out of basic 3/36 warranty.

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

Yes

Is the customer the original owner of this vehicle?

Yes

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

One other.

Is there warranty history related to the current concern?

No

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

Yes, dealership 43563

****** End structured narrative CL - GOODWILL ESCALATION1 ******

null

Customer transferred to the internal Tier 2 escalation line for further review of concern. Customer states that the headlamps will intermittently go out. Customer states that he would move the switch back and forth to stop working almost completely. Customer states that the headlamps have been completely failed. Customer seeking to see if Chrysler would be able to waive the 100.00 deductible for this repair under the terms of the contract. Agent advised customer that the terms of the contract, the deductible would be waived under the terms of the service contract.

Customer Assistance Inquiry Record (CAIR)#**15095491**

Vin	1D4GP24R7	5E	Open Date	06/27/2006	Build Date	07/06/2004	
Model Year	05	Body	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON			
In Service Dt	07/06/2004	Dealer	58517	Dealer Zone	66	Mileage	25,000
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	PORT RICHEY FL					Country	UNITED STATES

Product - Electrical - Power Door Lock / Deck Lid - Other - Unknown

Customer states there is an elictrical issue.

Customer states she has had a headlight switch and window switch already replaced. Customer states a while back she took the vehicle in stating that the service tech at the dealership replaced a fuse which fixed the issue. Customer states the electrical door locks do not work. Agent states that the doors do not lock as well. Customer states the horn honks on the security system but the doors do not lock. Customer stating complaint because she has to use the key to unlock the vehicle. Customer states she brought the vehicle in to the dealership today because she was having the issue again and she was doing as she was directed by the service tech. Customer states dealership is unable to reduplicate the issue she is having with the door locks. Customer is seeking assistance with rental until vehicle is working properly. Customer states this is a manufacturers problem with the vehicle and she wants a rental car. Informed customer that before DaimlerChrysler would be able to consider offering any goodwill assistance outside of warranty a diagnosis would need to be performed by an authorized Chrysler, Dodge, or Jeep dealer. Informed customer that any authorization for a Chrysler, Dodge, or Jeep dealer diagnosis would be at their discretion and expense. No commitment for goodwill assistance has been made at this time. Customer transferred to the internal Tier 2 escalation line for further review of concern. Writer informed customer that the warranty does not provide for rental coverage and the customers request for a rental vehicle is declined. Customer stated that she will not purchase another DCX vehicle. Writer informed customer this concern will be documented.

Customer Assistance Inquiry Record (CAIR)#**15100947**

Vin	1C4GP45R7	5E	Open Date	06/28/2006	Build Date	03/22/2005	
Model Year	05	Body	RSYH52	CHRYSLER TOWN & COUNTRY FWD SWB WAGON			
In Service Dt	05/01/2005	Dealer	26337	Dealer Zone	71	Mileage	21,000
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	SN BERNRDNO CA					Country	UNITED STATES

Product - Electrical - Speedo/Gauges/Ometer/EIC - Other - Default	Customer states that the gas guage is not working.
Product - Electrical - Lamps and Switches - Other - Default	Customer states that the lights did not work.
Product - Electrical - Wipers / Washers - Other - Front	Customer states that the wipers did not work.

Customer states that the wipers did not work. Customer states that the lights did not work. Customer states that the gas gauge is not working. Customer states that when you turn on the light then turn them off they will not turn back on. Customer states that vehicle has been at dealer twice for the lights and now it is started doing the same thing. Customer states that the wipers did not work. Customer states that she took vehicle to dealer and had a fuse replaced. Customer states that now the gas gauge is not working right. Customer is seeking lemon law. Agent informed customer that agent would need to contact dealer, customer stated that she could not hold and would call back. Agent provided reference number. Agent contacted dealer 26337 and spoke with service manager Keith. Keith stated that on 2-17-06 that replaced the forward control module. Keith stated that on 4-14-06 they replaced the headlight switch. Keith stated that they replaced a fuse to the window wipers.

***** When customer calls back please inform her that DCX will repair vehicle per the terms of her warranty.***** Vehicle does not meet buy back criteria.

Customer called back seeking an update. Agent advised customer that DCX will repair the vehicle per the terms of the warranty. Customer disconnected.

Customer states that she was disconnected. Agent informed customer that she did not qualify for buy back. Customer is inquiring about criteria.

Agent referred customer to her blue and white booklet in her glove compartment.

Customer Assistance Inquiry Record (CAIR)#**15109112**

Vin	2D4GP44L0	5F	Open Date	06/30/2006	Build Date	06/08/2004	
Model Year	05	Body	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
In Service Dt	09/14/2004	Dealer	41426	Dealer Zone	51	Mileage	33,000
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	ELDRIDGE IA					Country	UNITED STATES

Recall - F01: - Advise Owner/Incomplete Recall	Agent advised of incomplete recall.
Referral - Tier Two - Internal Escalation - Authorization - Default	Customer seeking assistance with the repairs.
Product - Brakes - Pads/Shoes - Other - Front	Customer states that the brakes need replaced.
Product - Brakes - Unknown - Other - Unknown	Customer states the rotors need replaced.

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

What is the customer requesting from DaimlerChrysler?

Customer is seeking assistance with the repairs.

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

The vehicle is still under basic warranty, but does not cover the repairs.

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

No

Is the customer the original owner of this vehicle?

yes

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

1

Is there warranty history related to the current concern?

No.

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

Yes

**** End structured narrative CL - GOODWILL ESCALATION1 ****

Customer states that the vehicle is at the dealership now. Customer states that the brakes, struts, rotors, turn signals, light switch.

Customer states that the vehicle is in need of two new tires. Customer is seeking assistance with the brakes, rotors, and tires. Agent advised customer that the tires are warrantied under a different company, and agent is transferring for further review. Agent provided the reference number.

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

Customer transferred to the internal Tier 2 escalation line for further review of concern. First owner seeking assistance with the repair of the rotors. Customer states that the tires are worn due to the struts.

Writer called dealer and spoke with Tom the service manager. He states that the customer came in for a turn signal and a headlamp issue. He states that a BCM module is ordered for that. He states that the brakes are just worn, the sway bar links need to be replaced and is covered under warranty. He states that the struts are not bad. He informed that the rear tires are not that worn. He informed that the front tires are worn, and the tires have not been rotated. Writer informed the customer that DCX will not assist in the replacement to the tires due to DCX does not warranty tires the tires. Customer became irate and using inappropriate language. She states that she will contact her lawyer and call DCCAC back.

Customer Assistance Inquiry Record (CAIR)#**15115274**

Vin	2D4GP44L1	5R	Open Date	07/03/2006	Build Date	07/09/2004	
Model Year	05	Body	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
In Service Dt	08/11/2004	Dealer	25002	Dealer Zone	32	Mileage	21,000
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	WHITESBORO NY					Country	UNITED STATES

Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Customer stated that the lights turned on and off.
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Customer called in about an ongoing issue. Customer stated that he keeps going in for an issue with his vehicle. Customer stated that the lights in the vehicle. The headlights the dash lights and such as well as the radio would go on an off all the time when the vehicle was on and sometimes would not even turn on. Customer stated he has been in to the dealership for this repair repeatedly and had the radio and sensors replaced already. Writer confirmed past repairs. Customer stated that he was also having a squeaking noise and the dealership charged him \$40 to have someone tell him his pads and rotors were worn. Writer submitted request for provisions to be sent to the customer as he questioned brakes under the service contract. Writer contacted dealership 25002 and spoke with Tim. Writer advised Tim of the issue and that at this time a direct to dealer would be sent. Tim understood and agreed to have the customer come back in and look into contacting STAR. Writer advised customer of reference number and that we have the dealership looking further into the issue if the customer would be willing to bring the vehicle back in. Customer stated she would make an appointment.

*****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 25002 07/03/06 11:32 O 15115274
vehicle repaired.

Customer Assistance Inquiry Record (CAIR)#**15116360**

Vin	2D4GP44L7	5F	Open Date	07/03/2006	Build Date	08/14/2004	
Model Year	05	Body	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
In Service Dt	03/07/2005	Dealer	68881	Dealer Zone	51	Mileage	12,765
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	OSKALOOSA IA					Country	UNITED STATES

Product - Drivability - Unknown - No Start - Default	Customer states that vehicle does not start.
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Customer states that the vehicle is having issues starting. Customer states that the vehicle had this issues on the June 28th and June 30th. Customer states that the dealer is waiting on someone for DCX. Agent contacted dealer, 68881 for further information. Agent spoke with the service manager, Steven. Steven states that he kept the vehicle for two weeks and could not duplicate the issue. Customer states that he has contacted STAR and waiting for contact back. Agent advised Steven of sending a direct to dealer. Agent advised customer of sending the direct to dealer. Customer states that the DVD player had to be replaced. Customer inquiring if that would cause an issue. Customer states that the dealership has not seen the vehicle when it doesn t start. Customer states that if the vehicle is not repaired this time, then she is going to pursue Lemon Law.

*****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 51 68881 07/03/06 14:07 O 15116360
8/7 DM follow-up with dealer. Service manager advises that ther are currently working w/STAR to diagnose. Dealer has installed a toggle switch for security system to eliminate it from the system. Customer expected back next week for next step if problem does not reoccur. T.Schatz Customer is states that last night it happened again, customer states that since the toggle switch has been placed in the vehicle her electronics have been activating. Customer states that she had her doors open, the engine was off, and the radio kept comming on and off. Customer states that she called them today and someone from Chrysler is going to be there tomarrow to look at the vehicle. Customer states that if something does not get fixed tomarrow she will be calling her lawyer. Agent contacted dealership and spoke with Steve, service manager. Steve confirmed that there would be someone there tomarrow to look at the vehicle. Steve stated that they are attempting to help the customer in this issue. Agent advised customer to continue to work with the dealership about this issue. Customer asked how to go about Lemon Law if she would decide to do that at a later date. Agent referred her to her blue and white booklet in the glove box of vehicle.

***Dave calling on behalf of customer seeking lemon law, who has already retained a lawyer. Writer requested repair attempts, dates, and mileage. 7/1/05: 4182 mi, DVD player replaced. On 4/10/06 at 10749 mi, No start issue. Dealer replaced engine cntr and headlamp switch. On 6/13/06 at 11673 mi, no start issue again, dealer replaced starter system. Current R/O open at dealership. Customer has been to dealership for same concern 3 times on same R/O. On 6/2/06, Star contacted for electrical draw concern. Per STAR, 'Complaint has returned. Found draw would jump to 22ma. Advised 22ma is not enough to cause a problem in a over weekend dead battery situation. Recommend showing the owner where the iod fuse is located. Have them remove the iod when the vehicle is parked for a couple days at a time. If the draw does not repeat- the cause is iod related. At that point u can start disconnecting inputs that will wake the vehicle up- door ajars, key in switch, head light switch, hazard switch...' Dave states he was advised that following these recommendations to weed out

issue could take more than six months. Customer not satisfied. Customer has now retained lawyer.

*Reviewed situation with NJI. Escalated case for further review of situation. Advised Dave at the dealership to continue following the processes outlined by STAR at this time, as situation is in the review process.

Dave states he does not know if a copilot has been installed in vehicle.

***** ATTENTION SERVICE MANAGER / DISTRICT MANAGER *****

No recent updates on this issue owner has called back and again demanding but back please resolve and update owner. mfp

REASSIGNED TO BC/DLR 51 68881 08/11/06 13:08 O 15116360

8-11-06 CRS contacted service manager, Steve, who says that DM was at dealer yesterday for inspection. CRS contacted Tom, DM, who confirms that he is involved in bringing situation to final resolution. dmm9

8/15 DM follow up with Steve at dealer. Steve to get estimate for replacing all 5 questionable modules. We also discussed replacing the vehicle as another option with customer paying MSRP difference and mileage based off the Iowa formula which would be about 30 cents per mile. Steve to review with Dave and to find out if customer in fact has retained and atty. and if we should be talking to the atty. instead of customer.

T.Schatz

Customer calling in for an update on previous issues regarding no start.

Agent transferred for further assistance.

8/16/06 - Owner stated she is upset that she has to pay to have her vehicle replaced. Writer advised owner her concerns have been documented and recommended that she follow up with the dealership for further information.

*Contact Date:08/31/2006

Corporate Personnel at the dealership has closed the Case# 15116360

Warranty repair has been documented on Repair Order#50012

CAIR RETURNED FROM DEALER ON 8/31/2006 AT 04:38:661 R 15116360

Customer Assistance Inquiry Record (CAIR)#**15116734**

Vin	1D4GP45R5	5E	Open Date	07/03/2006	Build Date	03/19/2004	
Model Year	05	Body	RSKH52	DODGE CARAVAN SXT FWD SWB WAGON			
In Service Dt	04/27/2004	Dealer	41575	Dealer Zone	51	Mileage	26,477
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	GRIFFITH IN					Country	UNITED STATES

Product - Drivability - Unknown - Poor Idle Quality - Default	Customer states she is having issues with vehicle.
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Customer called stating that she was having issues with vehicle. Customer states that a week after she purchased vehicle, she had a leak in the manifold. Customer states that her headlights went out, and that there was a spark plug misfire. Customer states she is seeking lemon law. Agent contacted dealer 41575 and spoke with Joe service coordinator. Joe stated that customer had been in 4/17/06 @ 23000 for a headlight switch and 7/3/06 @ 26477 for a spark plug misfire. Agent referred customer to blue and white book for further information regarding lemon law. Agent informed Joe of direct to dealer.

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

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

REASSIGNED TO BC/DLR 51 41575 07/03/06 14:59 O 15116734

Customer also stated she was very dissatisfied with dealer 51659.

Customer states that the sales and service people were very rude, and did not help her at all. Customer states the dealer 41575 has been very helpful.

*Contact Date:07/03/2006

Service / Parts Director at the dealership has closed the Cair# 15116734

Warranty repair has been documented on Repair Order#380500

CAIR RETURNED FROM DEALER ON 7/03/2006 AT 06:08:601 R 15116734

*Contact Date:07/03/2006

Service / Parts Director at the dealership has closed the Cair# 15116734

Warranty repair has been documented on Repair Order#380500

CAIR RETURNED FROM DEALER ON 7/03/2006 AT 06:08:333 R 15116734

Customer Assistance Inquiry Record (CAIR)#**15126703**

Vin	2C4GP54L2	5F	Open Date	07/06/2006	Build Date	11/04/2004	
Model Year	05	Body	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON			
In Service Dt	03/26/2005	Dealer	43528	Dealer Zone	42	Mileage	19,000
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	BALTIC OH					Country	UNITED STATES

Product - Air Conditioning / Heater - Unknown - Leak/Water
 Damage/Mildew - Default

Customer states that the air conditioning leaks.

Customer states that the air conditioning leaks. Customer states that he has taken vehicle to dealer three time for this issue. Customer states that he is taken vehicle back to dealer on Wednesday of next week for the forth time. Customer states that he has had issues with the head lights also. Agent contacted dealer 43528 and spoke with service warranty administrator Randy. Randy stated that customer was in for recall for A/C tube. Randy stated that customer was in on June 28, 2006 and the A/C drain hose was cleaned out. Randy stated that these are the only times customer was in for any kind of air conditioning repairs. Customer wanting to know about lemon law. Agent referred customer to keep working with dealer to resolve the problem. Agent informed customer when he takes vehicle back to dealer to contact DCX back and we can get outside parties involved to get issues with A/C resolved. Customer asked about lemon law. Agent referred customer to blue and white booklet in glove compartment for the laws in his state.

*****NEXT AGENT*****

Please send a Direct to Dealer when customer calls back to get issues resolved with A/C.

Customer Assistance Inquiry Record (CAIR)#**15127646**

Vin	2C4GP64L4	5F	Open Date	07/06/2006	Build Date	04/25/2005	
Model Year	05	Body	RSYS53	CHRYSLER TOWN & COUNTRY LTD FWD LWB WAGON			
In Service Dt	07/27/2005	Dealer	68737	Dealer Zone	71	Mileage	3,100
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	HENDERSON NV					Country	UNITED STATES

Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Customer states the check engine light is intermittent.
Product - Electrical - Lamps and Switches - Defective - Default	Customer states the head light, running light and turn signals are impropr
Product - Transmission / Transaxle - Automatic Trans / Transaxle - Hard Shifting - Default	Customer states the transmission doesn't shift properly.

Customer states the Braun company (licensed modifier for DCX) ramped vehicle for scooter and cost was 19,000 to have vehicle converted. Customer states the engine light was coming on and he went to the Braun company with no resolution. Customer then takes vehicle to dealership. Customer states the first time a vapor leak was found, the second time a leak in the fuel line was found. Customer states the engine light keeps coming on and going off intermittently. Customer states if you turn on the running lights the turn signals cause the head lights go off opposite side of turn signal being used. Customer states the dealership disconnected the running lights for the solution. Customer states he would like to have his running lights and the dealership stated he did not need the running lights. Customer states the inside courtesy lights do not work. Customer states the dealership ordered a relay and it still has not been recieved. Customer states while on expressway and started to accelerate the vehicle did not shift properly. Customer feels like this is a very serious issue. Customer states he feels like he got a Lemon and he is afraid of it. Customer states the dealership referred him back to Braun. Customer states that Braun suggested that the dealership resolve the issue and if it is there fault they will pay for the repair. Customer states the dealership cannot duplicate issues and he is at a loss as to what to do. Agent informed customer to continue working with dealership. Customer states he would really like to have his running lights and doesn t feel like disconnecting the running lights is a real resolution. Customer states the purchased vehicle from a company that works with Braun Company. Customer inquiring about lemon law. Agent referred customer to the blue and white booklet that comes with vehicle.

Customer Assistance Inquiry Record (CAIR)#**15138621**

Vin	1D4GP45R4	5E	Open Date	07/10/2006	Build Date	03/11/2004	
Model Year	05	Body	RSKH52	DODGE CARAVAN SXT FWD SWB WAGON			
In Service Dt	04/03/2004	Dealer	44430	Dealer Zone	35	Mileage	42,000
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	JEANNETTE PA					Country	UNITED STATES

Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Headlights operate intermittently
Corporate - Warranty Coverage - Default - Default - Default	Request for warranty information

Caller asked for warranty coverage; writer provided her with warranty and service contract coverage; she alleges headlights function intermittently; writer recommended she contact Dodge dealership for diagnosis and repair; writer stressed coverage cannot be determined until dealer has performed diagnosis; she asks if she will have to pay for diagnosis; writer informed her if service contract covers issue it will also pay for diagnosis; informed her of first-day rental provision; caller understands.

Customer Assistance Inquiry Record (CAIR)#**15148526**

Vin	2D4GP44L1	5R	Open Date	07/12/2006	Build Date	03/22/2004	
Model Year	05	Body	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
In Service Dt	03/25/2004	Dealer	67125	Dealer Zone	35	Mileage	46,133
Name:						Contact Type	LETTER
Address						Home Phone	
	CHESTERFIELD VA					Country	UNITED STATES

Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	headlights not turning on
Product - Air Conditioning / Heater - Unknown - Inoperative - Default	heat not working
Product - Body / Trim / Paint Finish - Air Bag - Other - Unknown	not functioning properly
Product - Electrical - Power Windows - Defective - Unknown	not functioning properly
Product - Cooling System - Water Pump / Thermostat - Defective - Default	water pump not working
Corporate - Lemon Law - Default - Default - Default	

* Customer sent letter seeking replacement/repurchase under Lemon Law.

Number of repair attempts owner claims is for the same condition:

- 4 for airbag not functioning properly
- 3 for windows not functioning properly
- 2 for headlights not turning on
- 1 for water pump leaking
- 1 for heat not working

* Contacted customer and advised of receipt and handling of correspondence.

Advised customer that business center will decide if they feel that vehicle falls under lemon law and what, if anything, they will do for him.

Customer states vehicle is current at dealer for airbag_issue. _

* Per DCCAC policy, writer not to determine merits, but to forward to appropriate business center personnel for review.

***** ATTENTION: BUSINESS CENTER *****

Please review/handle as merited.

7-12-06 CAIR reassigned to Steve Schoof to investigate and resolve. MPW

Customer seeking in service date. Agent informed customer of the in service date for the vehicle.

08/01/06 DM spoke with Mike Rowe, SM, who states vehicle has been repaired. The driver side seat belt tensioner had an open circuit that was causing the airbag light to come on. All other issues mentioned in this care had been repaired previously. This is 2nd owner. DM closing CAIR.

SCS21

Customer Assistance Inquiry Record (CAIR)#**15148534**

Vin	2D4GP44L4	5R	Open Date	07/12/2006	Build Date	11/16/2004	
Model Year	05	Body	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
In Service Dt	03/29/2005	Dealer	68665	Dealer Zone	32	Mileage	27,000
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	DINGMANS FERRY PA					Country	UNITED STATES

Product - Electrical - Lamps and Switches - Other - Default

Customer states the headlights go dim.

Customer states he has taken his vehicle to two dealership to see what the problem is for his headlights. Customer states when the heated seats are on the headlights will phase dim and bright. Customer states he was informed by the dealerships this is a design intent and there is no flaw. Customer believes this is a flaw and states other similar vehicles do not do this but his vehicle and another one at a dealership did. Agent informed customer we will have corporate technical assistance involved. Agent contacted dealership 68665 and spoke with Steve and provided reference number. Customer states he feels more comfortable using dealership 68665 and trusts their mechanics more because they are a 5 star dealership. Customer believes the problem is a Diode.

*****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 68665 07/12/06 09:11 O 15148534

*Contact Date:07/12/2006

Service Manager at the dealership has closed the Cair# 15148534

Vehicle operates properly and explanation has been provided to customer.

CAIR RETURNED FROM DEALER ON 7/12/2006 AT 09:39:835 R 15148534

Customer Assistance Inquiry Record (CAIR)#**15154333**

Vin	2C4GP54L3	5R	Open Date	07/13/2006	Build Date	09/20/2004	
Model Year	05	Body	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON			
In Service Dt	10/11/2004	Dealer	62301	Dealer Zone	42	Mileage	26,344
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	LYNDHURST OH				Country	UNITED STATES	

Product - Electrical - Lamps and Switches - Other - Default	Customer states that his head light don't come on sometimes.
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Customer states that his head light don t come on sometimes. Customer states that he has taken the vehicle to the dealership but the dealership can not find the issue. Customer states that the light always come on but it may take a while. Customer states that the dealership has seen this issue happened. Customer is wanting to know what to do. Agent advised customer to keep working with the dealership or seeking a second opinion.

Customer Assistance Inquiry Record (CAIR)#**15159438**

Vin	2C4GP44R7	5F	Open Date	07/14/2006	Build Date	11/03/2004	
Model Year	05	Body	RSYH53	CHRYSLER TOWN & COUNTRY LX FWD LWB WAGON			
In Service Dt	02/17/2005	Dealer	26517	Dealer Zone	74	Mileage	17,513
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	SUPERIOR WI					Country	UNITED STATES

Product - Fuel System - Fuel Pump - Defective - Default	Customer states fuel pump defective.
Product - Electrical - Lamps and Switches - Complete Failure - Default	Customer states that head lamps completely went out.

Customer called in, stating that the dealership told her that the factory put the wrong fuel pump in. Customer stated that her headlights went out and she is wanting a supervisor.

MDB79 took over the call

Customer is wanting writer to advise her what she can do if she takes her vehicle back to be repaired and the issue still exists, how long does she have to keep working with the dealer. Advised that we cannot advise her how many times she will have to take her vehicle in before it is too much. She then stated that she wants to know how to file lemon law. Writer informed the customer that I cannot advise her on this issue because lemon laws are mandated by state. Agent offered address to seek reimbursement for her towing but customer declined. Advised that file is being sent to the dealer to make sure that this is resolved for her.

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

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

REASSIGNED TO BC/DLR 74 26517 07/14/06 12:38 O 15159438

*Contact Date:07/18/2006

Service Manager at the dealership has updated the Cair# 15159438

Parts have been ordered.

Close to CAIR 15165029.

Customer Assistance Inquiry Record (CAIR)#**15165029**

Vin	2C4GP44R7	5F	Open Date	07/18/2006	Build Date	11/03/2004	
Model Year	05	Body	RSYH53	CHRYSLER TOWN & COUNTRY LX FWD LWB WAGON			
In Service Dt	02/17/2005	Dealer		Dealer Zone		Mileage	17,000
Name:					Contact Type	E-MAIL	
Address					Home Phone		
	SUPERIOR WI				Country	UNITED STATES	

Product - Fuel System - Fuel Pump - Defective - Default	Customer states fuel pump defective.
Product - Electrical - Lamps and Switches - Complete Failure - Default	Customer states that head lamps completely went out.

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

Enacting the Lemon Law on my Town & Country

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

Comments:

I am having recurring electrical harness and programming issues with my 2005 Chrysler T&C. I like the product very much, however the headlights are unreliable and I have had it back to the service department four times for the same electrical issues. I have lost confidence in the T&C that I currently own. I like the Chrysler product and want to continue to be a loyal customer but I am having difficulty navigating through the Daimler Chrysler organization to get a straight answer regarding my rights. All I am asking is that Chrysler takes my current T&C back and provides me another vehicle in return without me having to put money down and without increasing my monthly payments. Again, I like the Chrysler product and want to continue to be a customer, but I have lost confidence in the T&C that I currently own. Thank you in advance for your time and assistance. v/r, [REDACTED]

*****WRITER CONTACTED RICH AT DEALER WHO STATES THAT VEHICLE JUST LEFT DEALER. AFTER PREVIOUS REPAIR, DEALER FAILED TO REPROGRAM ROLLING LOCK FEATURE ON OVERHEAD CONSOLE, DEALER SET TO OWNER LIKING. COMPLAINT OF HEADLAMPS BEING INOPERATIVE NOTED BY OWNER, DEALER CONTACTED STAR AND HAS A HEADLAMP SWITCH ORDERED. OWNER GOING ON VACATION WITHOUT VEHICLE, AS COURTESY, DEALER WILL PICK UP VEHICLE AND HAVE REPAIRED BEFORE OWNER GETS BACK FROM VACATION. RICH WILL HAVE SM BOB SWORE CALL WRITER BACK*****
BOB CALLS BACK STATING THAT PER STAR AND DM HEADLAMP SWITCH ON ORDER AND HE IS WORKING DIRECTLY WITH OWNER.

Customer Assistance Inquiry Record (CAIR)#**15168841**

Vin	2D4GP44L3	5R	Open Date	07/20/2006	Build Date	10/26/2004	
Model Year	05	Body	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
In Service Dt	03/22/2005	Dealer	43691	Dealer Zone	32	Mileage	10,613
Name:						Contact Type	LETTER
Address						Home Phone	
	BRONX NY					Country	UNITED STATES

Product - Brakes - Pads/Shoes - Worn - Rear Pass	Customer claims brakes were completely worn.
Product - Electrical - Lamps and Switches - Other - Default	Customer claims the headlight switch was replaced.
Product - Brakes - Disc Brake Assy/Calipers - Worn - Rear	Customer complaint that brakes wore prematurely
Dealer - Service/Body Shop - Personnel - Discourteous/ Rude - Technician	Customer complaint that service technician was rude
Referral - Other - Default - Default - Default	survey

Customer sent survey and duplicate letter regarding dealer 43691. Per reference 14783846 customer has already called DCCAC and his concerns have been addressed by telephone. Per reference 14834072 customer was sent letter 006. Customer concerns were regarding the service technician being rude and the brakes. Agent consulted with CDC45 and was advised to send letter 002.
CAIRs linked.

Customer Assistance Inquiry Record (CAIR)#**15189834**

Vin	2D4GP44LX	5R	Open Date	07/21/2006	Build Date	11/17/2004	
Model Year	05	Body	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
In Service Dt	12/06/2004	Dealer	60089	Dealer Zone	66	Mileage	42,192
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	CORAL SPRINGS FL					Country	UNITED STATES

Product - Engine - Unknown - Defective - Default

Customer states vehicle shuts off.

Customer call in around 10:00 this morning while system was updating. Customer states and issue with vehicle for over 3 months. Customer states the vehicle after five minutes wont run. Customer states that she has been to multiple dealership in her area for issue and none of them have been able to find issue with the vehicle. Customer states that she is fed up and does not know what to do at this time. Customer states she went to dealership 43655 over 8 times, then to dealership 44819 a couple times as well. Customer states that she was charged \$55.00 for a headlight switch that did not solve issue. Customer states she went to the selling dealership Izuzu and the said that they would trade her vehicle but she would have to pay more. Agent advised customer to bring others involved on this issue we have to have her vehicle at a dealership. Agent advised customer of another local dealership she can take her vehicle too. Agent informed customer once she gets her vehicle at the dealership we will bring others involved. Customer understood. Agent provided customer with reference number.

Jeff called from dealership 44819 wanting to speak with RMS116. Jeff states that previous agent sent customer to him to fix vehicle. Jeff states that he knows absolutely nothing about the customers issue and is completely blindsided. Agent advised Jeff that he will try to contact RMS116 as soon as possible.

Agent advised customer that agent will her contact customer back.

Customer states that he can be reached at 954.914.3970.

Customer calling back in. Customer states that no one has called her back. Customer inquiring what to do. Agent consulted with CCG19. Agent informed customer that the vehicle is outside of factory warranty and the repair would be at her expense. Customer states that the computer is what is wrong with the vehicle. Customer states that she has lost her job over this vehicle. Customer states that no one has been able to diagnosis what is wrong with the vehicle. Customer inquiring what to do if no one can repair the vehicle.

Agent called dealership 44819 and could not get a hold of Jeff the service manager. Agent left a message for Jeff to call DCCAC back.

Agent offered customer a call back after agent speaks to the service manager and to the previous agent. Agent provided customer with reference number.

Customer states that she vehicle to dealer as she was advised by a DCX representative. Customer states that she in not taking her vehicle to any other dealer. Customer states that she has spent 400 dollars within this vehicle. Customer states that she wants someone to buyback her vehicle. Agent contacted dealer for repair dates and what exactly was repaired. Agent contacted Fairbanks Dodge on Sawgrass. Agent spoke with Jeremy in service. Jeremy states that they were unable to duplicate the issue.

Agent contacted the 2nd dealer at 954*525*4880. Agent spoke with in Service. states that on May 23rd they put in a PCM. states that 2weeks later they noticed a terminal was loose. states they tightened the terminal twice. states that they also flushed the PCM and BCM. Agent contacted 3rd dealer at 954*917*1280. Agent spoke with Brian in service. Brian states that they were unable to duplicate the issue. Agent advised customer that at this time agent can forward this file to the dealer to get proper parties involved. Customer states that she does not want to take her vehicle to the dealership for the 11th

time.

*****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 66 44819 07/31/06 13:15 R 15189834

*Contact Date:08/02/2006

Service Manager at the dealership has closed the Cair# 15189834
Complaint could not be duplicated and explanation has been provided to customer.

CAIR RETURNED FROM DEALER ON 8/02/2006 AT 09:10:207 R 15189834

Customer calling in regards to the vehicle shutting off. Customer stated that she was informed that the information was sent to the wrong dealership and should have been sent to dealership #60089. Agent informed customer that the information would be sent to the appropriate dealership and to stay in contact with them. Customer understood.

REASSIGNED TO BC/DLR 66 60089 08/03/06 12:23 R 15189834

*Contact Date:08/03/2006

Assistant Service Manager at the dealership has updated the Cair# 15189834
An appointment has been set with the customer.

Customer calling back in. Customer states that the vehicle is with her, not at the dealership. Customer states that the bank called her twenty minutes ago to tell her she was thirty-three days late on the payment of the vehicle. Customer states that she has lost her job because of this vehicle. Customer seeking to have the loan paid off on the vehicle.

Customer states the bank is about to repo the vehicle. Agent informed customer that DCCAC cannot do anything further. Agent informed customer that any repairs would be at her cost because the vehicle is outside of warranty. Customer states this is not right. Customer seeking to speak with someone higher.

JDb116 took over call per request, informed caller a file has been sent to the dealership to get all parties involved for a final resolution on her issue. Caller states the dealership keeps referring her back to CGCAC. Informed caller CGCAC has sent a file to the dealership she needs to continue to work with her servicing dealership for proper diagnosis and repair. Caller claims the dealership has advised her this issue she is currently having is a manufacturing defect and there is nothing the dealership can do. Customer stated she was going to contact the Better Business Bureau and then disconnected call. Contacted dealer left message to be contacted back.

*Contact Date:08/08/2006

Assistant Service Manager at the dealership has closed the Cair# 15189834

Customer pay repair is documented on Repair Order#97068

CAIR RETURNED FROM DEALER ON 8/08/2006 AT 07:55:782 R 15189834

Customer Assistance Inquiry Record (CAIR)#**15190472**

Vin	2D4GP44L4	5R	Open Date	07/24/2006	Build Date	02/15/2005	
Model Year	05	Body	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
In Service Dt	03/31/2005	Dealer	42068	Dealer Zone	51	Mileage	24,000
Name:						Contact Type	E-MAIL
Address	null					Home Phone	
	ST ANN MO null					Country	UNITED STATES

Product - Electrical - Unknown - Defective - Default

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

Contact Us: Current Chrysler Financial Customer: General: Comments

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

Email States:

I HAVE A ELECTRICAL PROBLEM THAT THEY WILL NOT FIX AND I M SICK OF IT. IT S 101 OUT AND I AM WITHOUT AC ON A 24000 DOLLAR PIECE OF CRAP. PLUS I HAVE NO DASH LIGHTS. AT LEAST I HAVE HAVE HEADLIGHTS WHICH WAS NOT THE CASE LAST YEAR WHEN THEY WOULD GO OUT AS I WAS DRIVING WHICH WESTPORT SAID THEY DID NOT BELIEVE ME UNLESS I BROUGHT IT IN WHEN THE HEADLIGHTS WERE OUT. ALL I WANT IS A 1000 DOLLARS FOR SALES TAX AND A NEW VAN JUST LIKE THE ONE I GOT ONLY PR5OBLEM FREE. I DON T MIND GOING BACK TO 60 MONTHS AT 400. A MONTH LIKE I M PAYING BUT I AM TIRED OF THAT PIECE OF CRAP YOU SOLD ME.

Email States:

Dear [REDACTED] Thank you for contacting the DaimlerChrysler Customer Assistance Center. Thank you for your email message regarding the service problems with your 2005 Dodge Grand Caravan. We are very sorry to learn of your dissatisfaction with the handling of your service needs. Intermittent problems are often very difficult for the dealer to duplicate. This may cause delay in diagnosis and repair. Often, there are many components that could produce the same symptoms. Unless the dealer is able to duplicate the problem, he cannot properly diagnose the concern and properly repair your car. We have found that if the customer keeps a log or notes on when the problem does occur, this can assist the dealer in diagnosing the problem. Any specific information you are able to provide relative to when a certain problem appears, will help the dealer to perform prompt diagnosis and repairs. Your request for a replacement vehicle is declined. We regret your dissatisfaction and trust you will understand our position. Thanks again for your email.

Email States:

Will thank you for declining my relacement car. I know times are tough and why should you care that I m stuck with a lemon. I thought maybe you would stand behind your product and I was willing to go back in debt another 18 months just to get something that worked. I would have never bought a foreign car before but it looks like I will have to trade it in for a Toyota or Honda but it was nice you took the time to defend chrysler and the hunk of you know what sitting in my drive way. I hope the best for you and your never out on the highway at 10 pm driving with your kids in the car. Thank You

nan

Customer Assistance Inquiry Record (CAIR)#**15197104**

Vin	1D8GP25B3	5E [REDACTED]	Open Date	07/24/2006	Build Date	05/13/2005	
Model Year	05	Body	RSKL52	DODGE CARAVAN SE FWD SWB WAGON			
In Service Dt	07/22/2005	Dealer	43173	Dealer Zone	63	Mileage	26,000
Name:	[REDACTED]					Contact Type	TELEPHONE
Address	[REDACTED]					Home Phone	[REDACTED]
	KILLEEN TX	[REDACTED]			Country	UNITED STATES	

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

Customer states the headlights turn off while she is driving.

Customer states she is having problems with the vehicle. Customer states the dealership got a part in today to fix the window. Customer states that the engine does not run correctly. Customer states there is headlights will turn off when she is driving the vehicle. Customer states she is seeking lemon law because she feels unsafe driving the vehicle. Agent contacted dealership and spoke with Mike in the service department. Mike provided agent with the service history. On 1/4/06 with 11,471 miles customer brought the vehicle to the dealership because the headlamps shut off while driving. Dealer states no problem was found. On 1/31/2006 with 13,519 miles the vehicle was brought into the dealership because the engine runs rough. On 3/30/06 with 17250 miles the vehicle was brought in because it runs rough and makes noise in engine. Dealer ordered a serpentine belt tensioner. On 4/5/2006 with 17954 miles the dealership replaced the tensioner. Agent informed customer that a file can be sent to the dealership that would be the correct authorities with DCX involved in diagnosing the vehicle. Agent informed customer that the vehicle does have to be at the dealership in order to send the file over. Agent provided customer with the reference number. Agent states she will call back when the vehicle is at the dealership.

Customer Assistance Inquiry Record (CAIR)#**15209738**

Vin	1C4GP45RX	5E	Open Date	07/26/2006	Build Date	02/26/2004	
Model Year	05	Body	RSYH52	CHRYSLER TOWN & COUNTRY FWD SWB WAGON			
In Service Dt	06/25/2004	Dealer	65805	Dealer Zone	51	Mileage	35,088
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	COLUMBIA MO					Country	UNITED STATES

Referral - Tier Three - Default - Default - Default	Agent transferred customer to tier three for further review.
Product - Electrical - Unknown - Other - Default	Customer claims that she is having major electrical issues.

Customer claims that her vehicle has been having major electrical since she purchased it. Customer claims that she has had issues with the vehicle stalling out, the door locks not work, and a burning smell in the vehicle due to electrical related issues. Customer seeking Lemon Law in regards to this situation. Agent contact the dealership in regards to this situation. Agent spoke with John the service manager. Repair dates for electrical related issues are as follows.

July 19, 2006-35,088 miles- EGR valve replaced for check engine light and a module was reprogrammed for the power door locks not working.

July 19, 2005-18,891 miles- Power window regulator replaced for the driver door and an intermittent problem with the passenger window.

April 11, 2005-14,286 miles- Body control module replaced for instrument panel not working properly and issues with the head lights.

Agent transferred customer to tier three for further review of this issue.

First owner transferred seeking to file for lemon law, advised that dealer has already been contacted. Per process all DCCAC can do is forward direct to dealer CAIR.

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

Owner is seeking relief under state Lemon Law or Customer Arbitration process. Please bring this to the attention of your district manager in an attempt to resolve customer s concern.

If needed, please seek technical assistance

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

REASSIGNED TO BC/DLR 51 65805 07/26/06 15:31 R 15209738

Customer states they want to add a comment to the previous information.

Customer states that yesterday was the third trip to fix the door locks.

They fixed it. It worked about two hours. Customer states they brought the car back this morning. Customer states that this is the fourth trip regarding the door locks.

*Contact Date:08/08/2006

Service Manager at the dealership has closed the Cair# 15209738

Warranty repair has been documented on Repair Order#135897

CAIR RETURNED FROM DEALER ON 8/08/2006 AT 03:10:150 R 15209738

Customer calling back stating that the dealership has contacted her about the above issues, however, no one from DCX has contacted her back. Agent then reviewed the documentation, and informed the customer that DCX sent the information to the dealers DM for the repairs to be done. The SM of the dealership then sent information back confirming that the repairs for the vehicle have been completed. Customer then stated that the vehicle is currently not having any issues now, but she would like to have DCX buy the vehicle back. Agent informed the customer that DCX repaired the vehicle per the terms of the warranty. Customer then states that it does not matter because the vehicle is an issue and she will be contact that attorney generals office. Customer then disconnected the line.

Customer Assistance Inquiry Record (CAIR)#**15214014**

Vin	1D4GP45R6	5E [REDACTED]	Open Date	07/27/2006	Build Date	02/25/2005	
Model Year	05	Body	RSKH52	DODGE CARAVAN SXT FWD SWB WAGON			
In Service Dt	03/25/2005	Dealer	42689	Dealer Zone	66	Mileage	55,000
Name:	[REDACTED]					Contact Type	TELEPHONE
Address	[REDACTED]					Home Phone	[REDACTED]
	VERBENA AL [REDACTED]					Country	UNITED STATES

Corporate - Technical Assistance - Default - Default - Default

Customer seeking assistance with vehicle.

Customer states he has had problems with his vehicle. Customer states the head lights on his vehicle will shut of while driving. Customer states this is a safety issue and Chrysler should help him. Agent contacted dealership and spoke to Jeff Peirce. Jeff states the vehicle was at the dealership 1/23/06 at 35621 for head lamp switch and on 2/20/06 at 39008 it was installed. Jeff states that on 5/18/06-5/30/06 the dash wiring in the vehicle was replaced. Refer to CAIR 14429667 for previous repairs. Jeff informed agent that he offered to take the customer s vehicle home to diagnose the problem. Jeff states customer refused to let him take the vehicle home. Customer states he is going to file for lemon law. Agent informed customer he does not apply for lemon law, to refer to his blue and white booklet. Agent informed customer he will have to get a diagnosis from the dealership on the problem before he can be assisted.

Customer Assistance Inquiry Record (CAIR)#**15214058**

Vin	2D4GP44LX	5R	Open Date	07/27/2006	Build Date	06/29/2004	
Model Year	05	Body	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
In Service Dt	08/19/2004	Dealer	41281	Dealer Zone	35	Mileage	36,000
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	NEW TRIPOLI PA					Country	UNITED STATES

Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Customer states the headlights were inoperative.
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Customer states she took her vehicle to dealer for the headlights being inoperative or intermittent. Customer states the dealer found that there was no communication between the computer system and the diagnostic machine. Customer claims the dealer advised her that they would have to order a computer for the vehicle. Customer states this was in March. Customer states she still has not had the issue resolved. Customer requesting if the part is going to get to the dealer. Agent contacted dealer and spoke with Service Manager, Dennis. Dennis states the module was ordered for the headlights and the dash lights being intermittent. Dennis states the Service Manager that was there is no longer at dealer. Dennis states he will find out what happened with the part and is going to contact customer for a follow up. Agent advised Dennis that the file will be forwarded to get customer s issues resolved.

*****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 35 41281 07/27/06 12:23 O 15214058

*Contact Date:08/09/2006

Dealer 41281 has updated the mileage to 34292.

Service Manager at the dealership has closed the Cair# 15214058

Warranty repair has been documented on Repair Order#28497

CAIR RETURNED FROM DEALER ON 8/09/2006 AT 04:37:334 R 15214058

Customer Assistance Inquiry Record (CAIR)#**15234122**

Vin	2C4GP54L3	5R	Open Date	08/01/2006	Build Date	02/11/2005	
Model Year	05	Body	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON			
In Service Dt	04/26/2005	Dealer	42369	Dealer Zone	32	Mileage	30,200
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	WATERVILLE NY					Country	UNITED STATES

Product - Electrical - Unknown - Intermittent or Inoperative - Default

Customer having turn signal issues.

Customer calling stating that he has a on going issue with his electrical system on the vehicle. Customer states that he has taken the vehicle to the dealership 5 or 6 times over this issue. Agent contacted dealership 42369 to recieve repair history. Agent spoke with Tom. Tom states that on 7/14/06 30120 miles turn signals not working, replaced cluster. 6/28/06 28903 miles signals wipers not working, installed head lamp switch. Agent contacted dealer 25002 spoke with carl. Carl states that on 7/15/05 turn signals not working dash cluster ordered. Carl state that on 11/21/05 dash cluster installed. Customer requested call back at 3154047860. Agent informed customer that depending on high call volume would determine on when agent would call customer back. Agent did inform customer that at first chance would call back.

Customer is seeking to have vehicle replaced.

Due to high call volume agent unable to call customer back to resolve issue .Agent consulted with LBD3 over issue and was informed to assign CAIR to 82H for review. Agent reassigned.

Attention service manager / district manager please contact the owner asap and resolve all complaints the owner has on repeat issue. Thank You Mike REASSIGNED TO BC/DLR 32 42369 08/02/06 12:49 O 15234122

Customer called again for update. Informed him that it was sent to another department for review and some one would contact him.

*Contact Date:08/03/2006

Service Manager at the dealership has closed the Cair# 15234122

After repeated attempts the dealer was unable to contact this customer.CAIR closed pending further contact from the customer.

CAIR RETURNED FROM DEALER ON 8/03/2006 AT 07:52:347 R 15234122

Customer states that he wants a new vehicle and will not take the vehicle back to the dealership. Writer transferred for further review.

Owner was advised of narrative in lines 24 & 25. Owner disputes that calls were made. Owner is a veteraniarian and he is unable to wait any longer. Owner wouls like to schedule an appointment for inspectgtion and his wife will bring the vehicle in. Writer called the dealer and spoke iwth Sueanna . Writer provided the home and cell phone number for the wife to be contacted to schedule the appointment.

Customer s wife called in demanding a supervisor. Agent informed the customer that agent is empowered by Chrysler and can assist her.

Customer is very frustrated and wants something done today. Customer stated she has had multiple issues and wants the vehicle fixed or another vehicle today. Agent transferred the customer for further review.

Owner states frustration with vehicle and with dealer, will not take vehicle back to dealer. Owner states that dealer did NOT attempt to call owner back (as indicated above). Owner seeks replacement.

Writer advised owner that dcx will review these kinds of request will be evaluated only after an owner submits for Lemon Law.

Owner seeks to take vehicle to dealer 25002. WRiter called dealer Tim, who will arrange test drive with owner and evaluate. Writer authorized up to 2 days of rental assist at \$40/day.

WRiter referred owner to dealer.

Customer Assistance Inquiry Record (CAIR)#**15234763**

Vin	1D4GP24R4	5E [REDACTED]	Open Date	08/01/2006	Build Date	12/16/2004	
Model Year	05	Body	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON			
In Service Dt	04/16/2005	Dealer	36952	Dealer Zone	71	Mileage	28,800
Name:	[REDACTED]					Contact Type	TELEPHONE
Address	[REDACTED]					Home Phone	[REDACTED]
	CORNING CA [REDACTED]					Country	UNITED STATES

Product - Body / Trim / Paint Finish - Body Hardware - Other - Door-Sliding	States he has to slam the door to shut it.
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	States that his dash lights, head lights, and check engine light goes off.

Advised of recall. Customer states that his vehicles dash lights, head lights, and check engine lights go off at times; he also states that his sliding has to be slammed to shut and the dealers can not duplicate the light issues and can not fix the door issue. Agent advised the customer that he would need to take the vehicle to another DCX Dodge dealer to get a second diagnoses or continue working with the other dealer on the issue, advised that if dealer can not resolve call DCCAC back and DCCAC can send paper work to the dealer to get other parties involved in the issue, and advised of the reference number.

Customer Assistance Inquiry Record (CAIR)#**15239636**

Vin	1C4GP45R6	5E	Open Date	08/02/2006	Build Date	09/09/2004	
Model Year	05	Body	RSYH52	CHRYSLER TOWN & COUNTRY FWD SWB WAGON			
In Service Dt	12/31/2004	Dealer	65694	Dealer Zone	35	Mileage	31,152
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	WASHINGTON PA					Country	UNITED STATES

Product - Electrical - Lamps and Switches - Complete Failure - Default	Headlights do not work.
Corporate - Dealer Information - Default - Default - Default	Provided another DCX dealer.

Mrs. [REDACTED] calling states her headlights went out last night while driving and the dealership 65694 cannot guarantee that they would be able to fix vehicle tomorrow. Customer is going on vacation and would like the vehicle fixed. Informed customer if the dealership 65694 has a busy schedule, DCX cannot make them fix her vehicle. Referred customer to another dealer. Provided another dealer in the area.

Customer Assistance Inquiry Record (CAIR)#**15253125**

Vin	1D4GP45R5	5E	Open Date	08/04/2006	Build Date	06/15/2004	
Model Year	05	Body	RSKH52	DODGE CARAVAN SXT FWD SWB WAGON			
In Service Dt	09/14/2004	Dealer	43722	Dealer Zone	35	Mileage	19,690
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	NATRONA HEIGHTS PA					Country	UNITED STATES

Product - Electrical - Lamps and Switches - Defective - Default	Customer seeking for the van to be bought back.
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Customer seeking for the van to be bought back. Customer states that the van had had issues every two months. Repair history as follows

6-30-06 18583 miles noise, the fluids were topped off; the head lights turn off at night, replaced a head lamp switch.

3-10-06 14821 miles noise over bumps, replaced sway bar bushings; belt noise on start up, replaced timing belt;

1-06-06 10607 miles left front power lock, replaced BCM.

Customer informed that the issues that she keeps taking it back for are not related. Customer ask agent how would he feel, agent informs customer that agent s opinion does not matter in this issue. Customer thanks agent and release the call.

Customer inquiring what to do about the vehicle. Customer states the vehicle has had the following issues: the temperature gauge did not work when first bought, the brakes have been replaced, the power door locks and windows had issues, suspension issues, rotors need replaced, a module has been replaced, the steering pump leaks fluid and has been looked but is still there, the lights shut off randomly, the airbag light is on, and the flashers turn on randomly.

Agent reviewed previous notes.

Agent informed customer that at this time, the vehicle will be repaired under terms of warranty. Customer inquiring how to go through arbitration. Agent informed customer that DCCAC does not have that information. Customer inquiring how to start that process. Agent informed customer he would have to discuss that with his state attorney general s office.

Customer Assistance Inquiry Record (CAIR)#**15254898**

Vin	2C4GP54LX	5R [REDACTED]	Open Date	08/04/2006	Build Date	01/24/2005	
Model Year	05	Body	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON			
In Service Dt	02/15/2005	Dealer	45163	Dealer Zone	51	Mileage	29,000
Name:	[REDACTED]					Contact Type	TELEPHONE
Address	[REDACTED]					Home Phone	[REDACTED]
	DU QUOIN IL [REDACTED]					Country	UNITED STATES

Product - Electrical - Unknown - Defective - Default	Customer seeking to place a complaint about the electrical issue.
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Customer states that his head lights turn off by them self. Customer states that his turn signals don t work, the door comes open by them selfs, the truck lid does not open with a key. Customer seeking to have this documented so when his warranty runs out his case can be taken into consideration. Customer given file number.

Customer Assistance Inquiry Record (CAIR)#**15268022**

Vin	1D4GP24R3	5E [REDACTED]	Open Date	08/08/2006	Build Date	07/27/2004	
Model Year	05	Body	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON			
In Service Dt	08/03/2004	Dealer	44347	Dealer Zone	35	Mileage	33,000
Name:	[REDACTED]					Contact Type	TELEPHONE
Address	[REDACTED]					Home Phone	[REDACTED]
	CUMBERLAND MD [REDACTED]					Country	UNITED STATES

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

Customer states he is having issues with the dealership.

Customer states that there have been issues with the headlights on the vehicle. Customer states it has been in 3 times. Customer states the dealer was unable to duplicate the issue. Customer also states that that there were issues with the front end and the tires. Customer states that there was an issue found with the lights and she was charged. Customer states the other two times were under warranty. Agent contacted dealership and spoke with the service manager Mike. Mike states that there was a black substance down the side of the vehicle and there were 2 different makes of tires on the vehicle. Mike states that the \$30 was for the diagnosis.

Customer Assistance Inquiry Record (CAIR)#**15291604**

Vin	2C4GP54L4	5R292275	Open Date	08/22/2006	Build Date	10/18/2004	
Model Year	05	Body	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON			
In Service Dt	11/13/2004	Dealer	99999	Dealer Zone		Mileage	23,920
Name:	[REDACTED]					Contact Type	E-MAIL
Address	[REDACTED]					Home Phone	[REDACTED]
	MIDDLETOWN CT [REDACTED]					Country	UNITED STATES

Dealer - Loaner Vehicle - Unknown - Declined to Provide - Default	Unahppy with dealer.
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***** EMAIL BRIEF DESCRIPTION CONTENT *****

Recently I brought my 2005 Town & Country Van in for service. My complaints were squeaky brakes, noise when turning-whistle or 'whooping' sound, clunking sound underneath. They replaced the front brakes and rotors. They need to do fix all problems.

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

We had additional problems in the past with the van which had required repeat visits in order to get the problems fixed. Specifically, the sunroof leaked and took 4 return trips. This led to the headliner and mold problem. We also had a headlight switch problem. The noises under the car and when turning have been an ongoing problem, we have left the car with them for 8 hours at a time, they have not been able to 'hear' the problem so they said they can't do anything about it. Today I asked for the car to be repaired tomorrow, but that I would need a loaner, and they refused to give me a free loaner. I indicated that since I had already left the car once for a whole day, it only seemed fair that I have a loaner at this time. I think they need to try a little harder to service their customers. We are ready to trade this van in and return to the Chevy dealer in town. We were extremely happy Chevy customers for the last 23 years! Their service department was exemplary! We were always teased for owing an Astrovan and not the highly rated Chrysler mini-van. We bought the Chrysler van for the stow and go seats, and we feel like we got a lemon of a car and a very poor dealership to deal with.

Dear [REDACTED]

Thank you for contacting the Chrysler Group Customer Assistance Center. I regret your dissatisfaction with the service you received and appreciate the time and effort you took to bring this matter to my attention.

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

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

Rental or loaner vehicles, while an owner's vehicle is being serviced, are not provided under the terms of the manufacturer's warranty. Thank you for giving us the opportunity to review this matter with you. Information received from customers better enables us to evaluate our policies for future consideration.

Customer Assistance Inquiry Record (CAIR)#**15303923**

Vin	2D4GP44L1	5R	Open Date	08/16/2006	Build Date	06/22/2004	
Model Year	05	Body	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
In Service Dt	04/06/2005	Dealer	54623	Dealer Zone	51	Mileage	23,000
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	GRANITE CITY IL					Country	UNITED STATES

Product - Electrical - Body Control Module - Defective - Default	Customer having issues with the body module.
Product - Electrical - Lamps and Switches - Other - Default	Customer having problems with the headlights.
Product - Fuel System - Unknown - Poor Fuel Economy - Default	Customer states that he is not getting enough miles pure gallon.

Customer called in stating that he is continuing to have issues concerning the body module, headlights, and not getting enough miles per gallon. Customer would like to refer to lemon law. Agent informed customer that he is still under warranty and that if he feels the current dealership is not handling his situation than he can go to another authorize dealership. Customer stated that he will take his vehicle to another dealership. Customer also wants a to purchase another service contract and would like a discount. Agent informed customer that he would have to go to a local dealership. Customer understood. Custmer called back in over the same service contract issue. Agent advised that we did not sell service contracts here and he would need to go through the finance manager at a dealership. Customer understood.

Customer Assistance Inquiry Record (CAIR)#**15326723**

Vin	2C4GP54L4	5R	Open Date	09/06/2006	Build Date	12/17/2004	
Model Year	05	Body	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON			
In Service Dt	06/25/2005	Dealer	68218	Dealer Zone	51	Mileage	24,586
Name:						Contact Type	LETTER
Address						Home Phone	
	SARASOTA FL					Country	UNITED STATES

Product - Electrical - Power/Engine Control Module - Other - Default	Customer seeking reimbursement for reprogramming power control module
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Customer submitting in work order from an IRF and a copy of front page of Maximum Care service contract. Customer states that while on a road trip the lights of the instrument panel, the headlights, and the air conditioning unit quit working. Customer states that there was not a Chrysler dealership close by to take the vehicle for repair. Customer states he took the vehicle to an IRF. Customer states the IRF adjusted the computer and charged the amount of \$37.10. Customer seeking reimbursement for \$37.10.

Agent reviews terms per Maximum Care service contract. Agent verifies that per terms of the Maximum Care service contract, the customer had roadside assistance. Agent denies reimbursement based on the fact that the customer had roadside assistance available which would have towed the vehicle to the nearest dealership.

Agent attempted to contact the customer on 09/06/06 at 3:35 p.m. on the customer s home phone. Agent left contact information for customer to call Agent back. Agent will retry another time.

Customer called in, stating that he recieved a message from the previous agent. Customer states that he is seeking reimbursement for the amount paid to independant. Agent advised customer that reimbursement has been denied. Agent advised customer that he possessed a service contract that would have covered the towing to a dealership and covered the repair of the vehicle. Customer stated that he will write a letter to try and appeal this decision.

Customer Assistance Inquiry Record (CAIR)#**15336643**

Vin	2C8GP44R9	5F	Open Date	08/23/2006	Build Date	03/16/2004	
Model Year	05	Body	RSYH53	CHRYSLER TOWN & COUNTRY LX FWD LWB WAGON			
In Service Dt	07/07/2004	Dealer	23219	Dealer Zone	35	Mileage	40,000
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	WESTVILLE FL					Country	UNITED STATES

Referral - Chrysler Credit - Default - Default - Default	Chrysler Financial Referral.
Product - Electrical - Lamps and Switches - Complete Failure - Default	Customer states all of the headlights failed.
Dealer - Sales - Transaction - Incorrectly Equipped - Default	Customer states she still does not have her tow package.
Product - Fuel System - Fuel Pump - Defective - Default	Customer states the fuel pump was replaced.
Product - Electrical - Power Windows - Complete Failure - F. Door-Driver	Customer states the motor and relay was replaced.
Product - Electrical - Power Windows - Defective - F. Door-Pass	Customer states the motor is going out.

Customer calls seeking recall information. Advised the customer of incomplete recall #F01 for this vehicle. Customer was advised to contact a Chrysler, Dodge, or Jeep dealer to schedule an appointment to complete recall repair. Customer states she had a tow package added to her contract when she purchased the vehicle through dealer 23219. Customer states the dealer is not in business any longer. Customer states the dealer put a tow package on her bill and she has been making payments on it, but has not received one. Customer wanted to know what can be done. Agent consulted with CDC43 and was advised to inform the customer that DCX can not do anything about the cost and could contact Chrysler Financial to see if they are willing to take the cost off. Customer wanted to know about lemon law for her states. Agent referred customer to the blue and white booklet. Customer states she has had the fuel pump go out, 2 headlights, and the driver window motor and relay was replaced. Customer states the passenger side is going out. Customer wanted to know if her Service Contract was still active. Agent advised customer she does not have a DCSC and would have to contact the company that provided it.

Customer Assistance Inquiry Record (CAIR)#**15345714**

Vin	2D4GP44L0	5R	Open Date	08/25/2006	Build Date	09/09/2004	
Model Year	05	Body	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
In Service Dt	03/21/2005	Dealer	44613	Dealer Zone	74	Mileage	16,000
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	INDEPENDENCE MO					Country	UNITED STATES

Product - Electrical - Lamps and Switches - Complete Failure - Default	Customer states her lights and the switches don't work.
Product - Electrical - Speedo/Gauges/Ometer/EIC - Complete Failure - Default	Customer states instrument panel is inoperative.
Product - Electrical - Body Control Module - Complete Failure - Default	Customer states that her BCM is defective.

Customer called in stating that her instrument panel was inoperative. Customer states that her headlights fail. Customer states that her doors wouldn't open. Customer states that she has been to the dealer multiple times for repairs. Customer states that she wants a new car. Agent contacted dealer 44613 and spoke with service advisor, Justin. Justin states that on April 9, 2005 at 300 miles the vehicle was brought in because the gauge cluster was inoperative. Justin states that they replaced the instrument cluster. Justin states that the vehicle was brought back in on December 28, 2005 at 9032 miles for the rear windshield wipers not spraying. Justin states that they could not duplicate the issue. Justin states that on May 5, 2006 at 13142 miles the vehicle was brought in again for the headlights being inoperative. Justin states that they reprogrammed the BCM and fixed the headlights. Justin states that on August 8, 2006 at 16570 miles the vehicle was brought back in because the headlights were failing and the headlight switch was malfunctioning. Justin states that they fixed the headlights and replaced the switch. Justin states that when the customer came to pick the vehicle up on August 14, 2006 the instrument panel was not working as well as the power sliding door. Justin states that they replaced the BCM and reprogrammed it. Agent informed customer that she would need to refer to her blue and white booklet as well as contacting her state attorney general for further information. Customer understood. Agent provided reference number. Customer accepted.

Customer Assistance Inquiry Record (CAIR)#**15350522**

Vin	1C4GP45R9	5E	Open Date	08/28/2006	Build Date	06/02/2005	
Model Year	05	Body	RSYH52	CHRYSLER TOWN & COUNTRY FWD SWB WAGON			
In Service Dt	06/21/2005	Dealer	44825	Dealer Zone	66	Mileage	24,551
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	MIDWAY TN				Country	UNITED STATES	

Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Customer stated headlights on the vehicle are intermittent.
Product - Electrical - Speedo/Gauges/Ometer/EIC - Other - Default	Customer stated instrument cluster is inoperative.

Customer calling in regards to the instrument cluster and the headlight being intermittent in the vehicle. Customer stated that the vehicle has been to the dealership numerous times in regards to this issue and they have not been able to diagnose or duplicate the vehicle but once and they informed her that they would contact DCX and see what could be done to repair the vehicle. Customer inquiring what to do if the vehicle can not be repaired. Agent informed customer that at this time the only thing that DCCAC would be able to inform him of would be to continue to work with a Chrysler dealership until they can diagnose or duplicate the vehicle and then it will be repair per the terms of the warranty. Agent informed Customer that the issues with the vehicle would be documented and reviewed internally within DCX. Customer understood and was informed of the incomplete recall on the vehicle.

Customer Assistance Inquiry Record (CAIR)#**15355730**

Vin	2C4GP44R8	5F	Open Date	08/29/2006	Build Date	09/09/2004	
Model Year	05	Body	RSYH53	CHRYSLER TOWN & COUNTRY LX FWD LWB WAGON			
In Service Dt	11/10/2004	Dealer	44961	Dealer Zone	32	Mileage	44,000
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	RINGOES N					Country	UNITED STATES

Referral - Tier Two - Internal Escalation - Authorization - Default	Agent transferred customer to tier two for further review.
Product - Engine - Unknown - Check Engine Lamp On/Flashing - Default	Customer claims her check engine light is coming on.
Product - Electrical - Power/Engine Control Module - Other - Default	Customer claims she recently had the PCM replaced.

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

What is the customer requesting from DaimlerChrysler?

Reimbursement for previous repairs on the PCM and EGR valve.

How far out of warranty is the vehicle/repair by time and/or mileage?
8,000 miles.

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

No

Is the customer the original owner of this vehicle?

No

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

1 used and 1 new.

Is there warranty history related to the current concern?

No

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

Yes for previous repairs.

**** End structured narrative CL - GOODWILL ESCALATION1 ****

Customer claims that since has purchased her vehicle she has been having many issues with it. Customer claims the first issue was with the head lights. Customer claims the head lights would turn off randomly. Customer claims the PCM was replaced to fix this issue. Customer claims that after that the check engine light came on. Customer claims the EGR valve was replaced to fix this. Customer claims that now the check engine light is on again. Customer claims that her personell mechanic performed tests on the vehicle and codes were coming up for the oxygen sensor. Customer inquiring if this will be covered under warranty. Agent informed customer that the oxygen sensor is covered under the extended federal emissions warranty. Agent informed customer to have a diagnosis performed at her local Chrysler dealership to verify whether or not the oxygen sensor needs to be replaced and will be covered under warranty. Customer understood. Customer seeking reimbursement for previous repairs on her vehicle.

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

Second owner. Stated that she has had the EGR valve replaced and PCM replaced by her mechanic: (609) 397-8032.

Advised customer that no reimbursement will be considered/extended due to work being performed at an unauthorized independent repair facility.

Customer stated that she would never buy another Chrysler vehicle.

Customer Assistance Inquiry Record (CAIR)#**15364252**

Vin	1C4GP45R4	5E	Open Date	08/30/2006	Build Date	03/26/2004	
Model Year	05	Body	RSYH52	CHRYSLER TOWN & COUNTRY FWD SWB WAGON			
In Service Dt	04/17/2004	Dealer	23432	Dealer Zone	42	Mileage	46,000
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	BOWLING GREEN OH					Country	UNITED STATES

Corporate - Dealer Information - Default - Default - Default	Agent provided the number to a local dealer.
Dealer - Unknown - Unknown - Problem Not Resolved - Default	Customer states the dealer provides poor service.
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Customer states the lights cut off.
Product - Electrical - Radio/Spkrs/Clock/Antenna - Intermittent or Inoperative - Default	Customer states the radio is inoperative.

Customer states the vehicle has had numerous electrical issues. Customer states that dealer 23432 repaired the vehicle after DCCAC forwarded a file to the dealer. Customer states that for a time, the issues were resolved. Customer states that at this point in time, the issues are unresolved. Customer states the head lamps cut on and off, and the radio is inoperative. Customer states the dealer provides horrible service, and does not want to have to work with the dealer again. Agent apologized for the inconvenience. Agent provided the number to a local dealer and informed the customer that the vehicle's service contract does provide electrical coverage. Agent advised the customer to consult any local DCX Chrysler dealer to have warranty work performed. Customer understood. Agent provided the reference number.

Customer Assistance Inquiry Record (CAIR)#**15377409**

Vin	2D4GP44L4	5R	Open Date	09/05/2006	Build Date	08/23/2004	
Model Year	05	Body	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
In Service Dt	09/15/2004	Dealer	59663	Dealer Zone	35	Mileage	20,900
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	ALTOONA PA				Country	UNITED STATES	

Product - Air Conditioning / Heater - Unknown - Defective - Default	Customer states had trouble with the air conditioner.
Product - Electrical - Lamps and Switches - Defective - Default	Customer states that head lights would turn off while driving.
Referral - Other - Default - Default - Default	Referral to dealership.

Customer states that she has had a lot of problems with her vehicle. Customer states that she has had the vehicle in the shop a lot. Customer states she is worried that once the warranty has run out, that they will have to pay a lot of money to have it repaired. Customer states that her head lights would go out while driving and had it repaired three times for that. Customer states that the air conditioning had problems and has been repaired a few times for that. Customer states that she would like to buy a new vehicle and is wondering if she could have the same payment plan with the new vehicle as with her current vehicle. Agent advised customer that she would need to work with the dealership on that matter.

Customer Assistance Inquiry Record (CAIR)#**15388569**

Vin	2C4GP54L4	5F	Open Date	09/07/2006	Build Date	12/23/2004	
Model Year	05	Body	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON			
In Service Dt	02/16/2005	Dealer	55412	Dealer Zone	42	Mileage	41,859
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	ONAWAY MI					Country	UNITED STATES

Referral - Tier Two - Internal Escalation - Authorization - Default	Agent transferred customer to tier two for further review.
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Customer claims that her headlights will not come on.
Dealer - Service/Body Shop - Personnel - Discourteous/ Rude - Service Management	Customer claims the service department has very poor service.

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

What is the customer requesting from DaimlerChrysler?

Assistance in the cost of repairing her headlights.

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

5,859 miles

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

No

Is the customer the original owner of this vehicle?

Yes

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

1

Is there warranty history related to the current concern?

No

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

No

**** End structured narrative CL - GOODWILL ESCALATION1 ****

Customer claims she has taken her vehicle in for service 11 times.

Customer claims that she is currently having issues with the headlights

not working. Customer claims she is considering lemon law for her

vehicle. Customer claims that she has not taken the vehicle to the

dealership because she does not like the service the dealership provides.

Customer claims she also thinks the battery in her vehicle is too small.

Customer claims that after having her doors open for more then 15

minutes, the vehicle is dead. Customer claims she thinks this is due to

the battery in the vehicle not being big enough. Customer seeking

assistance in the cost of the repair of the headlights.

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

Customer transferred to the internal Tier 2 escalation line for further review of concern. Customer states she has not had the vehicle to the

dealership for this issue. Customer states the dealer advised the

warranty has expired. Writer advised customer of the same. Customer

then states she will just keep in contact with the lawyer. Writer

advised customer that DCCAC can look into assistance and customer states

that is okay and disconnected the call.

Customer Assistance Inquiry Record (CAIR)#**15419153**

Vin	1D4GP24R1	5E	Open Date	09/14/2006	Build Date	03/08/2005	
Model Year	05	Body	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON			
In Service Dt	05/02/2005	Dealer	68655	Dealer Zone	63	Mileage	19,100
Name:						Contact Type	E-MAIL
Address						Home Phone	
	TEXARKANA TX					Country	UNITED STATES

Product - Brakes - Disc Brake Assy/Calipers - Worn - Unknown	Alleges pads require replacement due to calipers.
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***** EMAIL BRIEF DESCRIPTION CONTENT *****

Extreme Dissatisfaction

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

I don't have my van because my husband and I share a vehicle and he has it. I took my vehicle to MIDAS to get brake pads, and was informed they couldn't put them on without replacing the calipers, which are a warranty item. I was then told it really wasn't safe to drive the way it is. My husband and I have four kids and share a vehicle. They want us to leave our vehicle all day to attempt to repair, but my husband and I both go to school full time and work full time, plus I have 3 kids in school and one to a babysitter. We are running all day different places and I need a vehicle. This is why we purchased a new vehicle, for reliability. It should not be after a year and a half and less than 20K miles that it needs work. I have also had other problems such as the service engine soon light coming on, and indicating that the computer lost communication, headlights not working, and windows that will not roll up after rolling down. Sometimes the locks don't work. Something is not right with this van, and I am not happy. I requested a loaner vehicle for the day tomorrow so that I could get my kids to school, my husband to school, my daughter to baby sitter, myself to work, and then pick everyone back up beginning at 1:15, through 4:00. They said Dodge will not pay for this and I need to deal with Dodge over the issue if I don't like it, as this is what the warranty is. They also said I will still have to pay for brake pads, even though the calipers caused the wear. I saw the brakes and pads and the metal was extensively worn down on the right side more than the left, and the caliper was completely shot to the point midas couldn't even replace the brake pad. This put me in danger to have to further drive. On top of that, we had attempted to take it in the day before to McLarty Dodge, and they tried to tell us this type of wear was normal for in town driving, but they couldn't do it that day because they were busy. This was at 3:30 and there were at least four mechanics sitting around chit chatting and perhaps one car in a bay. The problem is we didn't buy the van at this dealership and they don't want to do the warranty work. I am sorely disappointed and it is doubtful that if I can ever get from being upside down on this piece of junk van that I will ever buy a Dodge or Dodge family vehicle again, if someone cannot make this right. I really need a rental car for tomorrow, September 13, no later than 9:30 a.m., and I need my brake pads to be covered under the warranty, and I do not mean reimbursed. I do not intend to drive a vehicle that it is simply standard for substandard parts to be used, for substandard customer service, and for it to not be an issue that I am placing my children's lives in danger just to drive the van to the nearest dealership, much less to Coleman in New Boston where I actually purchased it. The van went from no symptoms to metal on metal in a few days (less than a week), and I had to cancel my own thirtieth birthday party that was being thrown for me by family in my hometown 30 miles away for danger of driving that far to see my family. From what I see, this is just the cost of driving a Dodge. It is not a cost I intend to bear any longer than I have to, nor will I ever recommend a Dodge to anyone, if this is how your customer service is handled.

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

Thank you for contacting the Chrysler Group Customer Assistance Center.

I regret your dissatisfaction in the quality of your vehicle 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.

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

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

Thank you again for your email.

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

NOTE: Customer made aware of recall in CAIR 15416002.

CUSTOMER S REPLY:

Had the loss of the use of my vehicle been due to NORMAL wear and tear, I would not have had a problem with it, however, I have a problem paying over 1/2 the price of my house for a van that uses low quality parts. Brake pads should last 40,000 miles, not 19,000. Dealers should have Dodge parts in stock, so that I am not without my vehicle for more than one day. Dealer mechanics should be more forthcoming and helpful without having to throw a hissy fit to get something done. I am very happy with the service that I FINALLY received, however, only because the dealership saw my point and the dealership ate the cost of a rental. You guys don t care about your customers. We will not be buying Dodge again, and we will not be buying in the dodge family, either. American customer service STINKS. I am ashamed to say that as an American, but you guys are all about the almighty dollar, not providing a good quality vehicle you can stand behind. One Disappointed Customer, [REDACTED]

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

NAN.

Customer Assistance Inquiry Record (CAIR)#**15456071**

Vin	2D4GP44L9	5R	Open Date	09/22/2006	Build Date	04/03/2004	
Model Year	05	Body	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
In Service Dt	04/16/2004	Dealer	60193	Dealer Zone	35	Mileage	51,000
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	MOUNT NEBO WV					Country	UNITED STATES

Referral - Tier Three - Default - Default - Default	Tier Three referral
Product - Unknown - Unknown - Fire - Engine Compartment	
Product - Unknown - Unknown - Fire - Unknown	

Insurance agent calling stating vehicle caught fire. Per tgc15, referred customer to DCCAC for discussion of Special Investigations issue.

**** Begin structured narrative SI POLICY FIRE OR ACCIDENT ****

Owner Alleges:

NO ANSWER PROVIDED BY AGENT

Description of the incident (what, when, where, injuries, etc)

9/11/06. Owner alleges while driving fog light kept coming on by themselves an headlamps were turning off by themselves. Owner pulled over and noticed smoke from under hood. No injury. Vehicle total loss.

Has the owners insurance company been contacted ?

Yes

If yes provide name/policy number and phone number

Progressive

Claim

George McIntyre 304-348-3918

Where is the vehicle exactly located (provide name/address/phone #)

Copart Salvage

4281 Route 60

Hurricane WV 25526

304-562-2088

Stock #9600376

Is there property damage or other vehicles involved in the accident?

No

Has a Police or Fire report been filed (what municipality & report #)

Yes. Hookersville Mudleete volunteer fire departments. Fax

#304-872-0882

**** End structured narrative SI POLICY FIRE OR ACCIDENT ****

null

_9.25.2006

Forwarded to 82t m rp

_9/25/06 assigned to rlg92/jlg117

CAIR NUMBER 15456071 REQUEST EAA INSPECTION 09-25-2006 09:37

CAIR NUMBER 15456071 E-MAIL SENT TO EAA 09-25-2006 09:37

Inspection Requested: 9/25/2006 (KThornton)

10-2-06 Canceled inspection with EAA until we receive correct customer information from Insurance Agent. Insurance agent to call SI with correct owner information. We will close CAIR. SSS8

Inspection Delayed: 9/29/2006 (KThornton)

Customer Assistance Inquiry Record (CAIR)#**15502971**

Vin	1C4GP45R2	5E	Open Date	10/03/2006	Build Date	05/07/2004	
Model Year	05	Body	RSYH52	CHRYSLER TOWN & COUNTRY FWD SWB WAGON			
In Service Dt	01/31/2005	Dealer	63051	Dealer Zone	42	Mileage	61,000
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	POTSDAM OH					Country	UNITED STATES

Product - Electrical - Lamps and Switches - Defective - Default	Custoemr states the vehicle's electrical system has failed.
Corporate - Lemon Law - Default - Default - Default	Customer has had many problems with the vehicle.
Product - Transmission / Transaxle - Automatic Trans / Transaxle - Defective - Default	Customer states the vehicle's transmission had to be replaced.

Customer calling seeking information concerning lemon law. Customer states that the vehicle has had trouble with several items since they bought they vehicle. First problem was trouble with interior (weather stripping) Dealership glued back on, however dealership got glue on interior and had replaced seats. Dealership has replaced the seats in the back several time. The speakers hasve had to be replaced due to brakets being misfited. Two days after buying the car the customer could hear ticking in the motor. Customer states you would put the vehicle into drive and you would roll backwards for several feet until it would start to go forwards. The transmission and transaxel were replaced at approximatly 32,000 miles. A leak at the rear hatch whcih was repaired several times. The head rest trim was seperated. Customer has all documents from each dealership that has done repairs on the vehicle. The vehicle had several fuse problems. The electric slidding door would work sometimes and then would not work other times. Customer states they have had alot of electrical problems. Customer states the vehicle will shut off while driving. Customer states that the rear tale light and front head lights would not come on. The alternater had to be replaced at approximatly 61,000 miles. While driving the fan would just shut off. Customer states this vehicle should not have been sold at all. Agent will advise customer that she will be transferred to DCCAC. Custoemr states she has several issue with the vehicle. Cusotmer states she is looking to get out of the vehicle. Customer states she was advised to file for lemon law. Agent referred customer to the blue and white book. Custoemr states she does not want to go that route. Agent advised customer to contact her selling dealer. Customer states she would likd to see what DCX can do for her. Agent provided with DCX address.

Customer Assistance Inquiry Record (CAIR)#**15525760**

Vin	2D4GP44L6	5F	Open Date	10/09/2006	Build Date	06/01/2004	
Model Year	05	Body	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
In Service Dt	07/15/2004	Dealer	66770	Dealer Zone	63	Mileage	54,900
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	WHARTON TX				Country	UNITED STATES	

Product - Engine - Unknown - Noisy - Default	Customer states engine makes knocking sound.
Product - Electrical - Lamps and Switches - Other - Default	Customer states headlights will not stay on.
Referral - Tier Two - Internal Escalation - Authorization - Default	Tier 2 support referral.

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

What is the customer requesting from DaimlerChrysler?

Assistance with the cost of this repair.

How far out of warranty is the vehicle/repair by time and/or mileage?
18900.

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

Is the customer the original owner of this vehicle?

Yes.

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

1.

Is there warranty history related to the current concern?

Yes.

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

Yes.

**** End structured narrative CL - GOODWILL ESCALATION1 ****

Customer states that she is having a knocking sound in her vehicle.

States that she is having a lot of electrical problems with this vehicle.

States that the ABS switch continues to go out. States that she does not want this vehicle any longer. States that the headlight do no stay on while she is driving at night. States that dealership 66770 did provide her with a rental vehicle with all of her previous repairs. Agent informs customer that she does still have a powertrain warranty. And that if the issue with the engine is determined to be a manufacture s defect, then this will be covered. Customer is seeking assistance with the cost of ABS switch, and headlights. Consulted with EJK28. Transferred for further assistance.

Customer calling in stating that she was disconnected during transfer.

Agent consulted with TLD50 an transferred the customer for futher review.

Internal tier two transfer recieved

Customer calling stating she is experiencing a knocking noise in the engine. Customer states she is also experiencing issues with the ABS switch and headlight. Customer states the components were replaced once within warranty and another time outside of warranty. Customer states the headlight switch was replaced last week. Agent contacted dealer 66770 and spoke with Burt Service Manager. Burt states the multifunction switch headlight was replaced. Burt states he ordered a ABS right rear speed sensor. Agent requested warranty cost for the repair to the ABS right rear speed sensor. Agent advised the customer if she is experiencing issues with the headlight she still holds the warranty. Agent advised the customer she would need to contact the dealership for a diagnosis to see if the issue will be covered under the 12/12 warranty. Agent offered the customer a call back. Customer accepted.

Customer Assistance Inquiry Record (CAIR)#**15533931**

Vin	2D4GP44L2	5R	Open Date	10/11/2006	Build Date	04/07/2005	
Model Year	05	Body	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
In Service Dt	07/28/2005	Dealer	44668	Dealer Zone	35	Mileage	1
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	DEVON PA				Country	UNITED STATES	

Product - Electrical - Lamps and Switches - Defective - Default

10-11-06 Legal repurchase in process. Head lights turn off by them selves while driving. Writer authorized a rental for \$35 per day not to exceed 10 days from today. MPW
Case being handled by Elaine McKenzie.
12/14/06 - Rec d file - js

Customer Assistance Inquiry Record (CAIR)#**15553990**

Vin	2D4GP44L2	5R	Open Date	10/16/2006	Build Date	09/17/2004	
Model Year	05	Body	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
In Service Dt	10/15/2004	Dealer	44077	Dealer Zone	51	Mileage	36,100
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	LOCKPORT IL				Country	UNITED STATES	

Recall - F01: - Advise Owner/Incomplete Recall	Agent advised customer of recall #F01.
Product - Electrical - Unknown - Intermittent or Inoperative - Default	Customer called regarding issue with electrical system.

Customer called regarding issue with electrical system. Agent advised customer of recall #F01. Customer states the headlights won't come on and everything electrical goes out. Customer states the dash indicators flash. Customer states the dealer has been unable to duplicate the issue. Customer states the vehicle has been to the dealer 6 times, 2 times at dealer 44077 and 4 times at selling dealer. Agent contacted dealer 44077 and spoke with Mike the service manager. Mike states the issue cannot be duplicated. Mike states the technician is still working with the vehicle. Agent advised Mike the customer is upset about the rental cost. Mike states he will look into it and to tell the customer to contact him regarding the rental. Agent advised customer of what Mike stated to agent. Agent advised customer to continue to work with the dealer.

Customer Assistance Inquiry Record (CAIR)#**15563424**

Vin	2D4GP44L6	5F	Open Date	10/18/2006	Build Date	02/14/2004	
Model Year	05	Body	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
In Service Dt	03/13/2004	Dealer	44221	Dealer Zone	71	Mileage	61,000
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	SELMA OR				Country	UNITED STATES	

Product - Body / Trim / Paint Finish - Interior Ornamentation/Mirrors - Inoperative - Instrum't Panel-G. Box

Customer stated the instrument cluster is not working.

Customer stated the vehicle was taken to the dealership 44221 at the beginning of September for some problems with vehicle. Customer stated the dealership 44221 could not find the problem with the vehicle. Customer stated the vehicle was kept at the dealership 44221 for six days. Customer stated the dealership provided her with a loaner during that time. Customer stated the vehicle needed a new instrument cluster. Customer stated the vehicle worked fine for about three days. Customer stated the vehicle was taken to the dealership 44221 again. Customer stated she again was provided with a loaner vehicle for three weeks at no charge. Customer stated the vehicle was fine for four days and it then started affecting the headlights. Customer stated the vehicle was taken back to the dealership 44221 again and the instrument cluster was tested fine. Customer stated the vehicle worked just fine for 2 days and the vehicle is currently at the dealership 44221. Customer stated the dealership has been absolutely wonderful to her during these problems with the vehicle. Customer stated this vehicle is the only transportation she has to transport her disabled mother. Customer stated she does not trust the vehicle anymore and feels that it is not safe. Customer stated if the vehicle is repaired she would like to be assured that it would not break down again. Agent spoke with Gordon service advisor at dealership 44221. Gordon stated the vehicle has been in for the dash cluster once and the two times for the instrument cluster. Gordon stated the vehicle is now at the dealership 44221 for the dash cluster to be inspected. Agent informed Gordon that a direct to dealer is being sent to get someone out there to look at the vehicle. Agent informed customer that the file will be sent so that a factory technician can come out to look at the vehicle. Customer was provided with the reference number.

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

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

REASSIGNED TO BC/DLR 71 44221 10/18/06 12:48 O 15563424

Customer states why it is taking so long for someone to come out and look at her vehicle. Customer states the dealership stated they will not touch the vehicle intel technical support comes out and look at the vehicle.

Agent advised customer that she would need to contact the service manager at the dealership to see why it is taking so long for them to get someone out to look at her vehicle. Customer understood.

Spoke with customer last week on November 2. Bill Miller and Mr. [REDACTED] were on the phone from Lithia Grants Pass. Explained that we are trying to get a good part for his vehicle. Bud Prince the parts manager will order another module (will try for a new one - not remanufactured). Mr. [REDACTED] has my phone number and will call if there are further issues. Appointment has been scheduled pending exact date the part will arrive. 11/09/2006 rbf1

Customer Assistance Inquiry Record (CAIR)#**15584253**

Vin	1D4GP45R1	5E [REDACTED]	Open Date	10/24/2006	Build Date	02/02/2005	
Model Year	05	Body	RSKH52	DODGE CARAVAN SXT FWD SWB WAGON			
In Service Dt	05/27/2005	Dealer	67731	Dealer Zone	42	Mileage	34,000
Name:	[REDACTED]					Contact Type	TELEPHONE
Address	[REDACTED]					Home Phone	[REDACTED]
	GENOA OH [REDACTED]					Country	UNITED STATES

Dealer - Service/Body Shop - Transaction - Problem Not Resolved - Default	Caller is not happy with the service she has recieved.
Product - Transmission / Transaxle - Unknown - Noisy - Default	Caller states that her transmission makes a loud noise.
Product - Electrical - Body Wiring - Defective - Default	Caller states that she has electrical issues with her vehicle.

Caller states that her vehicle has been making noise in the front end and the transmission is slipping and making a loud roaring noise. Caller claims that her stabilizer bar is defective and her headlights will blink when she turns on her blinker. Caller states that the dealership has been avoiding the big repairs that she believes her vehicle needs. Caller states that she wants to take her vehicle to an alternate dealership for further repair concerns. Writer provided to alternate contact numbers and the reference numbers for further assistance.

Customer Assistance Inquiry Record (CAIR)#**15591357**

Vin	2D4GP44L4	5F	Open Date	10/25/2006	Build Date	11/08/2004	
Model Year	05	Body	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
In Service Dt	01/11/2005	Dealer	68381	Dealer Zone	32	Mileage	33,750
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	GLOUCESTER MA					Country	UNITED STATES

Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Customer reporting head lights go off and on
Product - Electrical - Radio/Spkr/Clock/Antenna - Intermittent or Inoperative - Default	Customer reporting radio turns off and on
Product - Drivability - Unknown - Hesitation/No Power - Default	Customer reporting vehicle loses power while driving
Product - Electrical - Power Windows - Intermittent or Inoperative - Unknown	Customer reporting windows to not operate all the time
Product - Drivability - Unknown - No Start - Default	Customer stated vehicle will not start
Referral - Other - Default - Default - Default	Referred to Blue and White book that came with vehicle

Customer's wife, Holly stated vehicle is on way to 68381 for the 8th or 10th time in a 1 1/2 years time. Customer stated vehicle loses power while driving and head lights, radio goes off and on, and power windows do not work all the time. Customer stated she is afraid of vehicle and not longer wants. Writer called 68381, Service Manager unavailable and Operator stated there is no one available to verify repair information at this time. Writer referred customer to blue and white book that came with vehicle and advised will continue to check with 68381 and offered call back. Customer agreed for call back at [REDACTED].

***** NEXT AGENT *****

If customer calls back before JG823 has received 68381 repair information, call 68381 to verify repairs.

Customer called back. Agent contacted dealer 68381 and spoke with Ron the Service Advisor that worked on the vehicle and verified repairs with dealer.

10/17/2006 Cushion, front sway bar|One and/or both

04/26/2006 Diagnostic LOP - Fuel|FUEL

04/21/2006 A/C Heater lines|Replace underbody A/C Refrigerant/engine coolant

02/09/2006 Outer-Right or left|Tie rod ends

02/08/2006 Tie Rods/Drag Link-Inquiry

01/19/2006 Regulator, front door glass|4D

sedan-Van-Wagon-Electric-Right or left

08/13/2005 A/C system leak test and recharge|Front and rear unit|Note:

This operation is only used when refrigerant is missing and no leaks are found

05/02/2005 Front-Right or left|Sensor, air bag impact

Ron did state replacement of battery today for no start issue. Ron

stated unable to duplicate headlights going on and off issue, radio

turning on and off issue, windows not operating all the time issue.

Agent advised customer that a battery had been replaced for no start

issue.

Customer stated she was going to get a lawyer.

Customer Assistance Inquiry Record (CAIR)#**15595413**

Vin	2C4GP54L7	5R	Open Date	10/26/2006	Build Date	08/12/2004	
Model Year	05	Body	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON			
In Service Dt	08/31/2004	Dealer	25002	Dealer Zone	32	Mileage	29,100
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	ROME NY					Country	UNITED STATES

Product - Engine - Unknown - Check Engine Lamp On/Flashing - Default	Cusotmer states check engine light is on.
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Customer states headlight switch only works intermittently.
Dealer - Service/Body Shop - Transaction - Problem Not Resolved - Default	Customer states repeated repairs for same issues.
Referral - Tier Three - Default - Default - Default	Tier three support referral.

Customer states his vehicle has been to dealership for many repairs. Customer states some issues are recurring. Customer states he purchased this vehicle for reliability and he has not received that. Customer states he can not trust this vehicle to transport him anywhere. Customer is seeking either a buy back or replacement vehicle. Advised customer a call back will be required as agent must contact dealership to obtain details on each previous repair. Customer states he will be at business number until 4:30, and at home number after 5:30. Agent did not provide extension number; however should customer call back, next agent may transfer to extension 69955. Provided customer reference number 15595413.

Agent phoned dealer 25002 and spoke with Tim, Service Manager. Tim is to fax complete repair and diagnosis history to [redacted] 2, attn: Vivian, Pole 21.

Customer stated he contacted DCCAC and has not had any response. Writer checked previous narrative. Writer consulted with BDF17 and he checked with VLS18, not here and advised contacting 25002 for repair information. Writer advised customer unable to verify receipt of fax was received from 25002 and will have to contact 25002 for repair information. Cusotmer could not hold and requested call back at provided telephone numbers.

Agent phoned Tim, Service Manager, dealer 25002 and left a voice mail that still have not received service history on customer.

Received fax from Tim Kuhn, Service Manager at dealer 25002, with service records for customer (see images for complete details).

Regarding ENGINE:

10/27/06, mileage 29048 - Symptoms: check engine light; #2 cylinder misfire; runs rough intermittently, Repair: valve decarbonized; set SIT overnight and retested ok

10/2/06, mileage 27687 - Symptoms: check engine light, Repair: #2 cylinder misfire; replaced spark plugs and secondary ignition cables and retested ok

6/20/06, mileage 24728 - Symptoms: check engine light, Repair: performed diagnostic test, found DTC P0302 #2 cylinder misfire, reprogrammed PCM

10/26/05, mileage 15425 - Symptoms: check engine light, higher gas usage, Repairs: performed diagnostic test, found DTC P0300 multiple cylinder mis-fire, removed and checked all spark plugs, cleaned air box.

Regarding POWER STEERING (PS):

9/20/06, mileage 27103 - Symptoms: PS groaning and moaning when backing and turning, Repair: replaced power steering pump and both outer tie rods, performed TSB 19-006-05 for noise, shudder concern, retested ok.

6/22/05, mileage 11334 - Symptoms: clicking noise while steering, Repairs: front sway bar links loose, bushing bracket improperly adjusted; replaced both front sway bar links, readjusted swaybar bushing cradles, readjusted bushing retainer.

12/9/04, mileage 2174 - Symptoms: groaning noise when turning, Repairs:

R&R steering gear replacement.

Regarding ANTI-LOCK BRAKING SYSTEM (ABS):

9/20/06, mileage 27103 - Symptoms: ABS light comes on and off all the time, Repair: performed diagnostic, found OCM failure, recalibrated OCM, retested ok

Regarding MISCELLANEOUS:

9/20/06, mileage 27103 - Symptoms: headlight switch does not always work, Repair: headlight switch internal, ordered headlight switch

6/20/06, mileage 24728 - Symptoms: air bag light is on, Repairs: performed air bag diagnostic test, found open sensor, replaced and retested ok.

1/26/06, mileage 17619 - Symptoms: air bag light is on, Repairs: impact sensor has open circuit, installed new impact sensor and spliced in wiring harness.

7/28/05, mileage 12684 - Symptoms: air bag light is on, Repairs: replaced clockspring assembly.

7/28/05, mileage 12684 - Symptoms: air conditioning (a/c) not cold, Repairs: rear a/c lines leaking; replaced rear a/c lines and recharged.

6/22/05, mileage 11334 - Symptoms: air bag light is on, Repairs: air bag sensor inoperable, internal failure; replaced sensor.

6/22/05, mileage 11334 - Symptoms: right rear 1/4 window rattles while open and driving; Repairs: replaced window actuator.

12/9/04, mileage 2174 - Symptoms: speaker rattles, Repairs: could not duplicate

Referred customer to DCCAC for discussion of Special Investigations issue.

Per lbd3.

Phoned customer and provided with update on vehicle issues.

Service Manager Tim was notified about customer service issues. Customer is still not satisfied with the Town & Country van. Customer was contacted and left message. Forwarded CAIR to dealer for further Service Manager & District Manager involvement. Attention dealer: Please contact Customer and handle customer. Involve our technical support group/Business Center & field personal to resolve. Thanks

REASSIGNED TO BC/DLR 32 25002 11/10/06 14:25 R 15595413

Customer calling regarding 2 phone calls he received. The second call just said they wanted to talk to him regarding investigation. The narrative did not say what information they might need.

Customer calling requesting an update on his request, caller states he has not received a contact back from his previous contacts. Informed caller his request has been reviewed and sent to the dealership to get all parties involved on his issue. Caller requested to speak with the location his file was originally sent to. Referred caller to tier three for further review.

Owner calls expressing disappointment with the 12 times the vehicle has been back to the dealer and down for more than 15 days. Owner states he was never contacted since 11/10/06, so he did not know what would happen next.

Writer contacted Tim and left message, since their phone system was down.

Service manager, please continue to follow current concerns to a conclusion and follow zone procedures for assist as needed. Thanks..dg2

REASSIGNED TO BC/DLR 32 25002 11/20/06 10:37 R 15595413

*Contact Date:03/14/2007

Service Manager at the dealership has closed the Cair# 15595413

Vehicle operates properly and explanation has been provided to customer.

Request was reviewed with DM.

CAIR RETURNED FROM DEALER ON 3/14/2007 AT 07:53:628 R 15595413

Customer Assistance Inquiry Record (CAIR)#**15602732**

Vin	2C4GP54L0	5R	Open Date	12/04/2006	Build Date	07/04/2005	
Model Year	05	Body	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON			
In Service Dt	08/23/2005	Dealer	63566	Dealer Zone	74	Mileage	13,000
Name:						Contact Type	LETTER
Address						Home Phone	
	SIOUX FALLS SD					Country	UNITED STATES

Dealer - Service/Body Shop - Personnel - Other - Service Management	Customer complaint that manager did not ask if he had a spare key
Dealer - Service/Body Shop - Transaction - Other - Default	Customer not satisfied with service received
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Customer stated concern with headlight switch
Dealer - Service/Body Shop - Transaction - Poor Scheduling - Default	Customer stated he made an appointment but had to leave vehicle for a day

Customer sent survey and letter from October. Customer letter states that he took his vehicle to dealer 63566 for a concern with the headlight switch. Customer stated that he made an appointment and was informed that the part had to be ordered and he would be contacted. Customer stated he took his vehicle in to be repaired and arrived 10 minutes early. Customer stated that he was told by some lady in service that they were to busy to fix it unless he left it for the whole day and then they might get to it. Customer stated that he took the vehicle in for an oil change and the service manager locked the keys in it. Customer stated instead of him asking him if he had a spare key he had a mechanic use something to open the door and it scratched the inside of the door. Customer stated they apologized and made an appointment to fix it. Customer stated they informed him that they would need the vehicle the whole day. Customer stated that the dealer did not provide loaner vehicles. Customer not happy with service received. Agent left message [REDACTED] Agent provided customer with reference number and contact information. Customer had contact number on answering machine [REDACTED] Agent spoke with customer [REDACTED] and informed that his concerns have been documented. Customer inquired what happens then. Agent informed customer that his concern is reviewed internally.

Customer Assistance Inquiry Record (CAIR)#**15617302**

Vin	2D4GP24R8	5F	Open Date	11/03/2006	Build Date	08/18/2004	
Model Year	05	Body	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON			
In Service Dt	06/11/2005	Dealer		Dealer Zone		Mileage	29,751
Name:						Contact Type	E-MAIL
Address						Home Phone	
	AYLETT VA				Country	UNITED STATES	

Product - Electrical - Unknown - Intermittent or Inoperative - Default	Customer states that he is having electrical issues.
Dealer - Service/Body Shop - Transaction - Problem Not Resolved - Default	Customer states that the axle issue is not resolved.
Product - Differential Gear Assy's - Axle Shaft - Broken, Cracked - Unknown	Customer states that the axle fell out.

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

Broken axle

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

BEGIN EMAIL

Dear Sirs: My Wife and I bought a new 2005 Dodge Grand Caravan SE on June 11, 2005. It has had numerous problems, few of which were fixed properly when brought back to the dealership. Finally, on October 04, 2006, with 29751 miles on the vehicle, an axle broke as my son, daughter-in-law, and two grandchildren under two years old pulled out of a parking lot onto the road. Had this happened on an interstate, with the vehicle moving at a high rate of speed, there is every likelihood that a fatal accident would have occurred. Axles do not break except under extreme circumstances or when there is some fatal fault with the manufacture itself. This is not a vehicle which has been abused. It has been used to transport housewives and small children back and forth to school, to grocery, etcetera. It has been serviced at all proper intervals at the Mechanicsville, VA dealership where it was purchased. In addition, the service department at this dealership may be called "Five Star" by you, but my wife and daughter in law have found them to be condescending and dissembling in every case that they have dealt with them. I have also been lied to by the general manager, Mr. Todd Curle. He claims that there is no safety problem with the vehicle because there was no axle breakage, but a CV joint failure. I hold in my hand a work order (invoice number 231886) which says it was an axle, and nothing else, no parts, no labor, nothing else is listed on the work order. In my estimation, the entire management and service department is totally untrustworthy at this location. Except to move the vehicle so as to avoid storage charges, I will not have any member of my family transported in this vehicle. The service department at Mechanicsville Dodge claims to have repaired the vehicle and that it is safe. They have all "... driven it and it drives fine!" That is illogical for a number of reasons. First, it "drove

fine" right up until the moment the axle broke, even though numerous electrical and other problems existed which were not fully repaired at that time. Second, I have absolutely no reason, based on my past experiences with shoddy work and outright falsehoods at this store, to believe that this shop is capable of properly repairing the vehicle. Third, there is no reason to believe that other life threatening problems do not exist, lurking in this vehicle to strike my family if we were to trust it or Mechanicsville Dodge once again with our lives. Though I am certain you can find some legal reason not to do so, I believe Daimler Chrysler Corporation is morally obligated to purchase the remainder of my contract for this vehicle. I will take the loss of any monies I have already invested in the vehicle, since I have had use of it for 29000 miles. I do NOT want another vehicle to replace it. Why should I ever deal with Mechanicsville Dodge again? For your reference, the VIN is: 2D4GP24R85R [REDACTED] Respectfully yours: Glenn W. Russell P.O. Box 37, Aylett, VA 23009 804-769-3475 [REDACTED]

END EMAIL

BEGIN RESPONSE

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

Vehicle owner name

Vehicle owner address

Day and evening phone numbers

Vehicle Identification Number (VIN)

Name of dealership where vehicle was purchased

Date of purchase

Dealership where service was performed

Date of last service

Current vehicle mileage

An explanation of the problem

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

END EMAIL

Customer states that he wants his vehicle bought back because of the axel concern. Customer states that the vehicle is not safe to drive. Customer states that he is also experiencing electrical issues with the vehicle. Agent contacted dealer 804-559-4767 Keith Lucas for repair history, Keith states that these repairs where done on the electrical issues. 9-7-06 head lights not working put a head light switch, 9-20-06 blinkers getting stuck put a control module in [REDACTED] Customer is not happy with this vehicle.
