

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

<b>Customer Assistance Inquiry Record (CAIR)#</b>						<b>15629023</b>	
<b>Vin</b>	2D4GP44L0	5R	<b>Open Date</b>	11/08/2006	<b>Build Date</b>	02/12/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	05/03/2005	<b>Dealer</b>	44351	<b>Dealer Zone</b>	74	<b>Mileage</b>	30,000
<b>Name:</b>						<b>Contact Type</b>	E-MAIL
<b>Address</b>						<b>Home Phone</b>	
	EVELETH MN					<b>Country</b>	UNITED STATES

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Product - Electrical - Lamps and Switches - Other - Default	Customer states headlights cut on and off.
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\*\*\*\*\* EMAIL BRIEF DESCRIPTION CONTENT \*\*\*\*\*

Electrical Problem

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

Date: November 6, 2006 From: [Redacted] Subject: Electrical problem with my  
Eveleth, Mr [Redacted] To: Whom it may concern  
2005 Dodge Caravan VIN: 2D4GP44L05R [Redacted]  
This letter is re: to a problem I have with my 2005 Dodge Caravan.  
Shortly after purchasing my van last May (2005) from Duluth Dodge in  
Duluth, MN I brought it in for a problem with the headlights. While  
driving at night my headlights would suddenly blink off and come back on.  
This blink lasted about a second. Also my headlights would dim whenever  
any electrical device was operated. Whether it was the windows, power  
seats, heater fan, applying the brakes, etc. it didn't make any  
difference they would dim down. I brought the van in to Duluth Dodge  
numerous times with this complaint and the last time they said they  
changed the main computer. They also told me that they had contacted  
Dodge Corporation Main Service Department and that they told them that  
they would not find the problem the customer would. Well I have had  
this van for over a year and a half now and the problem still exists. The  
service personal at Duluth Dodge claim this dimming is normal. They  
say operating the electric window is a big load and that the dimming is  
to be expected. I have been in the electronics and electrical field for  
over forty years and this vehicle has a definite voltage problem. Either  
the alternator is not putting out the required voltage/current or the  
battery is not large enough to handle the load. There is no way a proper  
system should not be able to handle the load when say you turn on the  
rear window wiper. The lights should not dim down if the system is set up  
right. I have had numerous other vehicles both Dodge and other  
manufacturers vehicles with electric windows, door locks, power seats,  
etc. and none of them have ever had this  
roblem My greatest concern is that one of these times while traveling  
down the highway one night at 55 miles per hour that the lights are going  
to go off and that they will not come back on. I shudder at the possible  
consequences of this happening. To not only myself but any passengers I  
may be carrying or other vehicles and their occupants that might be on  
the road and in the vicinity of my vehicle if this were to happen. If the  
service people at Duluth Dodge are not capable of fixing this problem is  
there a service center that I could bring this vehicle to and get this  
taken care of? Is there someone I could call and get help for this  
situation? Any assistance that you may be able to give with this problem  
would be appreciated. Thank you, [Redacted] I may also be reached  
via e-mail at [Redacted]

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Agent contacted dealer 44351 and spoke with Lori. Lori states they have  
replaced a lighting control switch, front control module, and multi  
function switch. Lori states the dimming is normal. They have repaired  
the lights shutting off. Lori states the customer has not been into their  
dealer since Feb. for the dimming concern.  
\*\*\*\*\*

Dear [Redacted]:  
Thank you for contacting Dodge regarding an electrical concern with your  
2005 Dodge Grand Caravan.

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

Chrysler Group has made tremendous gains in customer satisfaction and vehicle quality, and we are dismayed to learn that your expectations have not been met. Please accept our apology for the problems 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 Dodge 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.

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**Customer Assistance Inquiry Record (CAIR)#****15631053**

<b>Vin</b>	1D4GP24RX	5E	<b>Open Date</b>	11/08/2006	<b>Build Date</b>	05/17/2004	
<b>Model Year</b>	05	<b>Body</b>	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON			
<b>In Service Dt</b>	05/17/2004	<b>Dealer</b>		<b>Dealer Zone</b>		<b>Mileage</b>	37,000
<b>Name:</b>						<b>Contact Type</b>	E-MAIL
<b>Address</b>						<b>Home Phone</b>	
	YORKTOWN VA					<b>Country</b>	UNITED STATES

Corporate - Technical Assistance - Default - Default - Default

Customer seeking technical assistance.

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

Issue with headlights

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

\*\*\*BEGIN EMAIL\*\*\*

I have had more problems with my 2005 Dodge Grand Caravan, burnt window motors, broken electric mirrors and now the headlights and interior lights flicker. Any suggestions on what it may be before I take it to the dealership ? I would like to have an idea of the problem before I make the appt. Thank You

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

\*\*\*BEGIN RESPONSE\*\*\*

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.

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

**Customer Assistance Inquiry Record (CAIR)#****15631081**

<b>Vin</b>	1C4GP45RX	5E	<b>Open Date</b>	11/06/2006	<b>Build Date</b>	07/07/2005	
<b>Model Year</b>	05	<b>Body</b>	RSYH52	CHRYSLER TOWN & COUNTRY FWD SWB WAGON			
<b>In Service Dt</b>	08/01/2005	<b>Dealer</b>	44457	<b>Dealer Zone</b>	35	<b>Mileage</b>	27,514
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	0
	CHASE CITY VA					<b>Country</b>	UNITED STATES

Dealer - Service/Body Shop - Transaction - Poor Scheduling - Default

Customer states the dealership has poor scheduling.

Customer states the headlight would not work at night but would work in the morning. Customer states the dealership told her nothing was wrong with the vehicle. Customer states he head lights went off while driving. Customer states she took the vehicle was at the dealership for 8 days. Customer states the vehicle was not involved in a timely manner. Customer states she was charged for rental. Customer states the dealership installed the child seats in the rental and was not installed properly. Customer states the dealership gave her a rental and told he it was free of charged and then charged her for rental. Agent advised customer the information has been documented and would need to speak with management of the dealership over the issue. Agent advised customer the dealership are independently owned and operated.

**Customer Assistance Inquiry Record (CAIR)#****15635986**

<b>Vin</b>	2D4GP24R2	5F	<b>Open Date</b>	11/09/2006	<b>Build Date</b>	11/02/2004	
<b>Model Year</b>	05	<b>Body</b>	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON			
<b>In Service Dt</b>	04/16/2005	<b>Dealer</b>		<b>Dealer Zone</b>		<b>Mileage</b>	8,000
<b>Name:</b>						<b>Contact Type</b>	E-MAIL
<b>Address</b>						<b>Home Phone</b>	
	LYNNWOOD WA					<b>Country</b>	UNITED STATES

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Product - Electrical - Lamps and Switches - Defective - Default	Customer states that the head lamps do not work.
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\*\*\*\*\* EMAIL BRIEF DESCRIPTION CONTENT \*\*\*\*\*

Head lights are not turned on sometimes. Need to switch on and off several times to turn on. Check with you before costing your money at dealer.

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

\*\*\*BEGIN RESPONSE\*\*\*

Dear Shuliang:

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

If you are currently experiencing a concern with your 2005 Dodge Grand Caravan, we recommend that you contact your authorized DaimlerChrysler Corporation dealership for an appointment for proper diagnosis and repair.

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

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**Customer Assistance Inquiry Record (CAIR)#****15645427**

<b>Vin</b>	1D4GP45R6	5E [REDACTED]	<b>Open Date</b>	11/10/2006	<b>Build Date</b>	07/27/2004	
<b>Model Year</b>	05	<b>Body</b>	RSKH52	DODGE CARAVAN SXT FWD SWB WAGON			
<b>In Service Dt</b>	06/02/2005	<b>Dealer</b>	56888	<b>Dealer Zone</b>	51	<b>Mileage</b>	24,000
<b>Name:</b>	[REDACTED]					<b>Contact Type</b>	E-MAIL
<b>Address</b>	[REDACTED]			#1	<b>Home Phone</b>	[REDACTED]	
	CORALVILLE IA [REDACTED]				<b>Country</b>	UNITED STATES	

Product - Suspension - Spindle / Bearings/S Knuckle - Other - Unknown	Bearings and bushings need replaced.
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\*\*\*\*\* EMAIL BRIEF DESCRIPTION CONTENT \*\*\*\*\*

many vehicle problems on a new vehicle

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

Dea [REDACTED]

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

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

Vehicle owner name

Vehicle owner address

Day and evening phone numbers

Vehicle Identification Number (VIN)

Name of dealership where vehicle was purchased

Date of purchase

Dealership where service was performed

Date of last service

Current vehicle mileage

An explanation of the problem

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

Thanks again for your email.

Sincerely,

Talarisha

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

Customer states that he has had multiple issues with his vehicle and states that he is tired of it. Customer states the vehicle has been in 7 to 8 times for the electronic power sliding passenger door, powersteering pump replaced, light module when head lights and rear lights went out and also for bushings replaced in the front end and the noise still exists. Customer states that he has an appointment to take his vehicle back to the dealership. Agent contacted dealership 56888 and spoke with Seth . Seth states that the vehicle was in on 3/28/06 power door issue (replaced wiring harness), on 11/28/05 malfunction indicator light (switch replaced), and on 6/23/05 power sliding door issue (replaced door module). Seth states that there is an appointment for the customer to bring his vehicle on December 4th and a technician is suppose to drive with the customer to find the noise of the vehicle. Agent informed customer that at this time he will have to keep working with the dealership because on record that there was only two repairs on his power sliding door. Customer states that the power sliding doors are fix for now but may go. Customer understood and states that he will work with the dealership.

**Customer Assistance Inquiry Record (CAIR)#****15669268**

<b>Vin</b>	2C4GP44R0	5F	<b>Open Date</b>	11/15/2006	<b>Build Date</b>	06/05/2005	
<b>Model Year</b>	05	<b>Body</b>	RSYH53	CHRYSLER TOWN & COUNTRY LX FWD LWB WAGON			
<b>In Service Dt</b>	06/06/2005	<b>Dealer</b>	49980	<b>Dealer Zone</b>	63	<b>Mileage</b>	20,000
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	PT CHARLOTTE FL					<b>Country</b>	UNITED STATES

Recall - F06: - Advise Owner/Incomplete Recall	Advised customer of incomplete recall F06.
Recall - F10: - Advise Owner/Incomplete Recall	Advised customer of incomplete recall F10.
Product - Electrical - Cruise Control - Complete Failure - Default	Customer states cruise control does not work.
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Customer states head lights flicker on and off.

## \*\*\*\*\*Recall Contact\*\*\*\*\*

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. Customer also states she is having problems with her headlights. Customer states they flicker on and off and does not stop. Customer also states her cruise control is completely defective. Agent advised customer to contact her local dealer for the recalls and the electrical issues she is having with her vehicle.

**Customer Assistance Inquiry Record (CAIR)#****15687477**

<b>Vin</b>	1D4GP45R5	5E	<b>Open Date</b>	11/22/2006	<b>Build Date</b>	03/10/2004	
<b>Model Year</b>	05	<b>Body</b>	RSKH52	DODGE CARAVAN SXT FWD SWB WAGON			
<b>In Service Dt</b>	08/13/2004	<b>Dealer</b>		<b>Dealer Zone</b>		<b>Mileage</b>	33,000
<b>Name:</b>						<b>Contact Type</b>	E-MAIL
<b>Address</b>						<b>Home Phone</b>	
	FORT MILL SC				<b>Country</b>	UNITED STATES	

Dealer - Service/Body Shop - Transaction - Problem Not Resolved - Default	customer upset how issues are handled
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\*\*\*\*\* EMAIL BRIEF DESCRIPTION CONTENT \*\*\*\*\*

Multiple poor service experiences at local dealer.

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

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

We have had a number of poor experiences with the service staff at Stateline Dodge. It is obvious that the quality of the vehicle is poor and the commitment to address the issues is much worse. For a vehicle still under warranty, I have never heard so many reasons why issues are not covered. Here is a partial list of issues that we have encountered since we have purchased the vehicle: \*Faulty transmission - covered under warranty \*Brake failure at 31k miles - not covered \*Sticking throttle - not covered \*Faulty suspension components - covered \*Faulty cooling components - covered \*Faulty alternator - covered \*Recurring electrical issues that caused the headlights to not work in the rain - finally covered after many trips back to the dealer As a reminder, here is a copy of the Dodge warranty statement: 'You pay nothing for these repairs. These warranty repairs or adjustments including all parts and labor connected with them will be made by your dealer at no charge, using new or remanufactured parts.' I do not understand why the dealer insists to charge to correct issues that should be covered under warranty. I also do not understand the poor diagnostic capability at the dealer facility and the poor customer service skills of the service counter staff. We would like the warranty to be honored for our vehicle and for the dealer to be more responsive to service issues. [REDACTED]

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

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

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.

Thanks again for your email.

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



**Customer Assistance Inquiry Record (CAIR)#****15692234**

<b>Vin</b>	2C8GP44R9	5F	<b>Open Date</b>	11/21/2006	<b>Build Date</b>	06/17/2004	
<b>Model Year</b>	05	<b>Body</b>	RSYH53	CHRYSLER TOWN & COUNTRY LX FWD LWB WAGON			
<b>In Service Dt</b>	12/28/2004	<b>Dealer</b>	26765	<b>Dealer Zone</b>	71	<b>Mileage</b>	23,686
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	MONTEREY PARK CA					<b>Country</b>	UNITED STATES

Product - Electrical - Lamps and Switches - Defective - Default	Customer complains of headlights.
Product - Wheels and Tires - Wheels - Vibration - Front-Driver	Customer complains of issue with tires.

Customer called in, stating that there is an issue with the headlights. Customer stated that the dealership could not duplicate the issue. Agent contact the dealership and spoke to Luis. Luis stated that there is an issue with the switch and they are ordering a part for it. He stated that it will be there tomorrow. Customer stated that he has an issue with the tires. Customer stated that they make noise. Customer stated that they replace the hub caps. Customer is seeking assistance with replacement of the wheels.

Informed customer that DaimlerChrysler will not participate in the repair. The vehicle warranty has expired per instructions of MLB92. Customer calling back in stating that he does not have an issue with the wheels on the vehicle there is just a noise coming from the wheel. Customer stated that his dealer has replaced all the hub caps. Customer then stated that after this repair the tires were still making a noise, and the dealer informed him that he will need new tires. Customer stated that he has replaced the tire and the hub caps now and the noise still exist. Agent informed the customer that since the vehicle is at the dealer there will file sent to the dealer, and to Chrysler to get higher parties invovled. Agent then provided the customer with his reference number, and advised the customer that if this issue reoccurs after the vehicle leaves the dealer then he may contact DCCAC back for further review.

REASSIGNED TO BC/DLR 71 26765 11/21/06 19:50 R 15692234

\*Contact Date:11/22/2006

Service / Parts Director at the dealership has updated the Cair# 15692234  
Parts have been ordered.

\*Contact Date:11/22/2006

Service / Parts Director at the dealership has closed the Cair# 15692234

Warranty repair has been documented on Repair Order#199025

CAIR RETURNED FROM DEALER ON 11/22/2006 AT 08:22:460 R 15692234

**Customer Assistance Inquiry Record (CAIR)#****15695303**

<b>Vin</b>	2D4GP44L4	5R	<b>Open Date</b>	11/22/2006	<b>Build Date</b>	02/23/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	03/12/2005	<b>Dealer</b>	58285	<b>Dealer Zone</b>	35	<b>Mileage</b>	27,000
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	PENNSAUKEN NJ					<b>Country</b>	UNITED STATES

Corporate - Rental Vehicle - Default - Default - Default	Caller is asking for rental.
Product - Electrical - Body Wiring - Other - Default	Caller states a ne wwiring harness is needed.
Product - Electrical - Folding Lamp - Intermittent/Inoperative - Both - Sides	The dealer states there is an intermittent issue with the headlights

The caller states the vehicle went in for service as there is an issue with the head lights. Caller states she was given a rental vehicle through her aftermarket service contract and is now being told to return it.

Agent called dealer and spoke to acting service manager Jeff. Jeff states the electrical Harness has been ordered and the issue involves the headlights. Jeff states the vehicle is not safe to drive. Agent consulted with CCG19 who advised that he will authorize 5 days. Agent called Jeff and advised that 5 days will be granted.

Agent called dealer and advised the authorization number is UN06974471122  
Agent advised caller 5 additional days of rental would be given.

**Customer Assistance Inquiry Record (CAIR)#****15710324**

<b>Vin</b>	1D4GP45R9	5E [REDACTED]	<b>Open Date</b>	11/28/2006	<b>Build Date</b>	05/10/2004	
<b>Model Year</b>	05	<b>Body</b>	RSKH52	DODGE CARAVAN SXT FWD SWB WAGON			
<b>In Service Dt</b>	09/18/2004	<b>Dealer</b>	44237	<b>Dealer Zone</b>	35	<b>Mileage</b>	24,000
<b>Name:</b>	[REDACTED]					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	[REDACTED]					<b>Home Phone</b>	[REDACTED]
	BALTIMORE MD [REDACTED]					<b>Country</b>	UNITED STATES

Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Customer states head lights are intermittent.
Dealer - Service/Body Shop - Personnel - Courteous - Service Management	Customer states service department was very understanding.

Customer states that sometimes his headlights does not work. Customer states that dealer 44237 could not find a problem with the vehicle. Customer states that dealer was very nice to him and told him if he has this issue again they would provide him towing. Agent advised customer that if he has this issue again to call DCX so that a direct to dealer can be sent.

**Customer Assistance Inquiry Record (CAIR)#****15725677**

<b>Vin</b>	1D4GP45R6	5E [REDACTED]	<b>Open Date</b>	12/01/2006	<b>Build Date</b>	02/25/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKH52	DODGE CARAVAN SXT FWD SWB WAGON			
<b>In Service Dt</b>	03/25/2005	<b>Dealer</b>	42689	<b>Dealer Zone</b>	66	<b>Mileage</b>	72,000
<b>Name:</b>	[REDACTED]					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	[REDACTED]					<b>Home Phone</b>	[REDACTED]
	VERBENA AL [REDACTED]					<b>Country</b>	UNITED STATES

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Product - Electrical - Speedo/Gauges/Ometer/EIC - Intermittent or Inoperative - Default	Cusotmer seeking buy back.
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Customer states that the instrument panel had gone out on his vehicle.  
Customer states that he has had his vehicle in for service 11 times.  
Customer states along with the panel, the headlights go out. Customer states that he wants to get out of his vehicle. Customer states that it is a safety risk. Agent advised customer per TLD50 that he needs to continue working with his dealership, and referred customer to his blue and white booklet. Customer is unhappy with decision.

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**Customer Assistance Inquiry Record (CAIR)#****15725974**

<b>Vin</b>	1D4GP45R1	5E	<b>Open Date</b>	12/04/2006	<b>Build Date</b>	02/03/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKH52	DODGE CARAVAN SXT FWD SWB WAGON			
<b>In Service Dt</b>	02/26/2005	<b>Dealer</b>	54194	<b>Dealer Zone</b>	35	<b>Mileage</b>	27,500
<b>Name:</b>						<b>Contact Type</b>	E-MAIL
<b>Address</b>						<b>Home Phone</b>	
	PASADENA MD					<b>Country</b>	UNITED STATES

Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Alleges intermittent issue with head light switch.
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\*\*\*\*\* EMAIL BRIEF DESCRIPTION CONTENT \*\*\*\*\*

Just for your information

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

Just wanted to let you know about a reoccurring problem with my 2005 Caravan. The headlight switch has gone bad twice in the past 1.5 years. I don't know if any other owners are experiencing this problem but I wanted to bring it to your attention. When you turn on the lights, they come on sometimes and sometimes they don't. You have to keep turning the switch on and off until (if your lucky) the lights come on. We took it to the dealership (they were very nice) but now, I have to wait 7 to 10 days for them to get the part! I hope the lights don't go out completely in the meantime. I've never had this problem with any other vehicle I've owned and will be 'a little' irritated if it happens a third time. Thanks for your time. Sharon Devault

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

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

We regret to read of your dissatisfaction in your product and appreciate the time and effort you took to bring this matter to our attention.

Comments like yours are one way to learn of problems that may develop and the improvements that are desired by customers. The information received is used in product development and quality analysis. We have documented your comments and have forwarded them to the appropriate department for review.

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

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

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

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

Thank you again for your email.

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

**Customer Assistance Inquiry Record (CAIR)#****15727718**

<b>Vin</b>	1D4GP45R0	5E	<b>Open Date</b>	12/01/2006	<b>Build Date</b>	03/08/2004	
<b>Model Year</b>	05	<b>Body</b>	RSKH52	DODGE CARAVAN SXT FWD SWB WAGON			
<b>In Service Dt</b>	09/11/2004	<b>Dealer</b>	26201	<b>Dealer Zone</b>	63	<b>Mileage</b>	50,000
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	TERRELL TX				<b>Country</b>	UNITED STATES	

Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default | Customer seeking assistance repair.

Customer state that her headlights are going out and was seeking assistance with the repairs. Agent told her that we will not be able to assistance her with the repair due to her being outside of warranty and mileage. tr559.

Informed customer that DaimlerChrysler will not participate in the repair. The vehicle warranty has expired.

Customer wanting to know what does her warranty covered under. Agent transferred her to DCCAC tr559.

The customer called back wanting a second opinion on the denial. The agent informed the customer that the denial will not be over turned.

**Customer Assistance Inquiry Record (CAIR)#****15728136**

<b>Vin</b>	2C4GP54L2	5R	<b>Open Date</b>	12/01/2006	<b>Build Date</b>	03/26/2004	
<b>Model Year</b>	05	<b>Body</b>	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON			
<b>In Service Dt</b>	05/31/2004	<b>Dealer</b>	42604	<b>Dealer Zone</b>	71	<b>Mileage</b>	45,180
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	SALKUM WA				<b>Country</b>	UNITED STATES	

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Corporate - Warranty Coverage - Default - Default - Default	Caller inquiring about warranty coverage.
Product - Electrical - Lamps and Switches - Defective - Default	Caller states headlight switches are defective.

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Caller inquiring about the warranty of this vehicle. Agent informed caller of the 3/36 and 7/70 factory warranties on this vehicle. Caller states there is an electrical problem regarding the headlights. Caller inquiring about eligibility for service contract purchase per the brochure she has. Agent verified the 48 month/ 48000 mile parameter.

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**Customer Assistance Inquiry Record (CAIR)#****15736958**

<b>Vin</b>	1D4GP24R5	5E [REDACTED]	<b>Open Date</b>	12/05/2006	<b>Build Date</b>	04/01/2004	
<b>Model Year</b>	05	<b>Body</b>	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON			
<b>In Service Dt</b>	04/20/2004	<b>Dealer</b>	X7093	<b>Dealer Zone</b>		<b>Mileage</b>	41,000
<b>Name:</b>	[REDACTED]					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	[REDACTED]					<b>Home Phone</b>	
	OWEGO NY	[REDACTED]			<b>Country</b>	UNITED STATES	

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

Customer states that her headlights are not working properly

Customer stated that the headlights on this vehicle sometimes work and sometime do not. Customer states that an independent repair facility could not find the cause of the issue. Agent advised customer to take this vehicle to a local Dodge dealership and have the service department try to diagnose the issue.



**Customer Assistance Inquiry Record (CAIR)#****15743418**

<b>Vin</b>	2D4GP44L1	5F	<b>Open Date</b>	12/06/2006	<b>Build Date</b>	08/02/2004	
<b>Model Year</b>	05	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	09/07/2004	<b>Dealer</b>	66639	<b>Dealer Zone</b>	42	<b>Mileage</b>	42,000
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	PERU IN			<b>Country</b>	UNITED STATES		

Corporate - Arbitration - Default - Default - Default	Binding arbitration case # 4206B014IN
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	
Product - Engine - Unknown - Check Engine Lamp On/Flashing - Default	
Product - Steering - Power Steering Pump / Bkts - Leaks - Default	

Received binding arbitration case #4206B014IN  
 Owners concerns: electrical system: headlights, dash lights, door locks, check engine light on, steering oil leak.  
 Owner seeking: Repurchase, plus incidental and consequential damages collateral charges and attorney fees.  
 Under the Indiana Lemon Law the vehicle has to have had four repairs during 18/18. The vehicle had one repair on 04/14/05 at 10,288 miles during 18/18. All other repairs were after 18/18.  
 The vehicle currently has over 44,000 miles.  
 Faxed statement to NCDS.  
 Hearing date 02/14/07 at 1:00 pm at Bob Schwartz CJD.  
 Revised hearing date 2/27/07.  
 Received copy of arbitrator s decision: The owner s request for repurchase was AWARDED. Ok to close file.

**Customer Assistance Inquiry Record (CAIR)#****15748998**

<b>Vin</b>	1D8GP25B3	5E [REDACTED]	<b>Open Date</b>	12/07/2006	<b>Build Date</b>	05/13/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKL52	DODGE CARAVAN SE FWD SWB WAGON			
<b>In Service Dt</b>	07/22/2005	<b>Dealer</b>	43173	<b>Dealer Zone</b>	63	<b>Mileage</b>	29,500
<b>Name:</b>	[REDACTED]					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	[REDACTED]					<b>Home Phone</b>	[REDACTED]
	KILLEEN TX	[REDACTED]			<b>Country</b>	UNITED STATES	

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Product - Electrical - Lamps and Switches - Other - Default	Customer claims that her headlights go out intermittently.
Referral - Chrysler Credit - Default - Default - Default	Customer requesting payment information.

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Customer seeking information regarding her payment. Agent advised customer that she would need to speak with ChryslerFinancial. Customer claims that she has had an ongoing issue with her headlights and this was brought to the attention of dealer 43173. Customer claims that dealer 43173 advised her that they found the problem and were going to order parts. Customer claims that she has not heard back from them yet. Transferred customer to ChryslerFinancial.

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**Customer Assistance Inquiry Record (CAIR)#****15749781**

<b>Vin</b>	1C4GP45R2	5E	<b>Open Date</b>	12/07/2006	<b>Build Date</b>	06/28/2005	
<b>Model Year</b>	05	<b>Body</b>	RSYH52	CHRYSLER TOWN & COUNTRY FWD SWB WAGON			
<b>In Service Dt</b>	09/26/2005	<b>Dealer</b>	99999	<b>Dealer Zone</b>		<b>Mileage</b>	8,000
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	SAINT BERNARD LA					<b>Country</b>	UNITED STATES

Recall - F10: - Information Request	Customer seeking information on recall F10.
Product - Electrical - Unknown - Intermittent or Inoperative - Default	Customer states that front lights are not working properly.
Product - Brakes - Unknown - Other - Front	Customer states that she is having issues with the brakes on the vehicle

## \*\*\*\*\*Recall Contact \*\*\*\*\*

Customer states that she received a recall notice for recall F10. Customer seeking information on where to take the vehicle to have recall F10 completed. Agent gave customer information on dealership 63509. Customer calls seeking recall information. Advised the customer of incomplete recall F10 for this vehicle. Customer was advised to contact a Chrysler, Dodge, or Jeep dealer to schedule an appointment to complete recall repair. Customer states that she is also having issues with the brakes and lights on the vehicle not working properly. Customer seeking what she should do regarding these issues and repairs. Agent informed customer that she would need to contact her local DCX dealership to have the vehicle diagnosed properly to duplicate concern.

**Customer Assistance Inquiry Record (CAIR)#****15762133**

<b>Vin</b>	2D4GP44L9	5R	<b>Open Date</b>	12/12/2006	<b>Build Date</b>	12/17/2004	
<b>Model Year</b>	05	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	03/31/2005	<b>Dealer</b>		<b>Dealer Zone</b>		<b>Mileage</b>	40,000
<b>Name:</b>						<b>Contact Type</b>	E-MAIL
<b>Address</b>				APT 2E	<b>Home Phone</b>		
	FREEPORT NY				<b>Country</b>	UNITED STATES	

Product - Electrical - Lamps and Switches - Worn - Default

customer inquiring about repairs

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

Too Many Maintenance Problem on a 2005 Dodge Van

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

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

I have a Dodge Canvan 2005. The van is 1 yr and 6 months old and in this time frame I have had electrical problems, The Light Switch for the headlights needed to be replace. I had to replace the Computer and now a the Cluster needs to be replace. Why I am having so many problems with this brand new van???

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

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

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

Unfortunately, given the many variables involved, we are unable to diagnose your vehicle s problem via email. We recommend contacting your authorized 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.

Thanks again for your email.

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

**Customer Assistance Inquiry Record (CAIR)#****15763271**

<b>Vin</b>	2C8GP54L3	5R	<b>Open Date</b>	12/12/2006	<b>Build Date</b>	10/19/2004	
<b>Model Year</b>	05	<b>Body</b>	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON			
<b>In Service Dt</b>	06/21/2005	<b>Dealer</b>	44115	<b>Dealer Zone</b>	32	<b>Mileage</b>	20,000
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	VERPLANCK NY					<b>Country</b>	UNITED STATES

Product - Steering - Power Rack and Pinion / Gear - Defective - Default	Customer replaced rack and pinion .
Product - Electrical - Battery - Other - Default	Dashboard light fluctuating.
Product - Electrical - Power Windows - Defective - F. Door-Driver	Replaced windows regulator after first week of ownership.
Corporate - Rental Vehicle - Default - Default - Default	Seeking loaner vehicle.

Customer called stating that the dashboard lights are fluctuating. Customer stated that he s been to the dealership two or three times to have this problem resolve. Customer stated the dealership couldn t do anything about and that the way it is with these vehicles. Customer stated that the rack and steering is leaking. Customer stated that the rack and pin in the steering column have been replaced. Customer stated that the window assessors were replaced after the first week of owning the vehicle. Customer stated that he would Customer stated he went to three different dealership already with this vehicle. Customer stated the vehicle is still making a grinding noise. Customer stated he would like this car fix or else he would seek legal assistance. Customer stated that he would like to get rid of the vehicle. Customer stated that the selling (66870) dealership would offer only \$15,000.00 to buy it backs. C Customer stated that was not acceptable. Customer stated he paid cash for this vehicle. Customer stated that when you roll down the window, or come to a stop sign the light would dim from the dashboard and headlights. Agent spoke with Gary at 44115. Gary stated that the alternator has been replaced. Gary stated that he can comeback to look at the problem again. Gary stated that STARR technical assistance was contacted with for further input on customer issues. Bob Creco who worked on this vehicle is out of town and will not be available until the end of the month. Gary stated that if the customer would leave the vehicle for the day that would help in diagnosing the problem. Agent informed customer that Gary would look at the vehicle. Agent informed customer that the dealership would need a day to look at it. Customer requested rental assistance. Agent informed customer to refer to the dealership for rental information and DCX would bring in additional technical support for further 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(s). Please update the CAIR with the final resolution. Thank you.

Customer called stating that he just picked up his vehicle and the lights are still flicker even after putting in a new Powertrain control module. Customer is seeking possible buyback on the vehicle . Agent contacted dealership and spoke with Bob and he advised this agent that they replaced the alternator,battery and powertrain control module. Bob states that the lights flickering is not as pronounced as it was before. Agent was transferred to Gary and he advised this agent that the repair attempts for the altenator, battery is 11/29/06 and the repair of the PCM was 12/20/06. Gary states that the customer drove the vehicle while it was being serviced. Agent advised the customer that this agent is reassigning this case to special investigations and they will contact him for further assistance of possible buyback. As per RBS33 and ALL34. Customer states that he would like to be contacted at these numbers

as soon as possible.

Writer called the Customer who was informed dealer offers \$15,000 for assistance. Customer mentions she paid \$31,000 for the vehicle so this is very much unacceptable. Customer mentions that current issues are computer related (and a module was to be replaced this morning). Customer stated that dealer informed her that after module was replaced but it did not correct the interior lamps from flickering. Writer advised her file would be forwarded to correct parties.

\*\*\*\*\* 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 44115 12/20/06 11:28 R 15763271

REASSIGNED TO BC/DLR 32 44115 12/20/06 11:34 R 15763271

Customer calling in regards to the vehicle having issues with the instrument cluster flickering. Customer stated he picked the vehicle up from the dealership and the issue still occurs. Customer was informed the dealership offered \$15,000.00 for the vehicle. Customer stated he wants the vehicle repaired. Agent informed customer in order to repair the vehicle he would need to continue working with dealership. Customer stated he was informed to contact DCCAC by the dealership. Customer was informed his concerns would be documented and reviewed internally with in DCX. Customer was informed the information has been sent to the appropriate parties to get additional parties involved in attempting to repair the vehicle. Customer became irate. Customer stated the dealership is only offering \$15,000.00 for the vehicle. Agent informed customer he would need to consult with the dealership in regards to that. Customer stated he is taking the vehicle back to the dealership because the check engine light is on now and they will provide him with a rental vehicle. Agent informed customer he would need to consult with the dealership in regards to that as well. Customer stated he will contact DCCAC back later and he would never purchase another DCX vehicle then disconnected call. Customer called seeking an update. Agent informed customer that continue working with the dealership.

Customer stated the vehicle is still having issues and the dealership informed him the service manger would not return until January. Customer stated he would like to verify if the vehicle could be repurchased.

Customer stated that no dealership has ever made him an offer to buy the vehicle back. Customer stated he would like to be placed in another vehicle just like the one he purchased. Agent consulted with tnc10 and informed customer he would need to continue to work with the dealership about this issue.

Dealer advises the light flicker concern is now equal to other new vehicles they compared it against. If you stare hard enough, you can see a very slight flicker in the lights. It has been deemed normal since the last repair.

Vehicle does not qualify for lemon law and therefor will not be replaced. closed. ppf.

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**Customer Assistance Inquiry Record (CAIR)#****15770200**

<b>Vin</b>	1D4GP24R2	5E	<b>Open Date</b>	12/13/2006	<b>Build Date</b>	03/17/2004	
<b>Model Year</b>	05	<b>Body</b>	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON			
<b>In Service Dt</b>	03/22/2004	<b>Dealer</b>	66241	<b>Dealer Zone</b>	35	<b>Mileage</b>	26,567
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	PHILADELPHIA PA					<b>Country</b>	UNITED STATES

Corporate - Recall - Default - Default - Default	Seeking recall information.
Corporate - Warranty Coverage - Default - Default - Default	Seeking warranty coverage information.
Product - Suspension - Spindle / Bearings/S Knuckle - Other - Unknown	States bushings/bearings was replaced.
Product - Engine - Unknown - Check Engine Lamp On/Flashing - Default	States check engine light came on.
Product - Electrical - Lamps and Switches - Other - Default	States that head lights flicker sometimes.

Customer seeking if his vehicle is still under warranty for a check engine light. Customer states that the headlights flicker also. Customer also states that the dealer replaced bushings/bearings and ever since he has had a clicking noise. Agent informed customer that he has 3 Months or 9,433 Miles left. Agent advised customer to have the other issues looked at also. Customer understood. Customer requested number for dealer 66241. Agent provided dealer number.

Customer seeking recall information on vehicle. Advised customer there are no incomplete recalls. Customer was informed they will be notified by letter if a there was a recall on the vehicle using the address on file.

**Customer Assistance Inquiry Record (CAIR)#****15788498**

<b>Vin</b>	2C4GP54L2	5R	<b>Open Date</b>	12/19/2006	<b>Build Date</b>	04/26/2004	
<b>Model Year</b>	05	<b>Body</b>	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON			
<b>In Service Dt</b>	10/22/2004	<b>Dealer</b>	23690	<b>Dealer Zone</b>	74	<b>Mileage</b>	40,012
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	LAKEVILLE MN					<b>Country</b>	UNITED STATES

Product - Electrical - Power Sliding Door - Intermittent or Inoperative - Driver side

Customer very dissatisfied with product quality, various electrical concerns

DAW20 12/19/06 Customer very dissatisfied with product quality. Has had various electrical malfunctions.(1)headlamp switch-7706 miles (2)Door locks inoperative-24883 miles (3)Condensor guard and recall for AC lines-28457 miles (4)Fuel Pump module-32985 miles (5)Front sway bar-39054 miles (6)Door latch replaced-38702 miles (7)Sliding door module and control module-40012 miles. To help promote Customer Satisfaction,DM is offering Owner a DCX Service Contract. Customer has accepted DM offer. CRP1 could you please put a MC5100M Service Contract on this vehicle. (5 yr. 100,000 Max Care) DAW20 12/19/06.  
12/19/06 - ordered above contract as goodwill towards customer. Goodwill contracts have no cash value to the customer. crp1



**Customer Assistance Inquiry Record (CAIR)#****15790245**

<b>Vin</b>	2D4GP44L5	5F	<b>Open Date</b>	12/20/2006	<b>Build Date</b>	03/16/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	07/19/2005	<b>Dealer</b>		<b>Dealer Zone</b>		<b>Mileage</b>	28,000
<b>Name:</b>						<b>Contact Type</b>	E-MAIL
<b>Address</b>						<b>Home Phone</b>	
	FREEHOLD NJ					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Interior Ornamentation/Mirrors - Buzz, Squeak, Rattle - Instrum't Panel-G. Box

Vehicle has an undiagnosed rattle in her dash.

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

I have recieved what I feel is extremely poor customer service.

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

We have a rattle in the dash that I was told is in many cars and so they don t fix it. This is on top of being mislead about gap insurance when we first purchased the car, and the headlights failing, power outlest failing only 4 months after we purchased the car. We would like the rattle corrected and would like to go to another dealer. Our experience at Freehold Dodge has been extrememly poor. Thank you, Amby.

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

Email states:

Thank you for contacting the Chrysler Group Customer Assistance Center regarding the rattle in the dash of your Dodge Grand Caravan. 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 EMAIL RESPONSE\*\*\*\*\*

Customer seeking an update on email. Customer stated he will not go back to servicing Dealer.

Customer stated he was treated poorly. Customer is original owner and owns one vehicle. Customer is going to another Dealership and is asking about warranty and service contract. Customer wanted it known that Dealership 57765 is terrible and the service was really bad.

**Customer Assistance Inquiry Record (CAIR)#****15799487**

<b>Vin</b>	1D4GP45R3	5E [REDACTED]	<b>Open Date</b>	12/21/2006	<b>Build Date</b>	06/29/2004	
<b>Model Year</b>	05	<b>Body</b>	RSKH52	DODGE CARAVAN SXT FWD SWB WAGON			
<b>In Service Dt</b>	12/13/2004	<b>Dealer</b>	54012	<b>Dealer Zone</b>	35	<b>Mileage</b>	33,018
<b>Name:</b>	[REDACTED]					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	[REDACTED]					<b>Home Phone</b>	[REDACTED]
	CHAMBERSBURG PA [REDACTED]					<b>Country</b>	UNITED STATES

Product - Electrical - Lamps and Switches - Other - Default	Customer states that his headlights go on and off randomly.
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Customer called stating that his headlight have been going in and out randomly and with out warning. Customer states that he has taken the vehicle a few times to the dealership and they have not been able to duplicate the issue. Customer states that he wants to let DCX to know that these issue are happening and that he is almost out of warranty. Customer also states that he is going to leave the vehicle with the dealership and let them drive it until the issue happens.

**Customer Assistance Inquiry Record (CAIR)#****15820979**

<b>Vin</b>	1D4GP45R5	5E	<b>Open Date</b>	12/29/2006	<b>Build Date</b>	03/08/2004	
<b>Model Year</b>	05	<b>Body</b>	RSKH52	DODGE CARAVAN SXT FWD SWB WAGON			
<b>In Service Dt</b>	05/02/2005	<b>Dealer</b>	25009	<b>Dealer Zone</b>	32	<b>Mileage</b>	34,000
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	NISKAYUNA NY					<b>Country</b>	UNITED STATES

Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Customer states the head lamps have an intermittent issue.
Dealer - Service/Body Shop - Transaction - Problem Not Resolved - Default	Customer states the issue is not resolved.

Customer called in stating she is having issues with the head lamps shutting off and the dealer can not solve the issue. Customer states the first time this happened the dealer replaced the module and now they can not solve the issue. Customer states that the dealer will not give her a loaner vehicle either. Agent informed the customer that we can get other parties involved and she has to have the vehicle at the dealer for a couple of days. Customer asked about a loaner and agent informed the customer that she does not have rental coverage and it is at the dealers discretion to give a loaner. Agent called the dealer 25009 and spoke with Tom a service advisor. Agent informed Tom the customer needs to get this issue resolved and a direct to dealer will be sent. Agent advised Tom the customer can bring the vehicle Wednesday morning the 3rd and to inform the Service Manager of the direct to dealer. Agent informed the customer that other parties will be involved. Customer understood and was pleased.

\*\*\*\*\*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 25009 12/29/06 12:20 O 15820979

\*Contact Date:01/03/2007

Service Manager at the dealership has updated the Cair# 15820979

An appointment has been set with the customer.

t7906gl DM spoke w/sd Jimmy and owner had did not show for 1-7-07 appointment. The owner did not re-schedule.

**Customer Assistance Inquiry Record (CAIR)#****15822935**

<b>Vin</b>	2D4GP24R6	5F	<b>Open Date</b>	01/02/2007	<b>Build Date</b>	08/10/2004	
<b>Model Year</b>	05	<b>Body</b>	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON			
<b>In Service Dt</b>	09/20/2004	<b>Dealer</b>		<b>Dealer Zone</b>		<b>Mileage</b>	29,300
<b>Name:</b>						<b>Contact Type</b>	E-MAIL
<b>Address</b>						<b>Home Phone</b>	
	DOVER OH					<b>Country</b>	UNITED STATES

Product - Suspension - Torsion / Sway Bars - Worn - Unknown	Customer stated sway bars are worn.
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\*\*\*\*\* EMAIL BRIEF DESCRIPTION CONTENT \*\*\*\*\*

My 2005 Grand Caravan has had several problems with the steering rack, sway links and bushings and I am disappointed in level of quality.

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

Email states:

To Whom it may concern, The last two vehicles that I have owned have been new Dodge Grand Caravan, both purchased at Humphries Auto City. The 2000 Dodge Grand Caravan started off by having the passenger side door that wouldn't close right (it was crooked). Humphries attempted to fix the door

but it was never to my satisfaction. To make matters worse, the paint was chipped due to the door not lining up. The service manager fixed the chipped paint by providing me with a bottle of touch up paint for me to fix

myself. The 2000 model had the 3.0 Mitsubishi engine and required new cam

seals, transmission pan sealant and oil pan replacement due to leaks. It also had an idler pulley that went bad all early in the life of the vehicle and replaced under warranty. At 60,000 miles the air conditioner compressor went bad and we traded it in at Humphries on a 2005 Grand Caravan. I was reluctant to buy another Dodge vehicle due to the past experience but was reassured by the sales group at Humphries that the Dodge/Chrysler group had turned things around and we could expect a higher

degree of quality. We purchased the 2005 Grand Caravan and noticed that the

rear hatch had chipped paint on both sides on the corners of the hatch. Humphries agreed to pay to have the paint touched up. We also had a noticeable noise in the steering. We were told that this was normal. At a

later date, I took it back due to the power steering pump losing fluid and

leaking. It turned out to be a defective steering rack that was replaced by

Humphries. We continued to have noises in the steering and Humphries replaced the steering rack again because the one that was put on the van was also defective. We had to take it back yet again due to a clunking noise whenever we stopped or accelerated. Humphries made the repairs. I recently took the van to Humphries due to a rattling/clunking noise whenever we were driving and went over an uneven surface. Humphries just replaced the sway bar links and bushings yesterday. There were also misc items (hoses, tubes) previously replaced that were related to these problems. Also, we had a defective headlight switch and rear A/C heater tube (recalled). I am not sure what is acceptable to Dodge/Chrysler, but I

can assure you that this is not the level of quality that I would expect my

customers to tolerate. I would like someone to respond by calling me at the

number that I have listed above. Thank You, [REDACTED]

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

Email states:

Thank you for contacting the Chrysler Group Customer Assistance Center regarding your 2005 Dodge Grand Caravan. We regret to read of your dissatisfaction in your product and appreciate the time and effort you took to bring this matter to our attention. Comments like yours are one way to learn of problems that may develop and the improvements that are desired by customers. The information received is used in product development and quality analysis. We have documented your comments and have forwarded them to the appropriate department for review. DaimlerChrysler Motors Corporation has made tremendous gains in customer satisfaction and vehicle quality, and we are dismayed to learn that your expectations have not been met. Please accept our apology for the problems you have experienced. Thanks again for your email.

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

Email states:

thanks for responding with an email....I guess you are the person tasked with saying 'I m sorry'. I expected an organization like Daimler Chrysler to make a little more effort to make sure that a repeat customer was satisfied. It is a shame that with all the focus manufacturing facilities have put on improving quality with Six Sigma and getting ISO qualified that customer satisfaction has become extinct.Trent Lenhart

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

Email states:

Thank you for contacting the Chrysler Group Customer Assistance Center. Your concerns have been documented, If there is anything else I may be able to address for you please let me know. Thanks again for your email.

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

Email states:

what exactly are you able to do other than document my concerns??????

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

Agent attempted to contact the customer on 2/15/07 at 10:05 am on the customer s home phone. Write was advised that customer was not at home.

Email states:

Thank you for contacting the Chrysler Group Customer Assistance Center regarding your 2005 Dodge Grand Caravan.I would like to discuss this matter with you in more detail. Therefore, I will attempt to call you at the phone number you provided, [REDACTED]. If I am unsuccessful in contacting you, you may call me at 1-800-992-1997 at extension 69339.If you need immediate assistance, please call the Customer Assistance Center at 1-800-992-1997 between 8:00 a.m. and 5:00 p.m. Monday through Friday. Before calling the Customer Assistance Center, please have the following information handy: Vehicle owner name Vehicle owner address Day and evening phone numbers Vehicle Identification Number (VIN) Current vehicle mileage An explanation of the problem We have trained Senior Staff agents available to address the questions and concerns you may have.I look forward to speaking with you. Thanks again for your email.

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

Email states:

I have called the number and extension that you provided below and left some messages to call me back. I m not sure if you are getting the messages.....If possible, could you call me at [REDACTED]? I just had another steering rack replaced on my 2005 Grand Caravan last week. This makes the fourth steering rack including the one put on at the factory. I called and talked to another service rep (Chris) and he opened a case #16138554. A Chrysler regional representative contacted the service manager at Humphries. The service manager at Humphries showed more of a concern about my situation than the district rep. The district 'customer service' rep offered to pay one monthly payment on my van (\$365). I would hope that you or someone else is willing to take this situation a little more serious than your district representative. The district representative didn t even take the time to respond to Humphries Service Manager with a phone call, instead responding with an email. Mike McKibben (Humphries Service Manager) and the service group at Humphries have been very supportive and I appreciate their willingness to take care of the customer. I am very disappointed at the lack of concern for the customer coming from Dodge Chrysler and the lack of attention that my situation has gotten. My immediate family has purchased 4 Dodge vehicles from Humphries in the past 6-7 years and I have 2 other members that are considering the purchase of a mini-vans in the near future.



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

Email states:

Thank you for contacting the Chrysler Group Customer Assistance Center regarding the steering rack concern with your 2005 Dodge Grand Caravan. Your email has been received and the concerns raised are fully appreciated.

After thoroughly reviewing your request and the files on this matter, we respectfully concur with the decision rendered by the Business Center Office.

We appreciate you taking the time to communicate with DaimlerChrysler Motors Corporation, and regret a more favorable reply could not be provided. Thanks again for your email.

\*\*\*\*\*END OF REPOSE\*\*\*\*\*

Email states:

through all of this I still can't believe that no one would take the time to call me to discuss my situation. I feel that I am not just being treated unfairly by your company, but being completely ignored as a consumer. Your company lacks integrity and has forgotten the one reason they exist, 'the customer'. If this is the way that you value your customer it is only a matter of time before you become extinct. I realize that one unsatisfied customer to Chrysler isn't a big loss but to a small dealership like Humphreys it is a big deal. Unfortunately Humphreys has lost a customer due to your unwillingness to step up and do the right thing. If this is the last attempt you are going to make to correct my situation, I will be contacting the Better Business Bureau and seeking legal advice. Trent

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

Email states:

Thank you for contacting the Chrysler Group Customer Assistance Center regarding previous communication concerning the sway links in your 2005 Dodge Grand Caravan.

Your email does not contain any information that would cause a change in the previous decision. Therefore, your request must again be respectfully declined.

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

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.

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

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**Customer Assistance Inquiry Record (CAIR)#****15827530**

<b>Vin</b>	2D4GP44L9	5R	<b>Open Date</b>	01/02/2007	<b>Build Date</b>	03/14/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	08/14/2005	<b>Dealer</b>	66325	<b>Dealer Zone</b>	32	<b>Mileage</b>	10,200
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	BELLEROSE NY					<b>Country</b>	UNITED STATES

Product - Air Conditioning / Heater - Compressor/Clutch/R Valve - Seized, Sticks, Binds - Default	Customer had the air conditioner compressor replaced.
Product - Electrical - Unknown - Intermittent or Inoperative - Default	Customer states his lights flicker when he puts a load on the battery.
Product - Electrical - Electronic Vehicle Security - Intermittent or Inoperative - Default	Customer states the remotes don't work all the time.
Referral - Tier Three - Default - Default - Default	Tier Three Support Referral

Caller states he purchased a vehicle, 05 Dodge Grand Caravan. Customer is having issues with his air conditioner. Customer states he spoke with Tom about the alarm and lights and air conditioner. Customer states it s still having issues. Customer would like to pursue lemon law for the vehicle. Customer states there have been nothing but issues with the air conditioner. Customer states they say it s fixed, but he doesn t trust that.

Customer states he has had it in several times for the air conditioner and would like to seek lemon law for the vehicle.

Customer states the alarm system has been giving him issues as well, where the remotes are not turning the alarm off and on, but dealer 66325 didn t diagnose any issues.

Customer states the lights have been an issue. Customer states the lights flicker when the headlights are on, the radio on and the heater is on and the door is open, it flickers.

Customer does not trust the air conditioner, has had 2 vacations ruined, it has never worked properly.

Agent contacting dealer 66325.

Agent speaking with Nat, Nat states he is one of the managers there at the dealership. Nat gives the following repair history:

11/21/06-10144-Compressor replaced for a squealing noise

10/23/06-9939-noise complaint from compressor, no diagnosis.

7/12/06-5919-Replaced dryer and valve in air conditioner.

Agent consulting with ADA22.

Agent was advised to transfer file to 82H for Lemon Law Concern.

VEHICLE DOES NOT QUALIFY FOR LEMON LAW CONSIDERATION BASED ON OWNER S VERBAL REQUEST. REVIEW OF TIME IN SERVICE CURRENT MILEAGE AND HISTORY OF REPAIR INDICATES WE WILL AT THIS TIME HONOR THE TERMS OF THE FACTORY WARRANTY. WRITER SENT 036 LETTER ON THIS ISSUE. MFP

**Customer Assistance Inquiry Record (CAIR)#****15830667**

<b>Vin</b>	2D4GP44L9	5R	<b>Open Date</b>	01/03/2007	<b>Build Date</b>	02/19/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	08/10/2005	<b>Dealer</b>	68781	<b>Dealer Zone</b>	35	<b>Mileage</b>	20,939
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	WILLIAMSFIELD OH					<b>Country</b>	UNITED STATES

Product - Electrical - Power Door Lock / Deck Lid - Intermittent or Inoperative - Unknown	Customer reporting electrical doors not working all the time
Product - Engine - Unknown - Check Engine Lamp On/Flashing - Default	Customer reporting engine light on
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Customer reporting head lights going off and on

Customer s wife, Wendy stated took vehicle to dealer 68781 yesterday, 01/02/07 and now check engine light is on and staying on, head lights coming on and off and electrical doors are not working all the time. Customer stated the last service visit, electric door did not work properly. Writer called 68781, spoke with Service Manager, Dave and he stated he has ordered parts to repair sliding door and just spoke with customer and advised she bring vehicle back to 68781 to resolve repair issues. Agent advised customer information provided by 68781. Customer is requesting to be refunded Service fee. Agent referred customer to 68781.

Agent advised information has been documented and provided Reference number.



**Customer Assistance Inquiry Record (CAIR)#****15837486**

<b>Vin</b>	1D4GP24R1	5B2	<b>Open Date</b>	01/04/2007	<b>Build Date</b>	07/09/2004	
<b>Model Year</b>	05	<b>Body</b>	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON			
<b>In Service Dt</b>	08/31/2004	<b>Dealer</b>	68381	<b>Dealer Zone</b>	32	<b>Mileage</b>	48,739
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	GLOUCESTER MA					<b>Country</b>	UNITED STATES

Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Customer states that the lights come on and off.
Product - Electrical - Unknown - Other - Default	The front control module needs to be replaced.
Referral - Tier Two - Internal Escalation - Authorization - Default	Tier two support referral.

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

What is the customer requesting from DaimlerChrysler?

Customer is seeking assistance with the cost of repair.

How far out of warranty is the vehicle/repair by time and/or mileage?  
12,000 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.

Is there warranty history related to the current concern?

Yes.

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

Yes.

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

Customer states that she took the vehicle in for service for a air bag light a year ago. Customer states that they informed her that they had fixed the issue. Customer states that she took the vehicle in for the head lights to be repaired. Customer states that the head lights would go off when she was driving and they would not turn on some times. Customer states that she took the vehicle in and dealership advised her that they could not duplicate the problem. Customer states that now 6 months later the problem is even worse. Customer states that all of her dash lights coming on and off, and the head lights some times will not come on, or will not turn off, or just shut off by there selves. Customer states that she took the vehicle to the dealership for this issue again. Customer states that the dealer informed her that they will not repair the vehicle unless she pays for the repair because she is now out side her warranty. Customer odes not feel that she should have to pay because she took the vehicle in for this issue while the vehicle still had warranty and the issue was not resolved. Customer is seeking assistance with the cost of repair to the vehicle. Agent transferred customer for further review per EJK28.

\*\*\*Agent received transfer\*\*\* Second owner of vehicle seeking assistance with the repair of the lights. The light do not work correctly. Vehicle is currently at dealership 68381. Customer is working with Jackie, service advisor. Customer states that this has been an on going issue. Agent contacted dealership and spoke with Steve, service manager. The front control module needs to be replaced. Vehicle has only been into the dealership twice. Customer was quoted \$220 for the repair. The district manager will not allow dealership to offer a co pay less than \$200 for a customer that did not purchase a service contract. Customer is not loyal to dealership. Informed customer that DaimlerChrysler will not participate in the repair. The vehicle warranty has expired. Customer inquired information about state Lemon Law. Customer was referred to the blue and white booklet.

**Customer Assistance Inquiry Record (CAIR)#****15840677**

<b>Vin</b>	1D4GP25B0	5E	<b>Open Date</b>	01/05/2007	<b>Build Date</b>	09/02/2004	
<b>Model Year</b>	05	<b>Body</b>	RSKL52	DODGE CARAVAN SE FWD SWB WAGON			
<b>In Service Dt</b>	10/19/2004	<b>Dealer</b>	45158	<b>Dealer Zone</b>	35	<b>Mileage</b>	26,000
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	POTTSVILLE PA					<b>Country</b>	UNITED STATES

Corporate - Recall - Default - Default - Default	Customer seeking recall information.
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Customer stated head lamps intermittently wont come on.

Customer stated headlights do not turn on sometimes. They will sometimes turn on the interior lights but will not burn outside. Customer stated he turns them off and then back on a couple of times and that gets them to come on.

Customer stated When he makes a right hand turn lights will flicker and go off and then come back on.

Agent advised customer to go to dealership for diagnosis.

Agent gave customer reference number.

Agent advised customer to call since it is an intermittent problem call us when he takes his vehicle in.

\*\*\* When customer calls back in please do a direct to dealer\*\*\*\*

**Customer Assistance Inquiry Record (CAIR)#****15842044**

<b>Vin</b>	2C4GP44RX	5R	<b>Open Date</b>	01/09/2007	<b>Build Date</b>	01/25/2005	
<b>Model Year</b>	05	<b>Body</b>	RSYH53	CHRYSLER TOWN & COUNTRY LX FWD LWB WAGON			
<b>In Service Dt</b>	01/26/2005	<b>Dealer</b>		<b>Dealer Zone</b>		<b>Mileage</b>	56,718
<b>Name:</b>						<b>Contact Type</b>	E-MAIL
<b>Address</b>						<b>Home Phone</b>	
	DENVER NC				<b>Country</b>	UNITED STATES	

Recall - F01: - Advise Owner/Incomplete Recall	Advised customer of incomplete recall.
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Customer states the wiper and headlight switch do not work.

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

we are having the same problem as on March 25 2006 plus more

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

on 3/25/06 while still under warranty we replaced the multi switch because of problems with the wipers the same problems are happening again plus the headlight switch is now acting up at times ( when lights are switched on at times only the dash and parking lights will come on) There must be a problem somewhere electronically that keeps ruining these switches I don t believe that it is just wear & tear with only 56k We enjoyed our 02 Sebring so we traded for the 05 t&c but we are not very happy with the electrical problems We believe that it should be rectified by the Chrysler co.

\*\*\*\*\*END CUSTOMER EMAIL\*\*\*\*\*

Thank you for contacting the Chrysler Group Customer Assistance Center regarding your Chrysler Town and Country.

Your concerns, particularly in view of the expense and inconvenience involved in this issue, are understandable. However, your request for consideration in this matter must be declined, because the vehicle in question has exceeded the time or mileage limitations of the manufacturer s warranty at the time the expense was incurred.

Although a more favorable reply could not be provided, sharing your concern with us is appreciated.

Also, our records indicate that the following recall campaign has not been performed by an authorized DaimlerChrysler dealer.

F01 REAR A/C AND HEATER TUBE CORROSION WARRANTY 02/09/2006 INCOMPLETE USA

Since we can t always confirm that the needed service has been performed, we ask that you contact your local authorized Chrysler dealer to make arrangements for an inspection and, if necessary, corrective action at no charge to you.

Please take a copy of this message with you at the time of service.

Thanks again for your email.

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

**Customer Assistance Inquiry Record (CAIR)#****15853315**

<b>Vin</b>	1C8GP45R2	5E	<b>Open Date</b>	01/10/2007	<b>Build Date</b>	11/03/2004	
<b>Model Year</b>	05	<b>Body</b>	RSYH52	CHRYSLER TOWN & COUNTRY FWD SWB WAGON			
<b>In Service Dt</b>	12/11/2004	<b>Dealer</b>	68849	<b>Dealer Zone</b>	35	<b>Mileage</b>	39,150
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	FALLSTON MD					<b>Country</b>	UNITED STATES

Product - Cooling System - Unknown - Defective - Default	Customer states AIS system is defective
Product - Electrical - Lamps and Switches - Defective - Default	Customer states head lamp switch is defective
Referral - Tier Two - Internal Escalation - Authorization - Default	Escalating customer for review

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

What is the customer requesting from DaimlerChrysler?

Financial assistance in repair

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

4,150 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?

Three

Is there warranty history related to the current concern?

No

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

Yes

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

Customer calling for assistance in repairs for AIS motor and head lamp switch. Customer states he is out of warranty and looking for assistance. Customer transferred to the internal Tier 2 escalation line for further review of concern per AMM97.

\*\*\*Agent received transfer\*\*\* First owner of 3 DCX vehicles seeking assistance with the repair of the AIS motor and the head lamp switch.

Vehicle is currently at dealership 68849. Vehicle has no service contracts. Customer has been working with Sarah, service advisor. Vehicle is outside of warranty by about 3150 miles. Agent contacted dealership and spoke with Jim Abbott, service manager. Dealership considers him to be a pretty good customer. Dealership is not opposed to assistance at warranty costs. Customer was quoted about \$600. Dealer prefers a co pay of \$150. Agent was advised to contact the dealership in 20-30 minutes. Customer was offered a call back. Customer prefers to be reached at work number of [REDACTED].

Customer calling to see if previous agent has any information yet.

Writer checked with JMC129 and she advised writer that she needed to speak with the dealership. Writer called dealership and George, service advisor advised writer that the warranty price for repairs is \$131.75 for parts and labor,

Parts \$ 93.20

Labor \$38.77

Total \$131.77

George states Jim, service manager wanted to offer the customer a \$100.00 copay and DCX pay \$31.77. Writer advised customer that previous agent JMC129 would be getting back to him as soon as possible. Customer understood.

Writer spoke with JMC129 and she stated that she wanted to offer the customer a \$50.00 copay and DCX would pay the balance of \$81.77. Writer called customer and dealership and both agreed to the offer. Writer sent the pre-authorization in the amount of \$81.77.

PAUN08470540110

**Customer Assistance Inquiry Record (CAIR)#****15857244**

<b>Vin</b>	2D4GP24R7	5F	<b>Open Date</b>	01/11/2007	<b>Build Date</b>	06/30/2004	
<b>Model Year</b>	05	<b>Body</b>	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON			
<b>In Service Dt</b>	09/01/2004	<b>Dealer</b>	44945	<b>Dealer Zone</b>	42	<b>Mileage</b>	46,800
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	MADISON OH					<b>Country</b>	UNITED STATES

Product - Electrical - Lamps and Switches - Other - Default	Customer had to replace the headlight switch.
Referral - Tier Two - Internal Escalation - Authorization - Default	Tier Two Escalations.

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

What is the customer requesting from DaimlerChrysler?

Customer seeking assistance with the headlight switch

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

Expired by 10,800 miles

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

No

Is the customer the original owner of this vehicle?

yes

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

1

Is there warranty history related to the current concern?

yes

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

Yes

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

Customer has had to replace the headlight switch under warranty. Customer is having to replace the headlight switch again. Customer is seeking assistance.

Customer transferred to the internal Tier 2 escalation line for further review of concern per KKB13.

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

Original owner. 1 DCX vehicle.

Caller is Tammy Brown (owner's daughter). Alleges that headlight switch was replaced in June 2006. Customer states that this is the second time that the headlights just stopped working.

Agent left message for Service Manager (Michelle Vensik). After leaving message, customer stated that the repair was already done and paid for (\$136.00).

Agent advised customer that she could either mail in both invoices that show/reflect replacement of same component in June and now or fax them in for review.

If it is the same component, agent will reimburse full amount in an attempt to insure continued satisfaction with vehicle.

If it is something other than that component, issue will be reviewed for possible consideration.

VIP: 03/08/06, headlamp switch replaced.

Tammy Brown (Owner's Daughter) calling in seeking update. Customer states she has been speaking to JPN15 for possible reimbursement. Customer states she has been attempting to contact JPN15 but has not been able to. Customer states she had not received fax number. Agent provided fax number for customer.

Caller is Tammy Brown. Caller states she faxed in her information a week ago and is seeking an update on this issue. Agent consulted with KEG24 and the information has been reviewed and the check will be issued and mailed.

\*\*\*\*\*

\* Fax received \*

\*\*\*\*\*

Review shows that part #ZL671DVAC was initially replaced on 03/08/06 at

30,552 miles and then again on 01/17/07 at 47,113 miles.

As a one-time goodwill gesture, DaimlerChrysler will reimburse customer for replacement on 01/17/07 for \$137.06.

Repair is broken down as follows:

- .  
1) Parts= \$58.75
- 2) Labor= \$70.25
- 3) Sales tax= \$8.06
- 4) Total= \$137.06

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Owner will be reimbursed \$137.06.

JPN15 submitted & approved check for \$137.06.

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**Customer Assistance Inquiry Record (CAIR)#****15858076**

<b>Vin</b>	2D4GP44L2	5R	<b>Open Date</b>	01/11/2007	<b>Build Date</b>	12/15/2004	
<b>Model Year</b>	05	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	12/30/2004	<b>Dealer</b>	42913	<b>Dealer Zone</b>	42	<b>Mileage</b>	19,198
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	BATTLE CREEK MI					<b>Country</b>	UNITED STATES

Dealer - Service/Body Shop - Transaction - Problem Not Resolved - Default	Cusotmer states that the issue is not resolved.
Product - Engine - Unknown - Other - Default	Customer states that the coil needed replaced.
Product - Electrical - Power Sliding Door - Other - Both Sides	Customer states that the doors will not open or close most of the time.
Product - Electrical - Lamps and Switches - Other - Default	Customer states that the lights flutter.
Dealer - Service/Body Shop - Transaction - Repeated Trips Required - Default	Customer states that they made repeated trips for repairs.

Customer states that he is trying to figure out what to do with the his vehicle. Customer states that he has nothing but problems since he has owned the vehicle. Customer states that the lights are having issues. Customer states that the panel and console lights flutter. Customer states that the electrical wiring is not working correctly. Customer states that the side doors would not open or close. Customer states that the dealership has replaced the switch for this several times and did not repair the issue. Customer states that the vehicle dies on them when they are driving the vehicle. Customer states that the dealer advised them that coil had cracked and needed replaced and this did not repair the issue. Customer states that they are scared to drive the vehicle any where. Customer states that they replaced the wires under the dash because the wires were corroded. Customer states that he has been working with the Service Department 100% and the issues are still existing. Customer states that they would be happy in getting a new van or taking the money that they have paid on the vehicle and put toward another DCX vehicle. Customer states that the vehicle has been in the shop about 14 times for these issues. Customer states that they have tried every thing to repair the vehicle and have been very patient in the attempts to repair the vehicle. Agent contacted the dealer 42913 and spoke to Aaron the Service Advisor.

Arron states that the first attempt was on 1/06 at 8,247 miles and concern was fluttering lights and they ordered the part.

Arron states that the next attempt was on 2/10/06 at miles 9,058 and concern was lights flickering they replaced the head light switch.

Arron states that the next attempt was on 4/17/06 at 10,574 miles and the concern was fluttering lights and could not duplicate issue.

Arron states that the customer has and appointment on 1/15/07 for the lights fluttering.

Arron states that the attempts for the coil pack issue was on 4/17/06 at 10,574 miles and the concern was vehicle died and would not start and they replaced the coil pack.

Arron states that the next attempt was on 1/02/07 at 18,260 miles and the concern was for the vehicle dyeing and they replaced the coil pack again.

Arron states that the next attempt was on 12/22/06 at 18,017 miles and the concern was for the air bag light coming on and off and they replaced the sensors.

Agent reassigned file for further review per DLM153.

ATTENTION SERVICE MANAGER / DISTRICT MANAGER PLEASE CONTACT THIS OWNER AND ARRANGE FOR INSPECTION AND RESOLUTION OF LONG STANDING ELECTRICAL ISSUE.

PLEASE CONTACT STAR OR THE BC TECH ADVISOR TO RESOLVE OWNER COMPLAINT.

PLEASE HAVE YOUR DISTRICT MANAGER UPDATE THIS CAIR NARRATIVE WITH A FIRM CLOSING. MFP

REASSIGNED TO BC/DLR 42 42913 01/16/07 17:24 O 15858076

Customer called in stating he was told to call us back when he took the

vehicle to the dealership. Customer stated he has taken the vehicle to dealer 42913 for service on the electrical issues he is having. Agent informed the customer his case was reassigned to the appropriate parties and they have forwarded his file to the dealership to get technical assistance involved.

Customer calling back in and states that the dealership could not duplicate the problem with the vehicle. Customer states that the Service Manager then took the vehicle out before he could get vehicle. Customer states the vehicle died on the Service Manager and he would like it to be documented. Customer states that he would like to be out of this vehicle and he wants it known. Agent advised customer that this was documented and the appropriate parties have become involved.

REASSIGNED TO BC/DLR 42 42913 02/16/07 11:17 O 15858076

\*Contact Date:02/16/2007

Service Manager at the dealership has closed the Cair# 15858076

Vehicle operates properly and explanation has been provided to customer.

CAIR RETURNED FROM DEALER ON 2/16/2007 AT 11:22:31 R 15858076

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**Customer Assistance Inquiry Record (CAIR)#****15858669**

<b>Vin</b>	1D4GP25B9	5E	<b>Open Date</b>	01/11/2007	<b>Build Date</b>	03/17/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKL52	DODGE CARAVAN SE FWD SWB WAGON			
<b>In Service Dt</b>	05/26/2005	<b>Dealer</b>	45329	<b>Dealer Zone</b>	63	<b>Mileage</b>	33,000
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	NEW CANEY TX					<b>Country</b>	UNITED STATES

Dealer - Service/Body Shop - Transaction - Repeated Trips Required - Default	Customer states that she has made repeated trips for repairs.
Product - Engine - Unknown - Check Engine Lamp On/Flashing - Default	Customer states that the check engine light keeps coming on.
Dealer - Service/Body Shop - Transaction - Problem Not Resolved - Default	Customer states that the problem is not resolved.

Customer states that the vehicle has been having problems since she has purchased the vehicle. Customer states that the check engine light keeps coming on. Customer states that the light will come on and she will take the vehicle to the dealership and the light comes right back on. Customer states that the vehicle was making noise from under the hood. Customer states that she has taken the vehicle in about four times. Agent contacted dealer 45329 and spoke to Ron the Service Advisor. Ron states that the vehicle was brought in on Nov. 30, 2006 at 31,000 miles complaint was noise from engine compartment, technical replaced belt intension. Ron states that the vehicle was brought in on July 14, 2006 at 23,139 miles the complaint was vehicle dies while driving and starts beck, they replaced the O2 sensor: complaint head lights flicker, replaced the head light switch: complaint was the vehicle made a whirl sound, replaced the alternator: complaint was when the vehicle is started it makes a whirl sound, replaced tensioner belt. Ron states that on March 30, 2006 at 16,407 miles complaint was the vehicle hesitates, they did tests on vehicle and no codes found, unable to duplicate issue. Ron states that the vehicle has been repaired every time the vehicle has been brought in for concerns. Customer states that she has taken the vehicle in for the check engine light coming on. Agent advised customer that she could take the vehicle to the dealership and call DCX back and DCX will forward the file over to the dealership. Agent advised customer of the reference number.

Customer stated check engine light was on and had 45329 to repair. Customer stated check engine light is back on and requesting what to do. Agent advised customer since 45329 completed repair, she needs to contact them regarding check engine light back on. Customer requesting to exercise lemon law. Agent referred customer to blue and white book that came with vehicle. Customer s wife Vicki called.

The customer called back stating that she pulled out the post card in the blue and white hand booklet and it has information about almost every states except for Texas. THe customer wanted to know if she mails in the post card will someone call her back. THE agent informed the customer that once the post card is received someone should get in contact with her. The customer stated that was all she needed.

**Customer Assistance Inquiry Record (CAIR)#**
**15866239**

<b>Vin</b>	2D8GP44L6	5R	<b>Open Date</b>	01/15/2007	<b>Build Date</b>	04/19/2004	
<b>Model Year</b>	05	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	06/30/2004	<b>Dealer</b>	68010	<b>Dealer Zone</b>	51	<b>Mileage</b>	30,948
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	AURORA IL					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Body Hardware - Broken, Cracked - F. Door-Driver	Customer stated that driver side front door will not latch.
Product - Body / Trim / Paint Finish - Body Hardware - Loose - Fender-Pass	Customer stated that right front fender shroud was loose.
Product - Transmission / Transaxle - Automatic Trans / Transaxle - Improper Shift - Default	Customer stated vehicle has delayed engagement.
Product - Electrical - Battery - Other - Default	Customer states battery cable was loose.
Product - Engine - Unknown - Check Engine Lamp On/Flashing - Default	Customer states check engine light came on.
Product - Electrical - Lamps and Switches - Worn - Default	Customer states lamps flickering on and off.
Product - Engine - Unknown - Other - Default	Dealer put a fan belt in vehicle.
Product - Electrical - Power Windows - Intermittent or Inoperative - F. Door-Driver	Dealer put window regulator in the front driver window.
Product - Fuel System - Fuel Hoses and Lines - Other - Default	Dealer replaced a split fuel vaper hose.
Product - Electrical - TV/DVD - Intermittent or Inoperative - Video	Dealer replaced the DVD unit.
Product - Brakes - Unknown - Other - Unknown	Dealer stated customer need brakes but she declined.
Product - Transmission / Transaxle - Automatic Trans / Transaxle - Other - Default	Dealer stated they overhauled transmission.
Product - Suspension - Torsion / Sway Bars - Other - Front	Dealer stated they replaced sway bar links.
Product - Electrical - Power/Engine Control Module - Intermittent or Inoperative - Default	Dealer stated they reprogrammed the PCM.
Product - Electrical - Unknown - Intermittent or Inoperative - Default	Dealer states the multifunction switch was replaced.
Product - Electrical - Power Sliding Door - Intermittent or Inoperative - Driver side	Dealer states they replaced a power sliding door motor.
Product - Electrical - Alternator/Voltage Regulator - Other - Default	Dealer states they replaced alternator and belt..
Product - Suspension - Torsion / Sway Bars - Noisy - Front	Dealer states they replaced sway bar bushings.
Referral - Tier Three - Default - Default - Default	Tier Three Support Referral

Customer calling states she has had numerous issues out of her vehicle. Customer states that the dealer recently worked on vehicle a month ago and it was repaired. Customer states it died on her and the lights were flickering on and off last thursday. Customer states it went to the dealer friday and she feels they left her battery cable loose because dealer told her that battery cable was loose is what caused this current issue. Customer states she has had this vehicle in for to many issues and wants the vehicle repurchased. Customer states they had to put her in this vehicle out of her 02 model because she had issues with it. Customer states she wants this vehicle replaced as well.

Agent contacted dealer 68010 to get repair history of vehicle. Mike service manager states repair history as is follows.  
 1/12/07 at 30,505 Customer states interior lights flicker. Dealer replaced negative battery cable. Customer states that vehicle died at idle. Dealer reprogrammed the PCM. Customer states rear blower motor goes from low to high on its own. Dealer could not duplicate concern.  
 12/12/06 at 29,714. Customer states interior and head lights flicker when braking. Dealer replaced the headlight switch after order on 11/8/06. Left turn signal wont shut off. Dealer states the multifunction switch replaced. Customer states the left stow and go seat will not latch. Dealer found operating properly.

11/8/06 at 29,112. Customer states driver side front door will not latch shut. Dealer replaced latch assembly. Customer states that the headlights were flickering. Dealer ordered headlight switch.

10/23/06 at 28,754. Customer states clunking noise in front end. Dealer replaced sway bar bushings. Customer states the front window makes rubbing noise when going down. Dealer put window regulator in the front driver window. Customer states there was a scraping noise when taking off caused. Dealer found that they were hitting wear indicator. Customer declined brake repair. Customer states vibrating sound at idle. Dealer snapped A/C line back in hold down snap.

9/12/06 at 27,497 miles. Customer states clunking noise in front end while going over bumps and turns. Dealer replaced sway bar links. Customer states steering wheel shakes when brakes applied. Customer declined brake repair. Customer states intermittently when vehicle in reverse there was delayed engagement. Dealer could not duplicate. Customer states the driver side sliding door is hard to open manually. Dealer put a power sliding door motor.

7/26/06 at 25,825 miles. Customer states transmission will not engage in reverse when cold. Dealer overhauled transmission. Customer states the right front fender shroud is loose. Dealer put new retainer clips. Customer states the right front window went down slow. Dealer lubricated the glass slide guides.

6/19/06 at 24,982 miles. Customer states check engine light came on. Dealer replaced a split fuel vapor hose.

6/5/06 at 24,014 miles. Customer states vehicle shifts hard into drive or reverse. Dealer could not duplicate concern. Customer states there is a rubbing noise in left window when going down. Dealer lubricated the window track. Customer states the fan belt was making noise. Dealer replaced alternator and belt.

4/5/06 at 21,495 miles. Customer states noise from engine when started. Dealer could not duplicate. Customer states noise from driver window when not rolling down. Dealer replaced window regulator.

3/31/06 at 21,379 miles. Customer states tapping noise in engine compartment at idle. Dealer put a fan belt in vehicle. Customer states DVD and CD player stops working intermittently. Dealer found the disc in player was bad.

3/27/06 at 21,314 miles. Dealer did recall on rear heater line. Customer states the vehicle dies when coming to a stop. Dealer could not duplicate concern. DVD screen goes dark while in use. Dealer put another DVD unit in vehicle.

Agent consulted with JDB116 and left message with customer informing her customer to consult with blue and white booklet for concern of vehicle repurchase.

Customer states that her vehicle is alright at this time but she feels that it is going to mess up again. Customer states that her 2002 vehicle was bought back. Customer states this is her second Chrysler vehicle that she has had many issues with. Agent informed customer that information will be forwarded to appropriate department who will contact her back about repurchase. Agent reassigned information for further research per SMD54 due to days out of service and provided customer with reference number.

Writer spoke to service manager Mike and reviewed repair history. Mike and writer agreed that repair history is extensive. Writer advised Mike of owners request for vehicle replacement. Mike will contact district manager Matt to review vehicle repair history. Writer advised Mike that file will be sent to DCX business center for handling. Writer left voice message for owner and advised owner that file will be sent to DCX business center and district manager for review of owners request for replacement 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 51 68010 01/18/07 10:56 R 15866239

Owner calls back seeking information regarding vehicle replacement request. Writer advised owner that writer has contacted service manager

with district manager Matt. Owner thanked writer for information. Customer states she is having alot of issue with the vehicle and the DM told the SM that the vehicle will not be bought back because the vehicle has 30,000 miles. Customer states the vehicle is back at the dealership now because it is loosing oil. Customer states she does not want this vehicle. Customer wants to speak with a manager. While agent was consulting with DJP99 customer disconnected the call.

Owner calls back states that she is talking to service manager Mike at #68010 regarding vehicle replacement request. Writer spoke to Mike who advised that DM Matt has declined vehicle replacement, and DM will update file today. Writer advised owner that DM has declined vehicle replacement, and vehicle will continue to be repaired according to terms of factory warranty.

Customer calling in regards to the request for buy back of this vehicle. Customer stated the request was declined by the district manager of the dealership. Agent informed the decision was made and the vehicle will be repaired per the terms of the warranty. Customer stated she needs to speak to a supervisor. Agent informed customer their supervisor is going to provide the same information. Customer stated then she needs to speak to someone higher. Agent consulted with EMW20. EMW20 took over phone call, informed customer that DCX will not purchase the vehicle back and informed her the DM informs the dealership of that information and not DCCAC. Customer stated she needs to speak to someone higher. EMW20 informed customer the decision was already made and can not and will not be overturned. Customer stated she needed another number to contact. EMW20 informed customer there was no other number DCCAC could provide her with. Customer stated she would contact someone else and released phone call.

\*Contact Date:02/06/2007

Service Manager at the dealership has closed the Cair# 15866239

Warranty repair has been documented on Repair Order#148166

CAIR RETURNED FROM DEALER ON 2/06/2007 AT 03:32:419 R 15866239

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**Customer Assistance Inquiry Record (CAIR)#****15871714**

<b>Vin</b>	2C4GP44R9	5F [REDACTED]	<b>Open Date</b>	01/18/2007	<b>Build Date</b>	02/23/2005	
<b>Model Year</b>	05	<b>Body</b>	RSYH53	CHRYSLER TOWN & COUNTRY LX FWD LWB WAGON			
<b>In Service Dt</b>	02/24/2005	<b>Dealer</b>	45299	<b>Dealer Zone</b>	51	<b>Mileage</b>	39,549
<b>Name:</b>	[REDACTED]					<b>Contact Type</b>	E-MAIL
<b>Address</b>	[REDACTED]					<b>Home Phone</b>	
	RENSELAER IN [REDACTED]					<b>Country</b>	UNITED STATES

Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	intermittent headlamp switch
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\*\*\*\*\* EMAIL BRIEF DESCRIPTION CONTENT \*\*\*\*\*

My 2005 Town and Country is in need of repairs

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

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

I have 2 probs with a 2005 Town & country. The first is Headlight switch. It was replaced a year ago because the headlights wouldn't come on or would go out on their own. Well I have the same problem again and the dealership is just going to replace the switch again? My other problem is that this vehicle just started running rough and we took it to the dealership and was told the spark plugs and wires needed changed severely. Can you tell me why a vehicle with less than 40,000 miles would need these items changed when the manual calls for this maintenance to be performed at 75,000 miles? We own 5 Dodge/Chrysler products in my immediate family and now I'm beginning to question why. What are my options on getting these items corrected? Should I just plan on getting out of these vehicles and going with a different manufacturer? Please advise.

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

Agent contacted dealer 45299 and spoke with the service manager who states that this has been a previous concern. Agent advised service manager that DCX would be willing to assist with a warranty cost of approximately \$67.00, minus a \$25.00 copay. Service Manager will call back once vehicle is at dealership and a preauth can be entered. Agent attempted to contact customer on 1/18/07 at 2:28pm on the customer's home phone, agent left message.

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

Thank you for contacting the Chrysler Group Customer Assistance Center. I would like to discuss this matter with you in more detail. Therefore, I will attempt to call you at the phone number you provided,

[REDACTED] If I am unsuccessful in contacting you, you may call me at 1-800-992-1997 at extension 69826.

If you need immediate assistance, please call the Customer Assistance Center at 1-800-992-1997 between 8:00 a.m. and 5:00 p.m. Monday through Friday. Before calling the Customer Assistance Center, please have the following information handy:

Vehicle owner name

Vehicle owner address

Day and evening phone numbers

Vehicle Identification Number (VIN)

Current vehicle mileage

An explanation of the problem

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

I look forward to speaking with you.

Thanks again for your email.

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

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

I will accept your offer to replace this switch for a \$25 co-pay. However, I still don't agree that this is right. A new switch shouldn't wear out that soon. I was unaware that this was a rental unit prior to purchasing this unit. Even so a new switch was supposedly installed since I purchased this van and it went faulty also. What are the odds of this?

I work for an automotive manufacturer and I think I have a good idea about mechanics. Plus I have what appears to be the same switch in my 04 Dakota and it s never went bad! The plugs and wires haven t faulted out yet either but I ll give you that one. I know these things can happen. But a switch... come on now, what s up with that? I guess in the future I will try to deal with a more honest Salesman and maybe one that s not affiliated with DaimlerChrysler! Have a nice day!

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

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

NAN, customer s concerns have been addressed on the phone and the customer is aware of the offer and how to use it.

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

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

Just a note. I filed a complaint with the NHTSA. It appears that I am not alone with this problem. Obviously a safety issue such as this isn t taken seriously by you! Thanks again!

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

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

Thank you for contacting the Chrysler Group Customer Assistance Center. The time and effort you took to communicate your opinion is appreciated. Constructive criticism of the kind offered in your note is always a welcomed and important way of getting feedback. It is a help in providing the greatest possible satisfaction for customers. Please feel free to communicate with us again whenever you have constructive comments or criticism.

Thanks again for your email.

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

\*\*\*NEXT AGENT\*\*\* customer called in for reference number for co pay authorized transferred to dccac per JA723  
Dealership calling in for authorization number. Agent informed the dealership the number is 15871714.

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**Customer Assistance Inquiry Record (CAIR)#****15875384**

<b>Vin</b>	2C4GP44R9	5F	<b>Open Date</b>	01/17/2007	<b>Build Date</b>	02/23/2005	
<b>Model Year</b>	05	<b>Body</b>	RSYH53	CHRYSLER TOWN & COUNTRY LX FWD LWB WAGON			
<b>In Service Dt</b>	02/24/2005	<b>Dealer</b>	45299	<b>Dealer Zone</b>	51	<b>Mileage</b>	39,400
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	RENSELAER IN					<b>Country</b>	UNITED STATES

Recall - F01: - Advise Owner/Incomplete Recall	Advised customer of incomplete recall.
Product - Electrical - Lamps and Switches - Other - Default	Customer states headlight switch needs to be replaced.
Referral - Tier Two - Internal Escalation - Authorization - Default	Tier Two Support Referral.

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

What is the customer requesting from DaimlerChrysler?

Assistance with the cost of headlamp switch.

How far out of warranty is the vehicle/repair by time and/or mileage?  
3,400 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?

5.

Is there warranty history related to the current concern?

Yes.

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

Yes.

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

Customer states there is an issue with the headlight switch. Customer states this was previously replaced. Customer states he has taken vehicle to dealership 45299 regarding this issue. Customer states the dealership has advised him that the spark plugs need to be replaced. Customer is not happy because the owner's manual states spark plugs will need to be replaced at 75,000 miles and he has not yet reached that many miles. Consulted with CDC43.

Informed customer that DaimlerChrysler will not participate in the repair for the spark plugs, but writer will transfer for further review for assistance

for the headlight switch.

Customer is upset because DaimlerChrysler will not assist in the cost of spark plugs.

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.

The customer called stating that he was being transferred and the call was disconnected. The agent transferred the customer again.

**Customer Assistance Inquiry Record (CAIR)#****15885137**

<b>Vin</b>	2C4GP54L9	5R	<b>Open Date</b>	02/19/2007	<b>Build Date</b>	07/05/2004	
<b>Model Year</b>	05	<b>Body</b>	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON			
<b>In Service Dt</b>	09/15/2004	<b>Dealer</b>	65152	<b>Dealer Zone</b>	42	<b>Mileage</b>	1
<b>Name:</b>						<b>Contact Type</b>	LETTER
<b>Address</b>						<b>Home Phone</b>	
	CHELSEA MI					<b>Country</b>	UNITED STATES

Dealer - Service/Body Shop - Personnel - Courteous - Unknown	Customer states dealer 44688 was extremely helpful to her son in law.
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Customer states son in laws vehicle headlights stopped working.

Customer states she wants to send in a compliment for dealer 44688. Customer states her son-in-law was driving from Fort Meyers, FL the headlights stopped working. Customer states Steve in Service Department diagnosed issue and repaired vehicle. Customer states dealership took her son in law to get lunch while he waited for repairs. Customer states dealership 44688 deserve their five star status, and lived up to that rating.

Customer also states her local dealership, dealer 65152 was very helpful in helping find dealer 44688 for her. Customer state dealer 65152 provided directions for her to relay to her son in law.

Agent attempted to contact the customer on 2/18/07 at 9:53am on the customer s Home phone. Agent unable to speak with customer. Agent left voicemail with DCCAC telephone number, reference number and extension. Agent attempted to contact the customer on 2/19/07at 5:19pm on the customer s Home phone. Agent unable to speak with customer. Agent left voicemail with DCCAC telephone number, reference number and extension. Agent will send letter 21 and close cair.

Customer returning agent s call. Agent advised letter 21 was sent and thanked customer for sending her letter.



**Customer Assistance Inquiry Record (CAIR)#****15886860**

<b>Vin</b>	1D4GP24R5	5E	<b>Open Date</b>	01/22/2007	<b>Build Date</b>	06/25/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON			
<b>In Service Dt</b>	07/20/2005	<b>Dealer</b>	26519	<b>Dealer Zone</b>	74	<b>Mileage</b>	30,000
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	FEDERAL HEIGHTS CO					<b>Country</b>	UNITED STATES

Product - Electrical - Lamps and Switches - Complete Failure - Default	Cusotmer states the outside lights have gone out.
Product - Brakes - Unknown - Worn - Unknown	Customer states dealer replaced all brakes.
Corporate - Dealer Information - Default - Default - Default	Customer states he is disappointed with service.
Product - Electrical - Satelite Radio System - Complete Failure - Default	Customer states his radio has gone out.
Product - Steering - Unknown - Other - Default	Customer states that he has had a power steering issue.
Product - Transmission / Transaxle - Unknown - Leaks - Default	Customer states the transmission was repaired.
Product - Air Conditioning / Heater - Unknown - Other - Default	Customer states this is the third repair on his heater.

Customer states that he has owned this vehicle since July and it has been in the shop more than it has been at his house. Customer seeking information on how to contact the DM. Agent advised customer that they cannot contact the DM. Agent advised customer that there would be a direct to dealer sent in order to get the issue with the customer s heater resolved. Agent contacted dealer 26519 and spoke with Jake the Assitant Manager because the Service Manager was unavailable. 1/ 3/07 Buttons in ops , 29,690 cd stuck. 1/12/07 Customer states headlights won t come on. Replaced switch and checked operations. Check to make sure wires are seated correctly. No heat from heater. Checked leaks none found. Jake states that the customer has been in there at least one other but there was not a ticket wrote on that. Replaced radio. Agent advised that there would be a direct to dealer sent. Agent advised customer that all possibilities had to be exhausted before the dealership would consider getting a representative involved. Customer states that he is about at the end of his patience and just wants the issues resolved with this vehicle. Agent advised customer to continue to work with his dealership in order to get this resolved. Customer is extremely unhappy about not being able to speak with a Representative over these issues with his vehicle. Customer states that dealer advised him that they did not have this information. Agent advised customer that this is something that he will have to continue to work with the dealership on. Agent advised customer that if this was not resolved than to contact DCX back in order to get these issues resolved.

**Customer Assistance Inquiry Record (CAIR)#****15887115**

<b>Vin</b>	1D4GP24R1	5E	<b>Open Date</b>	01/22/2007	<b>Build Date</b>	08/05/2004	
<b>Model Year</b>	05	<b>Body</b>	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON			
<b>In Service Dt</b>	04/22/2005	<b>Dealer</b>	68181	<b>Dealer Zone</b>	66	<b>Mileage</b>	46,748
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	SYCAMORE GA					<b>Country</b>	UNITED STATES

Referral - Tier Two - Internal Escalation - Authorization - Default	Customer seeking assistance with repairs.
Product - Electrical - Power Windows - Intermittent or Inoperative - Unknown	Power windows are not working.
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	headlights are not working.
Product - Steering - Steering Wheel / Column - Noisy - Default	steering wheel is noisy.

Customer states he prefers to take vehicle to tipton dealer. Customer purchased a caravan and took it in under warranty for power window issue. This issue did not occur while it was at the dealer. Now the steering wheel is making noise, headlights are not coming on, window stopped working again, and there seems to be an electrical issue with this vehicle. Customer is seeking assistance with repairs.

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

What is the customer requesting from DaimlerChrysler?

Customer seeking assistance with repair.

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

10748 miles, customer is out by mileage only.

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 ESCALATION

Per KEG24 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 stated that no diagnosis has been done, 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 stated he will never purchased another vehicle.

**Customer Assistance Inquiry Record (CAIR)#****15905163**

<b>Vin</b>	1D4GP24R4	5E	<b>Open Date</b>	01/30/2007	<b>Build Date</b>	09/03/2004	
<b>Model Year</b>	05	<b>Body</b>	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON			
<b>In Service Dt</b>	09/21/2004	<b>Dealer</b>		<b>Dealer Zone</b>		<b>Mileage</b>	70,000
<b>Name:</b>						<b>Contact Type</b>	E-MAIL
<b>Address</b>						<b>Home Phone</b>	
	FAYETTEVILLE NC					<b>Country</b>	UNITED STATES

Dealer - Service/Body Shop - Transaction - Problem Not Resolved - Default	Continuous issue with head lights.
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Headlights failed three times during vehicle operation.

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

Headlights failed three times during vehicle operation.

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

\*\*\*\*\*BEGINNING OF EMAIL\*\*\*\*\*

On November 20th a module (5144579-AC) was replaced in the vehicle due to intermitten headlight operation. January 8th, the vehicle was returned to the service department after the headlights failed during operation. The service department was unable to find a problem. This morning (January 29th), the headlights failed while operating the vehicle three times and twice switched from highbeam to lowbeam without any prompting from the operator of the vehicle. Help!

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

\*\*\*\*\*BEGINNING OF REPLY\*\*\*\*\*

Dear James:

Thank you for your email to DaimlerChrysler Motors Corporation.

Our records show that you have contacted us by telephone and we have addressed your concern. We have updated your file to reflect the latest information you provided in the email message.

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

Thanks again for your email.

Sincerely,

Kinya

Senior Staff Representative

Chrysler Group Customer Assistance Center

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

\*\*\*\*\*BEGINNING OF EMAIL\*\*\*\*\*

Although my problem was addressed, it was not to my satisfaction. I plan to sell my vehicle and switch to an import vehicle. I have owned two Dodge vehicles and bothgave me headaches.

Good bye.

Sent from my BlackBerry wireless device

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

\*\*\*\*\*BEGINNING OF REPLY\*\*\*\*\*

Dear

Thank you for contacting the Chrysler Group Customer Assistance Center.

We regret to read of your dissatisfaction in your product and appreciate the time and effort you took to bring this matter to our attention.

Comments like yours are one way to learn of problems that may develop and the improvements that are desired by customers. The information received is used in product development and quality analysis. We have documented your comments and have forwarded them to the appropriate department for review.

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

Thanks again for your email.

Sincerely,

Kinya

Senior Staff Representative

Chrysler Group Customer Assistance Center

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

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**Customer Assistance Inquiry Record (CAIR)#****15905175**

<b>Vin</b>	1D4GP24R4	5E	<b>Open Date</b>	01/29/2007	<b>Build Date</b>	09/03/2004	
<b>Model Year</b>	05	<b>Body</b>	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON			
<b>In Service Dt</b>	09/21/2004	<b>Dealer</b>	44402	<b>Dealer Zone</b>	66	<b>Mileage</b>	72,000
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	FAYETTEVILLE NC					<b>Country</b>	UNITED STATES

Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Customer states headlights are working intermittently.
Dealer - Service/Body Shop - Transaction - Problem Not Resolved - Default	Issue not resolved.

Customer states that he is having issues with his vehicle. Customer states that the headlights on his vehicle are working intermittently. Customer states that the module was replaced on the vehicle to correct the issue. Customer states that he was recently driving and the headlights on the vehicle starting switching from high beam to low beam on their own. Customer seeking what he should do to have issues resolved. Agent informed customer that he would need to contact his local DCX dealership to inform that he s again experiencing issues with headlights. Customer states that he wanted to contact DCCAC because he thought that something would be done to repair his vehicle. Agent informed customer that all concerns have been documented but informed customer that he would need to continue working with his local DCX dealership for any further concerns. Customer states that he feels that this is a safety issue. Agent informed customer that all concerns have been documented. Customer disconnected call.

**Customer Assistance Inquiry Record (CAIR)#****15913321**

<b>Vin</b>	2D4GP24R1	5F	<b>Open Date</b>	01/31/2007	<b>Build Date</b>	01/16/2004	
<b>Model Year</b>	05	<b>Body</b>	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON			
<b>In Service Dt</b>	05/20/2004	<b>Dealer</b>		<b>Dealer Zone</b>		<b>Mileage</b>	30,800
<b>Name:</b>						<b>Contact Type</b>	E-MAIL
<b>Address</b>						<b>Home Phone</b>	
	UNION GROVE NC					<b>Country</b>	UNITED STATES

Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Head lights blink intermittently.
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\*\*\*\*\* EMAIL BRIEF DESCRIPTION CONTENT \*\*\*\*\*

not able to get lights fixed

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

\*\*\*\*\*BEGINNING OF EMAIL\*\*\*\*\*

all lights most of the time flicker like a scrob.they are unable to fix it after several tries.now the rep says it is normal.how can this be when they continue to scrob.what would TOM LASORDA do if he drove a car doing this.i am making efforts to see he knows all about it.it is not safe for our grandchildren to ride in after dark.Who knows when they will go out completly.

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

\*\*\*\*\*BEGINNING OF REPLY\*\*\*\*\*

Dear Grady:

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

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

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

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

Thanks again for your email.

Sincerely,

Kinya

Senior Staff Representative

Chrysler Group Customer Assistance Center

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

**Customer Assistance Inquiry Record (CAIR)#****15915047**

<b>Vin</b>	1D4GP25R3	5B1	<b>Open Date</b>	02/01/2007	<b>Build Date</b>	05/21/2004	
<b>Model Year</b>	05	<b>Body</b>	RSKL52	DODGE CARAVAN SE FWD SWB WAGON			
<b>In Service Dt</b>	05/25/2004	<b>Dealer</b>		<b>Dealer Zone</b>		<b>Mileage</b>	64,000
<b>Name:</b>						<b>Contact Type</b>	E-MAIL
<b>Address</b>						<b>Home Phone</b>	
	DINWIDDIE VA					<b>Country</b>	UNITED STATES

Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Customer states the lights will flicker.
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\*\*\*\*\* EMAIL BRIEF DESCRIPTION CONTENT \*\*\*\*\*

Question about lights

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

Hi, We re having problems with our Dodge Caravan. When you crank it up all the dash lights seem to flicker. When you cut the headlights on they seem to do the same thing. It doesn't do it all the time, but most of the time it does. I ve talked to a Dodge technician and he mentioned the flash board maybe being the cause. Is there any kind of recall on this sort of thing or is this something covered under my warranty. When it starts flickering really bad I worry that it will stop altogether! Thanks for your help!

\*\*\*\*\*END CUSTOMER EMAIL \*\*\*\*\*

Thank you for contacting the Chrysler Group Customer Assistance Center regarding your 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.

Records indicate this vehicle is not involved in any outstanding factory recalls. If your vehicle is involved in any future recalls, a notice will be sent to your postal address. Please contact us with any future changes of address.

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

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

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.

Thanks again for your email.

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

**Customer Assistance Inquiry Record (CAIR)#****15936694**

<b>Vin</b>	1D4GP24R2	5E	<b>Open Date</b>	02/07/2007	<b>Build Date</b>	10/01/2004	
<b>Model Year</b>	05	<b>Body</b>	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON			
<b>In Service Dt</b>	10/01/2004	<b>Dealer</b>	68009	<b>Dealer Zone</b>	74	<b>Mileage</b>	35,102
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	OREM UT					<b>Country</b>	UNITED STATES

Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Customer states the light switch does not always work.
Dealer - Sales - Personnel - Discourteous/Rude - Unknown	Customer states the service and sales he recieved was extremely poor.
Product - Suspension - Unknown - Noisy - Front	Customer states there is a noise.

Customer states he purchased a vehicle and has had an issue with the light switch since about 28,000 miles, and now has a pop in the front suspension. Customer states the light switch does not always work. Customer states he has never given him paperwork for the repairs they have done. Customer states he called the General Manager and never returned a call.

Customer states that when he first bought the vehicle there was power steering fluid was low. Customer states he had to buy fluid to fill it, but later it started leaking, and the dealership supposedly fixed it. Customer states the dealership supposedly fixed it. Customer states the light switch and a noise in the front end suspencion. Customer states he would concider going to 68009.

Agent offered customer to go to the dealership, agent will contact them and give the dealership information for the customer s issues. Agent advised customer he would need to make an appointment. Agent contacted dealership 68009 at 801-492-1110 and spoke with Jeff a service advisor.

Agent advised of a direct to dealer is being sent on behalf of the customer.

Agent advised customer will be contacting in order to make an appointment.

Customer states he wants it noted that when he purchased the vehicle from 45022 he asked for a non smoker vehicle, and had money up front. Customer states he was told he would be charged over 500 dollars to do a back ground check. Agent advised customer this complaint has been documented. Customer states the headlights do not always come on, and then when they are on, do not always go off. Customer states this is a definately a safety issue.

Customer states that due to the actions of dealer 45022 he will have to think hard about purchasing another Chrysler product.

\*\*\*\*\*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 68009 02/07/07 15:48 O 15936694

\*Contact Date:02/07/2007

Service Manager at the dealership has updated the Cair# 15936694 An appointment has been set with the customer.

\*Contact Date:03/12/2007

Service Manager at the dealership has closed the Cair# 15936694

Warranty repair has been documented on Repair Order#837484

CAIR RETURNED FROM DEALER ON 3/12/2007 AT 10:36:463 R 15936694



**Customer Assistance Inquiry Record (CAIR)#****15939756**

<b>Vin</b>	1D4GP24R2	5E	<b>Open Date</b>	02/08/2007	<b>Build Date</b>	10/01/2004	
<b>Model Year</b>	05	<b>Body</b>	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON			
<b>In Service Dt</b>	10/01/2004	<b>Dealer</b>	45022	<b>Dealer Zone</b>	74	<b>Mileage</b>	32,200
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	OREM UT					<b>Country</b>	UNITED STATES

Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Customer states the light switch does not always work.
Dealer - Sales - Personnel - Discourteous/Rude - Unknown	Customer states the service and sales he recieved was extremely poor.
Product - Suspension - Unknown - Noisy - Front	Customer states there is a noise.

Customer states he purchased a vehicle and has had an issue with the light switch since about 28,000 miles, and now has a pop in the front suspension. Customer states the light switch does not always work. Customer states he has never given him paperwork for the repairs they have done. Customer states he called the General Manager and never returned a call.

Customer states that when he first bought the vehicle there was power steering fluid was low. Customer states he had to buy fluid to fill it, but later it started leaking, and the dealership supposedly fixed it. Customer states the light switch and a noise in the front end suspencion. Customer states he wants it noted that when he purchased the vehicle from 45022 he asked for a non smoker vehicle, and had money up front. Customer states he was told he would be charged over 500 dollars to do a back ground check. Agent advised customer this complaint has been documented. Customer states the headlights do not always come on, and then when they are on, do not always go off. Customer states this is a definately a safety issue.

Customer states that due to the actions of dealer 45022 he will have to think hard about purchasing another Chrysler product. Agent contacted dealer 45022 and left a message for the Service Manager, Steve.

\*\*\*\*\*ATTENTION DEALER MANAGEMENT\*\*\*\*\*

This owner/customer contacted the DaimlerChrysler Customer Assistance Center regarding one of your Five Star processes. Please review the following narrative and follow up per your Five Star processes:

REASSIGNED TO BC/DLR 74 45022 02/08/07 13:10 O 15939756

\*Contact Date:02/09/2007

Dealer 45022 has updated the mileage to 32083.

Service Manager at the dealership has updated the Cair# 15939756

Parts have been ordered.

\*Contact Date:02/14/2007

Dealer 45022 has updated the mileage to 32083.

Service Manager at the dealership has updated the Cair# 15939756

Dealer attempting to contact customer.

**Customer Assistance Inquiry Record (CAIR)#****15959204**

<b>Vin</b>	2C4GP54L4	5R	<b>Open Date</b>	02/15/2007	<b>Build Date</b>	10/08/2004	
<b>Model Year</b>	05	<b>Body</b>	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON			
<b>In Service Dt</b>	03/29/2005	<b>Dealer</b>	67778	<b>Dealer Zone</b>	51	<b>Mileage</b>	24,322
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	KAUKAUNA WI					<b>Country</b>	UNITED STATES

Product - Electrical - Lamps and Switches - Defective - Default

Lights and switches.

Customer states he has an issue with the dealer. He says the dealer told him that the light going bright and dim was normal. Customer is seeking to have this issue repair. Agent contacted the dealer 67778 and spoke to Rick the service advisor who states that there is nothing that they can find with this issue.

ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER

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

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

REASSIGNED TO BC/DLR 51 67778 02/15/07 09:40 O 15959204

Spoke with the Service Manager, Chris, at 67778. Chris stated the condition is characteristic of the vehicle and there is not fix available.

No further action needed at this time. tps

Customer called back seeking information on the diming issues with this vehicle.

Agent advise customer that a file (direct to dealer CAIR) will be forward to the dealership, district manager and their business center to get additional techical assistances involved and advise customer to refer back to the dealership service department until the issues is resolved.

Customer seeks what is next course of action. agent advise customer that DCX cannot speculated on any corse of action and advise customer that anything out side of DCX would be at his own discretion.

Customer states that he wants to know what he should do about his vehicle. Customer wants to make sure he has exhausted all of his resources so that he can sale the vehicle. Agent consulted with DJC104.

Agent contacted dealership and spoke with Larry. Agent requested that all repair history be faxed to agent. Larry is doing this now. Agent advised customer that his file is being forwarded for further review.

Agent is still needing information from the dealership. If customer calls back please advise that the file has not been forwarded as of yet due to dealership has not faxed RWA22 repair history. Once this is done the file can be sent.

Customer called back. Agent consulted with RWA22 to determine if the service history has been recieved. Agent was informed that the service history has not been recieved. Agent called dealership 67778 and spoke to Larry. Larry transferred agent to Chris the Service Manager. Agent requested that the service history be faxed. Chris was provided the information. Agent informed customer that a call back was needed. Stated that customer that he will call in a week.

Service history

1/30/07 24322 miles Lights flicker and shut off twice and stalled in car wash. Characteristic condition determined by STAR

1/3/07 23532 miles Lights flicker. Replaced alternator.

12/27/06 23397 miles headlights flicker. Replaced switch

12/20/06 23050 miles headlights and all lights go to bright to dim.

Order switch

9/27/06 20183 miles right side rattle on acceleration Dealer tighten lose exhaust clamp

7/31/06 17823 miles rear lift gate inoperative internal failure inf motor found and replaced rear lift gate motor.  
7/19/06 17327 miles Oil change, rotated tires, checked the electrical system- parts ordered replaced hood switch.  
5/16/06 14563 miles oil change  
3/9/06 12598 miles recall F01, gas pedal sticks- cleaned throttle body  
2/21/06 11714 miles light go dim and bright operated as designed Panel at light switch will not light up operates as designed Oil change  
Sunroof has moisture operates as designed.  
11/21/05 8800 miles oil change  
10/31/05 Sunroof leaks under fake roof. Dealer adjusted sunroof and fix seal  
8/26/05 5950 miles oil change and rotate tires  
6/20/05 3155 miles oil change  
5/24/05 2233 miles check electrical systems per customer request cannot close rear lift gate. Need to release handle again to close. STAR called and dealer was told the rubber grommet in lift gate linkage needs to be removed Removed rubber grommet.  
5/9/05 1703 miles Customer stated that the sun roof will not close all the way and whistles. Performed TSB 08-014-05  
4/19/05 961 miles left front door body side molding is deformed.  
Replaced drivers door molding  
4/5/05 376 miles installed center storage  
4/1/05 376 miles Customer stated that air ride in rear not working.  
Replaced both rear shocks. Installed hitch and wiring.  
3/31/05 362 miles Installed remote start.  
Agent consulted with ALS70. CAIR re-assigned to 82H for further handling. Agent left a message informing customer of the information.  
Agent called customer and informed customer that his file is being forwarded. Customer stated that he is having a current issue.  
Writer spoke to owner. Owner states that intermittently the interior lamps and headlamps flicker when engine is idling. Owner wishes to have the vehicle repaired. Owner states he was told that this concern is a normal characteristic of the vehicle. Owner disagrees with dealership.  
Writer reviewed above narrative, and STAR file. District manager TPS1 has reviewed this concern with dealer SM Chris and advised that concern is normal characteristic of vehicle, as stated in lines 15-17 above.  
Writer suggested owner may visit another DCX dealership for second opinion.

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**Customer Assistance Inquiry Record (CAIR)#****15974215**

<b>Vin</b>	1D4GP24R2	5E	<b>Open Date</b>	02/20/2007	<b>Build Date</b>	12/06/2004	
<b>Model Year</b>	05	<b>Body</b>	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON			
<b>In Service Dt</b>	12/14/2004	<b>Dealer</b>	60085	<b>Dealer Zone</b>	42	<b>Mileage</b>	42,169
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	HUDSONVILLE MI					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer stated air bag light comes on.
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Customer states headlights do not work at times.
Referral - Tier Two - Internal Escalation - Authorization - Default	Tier two support referral.

Customer stated he wants to make a complaint on dealership. Customer stated he will not take vehicle back to dealership 60085. Customer stated dealer informed him all 2005 Dodge Grand Caravans have a 7/70,000 mile warranty on vehicle. Customer stated he took vehicle to dealership for issue with head lights do not come on at night and horn going off. Customer stated he no longer wants vehicle anymore. Customer stated vehicle has been to dealership three times for issue. Customer stated the air bag light is on. Customer stated dealer stated customer is responsible for \$400.00 for repairs with air bag light on. Customer seeking assistance from DCX with costs with air bag light. Customer transferred to the internal Tier 2 escalation line for further review of concern per TR559.

Customer transferred to the internal Tier 2 escalation line for further review of concern. Customer states when he purchased the vehicle he was advised by the sales manager the vehicle came with a 7/70 warranty. Customer states the finance manager advised him the warranty was only for 3/36. Customer states he purchased an extended warranty through the dealer with a \$100 deductible that they did not advise him of. Customer states there is an issue with the head lights and the air bag light is illuminated. Customer was advised by the dealer there would be a \$100 deductible to repair the head lights and at least a \$280 diagnosis fee to look at the air bag. Customer states the dealership has not diagnosed the vehicle. Customer seeking assistance with the cost of the repairs and the deductible. Referred customer to the dealership in regards to the deductible due to the contract not being through Chrysler. In regards to the air bag, 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 seeking information on lemon law. Referred customer to the blue and white booklet for additional information. Customer states he will contact the dealer.

**Customer Assistance Inquiry Record (CAIR)#****15976100**

<b>Vin</b>	1D4GP24R3	5E	<b>Open Date</b>	02/21/2007	<b>Build Date</b>	05/12/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON			
<b>In Service Dt</b>	04/05/2006	<b>Dealer</b>	26341	<b>Dealer Zone</b>	66	<b>Mileage</b>	14,300
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	AUGUSTA GA					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - External Ornamentation - Loose - Rear Facia/Valance	Customer states her door will not shut.
Product - Electrical - Power Door Lock / Deck Lid - Other - Unknown	Customer states the door locks will not unlock in drive.
Product - Electrical - Power Door Lock / Deck Lid - Other - Hatch/Deck Lid	Customer states the hatch will not unlock with the remote.
Product - Electrical - Park Assist System - Other - Default	Customer states the headlight switch is broken.
Product - Body / Trim / Paint Finish - Interior Ornamentation/Mirrors - Other - Headliner	Customer states the headliner is split.
Product - Body / Trim / Paint Finish - External Ornamentation - Rusted - F. Door-Pass	Customer states the hinges are rusted.
Product - Body / Trim / Paint Finish - Seat Belts - Other - Default	Customer states the molding around the seat belts is loose.
Product - Body / Trim / Paint Finish - External Ornamentation - Other - Unknown	Customer states there is a molding issue.

Customer states she has an entire list of issues with her vehicle. Customer states the dealership does not know when they will be done and cannot provide her a rental vehicle. Customer is seeking a rental vehicle. Agent contacted dealership and spoke with Danny. Dann states the customer has complained about with window switch, door will not shut, headliner split, side molding loose on seat belts, headlight switch is broken, middle seat flaps are broken, right door hinge is rusting, doors will not unlock in drive, rear hatch will not unlock with remote, molding on door is falling off, window hits molding on door, a wind noise and a left sliding door rattle. Danny states the vehicle has only been there for an hour and they have not been able to diagnose the issue. Agent advised customer that Chrysler cannot look into a rental vehicle until a diagnosis has been made. Customer was very upset. Customer seeks rental assistance. Customer states that she has been waiting for a vehicle for the past two days and when she called the dealer they told her the vehicle will be ready sometime tomorrow. Customer is very upset that DCX factory warranty does not provide rental vehicle Agent informed customer that rental vehicle is only guaranteed by a rental vehicle. Customer states that dealer has offered rental on previous occasions. Agent informed customer that it was at dealer s discretion whether they would offer a customer rental. Agent contacted dealer 26341 and spoke with Danny waiting on a headliner to arrive and is hoping that part will arrive tomorrow but states that it does not affect the driveability of the vehicle. Agent consulted with DLP68 and informed the customer that DCX would not participate in rental assistance due to vehicle being ready by tomorrow. Customer states that she will take her vehicle to a Toyota dealer and get satisfaction from them. Agent informed customer that what she chose to do outside of DCX is at her discretion. No further information was requested.

**Customer Assistance Inquiry Record (CAIR)#****15984678**

<b>Vin</b>	1D4GP24R2	5E	<b>Open Date</b>	02/23/2007	<b>Build Date</b>	09/16/2004	
<b>Model Year</b>	05	<b>Body</b>	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON			
<b>In Service Dt</b>	05/07/2005	<b>Dealer</b>	43844	<b>Dealer Zone</b>	71	<b>Mileage</b>	20,000
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	BROWNSVILLE OR					<b>Country</b>	UNITED STATES

Product - Electrical - Lamps and Switches - Defective - Default

Customer claims the head lights are defective.

Customer claims the head lights will not turn on and will shut off randomly. Customer states this will be the second time the vehicle will be repaired. Agent advised customer to take the vehicle to the dealership and to contact DCX to get other parties involved once the vehicle is at the dealership.

**Customer Assistance Inquiry Record (CAIR)#****15987217**

<b>Vin</b>	2C4GP54L1	5R	<b>Open Date</b>	02/28/2007	<b>Build Date</b>	03/05/2005	
<b>Model Year</b>	05	<b>Body</b>	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON			
<b>In Service Dt</b>	03/31/2005	<b>Dealer</b>		<b>Dealer Zone</b>		<b>Mileage</b>	27,432
<b>Name:</b>						<b>Contact Type</b>	E-MAIL
<b>Address</b>						<b>Home Phone</b>	
	SAYREVILLE NJ					<b>Country</b>	UNITED STATES

Product - Brakes - Anti-Lock Brake System - ABS Lamp On/Flashing - Default	Customer states ABS light is on.
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Customer states headlights were intermittent.
Product - Electrical - Tire Pressure Monitor - Intermittent/Inoperative - Default	Customer states tire pressure light was coming on.

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

Countinous problems with my town and country

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

I have been compelled to write to you because I am constantly facing different problems with my car ever since I bought it in 2005. Initially the tire pressure check light used to show up although the air seemed fine in all the tires, then once that got fixed, I noticed that the head lights sometimes don t turn on when I switch them on. Sometimes the head lights turn off by themselves when I am driving. There was a problem with the signals that when I turn on the signal to make a right turn, the left side lights start blinking and vice versa. This almost got me into an accident about 2 times. I finally got this repaired and the dealer above said I need new brakes. I got these replaced and now the 'ABS' light keeps coming on along with the 'Trac off' intermittantly. I am really tired of taking this car too the dealer unnecessarily and must say that I am really upset with the performance of this car. This is my first Crysler and so far I am really dissappointed.

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

Dear

Thank you for contacting the Chrysler Group Customer Assistance Center. Thank you for your email message regarding the service problems with your Town and Country. We are very sorry to learn of your dissatisfaction with the handling of your service needs.

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

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

We regret to read of your dissatisfaction in your product and appreciate the time and effort you took to bring this matter to our attention.

Comments like yours are one way to learn of problems that may develop and the improvements that are desired by customers. The information received is used in product development and quality analysis. We have documented your comments and have forwarded them to the appropriate department for review.

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

Thanks again for your email.

\*\*\*\*\*End of Reply\*\*\*\*\*

**Customer Assistance Inquiry Record (CAIR)#****16018096**

<b>Vin</b>	1C4GP45R9	5E	<b>Open Date</b>	03/07/2007	<b>Build Date</b>	03/11/2005	
<b>Model Year</b>	05	<b>Body</b>	RSYH52	CHRYSLER TOWN & COUNTRY FWD SWB WAGON			
<b>In Service Dt</b>	04/30/2005	<b>Dealer</b>	39709	<b>Dealer Zone</b>	32	<b>Mileage</b>	28,831
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	AUGUSTA ME					<b>Country</b>	UNITED STATES

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

Customer advised agent the head lights are intermittent.

Customer advised agent the head lights are intermittent. Customer states she took vehicle to dealer 39709 for the head light issue. Customer states while driving down the road the head light went off. Agent took vehicle to dealer and the head lights were working. Customer states dealer was going to charge customer a diagnostic fee for looking at the vehicle. Agent advised customer diagnostic is not covered under warranty. Agent advised customer if the issue is a warranty concern customer will not be charged with a diagnostic fee. Customer disconnected the call.



**Customer Assistance Inquiry Record (CAIR)#****16018194**

<b>Vin</b>	1C4GP45R9	5E	<b>Open Date</b>	03/15/2007	<b>Build Date</b>	03/11/2005	
<b>Model Year</b>	05	<b>Body</b>	RSYH52	CHRYSLER TOWN & COUNTRY FWD SWB WAGON			
<b>In Service Dt</b>	04/30/2005	<b>Dealer</b>		<b>Dealer Zone</b>		<b>Mileage</b>	28,831
<b>Name:</b>						<b>Contact Type</b>	E-MAIL
<b>Address</b>						<b>Home Phone</b>	
	AUGUSTA ME					<b>Country</b>	UNITED STATES

Corporate - Warranty Coverage - Default - Default - Default

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

unsatisfied with vehicle purchased and the issues that we should not have to deal with.

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

My fiancé and I have purchased a 2005 town and country and are having trouble with the headlights. They do not always come on when we turn them

on. The other NIGHT we were coming home and the headlights would not come

on and it was dark out. After this incident we made an appt to bring it up

to Blouin's on western ave in augusta, me. When I got there and explained

to them the issue they told me that if they can not find anything where they were working right now then they would charge me the diagnosis fee.

I thought this was stupid where there is obviously a problem. After calling

and speaking to some rep at chrysler all she kept saying is they can charge you diagnosis fees if they don't find anything. so I would really like to know what chrysler is going to do about this. I am hoping every time I get in this vehicle with my kids that the headlights work and we don't get in an accident because someone can't see us. There is obviously

a problem if they don't work everytime like a good product would. I can tell you know that I will never purchase another chrysler product if I don't get good service like I have with other companies. I expect I will be hearing back from someone with what chrysler is going to do about this.

Dear

Thank you for your email message regarding the service problems with your 2005 Town & Country.

We are very sorry to learn of your dissatisfaction with the handling of your service needs.

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

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

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

Thanks again for your email.

**Customer Assistance Inquiry Record (CAIR)#****16020915**

<b>Vin</b>	2C8GP44R7	5F	<b>Open Date</b>	03/08/2007	<b>Build Date</b>	09/27/2004	
<b>Model Year</b>	05	<b>Body</b>	RSYH53	CHRYSLER TOWN & COUNTRY LX FWD LWB WAGON			
<b>In Service Dt</b>	01/24/2006	<b>Dealer</b>	44396	<b>Dealer Zone</b>	42	<b>Mileage</b>	27,000
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	BELLEVUE OH					<b>Country</b>	UNITED STATES

Product - Brakes - Anti-Lock Brake System - Other - Default	ABS was replaced.
Product - Brakes - Pads/Shoes - Other - Unknown	Customer states brake pads were replaced.
Product - Brakes - Unknown - Other - Unknown	Customer states brake rotors were replaced.
Product - Brakes - Disc Brake Assy/Calipers - Noisy - Unknown	Customer states brakes were replaced.
Product - Air Conditioning / Heater - Unknown - Inadequate Heating - Default	Dealer had to realign dash because heat was not working.
Product - Body / Trim / Paint Finish - Interior Ornamentation/Mirrors - Misaligned / Poor Fit - Instrum't Panel-G. Box	Dealer had to realign dash because heat was not working.
Product - Steering - Unknown - Noisy - Default	For noise in power steering a TSB will be performed.
Product - Body / Trim / Paint Finish - Air Bag - Other - Unknown	Impact sensors are being replaced.
Product - Brakes - Master Cylinder - Other - Default	Master cylinder was changed.
Product - Suspension - Torsion / Sway Bars - Noisy - Unknown	Sway bar links and bushings will be replaced.
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	The air bag light came on.
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	The headlight switch was replaced due to it not working.
Product - Electrical - Power Windows - Intermittent or Inoperative - F. Door-Driver	The left window motor was replaced.

Customer states brakes, pads, rotors were replaced. Master cylinder was changed. Customer states she sent letter last week. Advised that letter processing can take anywhere from four to six weeks and has not been received yet. ABS was replaced. Dealer had to realign dash because heat was not working. The left window motor was replaced. The headlight switch was replaced due to it not working. The air bag light came on and part is being replaced now at dealer. Steering wheel is noisy when you turn it. Vehicle makes bumping noise and dealer is replacing suspension parts. Courtesy lights were inoperative one day but has not happened since but dealer stated they would keep an eye on that. Vehicle has noise when vehicle starts up but dealer will retest after power steering is replaced to see if noise is still present. Called Service Manager Dave who stated that issues are being taken care of today and customer is in loaner vehicle. Dave states that vehicle is driveable and did not want to provide diagnosis information. Advised Dave that anytime vehicle is down under warranty these are steps that DCCAC must take to try to get resolution for customer. Dave states that impact sensors are being replaced for air bag light being on. For noise in power steering a TSB will be performed. Sway bar links and bushings will be replaced for noise over bumps. Dealer could not duplicate concern of courtesy lights being inoperative.

**ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER**

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

REASSIGNED TO BC/DLR 42 44396 03/08/07 11:13 O 16020915

\*Contact Date:03/12/2007

Dealer 44396 has updated the mileage to 26269.

Service Director at the dealership has closed the Cair# 16020915

Warranty repair has been documented on Repair Order#93537

CAIR RETURNED FROM DEALER ON 3/12/2007 AT 04:57:747 R 16020915

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**Customer Assistance Inquiry Record (CAIR)#****16025151**

<b>Vin</b>	2D4GP44LX	5R	<b>Open Date</b>	03/09/2007	<b>Build Date</b>	03/20/2004	
<b>Model Year</b>	05	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	05/15/2004	<b>Dealer</b>	43943	<b>Dealer Zone</b>	74	<b>Mileage</b>	27,930
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	FARMINGTON MN					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Air bag light is on.
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Caller claims that he has had multiple concerns with electrical system. Caller alleges that he has headlight and air bag light concerns. Agent contacted dealership and spoke to Dan, in service was advised of direct to dealer. Caller advised caller of this. Caller would not state what he wants DCX to do for him. Caller adamant that he has had prior problems with electrical system. Caller finally stated that he wants out of his vehicle and into another one. Agent contacted selling dealership for repair history regarding door and air bag. Service manager at 42832, Greg, states vehicle came in on the following dates.

5-17-06 for sliding door concern on driver s side(door motor replaced).  
No other door repairs.

Troy at 43943 states vehicle in for the following concern.

1-22-07 for sliding door concern (track harness replaced)

Caller claims that driver s side sliding door is not working again.

Agent advised that vehicle will be repaired per the terms of the warranty per DLP99.

ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER

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

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

REASSIGNED TO BC/DLR 74 43943 03/09/07 12:09 O 16025151

\*Contact Date:03/14/2007

Parts / Service Director at the dealership has closed the Cair# 16025151

Warranty repair has been documented on Repair Order#165623

CAIR RETURNED FROM DEALER ON 3/14/2007 AT 04:37:094 R 16025151

**Customer Assistance Inquiry Record (CAIR)#****16027640**

<b>Vin</b>	2C8GP44R7	5F	<b>Open Date</b>	03/30/2007	<b>Build Date</b>	09/27/2004	
<b>Model Year</b>	05	<b>Body</b>	RSYH53	CHRYSLER TOWN & COUNTRY LX FWD LWB WAGON			
<b>In Service Dt</b>	01/24/2006	<b>Dealer</b>	44396	<b>Dealer Zone</b>	42	<b>Mileage</b>	27,000
<b>Name:</b>						<b>Contact Type</b>	LETTER
<b>Address</b>						<b>Home Phone</b>	
	BELLEVUE OH					<b>Country</b>	UNITED STATES

Product - Brakes - Anti-Lock Brake System - Other - Default	ABS was replaced.
Product - Brakes - Pads/Shoes - Other - Unknown	Customer states brake pads were replaced.
Product - Brakes - Unknown - Other - Unknown	Customer states brake rotors were replaced.
Product - Brakes - Disc Brake Assy/Calipers - Noisy - Unknown	Customer states brakes were replaced.
Product - Air Conditioning / Heater - Unknown - Inadequate Heating - Default	Dealer had to realign dash because heat was not working.
Product - Body / Trim / Paint Finish - Interior Ornamentation/Mirrors - Misaligned / Poor Fit - Instrum't Panel-G. Box	Dealer had to realign dash because heat was not working.
Product - Steering - Unknown - Noisy - Default	For noise in power steering a TSB will be performed.
Product - Body / Trim / Paint Finish - Air Bag - Other - Unknown	Impact sensors are being replaced.
Product - Brakes - Master Cylinder - Other - Default	Master cylinder was changed.
Product - Suspension - Torsion / Sway Bars - Noisy - Unknown	Sway bar links and bushings will be repalced.
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	The air bag light came on.
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	The headlight switch was replaced due to it not working.
Product - Electrical - Power Windows - Intermittent or Inoperative - F. Door-Driver	The left window motor was replaced.

Customer wrote letter in regards to issues with their vehicle. Issue addressed in cair 16020915. NAN.

**Customer Assistance Inquiry Record (CAIR)#****16038001**

<b>Vin</b>	2C4GP44R3	5F	<b>Open Date</b>	03/14/2007	<b>Build Date</b>	09/10/2004	
<b>Model Year</b>	05	<b>Body</b>	RSYH53	CHRYSLER TOWN & COUNTRY LX FWD LWB WAGON			
<b>In Service Dt</b>	11/10/2004	<b>Dealer</b>	08625	<b>Dealer Zone</b>	71	<b>Mileage</b>	57,000
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	AUSTIN TX					<b>Country</b>	UNITED STATES

Recall - F06: - Advise Owner/Incomplete Recall	Advised caller of recall.
Product - Electrical - Lamps and Switches - Other - Default	Caller claims headlights have concern
Product - Suspension - Shock Absorbers / Struts - Noisy - Front	Caller claims that strut mounts are noisy.
Product - Electrical - Wipers / Washers - Defective - Front	Caller states that wipers are not working correctly.

Customer calls seeking recall information. Advised the customer of incomplete recall F06 for this vehicle. Customer was advised to contact a Chrysler, Dodge, or Jeep dealer to schedule an appointment to complete recall repair.

Caller claims that he has experience some electrical concerns with headlights. Caller alleges that headlights come on intermittently. Vehicle has to be turned off and on for headlights to work correctly. Caller also claims that windshield wipers are not working correctly. Caller states that strut mounts are knocking. Caller does not feel that he should be responsible for repairs. Caller seeking repair assistance. Informed customer that DaimlerChrysler will not participate in the repair. The vehicle warranty has expired AMM97.

**Customer Assistance Inquiry Record (CAIR)#****16049379**

<b>Vin</b>	2D4GP44L5	5R	<b>Open Date</b>	03/19/2007	<b>Build Date</b>	01/25/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	03/31/2005	<b>Dealer</b>	43664	<b>Dealer Zone</b>	42	<b>Mileage</b>	38,396
<b>Name:</b>	R				<b>Contact Type</b>	TELEPHONE	
<b>Address</b>	WEST CHESTER OH				<b>Home Phone</b>		
					<b>Country</b>	UNITED STATES	

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

Customer seeking reimbursement for switch light control repair.

Customer advised agent she took vehicle to dealer 43664. Customer states the head lights went off and on. Customer states she had to get the switch light control repair. Customer seeking reimbursement for labor charge of \$140.90. Agent contacted dealer 43664 and spoke with Chris advised agent dealer provided customer with goodwill assistance. Chris states customer paid for labor and dealer paid for the part. Customer advised agent that she had to contact DCCAC back. Agent provided customer with reference number.

\*\*\*\*\*Next Agent\*\*\*\*\*

If customer call back advised customer dealer has provided customer with goodwill assistance. Advised customer DCX will not assist with labor charge at dealer per BLJ9.

Customer called back. Agent advised customer that the dealer has already paid for the part and DCX will not assist with labor. Customer asks to speak to a supervisor. Agent conferred with BLJ9 and advised customer that the dealer has provided goodwill assistance and DCX would not be able to supersede the dealer s goodwill. Customer becomes irate and starts cursing. Customer demands to speak to a supervisor.

\*\*\*BLJ9 took over call\*\*\*

Customer advised that her warranty was 336. Customer advised the repair was made after expiration of warranty. Customer advised dealer has paid for part and customer would be responsible for labor. Customer states she was told that the dealer contacted DCSC. Customer advised that it is possible the dealer contacted their DM to get approval for paying for part.

**Customer Assistance Inquiry Record (CAIR)#****16050837**

<b>Vin</b>	1D4GP45R7	5E	<b>Open Date</b>	03/19/2007	<b>Build Date</b>	09/10/2004	
<b>Model Year</b>	05	<b>Body</b>	RSKH52	DODGE CARAVAN SXT FWD SWB WAGON			
<b>In Service Dt</b>	10/26/2004	<b>Dealer</b>	42174	<b>Dealer Zone</b>	32	<b>Mileage</b>	60,106
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	PELHAM NH					<b>Country</b>	UNITED STATES

Product - Electrical - Power Windows - Intermittent or Inoperative - Unknown	Customer seeking assistance for power window.
Product - Electrical - Park Assist System - Other - Default	Customer seeking assistance with headlight switch.
Referral - Tier Two - Internal Escalation - Authorization - Default	Tier two referral.

Customer states the first year she bought her vehicle, the motor on the window went bad. Customer states four other components have failed. Customer states the check engine light is now on. Customer states she is in the process of buying a new vehicle. Customer states she would like some type of compensation. Agent advised that her vehicle is still under the powertrain warranty. Customer states she is not sure why the window motor was not covered under the basic warranty. Customer states she was just told she had no warranty. Customer would like to know why. Agent attempted to contact dealership and spoke with Rick who states the vehicle came in on 12/12/06 at 53,660 miles with no lights. They found and replaced a faulty headlight switch. 8/17/06 at 42,165 miles, replaced window motor, left turn signal switch and air bag light was on so they replaced clock spring and impact sensor. Agent advised customer that the warranty had expired by mileage. Customer understood. Customer requested reimbursement. Agent consulted with DLP68 and transferred for review.

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

What is the customer requesting from DaimlerChrysler?

Reimbursement for window motor, headlight switch, turn signal switch, clockspring and impact sensor.

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

24,000 miles, not out by time

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

No

Is the customer the original owner of this vehicle?

Yes

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

8

Is there warranty history related to the current concern?

No

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

Yes

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

Customer transferred to the internal Tier 2 escalation line for further review of concern. Customer states the clockspring, impact sensor, window motor, headlight switch, and turn signal switch was replaced. Customer states the repairs were completed at dealer 42174. Customer states the repairs were completed 8/2006. Customer is the original owner, owns 6 DCX vehicles, no previous issues, and no service contracts. Customer states she paid around \$900.00 for the repair. Agent will reimburse parts only for the repair.

As a one-time goodwill gesture, DaimlerChrysler will reimburse parts only. Agent advised the customer to send in original work order and letter for reimbursement.



**Customer Assistance Inquiry Record (CAIR)#****16068552**

<b>Vin</b>	2C4GP54L4	5R	<b>Open Date</b>	03/28/2007	<b>Build Date</b>	11/02/2004	
<b>Model Year</b>	05	<b>Body</b>	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON			
<b>In Service Dt</b>	01/08/2005	<b>Dealer</b>		<b>Dealer Zone</b>		<b>Mileage</b>	43,600
<b>Name:</b>						<b>Contact Type</b>	E-MAIL
<b>Address</b>						<b>Home Phone</b>	
	TRENTON GA					<b>Country</b>	UNITED STATES

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

Customer sent email regarding issue with headlights.

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

Headlight fail to come on.

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

Email states:

I recently had contact with you concerning a transmission problem with my 2005 Town & Country van (Ref #16057932, e-mail case #1692808). While my van was in the shop for the transmission repair I ask Prebul to check my headlights. I have had trouble with them failing to come on when I turn the switch on. In fact they would not come on this morning when I went to work. This is an intermittent problem and the headlights will usually start working if I turn the van off and restart it. When I picked the van up Friday, the service advisor told me that they had not found a problem with my headlights but that Chrysler does have a 'service advisory' out to change the headlight switch in the event of this type of problem. The switch would be \$150.00 and they could not promise that would fix the problem. If Chrysler Corp. has a service advisory out on this issue then that tells me that you know you have a problem. Needless to say, It could cause a serious accident if my headlight decided to stop working while I m driving down the road. I just wanted to get this complaint on the books and say again how disappointed I am in Chrysler s quailty and its lack of interest in customer satisfaction.

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

Email states:

Thank you for contacting the Chrysler Group Customer Assistance Center regarding your 2005 Chrysler Town & Country. We regret to read of your dissatisfaction in your Town & Country and appreciate the time and effort you took to bring this matter to our attention. Comments like yours are one way to learn of problems that may develop and the improvements that are desired by customers. The information received is used in product development and quality analysis. We have documented your comments and have forwarded them to the appropriate department for review. DaimlerChrysler Motors Corporation has made tremendous gains in customer satisfaction and vehicle quality, and we are dismayed to learn that your expectations have not been met. Please accept our apology for the problems you have experienced. Thanks again for your email.

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

Thank you for your polite 'OK, but we don t really care' response to my e-mail (Ref. #1606855, Email Case #1695922). I ll keep it in mind as I seek to trade my van in on another brand of vehicle.

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

NAN.

**Customer Assistance Inquiry Record (CAIR)#****16084639**

<b>Vin</b>	2C4GP54L4	5R	<b>Open Date</b>	03/30/2007	<b>Build Date</b>	12/23/2004	
<b>Model Year</b>	05	<b>Body</b>	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON			
<b>In Service Dt</b>	02/16/2005	<b>Dealer</b>	55412	<b>Dealer Zone</b>	42	<b>Mileage</b>	51,700
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	ONAWAY MI					<b>Country</b>	UNITED STATES

Product - Electrical - Power Door Lock / Deck Lid - Other - Hatch/Deck Lid	Customer states her hatch does not open.
Product - Electrical - Park Assist System - Intermittent or Inoperative - Default	Customer states her headlights don't work.
Referral - Tier Two - Internal Escalation - Authorization - Default	Tier two referral.

Customer states she had been having ongoing issues with her headlights not turning on and sometimes her back hatch will not open and sometimes it will not stay shut. Customer seeking assistance with these repairs. Agent consulted with TR559 and transferred for further review. Although customer was previously transferred for further review, she was never declined.

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

What is the customer requesting from DaimlerChrysler?

Repair fee assistance for head lights and rear door.

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

15,700

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 ESCALATION

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

Customer is the original owner of this vehicle, history of related repairs and no service contracts. Customer does not have a diagnosis on either the door or the headlight issue.

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 expressing dissatisfaction over the fact that she has to pay for the diagnosis on the issues when this has been a repeat concern for her.

**Customer Assistance Inquiry Record (CAIR)#****16092875**

<b>Vin</b>	1D4GP24R5	5E	<b>Open Date</b>	04/02/2007	<b>Build Date</b>	02/19/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON			
<b>In Service Dt</b>	05/28/2005	<b>Dealer</b>	57987	<b>Dealer Zone</b>	35	<b>Mileage</b>	47,437
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	HATBORO PA					<b>Country</b>	UNITED STATES

Product - Emissions - EGR System - Defective - Default	Cusotmer states the EGR valve is out.
Product - Steering - Manual Rack and Pinion - Leaks - Default	Customer alleges the power steering rack is leaking.
Recall - F01: - Advise Owner/Incomplete Recall	Customer states he was aware of the incomplete recall.
Product - Electrical - Lamps and Switches - Defective - Default	Customer states the head light switch is out.
Referral - Tier Two - Internal Escalation - Authorization - Default	Transferred for further review.

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

What is the customer requesting from DaimlerChrysler?

Assistance with EGR valve replacement, head light switch replacement and steering rack leaking.

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

11,000 miles

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

No

Is the customer the original owner of this vehicle?

Yes

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

2

Is there warranty history related to the current concern?

No

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

Yes

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

Customer states that he is calling with a complaint. Customer states it is over the vehicle. Customer alleges this is his second Dodge Caravan and the head lights do not like to come on. Customer alleges that the power steering rack is leaking, and the customer states that the EGR is out also. Customer is seeking assistance with the repairs. Agent transferred for further review per JDB116.

Based on no past history and the owner stated that he will never purchase another DCX product the writer declined assistance with the repairs.

**Customer Assistance Inquiry Record (CAIR)#****16099671**

<b>Vin</b>	1D4GP45R4	5E	<b>Open Date</b>	04/03/2007	<b>Build Date</b>	03/11/2004	
<b>Model Year</b>	05	<b>Body</b>	RSKH52	DODGE CARAVAN SXT FWD SWB WAGON			
<b>In Service Dt</b>	04/03/2004	<b>Dealer</b>	44430	<b>Dealer Zone</b>	35	<b>Mileage</b>	56,000
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	JEANNETTE PA					<b>Country</b>	UNITED STATES

Service Contract - New Contract Coverage - Maximum Coverage - Component Coverage - Default	Customer checking component coverage.
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Customer says she is having some trouble with her headlight switch.
Product - Electrical - Wipers / Washers - Intermittent or Inoperative - Rear	Customer states that her wiper motor went out

**\*\*\*\*\*Recall Contact\*\*\*\*\***

Customer is calling in today because she states that her wiper motor in the rear windshield has gone out. Customer would like to know if her warranty would cover this issue. Agent transferred to dccac for further assistance per KTW13.

Customer says her rear windshield wiper motor has failed.

Customer seeking coverage on components through her service contract.

Agent advised customer her service contract will cover the rear wiper motor.

Agent advised customer her Deductible is 100.00 .

Customer indicated she s been having some trouble with her headlight switch, says it may not work intermittently, is asking if that is covered. Agent advised customer her contract does cover some switches, but she would have to check with her local dealership to be sure of coverage. Customer complained about being charged the \$100 deductible twice for 2 different repairs. Agent advised customer to check on it when she takes her vehicle in for the rear wiper motor. Agent advised customer to instruct the dealer to not repair the lights unless they are under the service contract. Customer said she would.

**Customer Assistance Inquiry Record (CAIR)#****16100222**

<b>Vin</b>	2C4GP54LX	5R	<b>Open Date</b>	04/03/2007	<b>Build Date</b>	05/11/2005	
<b>Model Year</b>	05	<b>Body</b>	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON			
<b>In Service Dt</b>	07/29/2005	<b>Dealer</b>	45178	<b>Dealer Zone</b>	42	<b>Mileage</b>	41,284
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	LAPEER MI					<b>Country</b>	UNITED STATES

Product - Wheels and Tires - Wheels - Corrosion/Rusted - Unknown	Customer states his wheel hub is rusted.
Product - Electrical - Park Assist System - Other - Default	Customer states the head lights flicker.

Customer states he has been having multiple electrical issues. Customer states he has had multiple sensors replaced. Customer states sometimes his lights go on and off. Customer states the dealership cannot figure out the issue. Customer states they have replaced ABS sensor, gas recirculation control sensor. Customer states the check engine light has been on. Customer states the last thing that has occurred is a squeak in the left wheel. Customer states the dealer determined that the wheel bearing was rusted. Customer states a speed sensor has gone out too. Customer states this is ridiculous. Customer states he is getting rid of the vehicle. Customer states he wants the concerns documented. Customer states there are other things that are still occurring. Customer is seeking assistance with the cost of the repairs to the wheel hub and the head light pulsation. Agent consulted with BLJ9 and advised customer to contact DCCAC and advised customer to have the vehicle diagnosed and then contact DCCAC. Customer understood and was provided reference number.

**Customer Assistance Inquiry Record (CAIR)#****16135767**

<b>Vin</b>	1D4GP24R1	5E [REDACTED]	<b>Open Date</b>	04/09/2007	<b>Build Date</b>	10/15/2004	
<b>Model Year</b>	05	<b>Body</b>	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON			
<b>In Service Dt</b>	10/21/2004	<b>Dealer</b>	99999	<b>Dealer Zone</b>		<b>Mileage</b>	38,000
<b>Name:</b>	[REDACTED]					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	[REDACTED]					<b>Home Phone</b>	
	HUNTINGTON IN [REDACTED]					<b>Country</b>	UNITED STATES

Corporate - Product Information - Default - Default - Default	Customer seeking information on if the vehicle can use E85 fuel.
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Lamp switch does not always turn on the headlamps.

Customer called claiming that the switch to turn on the headlamps on the vehicle does not always work. Customer inquired if there are any recalls for his concern.

Customer seeking recall information on vehicle. Advised customer there are no incomplete recalls. Customer was informed they will be notified by letter if a there was a recall on the vehicle using the address on file. Agent advised customer that their concerns have been documented.

Customer is seeking information on if the vehicle can use E85 fuel. Agent consulted with WC121. Agent advised the customer that the vehicle does not take E85 fuel.

**Customer Assistance Inquiry Record (CAIR)#****16140776**

<b>Vin</b>	2C4GP54L6	5R	<b>Open Date</b>	04/10/2007	<b>Build Date</b>	10/28/2004	
<b>Model Year</b>	05	<b>Body</b>	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON			
<b>In Service Dt</b>	06/30/2005	<b>Dealer</b>	44746	<b>Dealer Zone</b>	51	<b>Mileage</b>	25,000
<b>Name:</b>						<b>Contact Type</b>	
<b>Address</b>						<b>Home Phone</b>	
	BEAVER DAM WI					<b>Country</b>	UNITED STATES

Product - Fuel System - Unknown - Defective - Default	Customer states that the fuel sensor was replaced.
Product - Fuel System - Fuel Tank - Other - Default	Customer states that the tank was replaced.
Referral - Customer Retention Task Force - Default - Default - Default	

Customer states that he has had issues with the vehicle. Customer states that the vehicles gas sensor was bad. Customer states that the vehicle has had the sensor replaced this morning. Customer states that the gas tank was also replaced. Customer states that he is not having an issue so far with the vehicle but he would like for chrysler to fix the problem.

Agent advised customer that if he is not having any trouble out of the vehicle since the reapairs were made then we cannot assist with anything.

Customer states that he is having issues with vehicle that he states has placed his life in jeopardy twice. Customer states that he does not feel safe in the vehicle and is seeking buyback. Vehicle has just been repaired at dealer 44746 and states that the fuel sensor has been replaced three times, once causing him to run out of gas on the freeway.

Agent called dealer 44746 and spoke with Service Advisor, Dave. Dave states that the following repairs have been done:

10/5/05--3208 running rough--reprograming of module--oil change

6/5/06--12563--brake light replaced

1/12/07--21402 miles--Ran out of fuel while still showing 1/4

tank--repair completed 3/19/07 part on backorder. Scraping sound while turning--replaced steering coupling.

3/19/07--238212 miles--repair completed on previous diagnosis tie rod ends, fuel pump/leveling unit, headlamp instrumentation switch replaced.

Vehicle is currently repaired. Reassigned to 82H for further review on possible buyback.

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

Called Dave, who states that the fuel tank was replaced last week and the vehicle has been returned to the owner. Dave states that the tank was backordered and the customer had the vehicle and would not allow the fuel to get too low to ensure there was no trouble.

Called owner and left message with direct line.

Talked to Mrs. Owner, who states that her confidence is shaken in this vehicle. States that she has not let the fuel get low enough to test to see if this is repaired. Aside from the running out of fuel, owner states that there have been numerous safety concerns. Owner states that the headlights went out a few times, and also a problem with the steering. Owner states that they have been loyal customers and she really wants to stay in a Chrysler vehicle, but her husband does not.

Mrs. states it s her vehicle, and she really wants a Chrysler, but not this one. Called Dave, Sales Manager, and advised of concerns. Dave states that Mr. visited him during the last visit and plead his case.

Dave feels sorry for the situation and will do what he can to help. Dave to crunch numbers to see about getting the customer into a different vehicle and will call writer back.

Dave called to touch base and is crunching numbers. Dave will consult with his finance person tomorrow.

Dave states that he will be meeting with the customer tomorrow. Advised that writer will be out of the office on Monday.

Left message with Dave.

Dave calls and states that the customer will be in tomorrow to pick out a

vehicle and finalize numbers using an EC number.  
Submitted request for EC. Writer to reimburse dealer for add ons that were part of the original purchase: bug shield, pinstripe, and environmental pkg. Dealer to fax receipt.  
Writer to apply service contract to new vehicle as goodwill, consistent with plan on this vehicle.  
Received discount number, P45432EC, and called dealer  
Dave calls and states that the new vehicle 7R [REDACTED]  
Writer to apply 7/70 maximum care service contract on new vehicle.  
Writer to reimburse dealer for add ons once fax is received.  
Cut check for \$879 per agreement.  
Applied service contract to VIN 7R [REDACTED] per agreement.

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**Customer Assistance Inquiry Record (CAIR)#****16144280**

<b>Vin</b>	2C8GP64L3	5R	<b>Open Date</b>	04/18/2007	<b>Build Date</b>	02/12/2004	
<b>Model Year</b>	05	<b>Body</b>	RSYS53	CHRYSLER TOWN & COUNTRY LTD FWD LWB WAGON			
<b>In Service Dt</b>	04/29/2004	<b>Dealer</b>	68858	<b>Dealer Zone</b>	71	<b>Mileage</b>	37,000
<b>Name:</b>						<b>Contact Type</b>	LETTER
<b>Address</b>						<b>Home Phone</b>	
	CROWN POINT IN					<b>Country</b>	UNITED STATES

Product - Electrical - Lamps and Switches - Defective - Default	Requesting reimbursement for headlight switch.
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Ms. Lipanovich (1st owner) submitted letter and repair invoices regarding previous Cair (16045276) request. Requesting reimbursement for replacing headlight switch at dealer 41850 3/13/07 with 36,999 miles. Cost for the repair:

Labor:\$129.95

Parts:\$146.00

Total cost:\$275.95

Per AMJ22 reimburse for the repair minus \$50.00 deductible. Total reimbursement \$225.95

Contacted Ms. on 4/19/07 at 2:41 p.m on the customer s home phone. Customer accepts reimbursement offer, provided phone number, extension number, and reference number. Verified payee and address. TW277 will process check for \$225.95.....

**Customer Assistance Inquiry Record (CAIR)#****16162523**

<b>Vin</b>	2D4GP24RX	5R	<b>Open Date</b>	04/13/2007	<b>Build Date</b>	08/23/2004	
<b>Model Year</b>	05	<b>Body</b>	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON			
<b>In Service Dt</b>	09/10/2004	<b>Dealer</b>	44836	<b>Dealer Zone</b>	42	<b>Mileage</b>	57,000
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	CLARKSTON MI					<b>Country</b>	UNITED STATES

Product - Brakes - Anti-Lock Brake System - ABS Lamp On/Flashing - Default	ABS lamp flashes every 20 miles.
Product - Steering - Unknown - Noisy - Default	Claims grinding in front of vehicle.
Product - Electrical - Radio/Spkrs/Clock/Antenna - Intermittent or Inoperative - Default	Claims radio has gone out after using auxiliary outlet.
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Headlamps are intermittent with switch.
Referral - Tier Two - Internal Escalation - Authorization - Default	Tier two supprt referral.

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

What is the customer requesting from DaimlerChrysler?

Assistance with repairs to steering and electrical.

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

21000 miles.

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

No.

Is the customer the original owner of this vehicle?

Yes.

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

3.

Is there warranty history related to the current concern?

No.

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

Yes.

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

Customer called claiming that their vehicle has a grinding noise in the front end. Customer alleges that the vehicle s ABS light is intermittent and turns on about every 20 miles, the headlamps are intermittent, and the radio went out after plugging a portable DVD player into the auxiliary outlet. Customer states that this vehicle has been used normally for long distance trips. Customer is seeking assistance with repairs to their vehicle. AS per TLD50, agent will transfer customer to tier two for further support.

Customer transferred to the internal Tier 2 escalation line for further review of concern. Caller states during vacation the light switches malfunctioned. Caller states the controls have a loose connection. Caller states the ABS indicator is illuminating. Caller states the auxillary outlets blew out when trying to use accessories. Caller states no formal diagnosis. Caller states a grinding noise during steering wheel turns.

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. Agent informed caller she is inclined to assist with repairs pending diagnosis from a Dodge dealer of a manufacturing defect and there are no outstanding circumstances limiting the initial warranty. no committment for assistance has been made at this time.

\*Contacted only listed number for customer to determine if diagnosis has been performed. Mailbox was full, so writer could not leave message. Will try again in a few days.

\*Writer contacted only listed number for customer. Again, mail box is full. No way to leave message. Writer will close file until customer

makes further contact. Must determine if and where customer has had diagnosis.

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**Customer Assistance Inquiry Record (CAIR)#****16186738**

<b>Vin</b>	1C4GP45R2	5E	<b>Open Date</b>	04/16/2007	<b>Build Date</b>	02/19/2005	
<b>Model Year</b>	05	<b>Body</b>	RSYH52	CHRYSLER TOWN & COUNTRY FWD SWB WAGON			
<b>In Service Dt</b>	02/21/2005	<b>Dealer</b>	60201	<b>Dealer Zone</b>	63	<b>Mileage</b>	65,000
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	CLEVELAND TX					<b>Country</b>	UNITED STATES

Product - Electrical - Lamps and Switches - Other - Default | Customer having issue with headlights not coming off.

Customer called stating that he took his vehicle in because of the headlights not working and the turn signals not working as well. Customer states that they fixed the turn signal but could not duplicate the headlights not turning on. Customer states that he paid the \$100 deductible. Customer states that now the headlights are not working and they are going to fix the issue for the customer but he would have to pay the \$100 deductible because it is passed the 60 days that it would not be covered by. Agent spoke with DJP99 and she advised this agent to transfer the customer to DCSC for further assistance.

**Customer Assistance Inquiry Record (CAIR)#****16193855**

<b>Vin</b>	1D4GP24R0	5E	<b>Open Date</b>	04/17/2007	<b>Build Date</b>	03/12/2004	
<b>Model Year</b>	05	<b>Body</b>	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON			
<b>In Service Dt</b>	04/07/2004	<b>Dealer</b>	43882	<b>Dealer Zone</b>	32	<b>Mileage</b>	63,660
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	NORTH FALMOUTH MA					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Interior Ornamentation/Mirrors - Inoperative - Instrum't Panel-G. Box	Caller states there is a problem with instrument cluster.
Product - Electrical - Lamps and Switches - Other - Default	Caller states there is a problem with the blinker and head lamp switch.
Referral - Tier Two - Internal Escalation - Authorization - Default	Customer seeking assistance.
Product - Brakes - Anti-Lock Brake System - ABS Lamp On/Flashing - Default	Vehicle needs a speed sensor.

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

What is the customer requesting from DaimlerChrysler?

Assistance with electrical repairs.

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

27,660

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?

4

Is there warranty history related to the current concern?

Caller had previous electrical issues.

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

Yes, dealer 43882.

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

Caller states that she has had several recurring electrical issues such as the head lamp and blinker switch. Caller also states that there is a problem with the instrument cluster and the wheel speed sensor. Caller states the dealer informed her all of these repairs would be about \$1300.00 and they are not covered by her contract. Transferred caller for further review per rbs33.

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

Customer is seeking 100% coverage.

Customer stated the issues are intermittent.

Agent called Dealer 43882, and spoke with Dave, Service Manager.

Caller is a fair customer for the dealership.

Is not adverse to DCCAC assisting the customer, and performing repairs at warranty rates.

Agent will assist with the multifunction switch and the instrument cluster only.

Vehicle mileage is 63661

Warranty cost of repair \$722.00

As a one-time goodwill gesture, DaimlerChrysler will cover \$622.00 of the repair to the multifunction switch, and the instrument cluster. Customer will be responsible for a co-pay in the amount of \$100.00.

Customer will be responsible for the wheel speed sensor, and headlamp switch.

Customer requested call back.

Agent will call customer with goodwill offer.

Customer states she was suppose to receive a call back and has not heard anything from previous agent. Agent advised customer as a one-time goodwill gesture DaimlerChrysler will cover the multifunction switch and instrument cluster. Advised customer she will be responsible for \$100 co-pay for instrument cluster and multifunction switch. Advised customer

she will be responsible for the full expense for the wheel speed sensor and headlamp switch.

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**Customer Assistance Inquiry Record (CAIR)#****16194866**

<b>Vin</b>	1D4GP24R6	5E	<b>Open Date</b>	04/17/2007	<b>Build Date</b>	07/08/2004	
<b>Model Year</b>	05	<b>Body</b>	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON			
<b>In Service Dt</b>	04/29/2005	<b>Dealer</b>	68609	<b>Dealer Zone</b>	74	<b>Mileage</b>	27,000
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	CARTHAGE MO					<b>Country</b>	UNITED STATES

Product - Brakes - Unknown - Other - Unknown	The customer states the rotors and pads need replaced again.
Referral - Tier Two - Internal Escalation - Authorization - Default	Tier two referral

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

What is the customer requesting from DaimlerChrysler?

Customer seeking assistance with the rotors and pads.

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

15,000 miles

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

no

Is the customer the original owner of this vehicle?

yes

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

1 new and 1 used

Is there warranty history related to the current concern?

yes

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

no

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

The customer is seeking assistance with the rotors and pads. The agent consulted with CDC45 and the agent transferred for further review.

----Customer seeking assistance with the front brakes. Customer states the car is not at the dealership. Customer states that the dealership has looked at the brakes in December, the last time anything was replaced. Customer has not got a diagnosis at this time. Customer is informed she must have it diagnosed before any assistance can be given. Customer referred to the dealership for a diagnosis. Customer asking if there is a recall on the head lights, she states they cut off when driving, customer informed there is no recall on that part on this van.

Customer contacting DCCAC for MAL93 s extension and reference number.

Customer states she has not had a diagnosis. Agent provided reference number, and transferred customer for further review per AMM97.

Customer transferred to the internal Tier 2 escalation line for further review of concern. Customer states there is still not a diagnosis but she lost the previous agent s extension and would like to have this provided to her again. Agent provided customer with the extension 69627.

Customer called in stating that vehicle is currently at dealership and has a diagnosis. Transferred customer to MAL93s extension. Customer understood, no further information was requested.

Customer states she has diagnosis and needs to have process sped up because she has to be at work in a couple of hours. Requesting to speak to someone else for assistance. Agent consulted with KW276 and advised customer that she will need to speak with MAL93 on this issue and agent will contact customer back after he reviews the file more.

Caller states that she is needing this taken care of now and she is demanding to speak with someone else to have this taken care of. Writer advised the caller that she would need to continue working with the agent who is currently reviewing her information for goodwill or if the customer demands to have a decision now then that decision would be declined per JDB116. Caller states that she does not have another vehicle that she can drive and she is wanting a resolution at this time. Writer advised the caller that if she does not wait for the previous agent then

this denial will be final. Caller then stated that she would wait for MAL96 to contact her back.

Customer calling back requesting an update because she has not received a call back from MAL93. Advised customer the agent will be contacting her as soon as possible. Customer understood.

\*Contacted service department of 68609 for information. Spoke with Bob, the service manager. He states that the rotors and pads are worn but there is absolutely no sign of a defect. He says that the tires are extremely worn, which would have contributed possibly to the wear. He says there is only a slight pulsation. Rotors were previously replaced 22000 miles ago. They are just worn now. Customer is 1 year and 15,625 miles outside of warranty. Reviewed with SMD54. Contacted customer. Informed customer that DaimlerChrysler will not participate in the repair. The vehicle warranty has expired. Customer states she had a second diagnosis done at Goodyear, and they state it is a manufacturer s defect. Writer advised customer that any information about a diagnosis would have to be done at a Dodge dealership. If a Dodge dealership states the diagnosis is different, she may contact DCCAC back and the situation could possibly be re-evaluated. However, assistance is declined at this time, with the current information.

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**Customer Assistance Inquiry Record (CAIR)#****16211202**

<b>Vin</b>	2C4GP54L7	5F	<b>Open Date</b>	04/19/2007	<b>Build Date</b>	09/28/2004	
<b>Model Year</b>	05	<b>Body</b>	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON			
<b>In Service Dt</b>	10/28/2004	<b>Dealer</b>	43569	<b>Dealer Zone</b>	51	<b>Mileage</b>	40,177
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	DARLINGTON WI					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Air bag light on.
Product - Electrical - Battery - Intermittent or Inoperative - Default	Battery has been replaced.
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Headlights have had repairs.
Referral - Tier Two - Internal Escalation - Authorization - Default	Tier two escalation referral.
Product - Wheels and Tires - Tires - Other - Front	Tire sensors have been replaced.

Customer states that she has had ongoing issues with vehicle since she has owned the vehicle. States that headlights, sensors in tires, left air bag, battery. Now the right sensor for air bag is on and was informed by local dealership that she would have to pay for the repairs. Does not feel that she should have to pay for the repairs because this has been an ongoing electrical concern with the vehicle. Seeking assistance with the costs of the repairs. Agent provided reference number and transferred customer for further review.

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

What is the customer requesting from DaimlerChrysler?

Assistance with air bag light sensor.

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

About 2,800 miles.

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

No.

Is the customer the original owner of this vehicle?

Yes.

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

Two.

Is there warranty history related to the current concern?

Yes.

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

Yes.

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

Customer transferred to the internal Tier 2 escalation line for further review of concern. Customer is seeking assistance with the air bag sensor. Customer states she has had other sensors in the vehicle go out and this one should be covered. Customer had an airbag sensor replaced 2/07. Customer states she went to dealer 43569 on 4-12-07 for the diagnosis. Customer is the original owner of two vehicles and is out of warranty by 2800 miles. Agent called dealer 43569 and spoke with the owner John that answered the line. John stated the service department is really busy and took a message for the Service Manager. Agent offered the customer a call back.

Thomas the Service Advisor at dealer 43569 called Agents extension.

Thomas stated the customer needs the driver sensor replaced and in 2-07 the passenger was replaced. Thomas stated he is not sure if they are DSA, and consulted with the Service Manger. Thomas stated they are DSA and would look into possibly assisting the customer in some way. Agent informed a file will be sent to have the Service Manager update the file. Thomas stated he will call and let the customer know they are going to assist.

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

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

? Sales related concern / Out of Warranty Assistance Request /

Threat made against the dealer / Scheduling concern ?

Please update this CAIR as required.

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

\$

REASSIGNED TO BC/DLR 51 43569 04/19/07 10:34 R 16211202

\*Contact Date:06/08/2007

Service Manager at the dealership has closed the Cair# 16211202

Warranty repair has been documented on Repair Order#67853

CAIR RETURNED FROM DEALER ON 6/08/2007 AT 09:28:510 R 16211202

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**Customer Assistance Inquiry Record (CAIR)#****16233019**

<b>Vin</b>	1C4GP45R0	5E	<b>Open Date</b>	04/24/2007	<b>Build Date</b>	07/05/2005	
<b>Model Year</b>	05	<b>Body</b>	RSYH52	CHRYSLER TOWN & COUNTRY FWD SWB WAGON			
<b>In Service Dt</b>	08/09/2005	<b>Dealer</b>	63283	<b>Dealer Zone</b>	66	<b>Mileage</b>	33,000
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	COSBY TN					<b>Country</b>	UNITED STATES

Product - Electrical - Park Assist System - Intermittent or Inoperative - Default

Customer states her head lights do not work.

Customer states her headlights flicker. Customer states her vehicle has been at the dealership for a few days and they cannot find the issue. Customer states she has had two switches replaced and it has not fixed the issue.

Customer is seeking a loaner vehicle.

Agent attempted to contact dealership and spoke with Bret.

Bret states they have not been able to duplicate the issue. Bret states they have been in contact with STAR. Agent advised that a direct to dealer will be sent.

Agent advised customer that the dealership is still reviewing the situation. Agent advised customer that the file is being forwarded and a case manager will be assigned. Customer was pleased. Agent advised that until a diagnosis has been made, Daimler Chrysler cannot look into a rental vehicle.

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

ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER

Please follow your Business Center guidelines in an attempt to resolve this customer's concern(s). If needed, seek assistance from your District Mgr, Business Center or STAR. Please update this CAIR within 24 hours of receipt. A case manager from the Customer Assistance Center may be assigned to this CAIR for follow-up with the customer and will be available as another resource if required.

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

#####

REASSIGNED TO BC/DLR 66 63283 04/24/07 14:21 O 16233019

Customer advised agent her vehicle is at dealer 63283 for head light issue. Customer stated dealer has ordered a new light switch. Customer states she has had 2 new light switches before. Customer seeking reference number. Agent advised customer previous agent forwarded information to get additional parties involved with the issue. Agent provided customer with reference number.

4/27 dm reviewed w/serv mgr: replaced multifunction switch. returned to owner on 4/25. jk24

\*\*\*\*\*D2D CASE MANAGER FOLLOW-UP\*\*\*\*\* Case Manager Susan: Telephone 248 944-7057:

Looks like multifunction switch was replaced in 2005, ignition switch and head light switch was also previously replaced.

This is only the second multifunction switch.

Called owner and left message with direct line.

Spoke with owner who is concerned with future same problems.

Informed owner writer will review on a case by case basis. Provided information on a DCSC.

Owner appreciated the call.

**Customer Assistance Inquiry Record (CAIR)#****16237107**

<b>Vin</b>	2C4GP44R7	5F	<b>Open Date</b>	04/25/2007	<b>Build Date</b>	11/26/2004	
<b>Model Year</b>	05	<b>Body</b>	RSYH53	CHRYSLER TOWN & COUNTRY LX FWD LWB WAGON			
<b>In Service Dt</b>	01/13/2005	<b>Dealer</b>	41960	<b>Dealer Zone</b>	51	<b>Mileage</b>	38,000
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	WESTERN SPRINGS IL					<b>Country</b>	UNITED STATES

Dealer - Service/Body Shop - Transaction - Repeated Trips Required - Default	Customer had to return to the dealership for same issue.
Dealer - Service/Body Shop - Transaction - Problem Not Resolved - Default	Dealership could not resolve issue.
Product - Electrical - Lamps and Switches - Other - Default	Lights are flickering.
Referral - Tier Two - Internal Escalation - Authorization - Default	Tier two support referral.

Customer states that his interior lights and headlights would flicker, and dealership 41960 replaced a module. Customer states that the issue reoccurred again, and the dealership had the body module rebuilt. Customer states that lights are starting to flicker again, but he has not taken the vehicle back in for diagnosis. Customer states that he will not purchase another DCX vehicle because of this. Customer is seeking assistance with the cost of this repair.

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

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

What is the customer requesting from DaimlerChrysler?

Assistance with repair to the lights.

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

1,000 miles

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

No

Is the customer the original owner of this vehicle?

Yes

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

2 new

Is there warranty history related to the current concern?

Yes

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

This repair-No

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

-----Customer seeking assistance with the electrical systems on this van. Customer states that he has had it to the dealership in his area but not diagnosed. Customer states his electrical issue did go away but not it is back to where his head light flicker, the radio comes on and gos off intermitting. Customer has the Jeep and is not at a dealership.

Agent inclined to look further into this issue but only after a diangosis. Customer is referred to the dealership for a diagnosis.

Customer is given extention number and informed to call agent back once the diagnosis is complete.

-

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

Customer states no diagnosis has been obtained on vehicle and demands to speak with MAL93. Agent transferred customer for further review per AMJ22.

Customer calling for MAL93. Advised customer that agent no longer works with DCCAC. Customer advises of electrical repairs. Customer feels the dealer has never fixed his vehicle but only putting on band-aides for the

issues. Customer feels these issues are manufacturing defects. Customer has an appointment for 5/21/2007. Transferred customer to Tier Two. Customer transferred to the internal Tier 2 escalation line for further review of concern. Customer is seeking assistance with the lights. Customer stated the issue has been ongoing and he feels this is a defect. Customer states he has an appointment set for Monday for service. Customer is the original owner of two vehicles and is out of warranty by 2000 miles. Agent informed the customer to call back with the diagnosis. Customer seeking to speak to TR559 and has not been successful to get in contact with her. States he took the vehicle in two weeks ago and the dealer could not duplicate the issue. States he is taking the vehicle back today to get the diagnosis. Seeking if he needs to have the dealer call. Advised the customer that once he gets the diagnosis he needs to call back. Customer seeking to have an electronic genius to look at his vehicle and see what the problem is.

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**Customer Assistance Inquiry Record (CAIR)#****16238341**

<b>Vin</b>	1D4GP24R6	5E	<b>Open Date</b>	04/25/2007	<b>Build Date</b>	03/09/2004	
<b>Model Year</b>	05	<b>Body</b>	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON			
<b>In Service Dt</b>	07/24/2004	<b>Dealer</b>	26212	<b>Dealer Zone</b>	63	<b>Mileage</b>	64,000
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	WARD AR					<b>Country</b>	UNITED STATES

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

Customer claims the head lights intermittently go off.

Customer states he has had an issue with the headlights of the vehicle going on and off. Customer states he took the vehicle to dealer 26212 and they informed him that they could not duplicate the issue. He alleges the problem continued so he contacted dealer 26212 back. Customer claims that the dealer informed him to contact them if the issue occurs again. He states that a service adviser at the dealer told him that if the issue occurs again, even if the vehicle is out of warranty, they will repair the problem for him. He alleges that the service adviser who informed him of this no longer works there and the other technicians are telling him there is nothing they can do. Customer states that the dealer advised him that the repairs to the vehicle will no longer be covered under warranty. Customer alleges when he first brought the vehicle into the dealer the vehicle was under warranty and the dealer did not perform any repairs. Customer is seeking assistance for any repairs or fees to be placed under warranty. Informed customer that DaimlerChrysler will not participate in the repair. The vehicle warranty has expired per RJ16. Customer states he has the documentation showing that he was at the dealer while the vehicle was in warranty for the same issue. Agent informed customer that DCX understands he may have had issues with the headlights while the warranty was in effect but no repairs were completed and the vehicle is outside of the warranty period. Customer states that if something happens from the headlights then he will take further action. Agent informed customer that DCX advises he have the vehicle repaired and if he decides to take further action that is at his discretion.

**Customer Assistance Inquiry Record (CAIR)#****16238830**

<b>Vin</b>	1D4GP24R6	5E	<b>Open Date</b>	04/25/2007	<b>Build Date</b>	03/09/2004	
<b>Model Year</b>	05	<b>Body</b>	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON			
<b>In Service Dt</b>	07/24/2004	<b>Dealer</b>	26212	<b>Dealer Zone</b>	63	<b>Mileage</b>	60,000
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	WARD AR					<b>Country</b>	UNITED STATES

Corporate - Recall - Default - Default - Default	Customer seeking information about recalls.
Corporate - Lost Customer - Default - Default - Default	Customer states he will not purchase another DCX vehicle.
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Customer states lights flicker on and off.
Referral - Tier Two - Internal Escalation - Authorization - Default	Tier Two Referral.

## \*\*\*\*\*Recall Contact \*\*\*\*\*

Customer called seeking information about recalls on the vehicle. He states headlight goes on/off at times. He took the vehicle to a dealer but dealer was uncooperative. Customer is seeking assistance with headlight repairs. Agent will transfer the customer to DCCAC for further assistance since the concern is not recall related per KR294. Customer calling with headlight switch which is intermitten issue. Dealer could not find issue, so they advised to bring in when issue occurs. Customer was told now it has too many miles and is not covered. Customer wanted the issue taken care of while under warranty. Customer is seeking assistance with repairs, due to being out of warranty. Customer has papers where it was documented, but service person who wrote repair is no longer there. Customer states have to wiggle the switch, and seems to happen more when it is raining or moist outside. Customer contacted dealer and the part is \$38.00. Customer is wanting assistance with labor and parts. Customer has not had a diagnostic recently, he has the invoice where the diagnostic was done on 6/3/2005.

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

What is the customer requesting from DaimlerChrysler?  
 assistance with headlight switch repairs.  
 How far out of warranty is the vehicle/repair by time and/or mileage?  
 24,000 miles  
 Is there a service contract on this vehicle that would cover the repair?  
 no  
 Is the customer the original owner of this vehicle?  
 yes  
 How many DCX vehicles has the customer owned including this vehicle?  
 two  
 Is there warranty history related to the current concern?  
 no  
 Has the vehicle been taken to a Chrysler, Dodge or Jeep dealer?  
 yes

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

He had been told in 2005 to keep the invoice for when headlight issue reoccurs and they would still replace it under warranty. Customer is not under warranty any longer. Customer transferred to the internal Tier 2 escalation line for further review of concern, per DJC104. Customer seeks assistance with headlight switch repairs. Customer states the vehicle was diagnosed on 6/3/05. Agent informed customer that per the previous narative (CAIR 16238341) DaimlerChrysler will not participate in the repair. The vehicle warranty has expired per RJ16. Customer states that DCX has lost a customer. Customer states he will advised anyone he can not to purchase DCX vehicles any way he can.

**Customer Assistance Inquiry Record (CAIR)#****16243218**

<b>Vin</b>	2C4GP54L2	5F	<b>Open Date</b>	04/26/2007	<b>Build Date</b>	09/09/2004	
<b>Model Year</b>	05	<b>Body</b>	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON			
<b>In Service Dt</b>	12/27/2004	<b>Dealer</b>	42776	<b>Dealer Zone</b>	35	<b>Mileage</b>	50,000
<b>Name:</b>						<b>Contact Type</b>	E-MAIL
<b>Address</b>						<b>Home Phone</b>	
	HAGERSTOWN MD					<b>Country</b>	UNITED STATES

Product - Electrical - Body Wiring - Intermittent or Inoperative - Default	Alleges electrical issue with vehicle.
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\*\*\*\*\* EMAIL BRIEF DESCRIPTION CONTENT \*\*\*\*\*

Electrical problems

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

I have a 2005 Town & Country Mini van and the van has had electrical problems from almost day 1. the drivers side door electrical switches (power window, door locks) would not work and this happen several times and every time it was taken for repairs it worked there and they said that if it was not doing the problem they could not fix it. Finally it did the problem and they replace a electrical part. But why I m emailing you is because the van has a electrical problem and it was not only centered with that door, the van now, The drivers power sliding door will not open electrically, the air bag light comes on the check engine light comes on, and the head light do not come on all the time when you turn them on, you have to turn them on and off at times to get them to come on. I m sending this email to you to see if Chrysler will repair this problems due to the van having a prior electrical problem or do I as the owner have to pay for repairs. I would like to thank you for your time , And look forward to hearing from you soon.

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

Thank you for contacting the Chrysler Group Customer Assistance Center regarding your 2005 Chrysler Town and Country. Your concerns, particularly in view of the expense and inconvenience involved in this issue, are understandable. However, your request for consideration in this matter must be declined, because the vehicle in question has exceeded the time or mileage limitations of the manufacturer's warranty at the time the expense was incurred. Although a more favorable reply could not be provided, sharing your concern with us is appreciated. Thank you again for your email.

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

CUSTOMER'S REPLY:

Dear Wayne I would first like to thank you for your response. A second I have a concern for chrysler Lack of concern for SAFETY. I can only guess you ( as chrysler) feel head light that won't turn on, air bag light that comes on ( which is a indication that the air bags will not deploy) , Is not a safety issue. My wife and kids ride in this unsafe vehicle which does not make me feel good. Now If chrysler will not back up there product after I have had this vehicle in for repairs due to a electrical problem then have to explore other avenues to get this problem fixed. I have been in contact with the State of Maryland's State's Attorneys Office about my problem> I only wish for the electrical problems to be fixed, And I hope Chrysler Will work with me to do this. Thank you for your time.

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

Thank you for contacting the Chrysler Group Customer Assistance Center. After thoroughly reviewing your request and the files on this matter, we respectfully concur with the decision rendered by our Senior Staff Representative. Thank you for taking the time to communicate with DaimlerChrysler Motors Corporation. It is regrettable that a more favorable reply can not be provided. Thank you again for your email.

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



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

**16244985**

<b>Vin</b>	2D4GP44LX	5R	<b>Open Date</b>	04/27/2007	<b>Build Date</b>	12/23/2004	
<b>Model Year</b>	05	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	01/18/2005	<b>Dealer</b>	41373	<b>Dealer Zone</b>	66	<b>Mileage</b>	48,059
<b>Name:</b>						<b>Contact Type</b>	
<b>Address</b>						<b>Home Phone</b>	
	WEST MELBOURNE FL					<b>Country</b>	UNITED STATES

Dealer - Service/Body Shop - Transaction - Problem Not Resolved - Default	Customer states the service department has been unable to resolve issue.
Product - Electrical - Unknown - Intermittent or Inoperative - Default	Customer states vehicle has intermittent electrical issues.

Customer states that the vehicle is having intermittent electrical issues. Customer claims that if the vehicle is idling or going slow speeds the vehicle dashlights will turn off or the vehicle will stall out. Customer states that he has had a ground replaced. Customer states the dealer was unable to duplicate issue while at the dealer. Customer states the headlights will turn off and on at night. Customer states that the vehicle does not duplicate the issue when he drives the Service Advisor. Customer states that he offered to leave the vehicle with the dealer for them drive until the vehicle duplicates the issue. Customer claims that the dealer advised him that they can not authorize him to leave the vehicle with them. Agent contacted Dave the Service Manager at dealer 41373. Dave advised that the customer has been advised that the dealer can not keep the vehicle until the issue can be duplicated when it is brought in. Agent customer that the dealer can not keep the vehicle in the hopes that it will duplicate the issue. Agent advised customer to continue to work with the dealer and advised that customer may want to keep a log of what the conditions are and how often it happens when the vehicle acts up. Customer stated that he would try to continue with the dealer.

Customer states that stalls and it can not be duplicated by the dealer. Customer states that since speaking to the last agent he has not taken the vehicle to the dealer. He states that he is not sure what to do. Agent contacted dealer 41373 and spoke to Jolynn the service advisor who states that the vehicle was there for a week and the only thing they found was on 3/22/07 brought in for stalling at 46.928 miles the only thing that could be found was a corroded battery. The next time was 4/11/07 at 47510 miles for stalling issue. Jolynn states that the issue could not be duplicated. Jolynn states that the customer has an aftermarket contract and they have even spoke to them and the issue can not be duplicated.

Agent informed Jolynn that a direct to dealer would be sent. Agent informed the customer that he could keep working with the dealer and agent would forwarded the file to the dealer to get the appropriate parties involved to try to repair the vehicle.

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

This Direct-to-Dealer CAIR is being sent for the following reason:  
 ?Unresolved vehicle concern ?

Please update this CAIR as required.

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

\$\$\$\$\$\$\$\$\$  
 REASSIGNED TO BC/DLR 42 45051 05/01/07 16:40 R 16244985  
 REASSIGNED TO BC/DLR 66 41373 05/01/07 16:47 R 16244985  
 \*Contact Date:05/07/2007

Service Manager at the dealership has closed the Cair# 16244985  
 Warranty repair has been documented on Repair Order#22106  
 CAIR RETURNED FROM DEALER ON 5/07/2007 AT 12:35:569 R 16244985

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

**16250801**

<b>Vin</b>	2C4GP54L3	5R	<b>Open Date</b>	04/30/2007	<b>Build Date</b>	08/11/2004	
<b>Model Year</b>	05	<b>Body</b>	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON			
<b>In Service Dt</b>	11/30/2004	<b>Dealer</b>	58664	<b>Dealer Zone</b>	35	<b>Mileage</b>	34,115
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	SHICKSHINNY PA					<b>Country</b>	UNITED STATES

Product - Electrical - TV/DVD - Other - Audio	States that he has had the DVD player replaced.
Product - Wheels and Tires - Tires - Other - Unknown	States that he has had to replace the tires on the vehicle.
Product - Air Conditioning / Heater - Compressor/Clutch/R Valve - Other - Default	States that the compressor has been replaced.
Product - Body / Trim / Paint Finish - External Ornamentation - Other - Unknown	States that the headlights have been repaired.
Product - Electrical - Power Windows - Intermittent or Inoperative - F. Door-Pass	States that the passenger window is intermittent.
Product - Suspension - Shock Absorbers / Struts - Other - Unknown	States that the struts have been replaced in the vehicle.
Product - Engine - Valve Train - Other - Default	States that the valve cover gasket have been replaced in the vehicle.
Product - Engine - Oiling System / Pan / Pump - Other - Default	States that the vehicle burns a quart oil every 15 to 1,000 miles.
Product - Suspension - Unknown - Other - Front	States that there is a bumping noise in the vehicles front.

Customer states that his vehicle is a piece of junk. States that the vehicle burns a quart of oil every 15 to 1,000 miles. States that he was informed that the vehicle is suppose to burn that way. States that the CD/DVD player was replaced, the strut bushings, tires, compressor, and valve gaskets have been replaced. States that the headlights did not come on in the vehicle and now the vehicles passenger window will not roll up and down on the vehicle and the EGR valve needs to be replaced. States that he wants to warranty extended on the vehicle. Agent informed customer that DCX will not extend the warranty on the vehicle, he has the option of purchasing an extended Service contract for the vehicle and the vehicle is still under the 336. Customer demanded for a supervisor.

**\*\*AMM97 took over call\*\***

Customer informed supervisor of above information. States that he wants supervisor extend the warranty on the vehicle. Agent informed customer DCX cannot nor will not extend the warranty on the vehicle. Advised customer that he is still under warranty. Informed customer that dealership 43888 will be contacted and the file be forwarded to get the issue resolved. **\*\*AMM97\*\***

Agent contacted dealership 43888 and spoke with Bill the Service Manager. Bill states that he has never been informed of a noise in the front of the vehicle but, he will be more than happy to look at the vehicle. Agent informed customer that the file will be sent to dealership 43888 to additional parties involved. Customer inquired if he will be provided with a rental vehicle. Agent informed customer that he does not have an extended Service contract to provide him rental but, he can contact back and seek consideration once the vehicle has been diagnosed. Customer stated that is not good enough and DCX just a customer.

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

ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER

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

District Mgr, Business Center or STAR. Please update this CAIR within 24 hours of receipt. A case manager from the Customer Assistance Center may be assigned to this CAIR for follow-up with the customer and will be available as another resource if required.

Agent called dealer and spoke to Bill the Service Manager, to inform that CAIR was being sent.

#####

REASSIGNED TO BC/DLR 35 43888 04/30/07 10:10 O 16250801

Customer wants to speak with the supervisor. Agent informed customer that the warranty can not be extended on the vehicle. Customer wants to know if she can get a loaner vehicle. Agent informed customer that before we can review for the rental a diagnosis has to be done. Customer wants to know how she is going to get the vehicle to the dealer. Agent informed customer that she does have towing assistance that she can get the vehicle towed. Customer wants to know who is the service representative in the area. Agent informed customer to refer to the dealer and speak with the service manager for the information. Customer understood.

\*Contact Date:05/01/2007

Service Manager at the dealership has updated the Cair# 16250801  
An appointment has been set with the customer.

\*\*\*\*\*D2D CASE MANAGER FOLLOW-UP\*\*\*\*\* Case Manager NAME: Chris Telephone:  
248-944-7220

Writer left message for owner to call back direct. Writer will provide a rental as goodwill gesture.

\*Contact Date:05/23/2007

Service Manager at the dealership has updated the Cair# 16250801  
Parts have been ordered.

\*Contact Date:05/30/2007

Service Manager at the dealership has closed the Cair# 16250801  
Warranty repair has been documented on Repair Order#8898  
CAIR RETURNED FROM DEALER ON 5/30/2007 AT 02:12:175 R 16250801  
owner states the air conditioning is out again and needs a rental since they are leaving for vacation. Writer left message with Jill at dealer to let Bill-SM know about approving rental. Writer will also provide a DCSC as goodwill gesture.  
provided form to EJW for DCSC.

Owner left message stating A/C is not working again. Left message with owner to call back if rental is needed. Advised owner that DCSC form was filled out and it may take another week for processing.

Writer got call from Mark at dealer 58644 stating that owner is having A/C issues. Mark states it needs major A/C repairs and he is concerned about getting charged back since it may be caused by poor workmanship by dealer 43888.

Left message with owner asking her to make another appt with dealer 43888 since dealer 58644 feels it may be possible workmanship type issue.

Owner very upset and wants to know if Chrysler can approve repairs to be done at dealer 58644 since she refuses to go back to dealer 43888.

Writer spoke with BKR3 and he will call the BC.

6-27-07 MABC CR Manager authorized this warranty repair at the serving dealer 58664. MPW

Owner called stating that Bear Chrysler repaired the vehicle again and the A/C worked for two hours and now it is not working again. Writer advised owner of lines 81-82 and she states the dealer never mentioned anything about it. Writer called dealer and spoke with Mark and he states he was never notified of the approval for repairs. Mark also made the comment that his boss will decide what vehicle they repair or don't repair. Mark states he will talk with boss tomorrow to see if they will accept the vehicle or not.

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

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

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Alleges repeated issue with air bag light.
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Customer states that vehicle is currently at dealership 56189 for air bag light being on. Customer claims that this issue was repaired by the dealership three time prior. Customer claims that there is also now currently an intermittent concern with the headlights. Contacted dealer 59189 and spoke to Assistance Service Manager Terry. Terry stated that the first time the vehicle was in on 03/15/07 at which time they replaced the seat belt tensioner. Terry also stated that vehicle was in on 04/25/07 and they found the same code but there are not issues with the tensioner. Advised Terry that file would be sent Direct to Dealer to attempt to resolve issue.

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

##### DIRECT-TO-DEALER #####  
ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER

Please follow your Business Center guidelines in an attempt to resolve this customer's concern(s). If needed, seek assistance from your District Mgr, Business Center or STAR. Please update this CAIR within 24 hours of receipt. A case manager from the Customer Assistance Center may be assigned to this CAIR for follow-up with the customer and will be available as another resource if required.

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

#####  
REASSIGNED TO BC/DLR 74 56189 04/30/07 10:31 R 16251020  
\*D2D CASE MANAGER FOLLOW-UP\* Case Manager NAME:Robert Clark/  
Telephone:248-944-7132\*

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

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

\*Contact Date:05/07/2007

Service Manager at the dealership has closed the Cair# 16251020  
Warranty repair has been documented on Repair Order#086406  
CAIR RETURNED FROM DEALER ON 5/07/2007 AT 11:14:00 R 16251020

**Customer Assistance Inquiry Record (CAIR)#****16254262**

<b>Vin</b>	2D4GP44LX	5R	<b>Open Date</b>	05/02/2007	<b>Build Date</b>	03/20/2004	
<b>Model Year</b>	05	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	05/15/2004	<b>Dealer</b>		<b>Dealer Zone</b>		<b>Mileage</b>	28,765
<b>Name:</b>						<b>Contact Type</b>	E-MAIL
<b>Address</b>						<b>Home Phone</b>	
	FARMINGTON MN					<b>Country</b>	UNITED STATES

Referral - Other - Default - Default - Default	Alleges issue with vehicle. No details provided.
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\*\*\*\*\* EMAIL BRIEF DESCRIPTION CONTENT \*\*\*\*\*

My 2005 Grand Caravan is junk

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

I would appreciate it if someone would call me regarding my 2005 GrandCaravan. This vehicle has had multiple problems and I do not feel safesending my family in it. I have tried contacting someone multiple timesbut have not gotten to talk to anyone how can help. I am verydisappointed.

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

Thank you for contacting the Chrysler Group Customer Assistance Center. Our records show that you have contacted us by telephone and we have addressed your concern. We have updated your file to reflect the latest information you provided in the email message. If your concerns have not been addressed, or you have other concerns, please email or contact the DaimlerChrysler Customer Assistance Center by telephone at 1-800-992-1997, 8:00 a.m. to 5:00 p.m., Monday through Friday.Thank you again for your email.

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

You have done NOTHING to address our problems. We have phoned Dodge multiple times and even driven our vehicle to the dealer and talked to them about the issues a week ago and have still not gotten any assistance or answers on what DODGE is going to do. We have now brought the vehicle back to the dealer today because again the headlights (which we were told is not a safety concern) did not want to come on while driving it last night until I turned the lights off and on multiple times. The fog lights also were flashing off and on while driving even though the fog lights were not turned on and when we turned the fog lights on the headlights would turn off. We do not feel safe driving this vehicle at night or more than a few miles from our home which is ridiculous for a vehicle with 29,000 miles. I can t believe what TERRIBLE service we have received from Dodge and number issues we have had with this van. Something needs to be done ASAP.

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

Thank you for contacting the Chrysler Group Customer Assistance Center. We regret to read of your dissatisfaction in your product and appreciate the time and effort you took to bring this matter to our attention. Comments like yours are one way to learn of problems that may develop and the improvements that are desired by customers. The information received is used in product development and quality analysis. We have documented your comments and have forwarded them to the appropriate department for review. DaimlerChrysler Motors Corporation has made tremendous gains in customer satisfaction and vehicle quality, and we are dismayed to learn that your expectations have not been met. Please accept our apology for the problems you have experienced. Unfortunately, given the many variables involved, we are unable to diagnose your vehicle s problem via email. We recommend contacting your authorized DaimlerChrysler dealership to arrange an appointment for proper diagnosis and repair. Our dealerships have the factory training, equipment and information available to them to diagnose and correct problems with DaimlerChrysler Motors Corporation vehicles. Should your dealer require factory assistance, it is available through the regional Business Center. If you have been working with an authorized dealership but the problem is

not yet resolved, seeking a second opinion from a different dealer may be a viable option. Thank you again for your email.

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

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**Customer Assistance Inquiry Record (CAIR)#****16256415**

<b>Vin</b>	2D4GP44LX	5R	<b>Open Date</b>	05/01/2007	<b>Build Date</b>	03/20/2004	
<b>Model Year</b>	05	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	05/15/2004	<b>Dealer</b>	43943	<b>Dealer Zone</b>	74	<b>Mileage</b>	20,600
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	FARMINGTON MN					<b>Country</b>	UNITED STATES

Product - Steering - Power Rack and Pinion / Gear - Other - Default	Customer is still having issues with the steering shuttering
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Customer stated that his head light come on off

Customer is seeking to talking to a ZONE REP. Customer stated that he needing to talk to someone due to the fact he feel that this vehicle and he does not feel safe driving it. Customer stated that there are just to many issue to say the big issue right now is his head light. Customer stated that his lights keep coming on and off and that this is intermittent. Agent informed the customer that she could sent a file to the dealership for further assistance. Customer stated that they did that already with the other issue he had and that did not seem to of worked. Customer stated that he is just over this. Agent informed the customer that he would have call his dealership for the number for the rep .

**Customer Assistance Inquiry Record (CAIR)#****16256759**

<b>Vin</b>	2C8GP64L1	5R	<b>Open Date</b>	05/01/2007	<b>Build Date</b>	07/07/2005	
<b>Model Year</b>	05	<b>Body</b>	RSYS53	CHRYSLER TOWN & COUNTRY LTD FWD LWB WAGON			
<b>In Service Dt</b>	09/09/2005	<b>Dealer</b>	41383	<b>Dealer Zone</b>	66	<b>Mileage</b>	18,000
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	WINTER GARDEN FL					<b>Country</b>	UNITED STATES

Product - Electrical - Lamps and Switches - Defective - Default	Customer states headlights come on and off.
Product - Electrical - Battery - Complete Failure - Default	Customer states that her battery has died.

Customer states vehicle died three times in a row. Dealer replaced battery. Customer states her headlights on her vehicle go out for no reason at all. Dealer advised that this was because the sensor is bad. Dealer advised that the battery is going bad because she had her cell phone plugged in. Lights are coming on and off at night. Customer states she has had vehicle to the dealership twice for service and dealer will not repair vehicle. Agent spoke with Ron who transferred customer to the Operations Manager Gary. Gary did not answer phone either. Agent advised customer to continue working with dealership per KEG24. Agent advised customer that until there was a diagnosis on the vehicle we did not know what was going on. Agent advised customer to contact DCX back once vehicle was at or going to the dealership in order to get all the appropriate parties involved to get the issue resolved.



**Customer Assistance Inquiry Record (CAIR)#****16260234**

<b>Vin</b>	2D4GP44L9	5F	<b>Open Date</b>	05/02/2007	<b>Build Date</b>	09/15/2004	
<b>Model Year</b>	05	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	10/14/2004	<b>Dealer</b>	63718	<b>Dealer Zone</b>	74	<b>Mileage</b>	37,000
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	ASHBY MN					<b>Country</b>	UNITED STATES

Dealer - Service/Body Shop - Transaction - Other - Default	Dealer did not update customer with parts delay.
Product - Electrical - Lamps and Switches - Other - Default	Headlights needed a module.

Customer states that the headlights are turning on and off intermittently, and dealership had to order a module for the repair. Customer states the part was ordered about three weeks ago, and still has not arrived. Customer is seeking assistance getting this part expedited. Agent contacted dealership 63718, and spoke with ED, in the parts department. Ed stated that the part number is 5102969AC, and the part had already shipped. Agent verified the the part shipped on 05/01/07 on special handling. Ed states that he expects to get the part today. Agent informed the customer of this, and advised him to contact the dealership for an update. Customer complied.

**Customer Assistance Inquiry Record (CAIR)#****16262648**

<b>Vin</b>	2C4GP54L9	5R	<b>Open Date</b>	05/02/2007	<b>Build Date</b>	10/25/2004	
<b>Model Year</b>	05	<b>Body</b>	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON			
<b>In Service Dt</b>	06/11/2005	<b>Dealer</b>	65138	<b>Dealer Zone</b>	35	<b>Mileage</b>	30,000
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	EGG HARBOR TOWNS NJ					<b>Country</b>	UNITED STATES

Corporate - Product Information - Default - Default - Default	Customer wanting out of vehicle.
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Customer advised by Chrysler Financial to contact DCX. Customer states has a lemon law filed on this vehicle. Customer is leasing and has \$7000.00 left on lease. Customer has been offered \$2000.00. Customer is just wanting rid of the vehicle and it has been a nightmare. Per CDC43, agent will advise not showing lemon law in system. Customer states he was offered the \$2000.00 from the manufacturer. Agent will contact dealer/65138, to find out about repair attempts. Agent trying to contact dealer, but no answer. Agent contacted dealer, and spoke to Dave, Service Advisor, who verified repairs on vehicle. DATE: 3/22/2005 MILES: 5 Concern: maintainance REPAIR: Rapid Response and Recharge battery DATE: 6/15/2005 MILES: 145 CONCERN: Remove Trailer Hitch DATE: 10/18/2005 MILES: 6333 CONCERN: Check Engine light on REPAIR: flashed, no codes DATE: 2/27/2006 MILES: 12400 CONCERN: Headlight inoperative REPAIR: replaced switch DATE: 4/28/2006 MILES: 15123 CONCERN: Rack and Pinion REPAIR: Replaced Rack and Pinion DATE: 8/22/2006 MILES: 19500 CONCERN: Sliding door inoperative and Navigation not working REPAIR: Removed coins from navigation DATE: 11/25/2006 MILES: 23525 CONCERN: Clicking sound, Recall F01 REPAIR: not duplicated DATE: 2/3/2007 MILES: 26900 CONCERN: Rattles, Sto and Go not working REPAIR: replaced sway bar, sto and go not duplicated DATE: 4/2/2007 MILES: 30341 CONCERN: Rear vent window inoperative REPAIR: replaced rear vent DATE: 4/3/2007 MILES: 30422 CONCERN: Headlights inoperative, Steering and Suspension REPAIR: replaced headlights. Customer would like to be called back at [REDACTED] Agent will contact dealer/65138, to advise sending file to Service Manager. Agent left voice mail for Jeff Norton, Service Manager, advising sending file, due to customer wanting out of vehicle. ##### DIRECT-TO-DEALER ##### ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER Please follow your Business Center guidelines in an attempt to resolve this customer s concern(s). If needed, seek assistance from your District Mgr, Business Center or STAR. Please update this CAIR within 24 hours of receipt. A case manager from the Customer Assistance Center may be assigned to this CAIR for follow-up with the customer and will be available as another resource if required. Agent called dealer and left voicemail for Jeff Norton, Service Manager, to inform that CAIR was being sent. ##### REASSIGNED TO BC/DLR 35 65138 05/02/07 17:25 O 16262648 Agent will contact customer back when time allows. \*Contact Date:05/03/2007 Assistant Service Manager at the dealership has closed the Cair# 16262648 Vehicle operates properly and explanation has been provided to customer. Request was reviewed with DM. CAIR RETURNED FROM DEALER ON 5/03/2007 AT 12:26:636 R 16262648

\*\*\*\*D2D CASE MANAGER FOLLOW-UP\*\*\*\* Case Manager Don : Telephone: 7088.  
Writer contacted service manager Jeff Norton, but could not get thru.  
Writer contacted the owner and left message with direct line as  
needed..dg2

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**Customer Assistance Inquiry Record (CAIR)#****16265457**

<b>Vin</b>	1D4GP45R2	5E	<b>Open Date</b>	05/03/2007	<b>Build Date</b>	09/10/2004	
<b>Model Year</b>	05	<b>Body</b>	RSKH52	DODGE CARAVAN SXT FWD SWB WAGON			
<b>In Service Dt</b>	10/02/2004	<b>Dealer</b>	44736	<b>Dealer Zone</b>	63	<b>Mileage</b>	54,352
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	CENTERTON AR					<b>Country</b>	UNITED STATES

Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Customer states his head lights turn off.
Referral - Tier Two - Internal Escalation - Authorization - Default	Tier two referral.

Customer states he has been having electrical problems. Customer states the dealership has replaced many parts. Customer states the head lights turn off sometimes when he is driving. Customer states they have finally found the problem. Customer states they have to replace the light switch. Customer would like repair fee assistance.

Agent consulted with AMJ22 and transferred for review due to warranty history.

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

What is the customer requesting from DaimlerChrysler?

Repair fee assistance for headlights.

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

14,000 miles

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

No

Is the customer the original owner of this vehicle?

Yes

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

2

Is there warranty history related to the current concern?

Yes

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

Yes

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

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

Customer seeking assistance with the headlight issue. Customer states the dealer told him the switch was bad and that DCX would not pay for it due to the mileage. Agent contacted dealer and spoke to Service Advisor, Charles because Service Manager was on a test drive with the Chrysler representative. Charles states they have had the vehicle for about 3 hours but have not been able to duplicate the concern but they feel that it is the headlight switch. Agent will contact dealer and speak with the Service Manager. Customer was offered a call back. Customer accepts. Customer strongly feels that this should be covered by warranty due to it being a safety issue. Agent is inclined to assist due to previous repairs.

\*Agent contacted dealer and got a fast busy signal.

\*Agent contacted dealer and spoke to Mike, Service Manager who does not mind to assist with the repairs. Mike provided warranty cost for the repair \$91.95 (parts \$32.55 and labor \$59.40).

As a one-time goodwill gesture, DaimlerChrysler will cover \$91.95 of the repair. PA entered.

Agent contacted customer on primary number and advised customer of the decision. Customer accepts.

**Customer Assistance Inquiry Record (CAIR)#****16267152**

<b>Vin</b>	2D4GP44L0	5R	<b>Open Date</b>	05/04/2007	<b>Build Date</b>	02/22/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	04/09/2005	<b>Dealer</b>	43320	<b>Dealer Zone</b>	71	<b>Mileage</b>	38,000
<b>Name:</b>						<b>Contact Type</b>	E-MAIL
<b>Address</b>						<b>Home Phone</b>	
	SNOQUALMIE WA					<b>Country</b>	UNITED STATES

Product - Brakes - Disc Brake Assy/Calipers - Worn - Front	Front brake rotors need replacing.
Product - Emissions - Oxygen Feedback Sensor - Other - Default	Needs to be replaced.
Product - Electrical - Lamps and Switches - Other - Default	Rear brake light socket needs to be replaced.

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

My 2 year old Grand Caravan needs too much maintenance

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

Email states:

Dear Dodge, My 2005 Grand Caravan is the first American car I have ever owned. I was quite impressed with the Stow and Go seats and the general power and performance of the engine. However, the vehicle has had way too many problems thus far. I have had recurring, inexplicable loss of power to headlights, doors, windows, etc. The front brake rotors need replacing after only 38000 miles. The exhaust oxygen sensor needs replacing. The right rear brakelight socket needs replacing. I once had a 1980 Celica that I drove until 1998 and the only repair, beyond normal wear and tear, was to the radiator. Apparently the bad maintenance reputation of American cars is still true. I will not buy another. On a final note, the dealership (Dodge of Bellevue) wants to charge me between 475 and 650 dollars for the brake job. Midas will do it for 350. Thanks for listening.

Response states:

Thank you for contacting the Chrysler Group Customer Assistance Center regarding your Grand Caravan. We regret to read of your dissatisfaction in your product and appreciate the time and effort you took to bring this matter to our attention. Comments like yours are one way to learn of problems that may develop and the improvements that are desired by customers. The information received is used in product development and quality analysis. We have documented your comments.

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

Thanks again for your email.

**Customer Assistance Inquiry Record (CAIR)#****16271350**

<b>Vin</b>	2C4GP54L5	5R	<b>Open Date</b>	05/04/2007	<b>Build Date</b>	03/04/2004	
<b>Model Year</b>	05	<b>Body</b>	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON			
<b>In Service Dt</b>	08/20/2004	<b>Dealer</b>	68904	<b>Dealer Zone</b>	71	<b>Mileage</b>	21,000
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	SHELTON WA					<b>Country</b>	UNITED STATES

Product - Fuel System - Unknown - Other - Default	Caller alleges the fuel gauge does not work properly.
Product - Fuel System - Unknown - Defective - Default	Customer is seeking rental assistance.

Customer is calling seeking assistance with a rental vehicle. Dealer 43043 has to keep the customers vehicle over the week end for a fuel gauge issue. This is the third attempt to repair the vehicle. Customer said the dealer does give a loaner but it is unsafe, his pregnant wife can not get in and out and the headlights do not work. Agent contacted dealer and spoke with Linda, a service advisor. Linda advised they provide a loaner, a Mercury Sable. Agent asked if it had been repaired. Linda did not know the vehicle had any issues. Customer is seeking a vehicle closer to what they are driving and he has to go on maneuvers this week end and they only have one other vehicle. Agent advised per dealer ship is providing a loaner, and it has not been diagnosed DCX will not assist with rental.

Customer states that the dealership was providing a 1995 Sable as a rental vehicle. Customer states that his wife is 8 months pregnant and this vehicle is not acceptable. Customer is requesting another rental vehicle be provided. Customer advises that the dealership has diagnosed the vehicle. Agent contacted dealership 43034 and spoke with Aaron in service who advised that the vehicle is done and he will call the customer to advise the vehicle needs to be picked up. Aaron advises that the fuel pump sending unit was replaced. Agent advised customer of this information. Customer states that he is going to file for lemon law if his vehicle does not work this time.

Customer became very upset and advised that the vehicle has had this problem three times and he is tired of it. Agent advised customer that his concerns have been documented. Customer does not want to start the lemon law yet until he finds out if this has solved the problem

Caller states the fuel gauge goes down, the check engine light comes on, and the vehicle sputters. Caller states he picked up the vehicle 2 days ago and the same issue exists. Caller is seeking a different dealer to address the issue.

Caller wants a rental vehicle that is comparable to what he is driving. Caller states the fuel gauge goes down, the check engine light comes on, and the vehicle sputters.

Customer calls seeking dealer location information. Provided the customer with name/address/telephone for a nearby dealer.

Customer calling states they do have rental. States he was told to call back once the vehicle was diagnosed. Customer states the fuel sending unit needs to be replaced and they expect to have the vehicle finished tomorrow. Writer called dealer 68904 spoke with Aaron who states the vehicle will be repaired tomorrow. Advised customer DCX will not provide rental assistance as is not covered by the warranty. Customer states if his vehicle is not repaired this time he will be filing for lemon law.

**Customer Assistance Inquiry Record (CAIR)#****16286160**

<b>Vin</b>	1D4GP24R3	5E	<b>Open Date</b>	05/09/2007	<b>Build Date</b>	05/04/2004	
<b>Model Year</b>	05	<b>Body</b>	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON			
<b>In Service Dt</b>	06/08/2004	<b>Dealer</b>	45343	<b>Dealer Zone</b>	66	<b>Mileage</b>	60,000
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	ATLANTA GA					<b>Country</b>	UNITED STATES

Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Headlight will not turn on.
Dealer - Service/Body Shop - Transaction - Problem Not Resolved - Default	Headlights will not turn on.

Owner calling with complaint about dealer 45343.  
 Owner says that the headlights will not come on intermittently.  
 Owner says that the headlamp switch was replaced 02/06 and this did not solve the concern.  
 Owner alleges that she is being treated badly by the dealer.  
 Owner says that she has been inconvenienced by this.  
 Owner says that a CD player was ordered and the dealer told her to call back to check on it and she does not feel that she should have to do this.  
 Agent advised owner that if she is unsatisfied with this dealer, she may want to get a second opinion from a different dealer.  
 Owner says another dealer is further away, and she does want to lose that much time going to another dealer.  
 Agent advised owner that her complaint is documented and gave her the file number.

**Customer Assistance Inquiry Record (CAIR)#****16290044**

<b>Vin</b>	2C4GP44R9	5F	<b>Open Date</b>	05/10/2007	<b>Build Date</b>	02/08/2005	
<b>Model Year</b>	05	<b>Body</b>	RSYH53	CHRYSLER TOWN & COUNTRY LX FWD LWB WAGON			
<b>In Service Dt</b>	02/16/2005	<b>Dealer</b>	42050	<b>Dealer Zone</b>	42	<b>Mileage</b>	57,000
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	CHURUBUSCO IN					<b>Country</b>	UNITED STATES

Recall - F01: - Advise Owner/Incomplete Recall	Advised the customer of the incomplete recall.
Product - Electrical - Body Wiring - Other - Default	Customer states that she always gets shocked while getting into the vehic
Product - Brakes - Anti-Lock Brake System - Grabs or Pulls - Default	Customer states that the anti lock brake system doesn't work correctly.
Product - Electrical - Power Door Lock / Deck Lid - Other - Unknown	Customer states that the doors sometimes lock themselves
Product - Transmission / Transaxle - Automatic Trans / Transaxle - Hard Shifting - Default	Customer states that the vehicle jerks some times.
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Customer states that when using the turn signal that the headlights
Referral - Tier Two - Internal Escalation - Authorization - Default	tier two

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

What is the customer requesting from DaimlerChrysler?  
assistance with the repairs

How far out of warranty is the vehicle/repair by time and/or mileage?  
21000

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

Is the customer the original owner of this vehicle?  
no

How many DCX vehicles has the customer owned including this vehicle?  
1

Is there warranty history related to the current concern?  
no

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

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

Customer states that she has a 2005 town and country and she states that she has had an electrical system and the dealership can t duplicate the issue with the headlights. The customer states that sometimes when she turns on the right turn light it will sometime blow the other headlight and that the brakes are squeaking and that the sometime while driving the vehicle the anti lock brake system will kick in and cause the vehicle not to stop. Customer states that she is having issues with the vehicle jerking and there is a light on in her instrument panel and she does not know what it is for. Customer states that the vehicle will shock you every time you get out of the vehicle and that doors lock by themselves some times. Agent will send customer up per RDD41 for further review. Customer transferred to the internal Tier 2 escalation line for further review of concern. Customer is seeking assistance with the electrical issues and the jerking in the transmission. Customer stated she has been to the dealer for these concerns in 2006 and the dealer could not duplicate the concerns. Customer is the original owner of the vehicle and is out of warranty by 21000 miles.

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 not sure what dealer she will go to.



**Customer Assistance Inquiry Record (CAIR)#****16291209**

<b>Vin</b>	2C4GP54L5	5R	<b>Open Date</b>	05/10/2007	<b>Build Date</b>	10/22/2004	
<b>Model Year</b>	05	<b>Body</b>	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON			
<b>In Service Dt</b>	02/22/2005	<b>Dealer</b>	44433	<b>Dealer Zone</b>	63	<b>Mileage</b>	29,600
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	BONHAM TX					<b>Country</b>	UNITED STATES

Corporate - Dealer Information - Default - Default - Default	Customer seeking number to another dealer in area.
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Customer states headlights are working intermittently.
Corporate - Lost Customer - Default - Default - Default	Customer states she will never purchase another Chrysler.
Dealer - Service/Body Shop - Transaction - Problem Not Resolved - Default	Customer states the issue is not resolved.

Customer states the headlights on the vehicle are only working intermittently. Customer took vehicle to dealer and they could not duplicate the issue. Customer states she returned to the dealer a few days ago while the issue was occurring and they still have the vehicle. Customer states dealer has called and advised they can not duplicate the issue and there will not be a repair at this time. Customer concerned since she has to take a trip soon and the headlights do not always work. Called dealer 44433 and spoke with Ken, the Service Advisor. Ken advises the issue has not been duplicated. Advised Ken that the issue was occurring when the customer left the vehicle there. Ken advises that it will not occur for the technician. Customer disconnected while on hold. Customer states previous owner took her name and number and stated she would call her back after she spoke with dealer but has not called back yet. Customer is upset because dealer stated they could not duplicate her concern and she needs headlights fixed. Customer showed dealer the concern with headlights not working when vehicle was originally taken to dealer. Vehicle sat at dealer a few days before they even got to it and she had an appointment. Advised dealer was called and they stated that the issue did not occur for technician and it would have to occur for technician in order for concern to be resolved. Advised if issue is not occurring for dealer then they do not know what to replace if vehicle is not throwing off any codes. Customer states she will never purchase another Chrysler and she will tell everyone she knows not to as well. Customer seeking number to another dealer in area and agent provided customer number in [REDACTED]. Advised concerns will be documented. Advised customer can call back to get appropriate parties involved for resolution of concern once she decides what dealer she would like to go to.

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

**16294909**

<b>Vin</b>	2C8GP54L9	5F	<b>Open Date</b>	05/11/2007	<b>Build Date</b>	09/21/2004	
<b>Model Year</b>	05	<b>Body</b>	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON			
<b>In Service Dt</b>	05/20/2005	<b>Dealer</b>	60068	<b>Dealer Zone</b>	66	<b>Mileage</b>	32,000
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	MONROE NC					<b>Country</b>	UNITED STATES

Product - Electrical - Lamps and Switches - Other - Default	Customer states she is having ongoing electrical issue.
Product - Electrical - Alternator/Voltage Regulator - Other - Default	Customer states the alternator was replaced.
Product - Electrical - Battery - Other - Default	Customer states the battery was replaced.
Product - Electrical - Unknown - Other - Default	Customer states the front control module was replaced.
Referral - Tier Three - Default - Default - Default	Tier three referral.

Customer states she is having ongoing electrical issue. Customer states when she drives her the dash lights come on and the lights flicker. Customer states when she is driving the vehicle makes a dinging noise. Customer states the dealership can not correct the issue. Customer states she does not want her vehicle anymore. Customer states she is working with dealer 60068. Agent contacted dealer and spoke with Jeremy. Jeremy states on 1-23-07 mileage 24648 head light switch was ordered due to the head lights and dash lights were flickering. Jeremy states the switch was put in a few days later and the customer then brought the vehicle right back for the issue. Jeremy states the IOD fuse was not in correctly and the battery terminal was lose. Jeremy states the battery terminal was tightned. On 2-13-07 25800mileage the vehicle was brought back in for the lights flickering and dinging Jeremy states the front control module was replaced. On 2-19-07 the instrument cluster was ordered. On 3-6-2007 the instrumnet cluster was put into the vehicle. On 4-5-2007 mileage 29102 the battery and alternator was replaced due to the lights flicking and dingin noise. Issue still exists.

##### DIRECT-TO-DEALER #####  
 ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER  
 Please follow your Business Center guidelines in an attempt to resolve this customer s concern(s). If needed, seek assistance from your District Mgr, Business Center or STAR. Please update this CAIR within 24 hours of receipt. A case manager from the Customer Assistance Center may be assigned to this CAIR for follow-up with the customer and will be available as another resource if required.  
 Agent called dealer and spoke to Jeremy to inform that CAIR was being sent.

CUSTOMER CONTACT INFORMATION: [REDACTED]

#####

In addition, the owner is seeking relief under State Lemon Law / Buyback / Arbitration process.

REASSIGNED TO BC/DLR 66 60068 05/11/07 16:09 O 16294909

Customer is calling in because no one has contacted her and the problem has not been resolved. Customer is stating the vehicle is stalling and lurching. She stopped at a traffic light and it died completely. Customer is concerned the vehicle is no longer safe to drive and asking why no one contacted her as of yet. Agent advised coach of issue. Customer advised to call cell number first, [REDACTED]

Customer states that she has never gotten a call back from an agent. Customer alleges that her vehicle has a stalling issue and that she never had a case manager assigned to her. Customer alleges that she was told that within 48 hours she would receive a call back from her case manager and that she has not. Agent informed the customer that this file number would be given to a supervisor for immediate attention of this issue. Customer alleges that she has already been told this before also and that

she cannot believe that DCX has dropped the ball on her and are not calling her back. Agent informed the customer that her complaints have been documented for her.

Customer is calling to seek the status of her Case Manager. Agent consulted with ALS70 and advised customer Supervisor would be following up on the contact. Agent referred customer per ALS70 to her blue and white booklet. Customer stated she was going to follow up with the dealership on this issue.

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

6/1/07 Writer called the customer who advised that the vehicle is now stalling. Writer called the Service Manager Dennis and conferenced the customer in to make an appointment. Writer advised Dennis to get his DM and tech advisor involved. Both parties have my # to call for updates.

6/5/07 Writer called the customer who advised that her vehicle was dropped off on June 4th and she was placed into a rental vehicle. Owner has my direct number.

6/6/07 Writer called the Service Manager and left a message.

6/7/07 Writer called Dennis and left a message.

6/8/07 Writer called Dennis who advised that the BCM was installed and the vehicle has been fixed.

Writer called the customer and left a message advising of the update.

6/12/07 Owner called to advise that the vehicle stalled this passed weekend. Writer called Dennis and was told that he is in another meeting. Message left.

Dennis called to advise that the owner is going to drop the vehicle off tomorrow, receive a loaner and the dealer will review this with the DM and tech assistance on Thursday 6/14. Writer called the customer to advise.

\*Contact Date:06/28/2007

Service Manager at the dealership has closed the Cair# 16294909  
After review of the request for assistance,it was determined that assistance was not merited.

Request was reviewed with DM.

CAIR RETURNED FROM DEALER ON 6/28/2007 AT 07:40:989 R 16294909

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**Customer Assistance Inquiry Record (CAIR)#****16318513**

<b>Vin</b>	2C4GP54L4	5R	<b>Open Date</b>	05/18/2007	<b>Build Date</b>	09/29/2004	
<b>Model Year</b>	05	<b>Body</b>	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON			
<b>In Service Dt</b>	10/04/2004	<b>Dealer</b>	68715	<b>Dealer Zone</b>	42	<b>Mileage</b>	61,300
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	SHEPHERD MI					<b>Country</b>	UNITED STATES

Product - Electrical - Lamps and Switches - Defective - Default	Headlight switch defective.
Referral - Tier Two - Internal Escalation - Authorization - Default	Tier two referral.

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

What is the customer requesting from DaimlerChrysler?

Customer is asking for reimbursement of the headlight switch.

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

Twenty five thousand and three hundred.

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

No.

Is the customer the original owner of this vehicle?

Yes.

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

Four

Is there warranty history related to the current concern?

Yes.

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

Yes.

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

Customer is calling to say that she had the light switch repaired back in 2005 where she had no headlights and had to turn them off and on before they would connect. Customer had to have the light switch repaired again and it cost \$110.00 for the repair. Part was broken and the dealership thought it may be a faulty part. Per SAT 40 tier two referral. Customer is asking for reimbursement of the repair.

**Customer Assistance Inquiry Record (CAIR)#****16331347**

<b>Vin</b>	1D4GP45RX	5E	<b>Open Date</b>	05/23/2007	<b>Build Date</b>	04/26/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKH52	DODGE CARAVAN SXT FWD SWB WAGON			
<b>In Service Dt</b>	05/25/2005	<b>Dealer</b>	43951	<b>Dealer Zone</b>	32	<b>Mileage</b>	28,080
<b>Name:</b>						<b>Contact Type</b>	LETTER
<b>Address</b>						<b>Home Phone</b>	
	NORTH HAVEN CT					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Body Hardware - Noisy - F. Door-Driver	clicking noise
Product - Electrical - Lamps and Switches - Defective - Default	pass sliding door
Product - Suspension - Unknown - Noisy - Front	reving/creaking
Product - Steering - Power Rack and Pinion / Gear - Leaks - Default	

## BBB INQUIRY (BETTER BUSINESS BUREAU)

## CUSTOMERS LISTED ISSUES:

Automatic passenger sliding door  
clicking in frt drivers door  
reving/creaking noise in frt end  
headlamps not working properly  
recall on windshield wiper motor  
howling sound under hood / Rack is leaking  
F10 WINDSHIELD WIPER MOTOR Complete  
If customer is still having problems - ref d to dealer.

**Customer Assistance Inquiry Record (CAIR)#****16335474**

<b>Vin</b>	2D4GP24R6	5F	<b>Open Date</b>	05/24/2007	<b>Build Date</b>	08/16/2004	
<b>Model Year</b>	05	<b>Body</b>	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON			
<b>In Service Dt</b>	06/16/2005	<b>Dealer</b>	43117	<b>Dealer Zone</b>	42	<b>Mileage</b>	26,000
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	SHEFFIELD LK OH					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer states the air bag light has come on before.
Product - Suspension - Unknown - Other - Front	Customer states the entire front end has been replaced.
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Customer states the lights went out in the car while on the highway.

Purchased New or Used? New

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

From whom did customer purchase used vehicle?

CDJ dealer 43117

Customer calling in stating that Chrysler has been really great for the financial end of the vehicle, but the service work that has been needed has been to much. She then stated that there have been issues with the electrical components in the vehicle, and the front end has been replaced also. She then stated she contacted the dealer about the newest issue with the lights not working on the vehicle, and stated she informed the dealer that she no longer wants this vehicle and would like to trade it in for another vehicle. She then stated that her service advisor informed her that he would have his service manager contact her on Monday to talk about getting a trade in on the vehicle. She stated that her husband and her took the day off on Monday to trade in the vehicle, but she stated the dealer did not call her at all on Monday. She then stated that she contacted the dealer twice, and she was transferred all over service, but was unable to speak to anyone who could help her. She stated that she always ended up being transferred to someone s voicemail. She then stated that she would like to work with another dealer and Chrysler about getting her vehicle replaced with another vehicle. Agent then consulted with LGP14 who stated that the agent will need to contact the dealer to make sure how many days the vehicle was down. Agent then contacted the dealer the customer would be taken the vehicle to for service work (dealer 52699), and spoke with Jim young the service manager. Agent informed Jim of the issues the customer has been having, and her request for a replacement vehicle. Agent then advised Jim that a direct-to-dealer would be sent. Agent then informed the customer that a file is being sent to the dealer and to Chrysler to get higher parties involved with the issues she is having with the vehicle. Agent also informed the customer that a case manager would be assigned to this file to do a follow up with her on what is going on with her vehicle. Agent then advised the customer to contact the dealer to make another appointment. She then stated she had to go, and released the call.

Agent then contacted dealer 43117 and spoke to Scott in service who advised me the vehicle had been to the dealer three times for three different issues. He then provided the following information:  
3/15/07 at 23,275 miles the dealer replaced the front end tie rods, and the vehicle was down for 2 days

8/31/06 at 16,747 miles the dealer replaced the window vent motor and the ignition sentry key, and the vehicle was down for 1 day

7/17/06 at 15,182 miles the dealer replaced the clock spring for an air bag light coming on, and the vehicle was down for 1 day.

Agent then contacted dealer 45237 and spoke to Howard in service who stated the vehicle had only been into his dealer one time for a recall and module replacement on 2/27/06 at 8,767 miles for 1 day total.

##### DIRECT-TO-DEALER (Code=1A) #####

ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER

Please follow your Business Center guidelines in an attempt to resolve this customer s concern(s). If needed, seek assistance from your District Mgr, Business Center or STAR. Please update this CAIR within 24 hours of receipt. A case manager from the Customer Assistance Center may be assigned to this CAIR for follow-up with the customer and will be available as another resource if required. Agent called dealer and spoke to Jim Young to inform that CAIR was being sent.

CUSTOMER CONTACT INFORMATION [REDACTED]

#####

REASSIGNED TO BC/DLR 42 43117 05/24/07 11:17 O 16335474

\*Contact Date:05/29/2007

Service Manager at the dealership has closed the Cair# 16335474

After repeated attempts the dealer was unable to contact this customer.CAIR closed pending further contact from the customer.

CAIR RETURNED FROM DEALER ON 5/29/2007 AT 01:29:216 R 16335474

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

Manager:Mayone:Telephone:(248)944-7103

5/30/07 - Writer contacted dealership and spoke with Service Advisor, Scott, Scott advised writer the owner called sometime last week and complained the airbag light is on and the headlights operate

intermittently while driving. Scott stated the owner scheduled an appointment for 5/21;however, they never showed for the appointment.

5/30/07 - Writer contacted owner and left a voicemail message including writer s name and direct number for contact.

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**Customer Assistance Inquiry Record (CAIR)#****16336064**

<b>Vin</b>	1D4GP24R1	5E	<b>Open Date</b>	05/24/2007	<b>Build Date</b>	04/26/2004	
<b>Model Year</b>	05	<b>Body</b>	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON			
<b>In Service Dt</b>	01/17/2005	<b>Dealer</b>	51016	<b>Dealer Zone</b>	66	<b>Mileage</b>	22,941
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	CLEARWATER FL					<b>Country</b>	UNITED STATES

Product - Fuel System - Carburetor /Throttle Body - Other - Default

Customer needs a Throttle body.

Purchased New or Used? NEW

If Used, date purchased? 01/17/05 Mileage? NA

From whom did customer purchase used vehicle?AUTOWAY DODGE

Customer states that he has a complaint. Customer states the vehicle has been to the dealership and he was told that he needs throttle body and headlight switch, which was replaced last year. Customer states the headlight switch is being covered under warranty. Customer states that the dealership is charging him for the throttle body. Customer state the vehicle has been in an out of the dealership. Customer is not happy with this vehicle. Agent contacted the dealership and the service manager was in a meeting. Agent offered the customer a call back.

Agent the dealership and spoke with Trever assist service manager, he advised the that gas pedal was sticking and it needs a throttle body service which is maintance. Agent contacted the and advised that the reason he was being charged is the dealership needs to do a throttle body service not replacing the throttle body. Customer is irate. Customer states that he has had nothing but issues with the vehicle. Customer states that he feels the vehicle should not have to be having all the issues he has with the vehicle. Customer understands that he needs a throttle body service, customer just don t believe he needs one this early. Agent advised the customer his concerns will be documented.





**Customer Assistance Inquiry Record (CAIR)#****16356971**

<b>Vin</b>	2C8GP44R7	5F	<b>Open Date</b>	06/16/2007	<b>Build Date</b>	09/27/2004	
<b>Model Year</b>	05	<b>Body</b>	RSYH53	CHRYSLER TOWN & COUNTRY LX FWD LWB WAGON			
<b>In Service Dt</b>	01/24/2006	<b>Dealer</b>	44396	<b>Dealer Zone</b>	42	<b>Mileage</b>	27,000
<b>Name:</b>						<b>Contact Type</b>	LETTER
<b>Address</b>						<b>Home Phone</b>	
	BELLEVUE OH					<b>Country</b>	UNITED STATES

Product - Brakes - Anti-Lock Brake System - Other - Default	ABS was replaced.
Product - Brakes - Pads/Shoes - Other - Unknown	Customer states brake pads were replaced.
Product - Brakes - Unknown - Other - Unknown	Customer states brake rotors were replaced.
Product - Brakes - Disc Brake Assy/Calipers - Noisy - Unknown	Customer states brakes were replaced.
Product - Air Conditioning / Heater - Unknown - Inadequate Heating - Default	Dealer had to realign dash because heat was not working.
Product - Body / Trim / Paint Finish - Interior Ornamentation/Mirrors - Misaligned / Poor Fit - Instrum't Panel-G. Box	Dealer had to realign dash because heat was not working.
Product - Steering - Unknown - Noisy - Default	For noise in power steering a TSB will be performed.
Product - Body / Trim / Paint Finish - Air Bag - Other - Unknown	Impact sensors are being replaced.
Product - Brakes - Master Cylinder - Other - Default	Master cylinder was changed.
Product - Suspension - Torsion / Sway Bars - Noisy - Unknown	Sway bar links and bushings will be repalced.
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	The air bag light came on.
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	The headlight switch was replaced due to it not working.
Product - Electrical - Power Windows - Intermittent or Inoperative - F. Door-Driver	The left window motor was replaced.

Duplicate, please refer to CAIR #16027640

**Customer Assistance Inquiry Record (CAIR)#****16371853**

<b>Vin</b>	2C4GP44R9	5F	<b>Open Date</b>	06/05/2007	<b>Build Date</b>	09/18/2004	
<b>Model Year</b>	05	<b>Body</b>	RSYH53	CHRYSLER TOWN & COUNTRY LX FWD LWB WAGON			
<b>In Service Dt</b>	12/21/2004	<b>Dealer</b>	65636	<b>Dealer Zone</b>	74	<b>Mileage</b>	41,000
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	MINNEAPOLIS MN					<b>Country</b>	UNITED STATES

Corporate - Warranty Coverage - Default - Default - Default	Customer seeking warranty coverage information.
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer states that her air bag light is on.
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Customer states the headlights will not come on.
Referral - Tier Two - Internal Escalation - Authorization - Default	Tier Two.

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

What is the customer requesting from DaimlerChrysler?

Assistance with the cost of these repairs.

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

5000 miles out or

In by time (12/21/07)

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

No

Is the customer the original owner of this vehicle?

Yes

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

Four

Is there warranty history related to the current concern?

No

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

Yes

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

Purchased New or Used? New

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

From whom did customer purchase used vehicle? CDJ dealer.

Customer states she is having an issue with her airbag light coming on, headlights will not work (dealership will cover the cost of repairing the headlights), and the brake light is on. Customer seeking assistance with the cost of these repairs.

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 seeking assistance with the cost of the repairs to the air bag light and the brake light. No prior repairs to these concerns. Customer working with dealer 65636 regarding these concerns. Agent called dealer 65636 and spoke with Jerry-service manager. Jerry verified diagnostic information. The front and rear pads need to be replaced. The left a right front impact sensors need to be replaced. The headlamp switch needs to be replaced. Dealer used their dealer self authorization(DSA) for the headlamp switch repair due to a prior concern at 18,000 miles. Agent inquired if dealer would be willing to use their DSA for the sensor repair. Dealer agreed with the customer responsible for a \$50.00 co-pay. Dealer will not assist with the pads, they are maintenance. DCX will agree, no assistance for the pads. Agent informed customer of information. Customer grateful. Customer inquiring if extended warranty can be purchased. Informed customer service contracts can be purchased. Referred customer to the sales department of the dealership.

**Customer Assistance Inquiry Record (CAIR)#****16382618**

<b>Vin</b>	1D4GP45R7	5E	<b>Open Date</b>	06/07/2007	<b>Build Date</b>	03/12/2004	
<b>Model Year</b>	05	<b>Body</b>	RSKH52	DODGE CARAVAN SXT FWD SWB WAGON			
<b>In Service Dt</b>	11/06/2004	<b>Dealer</b>	68638	<b>Dealer Zone</b>	66	<b>Mileage</b>	39,400
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	COMMERCE GA					<b>Country</b>	UNITED STATES

Product - Electrical - Lamps and Switches - Complete Failure - Default	Customer seeking assistance with repair.
Referral - Tier Two - Internal Escalation - Authorization - Default	Customer seeking assistance with repair.

\*\*\*\*Begin structured narrative CL - GOODWILL ESCALATION  
What is the customer requesting from DaimlerChrysler?  
Assistance in headlamp switch repair.  
How far out of warranty is the vehicle/repair by time and/or mileage?  
out by 3,400 miles, in by time.  
Is there a service contract on this vehicle that would cover the repair?  
no  
Is the customer the original owner of this vehicle?  
yes  
How many DCX vehicles has the customer owned including this vehicle?  
1  
Is there warranty history related to the current concern?  
no  
Has the vehicle been taken to a Chrysler, Dodge or Jeep dealer?  
yes  
\*\*\*\*End structured narrative CL - GOODWILL ESCALATION  
Purchased New or Used? New  
If Used, date purchased? NA Mileage? NA  
From whom did customer purchase used vehicle?  
NA  
Customer seeking assistance with repair on a headlight switch.  
Vehicle is out of warranty by 3400 miles in by time.  
Vehicle has no service contracts.  
Customer is original owner of the vehicle no other DCX vehicles.  
There is no warranty history on the repair.  
Transferred customer to Tier 2 for further assistance.  
Per ADA22.  
Customer transferred to the internal Tier 2 escalation line for further  
review of concern. First owner of only this vehicle seeking assistance in  
the cost of repairing the headlamp switch. Vehicle has no service  
contracts and no previous repairs. Agent contacted the dealership and  
spoke with Gary, service manager. Gary states warranty v  
Parts: \$32.55  
Labor: \$22.14  
Diagnostic: \$42.50  
Mileage: 39,324  
Total: \$97.19  
As a one-time goodwill gesture, DaimlerChrysler will cover \$47.19 of the  
repair. Customer will be responsible for a  
co-pay in the amount of \$50.00. Agent entered PA.

**Customer Assistance Inquiry Record (CAIR)#****16383392**

<b>Vin</b>	2C4GP54L0	5F	<b>Open Date</b>	06/11/2007	<b>Build Date</b>	08/06/2004	
<b>Model Year</b>	05	<b>Body</b>	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON			
<b>In Service Dt</b>	09/16/2004	<b>Dealer</b>		<b>Dealer Zone</b>		<b>Mileage</b>	50,000
<b>Name:</b>						<b>Contact Type</b>	E-MAIL
<b>Address</b>						<b>Home Phone</b>	
	BLOOMINGTON IL					<b>Country</b>	UNITED STATES

Recall - G09: - Advise Owner/Incomplete Recall	Agent advised customer of incomplete recall G09.
Product - Body / Trim / Paint Finish - Sheet Metal - Corrosion/ Rusted - Unknown	Customer states that the vehicle has rust all over.
Product - Cooling System - Water Pump / Thermostat - Defective - Default	Customer states that the water pump was replaced.

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

Unsatisfied with our 2005 Town and Country

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

Purchased New or Used? Used

If Used, date purchased? 08.30.2005 Mileage? 29,100

From whom did customer purchase used vehicle?

CDJ dealer

\*\*\*\*\*BEGIN EMAIL \*\*\*\*\*

We purchased this 2005 Town and Country under 2 years ago and have seem to have all sorts of issues with it. So far I have had to replace my EGR vavle and water pump. I have also been told I need to replace my sway bar bushings and links and my passenger power sliding door does not operate anymore. The headlights don t turn on all the time, you have to keep going back and forth to get the to turn on, and then they shutoff while driving. You can tell the front window motors are slowly dieing since each week they get more sluggish. I have had Honda s and Ford s and never had these issues. I liked the features of this van and thought Chrysler had quality vehicles. This will probably be the last Chrysler vehicle I will ever own.

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

\*\*\*\*\*BEGIN RESPONSE\*\*\*\*\*

Dear Raymond:

Thank you for contacting the Chrysler Group Customer Assistance Center regarding the issues with your vehicle.

We regret to read of your dissatisfaction in your product and appreciate the time and effort you took to bring this matter to our attention.

Comments like yours are one way to learn of problems that may develop and the improvements that are desired by customers. The information received is used in product development and quality analysis. We have documented your comments and have forwarded them to the appropriate department for review.

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

Thank you again for your email.

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

\*\*\*\*\*BEGIN EMAIL \*\*\*\*\*

I have noticed small spots of rust all over the vehicle, just about all the panels have some rust. From what I understand there is a rust warranty for 5 year/100000 mile. Is the rust that I have covered by this warranty and how do I go about getting this fixed? Ray Alvarado

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

\*\*\*\*\*BEGIN RESPONSE\*\*\*\*\*

Dear Raymond:

Thank you for contacting the Chrysler Group Customer Assistance Center regarding the rust on your vehicle.

The perforation warranty is a 5-year or 100,000-mile Outer-Panel

Rust-Through Limited Warranty that covers the cost of all parts and labor needed to repair exterior sheet metal panels if perforated by corrosion.

The dealership will have to diagnose the vehicle to see if the perforation warranty applies to the rust on your vehicle.

Also, our records indicate that the following recall campaign have not been performed by an authorized DaimlerChrysler dealer.

Recall Campaign #G09 - IMPACT SENSOR

Since we can't always confirm that the needed service has been performed, we ask that you contact your local authorized Chrysler dealer to make arrangements for an inspection and, if necessary, corrective action at no charge to you.

Please take a copy of this message with you at the time of service.

Thank you again for your email.

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

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**Customer Assistance Inquiry Record (CAIR)#****16391853**

<b>Vin</b>	1D4GP24R2	5E	<b>Open Date</b>	06/11/2007	<b>Build Date</b>	05/17/2004	
<b>Model Year</b>	05	<b>Body</b>	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON			
<b>In Service Dt</b>	05/21/2004	<b>Dealer</b>	26355	<b>Dealer Zone</b>	66	<b>Mileage</b>	67,000
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	YADKINVILLE NC					<b>Country</b>	UNITED STATES

Product - Electrical - Lamps and Switches - Other - Default	Customer alleges that the interior lights and headlights are flickering.
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Purchased New or Used? Used  
 If Used, date purchased? Mileage? 20,000  
 From whom did customer purchase used vehicle? CDJ dealer  
 Customer alleges that the interior lights and headlights are flickering.  
 Customer states that she has had the vehicle to three different dealerships. Customer claims that there is not a diagnoses made on the vehicle. Agent consulted with ALS70. Advised the customer that there is nothing that can be done until there is a diagnoses. Customer states that she wants to speak to someone above me. Agent advise customer that agent is empowered by DCX to make decision regarding customers concerns and question. Agent advised that anything she does outside DCX is at her discretion. Customer disconnected.  
 Customer seeking to speak with Supervisor. Agent reviewed information about what is going on. Agent informed customer to continue to work with the dealerships and suggest a contact to the STAR.

**Customer Assistance Inquiry Record (CAIR)#****16392040**

<b>Vin</b>	2C4GP44R3	5R [REDACTED]	<b>Open Date</b>	06/11/2007	<b>Build Date</b>	08/17/2004	
<b>Model Year</b>	05	<b>Body</b>	RSYH53	CHRYSLER TOWN & COUNTRY LX FWD LWB WAGON			
<b>In Service Dt</b>	05/31/2005	<b>Dealer</b>	60096	<b>Dealer Zone</b>	63	<b>Mileage</b>	29,000
<b>Name:</b>	[REDACTED]					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	[REDACTED]					<b>Home Phone</b>	[REDACTED]
	CANYON LAKE TX [REDACTED]					<b>Country</b>	UNITED STATES

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Product - Electrical - Electronic Vehicle Security - Complete Failure - Default	Customer alleges that the electronic vehicle security remote not working.
Product - Electrical - Lamps and Switches - Other - Default	Customer alleges that the headlights is not working.

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Purchased New or Used? New  
If Used, date purchased? NA Mileage?  
From whom did customer purchase used vehicle? CDJ dealer  
Customer states that the headlights and the electronic vehicle security remote is not working. Referred customer to take vehicle to local dealership for diagnoses of the issue.

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**Customer Assistance Inquiry Record (CAIR)#****16404842**

<b>Vin</b>	1D4GP24R4	5E	<b>Open Date</b>	06/14/2007	<b>Build Date</b>	09/03/2004	
<b>Model Year</b>	05	<b>Body</b>	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON			
<b>In Service Dt</b>	09/21/2004	<b>Dealer</b>	44402	<b>Dealer Zone</b>	66	<b>Mileage</b>	80,000
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	FAYETTEVILLE NC					<b>Country</b>	UNITED STATES

Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Customer states that the switch needs to be replaced in the headlights.
Referral - Tier Two - Internal Escalation - Authorization - Default	Referred to Tier Two for further review.

Purchased New or Used? used

If Used, date purchased? 6-2-05 Mileage? 25000

From whom did customer purchase used vehicle?  
dealership

Customer alleges that he has had problems with the headlights in the vehicle. Customer states that the headlights would not come on the past two days. Customer alleges that he could not get them to turn off the day before. Customer states that the PCM and the module in the computer were replaced to correct the issue but that did not correct the issue. Customer alleges that he paid for these repairs. Customer states that he dealership now is stating that the switch needs to be replaced and the customer is seeking assistance with this repair.

Customer transferred to the internal Tier 2 escalation line for further review of concern per DJC104.

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

What is the customer requesting from DaimlerChrysler?

Customer is seeking assistance with the repair to the headlight switch.

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

44000 miles not by time

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

no

Is the customer the original owner of this vehicle?

no

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

two

Is there warranty history related to the current concern?

no

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

yes

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

Customer transferred to the internal Tier 2 escalation line for further review of concern. Customer is seeking assistance with the headlamp switch. Customer's vehicle is at dealer 44402. Customer is the second owner of the vehicle and there were no prior issues in warranty. There is not any service contracts. Customer is out of warranty by 44000 miles. Informed customer that DaimlerChrysler will not participate in the repair. The vehicle warranty has expired.

**Customer Assistance Inquiry Record (CAIR)#****16415609**

<b>Vin</b>	2C4GP54L9	5F	<b>Open Date</b>	06/18/2007	<b>Build Date</b>	03/20/2004	
<b>Model Year</b>	05	<b>Body</b>	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON			
<b>In Service Dt</b>	04/27/2004	<b>Dealer</b>	45315	<b>Dealer Zone</b>	66	<b>Mileage</b>	52,601
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	TAYLORSVILLE GA					<b>Country</b>	UNITED STATES

Product - Electrical - Lamps and Switches - Other - Default	Dealership advised that the vehicle will need a multi function switch.
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Inquiring about assistance.
Referral - Tier Two - Internal Escalation - Authorization - Default	Referred to Tier Two for Goodwill Assistance.

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

What is the customer requesting from DaimlerChrysler?

Goodwill Assistance with the repair of his headlights.

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

16,000

2 Months

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

No

Is the customer the original owner of this vehicle?

No

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

1

Is there warranty history related to the current concern?

No

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

Yes

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

Purchased New or Used? USED

If Used, date purchased? 6/27/05 Mileage? 17000

From whom did customer purchase used vehicle?

CDJ dealer

Customer advises that he has been trying for more than 25000 miles to work out an issue with his headlights where they will intermittently work. Customer has been trying to work this issue with his dealership. Agent conferred with CST6. Agent is referring customer to Tier Two for goodwill assistance with headlight repair.

\*\*\*Agent received transfer\*\*\* Second owner of vehicle seeking assistance with repair of the head lights. Customer advised that the head lights intermittently do not come on or they flicker while on. Customer claims that the vehicle was brought into dealership twice under warranty. The dealership was unable to duplicate the issue under warranty. Customer advised that dealership claims that there is no record of the second visit. Basic warranty expired on 04/27/2007. There are no service contracts on the vehicle. The vehicle is currently at dealership 45315. Dealer has advised that the vehicle needs a multi function switch. Customer is working with Chip, service advisor. Agent contacted dealership 45315 and spoke with service advisor, Chip. The vehicle is not brought in regularly for service or maintenance . The vehicle was last in for this concern in July of 2006. Chip verified that dealership could not duplicate the issue. Call was transferred to service manager, Allen. Dealership is not opposed to assistance at warranty costs. Due to the amount of mileage that the vehicle is outside warranty agent is inclined to assistance with a parts/labor split only. Warranty costs are as follows:

Parts: \$42.35

Labor: \$100.80

Total: \$143.15

As a one-time goodwill gesture, DaimlerChrysler will cover \$43.15, parts of the repair. Customer will be responsible for a co-pay in the amount of \$100, the labor of the repair. Customer was advised of offer. Dealer was advised of PA. Agent entered PA. UN03711570618.

Customer was not fully satisfied with the offer. Customer was advised that this is the final offer of assistance. Customer was advised that the offer will stand for 30 days if he would like to think about the repair.

After the 30 days the offer will be void. Customer understood. Dealer was advised that customer is thinking about the offer.

Customer contacted DCCAC and inquired if the \$100.00 copay amount could be lowered any more. Agent advised customer that it could not and would not be lowered any more additionally. Agent informed the customer that this would be the final offer and this is the final decision on it.

Customer inquired if there was anyone else at DCX that he could talk to about lowering the copay. Agent advised the customer that there was not.

Customer stated that this was very wrong. Customer asked what needed to be done to have the repair done. Agent advised that he needed to

authorize the repair and then when the vehicle was ready to pay off the copay before receiving the vehicle. Customer was told that he needed to also inform the dealership that he was authorizing the repair to be done with the dealership. Agent contacted Chip and made him aware of the customer authorizing the repair.

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**Customer Assistance Inquiry Record (CAIR)#****16418570**

Vin	2D4GP44LX	5R [REDACTED]	Open Date	06/19/2007	Build Date	06/05/2004	
Model Year	05	Body	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
In Service Dt	06/29/2004	Dealer	43514	Dealer Zone	51	Mileage	51,000
Name:	[REDACTED]					Contact Type	
Address	[REDACTED]					Home Phone	[REDACTED]
	MACKINAW IL [REDACTED]					Country	UNITED STATES

Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Caller claims to have issues with his headlights.
Dealer - Service/Body Shop - Transaction - Problem Not Resolved - Default	Caller claims to have ongoing issues with his vehicle.

Purchased New or Used? New

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

From whom did customer purchase used vehicle?

CDJ dealer

Caller states that he has been having an ongoing issue with his headlights coming on and going off by themselves. Caller alleges that the last time they tried to repair this was 1-6-05. Caller states that the dealership advised him that they would wait until they heard of repair information to try and resolve his concerns. Caller states that his power windows also only work intermittently. Caller states that his airbag light is also staying on and they have not resolved this issue either. Writer contacted 43514 and spoke with Mike the Service Manager who states that he has never been able to duplicate the headlight issue. Mike claims that the other issues have never been brought to his attention. Mike states that his District Manager advised him that they have installed too many switches and they were not installing anymore until they were able to duplicate the concern. Writer advised Mike that he would be sending the customers file over for further assistance. Writer advised the caller that he would be getting all of the appropriate parties involved and he would need to set up an appointment with the dealership to have his concerns looked into.

\$\$\$ \$ DIRECT-TO-DEALER (Code=4A) \$ \$ \$ \$ \$ \$ \$ \$

ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER

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

Unresolved vehicle concern

Please update this CAIR as required.

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

\$\$\$ \$

REASSIGNED TO BC/DLR 51 43514 06/19/07 11:17 O 16418570

Customer called back and asked about the deductible. Agent explained that per the terms of his contract a deductible per repair/visit is required.

Agent provided the number for service contracts and advised customer to contact that number to discuss his deductible.

Caller states that he has been having an ongoing issue with his headlights coming on and going off by themselves. Dealership cannot duplicate the issues. Customer was advised of recall and the dealership would need to duplicate the issues in order to solve the electrical issues. Customer released the call before agent could refer to their blue and white booklet.

DSM: Spoke to the service manager who advised the vehicle has operated as designed everytime the vehicle has come into the store. States the last time it was in, they inspected it for more than 3 hours and the headlights operated perfectly. There were MIL codes stored in the system, so they returned the vehicle to the owner. The owner has been advised the vehicle concern must be verified before a repair can be made. The vehicle will be repaired per the terms of any remaining warranty./mc78

**Customer Assistance Inquiry Record (CAIR)#****16419079**

<b>Vin</b>	2D4GP44L3	5R	<b>Open Date</b>	06/19/2007	<b>Build Date</b>	08/31/2004	
<b>Model Year</b>	05	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	12/22/2004	<b>Dealer</b>	26767	<b>Dealer Zone</b>	35	<b>Mileage</b>	63,000
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	DINWIDDIE VA				<b>Country</b>	UNITED STATES	

Dealer - Service/Body Shop - Transaction - Excessive Service  
Costs - Default

Customer advised agent dealer charged customer  
excessive cost.

Purchased New or Used? New

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

From whom did customer purchase used vehicle? CDJ

Customer states the bill he received on a fuse out for the radio.

Customer was charged 89.00 for the labor. Customer advised agent he was charged for diagnostic fee for dealer checking the vehicle for head light concern. Customer advised agent he is not satisfied with the excessive service charge. Customer states dealer checked the head light and padded the issue. Customer states he is not happy dealer charge him for the diagnostic. Agent advised customer dealer can charge for diagnostic. Advised customer his concerns have been documented.

**Customer Assistance Inquiry Record (CAIR)#**
**16420691**

<b>Vin</b>	2C4GP44R6	5F	<b>Open Date</b>	06/19/2007	<b>Build Date</b>	05/28/2005	
<b>Model Year</b>	05	<b>Body</b>	RSYH53	CHRYSLER TOWN & COUNTRY LX FWD LWB WAGON			
<b>In Service Dt</b>	10/24/2005	<b>Dealer</b>	43519	<b>Dealer Zone</b>	71	<b>Mileage</b>	15,000
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	LAS VEGAS NV					<b>Country</b>	UNITED STATES

Product - Electrical - Body Wiring - Other - Default	Customer having problems with the lights.
Referral - Tier Two - Internal Escalation - Authorization - Default	Customer seeking assistance with brake and light repair.
Product - Brakes - Unknown - Other - Unknown	Customer states brakes sound like metal.

Purchased New or Used? new

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

From whom did customer purchase used vehicle?

Customer calling to complain about the dealer 43519 not doing there job.

Customer states that the dealer will not fix her lights or brakes. Agent contacted dealer and spoke with Jim. Jim informed the agent that they have not been able to duplicate the problem with the lights. Customer released the call before agent could refresh.

Customer states that the phone accidentally disconnected. Agent advised customer of the information provided by Jim to agent TY44. Customer states that the lights go out while she is driving and the brakes hiss. Customer states that she has been to the dealership a few times for the repairs. Agent contaced dealer 43519 and spoke to Service Advisor Brad to get repair attempts for the vehicle.

02/19/07 13020 front brakes repaired

05/25/07 15336 head lights do not always come on. unable to duplicate.

Customer states that she had the vehicle in to the dealership a few weeks ago for an oil change and had mentioned the issue with the brakes again.

Agent will contact the dealership back to get more detailed information from the Service Manager. Agent offered customer a call back and customer accepted. Customer left contact number

Agent contacted dealer 43519 and spoke to the Service Manager Jim to get the repair attempts for the vehicle. Jim advised that the repair information provided by Brad is all correct. Jim advised that the repair to the brakes was a basic repair due the brakes showing normal wear and tear and being in need of replacement.

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

What is the customer requesting from DaimlerChrysler?

Customer seeking assistance with brake and light repair.

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

3,000

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

no

Is the customer the original owner of this vehicle?

yes

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

1

Is there warranty history related to the current concern?

no

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

yes, 43519

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

Agent contacted customer on her given contact number at 1:02 p.m on 06/20/07 to advise that she would be transferred for further review.

Customer transferred to the internal Tier 2 escalation line for further review of concern, per TLG64.

\*\*\*Received internal transfer. Customer states that vehicle vehicle appeared to have to a loss of braking power when attempting to make a right turn. Customer also states that vehicle has concern with lights

intermittently shut off.

Contacted dealership and spoke to Service Manager John. John was unable to locate information or determine if vehicle was more recently examined and stated that he would call writer back once he has reviewed record.

Advised customer of this. Customer stated that this is unacceptable.

Customer stated that she would seel vehicle and contact an attorney.

Customer states that she went to the dealer and spoke to the general manager, Jim, he got with the service manager and agreed that this was an issue that the dealer should look into. The general manager put the customer in a loaner/rental vehicle and kept her vehicle to look into her issue.

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**Customer Assistance Inquiry Record (CAIR)#****16423042**

<b>Vin</b>	2C4GP54L1	5F	<b>Open Date</b>	06/20/2007	<b>Build Date</b>	03/21/2005	
<b>Model Year</b>	05	<b>Body</b>	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON			
<b>In Service Dt</b>	11/14/2005	<b>Dealer</b>	45202	<b>Dealer Zone</b>	42	<b>Mileage</b>	26,600
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	BEECH GROVE IN					<b>Country</b>	UNITED STATES

Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Customer states headlamp not working correctly.
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Purchased New or Used? New

Customer calling because he has recurring issue with front left headlight going on and off. Customer states wiring harness and headlight control module has been replaced and issue still occurs. Dealer will not work in vehicle until customer contacts dcx so dealer can get further assistance in diagnosing issue. Writer contacted dealer 45202 Scott. Scott states he has not been able to diagnosis condition. Scott states wiring harness has been changed at dealer but a different dealer changed module.

##### DIRECT-TO-DEALER (Code=1A) #####  
 ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER  
 Please follow your Business Center guidelines in an attempt to resolve this customer's concern(s). If needed, seek assistance from your District Mgr, Business Center or STAR. Please update this CAIR within 24 hours of receipt. A case manager from the Customer Assistance Center may be assigned to this CAIR for follow-up with the customer and will be available as another resource if required.

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

CUSTOMER CONTACT INFORMATION: [REDACTED]  
 #####

REASSIGNED TO BC/DLR 42 45202 06/20/07 09:25 O 16423042  
 \*Contact Date:06/21/2007

Service Manager at the dealership has updated the Cair# 16423042  
 An appointment has been set with the customer.  
 06/25/2007 Owner has had at 23,030 miles & FCM (front module) replaced. Dealer was unable to further duplicate/replicate Owner issue after last repairs. Advised without duplication no further suggestion of repair attempts should be warranted.

6/25/07 DM spoke with Scott. Scott states they have not been able to duplicate owners concern since last repair. Without duplication, further repairs cannot be made to vehicle. Need to verify owners concern.

06.25 Spoke with owner and apologized but reiterated Chrysler will not fix if it can not be duplicated.

D2D case manager, Marvin 248-944-7034.

2 dealers have seen vehicle but replication is mainly concern.



**Customer Assistance Inquiry Record (CAIR)#****16428687**

<b>Vin</b>	1D4GP24R6	5E	<b>Open Date</b>	06/21/2007	<b>Build Date</b>	06/02/2004	
<b>Model Year</b>	05	<b>Body</b>	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON			
<b>In Service Dt</b>	06/02/2004	<b>Dealer</b>	44703	<b>Dealer Zone</b>	74	<b>Mileage</b>	63,726
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	PINEVILLE MO					<b>Country</b>	UNITED STATES

Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Head lights inoperative.
Corporate - Recall - Default - Default - Default	Inquiring about incomplete recall.
Referral - Tier Two - Internal Escalation - Authorization - Default	Seeking assistance with headlights repair.

Purchased New or Used? Used

If Used, date purchased? 10/31/06 Mileage? Unknown

From whom did customer purchase used vehicle? other dealer

Customer seeking recall information on vehicle. Advised customer there are no incomplete recalls. Customer was informed they will be notified by letter if a there was a recall on the vehicle using the address on file. Customer states that the headlights blink when driving. States he contacted the local dealer and they referred him to DCCAC. States that he looked in the owners manual and did not see anything that pertained to this. Inquiring what DCX can do to have this issue repaired. Due to safety concern, transferred customer to tier two for further review.

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

What is the customer requesting from DaimlerChrysler?

Seeking assistance with head lights repair.

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

Out of warranty by 27,000 miles and 2 weeks

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

Is there warranty history related to the current concern?

No

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

No

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

Customer transferred to the internal Tier 2 escalation line for further review of concern. Customer seeking assistance with the cost to repair the head light concern. Customer is the second owner of one DCX vehicle, no service contracts, and no previous repairs. Customer went to the dealer yesterday, but they referred him to call DCCAC. Agent called dealer 44703(417-451-3232) and talked to Ryan the Service Manager. Ryan states the customer did not have a diagnosis, but does not mind assistance being offered after a diagnosis due to it being a safety concern.

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

Agent will reset follow up date for 06/26/07 as the customer has not called back with a diagnosis.

Customer seeking update on case. Customer alleges he has a diagnosis. Agent transferred customer to GWH29 extension. Customer calls seeking recall information. Advised the customer of incomplete recall G09 for

this vehicle. Customer was advised to contact a Chrysler, Dodge or Jeep dealer to schedule an appointment to complete recall repair.

Customer states he did get diagnosis on vehicle. They advised the headlight switch needs replaced. Customer is seeking assistance with repairs.

Agent consulted with AMM97 and transferred back to tier two for review.

Customer is seeking any assistance DCCAC is willing to provide.

Agent called Dealer 44703, and spoke with Ryan the Service Manager.

Parts:\$32.55

Labor:\$21.00

Vehicle mileage is 63726.

As a one-time goodwill gesture, DaimlerChrysler will cover \$32.55 of the head light switch repair. Customer will be responsible for a co-pay in the amount of \$21.00.

Agent entered PA.

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**Customer Assistance Inquiry Record (CAIR)#****16453767**

<b>Vin</b>	2C4GP44R0	5F	<b>Open Date</b>	06/28/2007	<b>Build Date</b>	09/23/2004	
<b>Model Year</b>	05	<b>Body</b>	RSYH53	CHRYSLER TOWN & COUNTRY LX FWD LWB WAGON			
<b>In Service Dt</b>	10/02/2004	<b>Dealer</b>	67508	<b>Dealer Zone</b>	51	<b>Mileage</b>	45,000
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	CROWN POINT ID					<b>Country</b>	UNITED STATES

Recall - G09: - Advise Owner/Incomplete Recall	Customer knew about the recall.
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Head light switch will not work and lights will just go off.
Referral - Tier Two - Internal Escalation - Authorization - Default	Tier Two.

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

What is the customer requesting from DaimlerChrysler?

Assistance with the cost of the head light switch.

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

9000 miles out or 7 months out by time

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

No

Is the customer the original owner of this vehicle?

Yes

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

Two

Is there warranty history related to the current concern?

Yes

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

Yes

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

Purchased New or Used? New

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

From whom did customer purchase used vehicle? CDJ dealer.

Customer seeking assistance with replacing the switch for the head lights. Customer said this vehicle has had this issue ever since he has owned it and the dealership could not diagnose today they found the issue and the vehicle is out of warranty.

Customer calls seeking recall information. Advised the customer of incomplete recall G09 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. per CDC45.

Customer transferred to the internal Tier 2 escalation line for further review of concern. Customer is seeking assistance with the head lamp switch. Customer had the vehicle to the dealer 67508 before while under warranty and the issue was just now found. Customer is the original owner of two vehicles and is out of warranty by 9000 miles. Agent called dealer 67508 and spoke with Ryan and the head lamp switch does need replaced. Ryan stated the vehicle has been there for the issue and they did just now duplicated the issue. Ryan is fine with us assisting and stated he is a good customer. Ryan stated warranty costs is as follows.

Parts:\$32.50

Labor:\$24.00

Total:\$56.50

Mileage:45304

As a one-time goodwill gesture, DaimlerChrysler will cover the repair at \$56.50. Agent gave the file number. Agent informed the customer of the offer and customer was pleased. Customer knows of the recall and is being performed. PA entered.

**Customer Assistance Inquiry Record (CAIR)#****16458849**

<b>Vin</b>	2D4GP44LX	5R	<b>Open Date</b>	06/29/2007	<b>Build Date</b>	11/05/2004	
<b>Model Year</b>	05	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	01/12/2005	<b>Dealer</b>	57088	<b>Dealer Zone</b>	74	<b>Mileage</b>	70,454
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	STURGIS SD					<b>Country</b>	UNITED STATES

Recall - G09: - Advise Owner/Incomplete Recall	Advise owner of incomplete recall.
Product - Engine - Unknown - Check Engine Lamp On/Flashing - Default	Customer states the check engine light came on.
Product - Transmission / Transaxle - Automatic Trans / Transaxle - Other - Default	Customer states the transmission locked up.

Purchased New or Used? New

If Used, date purchased? na Mileage? na

From whom did customer purchase used vehicle?

na

Customer states that the vehicle has gone to the dealership 5 times for repairs. Customer states it has been in for the head lights, the sliding door, the front seats not moving, the electronics went blank and the check engine light came on and the transmission locked up. Customer states she took the vehicle to Performance Automatic and had the vehicle repaired. Customer states that when she called the dealership they told her they would not cover the repair because she did not bring the vehicle to them. Customer states that she was not told that when she originally called them they told her to get the vehicle to them or take it and have it fixed. Agent advised the customer that it does states in the warranty booklet all warranty repairs have to be performed at a DCX authorized dealership or if the repair would have been covered under her service contract the independent could have contacted Chrysler to get authorization to perform the repairs. Customer states that she will tell everyone not to deal with that dealership. Customer states she was not told she had to get authorization. Agent advised this is stated in her service contract.

Customer calls seeking recall information. Advised the customer of incomplete recall G09 for this vehicle. Customer was advised to contact a Chrysler, Dodge, or Jeep dealer to schedule an appointment to complete recall repair.

**Customer Assistance Inquiry Record (CAIR)#****16485435**

<b>Vin</b>	1D4GP24R4	5E	<b>Open Date</b>	07/10/2007	<b>Build Date</b>	02/19/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON			
<b>In Service Dt</b>	02/28/2005	<b>Dealer</b>	29927	<b>Dealer Zone</b>	66	<b>Mileage</b>	53,000
<b>Name:</b>						<b>Contact Type</b>	E-MAIL
<b>Address</b>						<b>Home Phone</b>	
	AUBURN IA					<b>Country</b>	UNITED STATES

Product - Electrical - Lamps and Switches - Defective - Default	Customer advises headlamps failed.
Product - Electrical - Battery - Complete Failure - Default	Customer advises the battery failed.

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

Contact Us: Not a Chrysler Financial Customer: General: Other

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

Purchased New or Used? Used

If Used, date purchased? 8/5/2005 Mileage? 19583

From whom did customer purchase used vehicle? CDJ dealer 09529

\*\*\*\*\*

On Feb. 28 of 2005 I purchased a Dodge Gr. Caravan with 20,000 miles. The mfg. warranty was still in effect but did purchase the extended warranty. In Dec. of 2006 we were in Mpls. when the headlights went out and of course since it was a Holiday weekend nothing could be done, towing was covered and then I had to make sure I got back home during daylight hours and make another appt. with the local dealer to take care of the problem. Next in the past couple of months the warning light kept coming on and had to pay the bill for that repair.. This past Thurs. when I went to leave work the van would not start, jumping did not work so I left it there and got a ride to my meeting. The next morning I called the dealership and they gave me the choice of them going to get the van or calling the Help line, not realizing that coverage is only if you place this call. I contacted a local facility and he had it down there in about an hour from the time I called, since we had another experience with towing that almost made me miss a flight did not feel like waiting.. Low and behold it was a dead battery considering that the vehicle has only 53,000 miles on it I feel the battery should be covered. Needless to say I will not recommend Dodge to any one and will make sure this get posted as a very dissatisfied customer....

\*\*\*\*\*

Dear

Thank you for contacting the Chrysler Group Customer Assistance Center. Your recent email to DaimlerChrysler Motors Corporation was received and reviewed by the Customer Assistance Center.

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

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)#****16522567**

<b>Vin</b>	2C4GP44R4	5F	<b>Open Date</b>	07/18/2007	<b>Build Date</b>	01/21/2005	
<b>Model Year</b>	05	<b>Body</b>	RSYH53	CHRYSLER TOWN & COUNTRY LX FWD LWB WAGON			
<b>In Service Dt</b>	01/25/2005	<b>Dealer</b>	66460	<b>Dealer Zone</b>	35	<b>Mileage</b>	44,121
<b>Name:</b>						<b>Contact Type</b>	
<b>Address</b>						<b>Home Phone</b>	
	PORTSMOUTH VA					<b>Country</b>	UNITED STATES

Product - Air Conditioning / Heater - Unknown - Defective - Default	Claims that her air conditioning is having issues.
Product - Electrical - Lamps and Switches - Defective - Default	Claims that her headlights flicker.

Purchased New or Used? Used

If Used, date purchased? 03/21/06 Mileage? 27000

From whom did customer purchase used vehicle?

Other dealer

Customer claims that it having issues with her vehicle that has been going on for a year. The customer states that the dealership has been misdiagnosing the vehicle. The issue is the air conditioning has stopped working and the lights have been flickering. The customer alleges that the dealership saw the issue and they replaced the PCM and the issue still exist. The customer states that the dealership has the vehicle right now and the vehicle has been there since Monday. The customer claims that she has taken the vehicle to the dealership twice for the same issues. Agent contacted the dealership 66460 and spoke with Allen the service manager to inform him of the direct to dealer being sent and provided the reference number. Agent informed the customer that has forwarded the file to the dealership to get the appropriate parties involved to seek a final resolution in the repairs of the vehicle and provided the reference number.

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

ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER

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

Unresolved vehicle concern

Please update this CAIR as required.

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

\$

REASSIGNED TO BC/DLR 35 66460 07/18/07 12:12 O 16522567

\*Contact Date:07/25/2007

Service / Parts Director at the dealership has closed the Cair# 16522567  
Complaint could not be duplicated and explanation has been provided to customer.

CAIR RETURNED FROM DEALER ON 7/25/2007 AT 09:40:329 R 16522567

Caller states that her lights are still acting up intermittently and she claims the dealership is stating that they cannot duplicate the concerns. Caller alleges that the dealership advised her that they need her rental vehicle back now. Caller feels that the dealership has not test drove her vehicle like they should have. Caller alleges that she knows the dealership can duplicate the problem but she just feels that they are not trying to resolve the concerns. Caller is upset that she has this ongoing concern. Writer advised the caller that the only other option would be to get a second opinion and CCA would get additional parties involved again to try and duplicate the concerns. Caller does not want to continue working with this dealership for this concern. Caller states that she does not feel safe in this vehicle and she may seek legal assistance to try and get out of the vehicle.

**Customer Assistance Inquiry Record (CAIR)#****16525059**

<b>Vin</b>	1D4GP24R9	5E	<b>Open Date</b>	07/18/2007	<b>Build Date</b>	03/24/2004	
<b>Model Year</b>	05	<b>Body</b>	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON			
<b>In Service Dt</b>	04/02/2004	<b>Dealer</b>	44419	<b>Dealer Zone</b>	71	<b>Mileage</b>	106,000
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	SYLMAR CA				<b>Country</b>	UNITED STATES	

Recall - G09: - Advise Owner/Incomplete Recall	Advised customer of incomplete recall
Product - Electrical - Lamps and Switches - Other - Default	Customer states tail light cover fell off
Product - Electrical - Unknown - Intermittent or Inoperative - Default	Customer states that headlight switch does not work properly

Purchased New or Used? Used

If Used, date purchased? 01/30/05 Mileage? 22962

From whom did customer purchase used vehicle?

Dealer

Customer seeking warranty coverage information for tail light cover that fell off and also the headlight switch that he states does not work properly. Customer states that Dealer 44419 advised him that these issues were not covered under warranty. Agent advised customer that he has no warranty coverage on this vehicle and no service contracts. Agent advised customer that he is outside of warranty by both time and mileage and these repairs would be at his cost. Advised the customer of incomplete recall G09 for this vehicle. Customer was advised to contact a Chrysler, Dodge, or Jeep dealer to schedule an appointment to complete recall repair.

**Customer Assistance Inquiry Record (CAIR)#****16530937**

<b>Vin</b>	1D4GP24R8	5E	<b>Open Date</b>	07/20/2007	<b>Build Date</b>	05/13/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON			
<b>In Service Dt</b>	09/24/2005	<b>Dealer</b>	67280	<b>Dealer Zone</b>	35	<b>Mileage</b>	37,000
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	HELLERTOWN PA					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Body Hardware - Loose - F. Door-Driver	claims door is coming off the hindge
Product - Electrical - Lamps and Switches - Defective - Default	claims headlight switch is defective.
Product - Brakes - Parking Brake Assy - Defective - Default	claims his emergency brake cable is coming undone.

Customer states the he is having an issue with the vehicle. Customer claims his emergency brake cable is coming undone, the switch to turn on the headlights is defective in that it only works sometimes, and the door seems to be falling off of the hinges. Customer claims he took the vehicle to the dealership and was told that it would be \$90 for the diagnostic and that they wouldn't do the repairs to the vehicle since the customer did not purchase the vehicle there and did not have 50% of his maintenance done there. Customer is seeking assistance with the repairs to the vehicle. Agent transferred to Tier Two for further assistance with the issue. Agent is unable to use structured narrative. Customer is the original owner of this vehicle and owns a total of 4 DCX vehicles. There is no warranty history with these issues. Customer is 1000 miles outside of warranty. Vehicle has not been diagnosed by a dealership. Per WHH17. Purchased vehicle new.

Purchased vehicle from dealer 42507

\*\*\*RECIEVED TRANSFER\*\*\*

Customer seeking good will assistance for a brake cable and the headlights. Customer feels that since he is just beyond warranty the repair should be covered. Customer states that he is working with dealer 667280 but they have not performed a diagnosis yet. Agent contacted Rich the service manager he states that he has never been to their dealership. Agent Rich that DCCAC was looking into possible good will for the customer but a diagnosis would need to be performed first. Agent advised the customer that I do feel inclined to assist him but before I can make a commitment he would need a proper diagnosis from a certified Dodge dealership at his own discretion. Agent provided caller with my extension # 69550. \_



**Customer Assistance Inquiry Record (CAIR)#****16539311**

<b>Vin</b>	2C4GP54LX	5R [REDACTED]	<b>Open Date</b>	07/23/2007	<b>Build Date</b>	08/02/2004	
<b>Model Year</b>	05	<b>Body</b>	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON			
<b>In Service Dt</b>	08/30/2004	<b>Dealer</b>	66183	<b>Dealer Zone</b>	42	<b>Mileage</b>	45,000
<b>Name:</b>	[REDACTED]					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	[REDACTED]					<b>Home Phone</b>	[REDACTED]
	SAGINAW MI [REDACTED]					<b>Country</b>	UNITED STATES

Corporate - Recall - Default - Default - Default	Customer seeking recall information.
Product - Electrical - Lamps and Switches - Other - Default	Customer seeking vehicle repairs.

## \*\*\*\*\* Recall Contact \*\*\*\*\*

Purchased New or Used? Used

If Used, date purchased? 05/09/07 Mileage? 45000

From whom did customer purchase used vehicle?

CDJ dealer

Customer seeking recall information on vehicle. Advised customer there are no incomplete recalls. Customer was informed they will be notified by letter if a there was a recall on the vehicle using the address on file.

Customer called stating the headlights on the vehicle went out while driving. Agent transferred the call to DCCAC per rji6.

\*\*\*Customer seeking information on why he has to pay a \$100.00 deductible for the repairs. Agent explained that the deductible is part of his powertrain warranty and the amount will have to be paid for the repairs. Customer wants this issue a recall.

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

**16543110**

<b>Vin</b>	1C4GP45R1	5E	<b>Open Date</b>	07/24/2007	<b>Build Date</b>	04/06/2005	
<b>Model Year</b>	05	<b>Body</b>	RSYH52	CHRYSLER TOWN & COUNTRY FWD SWB WAGON			
<b>In Service Dt</b>	05/10/2005	<b>Dealer</b>	60098	<b>Dealer Zone</b>	35	<b>Mileage</b>	28,076
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	BROOKVILLE PA					<b>Country</b>	UNITED STATES

Product - Electrical - Speedo/Gauges/Ometer/EIC - Intermittent or Inoperative - Default	Dash lights went out
Dealer - Service/Body Shop - Transaction - Problem Not Resolved - Default	Dealer has not resolved customers concern
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Headlights would just shut off.
Product - Wheels and Tires - Tires - Other - Front-Pass	Passenger front tire has a bubble it in
Referral - Other - Default - Default - Default	Provided number to Goodyear Customer Relations about tire warranty.
Dealer - Service/Body Shop - Transaction - Repeated Trips Required - Default	Vehicle has been to dealer many times for same concerns.
Product - Body / Trim / Paint Finish - Paint Finish - Chipped - All Panels	Vehicle has paint chipping concern which is leading to rust.

Purchased New or Used? New

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

From whom did customer purchase used vehicle? N/A

Vehicle has paint chipping concern but dealer keeps touching it up.

Customer states paint is still chipping and now it is rusting as well.

Headlights would just shut off and that was repaired twice. Since

headlight repair customer has not had issue with that. Dash lights went

out and customer complained to dealer who stated new module is coming out

and when it becomes available they will call her. Customer states it has

been many months and no one has contacted her about dash concern.

Customer called dealer who stated they do not have any records of her

having dash concern. Passenger front tire has a bubble it in and she has

tires for life program with dealer but they will not replace tire unless

it does not pass inspection. Provided number to Goodyear Customer

Relations about tire warranty. Called Jeff the Service Manager stated he

is supposed to pick vehicle up today for customers concern of

intermittent dash concern and paint chipping. Jeff states that he is not

showing anything about touch up paint being put on vehicle but they may

have just done as customer courtesy. Vehicle came in on 4/10/07 for dash

being inoperative which could not be duplicated. STAR was called who

stated they were in the process of having a TSB for this concern. Jeff

states he informed customer he will go back through vehicle personally to

see what is wrong. Informed Jeff of file being sent for resolution per

BE67. Informed customer file will be forwarded to dealer to get

additional parties involved for resolution of concern and provided

reference number.

##### DIRECT-TO-DEALER Code=1A #####

ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER

Please follow your Business Center guidelines in an attempt to

resolve this customer s concern(s). If needed, seek assistance from your

District Mgr, Business Center or STAR. Please update this CAIR within 24

hours of receipt. A case manager from the Customer Assistance

Center may be assigned to this CAIR for follow-up with the

customer and as another resource if required.

Agent called dealer and spoke to Service Manager Jeff to inform that CAIR

was being sent.

CUSTOMER CONTACT INFORMATION: [REDACTED]

#####

REASSIGNED TO BC/DLR 35 60098 07/24/07 13:35 O 16543110

\*Contact Date:07/26/2007

Service / Parts Director at the dealership has closed the Cair# 16543110  
Vehicle operates properly and explanation has been provided to customer.  
CAIR RETURNED FROM DEALER ON 7/26/2007 AT 03:49:305 R 16543110  
\*\*\*\*\*D2D CASE MANAGER FOLLOW-UP\*\*\*\*\* Case Manager Marvin

Telephone:248-9447034

Writer notified the Service Manager, Jeff, SM, he explained that Tuesday (July 24/2007) vehicle was fixed. SM explained that a headlamp switch was replaced to fix the issue. I spoke with Customer who verified that headlamp issue is resolved. Owner claims that Service Manager told her that the paint concern noticed is due to rockchips. Writer advised the Customer that rockchips are not covered by warranty. Owner is displeased with results of dealer inspection. I advised Owner that service inspection is performed only by Dealer so it might be important to further consult with them on any other option. I spoke with SM who advises that the paint issues are apparently all chips from various impacts and not a manufacturing paint process issue. 07/27 SM advised he is more than sure about what he inspected. I advised Customer that Chrysler would note her displeasure. I explained maybe as option Owner can review with her insurance carrier. MFY

Customer states that she contacted Goodyear Customer Relations and they advised that a bubble in the tire are not safe and to contact dealership for further assistance with this issue. Customer states that she contacted the dealer and they advised her that they are not going to replace the tire even though you are a member of the Tire for Life program with them because this is a Goodyear manufacturer issue. Agent advised customer that she would need to continue to work with the dealer or tire manufacturer on the tire issue.

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**Customer Assistance Inquiry Record (CAIR)#****16548605**

<b>Vin</b>	2C4GP44R7	5F	<b>Open Date</b>	07/25/2007	<b>Build Date</b>	09/16/2004	
<b>Model Year</b>	05	<b>Body</b>	RSYH53	CHRYSLER TOWN & COUNTRY LX FWD LWB WAGON			
<b>In Service Dt</b>	01/31/2005	<b>Dealer</b>	60141	<b>Dealer Zone</b>	32	<b>Mileage</b>	37,100
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	MORRISTOWN NJ				<b>Country</b>	UNITED STATES	

Recall - G09: - Advise Owner/Incomplete Recall	Advised the caller of the incomplete recall.
Referral - Tier Two - Internal Escalation - Authorization - Default	Caller seeking assistance with head light issue.
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	States that head lights are not working again.

Purchased New or Used? New

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

From whom did customer purchase used vehicle? 68549

Caller is Mrs. [REDACTED] the daughter of the owner and she state that while the vehicle was in warranty there were issues with the head lights not working at night and the locks and not the issue is back with head lights and she is seeking assistance. Agent consulted with RJB176 and was advised to transfer the caller for further review for possible assistance.

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

What is the customer requesting from DaimlerChrysler?

Assistance with head light repair again.

How far out of warranty is the vehicle/repair by time and/or mileage?  
1,100 miles.

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

No.

Is the customer the original owner of this vehicle?

Yes.

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

One.

Is there warranty history related to the current concern?

Yes.

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

Yes.

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

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

Customer is seeking 100% coverage for the head light issue.

Agent called Dealer 60141, and spoke with Joel, Assistant Service Director.

Stated that has not diagnosed the vehicle.

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

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

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

Customer disconnected call.

Customer states she was disconnected. Caller requesting to speak with previous agent. Agent informed caller that before assistance can be looked into for the headlight, there would have to be a diagnosis by chrysler dealer which would be at her discretion and expense. Agent informed caller that there are no guarantee of assistance. Customer requesting how much expense she is looking at. Agent informed caller that the dealer s are independently owned and operated so they have different diagnosis fees. Agent referred caller to dealer for cost

information.

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**Customer Assistance Inquiry Record (CAIR)#****16557341**

<b>Vin</b>	2C4GP54L4	5R	<b>Open Date</b>	07/27/2007	<b>Build Date</b>	09/07/2004	
<b>Model Year</b>	05	<b>Body</b>	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON			
<b>In Service Dt</b>	09/30/2004	<b>Dealer</b>	67031	<b>Dealer Zone</b>	74	<b>Mileage</b>	44,369
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	EUGENE OR					<b>Country</b>	UNITED STATES

Corporate - Recall - Default - Default - Default	Dealer performing recall G09.
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Intermittent headlamp issue.

Purchased New or Used? New

If Used, date purchased? NA Mileage? NA

From whom did customer purchase used vehicle? CDJ dealer

Dean the service advisor at dealer 67031 called and states customer came in with what has been described as an intermittent problem where the head lamp switch will sometimes not turn on headlamps. Customer has advised dealer that Lithia dealer has promised her issue would be covered under warranty. Dean states unable to duplicate issue at this time. Dean just wanted to get documentation on this issue in case the customer called DCCAC. Agent assured information would be documented and Dean confirmed recall is being taken care of now.

**Customer Assistance Inquiry Record (CAIR)#****16562977**

<b>Vin</b>	2C4GP54L6	5R	<b>Open Date</b>	07/30/2007	<b>Build Date</b>	05/04/2004	
<b>Model Year</b>	05	<b>Body</b>	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON			
<b>In Service Dt</b>	05/27/2004	<b>Dealer</b>	68950	<b>Dealer Zone</b>	32	<b>Mileage</b>	47,723
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	EAST BRUNSWICK NJ					<b>Country</b>	UNITED STATES

Product - Electrical - Lamps and Switches - Other - Default

Issue with headlamp.

Purchased New or Used? New

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

From whom did customer purchase used vehicle?

n/a

Mr. Hennessy calls advising that there is an issue with the headlights on the vehicle. Customer reports that he went to 68950 and they diagnosed the concern to be a headlamp switch issue. Mr. [REDACTED] seeks assistance with the repair. Called 68950 and spoke with service manager Jeff. Jeff was unable to find any documentation of the headlamp concern. Jeff advises that there was a small note of the issue on the invoice. Jeff advises that writer should call back tomorrow and speak with Chris(service advisor) to further discuss the issue. Offered customer a call back at [REDACTED]. Customer accepted.

Called dealer, but Chris was not avail.

Called dealer and spoke with Chris. Chris informs that headlamp switch is determined as the failed component. Chris informs that this customer has only been to this dealer twice since the vehicle was bought. Chris states that he feels assistance is not merited.

Chris advises that repair costs will probably be somewhere between \$100 - \$150. As a one-time goodwill gesture, DCX will reimburse customer for the repairs minus \$10.00

Called customer and left a message.

Customer calls and leaves message. Called customer back and left message.

Agent advised caller of above offer. Caller asked why the dealer can not have her pay the \$10 copay when she goes in. Agent advised caller the offer is from Chrysler customer assistance. Caller will take the vehicle in for repairs and agent supplied the address and fax number for her to send the invoice and proof of payment. Agent asked caller to include reference number with her correspondence.

Customer submits invoice. Customer paid the following:

\$094.00 - Labor

\$053.48 - Parts

\$004.70 - Misc

\$010.65 - Tax

\$162.83 - Total

Chrysler will reimburse \$152.83 as previously agreed. Processing check.

**Customer Assistance Inquiry Record (CAIR)#****16565611**

<b>Vin</b>	2C4GP44R8	5F	<b>Open Date</b>	08/01/2007	<b>Build Date</b>	11/30/2004	
<b>Model Year</b>	05	<b>Body</b>	RSYH53	CHRYSLER TOWN & COUNTRY LX FWD LWB WAGON			
<b>In Service Dt</b>	12/03/2004	<b>Dealer</b>		<b>Dealer Zone</b>		<b>Mileage</b>	62,447
<b>Name:</b>						<b>Contact Type</b>	E-MAIL
<b>Address</b>						<b>Home Phone</b>	
	RINGGOLD GA					<b>Country</b>	UNITED STATES

Product - Electrical - Lamps and Switches - Other - Default	Customer seeking assistance with repairs.
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\*\*\*\*\* EMAIL BRIEF DESCRIPTION CONTENT \*\*\*\*\*

My 2005 Town and Country is having everal electrical problems and is out of warranty

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

My 05 Chrysler Town and Country is having several electrical problems. My van went out of warranty at 36,000 miles and now only having my van less than two years I m faced with high dollar repairs. I m a repeat customer and I plan on purchasing a dodge ram trk this winter. Me and my family where headed out to eat on the 4th of July only to have the van stop running on the highway I had to call other family to come and get the kids and my wife because there were too many of us for the tow trk to pickup. When the dealer checked the van it was the fuel sending unit and it was showing we had gas when we didn t. Now the turn signals stopped working and the windshield wipers have stopped as well and my wife was out with the kids when it started raining and she couldn t see to drive or even signal to move over. Next the passanger window will not work now and the door locks are locking and unlocking at various times and last the headlights will sometime not come on only the day run lights will work and we had to drive home on a very dark highway with only day run lights and that s not safe because the light is more dem than the normal beam of light from the lights when on. My wife has had it with this van and wants to sell it and get another type of van or car. I keep telling her to wait until I can reach Chrysler to see if they will step up to the plate and get these issues resolved. As noted above the warranty is out however I strongly feel it s wrong to have any customer have a product so new have so many problems and think it s ok for that customer to spend Hundreds of dollars to trouble shoot these problems and hope they get fixed. I will be dropping my van off this Friday for them to replace the fuel sending unit (that shouldn t have went out already!!!)and I will have to have them check all these others issues (God only knows how much that will cost me). Please tell me you will do the right thing and step up to help resolve all my issues. I feel it s Chryslers responsibility to take care of these issues once and for all!!! No customer should have to go through what I ve been going through. Having a family I don t have extra money to throw at this van but at the same time it s my family having to ride in this UNSAFE and UNRELIABLE VAN. Please put your family in my place and see if you don t become as upset as I have.

\*\*\*\*\*

Email states:

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

\*\*\*\*\*

I really hate to hear Chrysler doesn t care enough to make the difference. Not one hour after reading this email my engine light came on (yet another new problem God only knows what this will be) not that



Chrysler cares. I wasn't asking Chrysler to pick up the bill but to at least meet me half way with it. This would have cost Chrysler a few hundred dollars but the outcome would have been praise and customer respect but given Chrysler's lack of concern I feel I will have to look toward Ford for my new truck costing Chrysler more than just a few hundred dollars it will now mean a loss of thousands.

I use to tell people how wonderful our Chrysler products were (given the fact I drive a town and country myself) but no more. From this point forward I will only speak of how when we needed help the most they turned their backs to us. I will tell others how they need to look somewhere else.

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**Customer Assistance Inquiry Record (CAIR)#****16579119**

<b>Vin</b>	2D4GP44L7	5R	<b>Open Date</b>	08/02/2007	<b>Build Date</b>	04/22/2004	
<b>Model Year</b>	05	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	06/21/2004	<b>Dealer</b>	23504	<b>Dealer Zone</b>	35	<b>Mileage</b>	40,680
<b>Name:</b>						<b>Contact Type</b>	E-MAIL
<b>Address</b>						<b>Home Phone</b>	
	WASHINGTON PA					<b>Country</b>	UNITED STATES

Recall - G09: - Advise Owner/Incomplete Recall	Customer aware of recall
Referral - Other - Default - Default - Default	Customer referred to different Dodge dealer for 2nd opinion
Corporate - Technical Assistance - Default - Default - Default	Customer seeking information for brakes

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

Issues with 2005 Dodge Grand Caravan

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

Is this normal for a 2005 Dodge Grand Caravan? 5 sets of rotors 5 sets of front brake pads 2 sets of rear brake pads Front calibuers Master Cylinder Brake Booster Serpentine Belt Passenger Door Channel Cable replaced 2 times Replaced Headlamp switch We are looking for an explanation of why this keeps happening? We owned a 2002 Dodge Grand Caravan without ANY problem and upgraded for the NEW Stow and Go seating and got ALOT more than we bargained for. We are going to be in the market again real soon (we want to get rid of the headaches this van is causing us) and just wonder if all the newer Dodge s are made the same, or if we should look into other Makes at this point? Sincerely,

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

Purchased New or Used? New

If Used, date purchased? NA Mileage? NA

From whom did customer purchase used vehicle? NA

\*\*\*\*\*

Customer called before email was worked. Agent informed customer that the email would not be answered. Agent informed customer of recall G09.

Agent informed customer that customer assistance does not have technical assistance. Customer stated that she took the vehicle to a non Chrysler dealer and was informed that she should contact Chrysler to have her concerns addressed. Agent apologized to customer and referred to different Dodge dealer.

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

Customer complains of multiple recurrent brake issues and is seeking information regarding why these issues are occurring with such frequency. Advised customer that information is not available from DCCAC and that she should work with her dealership. Customer states that she just had the pads and rotors replaced again yesterday at an independant repair facility because her dealership advised her that they cannot find anything wrong with the vehicle and that she is simply hard on the brakes. Called dealership and spoke to Service Advisor Mark who verified that the customer is hard on the brakes, and that they have performed several repairs to attempt to appease the customer, but that they can find nothing wrong with the vehicle. Advised the customer of incomplete recall G09 for this vehicle. Customer was advised to contact a Dodge dealer to schedule an appointment to complete recall repair.

**Customer Assistance Inquiry Record (CAIR)#****16587806**

<b>Vin</b>	1C4GP45R2	5E	<b>Open Date</b>	08/07/2007	<b>Build Date</b>	06/22/2005	
<b>Model Year</b>	05	<b>Body</b>	RSYH52	CHRYSLER TOWN & COUNTRY FWD SWB WAGON			
<b>In Service Dt</b>	08/09/2005	<b>Dealer</b>	66623	<b>Dealer Zone</b>	32	<b>Mileage</b>	15,371
<b>Name:</b>						<b>Contact Type</b>	E-MAIL
<b>Address</b>						<b>Home Phone</b>	
	BRIDGEPORT CT					<b>Country</b>	UNITED STATES

Recall - F10: - Advise Owner/Incomplete Recall	Advised customer of incomplete recall.
Corporate - Warranty Coverage - Default - Default - Default	Advised customer of various warranties.
Product - Wheels and Tires - Tires - Excessive Tire Wear - Front-Driver	Customer advises left front tire is wearing.
Product - Body / Trim / Paint Finish - Body Hardware - Rusted - Hood	Customer advises of rust spots under the hood.
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Customer advises the headlights do not work intermittently.
Product - Brakes - Disc Brake Assy/Calipers - Worn - Unknown	Customer advises the vehicle had the wrong brake pads on.
Product - Transmission / Transaxle - Unknown - Other - Default	Customer advises transmission oil was black.

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

Unhappy with the wearing of the whole car

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

Purchased New or Used? NEW

If Used, date purchased? NA Mileage? NA

From whom did customer purchase used vehicle? NA

\*\*\*\*\*

recently my family was preparing to take a vacation, while my husband was changing the oil he noticed the oil in the transmission was a dirty black,

the left front tire is wearing, there are rust spots on the inner door and

under the hood , on occasions the headlights will not go on and when we got

to our destination we had to replace the rotars and pads. When my husband,

who is a mechanic took off the rotars it was discover that the car has the

wrong pads on. We own two Chrysler vehicles and are glad to say the one that get the most use on a daily basis we have not had one problem with since buying. We previously owned a 1990 Voyager and I ll tell you I would

still be driving that because we feel that it was much better car. Thank

You

\*\*\*\*\*

Dea

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

We regret to read of your dissatisfaction in your product and appreciate the time and effort you took to bring this matter to our attention.

Comments like yours are one way to learn of problems that may develop and the improvements that are desired by customers. The information received is used in product development and quality analysis. We have documented your comments and have forwarded them to the appropriate department for review.

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

I do show your vehicle is still within the manufacturer s warranty. It is recommended you have these issues addressed by your local dealership as the repairs for most of the issues you have reported should be covered by warranty. The only ones I can see that would not be are the brake

pads and rotors (this warranty expired at 12 months or 12,000 miles) and the tires (they are covered by the tire manufacturer - Goodyear, 800-321-2136).

Our records indicate that the following recall campaign has not been performed by an authorized Chrysler Motors dealer:

F10 - WINDSHIELD WIPER MOTOR

Since we can't always confirm that the needed service has been performed, we ask that you contact your local Chrysler dealer to make arrangements for an inspection and, if necessary, corrective action at no charge to you.

Please take a copy of this message with you at the time of service.

Thank you again for your email.

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**Customer Assistance Inquiry Record (CAIR)#****16590646**

<b>Vin</b>	2D4GP44L0	5F	<b>Open Date</b>	08/08/2007	<b>Build Date</b>	02/12/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	05/03/2005	<b>Dealer</b>	45234	<b>Dealer Zone</b>	74	<b>Mileage</b>	38,000
<b>Name:</b>						<b>Contact Type</b>	CERTIFIED LETTER
<b>Address</b>						<b>Home Phone</b>	
	EVELETH MN					<b>Country</b>	UNITED STATES

Corporate - Lemon Law - Default - Default - Default	
Product - Electrical - Unknown - Intermittent or Inoperative - Default	

Owner sends in LETTER OF DEMAND FOR REPLACEMENT CERTIFIED MAIL received 08-6-2007. Please respond to the owner complaints listed in letter A.S.A.P Please contact the owner and resolve owner demand for replacement as it relates to state lemon law requirements and implied warranty on this vehicle. SEE PRIOR CAIR OWNER CONTENDS THAT ELECTRICAL ISSUE IS STILL NOT RESOLVED AND IS DEMANDING REPLACEMENT UNDER STATE DEFECT NOTIFICATION PROCESS. PLEASE CONTACT ASAP AND RESPOND TO DEMAND LETTER

Denver CRM forward to D/M for review and resolution...  
 Owner has been unable to duplicate concern. DCX will address any issue under the terms of our warranty. The dealership has been in touch with the owner, they will bring it in if the issue returns.

Customer claims that in July he wrote a letter to Chrysler about some issues that he was having with his vehicle. The customer states that he received a letter back from Chrysler stating that would get back to him on the issue. The customer is seeking lemon law. Customer claims that he has taken the vehicle into the dealership three times for the same issue.

The issue with the vehicle is that the lights on the vehicle go out all of the time when he is driving at night. The customer states that the dealership replaced the headlight switch. The customer is wanting to get the issue repaired. For the first three repairs the customer went to the dealership 44351 then the customer took the vehicle to a different dealership two other times to try and repair the issue. The other dealership the customer has been working with is 45234. The customer states that he is not much help with either of the dealerships. Agent contacted the dealership 44351 and spoke with Butch who provided repair dates and mileage.

02/27/06 13878 for the lights issue: The dealership replaced the front controle module.

12/19/05 12405 for the lights issue: The dealership replaced the headlamp switch.

08/18/05 9645 for the lights issue: The dealership could not dupliacte the concerns.

Agent contacted the dealership 45234 and spoke with Mary who provided repair dates and mileage.

06/29/07 40348 for the lights issue: The dealership could not duplicate the customers concerns.

12/12/06 32296 for the lights issue: The dealership could not duplicate the customers concerns.

Agent informed Mary that the customers issue still existed and informed of the direct to dealer being sent and provided the reference number.

Agent informed the customer that has forwarded the file to the dealership to get the additional parties involved to seek a final resolution in the repairs of the vehicle and provided the reference number.

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

ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER

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

Unresolved vehicle concern Please update this CAIR as required.

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

\$\$\$ \$ \$\$\$ \$ \$\$\$ \$ \$\$\$ \$ \$\$\$ \$ \$\$\$ \$ \$\$\$ \$ \$\$\$ \$ \$\$\$ \$ \$\$\$ \$ \$\$\$ \$

REASSIGNED TO BC/DLR 74 45234 09/14/07 12:08 R 16590646

Spoke with dealership about issue. Service manager is out of office

until 12/10/07. Left message to call back about status of vehicle. -  
grw11

Spoke with Paul at Iron Trail (45234). Vehicle was last in on 10/27/2007  
for concern. Vehicle kept for 7 days and had multiple test drives with  
the Co-Pilot connected. Dealership unable to duplicate customers concern  
at last repair visit.

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**Customer Assistance Inquiry Record (CAIR)#****16590972**

<b>Vin</b>	2D8GP24R1	5F	<b>Open Date</b>	08/06/2007	<b>Build Date</b>	06/29/2004	
<b>Model Year</b>	05	<b>Body</b>	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON			
<b>In Service Dt</b>	07/25/2005	<b>Dealer</b>	43951	<b>Dealer Zone</b>	32	<b>Mileage</b>	29,000
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	WEST HAVEN CT					<b>Country</b>	UNITED STATES

Product - Electrical - Power Door Lock / Deck Lid - Intermittent or Inoperative - Unknown	States that power doors are intermittent.
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Purchased New or Used? New

If Used, date purchased? NA Mileage? NA

From whom did customer purchase used vehicle?

NA

Customer called seeking information on lemon law per her state regulations. Customer stated that she is having an electrical issue with the vehicle and the power doors will not lock. She stated that she has been to dealer 43951 three times for this issue and the locks will work for a day or two and then not at all. Customer is taking vehicle to dealer for a fourth time. Agent contacted dealer 43951 and spoke with Ed, service advisor, and he provided service history:

07/28/07-28514 miles-Doors not locking;Replaced door latch.

07/10/07-28423 miles-Doors not locking;Body control module.

06/13/07-27344 miles-Doors not locking;rest BCM.

Agent advised of D2D being sent on this issue. Agent advised customer that she would have to consult with blue and white booklet or state attorney s office for lemon law regulations per her state. Agent advised customer that her file will be forwarded to get additional parties involved and advised of reference number. Customer stated that she has an appointment tomorrow for this same issue at dealer.

##### DIRECT-TO-DEALER (Code=1B) #####

ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER

Please follow your Business Center guidelines in an attempt to resolve this customer s concern(s). If needed, seek assistance from your District Mgr, Business Center or STAR. Please update this CAIR within 24 hours of receipt. A case manager from the Customer Assistance Center may be assigned to this CAIR for follow-up with the customer and as another resource if required.

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

CUSTOMER CONTACT INFORMATION:

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In addition, the owner is seeking relief under State Lemon Law / Buyback / Arbitration process.

REASSIGNED TO BC/DLR 32 43951 08/06/07 12:30 O 16590972

\*\*\*\*\*Customer Retention Task Force Team \*\*\*\*\*

Called the dealership and left a message for John Roochey, Service Manager to give us a call concerning an open CAIR on this customer. djs

Spoke with John Roochy; Service Manager

RO#308182 MI 28699 8/6/07

Door locks not working properly

flashed the PCM

RO #308048 8/1/07 MI 28515

Door lock would not work (not sure of which door)

Door latch

307836 MI 28514 7/26/07 (2 days)

Concern: head light were coming on intermittently

Door locks would not work

Repair: Order door latched

Unable to duplicate the headlight concern

G09 - Replace airbag sensors

RO #307159 MI 28423 7/9/07 (2 days)

Door locks were not working  
Replaced body control module  
RO# 306403 MI 27344 6/11/07 (2 days)  
Concern: Power door locks do not work with button or remote  
Reset the body control  
Head lights didn t work intermittently  
Unable duplicate the concern  
2/19/07 303436 MI 22988  
Concern: Headlights would not come on  
Repair: Unable to duplicate  
1/3/07 RO #302244 MI 21498  
Concern: Groaning noise from power steering  
Repair: Replaced the oil reservoir; replaced pump assembly  
10/30/06 MI 18899 RO 300734  
Concern: Noise in the front  
Repair: Stabilize the links and sway bar bushings were replaced  
\*\*\*I2R Speaks to Customer \*\*\*\*\*  
Customer says that the car is running fine. And the electrical doors are w  
orking fine. Customer is satisfied. Closing CAIR. djs

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**Customer Assistance Inquiry Record (CAIR)#****16602403**

<b>Vin</b>	1D4GP25B5	5E	<b>Open Date</b>	08/08/2007	<b>Build Date</b>	07/29/2004	
<b>Model Year</b>	05	<b>Body</b>	RSKL52	DODGE CARAVAN SE FWD SWB WAGON			
<b>In Service Dt</b>	09/11/2004	<b>Dealer</b>	66479	<b>Dealer Zone</b>	35	<b>Mileage</b>	41,900
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	TELFORD PA					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Airbag light issue.
Recall - G09: - Advise Owner/Incomplete Recall	Customer seeking recall information.
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Customer claims headlight problems.

Purchased New or Used? new

If Used, date purchased? N/A

Mileage?N/A

From whom did customer purchase used vehicle?

CDJ dealer

Customer states he took vehicle in to dealer 66479. because the headlights sometimes do not work when they turn them on. Customer states he told the dealer about this one year ago but dealership did not document or duplicate the problem. Customer states dealer has no record of this. Agent called dealer and spoke to David and he stated that he does not have a record for the vehicle being brought in for the headlights. David states he does not know if the reason the problem was not documented is because the customer did not tell them or because someone at dealer did not do there job. David states the customer has been coming to his dealership 10/2004. and has been in his shop a total of ten times since customer has owned vehicle and headlight problems have never been documented.

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

per Rji6.

Writer reviewed the above assistance request with the customer. Agent called dealer 66479 and spoke to David, who verified that the vehicle needs a headlight switch. The dealer was unable to diagnose an airbag light issue. Exact vehicle mileage of 41,923. Dealer was unable to obtain complete warranty repair cost due to dealerconnect being down. Customer cost of \$187.00. Due to system concern CCAC will reimburse the customer minus 25.00 due to owner loyalty (3) vehicles per COIN and short time outside of warranty. Writer informed customer of the above offer, provided fax information, verified mailing address, and referred the customer to a Dodge dealership for recall completion. Customer states the dealership in he process of completing the recall.

Writer received fax of repair documentation requested for reimbursement of a headlight switch repair performed at dealer 66479 on 8/9/07. The part cost was \$77.00, labor 72.00, and tax 8.94 for a total of 157.94. Agent called the dealership and spoke to Dan who verified payment. CCAC reimbursing the agreed upon amount of 132.94. Check processed for 132.94 for agreed upon amount.

**Customer Assistance Inquiry Record (CAIR)#****16618882**

<b>Vin</b>	2D4GP44L0	5R	<b>Open Date</b>	08/13/2007	<b>Build Date</b>	06/02/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	06/27/2005	<b>Dealer</b>	44664	<b>Dealer Zone</b>	32	<b>Mileage</b>	24,600
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	SHIRLEY MA					<b>Country</b>	UNITED STATES

Dealer - Service/Body Shop - Personnel - Courteous - Service Management	Customer says she is very pleased with Chiara, the service manager.
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Customer states that headlights will flicker and go out at times.
Product - Electrical - Engine Wiring - Other - Default	Customer states that the wiring harness was replaced for light issues.
Dealer - Service/Body Shop - Transaction - Repeated Trips Required - Default	Customer states vehicle has been at dealer for repairs 3 times for issue.

Purchased New or Used? New

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

From whom did customer purchase used vehicle?

N/a

Customer states that the headlights keep going off on the vehicle. She says that it has been at the dealer three times for repairs, and says that the vehicle has been at the dealer since Wednesday.

She states that when the issue happens, the lights will flicker on and off, and sometimes shut off altogether.

She said that in January, she went to start the vehicle, and says that nothing on the dashboard would come on, and states that the engine did come on, but no lights would come on.

Customer states that she does not feel safe in this vehicle, and says that she wants a reliable vehicle she can count on. She states that she would like a new vehicle. She states that the dealer is going to sent her home with the vehicle today because they cannot diagnosis. She said that she has been working with the service manager, Chiara, and states that she has been wonderful and extremely helpful for customer.

Agent contacted dealer and spoke with Chiara, the service manager. She provided the following repair history for vehicle.

01/11/07 at 18309 miles the headlights would intermittently go out.

Dealer found no codes, STAR online indicated to replace headlamp switch, per tech tip. No duplication was found, but repair was done per tech tip.

07/31/07 at 23,443 miles, the headlights flickering per customer, no codes found, but per tech tip, battery was replaced.

08/10/07 at 24,600 miles, states that headlights shut off for 12 seconds, and came back on. Dealer says that vehicle has been test driven, but no duplication was found. Dealer is waiting to speak with STAR Center. No updates to tech tips, and no bulletins found.

Agent advised Chiara that due to repair history, and customer s request for buyback, agent is sending a direct to dealer, and having a case manager review file. Chiara stated that she would welcome any technical assistance that STAR could provide.

Agent consulted with MDB79, and will reassign file for further review of customer s buyback.

Agent contacted customer and advised her that she would be contacted back regarding her request for buyback. She stated again that the dealer has been wonderful, and that she is very pleased with Chiara. Agent advised that her comments were noted. Customer said that if secondary number needed to be contacted [REDACTED] it was extension 20.

##### DIRECT-TO-DEALER (Code=1B) #####

ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER

Please follow your Business Center guidelines in an attempt to

resolve this customer s concern(s). If needed, seek assistance from your

District Mgr, Business Center or STAR. Please update this CAIR within 24 hours of receipt. A case manager from the Customer Assistance Center may be assigned to this CAIR for follow-up with the customer and as another resource if required.

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

CUSTOMER CONTACT INFORMATION: [REDACTED]

#####

In addition, the owner is seeking relief under State Lemon Law / Buyback / Arbitration process.

REASSIGNED TO BC/DLR 32 44664 08/13/07 15:09 O 16618882

The customer states that she is supposed to be receiving a call back and agent informed her that the file was sent to the dealership to get the appropriate parties involved and that the file will bring this to the attention of the GM, DM that she is requesting lemon law/ buy back. The customer was referred to the dealership for any updates on her file.

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

Please refer all calls to Paula Kerr at (800)215-6230 extension 443

Spoke with Chiara, Service Manager and she said that she hasn't heard from the customer in about a week. They took care of the squeaking noise by lubricating the strut boot. Unable to duplicate the concern of the headlight flickering. Chiara said that she took the car home with her three nights and the dealership's service director took it two nights and it was driven during the day and they were still unable to duplicate the concern. djs Spoke with Mr. [REDACTED] at his office and he said that the vehicle is working fine. Closing case. djs

Mrs. [REDACTED] called and said that the car's headlights are flickering again. She said that she wanted out of the vehicle because she has to drive dark roads and it scares her children when the lights are inoperable.

Called Chiara LeClaire, Service Manager at the dealership to let her know that the customer would be returning the car to the dealership and asked her to call us so that we could collaborate on getting an assessment of what's going on with her flickering headlights. djs

Customer seeks update on this file. Previous owner called in regarding CAIR#: 16618882. Customer report her case manager Paula no longer work at Chrysler and was referred to a DJ

Street in Texas. Customer reports that headlight went out on previously owned vehicle. Customer report traded vehicle for another vehicle since the headlight never could work. Customer report traded in for a Honda. Customer was promised that a DJ Street in Texas that she would pay off her loan. Agent consulted with CDC45 and was advised to document and reassign to OWNER RETENTION BUYBACK TASKFORCE TEAM.

Customer wanted DCX to reimburse her for \$1300 that she paid for a downpayment as she traded her vehicle for a Honda. We told her that once she traded the vehicle to the dealership that sold her the Honda, we were out of the equation. Customer was unhappy with our response.

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**Customer Assistance Inquiry Record (CAIR)#****16639917**

<b>Vin</b>	2D4GP44L6	5R	<b>Open Date</b>	08/17/2007	<b>Build Date</b>	11/01/2004	
<b>Model Year</b>	05	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	12/31/2004	<b>Dealer</b>	44091	<b>Dealer Zone</b>	42	<b>Mileage</b>	32,482
<b>Name:</b>	[REDACTED]					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	[REDACTED]					<b>Home Phone</b>	[REDACTED]
	SOUTH WHITLEY IN [REDACTED]					<b>Country</b>	UNITED STATES

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

Customer states the dash lights and headlights flicker.

Customer claims to be having issues with the headlights in the vehicle intermittently flickering. Customer states she has been to the dealership four times in regards to this but they stated they have done all they can to correct the issue even though it is still occurring. Customer has no plans to take the vehicle back to a dealer at this time. Agent informed customer the next time she has the vehicle at the dealer to contact CCAC to have a file forwarded to get additional parties involved.

**Customer Assistance Inquiry Record (CAIR)#****16648968**

<b>Vin</b>	1D4GP25B2	5E [REDACTED]	<b>Open Date</b>	09/24/2007	<b>Build Date</b>	07/01/2004	
<b>Model Year</b>	05	<b>Body</b>	RSKL52	DODGE CARAVAN SE FWD SWB WAGON			
<b>In Service Dt</b>	05/30/2005	<b>Dealer</b>	44995	<b>Dealer Zone</b>	35	<b>Mileage</b>	46,000
<b>Name:</b>	[REDACTED]					<b>Contact Type</b>	LETTER
<b>Address</b>	[REDACTED]					<b>Home Phone</b>	[REDACTED]
	SCOTTDALE PA [REDACTED]					<b>Country</b>	UNITED STATES

Recall - G09: - Advise Owner/Incomplete Recall	advised to visit authorized CDJ dealer to make recall G09 complete
Recall - G09: - Reimbursement	customer seeks reimbursement for G09 repairs

Purchased New 05-30-05 Mileage 266 Purchased from Solomon CDJ 44995

Repairs at an IRF, paid via cash- Recall Related

Customer seeking reimbursement for G09 recall repairs. The repairs were done on 06-18-07 at Greg s Car Care. The customer sent in an invoice indicating that the repair was paid for by cash. Agent contacted the independent repair facility on 09-24-07 at 2:32 p.m. at [REDACTED] and spoke to Greg. Greg stated that the G09 repairs were performed on 06-18-07 the fuse panel box was also cleaned as Greg called the CDJ dealership to see about as to why the customer may be having the headlight problem. CDJ said he should clean the fuse panel as it may corrode due to rust. Greg verified the repairs were paid in full . The repair cost are as follows:

Labor-\$45.00

Parts-\$127.00

Tax-\$10.32

The total amount of the repair was \$182.32. Due to the fact the repair was due to recall G09, Chrysler will reimburse the customer in the amount of \$182.32. Per JAY18.

Agent called customer on 09-24-07 at 3:00 p.m. on the [REDACTED] phone and spoke to customer who agreed to reimbursement amount of \$182.32 for repairs done for recall G09. Verified address for check to be sent and customer will allow 30 days to receive check. Gave 1-800-992-1997 CCS phone number and 16648968 reference number. Advised that recall G09 is incomplete and to visit an authorized CDJ dealer to have inspection. Agent created check for total \$182.32 payable to Merritt Bailey 719 Pittsburgh St. Scottsdale PA 15683 Agent reassigned to 81K. Processing check.

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

**16672963**

<b>Vin</b>	2D4GP44L9	5F	<b>Open Date</b>	08/27/2007	<b>Build Date</b>	10/04/2004	
<b>Model Year</b>	05	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	11/26/2004	<b>Dealer</b>	45090	<b>Dealer Zone</b>	66	<b>Mileage</b>	30,000
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	KNOXVILLE TN					<b>Country</b>	UNITED STATES

Product - Electrical - Power Sliding Door - Intermittent or Inoperative - Both Sides	doors intermittent
Product - Body / Trim / Paint Finish - Seat Upholstery - Broken, Cracked - Unknown	seat broken
Product - Wheels and Tires - Tires - Excessive Tire Wear - Unknown	tires worn
Product - Electrical - Lamps and Switches - Other - Default	turn signals
Product - Drivability - Unknown - Other - Default	vehicle cut off
Product - Suspension - Unknown - Noisy - Unknown	vehicle noisy

Purchased New or Used?new  
 If Used, date purchased? na Mileage? na  
 From whom did customer purchase used vehicle?  
 na  
 Customer, [REDACTED] called in stating that the seat is broken, the vehicle stopped in the middle of the road, when turning on right signal the left also comes on, the tires are worn, the sliding doors have intermittent issues, there is noise/shaking in the front end, and intermittently there is a strong aroma of gas in the vehicle. Customer feels that this vehicle is a lemon. Contacted dealer and spoke with Larry, manager.  
 5/29/07- 1 day out of service 24283m headlights on signals come on-- unable to duplicate; a/c intermittent--recharge and add freon; engine stalls when stop-- flash computer; left sliding door inoperative-- unable to duplicate  
 4/30/07- 21715m no start-- replace battery  
 4/20/07- 1 day no start concern--battery and computer fine at this time; oil change performed  
 3/7/07- 1 day 19055m right rear vent window unable to open-- replace master switch; battery complaint--charge and system check  
 2/28/07- 2 days out of service driver seat bezel broken-- replace trim panel; right slide door intermittent-- unable to duplicate; power steering leak-- replace rack and pinion; noise in front end-- rack and pinion related; right front seat belt tightens when going up hill-- unable to duplicate  
 Advised customer that the file is being forwarded to get appropriate parties involved. Advised caller to maintain contact with the dealer.  
 ##### DIRECT-TO-DEALER (Code=1B) #####  
 ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER  
 Please follow your Business Center guidelines in an attempt to resolve this customer s concern(s). If needed, seek assistance from your District Mgr, Business Center or STAR. Please update this CAIR within 24 hours of receipt. A case manager from the Customer Assistance Center may be assigned to this CAIR for follow-up with the customer and as another resource if required.  
 Agent called dealer and spoke to Larry to inform that CAIR was being sent.  
 CUSTOMER CONTACT INFORMATION: [REDACTED]  
 #####  
 In addition, the owner is seeking relief under State Lemon Law / Buyback / Arbitration process.  
 REASSIGNED TO BC/DLR 66 45090 08/27/07 14:58 O 16672963  
 \*\*\*Customer calling to report that it will cost over \$600.00 for the repairs. Customer seeking assistance with the repairs. Customer states the brakes and rotors for the front need to be replaced along with the axel. Customer states that the rotors in the rear need to be replaced. Agent consulted with WHH17. Agent contacted the dealer 45090 and spoke

with Alan, service writer. Alan informed the agent that the brakes, pads, and rotors need to be replaced. Alan stated he is already giving her a discount on the parts and labor. Agent consulted with DLP68 and Chrysler will not be able to assist with the repairs due to that fact that the dealer is already assisting.

\*Contact Date:09/01/2007

Service / Parts Director at the dealership has updated the Cair# 16672963  
An appointment has been set with the customer.

\*Contact Date:09/14/2007

Service Director at the dealership has updated the Cair# 16672963  
An appointment has been set with the customer.

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**Customer Assistance Inquiry Record (CAIR)#****16686683**

<b>Vin</b>	1D4GP45R6	5E	<b>Open Date</b>	08/30/2007	<b>Build Date</b>	08/10/2004	
<b>Model Year</b>	05	<b>Body</b>	RSKH52	DODGE CARAVAN SXT FWD SWB WAGON			
<b>In Service Dt</b>	12/16/2004	<b>Dealer</b>	41917	<b>Dealer Zone</b>	32	<b>Mileage</b>	32,000
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	HOPEWELL JUNCTION NY					<b>Country</b>	UNITED STATES

Recall - G09: - Advise Owner/Incomplete Recall	Advised customer of incomplete recall
Corporate - CNA Change - Default - Default - Default	Customer needed to change address
Product - Electrical - Power Door Lock / Deck Lid - Intermittent or Inoperative - Unknown	Customer states that door locks do not work
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Customer states that headlights work intermittently
Product - Electrical - Power Windows - Intermittent or Inoperative - Unknown	Customer states that sat this time the windows are operating slowly
Product - Steering - Power Rack and Pinion / Gear - Other - Default	Customer states that the rack is having to be replaced again

Purchased New or Used? New

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

From whom did customer purchase used vehicle?

n/a

Customer calls seeking recall information. Advised the customer of incomplete recall G09 for this vehicle. Customer was advised to contact a Dodge dealer to schedule an appointment to complete recall repair.

Customer needed to change address and agent did so.

Customer states that she has had numerous issues with this vehicle . She says that she wants out of the vehicle. She has had the vehicle to three different dealers for these issues. She says that Chrysler had told her that if her issues still existed that they would make it right. Customer states that she wants out of the vehicle.

Agent contacted dealer 41917 and spoke to Richard the service manager who informed him that this is the first time this dealer has seen this vehicle. He also provided the following information

Vehicle arrived at the dealer on 8/29/07 at 32835 miles Customer complains that the power door locks do not work, that there is a noise from the front suspension when turning, that the headlights work when they want to, that the windows operate slowly or not at all, that the A/C does not cool properly and the vehicle hesitates when the A/C is on. Richard says that the dealer is replacing the rack,sway bar, and bushings for the noise issue. they are replacing a switch for the headlight issue. That there is a software upgrade available for the lock issue. He also said that they have not been able to duplicate the window issue and the A/C/hesitation issue. He also said that the check engine light was on but they have not yet had a chance to look into that.

Agent contacted dealer 60266 and spoke to wayne the service manager who provided the following history.

on 3/27/06 at 12951 miles headlights intermittent dealer unable to duplicate

on 1/6/06 at 15001 miles customer complains of noise in front end while turning. Dealer unable to duplicate.

Agent contacted dealer 44115 and spoke to Anthont the service manager who provided the following information.

On 4/14/05 at 3735 miles customer complains of a rubbing noise while turning.

Dealer ordered a rack which was replaced on 4/28/05 at 4150 miles

On 12/15/05 at 10766 miles Customer complains of pulling to the right and a noise in the front end when turning.



Dealer found that the tires had only 25 PSI and properly inflated the tires which corrected the pulling issue. Dealer was not able to duplicate the noise.

Agent informed Richard at dealer 41917 and the customer that the file was being sent to the dealer to get the appropriate parties involved.

##### DIRECT-TO-DEALER (Code=1A) #####  
ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER  
Please follow your Business Center guidelines in an attempt to resolve this customer's concern(s). If needed, seek assistance from your District Mgr, Business Center or STAR. Please update this CAIR within 24 hours of receipt. A case manager from the Customer Assistance Center may be assigned to this CAIR for follow-up with the customer and as another resource if required.

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

CUSTOMER CONTACT INFORMATION: [REDACTED]  
#####

REASSIGNED TO BC/DLR 32 41917 08/30/07 13:52 O 16686683  
\*Contact Date:09/04/2007

Service Manager at the dealership has closed the Cair# 16686683  
Warranty repair has been documented on Repair Order#4393  
CAIR RETURNED FROM DEALER ON 9/04/2007 AT 09:37:619 R 16686683  
\*\*\*\*\*D2D Case Manager Followup\*\*\*\*\* Mike 248-944-7173.

Called dealer on 9/5/07 SM advised vehicle issues have been fixed owner has not been back. Writer called customer same day no answer left message with direct phone number to call if further assistance is needed.

Called customer back again on 9/6/07 still no answer left second message to go over concerns with vehicle provided direct number for further assistance.

Called customer back again on 9/7/07 no answer left message with direct phone number if further assistance is needed. Dealer has fixed issues with vehicle customer has not come back.

Customer called writer on 9/18/07 said vehicle is going back in for door issue again. Writer will authorize rental when vehicle is diagnosed.

Dealer was contacted on 9/25/07 SM said all repairs were completed and customer picked up vehicle. Writer contacted customer who said issues with door were fixed. Provided direct phone number if further assistance is needed.

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**Customer Assistance Inquiry Record (CAIR)#****16691552**

<b>Vin</b>	1C4GP45R1	5E [REDACTED]	<b>Open Date</b>	08/31/2007	<b>Build Date</b>	03/21/2005	
<b>Model Year</b>	05	<b>Body</b>	RSYH52	CHRYSLER TOWN & COUNTRY FWD SWB WAGON			
<b>In Service Dt</b>	04/12/2005	<b>Dealer</b>	60111	<b>Dealer Zone</b>	35	<b>Mileage</b>	55,206
<b>Name:</b>	[REDACTED]					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	[REDACTED]					<b>Home Phone</b>	
	KANSAS CITY MO [REDACTED]					<b>Country</b>	UNITED STATES

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Product - Electrical - Lamps and Switches - Complete Failure - Default	Customer states check engine light is on and headlamps inop.
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**Customer Assistance Inquiry Record (CAIR)#**

**16708832**

<b>Vin</b>	1D4GP24RX	5E	<b>Open Date</b>	09/06/2007	<b>Build Date</b>	08/04/2004	
<b>Model Year</b>	05	<b>Body</b>	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON			
<b>In Service Dt</b>	08/19/2005	<b>Dealer</b>	42310	<b>Dealer Zone</b>	66	<b>Mileage</b>	27,200
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home</b>	
	LEHIGH ACRES FL					<b>Country</b>	UNITED STATES

Product - Drivability - Unknown - Hesitation/No Power - Default	Customer has acceleration issues.
Product - Differential Gear Assy's - Axle Shaft - Broken, Cracked - Front-Driver	Customer has axle issues.
Product - Differential Gear Assy's - Axle Shaft - Broken, Cracked - Front-Pass	Customer has axle issues.
Product - Electrical - Unknown - Defective - Default	Customer has electrical issues.

Purchased New or Used? New

If Used, date purchased? NA Mileage? NA

From whom did customer purchase used vehicle?

CDJ dealer

Customer states her axle has broke for the second time today and she has had several electrical issues. Customer states she no longer feels comfortable in the vehicle and she would like to have a new one. Agent called dealership 42310 @ [REDACTED] and spoke with Carol. Carol provides following repair history:

9/6/07-9/6/07 27491miles: Customer complains about the axle. Dealership replaces front right axle.

6/13/07-6/13/07 26019 miles: Customer complains of dash lights AC and head lights all going off. Dealership replaced battery.

1/19/07-1/22/07 23302 miles: Customer complains of turn signals not working on dash. Dealership could not duplicate the problem.

11/24/06-1/27/06 21913 miles: Customer complains of no power when accelerating. Dealership could not duplicate problem.

10/6/06-10/9/06 19730 miles: Customer complains of clanking noise in front end. Dealership replaces front left axle.

Agent informed Carol the vehicle has been off road for more than ten days and to expect the file. Carol agreed. Agent informed customer the file is being forwarded to get the appropriate parties involved and to refer to her blue and white booklet for further information on the Lemon Law. Agent explained Lemon Law is bound by local and state laws and the necessary information will in that booklet. Agent provided reference number. Customer understood.

##### DIRECT-TO-DEALER (Code=1B) #####  
 ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER  
 Please follow your Business Center guidelines in an attempt to resolve this customer s concern(s). If needed, seek assistance from your District Mgr, Business Center or STAR. Please update this CAIR within 24 hours of receipt. A case manager from the Customer Assistance Center may be assigned to this CAIR for follow-up with the customer and as another resource if required.

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

CUSTOMER CONTACT INFORMATION [REDACTED]  
 #####

In addition, the owner is seeking relief under State Lemon Law / Buyback / Arbitration process.

REASSIGNED TO BC/DLR 66 42310 09/06/07 18:39 O 16708832  
 Customer called back stating that the electrical issue is still occuring on the vehicle. She stated that the vehicle has made her stranded again and she is waiting on a tow truck to pick up the vehicle. Customer stated that the vehicle is grinding noise when turning and it is riding rough. She stated that she sent in the letter in for arbitration inquiry. She stated that this was sent on 09/10/07. Customer stated that she wanted this documented in this file. Agent advised that this information has been documented for her.

\*\*\*\*\*D2D CASE MANAGER FOLLOW-UP\*\*\*\*\* Case Manager NAME: Susan Telephone:  
248 944-7057

Called dealer and spoke with Matt who states they did go on test drive and verified one concern. States they are still inspecting. Provided direct line and informed Matt if owner needs loaner writer will authorize.

Called owner who states she is frustrated with vehicle and is seeking loaner.

Informed owner writer will offer loaner as goodwill and referred to Matt at dealer.

Provided owner writers 800/ext.

Owner appreciated the call.

REASSIGNED TO BC/DLR 66 42310 09/14/07 11:12 O 16708832

Owner called back and states she spoke with Matt who informed her he would call her back if vehicle was not ready by today.

She would also like to document that previously dealer informed her she did not give them enough time to inspect. States each time they would only keep it one night and tell her to pick it up the next day.

States she is willing to leave it longer.

Called Matt who states they will keep vehicle a little longer but have not been able to duplicate.

States he will call owner back and set her up in loaner for the weekend and will continue to test.

REASSIGNED TO BC/DLR 66 42310 09/14/07 16:15 O 16708832

Owner left message requesting writer reimburse her for rental insurance which cost her 14.00.

Left message for owner requesting she fax receipt / proof of payment to writer at 248 512-8084.

\*\*Spoke with Matt who states dealer could not duplicate any problems with the vehicle. States he is going to call owner but knows she is not going to be happy. States owner had loaner for a total of 6 days at 35.00 a day.

Writer will submit PA CLAIM.

\* Owner left message.

Spoke with owner to explain no repairs can be made if dealer can not duplicate and no codes come up in the system.

Owner understands and will call back if problem gets worse.

Owner sent fax. Called Matt at dealer and left message.

Received fax from owner from Enterprise for 5 days of insurance at 14.99 a day = 74.95.

As one time goodwill offer writer will reimburse for insurance.

Customer called regarding her concern and the reimbursement. Customer had a question would only speak with case manager Susan about this. Agent transferred to her extension.

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**Customer Assistance Inquiry Record (CAIR)#****16730907**

<b>Vin</b>	1C4GP45RX	5E	<b>Open Date</b>	09/13/2007	<b>Build Date</b>	09/02/2004	
<b>Model Year</b>	05	<b>Body</b>	RSYH52	CHRYSLER TOWN & COUNTRY FWD SWB WAGON			
<b>In Service Dt</b>	09/23/2004	<b>Dealer</b>	68868	<b>Dealer Zone</b>	42	<b>Mileage</b>	73,000
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	JACKSON MI				<b>Country</b>	UNITED STATES	

Product - Electrical - Lamps and Switches - Defective - Default

Headlights not working properly.

Purchased New or Used? New

If Used, date purchased?NA Mileage?NA

From whom did customer purchase used vehicle?CDJ dealer

Customer calling in seeking some assistance with the repair of her headlight switch. Customer alleges she experienced the problem while in warranty, but dealership could not find the problem at the time of visit.

Customer is wanting repair to be done under warranty. Agent consulted with LGP14 and CCAC will not assist with the repair of the headlight switch. Customer disconnected the line.

**Customer Assistance Inquiry Record (CAIR)#****16748056**

<b>Vin</b>	1D4GP24R7	5E	<b>Open Date</b>	09/26/2007	<b>Build Date</b>	11/11/2004	
<b>Model Year</b>	05	<b>Body</b>	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON			
<b>In Service Dt</b>	11/15/2004	<b>Dealer</b>		<b>Dealer Zone</b>		<b>Mileage</b>	37,000
<b>Name:</b>						<b>Contact Type</b>	E-MAIL
<b>Address</b>						<b>Home Phone</b>	
	HEALDTON OK					<b>Country</b>	UNITED STATES

Product - Electrical - Speedo/Gauges/Ometer/EIC - Intermittent or Inoperative - Default	States dash board lights flashing.
Product - Electrical - Radio/Spkrs/Clock/Antenna - Noisy/Static/Interference - Default	States radio pops.
Product - Electrical - Lamps and Switches - Other - Default	States the head lights flashing.

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

Problems with my Dodge Grand Caravan

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

Purchased New or Used? Used

If Used, date purchased? 03/13/07 Mileage? n/a

From whom did customer purchase used vehicle? n/a

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EMAIL STATES:

Have had problems with dash board lights flashing, head lights flashing, radio popping, etc. Dealer is refusing to help. Have had these problems since February when I bought the car. Finally was sent to Glen Polk in Gainesville, TX. Found out the vehicle has been in a wreck. Received the vehicle back in 6 weeks and now the problem is worse. Please help.

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

REPLY STATES:

Thank you for contacting the Dodge Customer Assistance Center regarding the dash board light issue you are experiencing with your 2005 Dodge Grand Caravan.

We regret to read of your dissatisfaction in your product and appreciate the time and effort you took to bring this matter to our attention.

Comments like yours are one way to learn of problems that may develop and the improvements that are desired by customers. The information received is used in product development and quality analysis. We have documented your comments and have forwarded them to the appropriate department for review.

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

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

**Customer Assistance Inquiry Record (CAIR)#****16756899**

<b>Vin</b>	1D4GP24R8	5E	<b>Open Date</b>	09/20/2007	<b>Build Date</b>	06/27/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON			
<b>In Service Dt</b>	06/27/2005	<b>Dealer</b>	42866	<b>Dealer Zone</b>	71	<b>Mileage</b>	43,000
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	EVERETT WA					<b>Country</b>	UNITED STATES

Recall - F06: - Advise Owner/Incomplete Recall	Agent advised customer of recall.
Recall - F10: - Advise Owner/Incomplete Recall	Agent advised customer of recall.
Dealer - Service/Body Shop - Personnel - Discourteous/ Rude - Service Advisor	Customer has a complaint about a service advisor
Referral - Chrysler Credit - Default - Default - Default	Customer referred to Chrysler financial.
Corporate - Dealer Information - Default - Default - Default	Customer seeking another dealership to work with.
Product - Electrical - Lamps and Switches - Other - Default	Customer states the head lights did not work.

Purchased New or Used? Used

If Used, date purchased? Sept 2006 Mileage? 31,999

From whom did customer purchase used vehicle? Other dealer

Customer called stating that the lights on the vehicle stopped working.

Customer states she called the dealership and was advised they could not work on the vehicle till next week. Customer states the advisor was Bill and he was rude. Customer states she is very upset with the dealership.

Customer states yesterday she sat and read the manual and figured out how to fix the vehicle. Customer states she is wanting to get the recall completed but does not want to take the vehicle to this dealership for

the recalls. Agent advised customer that she can take the vehicle to any Dodge dealer. Customer asked agent to call dealer and see if they will

look at the vehicle. Agent contacted the dealership and spoke with Tina a service Advisor. Agent advised Tina of the customer s situation and asked if they could look at the vehicle for the customer. Customer then asked

about getting the vehicle refinance with Chrysler financial. Agent advised customer would have to speak with Chrysler financial and provided the number and transferred for further assistance. Agent referred

Customer to this dealer:

Dwayne Lane s Dodge  
7800 EVERGREEN WAY  
EVERETT, WA 98203  
Phone: (425) 267-9000

**Customer Assistance Inquiry Record (CAIR)#****16767176**

<b>Vin</b>	2C4GP54L9	5R	<b>Open Date</b>	09/24/2007	<b>Build Date</b>	07/28/2004	
<b>Model Year</b>	05	<b>Body</b>	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON			
<b>In Service Dt</b>	09/21/2004	<b>Dealer</b>	23294	<b>Dealer Zone</b>	35	<b>Mileage</b>	40,600
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	RICHMOND VA					<b>Country</b>	UNITED STATES

Product - Electrical - Unknown - Other - Default	Software update done on vehicle.
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Purchased New or Used? new

If Used, date purchased? na Mileage? na

From whom did customer purchase used vehicle?

na

Customer states that he brought his vehicle into dealer for his power locks not working and his headlights working intermittently. He states the vehicle needed a software update. He states that he was charged the deductible of \$50 because he is under the warranty. Customer states he is seeking to know why he had to pay \$50 for something that Chrysler should have taken care of. Customer was informed that this is not a recall item. Customer states that he wants to know why he was not notified that the vehicle needed a software update. He states that his vehicle was in for a state inspection and he was not informed of this. Customer seeking to know why he was charged the \$50 deductible for something beyond his control and why Chrysler would not notify the vehicle software needs an update and if he should not have been charged the \$50.00 when will he be reimbursed. Customer states his receipt shows that all the labor and parts etc show zero charge but he was charged \$50.00 for the software update, he states he would think there would be more charges other than the software update. Customer was informed that per his service contract he has a \$50.00 deductible. Customer upset and states he should not have had to pay for this software update. He states this is not how his service contract works. He states that his parts are supposed to be covered and he has the \$50.00 deductible that he pays. Customer upset and requesting a supervisor. Agent advised that concurred with supervisor and customer states that this should have been covered under a recall and he thinks that Chrysler should have notified him that his vehicle needed an update. Agent advised this does not have a recall and that he was charged \$50.00 because that is what his max care service contracts covers. Customer disconnected call.



**Customer Assistance Inquiry Record (CAIR)#****16791916**

<b>Vin</b>	2D8GP44L2	5R	<b>Open Date</b>	10/01/2007	<b>Build Date</b>	01/18/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	01/31/2005	<b>Dealer</b>	23341	<b>Dealer Zone</b>	42	<b>Mileage</b>	64,700
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	GREENVILLE OH					<b>Country</b>	UNITED STATES

Product - Fuel System - Gas Pedal - Binds,Sticks,Seized - Default	Accelerator sticks in the up position.
Corporate - Dealer Information - Default - Default - Default	Customer seeking to document a complaint about the vehicle and dealer.
Product - Electrical - Lamps and Switches - Defective - Default	Customer stated that the Light switch needed replacing.
Product - Electrical - Power Sliding Door - Intermittent or Inoperative - Both Sides	Front and passenger side power sliding doors work intermittently.
Product - Suspension - Tie Rods / Drag Link - Other - Front	Front tie rods had to be replaced.

## \*\*\*\*\*Recall Contact\*\*\*\*\*

Purchased New or Used? USED

If Used, date purchased? 03/31/06 Mileage? 64700

From whom did customer purchase used vehicle?

23341

Customer called stating that as soon as the customer purchased the vehicle she has been having problems. The light switch needed to be replaced, even though they donot make it any more, the outer tie rod end needed replacing and the vehicle makes strange noises every time the vehicle starts up. Customer states that the gas pedal also sticks in the up position. Agent offered to transfer the agent for further assistance. Customer stated that was exactly what the customer was looking for. Agent transferred to CCAC for further assistance.

\*\*Customer seeking to file a complaint about her vehicle. Alleges that the tie rods have been replaced, the vehicles accelerator pedal sticks in the up position, the headlight lamp switch was defective and both passenger and driver side power sliding doors in the rear work intermittently. States that she should have not been charged for the headlight lamp switch because, it states on the repair order that it was defective. Agent inquired what exactly she is seeking from Chrysler. Customer informed agent that she wants to be reimbursed for the headlight lamp switch being replaced. Agent consulted with CDC45. Informed customer that Chrysler will not participate in the repair. The vehicle warranty has expired. Customer then inquired if the repairs to the gas pedal sticking would be covered under warranty. Agent informed customer of remaining warranty and that pending a diagnosis on the vehicle, that would determine the warranty. Customer thanked agent and released the call.

**Customer Assistance Inquiry Record (CAIR)#****16793713**

<b>Vin</b>	2C4GP44R6	5F	<b>Open Date</b>	10/01/2007	<b>Build Date</b>	05/28/2005	
<b>Model Year</b>	05	<b>Body</b>	RSYH53	CHRYSLER TOWN & COUNTRY LX FWD LWB WAGON			
<b>In Service Dt</b>	10/24/2005	<b>Dealer</b>	43519	<b>Dealer Zone</b>	71	<b>Mileage</b>	18,000
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	LAS VEGAS NV					<b>Country</b>	UNITED STATES

Product - Brakes - Pads/Shoes - Other - Unknown	Brakes shoes were replaced.
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Headlight switch was replaced.

Purchased New or Used? New

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

From whom did customer purchase used vehicle? N/A

Customer has brake concern. Vehicle would not stop on three occasions.

Dealer told customer it was not warranty concern and they resurfaced new brakes and replaced the shoes. Customer has reported concern to Federal Trade Commission and NHTSA. Second time brake pads were replaced under warranty and headlight switch was replaced. Now brakes are making a noise and they has poor stopping power intermittently. Customer seeking assistance on new brake repair. Declined assistance due to the time and miles outside of the warranty per JLM172.

Customer states she only has 18,000 miles and she was advised brakes pads and rotors are only covered for first 12 months, 12,000 miles. Customer states rotors are defect and she was advised customer that there are not any incomplete recalls. Customer states she will pursue request somewhere else. Advised customer what she chooses outside of Chrysler is her discretion.

**Customer Assistance Inquiry Record (CAIR)#****16795453**

<b>Vin</b>	2D4GP44L0	5R	<b>Open Date</b>	10/02/2007	<b>Build Date</b>	06/02/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	06/27/2005	<b>Dealer</b>	44664	<b>Dealer Zone</b>	32	<b>Mileage</b>	24,600
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	SHIRLEY MA				<b>Country</b>	UNITED STATES	

Product - Electrical - Ignition System - Intermittent or Inoperative - Default

Customer states that headlights will flicker and go out at times.

Purchased New or Used? new

Dated purchased used vehicle? na

Miles? na

From whom did customer purchase used vehicle? na

Previous owner called in regarding CAIR#: 16618882. Customer report her case manager Paula no longer work at Chrysler and was referred to DJ Street in Texas. Customer reports that headlight went out on previously owed vehicle . Customer report traded vehicle for another vehicle since the headlight never could work. Customer report traded in for a Honda. Customer was promised that a DJ Street in Texas that the would pay off her loan. Agent consulted with CDC45 and was advised to document and reassign to OWNER RETENTION BUYBACK TASKFORCE TEAM.

**Customer Assistance Inquiry Record (CAIR)#****16799975**

<b>Vin</b>	2C4GP44R4	5F	<b>Open Date</b>	10/03/2007	<b>Build Date</b>	06/08/2004	
<b>Model Year</b>	05	<b>Body</b>	RSYH53	CHRYSLER TOWN & COUNTRY LX FWD LWB WAGON			
<b>In Service Dt</b>	06/09/2004	<b>Dealer</b>	67465	<b>Dealer Zone</b>	42	<b>Mileage</b>	71,000
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	DELAWARE OH					<b>Country</b>	UNITED STATES

Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Customer seeking assistance with headlight problem
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## \*\*\*\*\*Recall Contact\*\*\*\*\*

Purchased New or Used? Used

If Used, date purchased? 4/16/05 Mileage? Unknown

From whom did customer purchase used vehicle?

67465

Customer states headlights go off intermittently. Dealer unable to duplicate problem. Customer seeking assistance with problem. Agent consulted with MF640 and transferred customer for further assistance. Customer stated that she has been to dealer once for an intermittent electrical issue with the headlights. She stated that the dealer was unable to duplicate this concern. She stated that she wants Chrysler to assist with this repair. Agent advised that if the dealer is unable to duplicate the concern and there is no repair that can be done, then Chrysler can not assist with repairing or replacing any components in the vehicle. Agent advised that she can get a second opinion at another dealership. Customer wanted to know if this would be covered under warranty. Agent advised that this would be something that would be covered under 3/36, but she would have to go to dealer to make sure that this would or would not be covered under warranty.



**Customer Assistance Inquiry Record (CAIR)#****16810865**

<b>Vin</b>	1D4GP25B5	5E	<b>Open Date</b>	10/05/2007	<b>Build Date</b>	08/04/2004	
<b>Model Year</b>	05	<b>Body</b>	RSKL52	DODGE CARAVAN SE FWD SWB WAGON			
<b>In Service Dt</b>	08/27/2004	<b>Dealer</b>	59644	<b>Dealer Zone</b>	32	<b>Mileage</b>	40,000
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	WOBURN MA					<b>Country</b>	UNITED STATES

Product - Electrical - Lamps and Switches - Other - Default	Customer states head lights go on and off.
Referral - Tier Two - Internal Escalation - Authorization - Default	Tier two referral.

Purchased New or Used? New

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

From whom did customer purchase used Vehicle? n/a

Customer states that he is having issues with the vehicle. Customer states that the intermittently the head lights go on and off. Customer states that he was having the issues with the vehicle inside of warranty but the dealer could not duplicate the issue at the time. Customer seeking assistance from Chrysler with the repair. Agent consulted with JMC129 and transferred to the internal Tier 2 escalation line for further review of concern.

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

What is the customer requesting from Chrysler?

Assistance with headlights.

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

mileage: 4000

time:1 month

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

no

Is the customer the original owner of this vehicle?

yes

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

1

Is there warranty history related to the current concern?

no

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

yes

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

Customer transferred to the internal Tier 2 escalation line for further review of concern. First owner of only this vehicle seeking assistance in the cost of repairing the headlights. Vehicle has no service contracts and no previous repairs. Customer states there is not a diagnosis on the vehicle yet.

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

\*\*Dealer Contact\*\*

Service Manager Paul with dealer 59644 stated they cannot duplicate the concern with the head lights going off whenever the customer hits a bump and he does feel the issue may be caused by the multifunction switch however it has not been verified. Agent informed dealer that CCAC could not make an offer for assistance until the concern has been duplicated.

**Customer Assistance Inquiry Record (CAIR)#****16814272**

<b>Vin</b>	2C4GP44R0	5F	<b>Open Date</b>	10/08/2007	<b>Build Date</b>	03/12/2004	
<b>Model Year</b>	05	<b>Body</b>	RSYH53	CHRYSLER TOWN & COUNTRY LX FWD LWB WAGON			
<b>In Service Dt</b>	06/29/2004	<b>Dealer</b>	62737	<b>Dealer Zone</b>	35	<b>Mileage</b>	45,529
<b>Name:</b>						<b>Contact Type</b>	
<b>Address</b>						<b>Home Phone</b>	
	DALLAS PA					<b>Country</b>	UNITED STATES

Corporate - Recall - Default - Default - Default	Advised owner no incomplete recall for lug studs.
Recall - G09: - Advise Owner/Incomplete Recall	Advised owner of incomplete recall G09.
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Customer states headlight switch is intermittently inoperative.
Product - Wheels and Tires - Wheels - Other - Unknown	Customer states rear lug studs keep breaking.
Referral - Tier Two - Internal Escalation - Authorization - Default	Seeking light switch assistance.
Dealer - Service/Body Shop - Transaction - Problem Not Resolved - Default	States that the dealership didn't properly diagnose his vehicle.

## \*\*\*\*\*Recall Contact\*\*\*\*\*

Purchased New or Used? New

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

From whom did customer purchase used vehicle? CDJdealer

Customer calls seeking recall information. Advised the customer of incomplete recall G09 this vehicle. Customer was advised to contact a Chrysler, Dodge, or Jeep dealer to schedule an appointment to complete recall repair. Customer inquiring if there is a recall for rear lug studs. Customer alleges he has had 8 lug studs break when removing a tire to rotate or for other reasons. Agent advised customer there are no recalls related to lug studs. Customer was informed they will be notified by letter if there was a recall on the vehicle using the address on file. Customer inquiring if there is any known technical problem with these components and whether he can get any assistance. Customer states his headlight switch is also inoperative and seeking assistance.

JAY18

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

What is the customer requesting from Chrysler?

light switch repair assistance

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

4 months and 12000 miles.

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

No.

Is the customer the original owner of this vehicle?

Yes.

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

6.

Is there warranty history related to the current concern?

No.

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

No.

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

Customer states the rear lug nuts snap when the tires are replaced. The lights do not come on all the time and the switch needs repair. Customer states that he is seeking assistance with getting the light switch replaced and the lug nuts repaired. Customer has his tires changed at an independent repair facility. Agent will transfer for the light switch assistance and can research the assistance for the lug nuts but customer has the tires replaced at an independent repair facility per WHH17. Customer transferred to the internal Tier 2 escalation line for further review of concern. Caller states diagnosed through dealer 62737. Caller states three times he had the lights investigated and the dealer could not duplicate the issue. Caller is seeking an offset on the repair charges to have the light switches fixed.

Informed customer that before Chrysler would be able to consider offering any goodwill assistance outside of warranty a diagnosis would need to be performed by an authorized Chrysler, Dodge, or Jeep dealer. Informed customer that any authorization for a Chrysler, Dodge, or Jeep dealer diagnosis would be at their discretion and expense. No commitment for goodwill assistance has been made at this time. Agent contacted dealer. Agent left message for Dan Deroberto the Service Manager. Agent provided customer with her extensions.  
 \*\*\*\*\*Recall Contact\*\*\*\*\*

Customer called seeking status on goodwill assistance approval. Agent provided reference number 16814272. Agent consulted with Had9 and got permission to transfer to 56810.

\*\*\*\*\* Recall Contact \*\*\*\*\*

Customer calling back for goodwill assistance. Customer stated he had got the diagnosis done and the dealer said that the light switch is bad. Customer stated he had tried to call agent and did not get an answer. Transfer for further assistance per jrl84

The customer is seeking an update on his file the vehicle has been diagnosed and they have found the issue and he would like to know if CCAC is going to assist him and he was informed that he would have to continue working with TLG64, because she is the one that is currently working on this for him. The customer would also like to complain about the dealership not diagnosing his vehicle while inside of warranty for the concern with the bushings and he was informed that the complaint was documented and was transferred.

Agent received voice mail requesting a return call at phone number [REDACTED]

Agent contacted dealer 62737. Agent requested the Service Manager Dan Deroberto . Agent received voice mail.

Agent contacted dealer 62737. Agent requested the Service Manager. Agent was transferred to Steve Brown voice mail? Agent left message for return call.

Agent received message from Sandy at dealer requesting a return call .

Agent contacted dealer 62737. Agent spoke with Sandy the Service Advisor who informs the customer needs a power steering rack and a multifunction switch. Sandy informs there is a TSB or solution number which requires replacement of the switch. Sandy informs the rack needs replaced due to a leak at the left inner seal. Sandy states no opposition to assisting this customer. Agent informed of the direct to dealer.

\$\$\$\$\$ DIRECT-TO-DEALER (Code=6a) \$\$\$\$\$\$

ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER

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

Out of Warranty Assistance RequestPlease update this CAIR as required.

Agent called dealer and spoke to Sandy the Service Advisor to inform that CAIR was being sent.

\$

REASSIGNED TO BC/DLR 35 62737 11/01/07 11:32 R 16814272

\*Contact Date:11/19/2007

Service Manager at the dealership has closed the Cair# 16814272

After repeated attempts the dealer was unable to contact this customer.CAIR closed pending further contact from the customer.

CAIR RETURNED FROM DEALER ON 11/19/2007 AT 01:10:340 R 16814272

Customer states his seal is leaking from power steering unit, and seeks cost assistance.

Transferred to TLG64.

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**Customer Assistance Inquiry Record (CAIR)#****16856183**

<b>Vin</b>	2D4GP44L6 5R [REDACTED]	<b>Open Date</b>	10/19/2007	<b>Build Date</b>	06/02/2005		
<b>Model Year</b>	05	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	08/01/2005	<b>Dealer</b>	65146	<b>Dealer Zone</b>	32	<b>Mileage</b>	34,600
<b>Name:</b>	[REDACTED]				<b>Contact Type</b>		
<b>Address</b>	[REDACTED]				<b>Home Phone</b>	[REDACTED]	
	KEENE NH [REDACTED]				<b>Country</b>	UNITED STATES	

Product - Electrical - Body Wiring - Defective - Default	Customer claims she has electrical problems with her vehicle.
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Purchased New or Used? new  
If Used, date purchased? n/a Mileage? n/a  
From whom did customer purchase used vehicle?  
Customer claims she has electrical problems with her vehicle. Customer states she has had door problems, headlights twice, gas gage and the wipers issues. Customer states the door has been looked at three times 5/15/06, 9/26/06, and 2/9/07 because of recall and replaced the door actuator, 10/08/07 . Customer wants to know if Chrysler is willing to warranty her previous issue after her warranty.  
Customer states she is not having electrical issue at the moment.  
Customer states the problem reoccured on 10/08/07.  
Agent called dealership 65146 vehicle and the mark states left slider door does not always work. Agent informed mark a direct to dealer will be sent  
The dealership informed agent  
Date: 10/4/2007  
Mileage: 34102  
Repairs and diagnosis: air bag light is on and replaced sensor, door left sliders does always work with switch and they tested door and replaced wiring for the sliding door  
Date: 2/2007  
Mileage: 22336  
Repair and diagnosis: replaced sliding door accutuator and customer stated both fuel gage and console dropped to zero not able to duplicate.  
Date: 9/25//2006  
Mileage: 18226  
Repair and diagnosis: sliding door will not open electrically and ordered the part  
\$\$\$ \$ DIRECT-TO-DEALER Code=4a \$ \$ \$ \$ \$ \$ \$ \$  
ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER  
This Direct-to-Dealer CAIR is being sent for the following reason:  
Unresolved vehicle concern  
Please update this CAIR as required.  
Agent called dealer and spoke to Mark to inform that CAIR was being sent.  
\$\$\$ per SAT40  
Agent informed customer that service contracts can be purchased. Customer is not going to pay for service contract. Customer wants to speak to supervisor. Customer wants a gurantee that if chrysler will cover this for her because she feels this problem is no fault of her but the manufactures. Agent informed customer the files will be forwarded to the appropriate parties.  
REASSIGNED TO BC/DLR 32 65146 10/19/07 14:26 O 16856183  
Any repair done under warranty has a 12/12 on the parts replaced.  
Caller is calling because she was told a partie from chrysler would contact her in regards to her request for a free service contract on the vehicle. Caller is seeking an update on her request. Agent informed caller of the prior notations on line 44. Caller states disagreement with the decision. Agent informed caller if she disagrees with the decision. Caller is inquiring who she could speak with to appeal the decision. Agent informed caller the district manager made the decision. Agent informed this was the final decision of chrysler. Agent informed

the district manager can be contacted through service management at the dealership. Agent informed caller this was no guarantee the district manager would contact her back. Caller inquired why the vehicle had electrical issues and requested a call from the technical department to this effect. Agent informed chrysler did not have technical assistance available to the public, rather the dealership were chryler s means of technical assistance.

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**Customer Assistance Inquiry Record (CAIR)#****16859450**

<b>Vin</b>	2D4GP24R7	5F	<b>Open Date</b>	10/22/2007	<b>Build Date</b>	01/29/2004	
<b>Model Year</b>	05	<b>Body</b>	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON			
<b>In Service Dt</b>	02/03/2004	<b>Dealer</b>		<b>Dealer Zone</b>		<b>Mileage</b>	104,000
<b>Name:</b>						<b>Contact Type</b>	E-MAIL
<b>Address</b>						<b>Home Phone</b>	
	IOWA PARK TX					<b>Country</b>	UNITED STATES

Recall - G09: - Advise Owner/Incomplete Recall	Advised owner of incomplete recall.
Corporate - Technical Assistance - Default - Default - Default	Seeking technical assistance.

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

Van has been jerky, lights dim and flicker, had parts changed, nothing helped

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

Purchased New or Used? Used

If Used, date purchased? 04/06/05 Mileage? NA

From whom did customer purchase used vehicle? NA

\*\*\*\*\*BEGIN EMAIL \*\*\*\*\*

I have a 2004 Dodge Caravan. I have had it for 2 years. It has a 3.0 motor and 104,000 miles on it. For the past 2 months my van has had many problems. While driving down the road the radio will pop and the van will slightly jerk. Then the head lights dim and any interior lights will flicker, including the milage and other lights on the dashboard. Then the gauges will bounce back and forth non stop, from the lowest point to the highest. When this first started happening I noticed if I accelorated above 40mph the gauges would quit bouncing but nothing else would. This would continue unless I pulled over on the side of the road and sit for a few minutes. After sitting I would start my van and everything would be fine unless I droves for a few more miles. So I thought it was the alternator. I got that switched but nothing stopped. During all of this frustration my A.C. quit blowing so I had to get the front A.C. part changed. Since then it has not worked properly. I have taken it to the best car repair places in town and they are confused. If you know what is wrong please let me know. Thank you.

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

Thank you for contacting the Chrysler Customer Assistance Center regarding the electrical issue in your 2004 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 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.

Also, our records indicate that the following recall campaign has not been performed by an authorized Chrysler Motors dealer:

G09 05 RS IMPACT SENSOR

Since we can t always confirm that the needed service has been performed, we ask that you contact your local authorized Dodge dealer to make arrangements for an inspection and, if necessary, corrective action at no charge to you.

Please take a copy of this message with you at the time of service.

Thank you again for your email.

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

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

**16861617**

<b>Vin</b>	2D4GP44L6	5R	<b>Open Date</b>	10/22/2007	<b>Build Date</b>	08/09/2004	
<b>Model Year</b>	05	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	08/31/2004	<b>Dealer</b>	65859	<b>Dealer Zone</b>	42	<b>Mileage</b>	72,000
<b>Name:</b>						<b>Contact Type</b>	
<b>Address</b>						<b>Home Phone</b>	
	LEBANON OH					<b>Country</b>	UNITED STATES

Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Dealer replaced multifunction switch.
Product - Electrical - Power Sliding Door - Intermittent or Inoperative - Passenger Side	Passenger sliding door does not work.
Product - Steering - Power Rack and Pinion / Gear - Leaks - Default	Power steering rack and was leaking and replaced.
Product - Transmission / Transaxle - Automatic Trans / Transaxle - Seizes, Sticks, Binds - Default	Transmission got stuck in second gear.
Product - Electrical - Lamps and Switches - Other - Default	Turn signals would not work.
Product - Emissions - Unknown - Other - Default	Vehicle had emissions control issue.
Dealer - Service/Body Shop - Transaction - Repeated Trips Required - Default	Vehicle has been to dealer for many concerns.

Purchased New or Used? New  
If Used, date purchased? N/A Mileage? N/A  
From whom did customer purchase used vehicle? N/A  
Vehicle has been in shop six times this year. Customer feels her vehicle is a lemon. Transmission got stuck in second gear. Turn signals would not work. Air conditioner is not working. Vehicle has been to dealer twice for turn signals concern. Power steering rack and was leaking and replaced. Vehicle had emissions control issue. Headlights were not working. Passenger sliding door did not work. Vehicle has been to dealer three times for sliding door which intermittently still does not work. Customer did not tell dealer to look at sliding door concern this time. Advised customer that she will have to continue to work with dealer about lemon concern. Advised file will be forwarded to get additional parties involved for resolution of concern since this is second time for turn signals. Called Service Manger Steve who stated repair attempts for turn signal concerns are as follows: On 8/6/06 at 40,857 miles for turn signals not working, they replaced multifunction switch. And current repair date is 10/17/07 at 72,005 miles for turn signals not working, they could not duplicate concern. Same day for transmission improper shift, they are tearing down transmission. Same day for air conditioning concern which has not been diagnosed. Advised customer dealer has not been able to duplicate concern of no turn signals yet but they are still diagnosing other things on the vehicle and will try again. Advised customer file will be forwarded to get additional parties involved for resolution of concern. Customer states if anything else goes wrong she wants another vehicle. Advised customer once again she will have to work with dealer about vehicle being a lemon and getting out of vehicle. Customer states if vehicle does not get repaired she will go public. Advised customer what she chooses to do outside of Chrysler is her discretion. Customer stated she had to go back to work.  
\$\$\$\$\$ DIRECT-TO-DEALER Code=4A \$\$\$\$\$\$  
ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER  
This Direct-to-Dealer CAIR is being sent for the following reason:  
Unresolved vehicle concern  
Please update this CAIR as required.  
Agent called dealer and spoke to Service Manger Steve to inform that CAIR was being sent.  
\$\$\$\$\$

**Customer Assistance Inquiry Record (CAIR)#****16879519**

<b>Vin</b>	2D4GP24R3	5F	<b>Open Date</b>	10/26/2007	<b>Build Date</b>	08/23/2004	
<b>Model Year</b>	05	<b>Body</b>	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON			
<b>In Service Dt</b>	12/31/2004	<b>Dealer</b>	68971	<b>Dealer Zone</b>	66	<b>Mileage</b>	50,000
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	BRISTOL TN					<b>Country</b>	UNITED STATES

Recall - G09: - Advise Owner/Incomplete Recall	Advise customer of an incomplete recall.
Product - Electrical - Lamps and Switches - Other - Default	States headlights are having problems.

Purchased New or Used? New

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

From whom did customer purchase used vehicle? N/A

Advise customer of incomplete recall G09, advised to take to dealership to have this completed.

Customer states there is a problem with the headlights. Customer states that this problem existed while under warranty but it was not addressed until vehicle was out of warranty. Customer states that when the switch inside the vehicle was turned on the lights would not come on immediately. Customer states that randomly while driving the lights will go off and a few seconds later will come back on; customer states that this happened to her whole driving in night. Customer states that sometimes when vehicle is shut off the lights will stay on. Customer states that she did not advise dealership of the problem until she was a couple hundred miles out of warranty but thought Chrysler might have a 'grace period'. Customer states the dealership advised her to call and see if Chrysler will pay for repairs since it is out of warranty.

Consulted with HAD9 and advised that due to vehicle being out of warranty by mileage (and the fact that she did not go to dealership until vehicle was out of warranty although it was occurring) that Chrysler will not assist. Customer wishes to document that she is very disappointed, agent advised that this will be documented.

Customer seeking supervisor.

\*\*\*\*\*RJ16 took over the call. Customer seeking why her case is not covered by Chrysler. Customer was advised that Chrysler will not assist with repairs due to the mileage outside of warranty. Customer wanting a name that she can write to specifically. Customer wanting to know if she sends a letter in if it will be replied to. Agent advised customer that there is a correspondence department here that handles the letters that come in and they do reply to those letters. Customer wanting to know if she can send in an email. Agent advised customer that she can send in an email by going to one of the brand name websites and clicking on contact us. Customer wanting agent to explain in full detail why she is not getting assistance. Customer wanting to know the goodwill policy. Agent advised customer that the goodwill policy is proprietary information. Customer will send letter or email. RJ16\*\*\*\*\*



**Customer Assistance Inquiry Record (CAIR)#****16895204**

<b>Vin</b>	2C4GP44R8	5F	<b>Open Date</b>	11/03/2007	<b>Build Date</b>	09/21/2004	
<b>Model Year</b>	05	<b>Body</b>	RSYH53	CHRYSLER TOWN & COUNTRY LX FWD LWB WAGON			
<b>In Service Dt</b>	02/19/2005	<b>Dealer</b>		<b>Dealer Zone</b>		<b>Mileage</b>	28,000
<b>Name:</b>						<b>Contact Type</b>	E-MAIL
<b>Address</b>						<b>Home Phone</b>	
	SUMNER WA				<b>Country</b>	UNITED STATES	

Product - Electrical - Power Windows - Intermittent or Inoperative - F. Door-Pass	Customer is having issue with the window not going up
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Customer stated that head light are not working

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

Dealership unable to fix warranty issue.

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

Purchased New or Used? New

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

\*\*\*EMAIL STATES\*\*\*

Intermittently the head lights will not work and passenger window will not work. After several visits the dealership is unable to replicate the problem. What can you do to solve this problem?

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

\*\*\*REPLY STATES\*\*\*

Dear Bob:

Thank you for contacting the Chrysler Customer Assistance Center in regards to your 2005 Chrysler Town and 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 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.

Thanks again for your email.



**Customer Assistance Inquiry Record (CAIR)#****16896016**

<b>Vin</b>	2C4GP54LX	5R	<b>Open Date</b>	11/05/2007	<b>Build Date</b>	01/10/2005	
<b>Model Year</b>	05	<b>Body</b>	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON			
<b>In Service Dt</b>	01/13/2005	<b>Dealer</b>	68282	<b>Dealer Zone</b>	74	<b>Mileage</b>	38,500
<b>Name:</b>						<b>Contact Type</b>	E-MAIL
<b>Address</b>						<b>Home Phone</b>	
	AURORA CO					<b>Country</b>	UNITED STATES

Product - Drivability - Unknown - Stalling - Default	Customer reports on going stalling concern.
Dealer - Service/Body Shop - Transaction - Problem Not Resolved - Default	Customer states they have had vehicle in numerous times for same problem.

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

Certified vehicle cannot be fixed

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

Purchased New or Used? Used

If Used, date purchased? 1/27/07 Mileage? 29534

From whom did customer purchase used vehicle? CDJ dealer

\*\*\*\*\*

To whom it may concern: We purchased a certified used Town and Country van in January 2007 from Lithia Centennial Chrysler in Centennial, CO.

When

we purchased the van, there were a few problems that needed to be addressed. The driver s side window would not roll up or down. After we bought it and drove it for a few days we noticed that the driver s side sliding door squeaked. There was a humming sound in the front right when turning right. We took the van in a week after purchase and the service department determined that the driver side window worked fine. We picked it

up and the window now rolled down (service didn t find a problem - yet the

sales person pointed it out to us when we looked at it). The humm noise was

due to a brake and they greased the door. We have had the van in a couple of times to fix the humm sound and squeaking in the door - it still does both. The major issue is the following all occurs simultaneously while driving down the road or sitting at an idle while the vehicle is running: The ABS, Brake, etc lights come on the dashboard come on while driving down

the road. All of the gauges go from one extreme to the other. The ventilation system will die out. The radio shuts off. The headlights flicker. On occasion the vehicle will stall. We have had the vehicle in 8 times for this and just took it in again. We have been more than patient in

order to get this fixed. When we got the vehicle back after the '1st fix' and being in the shop for well over a week, half a tank of gas was gone. They did not replace any of the fuel. It costs about \$50 to fill the fuel tank. I have been in constant contact with the GM and Service Manager, but

the problem cannot be fixed. Chrysler is now sending an engineer out to try

and fix the problem. We purchased this as a Certified vehicle thinking it would be a reliable vehicle for years to come. Because of all of these issues, we have lost a significant amount of income due to missed work from

dropping it off and picking it up and waiting for loaners. Through all of these visits to the service department, I have not received a single survey

on how my experience was. This is a 5 Star Dealer why wouldn t I get a single survey out of all of these visits. We also rented a van for our summer vacation because the van was not reliable (\$500 expense). These extra expenses and frustration is not sitting well with my experience of

a  
Chrysler product. I asked the GM to find a replacement and compensate me for my monetary losses (as he agreed they do not know how to fix this issue) - he told me that he would work on a trade minus depreciation of my vehicle. I would not be looking for another vehicle if this Certified vehicle was reliable, thus I find this unacceptable. What is Chrysler going to do to rectify this situation? I purchased a Certified vehicle that Chrysler cannot fix and I don't feel as though I am being treated as an appreciated customer. Mark Kramer Aurora, CO  
\*\*\*\*\*END OF EMAIL\*\*\*\*\*

Dear Mark:  
Thank you for contacting the Chrysler Customer Assistance Center regarding your 2005 Town and Country concerning not being able to get vehicle fixed.  
I do apologize for any inconvenience that this has been causing you. I did call Lithia and speak to Orlando, who stated to me that you picked up the vehicle on Saturday and that it was fixed. If you are still having problems with your vehicle please feel free to contact us again, either by email or telephone 1-800-992-1997 Monday thru Friday 8:00 am to 5:30 pm.

Thank you again for your email.  
\*\*\*\*\*END OF EMAIL\*\*\*\*\*

Stephanie -  
I'll call you tomorrow. We did take the vehicle in again and Lithia performed some work. We have had it in 9 times now for the same issue - after picking up the vehicle on Saturday, it is still having the same problem. I would like Chrysler to step in and help me out. The Chrysler engineer was on site to help, but the problem still exists.

Mark Kramer  
\*\*\*\*\*END OF EMAIL\*\*\*\*\*

NAN-No response needed.  
Customer reports he received an email from CCAC stated that his vehicle is repaired. Customer reports the vehicle is still stalling and 68282 will not help. Customer reports an engineer did see his vehicle. Contacted 68282 Jerry, service manager, was not available to obtain repair history to get a 4A file sent to that dealership. Advised customer to continue to work with the dealership or seek second opinion from another dealership. Customer is not happy that Chrysler cannot resolve his stalling concerns.

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**Customer Assistance Inquiry Record (CAIR)#****16930512**

<b>Vin</b>	2C4GP44R2	5F	<b>Open Date</b>	11/12/2007	<b>Build Date</b>	06/25/2005	
<b>Model Year</b>	05	<b>Body</b>	RSYH53	CHRYSLER TOWN & COUNTRY LX FWD LWB WAGON			
<b>In Service Dt</b>	08/17/2005	<b>Dealer</b>	60088	<b>Dealer Zone</b>	63	<b>Mileage</b>	52,322
<b>Name:</b>						<b>Contact Type</b>	
<b>Address</b>						<b>Home Phone</b>	
	MADISONVILLE TX					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	ABS light flashes on and off.
Product - Brakes - Unknown - Brake/Parking Brake Lamp On/Flashing - Default	Brake light flashes on and off.
Product - Electrical - Lamps and Switches - Complete Failure - Default	Customer called stating that the lamps and switches are malfunctioning.
Product - Electrical - Body Control Module - Intermittent or Inoperative - Default	Dealer replaced BCM
Product - Electrical - Unknown - Other - Default	Dealer replaced front control module
Product - Electrical - Battery - Other - Default	Dealer stated battery needed to be replaced.

## \*\*\*\*\*Recall Contact\*\*\*\*\*

Purchased New or Used? USED

If Used, date purchased? 04/18/07 Mileage? 50601

From whom did customer purchase used vehicle?

44377

Customer called stating that the vehicle s lamps and switches are strobbing on and off like strob lights. Customer states that none of the dealers can fix the problem. Agent transferred to CCAC for further assistance.

Headlights and dash lights blink real fast which is intermittent. Dealer 44377 replaced module a month ago which resolved issue at that time. Mileage went from 50,601 to over 300,000 miles and dealer put in a Body ground module. Now gauges and headlights are going haywire again. Brake and ABS lights flash on and off. Informed customer file will be sent to get appropriate parties involved Customer states he wants to get rid of this vehicle. Informed customer at this point the only person who can get him out of this vehicle would be the Sales Manager. Called Service Manager Mike of dealer 44377 who stated repair attempts are as follows: On 8/30/07 at 48,794 miles for dash lights and headlights flickering, they recommended replacing battery which was declined. On 9/24/07 at 49,861 miles for dash lights and headlights flickering, they could not duplicate concern. On 10/3/07 at 50,445 miles for dash lights and headlights flickering, they could not duplicate concern. On 10/11/07 at 50,542 miles for dash lights and headlights flickering, they replaced front control module. On 10/16/07 at 51,052 miles for mileage changed to 319,000 miles over night, they found vehicle needed BCM but customer declined repairs. Mike stated vehicle still has old battery and needs BCM. Advised file will not be sent for resolution due to them diagnosing vehicle as needing repairs but customer has declined to get those repairs done which is the reason the issue is still occurring, it is not due to dealer repairs. Informed customer dealer stated they diagnosed vehicle and he declined two different repairs. Customer stated he went to dealer 60088 who replaced BCM and checked battery stating it was fine. Provided reference number to customer before he disconnected because he stated he had to go to work. Advised file will be sent for resolution. Called Service Manager Kenny who stated repair attempts are as follows: On 10/19/07, the mileage was showing incorrect, they replaced BCM and reprogrammed it. On 10/15/07, the mileage was incorrect, they told customer to return for further diagnostics. Informed Kenny customer has been to previous dealer many times for headlights and dash lights coming on and off with no resolution because customer is having the same concern again. Advised Kenny agent will forward information to inform him of vehicle background and to get appropriate parties involved for

resolution.

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

ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER

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

Unresolved vehicle concern

Please update this CAIR as required.

Agent called dealer and spoke to Service Manager Kenny to inform that CAIR was being sent.

\$

REASSIGNED TO BC/DLR 63 60088 11/12/07 10:25 R 16930512

\*Contact Date:01/08/2008

Service Manager at the dealership has closed the Cair# 16930512

After repeated attempts the dealer was unable to contact this customer.CAIR closed pending further contact from the customer.

CAIR RETURNED FROM DEALER ON 1/08/2008 AT 03:56:158 R 16930512

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**Customer Assistance Inquiry Record (CAIR)#****16936562**

<b>Vin</b>	2D4GP44L0	5R	<b>Open Date</b>	11/13/2007	<b>Build Date</b>	02/12/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	05/03/2005	<b>Dealer</b>	44351	<b>Dealer Zone</b>	74	<b>Mileage</b>	47,000
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	EVELETH MN					<b>Country</b>	UNITED STATES

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

Customer has concerns with headlamps.

Purchased New or Used? New

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

From whom did customer purchase used vehicle? N/A

Customer is still having electrical concerns. Vehicle was taken to dealer 9/26/07 and it stayed there until 10/10/07. Dealer told customer they only drove the vehicle one time and they did not look at it any further. Service Manager drove it in the daytime and it is hard to see the lights not working. Informed customer file was forwarded to get appropriate parties involved for resolution of concern but dealer did not document anything about it. Called Service Manager AI of dealer 45234 who stated repair attempts are as follows: On 10/27/07 at 42,348 miles for headlights flickering, they were unable to duplicate and they found no concerns. On 6/29/07 for headlights intermittently going out while driving but nothing was done. Customer states that Service Manager told him Chrysler would be writing him a letter after repair from 10/10/07. Previous repair information from cair 16590646 from dealer 44351 are as follows: On 02/27/06 at 13,878 miles for the lights issue: The dealership replaced the front control module. On 12/19/05 at 12,405 miles for the lights issue: The dealership replaced the headlamp switch. On 08/18/05 at 9,645 miles for the lights issue: The dealership could not duplicate the concern. Repair information from dealer 45234 are as follows: On 06/29/07 40348 for the lights issue: The dealership could not duplicate customer s concern. On 12/12/06 32296 for the lights issue: The dealership could not duplicate concern. Customer seeking to have vehicle repurchased because he feels it is unsafe. Advised customer to work with Sales Manager to try to get out of vehicle. Customer states he disagrees with agent because according to the state of Minnesota he will get lemon law. Advised customer he will have to continue to work with dealer on request. Customer states he is going to file suit under Minnesota State Lemon Law. Referred customer to blue and white booklet about Minnesota state lemon law criteria. File was not sent due to previous file being still open to dealer.

**Customer Assistance Inquiry Record (CAIR)#****16937322**

<b>Vin</b>	1D4GP24R4	5E	<b>Open Date</b>	11/13/2007	<b>Build Date</b>	03/05/2004	
<b>Model Year</b>	05	<b>Body</b>	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON			
<b>In Service Dt</b>	07/16/2004	<b>Dealer</b>	54623	<b>Dealer Zone</b>	51	<b>Mileage</b>	50,000
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	BETHALTO IL					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Air bag light coming on
Product - Electrical - Power Door Lock / Deck Lid - Defective - Unknown	All doorlock switches defective
Product - Electrical - Body Control Module - Defective - Default	BCM defective
Product - Drive Shaft/Universal Joint - Unknown - Vibration - Front	Customer states front end is loose
Product - Wheels and Tires - Tires - Noisy - Unknown	Customer states that the tires are noisy.
Product - Electrical - Lamps and Switches - Defective - Default	Headlight switch defective
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Headlights go on and off while driving
Recall - G09: - Advise Owner/Incomplete Recall	Incomplete recall

Purchased New or Used? New

If Used, date purchased? 7/16/04 Mileage? N/A

From whom did customer purchase used vehicle?

68817

Customer calls seeking recall information. Advised the customer of incomplete recall G09 for this vehicle. Customer was advised to contact a Chrysler, Dodge, or Jeep dealer to schedule an appointment to complete recall repair.

Customer states he has had his 2005 vehicle in the shop more than 14 times. He is wanting to sell vehicle. Customer is seeking relief under Lemon Law or other assistance. Customer states headlight switch, door lock switch, BCM are defective, front end loose and air bag light is on. Also vehicle headlights shut off on their own while driving. Dealership unable to resolve problems. Customer stated he had just spoken with service manager Mike. Agent contacted dealership #54623 and spoke to Randy, Service Advisor who stated that the history at the dealership is as follows:

HISTORY:

02/05/07

REPAIRS:

Oil Change

Driver side locks not working

Replaced BCM

Headlamps unable to duplicate

Clunk in front end - retorqued the axle nuts

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12/08/05

REPAIRS

Oil Change  
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Agent asked Mike if he was willing to assist the customer and Mike stated that no he felt that he did not owe this customer anything and that Chrysler never gave him atty boy when he did things to help customer s who did not buy the vehicle there. Mike also stated that if the customer had so many issues then he did not want to go behind the other dealerships and fix there mistakes. Agent advised she would note the file of what he stated.

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Agent then contacted dealership 43511 and was advised the service history is as follows:

HISTORY

09/05/06

REPAIR:

Windows not working properly - replaced switch for electrical windows

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08/08/06

REPAIR:

Windows not working properly - replaced switch for electrical windows

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09/06/05

REPAIRS

Replaced Bezel Switch

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Customer is seeking assistance with the repairs to the vehicle. Agent reviewed customer's file and customer owns 1 USED and 1 NEW with a maximum care service contract. Customer is seeking assistance with also getting out of the vehicle if possible and agent advised customer that he would have to speak to the dealership about trading the vehicle in.

Agent advised customer that the maxi care and that the customer would need to see what is covered and what is not he would need to go to the dealership for further assistance. Customer understood. Agent supplied reference number and agent's direct extension so when customer figured out which dealership he is going to she can forward the file.

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**Customer Assistance Inquiry Record (CAIR)#****17023906**

<b>Vin</b>	1C4GP45R1	5E [REDACTED]	<b>Open Date</b>	12/11/2007	<b>Build Date</b>	04/06/2005	
<b>Model Year</b>	05	<b>Body</b>	RSYH52	CHRYSLER TOWN & COUNTRY FWD SWB WAGON			
<b>In Service Dt</b>	04/20/2005	<b>Dealer</b>	41686	<b>Dealer Zone</b>	42	<b>Mileage</b>	22,000
<b>Name:</b>	[REDACTED]					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	[REDACTED]					<b>Home Phone</b>	
	TOLEDO OH	[REDACTED]			<b>Country</b>	UNITED STATES	

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

customer states the headlight are intermittent.

Purchased New or Used? New

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

From whom did customer purchase used vehicle? N/A

Customer states that she is having a problem with the headlamps, they flash on and off. Customer states she has taken the vehicle to a dealership and an IRF. Customer states she does not know what to do or why is wrong with the vehicle. Customer states she has been to the dealer 41686 once for this issue and they cannot find the problem. Customer states it only happened in the winter, she believes. Agent informed customer to take it back to the dealership for a diagnosis or two a different dealer for a second opinion. Agent also provided reference number for future reference. Customer thanked.



**Customer Assistance Inquiry Record (CAIR)#****17080924**

<b>Vin</b>	2C4GP44RX	5R	<b>Open Date</b>	01/03/2008	<b>Build Date</b>	12/06/2004	
<b>Model Year</b>	05	<b>Body</b>	RSYH53	CHRYSLER TOWN & COUNTRY LX FWD LWB WAGON			
<b>In Service Dt</b>	12/07/2004	<b>Dealer</b>	67263	<b>Dealer Zone</b>	63	<b>Mileage</b>	30,000
<b>Name:</b>	[REDACTED]					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	[REDACTED]					<b>Home Phone</b>	[REDACTED]
	LIBERTY TX	[REDACTED]			<b>Country</b>	UNITED STATES	

Product - Electrical - Lamps and Switches - Other - Default

Customer has issues with lights.

Purchased New or Used? Used

If Used, date purchased? 02/03/06 Mileage? 11000

From whom did customer purchase used vehicle?

CDJ dealer

Customer states he would like the telephone number for the regional representative in Southeast Texas. He states the dealership has had the vehicle for two months and it is still not fixed. He states the lights go on and off and the headlights flicker on and off. Agent advised customer the information he seeks will need to be obtained through the dealership and it is not available. Customer states he will contact a lawyer. Agent advised customer anything he does outside of Chrysler is at his own discretion. Agent offered to contact the dealership to obtain additional information and customer became irate and disconnected call.

**Customer Assistance Inquiry Record (CAIR)#****17087527**

<b>Vin</b>	1D4GP25R9	5E	<b>Open Date</b>	01/04/2008	<b>Build Date</b>	04/06/2004	
<b>Model Year</b>	05	<b>Body</b>	RSKL52	DODGE CARAVAN SE FWD SWB WAGON			
<b>In Service Dt</b>	04/16/2004	<b>Dealer</b>	68817	<b>Dealer Zone</b>	51	<b>Mileage</b>	40,125
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	EAST ALTON IL					<b>Country</b>	UNITED STATES

Product - Electrical - Power Door Lock / Deck Lid - Intermittent or Inoperative - Unknown	Customer alleges he has concerns with the power locks.
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Customer alleges there is a problem with the headlights.
Referral - Tier Two - Internal Escalation - Authorization - Default	Tier Two support referral.

## \*\*\*\*Begin structured narrative T2 - GOODWILL ESCALATION

What is the customer requesting from Chrysler?

Assistance with power lock repair.

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

4125 miles and 8 months.

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

No.

Is the customer the original owner of this vehicle?

No.

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

Two new, two used at address.

Is there warranty history related to the current concern?

No.

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

Yes.

## \*\*\*\*End structured narrative T2 - GOODWILL ESCALATION

Purchased New or Used? Used

If Used, date purchased? 11/15/04 Mileage? 7369

From whom did customer purchase used vehicle?

CDJ dealer

Customer alleges they are having problems with the power door locks and

headlights. Customer alleges he also has an aftermarket alarm system.

Customer alleges that the independent that installed the aftermarket

alarm system tells him it is the dealer and the dealer tells him it is

the independent. Customer alleges that he found out that it is the BCM.

Customer alleges the dealer advised that there is an upgrade to the BCM.

Customer alleges the dealer is going to charge him for the upgrade.

Agent advised customer that his concerns would be documented. Customer

seeking assistance with getting upgrade completed. Agent transferred

customer to Tier Two for further review.

1/4/08 Owner seeking assistance regarding above. Owner claims this has

been an on going problem for a year and should have been covered under

warranty. Attempted to contact phone #. Phone # has been disconnected.

Owner provided dealer phone # (618)254-1000. Contacted Service Manager

(SM), Rick. SM states no diagnosis regarding owner s concerns. Advised

owner Chrysler needs a complete diagnosis by dealer. No promises and he

would be responsible for diagnostic charges. Owner expressed his

dissatisfaction and advised agent he knows what is wrong. Advised owner

again. Owner became argumentative. Owner states he will never buy another

Dodge again and disconnected.

**Customer Assistance Inquiry Record (CAIR)#****17093734**

<b>Vin</b>	2C4GP54L2	5R	<b>Open Date</b>	01/07/2008	<b>Build Date</b>	05/12/2005	
<b>Model Year</b>	05	<b>Body</b>	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON			
<b>In Service Dt</b>	05/31/2005	<b>Dealer</b>	99999	<b>Dealer Zone</b>		<b>Mileage</b>	19,000
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	SOUTH BEND IN					<b>Country</b>	UNITED STATES

Product - Electrical - Lamps and Switches - Defective - Default	Customer says headlamps will not work sometimes.
Corporate - Dealer Information - Default - Default - Default	Customer seeking dealership informaiton

Purchased New or Used? used  
 If Used, date purchased? 8/14/07 Mileage? 9000  
 From whom did customer purchase used vehicle?  
 CDJ dealer  
 Customer says the vehicle smells like oil when parked in the garage and the headlights will not come on sometimes without repeated attempts. Customer is seeking to have issues resolved. Agent advised customer to contact her local dealership to have vehicle inspected. Customer said she will do that.  
 Customer seeking dealer location information. Provided the customer with name/address/telephone for a nearby dealer, Tyler s Automotive 269) 684-8200.



**Customer Assistance Inquiry Record (CAIR)#****17096960**

<b>Vin</b>	2C8GP64L9	5F	<b>Open Date</b>	01/08/2008	<b>Build Date</b>	01/25/2005	
<b>Model Year</b>	05	<b>Body</b>	RSYS53	CHRYSLER TOWN & COUNTRY LTD FWD LWB WAGON			
<b>In Service Dt</b>	03/18/2005	<b>Dealer</b>	68680	<b>Dealer Zone</b>	66	<b>Mileage</b>	105,000
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	(352) 687-0825
	OCALA FL					<b>Country</b>	UNITED STATES

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

States the headlights and dashlights dim.

Purchased New or Used? new

If Used, date purchased? na Mileage? na

From whom did customer purchase used vehicle?

Na

Customer states that she has been having an ongoing issue with the headlights and dash lights dimming in the vehicle off an on and the dealer or her mechanic have not been able to correct this. Customer informed agent that the toggle switch, alternator, battery and computer have been replaced and the issue has still not gone away. Customer states that that at first this started to occur when she turned the ac on, but then it began to occur all the time. Customer informed agent that she has additional lights on the vehicle also and a separate switch was put in for this which did not correct the issue. Agent contacted dealer and spoke with Jeff in service. Jeff states that the customer complained of the headlights and dash lights dim as they drive. Jeff informed agent that all of the repairs have been made per the customer and their mechanic. Agent will contact Jim the service advisor on the vehicle for further information. Agent offered customer a call back.

11-30-07 100,000 States the dashlights and headlights dim. Replaced the headlight switch.

10-31-07 98,000 States the dashlights and headlights dim. Replaced the BCM.

Customer states that Jim mentioned possibly replacing the wiring on the vehicle and the customer does not feel that she should be responsible for the repair.

Agent attempted to contact the dealership, but received no answer. Agent consulted with ALS70. Due to the vehicle being too far outside of warranty, no assistance will be provided. Agent will contact once time available.

Agent contacted dealer and spoke with Jim the service advisor. Jim states that there is a landing strip built in for it and it looks like semi lights. Jim informed agent that when the ac kicks on the lights will flicker and he recommended a bigger battery at first. Jim states that the customer then went to her mechanic and he recommended first a bigger battery, then the BCM, then the headlight switch, and then the multi function switch being replaced. Jim states that he has not actually diagnosed the vehicle. Jim informed agent that the customer complains that when the ac is turned on, the lights will flicker. Agent contacted customer back, but received no answer.

Agent contacted customer back, but received no answer.

**Customer Assistance Inquiry Record (CAIR)#****17098780**

<b>Vin</b>	1D4GP25B8	5E	<b>Open Date</b>	01/08/2008	<b>Build Date</b>	03/30/2004	
<b>Model Year</b>	05	<b>Body</b>	RSKL52	DODGE CARAVAN SE FWD SWB WAGON			
<b>In Service Dt</b>	05/03/2004	<b>Dealer</b>	45083	<b>Dealer Zone</b>	63	<b>Mileage</b>	74,000
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	MC GREGOR TX				<b>Country</b>	UNITED STATES	

Dealer - Service/Body Shop - Transaction - Problem Not Resolved - Default	Customer alleges concerns have not been resolved.
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Customer alleges headlights intermittently go out when driving.
Referral - Tier Two - Internal Escalation - Authorization - Default	Tier Two support referral.

## \*\*\*\*Begin structured narrative T2 - GOODWILL ESCALATION

What is the customer requesting from Chrysler?

Assistance with headlight repair.

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

8 months, 38000 miles.

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

Yes, expired.

Is the customer the original owner of this vehicle?

Yes.

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

One new, two used at address.

Is there warranty history related to the current concern?

No.

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

No.

## \*\*\*\*End structured narrative T2 - GOODWILL ESCALATION

Purchased New or Used? New

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

From whom did customer purchase used vehicle?

CDJ dealer

Customer alleges her headlights go out intermittently when driving.

Customer alleges the dealer has not resolved her concerns. Customer seeking assistance with repairs. Agent transferred customer to Tier Two for further review.

Owner seeks assistance with headlamp repair. There is no history with this repair, and vehicle 3/36 warranty is expired by time and miles, and vehicle 12/12,000 mile warranty for headlamp is expired. Writer declines assistance with repair.

**Customer Assistance Inquiry Record (CAIR)#****17099819**

<b>Vin</b>	2C4GP64L0	5F	<b>Open Date</b>	01/11/2008	<b>Build Date</b>	05/03/2005	
<b>Model Year</b>	05	<b>Body</b>	RSYS53	CHRYSLER TOWN & COUNTRY LTD FWD LWB WAGON			
<b>In Service Dt</b>	07/28/2005	<b>Dealer</b>	66094	<b>Dealer Zone</b>	35	<b>Mileage</b>	24,000
<b>Name:</b>						<b>Contact Type</b>	E-MAIL
<b>Address</b>						<b>Home Phone</b>	
	YORK PA				<b>Country</b>	UNITED STATES	

Product - Electrical - Heated Seat - Other - Unknown	Customer has some concerns related to the heated seats.
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\*\*\*\*\* EMAIL BRIEF DESCRIPTION CONTENT \*\*\*\*\*

All lights strobe when heated seats are on

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

Purchased New or Used? New

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

When we use the heated seats in our van, all lights strobe (dash, headlights, interior). This has happened since we bought the van new. The dealer stated this was acceptable behavior and known to Chrysler. Because I don't drive her van much, I wasn't bothered by it. But when I recently drove it at night with both the heated seats on, the dash light strobing was very irritating. This can't be 'acceptable' behavior. In fact, this could be considered dangerous. Please let me know what the fix is for this problem. Thank!

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

Routed to T2TN for further handling.

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

Thank you for contacting the Chrysler Customer Assistance Center regarding your lights.

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

Thank you again for your email.

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

**Customer Assistance Inquiry Record (CAIR)#****17109587**

<b>Vin</b>	1D4GP24RX	5E	<b>Open Date</b>	01/15/2008	<b>Build Date</b>	03/15/2004	
<b>Model Year</b>	05	<b>Body</b>	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON			
<b>In Service Dt</b>	03/22/2004	<b>Dealer</b>	23468	<b>Dealer Zone</b>	35	<b>Mileage</b>	74,000
<b>Name:</b>						<b>Contact Type</b>	E-MAIL
<b>Address</b>						<b>Home Phone</b>	
	MOUNT PLEASANT PA					<b>Country</b>	UNITED STATES

Recall - G09: - Advise Owner/Incomplete Recall	Advised of recall.
Dealer - Service/Body Shop - Transaction - Repeated Trips Required - Default	Customer issue not resolved despite many repairs.
Product - Drivability - Unknown - Other - Default	Customer unhappy with a clunking noise.
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Customer unhappy with a headlight issue.
Product - Electrical - Power Windows - Intermittent or Inoperative - F. Door-Driver	Customer unhappy with window issue.

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

COMPLAINT

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

Purchased New or Used? ? NEW ?

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

I am writing regarding the complete unsatisfactory of your product. I had purchased this van from the dealer just over 3 years ago, and it has been the worst purchase I have EVER made. From day one we had nothing but problems! Nothing was ever fixed properly despite all of my wife's efforts and various places we have attempted to have our problems corrected at. We have (still is more like the word) experienced a rather loud 'clunking' coming from the front passenger wheel area. After SEVERAL attempts of getting it corrected (especially while under warranty) we were told if we want it solved to 'TURN UP THE RADIO!' The headlights will not come on at times or while driving will go off. Couldn't be fixed because they 'could not duplicate' what was happening! We have had to replace a few items that we should not have placed for a car that was less than 2 years old. This is the first car out of several that my wife or I have owned that we cannot seem to keep brakes and tires on. Dare I mention that it has more rust on it than my nephews 1990-something first car purchase? Also last winter, the driver side window fell off track. Took it to a DODGE dealer. When they fixed it, the handle on the door is now screwed up. If you open the door from the inside, you have to manually press the handle back to its normal resting place for the door to shut properly. Good bye to valet parking, they can't seem to shut a door without doing the 'extra required step' that is needed. Finally, after 3 years of complete unhappiness, we decided, by the advice of a friend to complete a carfax report. It came back clean, but I am truly convinced otherwise. I must say, due to the experience that we had over this cursed van, we will never purchase another Dodge or other related vehicles from your company again. I will be telling everyone who will listen of our bad experience. Perhaps they will listen since the certified mechanics do not seem to and the dealer is only good for the sale of the car and not the service.

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

Routing it to T2TN as the customer is disappointed with the product and the service.

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

Dear Eric:

Thank you for contacting the Dodge Customer Assistance Center regarding the issues you have had with your 2005 Dodge Grand Caravan.

We regret to read of your dissatisfaction in your product and appreciate the time and effort you took to bring this matter to our attention.

Comments like yours are one way to learn of problems that develop and the improvements that are desired by customers. The information received is



used in product development and quality analysis. We have documented your comments and have forwarded them to the appropriate department for review.

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

Our records indicate your vehicle is involved in the factory recall campaign listed below.

Recall Campaign # G09 05 RS IMPACT SENSOR

Please contact your local authorized Dodge dealer to make arrangements for an inspection and to arrange for these repairs. The recall services are performed free of charge.

Thanks again for your email.

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

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**Customer Assistance Inquiry Record (CAIR)#****17115770**

<b>Vin</b>	2C4GP54L9	5R	<b>Open Date</b>	01/14/2008	<b>Build Date</b>	07/28/2004	
<b>Model Year</b>	05	<b>Body</b>	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON			
<b>In Service Dt</b>	09/21/2004	<b>Dealer</b>	23294	<b>Dealer Zone</b>	35	<b>Mileage</b>	42,000
<b>Name:</b>						<b>Contact Type</b>	
<b>Address</b>						<b>Home Phone</b>	
	RICHMOND VA					<b>Country</b>	UNITED STATES

Product - Electrical - Lamps and Switches - Other - Default	Customer states headlights go on and off by their self.
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Purchased New or Used? New

If Used, date purchased? NA Mileage? NA

From whom did customer purchase used vehicle? Other dealer

Customer states he was driving down the road at night and the headlights will go on and off by their self. Customer states he had to take the vehicle to the dealer twice already for the same issue and its still not resolved. Customer states he does not want to pay the \$50 deductible again since this is the second time going to the dealer for the same issue and customer states its not his fault they miss diagnosed his vehicle. Agent contacted dealer and spoke to Lisa and got repair history. \*\*\*\*Repair history\*\*\*\*

September 24 th 2007 with 40,600 miles updated soft ware in the DCM.

January 14 th 2007 with 42,000 miles dealer is diagnosing issue today.

Agent did advise David service manager we would be sending a direct to dealer. And provided file number. Agent advised customer of this information and advised customer David stated they would wave the fee of \$50 dollars.

\*Aw426, need to add the direct to dealer drop down paragraph, and reassign to 81D, and add reason a service dealer reason code and reassign to 81D.\*

Customer calling back. Customer states he picked up vehicle awhile ago and the headlights were working but now they are not working. Customer states he is currently on his way back to dealership but no one will answer the phones. Customer states after calling this morning, the dealer did not charge for the repair. Called dealer 23294 and spoke with Randi. Randi states she will advise Lisa the customer is returning.

Advised customer that Lisa will know he is returning. Customer states he will not work with Lisa. Advised customer he will need to request a different service advisor when he gets to the dealership. Customer states he will. Customer inquiring if he will be charged for the repair.

Advised customer he will need to address that with the Service Manager.

Customer states he will contact the General Manager and thanked agent for not assisting him. Customer disconnnted call.

Customer called back to make Chrysler repair the vehicle. Agent Advised the customer to work with the dealer.

**Customer Assistance Inquiry Record (CAIR)#****17133701**

<b>Vin</b>	1D4GP24R7	5E	<b>Open Date</b>	01/18/2008	<b>Build Date</b>	03/08/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON			
<b>In Service Dt</b>	10/15/2005	<b>Dealer</b>	44764	<b>Dealer Zone</b>	66	<b>Mileage</b>	31,910
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	ASHEVILLE NC					<b>Country</b>	UNITED STATES

Product - Electrical - Battery - Defective - Default	Customer states battery has been replaced three times
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Purchased New or Used? New  
 If Used, date purchased? NA Mileage? NA  
 From whom did customer purchase used vehicle?  
 NA  
 Customer states for the last month ash has had issues with the light flashing and the vehicle not running, and all the electrical components failing. Customer states she has taken vehicle to dealer six times for this and they have not been able to resolve the issue. Customer states now battery is dead. Customer states they have replaced the battery three times. Customer states vehicle is at dealer now. Agent contacted dealer and spoke with Denny in Service who informed agent that she would need to speak with Tonya. Denny states Tonya is not available at this time. Agent offered customer a call back for once she has gotten more information from dealer. Customer accepted  
 Agent contacted dealer and spoke with Tonya in Service who informed agent that vehicle was in on:  
 1/7/2008 at 31,604 miles-instrument cluster lights flash intermittently-replaced wiring harness  
 12/31/2007 at 31,346- instrument cluster lights flash- replaced PCM, headlamp switch, and battery  
 12/17/2007 at 30,924 miles- instrument cluster lights come on- replaced body control module  
 Tonya states that vehicle is today for no start and instrument cluster lights flashing. Tonya states that have not diagnosed the vehicle. Agent will send direct to dealer.  
 Agent contacted customer back to advise that file was being sent to get appropriate parties involved. Customer understood.  
 ##### DIRECT-TO-DEALER Code=1A #####  
 ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER  
 Please follow your Business Center guidelines in an attempt to resolve this customer s concern(s). If needed, seek assistance from your District Mgr, Business Center or STAR. Please update this CAIR within 24 hours of receipt. A case manager from the Customer Assistance Center may be assigned to this CAIR for follow-up with the customer and as another resource if required.  
 Agent called dealer and spoke to Tonya to inform that CAIR was being sent.  
 CUSTOMER CONTACT INFORMATION: [REDACTED]  
 #####  
 REASSIGNED TO BC/DLR 66 44764 01/18/08 14:10 O 17133701  
 Customer states about 7 weeks ago she took her vehicle to the dealership for a electrical concern. Customer states the dealership has not repaired her vehicle. Agent advised customer that the file has bee forward over to the dealership to get additional parties involved and she would need to continue to work with the dealership at this time. Customer understood.  
 \*Contact Date:02/04/2008  
 Service / Parts Director at the dealership has closed the Cair# 17133701  
 Warranty repair has been documented on Repair Order#121917  
 CAIR RETURNED FROM DEALER ON 2/04/2008 AT 09:09:906 R 17133701

**Customer Assistance Inquiry Record (CAIR)#****17133906**

<b>Vin</b>	2D4GP44L8	5F	<b>Open Date</b>	01/18/2008	<b>Build Date</b>	10/14/2004	
<b>Model Year</b>	05	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	11/18/2004	<b>Dealer</b>	42198	<b>Dealer Zone</b>	71	<b>Mileage</b>	42,389
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	ALOHA OR				<b>Country</b>	UNITED STATES	

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

Customer seeking information.

Purchased New or Used? New  
If Used, date purchased? NA Mileage? NA  
From whom did customer purchase used vehicle? NA  
Customer states there is a problem with the electrical issue. Headlights have a mind of their own. They shut off and on altogether, but it very intermittent. He states dealer has been unable to duplicate. Agent contacted dealer and spoke with Ryan. They have never been able to duplicate. They have tried different things such as battery and alternator replacement, but still unable to duplicate. Agent advised customer to continue working with dealer when issue occurs.

**Customer Assistance Inquiry Record (CAIR)#****17141081**

<b>Vin</b>	1D4GP25R2	5E	<b>Open Date</b>	01/21/2008	<b>Build Date</b>	06/25/2004	
<b>Model Year</b>	05	<b>Body</b>	RSKL52	DODGE CARAVAN SE FWD SWB WAGON			
<b>In Service Dt</b>	06/29/2004	<b>Dealer</b>	68488	<b>Dealer Zone</b>	71	<b>Mileage</b>	51,116
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	MARYSVILLE WA					<b>Country</b>	UNITED STATES

Recall - G09: - Advise Owner/Incomplete Recall	Advised customer of recall.
Referral - Tier Two - Internal Escalation - Authorization - Default	Customer is seeking assistance with the headlights.
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Customer states headlights go out at times.

**\*\*\*\*\*RECALL CONTACT\*\*\*\*\***

Purchased New or Used? USED

If Used, date purchased? 11/22/06 Mileage? 28,000

From whom did customer purchase used vehicle? Other dealer

Customer calls seeking recall information. Advised the customer of incomplete recall G09 for this vehicle. Customer was advised to contact a Chrysler, Dodge, or Jeep dealer to schedule an appointment to complete recall repair.

Customer called in stating that she has had her headlights go out on the vehicle at least three times. The customer stated that she knows there is no recalls on the vehicle for the issue. The customer is wanting to see if this is a common issue and what Chrysler can do to help the customer with the issue. Due to the headlights issue being non recall the customer was transferred to CCAC for further assistance.

Customer wants her concerns documented about her headlights. Customer wants to know if this a common concern. Agent advised customer that only information on a common concern is a recall. Customer wants assistance with the repair. Agent consulted with CST6. Customer transferred to the internal Tier 2 escalation line for further review of concern.

**\*\*\*\*Begin structured narrative T2 - GOODWILL ESCALATION**

What is the customer requesting from Chrysler?

Customer is seeking assistance with the headlights.

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

7 months and 15,116 miles

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

no

Is the customer the original owner of this vehicle?

no

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

1

Is there warranty history related to the current concern?

no

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

no

**\*\*\*\*End structured narrative T2 - GOODWILL ESCALATION**

\*\* Customer transferred to the internal Tier 2 escalation line for further review of concern. Janice can be reached at extension 69752.

Second owner of previous rental vehicle is seeking outside of warranty assistance with the repair of the headlights. The headlights are going out while driving at night. The vehicle has not been diagnosed by a Chrysler dealership as of yet. Customer is willing to work with dealership 68488. Agent contacted the dealership and left a message for the service manager. She was not available. Customer was offered a call back. Customer prefers to be reached at 4259715888, her cell phone number.

Agent called the dealer and spoke with Betty in service. Customer called to make an appointment and opted not to because they did not want to pay for a diagnosis. Agent called the customer on the cell phone number

provided. Agent called to inform the customer a diagnosis was needed, and was at the customers expense. Agent left a message. \*\*If customer calls back please inform a diagnosis is needed to look into out of warranty assistance\*\*

Agent received a message from customer advising that Betty at the dealer is available to speak with regarding the repair of the vehicle. Agent will follow up with customer and dealership as call volume allows.

Agent received a message from Betty with the dealership. Message advised that the previous owner of the vehicle was a rental company. Again agent will follow up with dealer and customer as call volume allows.

Caller states her daughter is having an issue with the headlights going out and claims she does not want to pay \$200 for the diagnosis. Agent informed caller the vehicle would have to be diagnosed by a Chrysler Dodge or Jeep dealership for assistance consideration. Caller claims she will take the to the dealership and claims she does not want the issue to happen to anyone else. Agent advised caller to have the customer call CCAC once the diagnosis has been completed.

Agent contacted dealership 68488 and spoke with Betty, service manager. The vehicle came into the dealership for the first time today. Dealership performed a recall. Customer would not allow the dealership to diagnose the issue today because they did not want to pay for the diagnosis.

Dealership would be willing to work with Chrysler at warranty costs after verification for the issue if the issue is a safety concern.

Agent attempted to contact the customer on 1/28/08 at 1:31 PM on the customer s home phone. Agent informed the customer a diagnosis would need to be performed before assistance can be looked into. Customer stated she did have one done. Agent informed the customer Janice spoke with Betty on Friday, and the diagnosis was not performed. Customer stated she went to a different repair facility. Customer stated the dealer was wanting to charge an extra \$100 for the fee, and she was not going to pay for this. Customer stated she was told by the independent, the part was very cheap. Customer stated she will have her Father repair the vehicle, instead of paying the dealer. Agent closed the file.

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**Customer Assistance Inquiry Record (CAIR)#****17144017**

<b>Vin</b>	1D4GP25R9	5E [REDACTED]	<b>Open Date</b>	01/22/2008	<b>Build Date</b>	04/06/2004	
<b>Model Year</b>	05	<b>Body</b>	RSKL52	DODGE CARAVAN SE FWD SWB WAGON			
<b>In Service Dt</b>	04/16/2004	<b>Dealer</b>	43511	<b>Dealer Zone</b>	51	<b>Mileage</b>	40,125
<b>Name:</b>	[REDACTED]					<b>Contact Type</b>	LETTER
<b>Address</b>	[REDACTED]					<b>Home Phone</b>	[REDACTED]
	EAST ALTON IL [REDACTED]					<b>Country</b>	UNITED STATES

Product - Electrical - Power Door Lock / Deck Lid - Intermittent or Inoperative - Unknown	Customer alleges he has concerns with the power locks.
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Customer alleges there is a problem with the headlights.
Referral - Tier Two - Internal Escalation - Authorization - Default	Tier Two support referral.

## BBB INQUIRY (BETTER BUSINESS BUREAU)

## CUSTOMERS LISTED ISSUES:

door lock are inoperative

dlr said it was caused by aftermarket alarm so customer took van apart himself (he s a mechanic) and figured it out himself. He feels it should be covered at no charge

5B168960 O 38725-WALDEN GROUP

5B168960 C [REDACTED] 11.05.04 @7,369 miles

18-40-04 TSB

I called customer - spoke to Mrs. [REDACTED] and she said work was done by Alton Dodge - I asked her to fax in bill - she will have her husband call.

01.29.08 Customer left me 2 VMM s indicating he did not want to deal with Chrysler anymore. I called Chris in service dept and he faxed me the bill for \$45 to flash computer.

I reimbursed customer this cost and sent BBB a letter explaining

999 / 01.29.08

POSTMARK DATE: 012208; DATE RECEIVED: 012208

**Customer Assistance Inquiry Record (CAIR)#****17160702**

<b>Vin</b>	1D4GP45R3	5E [REDACTED]	<b>Open Date</b>	01/28/2008	<b>Build Date</b>	09/10/2004	
<b>Model Year</b>	05	<b>Body</b>	RSKH52	DODGE CARAVAN SXT FWD SWB WAGON			
<b>In Service Dt</b>	11/12/2004	<b>Dealer</b>	45112	<b>Dealer Zone</b>	51	<b>Mileage</b>	46,000
<b>Name:</b>	[REDACTED]					<b>Contact Type</b>	E-MAIL
<b>Address</b>	[REDACTED]					<b>Home Phone</b>	
	PORTAGE W [REDACTED]					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Other - Unknown	Customer experiencing problem with the airbags
Product - Suspension - Lower Control Arms/Ball Jnts - Other - Unknown	Customer experiencing problem with the ball joints
Product - Brakes - Unknown - Defective - Unknown	Customer experiencing problem with the brakes
Product - Electrical - Power Sliding Door - Other - Both Sides	Customer experiencing problem with the doors
Product - Electrical - Lamps and Switches - Defective - Default	Customer experiencing problem with the head lights

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

problems with my vehicle

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

Purchased New

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

i have tried to call your customer service department with no help.i am at my wits end with this company.i have had so many problems with my van that i want to trade it in for a ford or chevy!i have had headlight switch replaced,2 airbag sensors replaced,ball joints,sliding door problem,brake problem oxygen sensor,now i had to pay 300 dollars to fix sway bar linkage and bushings that the dealer told me was the problem and so i took it elsewhere and had that replaced along with tie rod ends and it still makes the noise.i am tired fo it i will never buy a dodge again and will inform everyone else not to either.is there anything you can help me with?

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

Re-routed to T2TN for further handling as customer needs a call.

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

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

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

Thank you again for your email.





contacted dealer 26657 and spoke with Service Manager Bob who stated that rental was being covered under a service contract which only permitted the vehicle to be covered for so much and this was the over the allotted amount. Bob advised agent that the service contract through Auto Guard. Agent consulted with RJ16 and advised customer that all overcharges would be at her expense.

Customer is calling about rental. Customer states that the dealer covered one day rental. She states that she had the vehicle for five days.

Customer is saying that she called everyday to verify that the rental was covered and no one told her it would not be covered. Agent consulted with TCC17 and the service contract with Auto Guard is a third party service contract. The customer will have to contract them for rental assistance.

Customer calling seeking information on rental assistance. Customer states customer does not have a service contract. Agent called the dealership and spoke with Bob, service advisor. Bob stated that vehicle had been in accident and that the service contract would not cover rental. Bob stated that Bob decided to cover 2 days of rental as additional goodwill to the one day Chrysler offered. Agent advised customer that customer's service contract would not cover rental due to repairs being caused by an accident. Agent advised customer that customer will need to contact service contract company. Customer stated that customer feels Bob does not care about customer. Agent apologized for Bob.

Chris with dealer 26657 is calling to see if Chrysler authorize any days of rental. Advised dealer it states Chrysler authorize 1 day of rental and Bob at his dealer authorize 2 days of rental. Dealer wants the authorization # for the 1 day of rental. Advised dealer of the authorization #.

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**Customer Assistance Inquiry Record (CAIR)#****17164624**

<b>Vin</b>	2C4GP54L4	5R	<b>Open Date</b>	01/28/2008	<b>Build Date</b>	04/07/2005	
<b>Model Year</b>	05	<b>Body</b>	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON			
<b>In Service Dt</b>	04/27/2005	<b>Dealer</b>	63720	<b>Dealer Zone</b>	42	<b>Mileage</b>	31,070
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	GARDEN MI					<b>Country</b>	UNITED STATES

Product - Electrical - Alternator/Voltage Regulator - Intermittent or Inoperative - Default	Alternator replaced
Product - Electrical - Radio/Spkrs/Clock/Antenna - Intermittent or Inoperative - Default	CD player replaced
Dealer - Service/Body Shop - Transaction - Problem Not Resolved - Default	Issue not resolved
Product - Body / Trim / Paint Finish - Interior Ornamentation/Mirrors - Other - Instrum't Panel-G. Box	Issue with instrumental panel lamps
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Stated head lights are working intermittently

Purchased New or Used? new

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

From whom did customer purchase used vehicle?

CDJ dealer

Customer stated she is having electrical concerns with the vehicle.

Claims the lights is flickering on and off at night intermittently.

Customer stated that her vehicle has been in the shop for at least 7 times. Claims she has taken the vehicle to an IRF and 63720 to have the vehicle diagnosed. Customer stated that the General manager/service manager will be taking this vehicle home tonight so he can see personally what is going on with this vehicle. Agent contacted 63720 to obtain repair history from service Shawn. Shaw stated that he will be taking this vehicle home tonight to see why the lights are flickering.

Repair history:1-23-2008/customer complaint is head lights is flickering/customer went to a Chevy dealership and had the vehicle diagnosed. Brought the diagnosis paper from the Chevy dealership and it stated that the head lamp control switch was bad/63720 replaced the head lamp control switch per Chevy dealership diagnosis. Customer states that did not resolve her flickering concern/30,500 miles/ Could not duplicate the head light flashing badly

10-16-2007/instrument lights flashing/27,483 miles/charging of radiator fan comes on and the instrument lights and head lamps flicker slightly./Could not duplicate customers concerns of head lights flashing badly.

Customer is still having concerns of headlights flashing. Customer inquired about buyback of this vehicle. Agent advised customer to continue working with the dealership to resolve the flashing of the headlights and the selling dealership has the final decision for buyback. Customer stated that she had a family member in Auburn Hills and wanted to know if she needed to contact him to have the vehicle bought back. Agent informed customer that the person in Auburn Hills does not have the authority to buyback this vehicle. Again advised to work with the selling dealership to repair the vehicle per the terms of warranty. Advised that buyback has to be considered through selling dealership. Provided customer with reference number. Agent informed Shawn that she will be calling back tomorrow for diagnosis of the vehicle. Shawn stated that was fine.

Agent contacted 63720 to obtain overnight diagnosis from Shawn. Shawn stated that the only time that the only way the light problem could be duplicated was to turn on the heated seats. Shawn stated that they are currently working with STAR to resolve this problem.

Agent contacted customer to inform him the concern that had come up with the heated seats and the CDJ dealership is currently working with STAR. Customer states she went to pick up her vehicle and found out the CD

player was not working and it worked when they went in. She states the dealer has a CD player on order for her. She states the CD player was just replaced a year ago. She states there is something wrong with the vehicle and they have not corrected the previous issue with the electrical issue when the electric seats are operating. She states the vehicle has been there a whole week. Customer states she wants this vehicle bought back. Agent called dealer 63720 and spoke with Shane a service advisor. Shane provided:

\*\*\* \*\* Repair history \*\*\* \*\*

02/03/2008-OPEN 31146 miles: Customer states CD player did not work. Dealer ordered CD player.

01/31/2008-01/31/2008 31070 miles: Customer states head lights flicker at night. Dealer replaced alternator.

01/23/2008-01/23/2008 30500 miles: Customer states head lights were flickering. Dealer replaced head light switch.

10/16/2007 27483 miles: Customer states head lights and instrument panel flicker at night. Dealer could not duplicate, no repairs needed.

Customer states she has also been to dealer 63747 at 248-643-7000 and dealer 26016 at 586-9779-8700. Agent offered customer a callback once all the information was available. Customer accepted callback at number 248-217-5501.

##### DIRECT-TO-DEALER Code=1b #####

ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER

Please follow your Business Center guidelines in an attempt to resolve this customer's concern(s). If needed, seek assistance from your District Mgr, Business Center or STAR. Please update this CAIR within 24 hours of receipt. A case manager from the Customer Assistance Center may be assigned to this CAIR for follow-up with the customer and as another resource if required.

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

CUSTOMER CONTACT INFORMATION: [REDACTED]

#####

Customer is seeking relief under State

Lemon Law / Buyback / Arbitration process.

REASSIGNED TO BC/DLR 42 63720 02/04/08 10:49 R 17164624

Vehicle does not qualify for buy back will honor the terms of the warranty.

kb13

Agent called dealer 63747 (248) 643-7000 and spoke with John, service advisor to obtain the repair history on the vehicle.

01/07/08 30,261 miles.

Head lights flickering when cold. Could not duplicate. Checked head light switch and wiring. No problem found. Oil change and checked brakes.

Customer waited on the vehicle.

04/23/07 21,248 miles.

Electrical diagnosis: replaced a fuse. Overhead seems to be okay at this time.

04/25/07 21,284

Replaced the radio with exchange unit.

03/28/06 11,262 miles.

FO 1 recall. TSB to install a guard AC condenser guard. Turn signal socket replaced.

Agent called dealer 26016 (586) 979-8700 and spoke with Bill Stanley, service manager to obtain the repair history on the electrical repair history.

01/14/08 30,444 miles

Customer stated headlamps dim and brighten.

Technician checked alternator, headlamp switch and battery. Everything checked out fine. Customer waited on the vehicle.

Agent advised the customer to continue to work with the dealer.

\*Contact Date:02/06/2008

Service Manager at the dealership has closed the Cair# 17164624

Warranty repair has been documented on Repair Order#27202

CAIR RETURNED FROM DEALER ON 2/06/2008 AT 11:40:818 R 17164624

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**Customer Assistance Inquiry Record (CAIR)#****17174953**

<b>Vin</b>	2C4GP54L8	5F	<b>Open Date</b>	01/31/2008	<b>Build Date</b>	04/14/2005	
<b>Model Year</b>	05	<b>Body</b>	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON			
<b>In Service Dt</b>	06/10/2005	<b>Dealer</b>	68318	<b>Dealer Zone</b>	32	<b>Mileage</b>	42,300
<b>Name:</b>						<b>Contact Type</b>	E-MAIL
<b>Address</b>						<b>Home Phone</b>	
	RAYNHAM MA					<b>Country</b>	UNITED STATES

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

Customer unhappy with the head lights of his vehicle.

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

Headlights fail 2 times conditions appear it will be a third time

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

Purchased New or Used? New

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

From whom did customer purchase used vehicle? N/A

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

At 11,000 miles my headlights failed. The dash switch was replaced. At 34,000 miles it failed again..and was replaced again. I now have 42,000 miles and indications are present that it is going to fail again. Classic has been unable to determine a cause of this continuing hazard as they can not duplicate it in the shop.We have to wait for the part to fail. I would like to speak with a Chrysler representative to resolve this issue as I plan to keep the vehicle. There must be a logical resolution for this continuing problem. Thank you for any assistance that you can offer for this frustrating and dangerous situation. Candy Walters

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

Re-routed to T2TN for further handling as customer needs a call.

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

Dear

Thank you for contacting the Chrysler Customer Assistance Center regarding headlight issues.

We are very sorry to learn of your dissatisfaction with the handling of your Town and Country s service needs.

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

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

We regret your dissatisfaction but hope you will understand our position. Thanks again for your email.

**Customer Assistance Inquiry Record (CAIR)#****17186039**

<b>Vin</b>	1D4GP24R5	5B3	<b>Open Date</b>	02/05/2008	<b>Build Date</b>	02/16/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON			
<b>In Service Dt</b>	07/19/2005	<b>Dealer</b>		<b>Dealer Zone</b>		<b>Mileage</b>	33,224
<b>Name:</b>						<b>Contact Type</b>	E-MAIL
<b>Address</b>						<b>Home Phone</b>	
	LUTCHER LA				<b>Country</b>	UNITED STATES	

Product - Electrical - Lamps and Switches - Defective - Default	Customer experiencing problem with headlights.
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\*\*\*\*\* EMAIL BRIEF DESCRIPTION CONTENT \*\*\*\*\*

My headlights blink and sometimes do not come on when I turn the switch on.

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

Purchased New or Used? New

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

The service department cannot find anything wrong with my lights so they want to change the switch, which they did once already in 2006. This seems to be a patch job, doing something to say you did it. Can you tell me or maybe them any more information?

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

Routed to T2TN for further handling.

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

Email states:

Thank you for contacting the Chrysler Customer Assistance Center regarding the electrical issue with your 2005 Dodge Grand Caravan. 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 dealership. If your concerns are still not resolved after consulting another dealer, please contact our office at 1-800-992-1997, 8:00 a.m. to 5:00 p.m., Monday through Friday, to speak with one of our trained Customer Service Representatives.

Thanks again for your email.

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

**Customer Assistance Inquiry Record (CAIR)#****17191168**

<b>Vin</b>	1D4GP25R6	5E [REDACTED]	<b>Open Date</b>	02/05/2008	<b>Build Date</b>	06/02/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKL52	DODGE CARAVAN SE FWD SWB WAGON			
<b>In Service Dt</b>	06/06/2005	<b>Dealer</b>	68798	<b>Dealer Zone</b>	42	<b>Mileage</b>	60,000
<b>Name:</b>	[REDACTED]					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	[REDACTED]					<b>Home Phone</b>	[REDACTED]
	MAYSLICK KY [REDACTED]					<b>Country</b>	UNITED STATES

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Corporate - Recall - Default - Default - Default	Customer seeking information.
Product - Electrical - Lamps and Switches - Other - Default	Customer seeking information.

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Purchased New or Used? Used  
If Used, date purchased? 03/29/06 Mileage? 41055  
From whom did customer purchase used vehicle? CDJ dealer  
Customer called stating his headlights keep going out.  
Customer seeking recall information on vehicle. Advised customer there are no incomplete recalls. Customer was informed they will be notified by letter if a there was a recall on the vehicle using the address on file.

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**Customer Assistance Inquiry Record (CAIR)#****17197708**

<b>Vin</b>	1D4GP45R6	5E [REDACTED]	<b>Open Date</b>	02/06/2008	<b>Build Date</b>	02/04/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKH52	DODGE CARAVAN SXT FWD SWB WAGON			
<b>In Service Dt</b>	04/08/2005	<b>Dealer</b>	06347	<b>Dealer Zone</b>	32	<b>Mileage</b>	39,550
<b>Name:</b>	[REDACTED]					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	[REDACTED]					<b>Home Phone</b>	[REDACTED]
	HIGHLAND FALLS NY [REDACTED]					<b>Country</b>	UNITED STATES

Product - Electrical - Body Control Module - Complete Failure - Default	Customer states that she needs a BCM
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Purchased New or Used? New

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

From whom did customer purchase used vehicle?

CDJ dealer

Customer calling in seeking to get her part. Customer states that they cannot get the part. Agent contacted dealer 06347 to see what the issue is with the part. Dealer states that the part is there. Agent informed the customer that the part is there and she can go have it installed.

Customer stated the lights were flickering on the vehicle, customer stated she took the vehicle to dealer 06347. Customer stated the dealer ordered a part, customer stated the vehicle returned a few days later to have the part installed. Customer stated that the lights were still flickering when she was using the power windows. Customer stated that the vehicle has been to the dealer 4 times for the lights flickering.

Customer claims the steering wheel does not lock up anymore, and the dealer advised her the steering wheel never locked.

Customer stated that she is not happy with the service she received from dealer 06347. Contacted dealer 06347 and spoke with Anthony who stated the vehicle was in 01/25/2008: headlights flickering rapidly, replaced the BCM. Anthony stated that the vehicle has not been in any other times for the headlights flickering.

Advised the customer her concerns would be documented regarding the headlights in the vehicle and also with the dealer. Advised the customer that if she was not happy with the service she has received from dealer 06347, advised the customer she could take the vehicle to another CDJ dealer. Customer inquired if her contract would be honored, advised the vehicle could go to any CDJ dealer for repairs under the contract.



**Customer Assistance Inquiry Record (CAIR)#****17215858**

<b>Vin</b>	2C4GP44RX	5R	<b>Open Date</b>	02/12/2008	<b>Build Date</b>	12/06/2004	
<b>Model Year</b>	05	<b>Body</b>	RSYH53	CHRYSLER TOWN & COUNTRY LX FWD LWB WAGON			
<b>In Service Dt</b>	12/07/2004	<b>Dealer</b>	67263	<b>Dealer Zone</b>	63	<b>Mileage</b>	35,938
<b>Name:</b>						<b>Contact Type</b>	
<b>Address</b>	LIBERTY TX					<b>Home Phone</b>	
						<b>Country</b>	UNITED STATES

Product - Electrical - Body Control Module - Other - Default	Body control module replaced previously.
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Customer states the dash lights and headlights flicker.

Purchased New or Used? used  
If Used, date purchased? 08/30/05 Mileage? 9035  
From whom did customer purchase used vehicle?  
CDJ dealer  
Customer states the dash lights and headlights flicker and claims the dealership has been unable to repair the issue. Agent contacted dealership 67263 and spoke to Terry (Office Manager) who states the Service Manager and Advisor are not available. Agent informed Terry she would call back for the information. Agent informed customer his file would be forwarded to the dealership to notify the appropriate parties he is still having issues with the vehicle and advised him to continue working with the dealership.  
Agent contacted dealership 67263 and spoke to Stanley (Assistance Service Manager) who states the vehicle was at the dealership on 12/21/07 at 32105 for dash and headlights flickering, internal ground issue, replaced headlight switch and BCM  
10/30/07 at 3969 for dash lights flicker, radio turns off, no duplication, cleaned grounds  
\$\$\$\$\$ DIRECT-TO-DEALER (Code=4-A) \$\$\$\$\$\$\$  
ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER  
This Direct-to-Dealer CAIR is being sent for the following reason:  
Unresolved vehicle concern  
Please update this CAIR as required.  
Agent called dealer and spoke to Stanley to inform that CAIR was being sent.  
\$  
REASSIGNED TO BC/DLR 63 67263 02/12/08 17:31 R 17215858  
\*Contact Date:03/19/2008  
Service Manager at the dealership has closed the Cair# 17215858  
Warranty repair has been documented on Repair Order#53313  
CAIR RETURNED FROM DEALER ON 3/19/2008 AT 09:50:447 R 17215858

**Customer Assistance Inquiry Record (CAIR)#****17246722**

<b>Vin</b>	2C4GP54L3	5F	<b>Open Date</b>	02/21/2008	<b>Build Date</b>	08/02/2004	
<b>Model Year</b>	05	<b>Body</b>	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON			
<b>In Service Dt</b>	09/16/2004	<b>Dealer</b>	66094	<b>Dealer Zone</b>	35	<b>Mileage</b>	30,000
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	YORK PA					<b>Country</b>	UNITED STATES

Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Stated all lights are flickering
Product - Electrical - Alternator/Voltage Regulator - Intermittent or Inoperative - Default	Stated alternator was previously replaced

Purchased New or Used? new

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

From whom did customer purchase used vehicle?

CDJ dealer

Customer stated he is having concerns with dashboard lights, headlights, tail lights, and the courtesy lights flicker. Stated that he is the one that determined that when you have your heated seats on, all lights flicker. Stated that in February 2007, the vehicle was still in warranty, and the dealership tested his vehicle. Claims there were no repairs, and no codes were found. Stated he took the vehicle December 28,449 miles, the vehicle was out of warranty, but the dealership cleaned the ground wires. Stated that the repair with the concern with the flickering of all lights is only when you have the heated seats on. Customer is requesting assistance with the flickering light concerns.

Stated the alternator was previously replace to see if that would resolve the flickering lights.

Agent consulted with MDB80. MDB80 stated that CCAC will not be assisting in the flickering light concerns because the district manager has already provided a one-time goodwill gesture for parts only as recent as 12-8-07, and Chrysler will not be assisting any further. Customer began using foul language, and demanded to have his issue resolved. Agent informed customer that this phone call will be released if he does not keep the phone call at a professional level. Customer used even more foul language, and disconnected the line.

**Customer Assistance Inquiry Record (CAIR)#****17246974**

<b>Vin</b>	2C4GP54L1	5R	<b>Open Date</b>	02/21/2008	<b>Build Date</b>	09/10/2004	
<b>Model Year</b>	05	<b>Body</b>	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON			
<b>In Service Dt</b>	10/30/2004	<b>Dealer</b>	61900	<b>Dealer Zone</b>	35	<b>Mileage</b>	38,700
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	ROYERSFORD PA					<b>Country</b>	UNITED STATES

Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Customer states that the head light are intermittent
---	--

Purchased New or Used? New

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

From whom did customer purchase used vehicle?

Customer states that he is having issue with the headlight not working .

Customer stated that the it intermittent . Customer feels due to having this issue in the past he should not have to pay this \$100.00 deductible on his service contract. Agent consuited with JMC129 and transfer ( 802) for further review.

Customer called regarding the same issue.Agent transferred the call to SC.

Customer seeking goodwill for \$100 deductible for the same repairs.

Customer states that he had the same problem when the vehicle was under warranty but at that time the dealership did not verify the problem and now they are telling that it can resolved and customer has to pay deductible. Customer is not happy to pay this amount and seeking help from Chrysler. Agent checked with the supervisor and denied for goodwill customer want to speak with supervisor. Agent transferred to escalation team.

\*\*\*\*\*INTERNAL\*\*\*\*\*

Customer was denied for goodwill assistance as the he was seeking goodwill for the 100\$ deductible under service contract.

**Customer Assistance Inquiry Record (CAIR)#****17256967**

<b>Vin</b>	2C4GP54L7	5R	<b>Open Date</b>	02/25/2008	<b>Build Date</b>	03/27/2004	
<b>Model Year</b>	05	<b>Body</b>	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON			
<b>In Service Dt</b>	03/31/2004	<b>Dealer</b>	23915	<b>Dealer Zone</b>	66	<b>Mileage</b>	50,000
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	FRANKLIN TN					<b>Country</b>	UNITED STATES

Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Informs that headlamps do not always work
Dealer - Service/Body Shop - Transaction - Repeated Trips Required - Default	Informs the headlamp concern is not resolved.

Purchased New or Used? Used

If Used, date purchased? 09/27/04 Mileage? 15,179

From whom did customer purchase used vehicle?

CDJ dealer

Owner states that the vehicle has an intermittent concern with the headlamps that the dealer has never been able to resolve or duplicate.

Customer seeks assistance but states there has never been a repair or a duplication. Agent advised the caller that if he decides to have this assessed at the dealer that documentation could be sent in order to get other parties involved but that would be at his discretion and expense.

Owner did not decide whether he would return the vehicle to the dealer or not.

Informed customer that Chrysler will not participate in the repair. The vehicle warranty has expired.

**Customer Assistance Inquiry Record (CAIR)#****17265292**

<b>Vin</b>	1C4GP45R5	5E	<b>Open Date</b>	02/27/2008	<b>Build Date</b>	06/22/2005	
<b>Model Year</b>	05	<b>Body</b>	RSYH52	CHRYSLER TOWN & COUNTRY FWD SWB WAGON			
<b>In Service Dt</b>	08/22/2005	<b>Dealer</b>	26698	<b>Dealer Zone</b>	66	<b>Mileage</b>	55,912
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	ROBERTSDALE AL					<b>Country</b>	UNITED STATES

Product - Transmission / Transaxle - Unknown - Noisy - Default

Customer states that his transmission is making a winding noise.

Purchased New or Used? New

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

From whom did customer purchase used vehicle? N/A

Customer states that he sent in e-mail about complaints for his transmission issue. He states that it was winding noise and a down shift but not its developed between 40-45 mph. He states that it is missing. He states that he would like to get something done about it before their 7/70. He states that he has taken it to Chris Myers twice but they only show one invoice. Also took it to the GREATER MOBILE 26698 one time also. Agent spoke with Kevin. He stated the vehicle has only been in one time.

\*\*\*

10/24/06 @ 26499 miles Customer states that has a winding noise in lower speeds but really hear it in Park, tech test drove and checked fluid but found nothing wrong.

\*\*\*

Agent contacted the dealer 68756 and Vickie the service manager was at the other building but was with a customer. Agent will try back at a later time when allowed. Customer did state that they did not find anything either but is going to take it back to dealer 68756 about a week. Agent advised customer that agent will call that dealer back and get that repair history for that one visit and advised customer to call back when he takes the vehicle in for the repair and then we can send a file to the dealer. Agent provided reference number.

Agent contacted and spoke with the service manager, Vickie.

\*\*\*Repair History\*\*

2/02/06 @ 9781 miles , Replaced head lamp switch

01/30/06 @ 9560 miles, Head lamp intermitten, could not duplicate

01/19/06 @ 6538 miles, Seat shifts when moving, Normal shift did not find anything

Winding noise coming from

transmission, compared to another vehicle and could not duplicate.

Customer will call back when vehicle is at the dealership.

**Customer Assistance Inquiry Record (CAIR)#****17272235**

<b>Vin</b>	2C4GP44R1	5F	<b>Open Date</b>	02/28/2008	<b>Build Date</b>	02/03/2005	
<b>Model Year</b>	05	<b>Body</b>	RSYH53	CHRYSLER TOWN & COUNTRY LX FWD LWB WAGON			
<b>In Service Dt</b>	02/14/2005	<b>Dealer</b>	65804	<b>Dealer Zone</b>	71	<b>Mileage</b>	52,346
<b>Name:</b>						<b>Contact Type</b>	
<b>Address</b>						<b>Home Phone</b>	
	SACRAMENTO CA					<b>Country</b>	UNITED STATES

Product - Electrical - Radio/Spkr/Clock/Antenna - Intermittent or Inoperative - Default	CD player intermittently works, CD player was replaced.
Dealer - Service/Body Shop - Personnel - Other - Technician	Caller states that money was stolen out of vehicle in service.
Product - Electrical - Battery - Complete Failure - Default	Caller states the battery was replaced.
Product - Electrical - Speedo/Gauges/Ometer/EIC - Intermittent or Inoperative - Default	Dash lights flicker intermittently.

Purchased New or Used?

If Used, date purchased?1/18/06 Mileage?24125

From whom did customer purchase used vehicle?

? CDJ dealer

Caller is niece of owner and states that the vehicle was at dealership for repairs on electrical. Caller states they replaced the battery.

Caller states that the money was 104.00 for a narcotics organization.

Caller states that they called the main office at the dealership and they will not call them back. Agent advised that the dealership is

independently owned and operated. Agent advised that the customer will need to discuss this with general manager at the dealership. Agent advised of reference number

Customer called stating that he is taking the vehicle back to the dealer today for electrical concerns. Agent contacted the dealer and spoke with Tim service advisor. Tim advised that he will fax the repair history for electrical concerns on the vehicle. Agent advised customer that the file will be sent to the dealership and technical assistance to help the dealer resolve the concerns.

Caller Tony Neusius provided reference number and advised the vehicle has to be taken back to the dealership for the fifth time for the same instrument cluster concern advising the headlights and other electrical components are flickering. Caller advised this is beginning to get very frustrating.

Customer states the dealer has made a couple of attempts to repair the issue.

Agent consulted with VLB21 advised to call the dealership and get the repair history or to see if the repair history has been faxed if not can it be. Agent called dealer # 65804 the number was busy with several attempts. Agent made several attempts and two hold sessions for the caller holding three minutes each and was not able to get through to the dealer. Agent advised the customer to go ahead and keep the dealer appointment and the agent would inform the the previous agent of the situation to see about getting the information needed.

Agent contacted dealership 65804 and spoke to Patrick (Dispatcher) who states the vehicle was at the dealership on

03/03/08 at 52151 for dash lights flicker, gauges not working, radio stops working, still at dealership

02/01/08 at 50231 for CD player not working intermittently, replaced

01/31/08 at 50298 for dash lights flickering, gauges erratic, battery replaced

10/26/07 at 45674 for lights flashing, no duplication

10/16/07 at 45382 for headlights flashing, headlight switch replaced

Agent informed Patrick a direct to dealer CAIR would be sent. Agent informed customer the file would be forwarded and advised to continue working with the dealership.

\$\$\$ \$ DIRECT-TO-DEALER (Code=4-A) \$\$\$\$ \$\$\$\$

ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER

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

Unresolved vehicle concern

Please update this CAIR as required.

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

\$

Agent contacted customer and spoke to Mr. Mundy. Agent informed him the file for the vehicle has been forwarded to the dealership to get the dealership's technical assistance involved with the repairs.

REASSIGNED TO BC/DLR 71 65804 03/07/08 13:03 R 17272235

\*Contact Date:05/21/2008

Service Manager at the dealership has closed the Cair# 17272235

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

Request was reviewed with DM.

CAIR RETURNED FROM DEALER ON 5/21/2008 AT 12:23:623 R 17272235

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**Customer Assistance Inquiry Record (CAIR)#****17281606**

<b>Vin</b>	2C4GP44R5	5F	<b>Open Date</b>	03/03/2008	<b>Build Date</b>	03/23/2004	
<b>Model Year</b>	05	<b>Body</b>	RSYH53	CHRYSLER TOWN & COUNTRY LX FWD LWB WAGON			
<b>In Service Dt</b>	10/30/2004	<b>Dealer</b>	68296	<b>Dealer Zone</b>	51	<b>Mileage</b>	26,037
<b>Name:</b>						<b>Contact Type</b>	LETTER
<b>Address</b>						<b>Home Phone</b>	
	CHILTON WI				<b>Country</b>	UNITED STATES	

Product - Electrical - Lamps and Switches - Defective - Default

headlamp switch sticks

Dealer wanted to goodwill the headlight switch repair because the vehicle is under basic by mileage and only out by a few months by time. The cost of the repair is less than the Chrysler Service Contract deductible and dealer could not enter claim for deductible waiver for this reason. DM agreed to reimburse dealer \$63.55 to cover the cost of the repair as a goodwill gesture.  
POSTMARK DATE: 030608; DATE RECEIVED: 030608



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

**17286081**

<b>Vin</b>	2D4GP44L3	5R	<b>Open Date</b>	03/04/2008	<b>Build Date</b>	04/17/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	08/31/2005	<b>Dealer</b>	44771	<b>Dealer Zone</b>	51	<b>Mileage</b>	51,735
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	MILWAUKEE W					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - External Ornamentation - Dings or Dents - Unknown	Customer had a dent.
Product - Electrical - Tire Pressure Monitor - Intermittent/Inoperative - Default	Customer has had a concern with the tire pressure sensor.
Referral - Tier Two - Internal Escalation - Authorization - Default	Customer is seeking assistance with the remote start, air bag, headlights
Product - Steering - Unknown - Leaks - Default	Customer stated that he had a power steering leak.
Product - Brakes - Disc Brake Assy/Calipers - Other - Unknown	Customer stated that he replaced his brakes.
Product - Electrical - Radio/Spkrs/Clock/Antenna - Intermittent or Inoperative - Default	Customer stated that the CD player quit working.
Product - Electrical - Ignition System - Intermittent or Inoperative - Default	Customer stated that the aftermarket remote start does not work.
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer stated that the air bag light is on.
Product - Electrical - Electronic Vehicle Security - Intermittent or Inoperative - Default	Customer stated that the alarm went off.
Product - Electrical - Battery - Intermittent or Inoperative - Default	Customer stated that the battery is going dead.
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Customer stated that the headlight switch does not work.
Product - Electrical - Navigation System - Intermittent/Cuts In and Out - Default	Customer stated that the navigation system quit working.
Product - Electrical - Wipers / Washers - Intermittent or Inoperative - Rear	Customer stated that the rear windshield wiper does not work.
Product - Electrical - Power Windows - Intermittent or Inoperative - Unknown	Customer stated that the regulator has been replaced.
Product - Body / Trim / Paint Finish - Seat Upholstery - Broken, Cracked - Front-Driver	Customer stated that the seat is cracked.
Product - Body / Trim / Paint Finish - Interior Ornamentation/Mirrors - Broken, Cracked - Unknown	Customer stated the cup holder was cracked.
Product - Drivability - Unknown - Other - Default	Customer states she is having issues with the vehicle.
Dealer - Sales - Transaction - Sales Terms Unsatisfactory - Default	Customer wanted a sunroof which the dealer gave him.

Purchased New or Used? new

If Used, date purchased? na Mileage? na

From whom did customer purchase used vehicle?

na

Customer states that she is having issues with her vehicle. Customer states that her husband is going to contact CAC to provide the information on the issues they are having. Agent provided reference number.

Customer stated that he sent the vehicle to his wife in CA and lights have come on. Customer said that he took the vehicle to the location for the oil changes and found six codes. Customer stated that the dealer reset the computer and a few days later the lights came back on.

Customer said that he was provided a loaner and the shin air bag went off. Customer said that another air bag went off and went to get some items from the dealer. Customer said that the dealer was told to change sensors and the console. Customer said that his tire pressure sensors have been a concern, the trim; the CD player would quit working. Customer said that the CD player has been replaced three times and the

navigation system quit talking. Customer said that the dealer reset the computer. Customer had to have the brakes replaced and the vehicle shakes. Customer stated that the rear windshield wipers quit working and the dealer found that wires were disconnected. Customer said that the dealer repaired the windshield wiper. Customer said that his air bag light is currently on and has an aftermarket service contract. Customer said that the lights will go off and has had a power steering leak. Customer said that the window regulators have been replaced. Customer said that the aftermarket company would not cover the aftermarket remote start. Customer alleges that the seat cracked under warranty and the cup holder broke. Customer said that he was told that the crack and cup holder was normal wear and tear. Customer said that he had a concern with the purchase of the vehicle as well and the alarm did not work. Customer said that the dealer fixed the alarm and there was a dent, which was fixed. Customer wants his vehicle replaced and the current concern is with the battery. Customer stated that the remote start, air bag sensor, headlight switch, cracked seat, and the electrical concern are his current concerns. Agent advised customer that his vehicle will be repaired per the terms of the warranty. Agent called dealer 44771 and spoke to Matthew a Service Advisor.

Service History:

1/25/08 51735 miles Customer had a concern with the headlight switch. Dealer did not duplicate and the switch was not covered by the aftermarket service contract company.

Agent was transferred to Randy a Service Advisor. Randy stated that the aftermarket service contract company would not cover the headlight switch.

12/12/05 6000 miles Customer stated that the air bag light came on. Dealer replaced the clockspring.

12/19/05 6729 miles Customer had an air bag light on. Dealer replaced air bag control module, air bags for passenger side, instrument panels, clockspring, and side air bag.

Agent advised Randy that a direct to dealer will be sent. Agent advised customer that a file will be sent to get additional parties involved.

Customer is seeking assistance to get the vehicle repaired.

Customer is wanting assistance since his aftermarket service contract company will not cover his repairs. Agent consulted with TNC10 and transferred customer for further assistance.

\*\*\*\*Begin structured narrative T2 - GOODWILL ESCALATION

What is the customer requesting from Chrysler?

Customer is seeking assistance with the aftermarket remote start, air bag sensor, headlight switch, cracked seat, and electrical concern involving the battery

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

17,000 miles

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

no but customer has an aftermarket service contract

Is the customer the original owner of this vehicle?

yes

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

1

Is there warranty history related to the current concern?

customer has only had warranty work on the air bag

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

no

\*\*\*\*End structured narrative T2 - GOODWILL ESCALATION

Customer states that the aftermarket remote start does not work, air bag light is on, the seat is cracked, the headlight switch needs replaced, and there is an electrical concern with the battery. States that there was also an issue with the axle braking. States that he took vehicle to Firestone for this repair and states that the dealer only reimbursed him for the parts so he is out \$500 for that repair. Customer seeking assistance with the current concerns. Agent advised customer that Chrysler will not assist with the aftermarket remote start due to this was not on vehicle from the factory. Customer understood. Agent advised customer that the axle repair would have been covered under the powertrain warranty had he taken vehicle to dealer. Advised all warranty repairs must be completed at an authorized dealer. Customer is original

issues. Agent called dealer 44771 and spoke with Matthew, who states he will have service manager call agent back. Agent provided number and extension. Offered customer a call back.

Agent called dealer back and spoke with Taunya in service, who states that the service manager is not in the office. Agent provided number and extension.

===Dealer Contact

Leeroy, Service Manager of dealer 44771. States vehicle was examined with following concerns: Remote start needs main module replaced, could not duplicate issue with head lights, sensor and connector need replaced. No mention of seat or battery concern was made to the dealer. Leeroy verified remote start system is Mopar unit but is technically aftermarket as it was added after sale.

Informed customer that Chrysler will not participate in the repair. The vehicle warranty has expired.

\*\*\*\*\*

Customer called in a stated that some one was supposed to call back from Chrysler and no one had called. Customer also, seeking new update or wanted to talk with Kelly.

Agent stated that pervious agent has left the note that Chrysler will not participate in the repair. The vehicle is warranty has expired.

\*\*\*\*\*

Customer states that customer wants to speak with Kelly or Kelly s supervisor about decision customer was informed about on 03/28/08 that Chrysler will not participate in repairs due to out of warranty issue.

Customer states customer wants to speak to supervisor.

Agent concurred with MDF34 who concurred with agent.

Agent informed customer that agent supervisor concurred and Chrysler will not participate.

Customer again states long hisory of issues and states vehicle should be repurchased.

Agent informed customer that buy back issue should have been addressed while vehicle under warranty.

Customer persists in requesting a supervisor.

MDB80 took over call.

Customer was informed that the decision will not be overturned and that CCAC will document disagreement with decision.

Customer requests if there is anyone else customer can speak with.

Agent informed customer that this decision is final.

Customer was very unhappy about decision and continued to refer to service history and problems.

Agent informed customer that the decision was made at Corporate level and will not be overturned.

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**Customer Assistance Inquiry Record (CAIR)#****17286589**

<b>Vin</b>	2D4GP44L6	5F	<b>Open Date</b>	03/04/2008	<b>Build Date</b>	10/29/2004	
<b>Model Year</b>	05	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	12/29/2004	<b>Dealer</b>	66405	<b>Dealer Zone</b>	51	<b>Mileage</b>	47,000
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	ROCKVILLE IN					<b>Country</b>	UNITED STATES

Dealer - Service/Body Shop - Transaction - Problem Not Resolved - Default	States dealer can not repair the vehicle.
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	States that he is having issues with the head lights and interior lights

Purchased New or Used? Used

If Used, date purchased? 1/28/06 Mileage? 37175

From whom did customer purchase used vehicle?

na

The customer states that he was having issues with the head lights and interior lights in the vehicle and he states that he would like to document a complaint about this issue and the customer states that the dealership replaced the battery and this did not resolve the issue and he wants his vehicle repaired. Agent contacted the dealership 66405 and was able to speak with Dustin and the repair history is as follows:  
1/16/08 at 48599 miles the customer complains that the head lights and interior light were flashing and they replaced the battery per star and they test drove the vehicle and no concerns present.

Dustin states that it has now been 2 months later and the customer contacted today stating that he was having the same concern with the vehicle and they suggested that he bring the vehicle back in for further diagnosing. Agent attempted to contact the previous dealership 68407 and they have closed and no additional repair information can be obtained. The customer was informed that the dealership is requesting that he bring the vehicle back in for servicing if he is still having the issues with the vehicle. The customer states that the dealership 66405 directed him to contact CCAC for additional assistance and he was informed that his concerns have been documented and that he would need to continue working with the dealership to resolve his concerns. The customer was informed that he could seek a second opinion if needed and he understands and was provided with his reference number. The customer states that he will contact his states generals attorney about this and he was informed that this would be at his own discretion and he disconnected the call.

**Customer Assistance Inquiry Record (CAIR)#****17299525**

<b>Vin</b>	2C4GP54L4	5R	<b>Open Date</b>	03/07/2008	<b>Build Date</b>	10/22/2004	
<b>Model Year</b>	05	<b>Body</b>	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON			
<b>In Service Dt</b>	02/24/2005	<b>Dealer</b>	26718	<b>Dealer Zone</b>	32	<b>Mileage</b>	35,831
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	BETHPAGE NY					<b>Country</b>	UNITED STATES

Product - Electrical - Lamps and Switches - Defective - Default	Customer states that the check engine lights come on.
Product - Electrical - Power Windows - Defective - F. Door-Driver	Customer states that the power window regulator has had issues.

Purchased New or Used? New  
 If Used, date purchased? N/A Mileage? N/A  
 From whom did customer purchase used vehicle? N/A  
 Owner states that she was suppose to receive a call back but have not.  
 Owner states that is it in regards to the intermittent electrical problem. Agent contacted dealership 26718 and spoke with Mandy service manger. Manny states that the customer is currently in for the headlights not turning on. Dlr states that he has been unable to duplicate the problem. Dlr states prior to the on 11/26/2007 at 30,831-dvd/cd player was not working. DLR states that he was unable to duplicate the problem. 6/29/2007 window regulator was replaced. 3/19/2007 Abs light and brake light on. Reset computer. 3/9/2007 Check engine light one and remote start was not working. Unable to duplicate. Agent advised owner that for Chrysler to be able to fix the vehicle the dealership has to diagnose the problem. Agent advised owner that if she feels as if it is the dealership she could seek a second opinion. Owner states that she would speak with her attorney. Agent advised owner that she could do anything outside of Chrysler that she would like to do. Agent provided reference number.

**Customer Assistance Inquiry Record (CAIR)#****17309651**

<b>Vin</b>	2D4GP44L5	5F	<b>Open Date</b>	03/11/2008	<b>Build Date</b>	10/01/2004	
<b>Model Year</b>	05	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	02/18/2005	<b>Dealer</b>	08711	<b>Dealer Zone</b>	35	<b>Mileage</b>	32,210
<b>Name:</b>						<b>Contact Type</b>	FAX
<b>Address</b>						<b>Home Phone</b>	
	ERIE PA					<b>Country</b>	UNITED STATES

Referral - Tier Two - Internal Escalation - Authorization - Default	Goodwill assistance request.
Product - Electrical - Lamps and Switches - Other - Default	Switch replaced, customer seeking assistance.

\*\*\*\*Begin structured narrative T2 - GOODWILL ESCALATION

What is the customer requesting from Chrysler?

Goodwill assistance with headlight switch.

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

Under my mileage, less than a month.

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

No

Is the customer the original owner of this vehicle?

Yes

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

4

Is there warranty history related to the current concern?

No

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

Yes

\*\*\*\*End structured narrative T2 - GOODWILL ESCALATION

Purchased New or Used? NEW

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

From whom did customer purchase used vehicle? N/A

Customer is asking for assistance with the repair of a headlight switch.

Agent conferred with TNC10. Agent is referring customer to Tier Two for goodwill assistance. Repair has been performed.

Writer took call on 3/11/08 owner wants reimbursement for switch repair he paid \$53 writer advised owner to fax in dealer receipt will reimburse as goodwill warranty just expired by 1 months time.

Writer got fax reimbursed owner \$53 goodwill customer is satisfied.

POSTMARK DATE: 031108; DATE RECEIVED: 031208

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

**17313119**

<b>Vin</b>	2C8GP64L9	5R	<b>Open Date</b>	03/12/2008	<b>Build Date</b>	10/14/2004	
<b>Model Year</b>	05	<b>Body</b>	RSYS53	CHRYSLER TOWN & COUNTRY LTD FWD LWB WAGON			
<b>In Service Dt</b>	09/19/2005	<b>Dealer</b>	67506	<b>Dealer Zone</b>	74	<b>Mileage</b>	21,699
<b>Name:</b>						<b>Contact Type</b>	
<b>Address</b>						<b>Home Phone</b>	
	LIBBY MT				<b>Country</b>	UNITED STATES	

Product - Electrical - Folding Lamp - Intermittent/Inoperative - Both - Sides	Customer stated that the headlights caught off while driving.
Dealer - Service/Body Shop - Transaction - Problem Not Resolved - Default	Issue not resolved

Purchased New or Used? New

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

From whom did customer purchase used vehicle? N/A

Customer stated that the headlights keep going out. He stated that he has taken the vehicle to dealership and they have replaced the light switch twice and he is still having the issue. Customer stated that while driving the vehicle last night in the dark the headlights went out.

Customer stated that he would like to get this issue resolved.

Agent contacted the dealership 67506 and spoke to Kelly the service manager.

Repair History

1/22/07-12,323 Headlights cutting off

Replaced the light switch

2/5/08-20,999 Headlights cutting off

Replaced the light switch under part warranty.

Agent informed Kelly that the customer stated that headlights are cutting off again. Kelly stated to have the customer call in and make appointment to have the vehicle looked at. Agent informed Kelly that a direct-to-dealer was going to be sent to help get this issue resolved for the customer. Agent informed the customer that he would need to contact the dealership and make an appointment to have the vehicle looked at.

Agent informed the customer that a file was going to be sent over to get additional parties involved in getting the issue resolved for him.

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

ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER

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

Unresolved vehicle concern Please update this CAIR as required.

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

\$\$\$ \$

REASSIGNED TO BC/DLR 74 67506 03/12/08 13:13 O 17313119

dlr input new mirror with sensor that was causing issues. new part was installed 5-8-08. no further issues have been expressed from customer since the part was installed. writer closing cair. dmp6

**Customer Assistance Inquiry Record (CAIR)#****17318571**

<b>Vin</b>	1C4GP45R7	5E	<b>Open Date</b>	03/13/2008	<b>Build Date</b>	10/04/2004	
<b>Model Year</b>	05	<b>Body</b>	RSYH52	CHRYSLER TOWN & COUNTRY FWD SWB WAGON			
<b>In Service Dt</b>	11/24/2004	<b>Dealer</b>	62431	<b>Dealer Zone</b>	35	<b>Mileage</b>	29,265
<b>Name:</b>						<b>Contact Type</b>	LETTER
<b>Address</b>						<b>Home Phone</b>	
	PITTSBURGH PA					<b>Country</b>	UNITED STATES

Product - Electrical - Lamps and Switches - Defective - Default	Customer seeking reimbursement for installing of headlight switch.
---	--

POSTMARK DATE: 030708; DATE RECEIVED: 031108

As requested by the previous agent, customer has sent the letter along with the invoice mentioning the installation of headlight switch requesting for participation in reimbursement because as per the customer the mileage is within warranty. Agent checked the records, even though the mileage is within warranty, the warranty has expired(time by 4 months). Agent spoke to the service advisor Mr. Potter at Krebs dealership # 62431 and confirmed the repair being done at their facility. Customer had been there only once for this repair. Total installation charges is \$153.01. Agent considering reimbursement of parts only i.e. \$70.00

Purchased New or Used? New

If Used, date purchased? NA Mileage? NA

From whom did customer purchase used vehicle? CDJ Dealer

??

Customer is loyal with a total of three new vehicles purchased. Customer was advised to submit workorder with proof of payment for consideration of reimbursement on repair/replacement of the headlight switch. Repair was completed through dealer #62431. Invoice is not stamped paid and there are numbers written above the total charges.

Agent contacted dealer #62431 and spoke with Kevin, who states that customer did pay for repairs in the total amount of:

Parts: \$70.00

Labor: \$73.00

Tax: \$10.01

Total: \$153.01

Due to customer loyalty and low mileage, CCAC will reimburse customer for the part only as a one time goodwill gesture. Reimbursement amount will be for \$70.00.

Agent attempted to contact the customer on 03/17/08 at 4:50 pm on the customer s Home phone.

Mr. [REDACTED] accepts reimbursement amount and verifies the check should be mailed to the following name and address:

Mr. [REDACTED]

[REDACTED]  
PITTSBURGH PA [REDACTED]

Agent provided reference number, added, and processed check.



**Customer Assistance Inquiry Record (CAIR)#****17337282**

<b>Vin</b>	1D4GP45R0	5E	<b>Open Date</b>	03/19/2008	<b>Build Date</b>	09/20/2004	
<b>Model Year</b>	05	<b>Body</b>	RSKH52	DODGE CARAVAN SXT FWD SWB WAGON			
<b>In Service Dt</b>	01/27/2005	<b>Dealer</b>	68830	<b>Dealer Zone</b>	51	<b>Mileage</b>	33,477
<b>Name:</b>						<b>Contact Type</b>	
<b>Address</b>						<b>Home Phone</b>	
	QUINCY IL					<b>Country</b>	UNITED STATES

Product - Electrical - Lamps and Switches - Defective - Default	Customer inquiring about electrical problems.
Product - Electrical - Radio/Spkrs/Clock/Antenna - Defective - Default	Customer inquiring about radio flashing.

Purchased New or Used? USED

If Used, date purchased? 2/28/07 Mileage? 19,000

From whom did customer purchase used vehicle? CDJ dealer  
 Customer states she has had problems with the vehicle since late November. Customer states the vehicle has been back and for the electrical problems. Customer states the headlights will go out and the dash lights will flash and the radio will flick on and off. Customer states it only last for about 30 seconds to a minute. Customer states this do not happen all the time just sometimes and the dealership is on able to duplicate the problem. Customer states the vehicle is at the dealership now. Agent contacted dealership 68830 and spoke with Bryan the service advisor who states the vehicle 12/27/07 at 32,237 miles customer complaining about head lights flashing and the dash lights flashing and they replaced the head light switch and replaced BCM.

Bryan states they left that ticket open just in case something else happen and the customer dropped the vehicle of today 3/19/07 and the tech is looking at the vehicle now. Agent advised Bryan a direct to dealer will be sent. Agent advised customer a file will be forward over to the dealership to get additional parties involved and for any updates to stay in contact with dealer. Customer understood.

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

ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER

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

Unresolved vehicle concern

Please update this CAIR as required.

Agent called dealer and spoke to Bryan service advisor to inform that CAIR was being sent.

\$

REASSIGNED TO BC/DLR 51 68830 03/19/08 17:36 O 17337282

Customer again states that vehicle has been down at the dealer intermittently for since the middle of December. Claims dealer is not able to repair vehicle and is now requesting that Chrysler repurchase the vehicle. Or provide a rental vehicle under her s is full repaired.

Alleges vehicle was at dealer the entirety of last week and is at the dealer now.

Contacted dealer 68830 and spoke to Assistant Service Manager Terry. BCM previously replaced and reprogramed in Decemeber 2007. Claims no repair order since than.

Informed customer of this. Advised issues would be documented.

Recommended that she remain in contact with the dealer. Customer stated that she will contact the Attorney General.

\*Contact Date:04/08/2008

General Manager at the dealership has closed the Cair# 17337282

Customer request has been fulfilled.

CAIR RETURNED FROM DEALER ON 4/08/2008 AT 09:25:811 R 17337282

**Customer Assistance Inquiry Record (CAIR)#****17343202**

<b>Vin</b>	2C4GP44R0	5F [REDACTED]	<b>Open Date</b>	03/21/2008	<b>Build Date</b>	12/07/2004	
<b>Model Year</b>	05	<b>Body</b>	RSYH53	CHRYSLER TOWN & COUNTRY LX FWD LWB WAGON			
<b>In Service Dt</b>	12/08/2004	<b>Dealer</b>	60173	<b>Dealer Zone</b>	66	<b>Mileage</b>	68,000
<b>Name:</b>	[REDACTED]					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	[REDACTED]					<b>Home Phone</b>	
	MACON GA [REDACTED]					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Glass - Broken, Cracked - R. Door-Driver	Both rear windows shattered for no reason.
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Ongoing issue with the headlights intermittently going off.

Purchased Used

If Used, date purchased? 10/21/05 Mileage? 17,000

From whom did customer purchase used vehicle?

60173

Ms. Payne calling states months ago she took the vehicle into dealer

60173. States at nighttime the headlights intermittently go out for 45 seconds. Dealer 60173 unable to duplicate concern. Customer states while driving down the road at 10:30 p.m. at night she heard a loud pop.

Whenever she got home both rear windows where out. She had to pay for the repair.

Customer has not been back to the dealer since then.

Customer is going to take vehicle into dealer. Provided reference number.

**Customer Assistance Inquiry Record (CAIR)#****17376048**

<b>Vin</b>	1D4GP24R1	5E	<b>Open Date</b>	04/01/2008	<b>Build Date</b>	06/28/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON			
<b>In Service Dt</b>	07/29/2005	<b>Dealer</b>	44790	<b>Dealer Zone</b>	66	<b>Mileage</b>	67,089
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	DADE CITY FL					<b>Country</b>	UNITED STATES

Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	States that the head lights do not work sometimes.
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Purchased New or Used? new

If Used, date purchased? na Mileage? na

From whom did customer purchase used vehicle?

na

The customer states that she needs repairs to her vehicle and she states that her head lights will not work intermittently and she states that the dealership is charging her for the repairs and she would like to know why. The customer was informed that if the issue is intermittent and the dealership is not able to find or duplicate the concern that she is subject to be charged and she understands. The customer states that the dealership would not provided her with a rental vehicle and she was informed that she has first day rental and that a vehicle should be provided to her. Agent contacted the dealership 44790 and was able to speak with Ron and he states that he has a representative from enterprise there now to pick up the customer. The customer was informed of the above information and she will continue working with the dealership.

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

**17377453**

Vin	2C4GP44R05R	Open Date	04/01/2008	Build Date	09/15/2004
Model Year	05	Body	RSYH53	CHRYSLER TOWN & COUNTRY LX FWD LWB WAGON	
In Service Dt	11/10/2004	Dealer	43882	Dealer Zone	32
Mileage	45,000				
Name:		Contact Type			
Address	EAST FALMOUTH MA		Home Phone		
Country	UNITED STATES				

Product - Electrical - Battery - Defective - Default	Battery was replaced
Product - Electrical - Lamps and Switches - Defective - Default	Head lights will go off while driving and interior lights wil flicker
Product - Electrical - Ignition System - Defective - Default	Igniton system was replaced

Purchased New or Used? Used  
 If Used, date purchased? 05/22/05 Mileage? 11,724  
 From whom did customer purchase used vehicle?  
 CDJ dealer  
 Customer states that he has taken vehicle to dealer 64977 and dealer 43882 several times for same issue and issue still exist. Customer states he just wants this issue resolved. Customer states that the head lights will go off while driving and the interior lights will flicker.  
 Agent contacted dealer 64977 and spoke with Jessica in service who informed agent that vehicle was in on:  
 6/4/2007 at 35,423- interior lights and dash lights flickering- unable to duplicate  
 2/22/2007 at 28,907 miles-dash lights flicker-checked battery and alternator, unable to duplicate any issues. Agent then contacted dealer 43882 and spoke with Mark in Service who informed agent that vehicle was in on:  
 2/27/2008 44,073 miles- head lights, and dash lights flicker- replaced the battery and the ignition switch. Agent informed that file will be sent to get appropriate parties involved. Agent informed customer of this. Customer states he is taking vehicle to dealer 43882. Agent provided customer with reference number.  
 \$\$\$\$ DIRECT-TO-DEALER Code=4A \$\$\$\$\$\$  
 ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER  
 This Direct-to-Dealer CAIR is being sent for the following reason:  
 Unresolved vehicle concern  
 Please update this CAIR as required.  
 Agent called dealer and spoke to Mark to inform that CAIR was being sent.  
 \$  
 REASSIGNED TO BC/DLR 32 43882 04/01/08 16:26 O 17377453  
 4/10:Customer has traded the vehicle for another product.

**Customer Assistance Inquiry Record (CAIR)#****17378138**

<b>Vin</b>	2C4GP44R8	5F	<b>Open Date</b>	04/02/2008	<b>Build Date</b>	12/21/2004	
<b>Model Year</b>	05	<b>Body</b>	RSYH53	CHRYSLER TOWN & COUNTRY LX FWD LWB WAGON			
<b>In Service Dt</b>	01/07/2005	<b>Dealer</b>	49981	<b>Dealer Zone</b>	63	<b>Mileage</b>	41,100
<b>Name:</b>						<b>Contact Type</b>	E-MAIL
<b>Address</b>						<b>Home Phone</b>	
	MESA AZ					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer states that airbag light turns on and off .
Product - Electrical - Radio/Spkrs/Clock/Antenna - Defective - Default	The Customer states that the radio turns off while listening to it.
Product - Electrical - Speedo/Gauges/Ometer/EIC - Defective - Default	The customer alleges that the gas gauge is not accurate.
Product - Electrical - Lamps and Switches - Other - Default	The dash lights and head lights flicker.

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

There is an electrical issue with my van that the dealership cannot fix.

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

Purchased New or Used? Used

If Used, date purchased? 03/01/06 Mileage? 41100

From whom did customer purchase used vehicle?

Dealer 60007 Superstition Springs

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

There is an electrical issue with my van that the dealership cannot fix. For the past 10,000 miles, my van has been experiencing an electrical issue that the dealership cannot fix. The dealership manager stated that all parts that should be affecting this issue have been replaced and they do not know what else to do. The issue is the following: While driving or parked, the dash lights flicker, my head lights flicker, the passenger airbag light will turn on and off (so I don't know when it is really functional), the radio will turn off while listening to it, the gas gauge is not accurate, etc. The issues started when the vehicle still had the original warranty on it (even though we still have the extended warranty in effect.) How do we correct this issue? Please help. Thank you!

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

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

We regret the problem your vehicle has experienced 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 the 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.

As 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. Given below are the few authorized Chrysler Dealers in your vicinity:

Darner Chrysler Jeep

837 West Main Street

Mesa, AZ 85201-7194

Phone: 480-969-7311

Earnhardt's Chrysler Jeep

577 E Baseline Rd

Tempe, AZ 85283-1252

Phone: 480-345-7700

Power Chrysler Jeep  
6460 E McDowell Rd  
Scottsdale, AZ 85257  
Phone: 480-994-4999

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

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

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**Customer Assistance Inquiry Record (CAIR)#****17380121**

<b>Vin</b>	2D4GP44L9	5F	<b>Open Date</b>	04/02/2008	<b>Build Date</b>	02/07/2004	
<b>Model Year</b>	05	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	02/14/2004	<b>Dealer</b>	42824	<b>Dealer Zone</b>	51	<b>Mileage</b>	92,000
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	LONEDELL MO					<b>Country</b>	UNITED STATES

Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Customer states brakes lights come on when accelerating.
Product - Electrical - Power Door Lock / Deck Lid - Intermittent or Inoperative - Unknown	Customer states door locks not operating at times.
Product - Electrical - Unknown - Intermittent or Inoperative - Default	Customer states headlights go out at times.
Product - Electrical - Speedo/Gauges/Ometer/EIC - Intermittent or Inoperative - Default	Customer states park indicator flashes.
Product - Electrical - Radio/Spkr/Clock/Antenna - Intermittent or Inoperative - Default	Customer states radio goes out at times.
Product - Drivability - Unknown - Stalling - Default	Customer states vehicle stalled.

**\*\*\*\*\*RECALL CONTACT\*\*\*\*\***

Purchased New or Used? NEW

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

From whom did customer purchase used vehicle? N/A

Customer called in stating that recently his vehicle has been having major electrical issues. The customer stated that the park indicator will start flashing and the abs and brake light will come on and the radio will go out. The customer stated that also at times the exterior brake and tail lights and headlights will not operate. The customer also stated that the most recent issues with the vehicle electrical system is the power door locks stopped working and the vehicle also stalled on the customer. The customer stated that the vehicle has been into the dealer many times and the customer states the dealer still has not fixed the issue. The customer is wanting for Chrysler to find the issue and fix the vehicle before the electrical issues get worse. Due to non recall the customer was transferred to CCAC.

Customer states that he has been having an issue with the vehicle and the lights will flicker and when he accelerates the abs and brake light come on and the electrical components shut off. Customer informed agent that last night the vehicle completely shut off. Customer states that he has had his vehicle into the dealership 3 times and he has an appointment tomorrow morning. Customer informed agent that the other morning his wife was driving the vehicle and the headlights went out, so she had to restart it. Customer states that he last had his vehicle into the dealership a year ago. Agent advised customer to have the dealership look at the vehicle tomorrow.

**Customer Assistance Inquiry Record (CAIR)#****17398771**

<b>Vin</b>	2C4GP54L8	5F	<b>Open Date</b>	04/09/2008	<b>Build Date</b>	09/08/2004	
<b>Model Year</b>	05	<b>Body</b>	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON			
<b>In Service Dt</b>	12/27/2004	<b>Dealer</b>		<b>Dealer Zone</b>		<b>Mileage</b>	54,000
<b>Name:</b>						<b>Contact Type</b>	E-MAIL
<b>Address</b>						<b>Home Phone</b>	
	FORT WAYNE IN					<b>Country</b>	UNITED STATES

Product - Brakes - Unknown - Defective - Rear	Customer complaining about excessive amount of service
Product - Electrical - Lamps and Switches - Defective - Default	Customer complaining about excessive amount of service
Corporate - Personnel - Default - Informative - Default	Customers query want replied.

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

Excessive amount of service

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

Purchased New or Used? ? Used ?

If Used, date purchased? ? 10/07/06 ? Mileage? ? 54000 ?

From whom did customer purchase used vehicle?

? Individual ?

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

This vehicle has about 54000 miles on it. I have had to have the Rack (steering) replaced, tires replaced, the headlamp switch doesn't always work, the passenger sliding door doesn't open by itself any more, it needs new rear brakes, and both wireless headsets are now broken. Also sometimes the check engine light comes on the goes off. I have had the vehicle a year and a half, this many problems seems excessive to me. Also the Dealer promised to replace the windshield, but still hasn't. It has three cracks in it. I had a Fort Winstar with over 100k miles on it and it didn't have anything near as many problems. Is this amount of problems usual for one of your products?

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

Dear Michael:

Thank you for contacting the Chrysler Customer Assistance Center regarding your 2005 Chrysler Town and Country. In response to your email we would like to inform you that our records indicate your vehicle is involved in the factory recall campaign listed below.

Recall Campaign # G09 05 RS Impact Sensor

Please contact your local authorized Chrysler, Dodge, or Jeep dealer to make arrangements for an inspection and to arrange for these repairs. The recall services are performed free of charge.

Thanks again for your email, we value you and your business.

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

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

Actually I've already had that taken care of yesterday. But that doesn't answer anything that my message was about.

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

Dear Michael:

Thank you for contacting the Chrysler Customer Assistance Center. 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  
Thanks again for your email.  
\*\*\*\*\* END EMAIL RESPONSE \*\*\*\*\*

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**Customer Assistance Inquiry Record (CAIR)#****17398974**

<b>Vin</b>	1D4GP45R9	5E	<b>Open Date</b>	04/08/2008	<b>Build Date</b>	03/08/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKH52	DODGE CARAVAN SXT FWD SWB WAGON			
<b>In Service Dt</b>	08/17/2005	<b>Dealer</b>	44124	<b>Dealer Zone</b>	51	<b>Mileage</b>	41,680
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	EVANSVILLE IN					<b>Country</b>	UNITED STATES

Product - Electrical - Unknown - Intermittent or Inoperative - Default

Owner complains of intermittent complete failure of various accessories.

Since first failure at approximately 600 miles, owner and other drivers have experienced temporary failure of various accessories, such as heater/defrost, radio, headlamps, wipers, etc. Dealer has done extensive diagnosis and every repair over time and mileage has been a temporary repair. The condition has always returned. Owner insisted on another vehicle; dealer has worked trade deal to get owner into a 2007 Dodge Caravan, covered difference. DM has agreed to do trade goodwill certificate to assist dealer satisfy owner. DM will submit certificate request to ISG through Midwest BC. JMB  
DM has spoken to BC and dealer and \$4,000 is amount of goodwill certificate and owner is in new VIN (7R). Dealer has VIN 5E1 to resell. VIN has been repaired. JMB

**Customer Assistance Inquiry Record (CAIR)#****17404986**

<b>Vin</b>	2D4GP44L5	5R	<b>Open Date</b>	04/10/2008	<b>Build Date</b>	07/04/2004	
<b>Model Year</b>	05	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	08/10/2004	<b>Dealer</b>	60139	<b>Dealer Zone</b>	32	<b>Mileage</b>	35,272
<b>Name:</b>						<b>Contact Type</b>	E-MAIL
<b>Address</b>						<b>Home Phone</b>	
	BLACKSTONE MA					<b>Country</b>	UNITED STATES

Product - Fuel System - Fuel Pump - Leaks - Default	Complains of repair for leaks in pump required.
Product - Engine - Intake/Exh Manifolds/Turbo - Oil Consumption - Default	Complains of repairs performed for excessive oil consumption.
Product - Air Conditioning / Heater - Unknown - Leak/Water Damage/Mildew - Default	Multiple repairs performed for A/C of the vehicle.

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

MULTIPLE MAJOR ISSUES IN 3 YR OLD CAR

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

Purchased New or Used? New

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

Where Do I begin... Let s start at about November of 2004, when I would turn the headlights on and they would turn on and off when they felt

like it, or flash constantly. Then, the A/C had a leak in the rear in 05/2005. Not to mention the leak again in 10/2005 but then it was the heater coil. Next would be the A/C again in 2006 which needed to be fixed

again. Then we enter 2007, with burning oil. Replaced many things including intake manifold gasket. Of course it took 6 months to diagnose the problem and then yet again we have another oil leak. Fixed again in 12/2007. February 2008 began using fuel rapidly. Once again in the shop for another week for a leak detection pump, etc. Now we are in April of 2008 with yet another problem, I now have a leaking powersteering line or

pump or both. Please feel free to check the records on this car for accuracy, for there are only 35,000 miles on the vehicle and it is only

3 years old. Not to mention the annoying rattle under the car for the past

3 years when the car is run at about 1200 RPM that no one can seem to tell me

what it is. Please help me. This should not be happening to a 3 yr old vehicle or any vehicle for that matter. Thank you for your time. Melissa Graves

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

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

We regret for the inconvenience you have been experiencing. After checking our previous records we request you to please call the Customer Assistance Center at 1-800-992-1997 between 8:00 a.m. and 5:00 p.m.

Monday through Friday. It is necessary to discuss this issue with you directly. Before calling the Customer Assistance Center, please have the following information handy:

Vehicle owner name

Vehicle owner address

Day and evening phone numbers

Vehicle Identification Number (VIN)

Name of dealership where vehicle was purchased

Date of purchase

Dealership where service was performed

Date of last service

Current vehicle mileage

An explanation of the problem

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

Thanks again for your email.

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

Customer complaining about her vehicle with the oil leakage, intake manifold, power steering has contacted the dealer but the problem is not resolved. Agent transferred the call to Senior Staff agent for further handling.

Owner/Customer was informed that in order to review their case for possible assistance, the owner would need to bring the vehicle to an authorized facility and authorize diagnostics.

Owner has not had it diagnosed and had an aftermarket service contract. Owner not looking for assistance, just to document complaint with vehicle repair history.

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**Customer Assistance Inquiry Record (CAIR)#****17406466**

<b>Vin</b>	1D4GP24R4	5E [REDACTED]	<b>Open Date</b>	04/10/2008	<b>Build Date</b>	03/23/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON			
<b>In Service Dt</b>	07/30/2005	<b>Dealer</b>	38356	<b>Dealer Zone</b>	74	<b>Mileage</b>	22,000
<b>Name:</b>	[REDACTED]					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	[REDACTED]					<b>Home Phone</b>	[REDACTED]
	COLORADO SPRINGS CO [REDACTED]					<b>Country</b>	UNITED STATES

Corporate - Policy Issues - Default - Default - Default	Customer was experiencing problem with the headlights of her vehicle.
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Customer was experiencing problem with the headlights of her vehicle. Dealership was unable to fix the problem. Agent transfer the call to T3 as it is the safety issue. Writer took call on 4/10/08 customer wants assistance with headlight issue referred to selling dealer for inspection vehicle is under warranty for any repairs. Provided file and direct phone number if further assistance is needed.

**Customer Assistance Inquiry Record (CAIR)#****17417001**

<b>Vin</b>	2D4GP24R7	5F	<b>Open Date</b>	04/15/2008	<b>Build Date</b>	09/22/2004	
<b>Model Year</b>	05	<b>Body</b>	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON			
<b>In Service Dt</b>	11/07/2004	<b>Dealer</b>	54899	<b>Dealer Zone</b>	32	<b>Mileage</b>	40,161
<b>Name:</b>						<b>Contact Type</b>	E-MAIL
<b>Address</b>						<b>Home Phone</b>	
	LIVERPOOL NY					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Other - Both Air Bags	Customer complain about problem not resolved by the dealer
Product - Electrical - Lamps and Switches - Defective - Default	Customer complain about the headlights of his vehicle
Product - Electrical - Body Wiring - Defective - Default	Customer complain about wiring problem in his vehicle
Corporate - Rebates/Incentives - Default - Default - Default	Customer inquire who will pay for airbag not repaired during recall.
Product - Wheels and Tires - Tires - Defective - Unknown	Customer's complain about the tire rod of his vehicle
Product - Drivability - Unknown - Other - Default	Customer's vehicle shuts down while driving

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

Having severe mechanical issues with 2005 Dodge Caravan Dealership is not responsive

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

Purchased New or Used? Used

If Used, date purchased? 03/10/06 Mileage? 25030

From whom did customer purchase used vehicle? Other dealer

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

This vehicle was purchased in March 2006 from the dealer and has been nothing but problems ever since. It was a pre-owned vehicle with 25,000 miles. It has been in the shop 3 times just for airbag issues alone without resolution from the dealer. I have now been driving without airbags since August 2006. Additionally the car will just 'shut down' while driving. I have contacted the dealer with this issue and have been told 'it only happens once and will never happen again, don't worry about it'. I do not find this an acceptable response, especially since it HAS happened again! Among other problems with this vehicle are bushings, tire-rod and wiring problems. Often I will have to turn the headlights on 3-4 times before they actually go on. I am at my wits end... no one can seem to figure out what is wrong with this vehicle. I am trying to get the name of the factory representative in Syracuse NY. Is there any way you can point me in the right direction? Anything you can do to help would be greatly appreciated. Please provide me with the name and contact information of someone at Chrysler who can help me resolve these issues.

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

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

We appreciate the time and effort you took to write to us.

In response to your email regarding the issue with your vehicle, we regret that you are still experiencing problems and understand how frustrating you would feel; however, we realize our reputation depends in part on the quality of service provided by our dealers. Because dealers are independently owned businesses, they are responsible for addressing concerns directly related to their sales and service activities, as well as their personnel. Although we do not have the authority to resolve concerns related to dealer workmanship, service scheduling, or repair pricing, you may want to pursue the matter directly with dealership management for further resolution.

We suggest you seek a second opinion from another authorized dealership.

Below mentioned are the dealerships in your vicinity:

Val's Motors

2.7 Miles Away

756 STATE FAIR BLVD

SYRACUSE, NY 13209-1314

315-487-6211  
Sam Dells Dodge  
4.2 Miles Away  
1011 WEST GENESEE STREET  
SYRACUSE, NY 13204-2244  
315-472-6633

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

Thanks again for your email.

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

Purchased New or Used? Used

If Used, date purchased? 03/10/06 Mileage? 25030

From whom did customer purchase used vehicle? Other dealer

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

REFERENCE NUMBER: 17417001 EMAIL CASE NUMBER: 1994544 Loreen, Thank you  
for your quick response but I guess I am a little confused. Your email  
states that Chrysler 'does not have the authority to resolve concerns  
related to dealer workmanship...' This car was under recall (G09) for the  
issues regarding the airbags. Are the dealerships using the 'Chrysler'  
name not held to any standards to perform the proper work from your  
recalls? How can that be? How can Chrysler send out a recall to all of  
its customers but then not hold the dealership that is addressing that  
recall responsible for fixing the issue properly? Forgive me, but that  
does not seem logical. If a dealership can not properly service Dodge  
vehicles...they should not be allowed to use the 'Chrysler/Dodge'  
trademark. I guess my next question is who is responsible for paying for  
any airbag related issues that were not fixed when this vehicle was  
recalled? Please let me know where to go from here. Thank you

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

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

We appreciate the time and effort you took to write to us.

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

Vehicle owner name

Vehicle owner address

Day and evening phone numbers

Vehicle Identification Number (VIN)

Name of dealership where vehicle was purchased

Date of purchase

Dealership where service was performed

Date of last service

Current vehicle mileage

An explanation of the problem

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

If we can be of any assistance to you in the future, please feel free to  
contact us.

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

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

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**Customer Assistance Inquiry Record (CAIR)#****17450926**

<b>Vin</b>	2C4GP44R8	5F	<b>Open Date</b>	04/25/2008	<b>Build Date</b>	06/14/2005	
<b>Model Year</b>	05	<b>Body</b>	RSYH53	CHRYSLER TOWN & COUNTRY LX FWD LWB WAGON			
<b>In Service Dt</b>	06/14/2005	<b>Dealer</b>	23523	<b>Dealer Zone</b>	32	<b>Mileage</b>	45,000
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	WILLIAMSVILLE NY					<b>Country</b>	UNITED STATES

Corporate - Warranty Coverage - Default - Default - Default

Customer seeking information regarding service contract of the vehicle.

Customer seeking information regarding service contract of the vehicle. Agent provided the service contract number and asked the customer to contact them for the issue. Customer states the a/c is leaking Freon and the rear line assembly to the evaporator core and the headlights are not working correctly. Agent advised customer pending diagnosis through a cdj dealership the air conditioning line to the repair evaporator core is showing to be a covered repair by the service contract. Agent advised customer the headlight repairs are not covered by the service contract. Customer is seeking assistance with the cost of the repairs for the headlights. Agent consulted with MDB80 and advised customer Chrysler will not assist with the cost of the headlight repair, the factory warranty has expired. Customer is requesting to speak with a supervisor. Agent consulted with MDB80 who concurred with this decision.



**Customer Assistance Inquiry Record (CAIR)#****17507425**

<b>Vin</b>	2C8GP54L4	5R	<b>Open Date</b>	05/14/2008	<b>Build Date</b>	06/17/2005	
<b>Model Year</b>	05	<b>Body</b>	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON			
<b>In Service Dt</b>	07/30/2005	<b>Dealer</b>	36589	<b>Dealer Zone</b>	35	<b>Mileage</b>	45,000
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	SOMERDALE NJ					<b>Country</b>	UNITED STATES

Product - Electrical - Lamps and Switches - Defective - Default	Needs headlamp switch change
Product - Body / Trim / Paint Finish - External Ornamentation - Other - Door-Sliding	Needs sliding door flash track repair
Product - Electrical - Power Windows - Defective - R. Door-Driver	Needs window regulator

Customer calling for goodwill on the repair cost. The vehicle needs right window regulator, headlamp switch and sliding door flash track. Spoke to Jose, the SM at the 36589 dealership. He confirmed repairs needed on the vehicle for the total cost of \$679.90 including labor. Agent confirmed that no warranty and no SC for the concerned parts. This is the first and only chrysler vehicle. Confirmed with dealership that history is not impressive. Agent denied the goodwill request. Customer not happy, insists its a very common problem and asked for Manager. Customer hung up before agent could transfer to escalation team.

**Customer Assistance Inquiry Record (CAIR)#****17521252**

<b>Vin</b>	1C4GP45R2	5E	<b>Open Date</b>	05/19/2008	<b>Build Date</b>	11/08/2004	
<b>Model Year</b>	05	<b>Body</b>	RSYH52	CHRYSLER TOWN & COUNTRY FWD SWB WAGON			
<b>In Service Dt</b>	11/18/2004	<b>Dealer</b>	66556	<b>Dealer Zone</b>	71	<b>Mileage</b>	42,397
<b>Name:</b>						<b>Contact Type</b>	LETTER
<b>Address</b>				P.O. BOX 419580	<b>Home Phone</b>		
	KANSAS CITY MO				<b>Country</b>	UNITED STATES	

Product - Emissions - EGR System - Defective - Default

Customer states check engine light is on.

Customer requests goodwill consideration for EGR valve replacement.  
Review case and approve goodwill for EGR valve and headlamp switch.  
POSTMARK DATE: 051908; DATE RECEIVED: 053008

**Customer Assistance Inquiry Record (CAIR)#****17540727**

<b>Vin</b>	1D4GP24R8	5E [REDACTED]	<b>Open Date</b>	05/27/2008	<b>Build Date</b>	08/13/2004	
<b>Model Year</b>	05	<b>Body</b>	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON			
<b>In Service Dt</b>	10/01/2004	<b>Dealer</b>	44797	<b>Dealer Zone</b>	71	<b>Mileage</b>	49,613
<b>Name:</b>	[REDACTED]					<b>Contact Type</b>	FAX
<b>Address</b>	[REDACTED]					<b>Home Phone</b>	[REDACTED]
	TROY MI	[REDACTED]			<b>Country</b>	UNITED STATES	

Product - Electrical - Unknown - Other - Default

Fleet customer requests policy assistance for out of warranty repair of window regulator and headlamp switch for fleet van. As a gesture of goodwill, Chrysler will reimburse the customer for parts only for this repair, not to exceed \$220.66.

POSTMARK DATE: 052708; DATE RECEIVED: 052908

**Customer Assistance Inquiry Record (CAIR)#****17553904**

<b>Vin</b>	1D4GP24R8	5E [REDACTED]	<b>Open Date</b>	05/30/2008	<b>Build Date</b>	06/14/2004	
<b>Model Year</b>	05	<b>Body</b>	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON			
<b>In Service Dt</b>	06/14/2004	<b>Dealer</b>		<b>Dealer Zone</b>		<b>Mileage</b>	79,500
<b>Name:</b>	[REDACTED]				<b>Contact Type</b>	E-MAIL	
<b>Address</b>	[REDACTED]				<b>Home Phone</b>	[REDACTED]	
	GRAND RAPIDS MI [REDACTED]				<b>Country</b>	UNITED STATES	

Product - Electrical - Lamps and Switches - Defective - Default	Customer experiencing problem with the head lights
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\*\*\*\*\* EMAIL BRIEF DESCRIPTION CONTENT \*\*\*\*\*

my head lights keep going out on my 2005 Caravan, after looking up on line I find that a lot of people are having this problem. Part # fp-[REDACTED]-ab Block Non 8015009, why is this not covered under warranty when it is a on going issue?

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

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

Dodge Dealer informed me that it is not covered under warranty. Yet this is a on going Issue people are having with the Caravan. Also the fact that you recalled 2000-2001 Caravans for the same reason. I do not feel I should have to pay \$300.00 to fix a problem you know is going on. The Dealer ship informed me that they could replace some part but they could not guarantee that it would fix it. It is costing me \$100.00 to have them do nothing to my Van.

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

Thank you for contacting the Chrysler Customer Assistance Center regarding your 2005 Dodge Grand Caravan. We regret the inconvenience you have experienced and appreciate the time and effort you took to write to us.

In response to your email, we would like to inform you that we identify the recall issue and determine which vehicles in the assembly plant are involved. This is determined by the specific day(s) and time of day vehicles are built. We then recall all those vehicles built within that time frame.

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

Thanks again for your email.

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

**Customer Assistance Inquiry Record (CAIR)#****17555751**

<b>Vin</b>	2C4GP44R6	5F	<b>Open Date</b>	05/30/2008	<b>Build Date</b>	09/08/2004	
<b>Model Year</b>	05	<b>Body</b>	RSYH53	CHRYSLER TOWN & COUNTRY LX FWD LWB WAGON			
<b>In Service Dt</b>	11/10/2004	<b>Dealer</b>	44897	<b>Dealer Zone</b>	35	<b>Mileage</b>	3
<b>Name:</b>						<b>Contact Type</b>	LETTER
<b>Address</b>						<b>Home Phone</b>	
	PITTSBURGH PA					<b>Country</b>	UNITED STATES

Product - Electrical - Body Wiring - Defective - Default	
Referral - Legal - Default - Default - Default	

\_WELCH, GOLD &amp; SIEGEL

\_ATTORNEYS AT LAW

RE: FILE NUMBER: 414628

Used vehicle purchased in August or September of 2005. Intermitten and ongoing problem with dashboard, headlights and radio, blinking oon and off Dealer has not able to correct.

Forwarded to mjk. mrp.

POSTMARK DATE: 052208; DATE RECEIVED: 060208

POSTMARK DATE: 052208; DATE RECEIVED: 071708

received another cc copy of same letter. nan. jss15.

**Customer Assistance Inquiry Record (CAIR)#****17559413**

<b>Vin</b>	2C4GP44R8	5F	<b>Open Date</b>	06/02/2008	<b>Build Date</b>	08/16/2004	
<b>Model Year</b>	05	<b>Body</b>	RSYH53	CHRYSLER TOWN & COUNTRY LX FWD LWB WAGON			
<b>In Service Dt</b>	03/31/2005	<b>Dealer</b>	44600	<b>Dealer Zone</b>	63	<b>Mileage</b>	38,521
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	EL PASO TX				<b>Country</b>	UNITED STATES	

Product - Electrical - Power Door Lock / Deck Lid - Intermittent or Inoperative - F. Door-Driver	Customer had problems with the Power Door Locks.
Product - Electrical - Power Sliding Door - Intermittent or Inoperative - Driver side	Customer had problems with the Power Sliding Door.
Product - Engine - Unknown - Other - Default	Customer had problems with the Water Pump.
Corporate - Warranty Coverage - Default - Default - Default	Customer inquired about the Warranty information.

Customer had problems with the Water Pump in the Engine, Power Door Lock and the Headlights. Customer inquired about the Warranty on the vehicle. Agent informed that the Water Pump was covered under the Powertrain Warranty. Agent called the Dealer 44600 and spoke with Ramon, the Service Advisor. Ramon informed that the Water Pump in the Engine was covered under the Powertrain Warranty. Agent asked the Estimated Cost of the Repair of Power Door Lock and the Headlights. Ramon did not have any idea and informed that he had to conduct an inspection. Agent informed the customer to work with the same dealer.

Customer expects Goodwill Assistance. Agent informed the customer that the vehicle had to be diagnosed at an Authorized Dealer. Agent gave the Reference Number to the Customer and requested to call the CCAC.

**Customer Assistance Inquiry Record (CAIR)#****17560748**

<b>Vin</b>	2D4GP24R8	5F	<b>Open Date</b>	06/02/2008	<b>Build Date</b>	01/19/2004	
<b>Model Year</b>	05	<b>Body</b>	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON			
<b>In Service Dt</b>	01/20/2004	<b>Dealer</b>	42780	<b>Dealer Zone</b>	35	<b>Mileage</b>	54,000
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	PENNINGTN GAP VA					<b>Country</b>	UNITED STATES

Corporate - Key Codes - Default - Default - Default

Customer called in as seeking information for power

Customer called in as seeking information for power lock.customer also informed about headlight, interior light, and said dealer has changed everything. But the issue is not resolved.Agent informed that the call needs to be transferred to cac  
Customer states that the dealership is not been able to diagnose the vehicle  
Agneta called up the dealership spoke with the Service Adviser Mandy she says that the vehicle is been diagnosed. The (SM) was not available.  
Agent provide the customer the same information.

**Customer Assistance Inquiry Record (CAIR)#****17562439**

<b>Vin</b>	2C4GP44R6	5F	<b>Open Date</b>	06/04/2008	<b>Build Date</b>	04/06/2004	
<b>Model Year</b>	05	<b>Body</b>	RSYH53	CHRYSLER TOWN & COUNTRY LX FWD LWB WAGON			
<b>In Service Dt</b>	09/15/2004	<b>Dealer</b>		<b>Dealer Zone</b>		<b>Mileage</b>	70,000
<b>Name:</b>						<b>Contact Type</b>	E-MAIL
<b>Address</b>						<b>Home Phone</b>	
	OAKWOOD IL					<b>Country</b>	UNITED STATES

Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Customer experiencing problem with head lamps.
Corporate - Policy Issues - Default - Default - Default	Customer seeks reimbursement consideration.
Recall - F01: - Advise Owner/Incomplete Recall	Informed customer about incomplete recall.
Recall - G09: - Advise Owner/Incomplete Recall	Informed customer about incomplete recall.

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

Headlights on my 2005 Town and County turn off

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

Purchased New or Used? Used

If Used, date purchased? 11/12/04 Mileage? 70000

From whom did customer purchase used vehicle? CDJ dealer

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

To whom this may concern; Recently my 2005 Town and County s headlights would intermittently just shut off while driving creating an extremely unsafe condition. On more than one occasion, my wife would be driving the van at night at high speeds and the headlights would go out causing her to immediatly stop and turn the switch off and on until the lights came back on so she could continue driving. Luckily, nobody was hurt. For two weeks, we did not drive the van at night for fear of injuring ourselves or someone else. We took the van to Carmack Car Capital in Danville Illinois and they replaced the headlamp switch which cost us \$178.11. I asked the technician if there had been a safety recall for this problem and he said there has not been one issued. I would like to request your company consider recalling vans that use this same switch since there is a very real possiblity of someone getting injured or killed when their lights fail when driving at high speeds. I would also request reimbursement of the cost I was charged to replace this swtich. A headlamp switch is not a normal maintenance item and should not fail for any reason. I understand I am outside my warranty period, but with an item that is so important to the safe operation of the vehicle, I would not think I should be responsible for this cost. I can be reached at 217-554-5862 M-F (7:30 to 4 central time) or you can e-mail this address or my home e-mail at [REDACTED]. Thank you for you time and assistance [REDACTED].

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

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

We regret to read of your dissatisfaction in our product and appreciate the time and effort you took to bring this matter to our attention.

Comments like yours are one way to learn of problems that develop and the improvements that are desired by customers. The information received is used in product development and quality analysis. We have documented your comments and have forwarded them to the appropriate department for review.

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

Furthermore, we would like to inform you that letters are the most efficient way to submit requests for reimbursement consideration on service repair costs.

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



Your name  
Your address  
Vehicle owner name (if different)  
Vehicle owner address (if different)  
Day and evening phone numbers (we call you to confirm receipt of your information)  
Vehicle Identification Number (VIN)  
Name of dealership where vehicle was purchased  
Date of purchase  
Description of the problem  
The vehicle mileage at the time the problem began  
The action you re requesting  
Please note that we need original receipts from the company that provided the service, and proof of payment, in order to reimburse. If you do not have the original, contact the service provider for a duplicate. Copies are usually not acceptable.  
Furthermore, provide the above information in document form, attach the receipts and send it to:  
Chrysler Customer Assistance Center  
P.O. Box 4639  
Oak Ridge, TN 37831  
After we read your letter, we will try to contact you by phone to provide you with a prompt response.  
Also, our records indicate that your vehicle is involved in the factory recall campaigns listed below:  
Recall Campaign # F01 REAR A/C AND HEATER TUBE CORROSION  
# G09 05 RS IMPACT SENSOR  
Please contact your local authorized Jeep dealer to arrange for an inspection and for the repairs. The recall services are performed free of charge.  
Thanks again for your email. We value your continued business with us.  
\*\*\*\*\* END EMAIL RESPONSE \*\*\*\*\*

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**Customer Assistance Inquiry Record (CAIR)#****17565586**

<b>Vin</b>	2D4GP44L9	5F	<b>Open Date</b>	06/04/2008	<b>Build Date</b>	02/05/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	04/22/2005	<b>Dealer</b>	68608	<b>Dealer Zone</b>	66	<b>Mileage</b>	54,000
<b>Name:</b>						<b>Contact Type</b>	E-MAIL
<b>Address</b>						<b>Home Phone</b>	
	CARTERSVILLE GA					<b>Country</b>	UNITED STATES

Corporate - Recall - Default - Default - Default	inquiring about the recall
Product - Electrical - Lamps and Switches - Defective - Default	problem with the headlight lamps
Product - Electrical - Wipers / Washers - Other - Unknown	problem with the wiper

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

Recall inquiry

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

Purchased New or Used? Used

If Used, date purchased? 05/10/07 Mileage? 54000

From whom did customer purchase used vehicle? Individual

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

Many problems! Automatic door not working and water leaks. Today had to have headlight lamps and windshield wiper motor replaced- did not function properly.

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

Dear

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

We apologize for the inconvenience caused to you.

In response to your email regarding the headlight lamp and the windshield problem, we would like to inform you that a review of our records indicates that your vehicle does not currently require service for any recall campaigns. If your vehicle is involved in a future recall campaign, you will be notified promptly by mail. We suggest that you perform the repair services and preserve the repair receipts. If in future your vehicle is involved in the same recall campaign, you will be reimbursed.

You can also access the self-service recall site on the internet to check on your vehicle s involvement in all recalls that are published. Simply go to one of our brand site: [www.Dodge.com](http://www.Dodge.com) and click on 'For Owners' at the top of the home page and then enter the last eight digits of your Vehicle Identification Number (VIN).

Thank you for your email and for sharing your concern with us.

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

**Customer Assistance Inquiry Record (CAIR)#****17584725**

<b>Vin</b>	2D4GP44L8	5F	<b>Open Date</b>	06/10/2008	<b>Build Date</b>	10/21/2004	
<b>Model Year</b>	05	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	11/02/2004	<b>Dealer</b>	67501	<b>Dealer Zone</b>	66	<b>Mileage</b>	57,670
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	CLAYTON NC					<b>Country</b>	UNITED STATES

Product - Electrical - Lamps and Switches - Defective - Default	Customer experiencing problem with the head lights
Product - Electrical - Power Windows - Defective - Unknown	Customer seeking assistance regarding the repairs
Product - Electrical - Wipers / Washers - Defective - Front	Customer seeking assistance regarding the repairs
Product - Air Conditioning / Heater - Unknown - Defective - Default	Customer seeking assistance regarding the repairs.

Customer experiencing problem with the Air Conditioning, Power Window, Front Wipers, head lights and signal lights. Customer has been to the dealer and dealer said he need to pay \$ 88 for diagnosis and will have to pay for all the repairs since he is out of warranty. Agent transferred the call to internal escalation for Goodwill consideration.

Agent was unable to transfer the call. Agent suggested the customer to get the vehicle diagnosed from the dealership and then call us back with the estimated repairs cost. Customer agreed.

Customer called in regardinf the same issue. Agent called up the SM Danny Waters at 67501 dealership. The SM told that the total cost of the repairs are parts \$ 463 + labour - \$328 + taxes - \$32.41. Agent transferred the call to tier3.

Tier 3 not avaiable. Customer requested a call back a [REDACTED]

Purchased New or Used? Used

If Used, date purchased? 04/11/06 Mileage? 30,568

From whom did customer purchase used vehicle? CDJ dealer 68650

Writer contacted customer. Customer advising while driving down the road the head lights will go off, the brakes lights will not illuminate, the windshield wipers are inoperative, and the windows will not roll down. All of the electrical components become inoperative. Customer advising this has happened approximately four times starting a year and a half ago. Vehicle is currently at dealer 67501. Dealer advised customer the FCM and inner TIPM needs to be replaced. Customer seeking assistance with the cost of the repairs. Writer contacted dealer 67501, left message for Service Manager Kenny to contact writer. Customer requesting a contact back at [REDACTED]. Customer has reference number.

Writer contacted dealer 67501, SM Kenny is currently unavailable.

Writer contacted dealer 67501 and spoke with SM Kenny. Kenny advising the TIMP and FCM module need to be replaced. Customer did have front end damage and dealer performed body work. Kenny advising there is no evidence the concern is in relation to the body work that had to be performed. Customer does have warranty work performed at the dealership. Kenny suggesting a parts/labor split for the repairs. Kenny provided warranty cost of \$345.80 for parts. Kenny advising customer would be responsible for retail labor at \$328 plus 5% labor charge at \$16.40 for a total of \$344.40. Advised Kenny customer would have to be charged warranty costs for labor as well. Dealer declined. Writer consulted with SMD54. Advised Kenny consideration will be reviewed from a reimbursement standpoint. Cost for parts is \$463, labor is \$328, and taxes are \$32.41 for a total cost of \$823.41.

Customer is the original owner, 8 vehicles (2-used, 6-new), 3/36 expired by time on 11/02/07 and 21,670 miles. As a one-time goodwill gesture, Chrysler will reimburse \$573.41 for repairs to the TIMP and FCM. Customer is responsible for a \$250 co-pay. Advised customer to mail in original receipt, proof of payment, and a brief letter including the reference number; provided customer with CCAC address.

**Customer Assistance Inquiry Record (CAIR)#****17590650**

<b>Vin</b>	2C4GP54L3	5R	<b>Open Date</b>	06/11/2008	<b>Build Date</b>	10/19/2004	
<b>Model Year</b>	05	<b>Body</b>	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON			
<b>In Service Dt</b>	11/24/2004	<b>Dealer</b>	67977	<b>Dealer Zone</b>	32	<b>Mileage</b>	42,000
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	BARRYVILLE NY					<b>Country</b>	UNITED STATES

Product - Air Conditioning / Heater - Unknown - Other - Default	Customer seeks help with air conditioning
Product - Electrical - Lamps and Switches - Defective - Default	Customer seeks help with headlights

Customer called said he is facing problem with the air conditioning and headlights not working. he said he took the vehicle at the dealership and they said he would have to pay for the repair. called dealership at 845-291-1943 service manager not available. advised customer to call back.. Customer agreed...

Customer called us again. Customer states that the vehicle is at the dealership from the last three days. Customer states that the dealership has not yet found the problem in the vehicle. Customer states that the dealership is charging him, but he has a SC. Agent called the 37058 dealership and spoke with Joe. Joe asked the agent to call him back in 15-20 mins. Agent asked the customer for his telephone number. Agent told the customer that we will call back once we speak with Joe.

Joe can be reached at ext: 252. Agent called Joe again. Joe states that the customer should have a failed part, then that part can be considered under the extended warranty. Joe told the agent they have done the recall repair on the vehicle. Joe told that they are not charging the customer because they are running behind their schedule. Joe states that they haven't touched the AC because the customer has asked not to touch it. Joe states that if the customer works on the AC, then he will have to pay for it.

Agent then called the customer and conveyed the same message to the customer and asked the customer to call SC to check whether the part which he is talking about is covered or not.

Customer states that he is not satisfied with the answer. Customer states that if something happens to him or his family due to this vehicle, then he will sue the company for that. Agent told the customer that the dealership is ready to work on the vehicle, but the customer has asked them not to touch it. Customer states that the lights have a problem. Agent told the customer that according to Joe they have fixed the lights. Customer was very frustrated and hung up the call.

**Customer Assistance Inquiry Record (CAIR)#****17618135**

<b>Vin</b>	2C4GP44R6	5F	<b>Open Date</b>	06/19/2008	<b>Build Date</b>	04/06/2004	
<b>Model Year</b>	05	<b>Body</b>	RSYH53	CHRYSLER TOWN & COUNTRY LX FWD LWB WAGON			
<b>In Service Dt</b>	09/15/2004	<b>Dealer</b>	66769	<b>Dealer Zone</b>	51	<b>Mileage</b>	69,599
<b>Name:</b>						<b>Contact Type</b>	LETTER
<b>Address</b>						<b>Home Phone</b>	
	RACINE WI					<b>Country</b>	UNITED STATES

Product - Electrical - Lamps and Switches - Other - Default	Customer is seeking repair reimbursement.
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POSTMARK DATE: 061308; DATE RECEIVED: 061808

Customer states that the headlights of his vehicle would intermittently shut off. This created an unsafe driving condition. Customer also states that on more than one occasion his wife while driving the vehicle experienced the same problem. Customer states that nobody was hurt and for two weeks they did not drive the vehicle at night as the driving condition was not safe. Customer then went to the dealer 66769 at 69,599 miles on 5/30/2008 and 5/23/2008. The total cost for the repair was \$178.11. The issue was related to safety. Agent decides to reimburse the customer \$178.11 for the repairs. Agent is submitting a check request to 85J for \$178.11.

Check approved. Review the reimbursement with the customer and reassign the CAIR to SK563. Also inform the customer about the pending recall.

\*\*\*\*\*

Agent called the customer on 7/1/2008 at [REDACTED] at 2:45 pm. The number was not in use. Agent called the customer on 7/1/2008 at [REDACTED] at 2:50 pm and reached the voice mail. Agent left the reference number and the customer care number. If the customer calls back please inform about the reimbursement status. Please confirm the name and the mailing address where the customer would like the check to be sent on. Please also inform about the pending recalls on the vehicle.

\*\*\*\*\*

Agent tried to contact the customer but was unable to contact him. Agent sends the form letter number 031 (Phone Letter). If the customer responds please reassign the CAIR back to KKN7 or create a check in the amount of \$178.11 and also confirm the address where customer would like the check to be sent on.

**Customer Assistance Inquiry Record (CAIR)#****17635097**

<b>Vin</b>	2C4GP54L0	5F	<b>Open Date</b>	06/25/2008	<b>Build Date</b>	10/28/2004	
<b>Model Year</b>	05	<b>Body</b>	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON			
<b>In Service Dt</b>	04/19/2005	<b>Dealer</b>	26349	<b>Dealer Zone</b>	63	<b>Mileage</b>	57,000
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	GERMANTOWN TN					<b>Country</b>	UNITED STATES

Product - Electrical - Lamps and Switches - Other - Default

Customer calling for the Head Light.

Customer called in for the Head Light and he said that he going to take his vehicle at the Dealership again today and he said that he wants that \$100 deductible to be waived off and he said he is there is even problem with the electrical. Agent tried calling the Dealership but then the Dealership the Service Manager was available, Agent left the number and message and even advised the same to the customer. Agent advised once we have the word with Dealership then we will be able to assist him further, if customer called in please speak with the Service Manager and do the needful further.

**Customer Assistance Inquiry Record (CAIR)#****17640512**

<b>Vin</b>	1D4GP24R3	5E	<b>Open Date</b>	06/27/2008	<b>Build Date</b>	02/09/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON			
<b>In Service Dt</b>	07/09/2005	<b>Dealer</b>	68311	<b>Dealer Zone</b>	66	<b>Mileage</b>	69,780
<b>Name:</b>						<b>Contact Type</b>	E-MAIL
<b>Address</b>						<b>Home Phone</b>	
	WARNER ROBINS GA					<b>Country</b>	UNITED STATES

Product - Electrical - Lamps and Switches - Defective - Default	Complains of headlight problem while turning on and off.
Dealer - Service/Body Shop - Transaction - Problem Not Resolved - Default	Unhappy as the dealer quotes \$600 for repairs.

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

Difficulty turning on headlights and when on turn off while driving

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

Purchased New or Used? New

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

Purchased in July 2005, I ve had some significant issues with this vehicle

that dealerships can t help unless I pay extraordinary costs and I hope this is not the new standard. A Dodge customer since 1987, I am ready to leave for another company. There s too much to the history but here s a sample. When the switch is turned, the headlights do not come on. I bring it in in 2005 and 2006. Switch is changed, problem still exists. I deploy for most of 2007. I return and have the same problems. They want to charge me to analyze the problem. They also want to charge me nearly \$600 for a tune up explaining I have 'special plugs.' I go to another dealer in Macon, Georgia (Five Star Dodge). They check the lights but can t figure it out either. Problem -- my lights won t come on without constant back and forth of the switch and at times they turn off while driving (it s happened no less than six times in the last four months). This vehicle has other problems but this is my greatest concern and \$600 tune ups is not the answer. Please help. Thank you, Col. Tom Deall, USAF

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

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

We regret for the inconvenience you have been experiencing. However, to assist you at the earliest we suggest that you call the Customer Assistance Center at 1-800-992-1997 between 8:00 a.m. and 5:00 p.m. Monday through Friday (in all Continental Time Zones).

When calling the Customer Assistance Center, please have the following information handy:

Vehicle Identification Number (VIN)

Date of last contact at dealership

Current vehicle mileage

An explanation of the problem

We have Customer Service Representatives available to address your questions and concerns.

Thanks again for your email.

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

**Customer Assistance Inquiry Record (CAIR)#****17643752**

<b>Vin</b>	1D4GP24R6	5E	<b>Open Date</b>	06/27/2008	<b>Build Date</b>	10/05/2004	
<b>Model Year</b>	05	<b>Body</b>	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON			
<b>In Service Dt</b>	10/29/2004	<b>Dealer</b>	59564	<b>Dealer Zone</b>	71	<b>Mileage</b>	50,500
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	GRANTS PASS OR					<b>Country</b>	UNITED STATES

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

customer experiencing intermittent electrical problems with the vehicle.

Customer states that she purchased a vehicle from a dealership 68840 and the same day, the lights inside was flickering and there was no headlight. She took the vehicle to the dealership who changed the switch and fixed the issue. Customer took the vehicle on a vacation and the same thing happened again and this time the radio also had some problems. She took the vehicle back to the dealership and it is the 3rd day that the vehicle is at the dealership and the dealership states that they cannot duplicate the problem. Agent called the dealership 68840 (LITHIA CHRYSLER JEEP DODGE, 541 885 8000) and spoke to the service manager (Matt) who confirmed that the vehicle is at the dealership and they are not able to duplicate the problem and they have already called the customer and informed her that they cannot duplicate the problem and the customer can get the vehicle back if the same problem happens again. Agent informed the customer that she can seek a second opinion from another dealership. Customer agreed.



**Customer Assistance Inquiry Record (CAIR)#****17645052**

<b>Vin</b>	2C4GP54L6	5R	<b>Open Date</b>	06/27/2008	<b>Build Date</b>	11/19/2004	
<b>Model Year</b>	05	<b>Body</b>	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON			
<b>In Service Dt</b>	04/04/2005	<b>Dealer</b>	62147	<b>Dealer Zone</b>	42	<b>Mileage</b>	34,632
<b>Name:</b>						<b>Contact Type</b>	LETTER
<b>Address</b>						<b>Home Phone</b>	
	ROCKY RIVER OH					<b>Country</b>	UNITED STATES

Dealer - Service/Body Shop - Transaction - Failure to Explain Charges - Default

Customer is disappointed with the dealership.

POSTMARK DATE: 052708; DATE RECEIVED: 061808

Customer has written a letter to the dealership 64124. Customer states that since he purchased the vehicle from the dealership he began to have issue with headlights. Customer states that the vehicle was within the warranty with 10971 miles. Customer states that the recall repair was performed but nothing was done regarding the light switch problem because the technician was unable to duplicate the problem. Customer states that he again took the van for to the dealership 62147 and discovered that the light switch was faulty and replaced it. Customer states that the dealership 62147 did not charge him for the \$26.94 for the part. Customer states that he is entitled to a refund for the part from the dealership 64124 for not originally doing what dealership 62147 did for him which was to replace the switch while it was in the warranty period. Customer sent in the invoices also.

\*\*\*\*\*

Second letter customer writes to the Chrysler. Customer states that he sent the above letter to the dealership and was returned undeliverable. Customer states that please review this letter and advise him of Chrysler s position.

\*\*\*\*\*

Agent sends form letter 006 Dealer Service. Agent closing the CAIR.

**Customer Assistance Inquiry Record (CAIR)#****17651615**

<b>Vin</b>	1D4GP24R3	5E	<b>Open Date</b>	07/01/2008	<b>Build Date</b>	02/09/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON			
<b>In Service Dt</b>	07/09/2005	<b>Dealer</b>	68311	<b>Dealer Zone</b>	66	<b>Mileage</b>	69,780
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	WARNER ROBINS GA					<b>Country</b>	UNITED STATES

Product - Electrical - Lamps and Switches - Other - Default	seeks repairs assistance with the switches.
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customer states that switches of his vehicle were defective and he visited the dealership 68311 and they replaced it. Then again the same issue was repeated and he visited the same dealership but still the problem was recurring, so he visited a different dealership 68747 and they stated that they were not able to duplicate the issue, they informed the customer to visit the dealership if he gets some warning light on the screen. customer issue is any time while driving the lights on his vehicle comes on.

agent contacted the dealership and tried to confirm the information, SM was not available. \*\*\*next agent\*\*\* please confirm the information with the dealership and do the need full. customer needs to be contacted on cell phone no. 4789721144. Customer also states that he is not happy with the vehicle as it is giving lot more problems like the mechanism on the floor is not good, he states that he can find springs some times on the floor of the vehicle.

Customer called back in regards to above concern. Customer states that the headlights go off while he is driving the vehicle, he has been to 2 dealerships and both could not duplicate the concern. Agent called dealership 68747 and spoke with TJ ?Service Advisor?. TJ informed that they had got in touch with the STAR team and they could not duplicate the problem either. Customer states that he cannot take the vehicle out as it is a safety concern. Transferred call to T3 for further handling.

Purchased New

Customer states in 2006 the vehicle was new and had issue with headlights. States he took vehicle to dealer and the switch was replaced. States when he first turns the switch on the headlights do not come on at first. States this happens everyday and dealer can not fix issue. Seeking to know how to repair headlights. Suggested to continue working with dealer and advised CCAC has no technical information. States he is going to contact his state attorney generals office. Advised customer what he chooses to do outside of Chrysler is at his discretion.

**Customer Assistance Inquiry Record (CAIR)#** **17651800**

<b>Vin</b>	2D8GP44L3	5R [REDACTED]	<b>Open Date</b>	07/01/2008	<b>Build Date</b>	07/04/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	10/14/2005	<b>Dealer</b>	68955	<b>Dealer Zone</b>	66	<b>Mileage</b>	62,000
<b>Name:</b>	[REDACTED]					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	[REDACTED]					<b>Home Phone</b>	
	HOLLY SPRINGS NC [REDACTED]					<b>Country</b>	UNITED STATES

Corporate - Technical Assistance - Default - Default - Default	Customer seeking technical assistance.
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Customer calls in regards to head lights problem. Customer seeking technical assistance from Chrysler. Agent transferred to tier3 for further assistance.

**Customer Assistance Inquiry Record (CAIR)#****17662111**

<b>Vin</b>	2D4GP44L8	5R	<b>Open Date</b>	07/03/2008	<b>Build Date</b>	10/21/2004	
<b>Model Year</b>	05	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	11/02/2004	<b>Dealer</b>	67501	<b>Dealer Zone</b>	66	<b>Mileage</b>	57,670
<b>Name:</b>						<b>Contact Type</b>	LETTER
<b>Address</b>						<b>Home Phone</b>	
	CLAYTON NC				<b>Country</b>	UNITED STATES	

Product - Electrical - Lamps and Switches - Defective - Default	Customer experiencing problem with the head lights
Product - Electrical - Power Windows - Defective - Unknown	Customer seeking assistance regarding the repairs
Product - Electrical - Wipers / Washers - Defective - Unknown	Customer seeking assistance regarding the repairs
Product - Air Conditioning / Heater - Unknown - Defective - Default	Customer seeking assistance regarding the repairs.

POSTMARK DATE: 061308; DATE RECEIVED: 062308

Customer seeking assistance regarding the repairs. According to the cair number 17584725, Customer is the original owner, 8 vehicles (2-used, 6-new), 3/36 expired by time on 11/02/07 and 21,670 miles. As a one-time goodwill gesture, Chrysler will reimburse \$573.41 for repairs to the TIMP and FCM. Customer is responsible for a \$250 co-pay. Agent submitting check request of \$573.41 for approval to 85K.

Ok - contact customer and advise of check - reassign to ejw for final approval.

Agent verified details and informed the customer about the check approval. Agent reassigning back to EJW for final approval.

**Customer Assistance Inquiry Record (CAIR)#****17675571**

<b>Vin</b>	2D4GP24R1	5F	<b>Open Date</b>	07/10/2008	<b>Build Date</b>	05/25/2004	
<b>Model Year</b>	05	<b>Body</b>	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON			
<b>In Service Dt</b>	01/27/2005	<b>Dealer</b>	99999	<b>Dealer Zone</b>		<b>Mileage</b>	33,678
<b>Name:</b>						<b>Contact Type</b>	E-MAIL
<b>Address</b>						<b>Home Phone</b>	
	DOUGLAS AK					<b>Country</b>	UNITED STATES

Product - Electrical - Ignition System - Defective - Default	Customer experiencing problem with the lights
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\*\*\*\*\* EMAIL BRIEF DESCRIPTION CONTENT \*\*\*\*\*

Malfunction originates during service call, then charged for follow-up service but malfunction persists.

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

Purchased New

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

I brought my van to Mendenhall Auto Center on 7/1/08 to replace a headlight switch. After leaving the lot, I discovered the power locks were not functional although they had worked fine when I dropped the van off. I called on 7/2 to inform the dealership of the situation and set up a time when the van could be brought in for repair. The van was taken back to Mendenhall Auto Center on the morning of 7/8/08. I was informed the technician had cleared out an error code and that the error was unrelated to the previous work performed by the dealership. After significant discussion regarding how I could be held responsible for an error code that originated DURING a service call, I gave my credit card number to the service rep and my wife picked up the van, then took me home. Upon arriving home, the power locks were not functional. I am not pleased that I am being held responsible for a failure that occurred while my vehicle was being repaired by a Dodge-authorized service center, then be charged for maintenance that either did not occur or was so ineffective that it couldn't last past leaving the lot. I will be calling again on 7/10 to discuss this service failure, but am very reluctant to take the vehicle back to Mendenhall Auto Center for further evaluation.

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

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

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

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

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

Thanks again for your email.

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

**Customer Assistance Inquiry Record (CAIR)#****17683264**

<b>Vin</b>	2C4GP44R8	5F	<b>Open Date</b>	07/11/2008	<b>Build Date</b>	06/14/2005	
<b>Model Year</b>	05	<b>Body</b>	RSYH53	CHRYSLER TOWN & COUNTRY LX FWD LWB WAGON			
<b>In Service Dt</b>	06/14/2005	<b>Dealer</b>	23523	<b>Dealer Zone</b>	32	<b>Mileage</b>	44,000
<b>Name:</b>						<b>Contact Type</b>	E-MAIL
<b>Address</b>						<b>Home Phone</b>	
	WILLIAMSVILLE NY					<b>Country</b>	UNITED STATES

Product - Electrical - Lamps and Switches - Other - Default	Customer is complaining about the headlights of the vehicle.
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\*\*\*\*\* EMAIL BRIEF DESCRIPTION CONTENT \*\*\*\*\*

headlights not working and no satisfaction from chrysler accident waiting to happen

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

Purchased New or Used? Used

If Used, date purchased? 03/31/06 Mileage? 17565

From whom did customer purchase used vehicle? CDJ dealer

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

I complained about headlights since the first year i owned the car but was intermitant problem that would not happen when i took to the dealer after some time it became worse and i took it in to the dealer at 32,000 miles to really complain and have them look at it and again they could not make the lights not work, since then it has become really bad and i took it in this year after i had to drive 8 miles with no lights and drove right to there garage so they could see it but they said my extended warranty would not cover it and i feel that chrysler should fix this dangerous situation as i did bring it in at 32,000 miles, Please help with this situation as i feel chrysler is responsible as it has been happening off and on for quite some time now and it is putting me in a dangerous situation that could ultimately end up right in your lap if i get hurt because of this. A response ASAP would be greatly appreciated.

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

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

We have reviewed your email regarding the problem you are experiencing due to the headlights of your Chrysler Town & Country. We appreciate the time and effort you took to write to us. It is always a concern when our customers are disappointed with our product and dealership service.

Kindly accept our apologies for the inconvenience caused to you.

We welcome comments and feedback from our customers as it is a way of learning and understanding the needs and expectations of our customers.

Moreover, the feedback received helps us evaluate and analyze our products and bring about the needed modification and improvements.

In response to your email, we suggest that you contact our 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). Please have the Reference (CAIR) number and the following information handy before calling the Customer Assistance Center:

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

Our Customer Service Representatives available will be glad to address your questions and concerns.

Thanks again for your email and for giving us an opportunity to assist

you. We appreciate your patience.  
\*\*\*\* END EMAIL RESPONSE \*\*\*\*

Customer called regarding above issue. Agent transferred to tier 3.  
7/18/2008...Owner presented concern to dealer at 32,000 miles. Owner  
asking for out of warranty assistance on headlamps. Writer called dealer  
and spoke with Brad Advisor and Mike Advisor. left message for greg. Once  
greg calls back determinations on this repair can be finalized.

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**Customer Assistance Inquiry Record (CAIR)#****17701413**

<b>Vin</b>	2D4GP24R4	5F	<b>Open Date</b>	07/16/2008	<b>Build Date</b>	05/27/2004	
<b>Model Year</b>	05	<b>Body</b>	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON			
<b>In Service Dt</b>	10/14/2004	<b>Dealer</b>	42235	<b>Dealer Zone</b>	32	<b>Mileage</b>	47,088
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	NORTH ANDOVER MA					<b>Country</b>	UNITED STATES

Product - Air Conditioning / Heater - Unknown - Inadequate Cooling - Default	Customer states A/C does not work well.
Product - Electrical - Power Door Lock / Deck Lid - Intermittent or Inoperative - Unknown	Customer states power door locks will not work.
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Customer states that the headlamps work intermittingly.
Product - Steering - Power Rack and Pinion / Gear - Leaks - Default	Customer states vehicle is leaking power steering fluid

\*\*\*\*\*

Purchased New or Used? Used  
 If Used, date purchased? 11/13/07 Mileage? 36000  
 From whom did customer purchase used vehicle?  
 Other dealer

\*\*\*\*\*

Customer calling regarding a email that she sent regarding numerous issues she has had with this vehicle and other Chrysler vehicles she has owned. Customer states currently that the vehicle is leaking power steering and none of the vehicles doors will unlock with the remote. Customer also states that the vehicles head lamps work intermittingly. Customer states vehicles A/C ssystem is not cooling correctly. Customer states vehicle has not been taken to the dealer because he third party service contract deductibl is \$100.00 per issue. Agent advised customer if she was seeking assistance with the repair, the vehicle needs to be diagnosed. Customer understood. Agent advised customer that her complaints have been documented.



**Customer Assistance Inquiry Record (CAIR)#****17705104**

<b>Vin</b>	2D4GP44L0	5F	<b>Open Date</b>	07/17/2008	<b>Build Date</b>	07/05/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	07/15/2005	<b>Dealer</b>	41517	<b>Dealer Zone</b>	51	<b>Mileage</b>	42,000
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	MCHENRY IL					<b>Country</b>	UNITED STATES

Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Customer alleges that the headlights were intermittent.
Referral - Tier Three - Default - Default - Default	Customer seeking goodwill assistance.

\*\*\*\*\*Internal Transfer from Service contract\*\*\*\*\*

Customer alleges that the headlights were intermittent. Customer alleges that he took the vehicle to the dealer 41517 for diagnoses, when the vehicle was under warranty. Customer alleges that the dealer was not able to duplicate problem under warranty. Customer alleges that the electrical problem was worse and he had to bring back the vehicle to the dealer 41517 for repairs. Customer alleges that the dealer informed that the repairs will not be covered under warranty or service contract. Customer alleges that the repairs should be covered under warranty or service contract. Customer seeking goodwill assistance. Agent called the dealership 41517 and spoke to service manager. SM Virgil alleges that the the headlight switch had a problem and he had to replace the headlight switch and repair the connector. SM alleges that he contacted the district manager for assistance, but the district manager declined the goodwill assistance. SM Virgil alleges that the service contract warranty did not cover it. SM alleges that he does not know whether its a factory defect or customer abuse, because the wiring connector got hot and melted. SM alleges that the cost of repairs is around \$305.00 plus tax. Customer seeking goodwill assistance. Agent transferred the call to Tier 3 for further assistance.

Purchased New or Used? NEW

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

From whom did customer purchase used vehicle? N/A

First owner of this vehicle seeking assistance in the cost of repairing the headlights. Vehicle has an added care service contract and no previous repairs. Assistance has been declined by the district manager. Agent will concur with this decision.

Informed customer that Chrysler will not participate in the repair. The vehicle warranty has expired. Customer inquiring if there is anyone else he can speak with. Informed customer there is no one else to speak with.

Customer called in for the same issue. Customer stated it was not her Fault as she stated that she contacted the dealership when the vehicle was in warranty but they were not able to duplicate the problem at that time.

Agent transferred the call to internal escalation team for further assistance.

\*\*\*\*\*internal escalations\*\*\*\*\*

Denied the request for goodwill assistance with haedlights and park light and concured with previous agents descision

\*\*\*\*\*

**Customer Assistance Inquiry Record (CAIR)#****17735404**

<b>Vin</b>	1C4GP45R6	5E [REDACTED]	<b>Open Date</b>	07/25/2008	<b>Build Date</b>	07/27/2004	
<b>Model Year</b>	05	<b>Body</b>	RSYH52	CHRYSLER TOWN & COUNTRY FWD SWB WAGON			
<b>In Service Dt</b>	08/03/2004	<b>Dealer</b>	49980	<b>Dealer Zone</b>	63	<b>Mileage</b>	52,000
<b>Name:</b>	[REDACTED]					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	[REDACTED]					<b>Home Phone</b>	
	HOMESTEAD FL [REDACTED]					<b>Country</b>	UNITED STATES

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Product - Electrical - Lamps and Switches - Other - Default	Customer called about the head lights of her vehicle.
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Customer called about the head lights of her vehicle. Agent informed the customer that this is the electrical issue before we can come on any conclusion please visit the nearest dealership to check your vehicle.

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**Customer Assistance Inquiry Record (CAIR)#****17749207**

<b>Vin</b>	1C4GP45R1	5E [REDACTED]	<b>Open Date</b>	07/29/2008	<b>Build Date</b>	09/14/2004	
<b>Model Year</b>	05	<b>Body</b>	RSYH52	CHRYSLER TOWN & COUNTRY FWD SWB WAGON			
<b>In Service Dt</b>	10/29/2004	<b>Dealer</b>	23055	<b>Dealer Zone</b>	32	<b>Mileage</b>	62,000
<b>Name:</b>	[REDACTED]					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	[REDACTED]					<b>Home Phone</b>	[REDACTED]
	ROCKLAND MA [REDACTED]					<b>Country</b>	UNITED STATES

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Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	the head lamps are not working
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the problem was with the headlamps and the customer wants assistance on this  
denied the assistance on the basis of ownership and the mileage as well  
advised the customer to get in touch with the dealer

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**Customer Assistance Inquiry Record (CAIR)#****17766658**

<b>Vin</b>	2C4GP44R2	5F	<b>Open Date</b>	08/04/2008	<b>Build Date</b>	09/28/2004	
<b>Model Year</b>	05	<b>Body</b>	RSYH53	CHRYSLER TOWN & COUNTRY LX FWD LWB WAGON			
<b>In Service Dt</b>	11/10/2004	<b>Dealer</b>	60107	<b>Dealer Zone</b>	35	<b>Mileage</b>	70,800
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	BRENTWOOD NY					<b>Country</b>	UNITED STATES

Dealer - Service/Body Shop - Transaction - Other - Default	customer complains against the dealer 23171
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Customer states that she put her vehicle for recall on Friday at the dealership 23171 . She got the vehicle back and then she found that the headlight switch is broken and one of the lug nuts from the rear tires is missing. She has called the dealership and they have asked her to get the vehicle back to the dealer. Customer states that she is driving to the dealership right now and she just called in to have it documented with Chrysler about this. Agent documented the same and provided the customer with the reference no.

**Customer Assistance Inquiry Record (CAIR)#****17767020**

<b>Vin</b>	2C4GP44R2	5F	<b>Open Date</b>	08/04/2008	<b>Build Date</b>	09/28/2004	
<b>Model Year</b>	05	<b>Body</b>	RSYH53	CHRYSLER TOWN & COUNTRY LX FWD LWB WAGON			
<b>In Service Dt</b>	11/10/2004	<b>Dealer</b>	60107	<b>Dealer Zone</b>	35	<b>Mileage</b>	70,800
<b>Name:</b>							
					<b>Home Phone</b>		
	BRENTWOOD NY				<b>Country</b>	UNITED STATES	

Product - Electrical - Lamps and Switches - Defective - Default	Customer facing problem with the head light switch.
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Customer facing problem with the head light switch. Customer informed that she took her vehicle for recall. Got her recall completed but now she is facing problem with the head light switch and the lognut. Agent spoke to the service manager (60107) at the dealership. They informed that the switch was already broken. Customer not happy with the response and lookind for goodwill.

Customer facing problem with the head light switch. Customer informed that she took her vehicle for recall. Got her recall completed but now she is facing problem with the head light switch and the lognut. Agent spoke to the service manager (60107) at the dealership. They informed that the switch was already broken. Customer not happy with the response and lookind for goodwill.

\*\*\*\*\*Internal escalation call\*\*\*\*\*

The customer states that the dealer has broke it. Told the customer that if the dealer has broken the lamps she need to deal with them Chrysler cant do anything for her as they are independent dealers. The Customer was very unhappy and disconnected the call. The goodwill cant be provided as the vehicle is out of warranty and the eletrical item is anly covered for 12/12.

**Customer Assistance Inquiry Record (CAIR)#****17782536**

<b>Vin</b>	2C4GP44R3	5F	<b>Open Date</b>	08/07/2008	<b>Build Date</b>	09/08/2004	
<b>Model Year</b>	05	<b>Body</b>	RSYH53	CHRYSLER TOWN & COUNTRY LX FWD LWB WAGON			
<b>In Service Dt</b>	11/10/2004	<b>Dealer</b>	45349	<b>Dealer Zone</b>	74	<b>Mileage</b>	62,459
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	COLORADO SPRINGS CO					<b>Country</b>	UNITED STATES

Product - Electrical - Lamps and Switches - Defective - Default	Customer calls in for the head light problem.
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Customer called in for the headlight issue and that is intermittently getting on and off and in the day it works but in the night is the problem and states that she visit for the oil change very often to the dealership when took for the oil change, they checked the light diagnosed and said that the relay switch has to be replaced and it was replaced in 2006 with the dealership and many a times there was problem with the lights this time they say it will cost 225 \$ for the lamp switch to be changed.

Colorado springs dodge 7193297546 calls up the dealership and spoke to John, the service advisor and told that they have diagnosed the problem and are going to change the switch. Agent took the ownership for charging the customer under warranty cost and the dealership agreed for it. Agent informed the customer about it and asked to call us after the repairs.

**Customer Assistance Inquiry Record (CAIR)#****17787627**

<b>Vin</b>	1C4GP45R5	5E	<b>Open Date</b>	08/11/2008	<b>Build Date</b>	09/29/2004	
<b>Model Year</b>	05	<b>Body</b>	RSYH52	CHRYSLER TOWN & COUNTRY FWD SWB WAGON			
<b>In Service Dt</b>	03/14/2005	<b>Dealer</b>		<b>Dealer Zone</b>		<b>Mileage</b>	45,000
<b>Name:</b>						<b>Contact Type</b>	E-MAIL
<b>Address</b>						<b>Home Phone</b>	
	ROUND LAKE NY					<b>Country</b>	UNITED STATES

Product - Electrical - Lamps and Switches - Defective - Default	Customer experiancing problem with the head lights.
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\*\*\*\*\* EMAIL BRIEF DESCRIPTION CONTENT \*\*\*\*\*

Intermittent problem with headlights.

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

Purchased New or Used? Used

If Used, date purchased? 06/30/08 Mileage? 45000

From whom did customer purchase used vehicle? CDJ dealer

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

Headlights don t always turn on with switch. Headlights have also turned off at night while driving. Noted a recall on Pacifica with identical problem. Additionally, many people with T&C, according to internet, are experiencing identical problem as mine. Is Crysler going to issue a recall concerning this very serious safety issue? I have already been to Dodge World in Clifton Park, NY 12065 with this problem. Please let me know what needs to be done to fix problem. Thank you,

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

Dear

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

We have reviewed your email in regards to the problem with headlights.

We regret to read of your dissatisfaction in our product and appreciate the time and effort you took to bring this matter to our attention.

Comments like yours are one way to learn of problems that develop and the improvements that are desired by customers. The information received is used in product development and quality analysis. We have documented your comments and have forwarded them to the appropriate department for review.

Over the past few years, we have made tremendous gains in improving levels of customer satisfaction. However, in your case, we apparently missed the mark.

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

Furthermore, we would like to inform you that, Chrysler LLC has not released any official information regarding the recall for the problem you have been experiencing. If in the future your vehicle is in a factory recall campaign, you will be notified promptly by mail.

If you have further questions, please feel free to contact our office at 1-800-992-1997, between 8:00 a.m. to 5:00 p.m., Monday through Friday, to speak with one of our trained Customer Service Representatives.

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

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

**Customer Assistance Inquiry Record (CAIR)#****17796979**

<b>Vin</b>	2D4GP44L6	5F	<b>Open Date</b>	08/13/2008	<b>Build Date</b>	02/02/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	02/25/2005	<b>Dealer</b>	45394	<b>Dealer Zone</b>	71	<b>Mileage</b>	56,374
<b>Name:</b>						<b>Contact Type</b>	E-MAIL
<b>Address</b>						<b>Home Phone</b>	
	CASA GRANDE AZ					<b>Country</b>	UNITED STATES

Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Customer experiencing problems with his vehicle.
Product - Electrical - Speedo/Gauges/Ometer/EIC - Intermittent or Inoperative - Default	Customer experiencing problems with his vehicle.

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

Re-occurring Problem

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

Purchased New or Used? Used

If Used, date purchased? 04/26/06 Mileage? 56374

From whom did customer purchase used vehicle? Individual

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

These were the symptoms: Dash lights flickering, Warning bell sounds randomly, Instrument needles flicker randomly, radio temporarily cutsout, headlights flicker. Problem usually occurs during hot weather when engine at low idle. Corrective Work By Henry Brown Reprogram BCM and tighten power and ground cables. Problem reoccurs within two months. Is this a common problem someone knows something about? The dealer in Vancouver, WA is clueless!

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

Thank you for contacting the Chrysler Customer Assistance Center regarding your 2005 Dodge Grand Caravan. We regret then inconvenience you are experiencing with your vehicle and appreciate the time and effort you took to bring this matter to our attention.

In response to your email regarding the problems you are experiencing with your vehicle, we suggest that if your dealer is unable to resolve your concerns you can seek a second opinion from another authorized dealer.

You can locate a dealership using the 'Find a Dealer' area on the Dodge website at <http://www.dodge.com>.

If your concerns are still not resolved after, consulting another dealership you can contact our Customer Assistance Center at 1-800-992-1997 between 8.00 a.m. to 5.00 p.m., Monday through Friday to speak with our trained Customer Service Representatives.

Thanks again for your email.

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

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

I just wanted to let you know that the problem has been fixed, but not by a Dodge dealer. As it turns out the problem was nothing more that a loose cluster plug to the instrument panel. You d think that after taking it to two dealerships they would find something as simple as this. The repair was done by Allstar Auto Electric here in Vancouver, WA and the charge was base upon one hour of shop time.

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

No Answer needed,

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



**Customer Assistance Inquiry Record (CAIR)#****17804365**

<b>Vin</b>	1D4GP24R3	5E	<b>Open Date</b>	08/14/2008	<b>Build Date</b>	02/09/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON			
<b>In Service Dt</b>	07/09/2005	<b>Dealer</b>	68311	<b>Dealer Zone</b>	66	<b>Mileage</b>	69,780
<b>Name:</b>						<b>Contact Type</b>	CERTIFIED LETTER
<b>Address</b>						<b>Home Phone</b>	
	WARNER ROBINS GA					<b>Country</b>	UNITED STATES

Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	headlamp switch failed
Corporate - Lemon Law - Default - Default - Default	

POSTMARK DATE: 080808; DATE RECEIVED: 081408

\*\*\*\*Begin structured narrative LEMON LAW REQUEST

This applies to written notifications only

yes

What type of notification was received

letter

Was it received via Certified Mail

yes

Date notification was received

8/14/2008

\*\*\*\*End structured narrative LEMON LAW REQUEST

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

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

\*\*\*\*\*ORLANDO BUSINESS CENTER RECEIVED MVDN 8/18/08\*\*\*\*\*

SEE ABOVE CONCERNS.

8/18/08RP Sent DNQ ltr. to o/. No further action.

8/26/08RP Recd. ltr. from o/. Forwarded ltr. and left v.msg. for DM reques  
ting his involvement. \_

**Customer Assistance Inquiry Record (CAIR)#****17807629**

<b>Vin</b>	2C4GP44R3	5F	<b>Open Date</b>	08/15/2008	<b>Build Date</b>	09/14/2004	
<b>Model Year</b>	05	<b>Body</b>	RSYH53	CHRYSLER TOWN & COUNTRY LX FWD LWB WAGON			
<b>In Service Dt</b>	11/10/2004	<b>Dealer</b>	23825	<b>Dealer Zone</b>	66	<b>Mileage</b>	80,000
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	JASPER GA				<b>Country</b>	UNITED STATES	

Product - Electrical - Lamps and Switches - Other - Default

Customer called as headlights issue

Customer called as headlights issue. Agent informed the customer to contact the dealership and also informed about the pending recall.UNDERBODY HEATER HOSES.

**Customer Assistance Inquiry Record (CAIR)#****17823536**

<b>Vin</b>	2C4GP54L3	5R	<b>Open Date</b>	08/20/2008	<b>Build Date</b>	06/27/2005	
<b>Model Year</b>	05	<b>Body</b>	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON			
<b>In Service Dt</b>	09/28/2005	<b>Dealer</b>	62971	<b>Dealer Zone</b>	51	<b>Mileage</b>	35,800
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	EVANSTON IL					<b>Country</b>	UNITED STATES

Product - Electrical - Unknown - Defective - Default	Headlight is concern
Product - Electrical - Radio/Spkr/Clock/Antenna - Defective - Default	Radio is concern
Product - Electrical - Lamps and Switches - Defective - Default	The customer has electrical problems

The customer called in to inform that there are electrical concerns. The customer concerns:-

1. Headlight
2. Radio

The customer was informed by the dealership that he cannot duplicate the problem. The call was made to SM(Dale). The service writer(Doug) informed they have power adaptor is not good for the vehicle and as its not Chrysler. She should not use the adaptor and the customer was advised to use power adaptor authorized by Chrysler. The customer will get in touch with Doug on this concerns.

**Customer Assistance Inquiry Record (CAIR)#****17839687**

<b>Vin</b>	2C4GP54LX	5R	<b>Open Date</b>	08/26/2008	<b>Build Date</b>	10/20/2004	
<b>Model Year</b>	05	<b>Body</b>	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON			
<b>In Service Dt</b>	01/17/2005	<b>Dealer</b>	41356	<b>Dealer Zone</b>	42	<b>Mileage</b>	45,775
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	ROCKFORD MI					<b>Country</b>	UNITED STATES

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

software update for bcm

Jason, the service manager, calls on behalf of the owner. He states that there are electrical problems that effect the doorlocks and headlight assembly. The diagnostics show that the bcm needs to be updated. Writer agreed to offer assistance with the customer paying \$50. and CAC will pay the rest. He will call back for preauthorization. The mileage is correct and the vehicle is at the dealership for completion of this repair.

\*\*\*Writer returned a call to Jason and preauthorized this repair.

Nick, Warranty Admin, states he cannot get PA through system. Advised that there is a PA on vehicle but seems that the dealer code is incorrect. Correct dealer code is #41356 K & M Northfield Dodge. Please update and notify Nick when accessible. Thank you.

\*\*\*Dealer Call\*\*\*

Nick, Warranty Administrator called in regards to the same concern. Agent transferred the call to Tier 3 for further handling.

JHW5 corrected the dealer code error.

\*\*\*Writer notes the dealercode is correct. A message was left for Nick to follow up on the PA.

**Customer Assistance Inquiry Record (CAIR)#****17840664**

<b>Vin</b>	1D4GP24R6	5E	<b>Open Date</b>	08/26/2008	<b>Build Date</b>	03/30/2004	
<b>Model Year</b>	05	<b>Body</b>	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON			
<b>In Service Dt</b>	04/02/2004	<b>Dealer</b>	49914	<b>Dealer Zone</b>	74	<b>Mileage</b>	82,885
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	KINGMAN AZ				<b>Country</b>	UNITED STATES	

Product - Brakes - Unknown - Other - Unknown	Customer called in as there is problem with the brakes.
Product - Electrical - Lamps and Switches - Defective - Default	Customer disappointed with the vehicle

Customer called in as there is a problem with the brakes of the vehicle.  
 Agent advised to get the vehicle diagnosed at authorized dealership and call us again so that we can help her in better position.  
 She wants to speak to the supervisor.  
 Agent transferred the call to Escalation team

\*\*\*\*\*ESCLATION\*\*\*\*\*

Call transferred from CCAC. Customer wants to speak to supervisor.  
 Customer says that the vehicle has a problem with the headlights.  
 Customer says that the vehicle lights do not get switched on and if the knob is left on then the lights start blinking. Customer wants chrysler to pay for the repairs. Agent reviewed the file and found out that the vehicle is a pre owned vehicle. Agent checked the customer house hold and found that this is the only vehicle that the customer owns. Agent declined any assistance from chrysler since the vehicle has 82000 miles.  
 Customer wants to involve an attorney.

\*\*\*\*Outbound call\*\*\*\*\* called customer no contact..

**Customer Assistance Inquiry Record (CAIR)#****17853372**

<b>Vin</b>	2C4GP54L1	5R	<b>Open Date</b>	08/29/2008	<b>Build Date</b>	03/21/2005	
<b>Model Year</b>	05	<b>Body</b>	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON			
<b>In Service Dt</b>	11/14/2005	<b>Dealer</b>	45202	<b>Dealer Zone</b>	42	<b>Mileage</b>	35,779
<b>Name:</b>						<b>Contact Type</b>	LETTER
<b>Address</b>						<b>Home Phone</b>	
	BEECH GROVE IN					<b>Country</b>	UNITED STATES

Product - Electrical - Power Sliding Door - Other - Driver Side	Customer is complaining about the vehicle.
Product - Electrical - Lamps and Switches - Defective - Default	Customer is complaining about the vehicle.
Product - Body / Trim / Paint Finish - Air Bag - Other - Unknown	customer is complaining about the vehicle.

POSTMARK DATE: 082208; DATE RECEIVED: 082608

Customer is complaining about the vehicle. Customer states that there has been lot of problems with the headlights, driver side sliding door, power windows, air bags. Customer states he feels unsafe to drive the vehicle. Customer states that he wants to remove this vehicle from the dealership. Customer seeks help from Chrysler to replace the vehicle. Agent called the customer on 08/29/08 at [REDACTED] in order to advise the customer to visit the dealer to resolve the matter. Customer was upset and stated that he sold the vehicle and Chrysler should not contact him again and disconnected the call.

**Customer Assistance Inquiry Record (CAIR)#****17874024**

<b>Vin</b>	2C4GP44R5	5F	<b>Open Date</b>	09/05/2008	<b>Build Date</b>	09/23/2004	
<b>Model Year</b>	05	<b>Body</b>	RSYH53	CHRYSLER TOWN & COUNTRY LX FWD LWB WAGON			
<b>In Service Dt</b>	12/31/2004	<b>Dealer</b>	64123	<b>Dealer Zone</b>	42	<b>Mileage</b>	64,000
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	DANVILLE IN				<b>Country</b>	UNITED STATES	

Product - Drivability - Unknown - No Start - Default	The vehicle dies
Product - Drivability - Unknown - Stalling - Default	The vehicle stalls

The Customer is complaining that the vehicle is a Lemon. The vehicle has a starting problem and the Dealership told him that it might be an Ignition Switch error and informed her that its a Lemon. Robert, SA told her that they were unable to duplicate the peoblem and the vehicle had to be towed evertime.

Agent spoke with Mike, SA at the 68960 Dealership. He confirmed that they saw the vehicle in june for the Engine being hot. They found no Fluid leaks, no noises or smells and replaced the Steering Gear, replaced the Window regulator, repaired the Headlamp switch. The Steering gear was replaced at 35000 miles. The Water pump was replaced at 53000 and pads & rotors at 49000.

The vehicle is not at the Dealership.

Customer asked the agent to confirm the vehicle information with Robert, SA at 64123 Dealership and arrange call back from the Supervisor to discuss the Lemon Law. She insists she will contact her Lawyer. Customer hung up.

Case reassigned to 81H for further handling.

Call customer at

Customer is called in for the above mentioned concern. Agent transfer the call to tier 3

Customer seeking assistance regarding the same concern. Agent transferred the call to Tier 3 for further handling.

\*\*\*\*\*

Purchased New or Used? New

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

From whom did customer purchase used vehicle? N/A

\*\*\*\*\*

Agent attempted to contact the customer on 09/11/08 at 12:50pm on the customer s cell phone. No answer. Agent left call back information on the customers voicemail.

**Customer Assistance Inquiry Record (CAIR)#****17905795**

<b>Vin</b>	1D4GP45R8	5E	<b>Open Date</b>	09/16/2008	<b>Build Date</b>	03/21/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKH52	DODGE CARAVAN SXT FWD SWB WAGON			
<b>In Service Dt</b>	07/26/2005	<b>Dealer</b>	68462	<b>Dealer Zone</b>	51	<b>Mileage</b>	37,000
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	SAINT FRANCISVIL IL					<b>Country</b>	UNITED STATES

Referral - Service Contracts - Default - Default - Default	Customer wanted to know if the head light and lock is covered
Product - Electrical - Lamps and Switches - Other - Default	customer is fcaing problem with the head light.
Product - Unknown - Unknown - Poor Idle Quality - Default	lock issue
Referral - Tier Three - Default - Default - Default	lock issue / goodwill

Customer called stating that when the vehicle had 32,000 miles, the vehicle had lock problem and since she has been going to the dealership to get it fixed, but the problem was fixed. Customer states that no the warranty has expired, customer is seeking a goodwill. Agent transferred the call to tier 3 for further consideration.

Customer called in for the same issue. She also said that she is also facing problem with the head light. She is looking for goodwill. She said she has a service contract. Agent transferred the call to the service contract department.



**Customer Assistance Inquiry Record (CAIR)#****17913683**

<b>Vin</b>	2C8GP64L7	5R	<b>Open Date</b>	09/18/2008	<b>Build Date</b>	03/30/2005	
<b>Model Year</b>	05	<b>Body</b>	RSYS53	CHRYSLER TOWN & COUNTRY LTD FWD LWB WAGON			
<b>In Service Dt</b>	06/30/2005	<b>Dealer</b>	68467	<b>Dealer Zone</b>	42	<b>Mileage</b>	33,706
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	LINWOOD MI				<b>Country</b>	UNITED STATES	

Product - Electrical - Lamps and Switches - Defective - Default	Customer said the lights go off when driving.
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Customer said the head lights go off when driving. He said he had taken his vehicle at the dealership FEENY CHRYSLER PLYMOUTH DODGE 4 to 5 times and still the problem is not resolved. He said now the vehicle is out of warranty. Agent called up the dealership and spoke with rick the Service manager. He said that they were not able to duplicate the problem. Agent informed that he can contact the star team. He agreed. Agent assigned a D2D.

##### DIRECT-TO-DEALER (68467) #####  
ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER  
Please follow your Business Center guidelines in an attempt to resolve this customer s concern(s). If needed, seek assistance from your District Mgr, Business Center or STAR. Please update this CAIR within 24 hours of receipt.

Agent called dealer and spoke with Rick the Service Manager informed that CAIR was being sent.

CUSTOMER CONTACT INFORMATION: [REDACTED] ?

#####

Agent called up the customer and informed him the same. He said that he will call up the dealership.

Customer says he has been to the dealership they say that they cannot diagnose the vehicle. Customer says that he owns 4 VAN from Chrysler. Customer says that he needs some technical assistance for this. Advised customer that I would assigning the CAIR to the Technical Team they would call back and help him. Spoke to supervisor transferred to T3. Approved by SC907

SM Rick (68467) said they are aware of the issue. He said he would update the CAIR with further information.

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

Owner is seeking relief under state Lemon Law or Customer Arbitration process. Customer is requesting that Chrysler . CAIR is being assigned to your dealership for further handling and review Please bring this to the attention of your district manager in an attempt to resolve customer s concern. In addition, update the file with the resolution. - Thank you.

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

If needed, please seek technical assistance (district manager/zone/STAR) in an attempt to resolve customers concern. Please update with final resolution  
REASSIGNED TO BC/DLR 42 68467 09/22/08 09:35 R 17913683  
Spoke to SM Rick and part was put in today and will test drive vehicle.  
\*Contact Date:09/23/2008

Service Director at the dealership has closed the Cair# 17913683  
DCX goodwill repair is documented on Repair Order#186325  
CAIR RETURNED FROM DEALER ON 9/23/2008 AT 12:16:04 R 17913683

**Customer Assistance Inquiry Record (CAIR)#****17949487**

<b>Vin</b>	2D8GP44L0	5R	<b>Open Date</b>	10/01/2008	<b>Build Date</b>	04/03/2004	
<b>Model Year</b>	05	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	06/20/2004	<b>Dealer</b>		<b>Dealer Zone</b>		<b>Mileage</b>	70,000
<b>Name:</b>					<b>Contact Type</b>	E-MAIL	
<b>Address</b>					<b>Home Phone</b>		
	ROYSE CITY TX			<b>Country</b>	UNITED STATES		

Product - Electrical - Lamps and Switches - Defective - Default	Customer unhappy with the headlights.
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\*\*\*\*\* EMAIL BRIEF DESCRIPTION CONTENT \*\*\*\*\*

My headlights will turn off without reason.

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

Purchased New or Used? New

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

My headlights will turn off without reason.

Comments:

My headlights will turn off when I drive at night at any given moment. Sometimes, I can turn off and back on but, just tonight I couldn't and Thank God I was only a few blocks from home. Does this require a recall?

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

Dear April:

Thank you for contacting the Chrysler Customer Assistance Center regarding your 2005 DODGE GRAND CARAVAN.

In response to your email, we regret to read of your dissatisfaction in our product and appreciate the time and effort you took to bring this matter to our attention. Comments like yours are one way to learn of problems that develop and the improvements that are desired by customers. The information received is used in product development and quality analysis. We have documented your comments and have forwarded them to the appropriate department for review.

We regret that you are still experiencing problems with the headlights of your vehicle. It is our suggestion that you visit the nearest dealership in your vicinity.

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

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

Thanks again for your email.

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

**Customer Assistance Inquiry Record (CAIR)#****18028517**

<b>Vin</b>	2C4GP54L8	5R	<b>Open Date</b>	10/28/2008	<b>Build Date</b>	04/09/2005	
<b>Model Year</b>	05	<b>Body</b>	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON			
<b>In Service Dt</b>	04/30/2005	<b>Dealer</b>	44396	<b>Dealer Zone</b>	42	<b>Mileage</b>	64,000
<b>Name:</b>						<b>Contact Type</b>	E-MAIL
<b>Address</b>						<b>Home Phone</b>	
	MEDINA OH					<b>Country</b>	UNITED STATES

Referral - Tier Three - Default - Default - Default	Customer complaining about the vehicle
Product - Electrical - Lamps and Switches - Complete Failure - Default	Customer states that the headlights and dash lights shut on and off

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

Town and Country electrical problem

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

Purchased New or Used? New

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

I am having electrical problems with my van, I have taken it to two Chrysler dealerships and two garages and NO ONE can find the problem. I cannot drive my car as the headlights and dashlights shut on and off while driving, which means I cannot transport my children anywhere after dark. Please, please help. I am at the end here.

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

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

We regret the problem with your vehicle and appreciate the time and effort you took to bring this matter to our attention. Your concerns, particularly in view of the expense and inconvenience involved in this issue, are understandable.

In response to your email, we request you to call the Customer Assistance Center at 1-800-992-1997 between 8:00 a.m. and 5:00 p.m. Monday through Friday (in all Time Zones). It is necessary to discuss this issue with you directly.

When calling the Customer Assistance Center, please have your Reference (CAIR) number and the following information handy:

Vehicle owner name

Vehicle owner address

Day and evening phone numbers

Vehicle Identification Number (VIN)

Dealership where service was performed

Date of last service

Current vehicle mileage

An explanation of the problem

We have Customer Service Representatives available to address your questions and concerns.

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

\*\*\*\*Begin structured narrative T2 - GOODWILL ESCALATION

What is the customer requesting from Chrysler?

wants assistance

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

28000 out of warranty and by time

Service contract (Chrysler or 3rd party) that would cover the repair?

no

Original owner? (yes/no) If no, purchased when?

yes

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

1

Is there any repair history related to the current concern?

yes

Has the vehicle been diagnosed by a Chrysler, Dodge or Jeep dealership?

yes

Service dealer code?

44396

Service manager name?

na

NIC of team leader/floor walker who authorized escalation of caller?

MIB8

\*\*\*\*End structured narrative T2 - GOODWILL ESCALATION

Customer calling in regards the same issue, the dealership are not able to duplicate the problem, agent consulted the supervisor MIB8 and transferred the call to tier 3.

\*\*\*\*Customer is seeking assistance in repairing and/or diagnosing the issue with the headlights and dashboard lights, radio, gauges, and all the electrical apparatus. The customer stated the problem is intermittent and nobody can seem to figure out what the problem is. Agent called the dealership, 26637, and requested to speak with the SM, Bill. Bill stated he would be willing to look at it for the customer to see what they could figure out. Agent let the customer know Bill is willing to look at it and agent provided the customer with the dealership, 26637, phone number. Customer states that as per the previous representative advised her, she took her vehicle to the dealership and paid them \$175, and customer states that she got her vehicle to her house and now the vehicle stated giving the same problem. Customer states that she cannot drive at night and very disappointed and wants this problem to be taken care off. Customer states she spent \$1000 and over and the problem is never fixed. Customer said that she spoke with Cheryl and wanted to speak with her. Agent took authorization from PA166 and transferred the call to tier 3 for further assistance.

Writer spoke with customer who is seeking assistance with repairing and or diagnosis the issue with head lights and dashboard lights,radio gauges and all issues electrical issues. Customer wants to stop paying for repairs that do not need to be done,customer indicated that she has taking her vehicle into the dealership next week and that at that time the service Manager will be calling to see if some kind of assistance can be done. Did not make any promises.

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**Customer Assistance Inquiry Record (CAIR)#****18062776**

<b>Vin</b>	1D4GP24R6	5E	<b>Open Date</b>	11/06/2008	<b>Build Date</b>	02/18/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON			
<b>In Service Dt</b>	03/01/2005	<b>Dealer</b>	99999	<b>Dealer Zone</b>	63	<b>Mileage</b>	87,800
<b>Name:</b>						<b>Contact Type</b>	E-MAIL
<b>Address</b>						<b>Home Phone</b>	
	HOUSTON TX					<b>Country</b>	UNITED STATES

Product - Electrical - Speedo/Gauges/Ometer/EIC - Intermittent or Inoperative - Default

Customer has concern with instrument cluster

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

2005 Dodge Grand Caravan with a 3.3 liter engine: The instrument cluster and headlights flicker and gauges drop to zero.

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

Purchased New or Used? Used

If Used, date purchased? 05/09/08

If used, mileage at time of purchase? N/A

If used, where was the vehicle purchased? N/A

Is the vehicle at a Chrysler/Dodge/Jeep dealer now? N/A

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

No Comments

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

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

We regret to read of your dissatisfaction and appreciate the time and effort you took to write to us regarding your concern.

In response to your email, we suggest that you give your local dealer the opportunity to assist you. Given the many variables involved we are unable to diagnose your vehicle problem via email. Their service personnel at the dealership have the factory training, equipment, and information available to diagnose and correct concerns with our vehicles.

In addition, we would like to inform you that our records indicate that your vehicle (1D4GP24R65E) is involved in the factory recall campaign listed below.

Recall Campaign # F06 UNDERBODY HEATER HOSES.

If you are having any concern, we suggest that you please contact your local authorized Dodge dealership for an inspection and for the repairs.

The recall services are performed free of charge and do not require recall notification letter. Recall repairs can be performed at any point of time by any authorized Dodge dealership.

Should you have any concern, please feel free to contact us.

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

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

**Customer Assistance Inquiry Record (CAIR)#****18072490**

<b>Vin</b>	2D4GP44LX	5R	<b>Open Date</b>	11/10/2008	<b>Build Date</b>	06/05/2004	
<b>Model Year</b>	05	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	06/29/2004	<b>Dealer</b>	43514	<b>Dealer Zone</b>	51	<b>Mileage</b>	58,503
<b>Name:</b>						<b>Contact Type</b>	LETTER
<b>Address</b>						<b>Home Phone</b>	
	MACKINAW IL					<b>Country</b>	UNITED STATES

Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Caller claims to have issues with his headlights.
Dealer - Service/Body Shop - Transaction - Problem Not Resolved - Default	Caller claims to have ongoing issues with his vehicle.

POSTMARK DATE: 111008; DATE RECEIVED: 111008

See prior cair also. State of IL AG s office complaint # 2008-CONSC-0225771

Owner continues to complain of intermittent headlight function. Claims headlights go out while driving, as well as sometimes they do not turn on.

Reassigned to Business Center for review and handling. JSS15.

\*\*\*\*\*

Forwarded to RAC55 for review and handling...mam50

Prior CAIR indicates that the dealer has not been able to duplicate the concern. Writer will call the customer to see when it was last in for service and if it has been in recently, will review with the SM.

Spoke with owner and advised that the concern must be duplicated by the dealer in order for it to be repaired. SM has been made aware that there is to be no diagnostic fees for the next repair visit to address the headlight concern.

Dealer advised that the vehicle has not been in for the headlight complaint since 2007.

**Customer Assistance Inquiry Record (CAIR)#****18108658**

<b>Vin</b>	2D4GP44L2	5F	<b>Open Date</b>	11/24/2008	<b>Build Date</b>	03/22/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	06/11/2005	<b>Dealer</b>	23657	<b>Dealer Zone</b>	63	<b>Mileage</b>	101,595
<b>Name:</b>						<b>Contact Type</b>	E-MAIL
<b>Address</b>						<b>Home Phone</b>	
	OOLOGAH OK					<b>Country</b>	UNITED STATES

Product - Electrical - Lamps and Switches - Defective - Default	Customer experiencing problem with the vehicle
Recall - F06: - Advise Owner/Incomplete Recall	Informed customer about the pending recall

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

Headlights keep randomly shutting off

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

Purchased New

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

My headlights keep shutting off randomly. Tonight while my wife and daughter are driving in Tulsa. Headlight switch was dealer replaced once. I found many comments in web groups about faulty headlight switches on 2005 -2007 Grand Caravan headlight switches. Has Dodge figured out how to fix this yet? Recall coming? Do I need to go buy some toggle switches and wire them in myself to get a reliable switch?

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

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

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

We have reviewed your recent email. In response to your email, we would like to inform you that we are unable to diagnose your vehicle via email.

Although we recommend that you contact your selling dealer for assistance; any authorized dealer can assist you with your concern. You are not limited to the dealership that sold you the vehicle.

Also, you can seek the dealerships that are known for excellence in customer service - our Five Star dealers. Please visit our website <http://www.fivestar.com>, or call 1-800-677-5-STAR. If a Five Star Dealer is not convenient, you can find a dealership locator in the 'Find a Dealer' area on the Dodge website at (<http://www.dodge.com>).

Also, our records indicate that the following recall campaign has not been performed by an authorized LLC dealer:

1) F06 UNDERBODY HEATER HOSES

As we cannot always confirm that the needed service has been performed, we suggest that you contact your local authorized Dodge dealer to arrange for an inspection and for the repairs. If required the dealer may perform a corrective action at no charge to you.

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

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

Thanks again for your email.

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

**Customer Assistance Inquiry Record (CAIR)#****18113635**

<b>Vin</b>	1D4GP24R7	5E	<b>Open Date</b>	11/24/2008	<b>Build Date</b>	09/27/2004	
<b>Model Year</b>	05	<b>Body</b>	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON			
<b>In Service Dt</b>	09/29/2004	<b>Dealer</b>	60064	<b>Dealer Zone</b>	66	<b>Mileage</b>	38,000
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	SPRING HILL FL					<b>Country</b>	UNITED STATES

Recall - G09: - Advise Owner/Incomplete Recall	Customer notified about the recall.
Product - Electrical - Lamps and Switches - Defective - Default	Customer seeks goodwill for a dashboard knob that turns light on.

Customer notified about the recall G09. Customer seeks to speak to a U.S. agent regarding a problem which is a safety concern for the customer. Customer states that the dashboard knob that turns the headlight on the vehicle when it makes a turn is defective and he wants Chrysler to send the a repair order for the same. Customer has not got the vehicle diagnosed, no estimate as of now.

Agent advised customer that Chrysler cannot review the situation unless the vehicle has been diagnosed. Customer states that he will get it diagnosed and Chrysler will take care of the diagnostics too. Agent advised customer that the diagnosis will be entirely upto his discretion. Customer not willing to accept that, customer states that it is a safety issue or else he will speak to a lawyer. Agent attempted to give further explanation, however customer hung up the phone.



**Customer Assistance Inquiry Record (CAIR)#****18189192**

<b>Vin</b>	2D4GP44L7	5R404130	<b>Open Date</b>	12/22/2008	<b>Build Date</b>	01/12/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	01/27/2005	<b>Dealer</b>	45173	<b>Dealer Zone</b>	71	<b>Mileage</b>	64,000
<b>Name:</b>	[REDACTED]					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	[REDACTED]					<b>Home Phone</b>	[REDACTED]
	BAKERSFIELD CA [REDACTED]					<b>Country</b>	UNITED STATES

Corporate - CNA Change - Default - Default - Default	CNA changed.
Product - Electrical - Lamps and Switches - Defective - Default	Head lights turns on and off and dies while driving.

Mrs. Moore called in stating that she cannot drive the vehicle in night as the head lights flash on and off and it turns off as when driving. Customer says her vehicle is with the dealer from last 2 weeks and they are not able to diagnose the problem. Agent offered a call back as the dealership is closed. Dealers phone # Jayson 6617253347 Customers call back # [REDACTED] Agent gave a call to the dealership and tried speaking to Jayson the Service Manager at the dealership. The service advisor informed that Jayson has just left for a test drive. Agent will give a call back in 30 min. Agent gave a call to the dealership but Jayson was busy on other line. Agent spoke to Jayson and he informed that the vehicle is fixed. agent informed the same to the customer.

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

**18204768**

<b>Vin</b>	1D4GP45R4	5E	<b>Open Date</b>	12/29/2008	<b>Build Date</b>	05/18/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKH52	DODGE CARAVAN SXT FWD SWB WAGON			
<b>In Service Dt</b>	06/28/2005	<b>Dealer</b>	44897	<b>Dealer Zone</b>	35	<b>Mileage</b>	38,969
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	DOVER PA					<b>Country</b>	UNITED STATES

Dealer - Service/Body Shop - Transaction - Problem Not Resolved - Default	Complaining about the 54070 dealership.
Referral - Tier Three - Default - Default - Default	Customer seeking goodwill assistance for \$594.95
Product - Air Conditioning / Heater - Blower Motor - Defective - Default	Customer seeking goodwill assistance.

\*\*\*\*Begin structured narrative T2 - TIER THREE REFERRAL

Transferred customer to T3 or Reassigned CAIR to Transferred

T3 in-basket ?insert in-basket #? per ? NIC ?.

\*\*\*\*End structured narrative T2 - TIER THREE REFERRAL

Customer said that she is on a vacation right now and was experiencing problems with the vehicle. She then said that she took the vehicle to the 44897 dealership and got it diagnosed. The diagnostic report says that the blower motor has gone bad due to an open circuit. The dealership told her that the estimated cost of the repair is \$594.95 + Tax. Customer is seeking Chrysler s assistance for the repairs. Customer said that from the time she purchased the vehicle, she has experienced numerous electrical problems. Customer then complained about the 54070 dealership and said that just 8 months after she purchased the vehicle, she experienced problems with the headlights and had to drive back without headlights four times. She said that the dealership even misguided her husband to buy a new tire when it was just a Zipper rupture case. Agent then provided the reference number and informed her that her concerns have been documented. Agent then transferred the call to Tier 3 for further consideration. Approved by \*\*SG580\*\*

\*\*\*\*\*  
Customer seeking goodwill assistance for the blower motor that has gone out. Customer stated that she s been having electrical problems with vehicle since 8 months ago and feels Chrysler should assist with this repair. Customer said, the blower motor just went out while they were there on vacation. Writer checked the system and vehicle is out of warranty due to recent time 06/28/08. This is the customers first new vehicle with Chrysler and has 38,969 miles currently. Writer called (44897) Mick s Dodge Chrysler Jeep dealership and spoke to Keith Norris (SA), he said, they do not have history on customers vehicle because customer is from out of town on vacation, he stated that the blower motor needs replacement and customer is out of warranty, he said warranty cost is \$177.63 Writer offered goodwill assistance to cover the price of the blower motor repair, customer will not have to pay any amount out of pocket. Customer is satisfied with decision and agreed to offer. As a one-time goodwill gesture, Chrysler will offer goodwill assistance for the blower motor repair.

Customer will be responsible for a co-pay in the amount of \$0.00. This goodwill is being offered because customers vehicle warranty just recently expired due to time 06/28/08 and has low mileage of 38,969.

##### DIRECT-TO-DEALER #####  
ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER

The CAC is sending this CAIR to you because of a goodwill policy decision that was made on behalf of this customer. A pre-auth has been created within GWA. If you need additional assistance with this PA, contact Chrysler at 800-992-1997.

Customer has been informed of this decision. Please

update and/or close CAIR when complete. To reach the above extension dial 1-800-992-1997. Once the menu begins enter your dealer code. Once you hear the start of the next menu enter the extension 66082 followed by the # sign. Your call is then transferred to the entered extension.

#####

REASSIGNED TO BC/DLR 35 44897 12/29/08 14:32 R 18204768

\*Contact Date:12/30/2008

Zone Staff at the dealership has closed the Cair# 18204768

DCX goodwill repair is documented on Repair Order#00001

CAIR RETURNED FROM DEALER ON 12/30/2008 AT 08:45:719 R 18204768

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**Customer Assistance Inquiry Record (CAIR)#****18208464**

<b>Vin</b>	2D4GP44L7	5R	<b>Open Date</b>	12/30/2008	<b>Build Date</b>	04/09/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	07/29/2005	<b>Dealer</b>	42436	<b>Dealer Zone</b>	35	<b>Mileage</b>	69,000
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	MILLERSBURG PA					<b>Country</b>	UNITED STATES

Product - Electrical - Lamps and Switches - Defective - Default	Customer stated the headlight are not working.
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Customer stated the headlight are not working. Customer stated that the headlights came off and on. Customer was not happy with the 42436 dealership service. Agent informed the customer to seek a second opinion. Customer agreed.

**Customer Assistance Inquiry Record (CAIR)#****18220799**

<b>Vin</b>	1D4GP24R2	5E	<b>Open Date</b>	01/05/2009	<b>Build Date</b>	06/22/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON			
<b>In Service Dt</b>	06/24/2005	<b>Dealer</b>	44884	<b>Dealer Zone</b>	35	<b>Mileage</b>	80,000
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	GRETNA VA					<b>Country</b>	UNITED STATES

Corporate - Recall - Default - Default - Default	Customer seeking recall information.
Referral - Tier Three - Default - Default - Default	Customer seeking repair assistance.
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Customer states that the headlight are inoperative.

Customer called in for recall information. Agent informed the customer that there are no pending recalls on his vehicle as of now and that he would be promptly notified through US Mail if Chrysler happens to announce any recalls in future. Agent also advised the customer to check the brand website for any possible recalls in future. Customer states that the headlight have went out when he was driving the vehicle at the highway. Customer states that the problem has been diagnosed at dealership 44884. Customer states that he is waiting for the part which is supposed to arrive by this evening and the repair would be completed by then. Customer seeking repair assistance for the repair which probably would cost about \$70 to \$80. Agent helped the customer with reference number and transferred the call to Tier 3 for further handling. approved by IY10.

1/5/09 - Owner stated she is seeking assistance with the cost of replacing the headlights. Writer declined assistance due to being out of warranty. Owner stated she has an extended warranty but she is 10,000 miles out of that warranty.

**Customer Assistance Inquiry Record (CAIR)#****18237303**

<b>Vin</b>	2C4GP54L8	5F	<b>Open Date</b>	01/09/2009	<b>Build Date</b>	03/04/2005	
<b>Model Year</b>	05	<b>Body</b>	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON			
<b>In Service Dt</b>	08/17/2005	<b>Dealer</b>	65138	<b>Dealer Zone</b>	35	<b>Mileage</b>	36,000
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	EGG HARBOR TWP NJ					<b>Country</b>	UNITED STATES

Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	All the lights in the vehicle is pulsing
Referral - Service Contracts - Default - Default - Default	transferred the call to service contract.

Customer called in and stated that she is facing electrical problems with the vehicle. All the lights in the vehicle is pulsing, the head lights, the interior lights and the other lights, she said that this is the ongoing problem in the vehicle.

She has taken the vehicle to the dealership 6 times for the same concern and the vehicle is still not fixed. Dealership asked her to call Chrysler.

Agent called the dealership and spoke with Mike from Service, he said that vehicle has problem with the electrical system and they can't fix the problem. However the vehicle is not at the dealership.

Customer wanted Chrysler Technician to look at the vehicle.

Customer said she will call back after an hour.

\*\*\*\*Next Agent\*\*\*\*

If the customer calls back advise the customer that her vehicle should be at the dealership so that we can sent the Direct to Dealer and the STAR can work on it. Advise the customer to take the vehicle back to the dealership and call us back.

Customer calling with the same issue and so agent asked the customer to take the vehicle to the dealership but the customer was a bit disappointed and so asked for a supervisor. Agent transferred the call to supervisor.

SD489 took over the call

Customer states that she have taken the vehicle to the dealership 6 times and wants this problem to be resolved. Agent explained the customer that the vehicle must be taken to the dealership so that a D2D can be created and the DM can be involved and then customer agreed to take the vehicle but then the customer wanted to know if she can get a rental vehicle in the mean while. Agent found that the she has a service contract and so called up service contract and confirmed everything and then transferred the call to service contract for further assistance.

Call was transferred from service contract.

Customer wanted the rental vehicle and customer wanted to know if she can get the rental vehicle. Agent checked with the service contact information, customer has rental vehicle, agent then again transferred the call to service contract for further assistance.

As a one-time goodwill gesture, Chrysler will assist with the repair of the light switch.

This goodwill is being offered because: To retain customer loyalty.

##### DIRECT-TO-DEALER #####  
ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER

The CAC is sending this CAIR to you because of a goodwill policy decision that was made on behalf of this customer. A pre-auth has been created within GWA. If you need additional assistance with this PA, contact Deanna at 800-992-1997 extension 66102.

Customer ? has / has not ? been informed of this decision. If not, please contact this customer and extend the goodwill offer as discussed. Please update and/or close CAIR when complete. To reach the above extension dial 1-800-992-1997. Once the menu begins enter your dealer code. Once you hear

the start of the next menu enter the extension followed by the # sign.  
Your  
call is then transferred to the entered extension.  
#####  
REASSIGNED TO BC/DLR 35 65138 01/13/09 10:36 R 18237303  
Customer called for the same concern. Agent informed to contact the  
dealership for more updates.

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**Customer Assistance Inquiry Record (CAIR)#****18266127**

<b>Vin</b>	2D4GP44L1	5F	<b>Open Date</b>	01/20/2009	<b>Build Date</b>	10/08/2004	
<b>Model Year</b>	05	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	10/30/2004	<b>Dealer</b>	43947	<b>Dealer Zone</b>	42	<b>Mileage</b>	54,000
<b>Name:</b>						<b>Contact Type</b>	E-MAIL
<b>Address</b>						<b>Home Phone</b>	
	LOUISVILLE KY					<b>Country</b>	UNITED STATES

Dealer - Service/Body Shop - Transaction - Problem Not Resolved - Default	Customer complains visiting 4 dealerships still the problem unresolved
Product - Electrical - Lamps and Switches - Other - Default	Customer experiencing problem with headlights/dashlights/bells ringing)

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

7 times in 4 different dealers in less than 12 months, to fix same problem that still exist???

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

Purchased New or Used? USED

If Used, date purchased? 12/28/07

If used, mileage at time of purchase? N/A

If used, where was the vehicle purchased? N/A

Is the vehicle at a Chrysler/Dodge/Jeep dealer now? N/A

## \*\*\*\*\* BEGIN CUSTOMER EMAIL \*\*\*\*\*

Please help with this van. Dont know what else to do with it. Seven times it has been in the dealer to fix the same problem, but still does the same thing. All the lights flicker (headlights/dashlights/bells ringing) then it will stall out. Very dangerous for wife to drive with two kids. Dealer puts it on the computer and what ever it says they replace. Something different everytime, but its obviously something major they dont to mess with. Please help with this problem!!!

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

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

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

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. In response to your email regarding the repeated problems that you are experiencing with the lights flickers of your vehicle, we would recommend you to call the Customer Assistance Center at 1-800-992-1997 between 8:00 A.M. and 5:00 P.M. Monday through Friday.

When calling the Customer Assistance Center, please have your Reference number and the following information handy:

Vehicle owner name

Vehicle owner address

Day and evening phone numbers

Vehicle Identification Number (VIN)

Name of dealership where vehicle was purchased

Date of purchase

Dealership where service was performed

Date of last service

Current vehicle mileage

An explanation of the problem

We have Customer Service Representatives available to address your questions and concerns.

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



with us.

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

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**Customer Assistance Inquiry Record (CAIR)#****18268579**

<b>Vin</b>	2D4GP44L1	5R	<b>Open Date</b>	01/20/2009	<b>Build Date</b>	10/08/2004	
<b>Model Year</b>	05	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	10/30/2004	<b>Dealer</b>	43947	<b>Dealer Zone</b>	42	<b>Mileage</b>	54,200
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	LOUISVILLE KY				<b>Country</b>	UNITED STATES	

Product - Electrical - Lamps and Switches - Other - Default

Customer facing headlights problem.

Customer is facing problem with the vehicle. Customer says that the headlights go on and off by themselves and is a repeated problem. Customer said wants Chrysler to do something to solve the problem. Customer was going to take the vehicle at the dealership tonight. Agent informed the customer to call us back after the vehicle is at the dealership. Customer agreed.

**Customer Assistance Inquiry Record (CAIR)#****18280389**

<b>Vin</b>	1D4GP25RX	5E	<b>Open Date</b>	01/23/2009	<b>Build Date</b>	01/25/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKL52	DODGE CARAVAN SE FWD SWB WAGON			
<b>In Service Dt</b>	02/02/2005	<b>Dealer</b>	99999	<b>Dealer Zone</b>	74	<b>Mileage</b>	95,000
<b>Name:</b>						<b>Contact Type</b>	E-MAIL
<b>Address</b>						<b>Home Phone</b>	
	BRISTOL WI					<b>Country</b>	UNITED STATES

Corporate - Technical Assistance - Default - Default - Default	Customer seeks information about headlight bulletins.
Product - Electrical - Lamps and Switches - Defective - Default	Customer states that headlight is not working.
Referral - Other - Default - Default - Default	Referred customer to dealer for information about headlight bulletins.

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

Looking for 2005 Caravan Headlight bulletins

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

Purchased New or Used? Used

If Used, date purchased? 01/31/06

If used, mileage at time of purchase? 95000

If used, where was the vehicle purchased? N/A

Is the vehicle at a Chrysler/Dodge/Jeep dealer now? N/A

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

Looking for information on headlights do not work.

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

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

In response to your email regarding headlight bulletins, we would like to inform you that your local servicing dealership is the best resource. Moreover, we would like to inform you that you may order Technical Service Bulletins by phone via credit card (MasterCard, Visa, American Express or Discover) by calling 1-800-423-7915 Monday through Friday, 8:00 a.m. to 8:00 p.m. Or, by sending a written, detailed description of your order, by mail to:

Tech Authority  
P.O. Box 360450  
Strongsville, OH 44136

Mailed purchase orders must be received with payment via check, money order or credit card information, including expiration date.

You may also wish to visit Tech Authority online at <http://www.techauthority.com>

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

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

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

Thanks for not answering my question.

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

No answer needed.

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

**Customer Assistance Inquiry Record (CAIR)#****18290002**

<b>Vin</b>	2D4GP44L9	5R	<b>Open Date</b>	01/29/2009	<b>Build Date</b>	07/29/2004	
<b>Model Year</b>	05	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	02/25/2005	<b>Dealer</b>	44078	<b>Dealer Zone</b>	32	<b>Mileage</b>	44,460
<b>Name:</b>						<b>Contact Type</b>	E-MAIL
<b>Address</b>						<b>Home Phone</b>	
	MONROE NY					<b>Country</b>	UNITED STATES

Product - Electrical - Unknown - Defective - Default	Customer complains about the electrical system of the vehicle.
Product - Electrical - Lamps and Switches - Defective - Default	Customer experiencing problem with the pulsating head light.
Dealer - Service/Body Shop - Transaction - Repeated Trips Required - Default	Customer has been to the dealer for the problem.
Product - Electrical - Speedo/Gauges/Ometer/EIC - Defective - Default	Customer is experiencing problem with the interior and the dash light.
Dealer - Service/Body Shop - Transaction - Problem Not Resolved - Default	Dealer is unable to resolve the issue.

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

dissatisfied customer with service

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

Purchased New

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

MYCARVAN IS ALMOST 4 YEARS OLD FOR THE PAST 3.5 YEARS I HAVE HAD MY CAR SERVICED EVERY 3,000 MILES OR THERE ABOUT. EVERY TIME I TAKE IT IN TO RALLEYE SERVICE I COMPLAIN ABOUT MY PLUSATING HEAD LIGHT ,DASH LIGHT AND INTERIOR LIGHT THEY KEEP TELLING ME THEY DON T KNOW WHAT IT IS. MY POWER DOOR LOCKS ALL HAVE BEEN REPLACED AND ONCE AGAIN I TOOK IT IN JAN 19,09 AND THE BACK AUTO DOOR LOCKS WOULD NOT OPEN THE DOORS THEY SAID THEY HAD TO PUT IN NEW SOFT WARE, THEY WORKED YEH THEN I HAD MY TIRES ROTATED WHICH I HAD TO PAY FOR THEY NEVER BALANCED THEM TOOK IT BACK PAID FOR BALANCING , STEERING WHEEL SHAKES LIKE IT HAS A NERVOUS CONDITION YOU HAVE TO HOLD THE WHEEL TIGHT, I M REALLY ANGRY WITH THE SERVICE BUT WHAT REALLY BUGS ME IS THE PULSATING LIGHT ARE STILL PULSATING ALWAYS THE SAME ANSWER WE CHECKED THE COMPUTER DON T KNOW WHAT IT IS. HELP I VERY DISATISFIED WITH CHRYSLER I LL BE GETTING A NEW CAR IN ANOTHER YEAR AND AT THIS RATE IT WON T BE A CHYSLER THERE IS DEFINTILY SOME THING WRONG WITH THE ELECTRIAL SYSTEM. NOW WHEN I START MY CAR IS COLD THE OIL COMES ON ?OIL BEING FINE? ONLY GOES OUT IF YOU SHUT THE CAR OFF AND TURN IT BACK ON. COULD I PLEASE GET SOME ANSWERS THANKS B. MULLER

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

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

We apologize for the inconvenience caused due the problems with the pulsating head light, dash light, interior light, power door locks, back auto door locks, tires and steering wheel, 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.

In response to your email, we regret to read of your dissatisfaction with the service you have received at Rallye Auto Plaza Inc. It is always a concern when a customer is dissatisfied with the Dealer service. We realize our reputation depends in part on the quality of service provided by our dealers. Kindly accept our sincerest apologies for the problems you have experienced.

We hope that this experience will not cause you to misjudge our products. Information received from customers such as you enables better evaluation of dealers service activities. Your complaint will be retained in the dealer s file.

In addition, we suggest that you continue to work with your servicing

dealer. If the dealer has been unable to determine or resolve your concerns, you can seek a second opinion from another authorized dealership for proper diagnosis and repairs. You can seek the dealerships using the 'Find a Dealer' area on the Dodge website at [www.dodge.com](http://www.dodge.com).

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

Thanks again for your email and for sharing your concerns with us.

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

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

**18344485**

<b>Vin</b>	2D4GP24R6	5F	<b>Open Date</b>	02/16/2009	<b>Build Date</b>	06/15/2004	
<b>Model Year</b>	05	<b>Body</b>	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON			
<b>In Service Dt</b>	05/25/2005	<b>Dealer</b>	68443	<b>Dealer Zone</b>	42	<b>Mileage</b>	39,433
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	COLUMBIA CITY IN					<b>Country</b>	UNITED STATES

Referral - Tier Three - Default - Default - Default	Goodwill assistance.
Product - Electrical - Power Windows - Complete Failure - F. Door-Pass	The front passenger window does not operate.
Product - Electrical - Unknown - Intermittent or Inoperative - Default	The head light, the dash lights & the over head light flicker constantly

Customer complains that the the head light, all the dash lights and the over head lights flicker constantly. Customer also complains that the front passenger window would not operate correctly. Customer states that it is an intermittent problem. Customer visited the dealer 68443 and they did not diagnose the vehicle. They just informed her that it is a common problem with this model and there is no fix for it. Customer wants Chrysler to assist and fix the problem.

Agent suggested customer to take the vehicle to the dealer and ask them to diagnose the vehicle. Agent informed her that if the dealer is still not able to duplicate the problem, suggested her to call back with the reference no. so that CAC can ask the dealer to involve the STAR team. Customer agreed.

What is the customer requesting from Chrysler? goodwill  
 How far out of warranty is the vehicle/repair by time and/or mileage? 9 months and 3400 miles  
 Service contract (Chrysler or 3rd party) that would cover the repair? no  
 Original owner? (yes/no) If no, purchased when? yes  
 How many Chrysler vehicles has the customer owned including this vehicle?  
 1

Is there any repair history related to the current concern? no  
 Has the vehicle been diagnosed by a Chrysler, Dodge or Jeep dealership?  
 yes  
 Service dealer code? 68443  
 Service manager name? -  
 NIC of team leader/floor walker who authorized escalation of caller?  
 JA917

\*\*\*\*Begin structured narrative T2 - TIER THREE REFERRAL  
 Transferred customer to T3 or Reassigned CAIR to  
 Transferred  
 T3 in-basket ?insert in-basket #? per ? NIC ?.  
 JA917

\*\*\*\*End structured narrative T2 - TIER THREE REFERRAL  
 Customer requesting Chrysler to assist in repair of lights flickering or trade in vehicle. Writer spoke with Scott SA 68443. Dee SM not available. Scott said there is a TSB that if lights flickering, then need to replace battery. Scott said window regulator is bad, but he checked with Dee SM and he will use his DSA to repair it with \$100 co-pay. Scott requested writer inform customer of offer. Customer accepted.  
 REASSIGNED TO BC/DLR 42 68443 02/16/09 13:37 R 18344485  
 As a one-time goodwill gesture, Chrysler/Dealer will replace window regulator.

Customer will be responsible for a co-pay in the amount of \$100.  
 This goodwill is being offered because: Customer purchased several vehicles from dealer and just out of warranty.  
 ##### DIRECT-TO-DEALER #####  
 #  
 ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER  
 The CAC is sending this CAIR to you because of a goodwill policy decision

that was made on behalf of this customer. You have indicated you will be using your DSA to assist this customer. The customer has been informed of this decision. If not, please contact this customer and extend the goodwill offer as discussed. Update and/or close CAIR when complete.

#####  
#

If you need to speak with the agent about this CAIR, please call 1-800-992-1997 Once the menu begins enter your dealer code. Once you hear the start of the next menu enter the extension, which is 66103 followed by the # sign. Your call is then transferred to the entered extension.

\*Contact Date:02/17/2009

Warranty Administration at the dealership has closed the Cair# 18344485

DCX goodwill repair is documented on Repair Order#22272

CAIR RETURNED FROM DEALER ON 2/17/2009 AT 08:36:799 R 18344485

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**Customer Assistance Inquiry Record (CAIR)#****18353921**

<b>Vin</b>	2D4GP44L7	5R	<b>Open Date</b>	02/18/2009	<b>Build Date</b>	01/12/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	01/27/2005	<b>Dealer</b>	45173	<b>Dealer Zone</b>	71	<b>Mileage</b>	57,000
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	BAKERSFIELD CA					<b>Country</b>	UNITED STATES

Product - Electrical - Power Sliding Door - Other - Both Sides	Customer facing problems with the Doors.
Product - Electrical - Lamps and Switches - Defective - Default	Dash,head lights flashes on everytime

Customer called in and informed that the doors of the vehicle are not working properly and the light of the vehicle comes on every time. Customer informed that Chrysler should take care of this and should provide her with some assistance. Agent informed the customer that the vehicle is out of warranty and Chrysler won't be able to assist her in this concern. Customer demanded for a supervisor.

\*\*\*\*\*Internal Escalation\*\*\*\*\*

RP761 took over the call and the as the customer was seeking goodwill assistance. Agent declined the request as the warranty on the vehicle is out of warranty.

Customer called again stating that there is an ongoing issue with this vehicle, all the lights on the dash and head lights flashes on everytime. Customer took this vehicle to the delaership and they states everything is fine. Agent called up the dealership and spoke with Jayson and he informed that he did diagnose this vehicle last time and didnt find any problem. Agent informed him that the customer states there is a problem. Customer was seeking rental assistance from chrysler because she will be taking this vehicle again at this dealership next week and they might keep the vehicle for repairs. Agent informed the customer that this vehicle is out of warranty so it wont be possible to approve a rental vehicle. As agent spoke with Jayson he informed that he will try to help the customer with the rental from their side if he finds anything wrong with this vehicle. Agent gave the reference number to the customer. Customer agreed.



**Customer Assistance Inquiry Record (CAIR)#****18354006**

<b>Vin</b>	2C4GP54L1	5R	<b>Open Date</b>	02/18/2009	<b>Build Date</b>	06/04/2004	
<b>Model Year</b>	05	<b>Body</b>	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON			
<b>In Service Dt</b>	06/30/2004	<b>Dealer</b>	63292	<b>Dealer Zone</b>	32	<b>Mileage</b>	50,000
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	NORTH BILLERICA MA					<b>Country</b>	UNITED STATES

Corporate - Company Information Contact - Default - Default - Default	Seeking information about mailing address of Chrysler.
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	head light not working
Product - Electrical - Radio/Spkr/Clock/Antenna - Intermittent or Inoperative - Default	radio is not working
Product - Electrical - Wipers / Washers - Intermittent or Inoperative - Unknown	wipers not working

Customer stated that the head light and windshield wipers are not working. The vehicle is at the dealership (63292) for the same problem. Customer also mentioned that the radio doesn't work.

Agent advised the customer to call back once the dealership will diagnose the vehicle. Customer agreed. Agent provided the reference number.

Customer states that she got the vehicle diagnosed by 63292 dealership and dealership informed that there is some problem with body control module. Dealership informed that BCM needs to be replaced. Customer states that dealership is charging her 200\$ for the parts and 99.95\$ labour charges perhour. Customer wants reimbursement from Chrysler. Agent informed the customer that she needs to send original documents that is proof of payment and invoice of repair along with a letter requesting for reimbursement. Agent provided mailing address for Chrysler and also provided reference number to the customer.

\*\*\*Outbound Call\*\*\*

Writer arranged a call back for the customer and informed the customer to send in the original proof of payment and the invoice of the repairs so that Chrysler can review the documents and check if something can be done regarding the same. A decision cannot be made over the phone without the documents. The customer concurred with the information provided. Informed customer to make a note of the reference number on the documents that would be sent in. The customer concurred.

**Customer Assistance Inquiry Record (CAIR)#****18369469**

<b>Vin</b>	2D4GP44LX	5R	<b>Open Date</b>	02/24/2009	<b>Build Date</b>	05/14/2004	
<b>Model Year</b>	05	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	06/12/2004	<b>Dealer</b>	67601	<b>Dealer Zone</b>	51	<b>Mileage</b>	55,000
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	JOLIET IL					<b>Country</b>	UNITED STATES

Product - Electrical - Lamps and Switches - Defective - Default	Customer complains about problems with head lamps.
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer states that the air bag lights are on.
Product - Transmission / Transaxle - Unknown - Hard Shifting - Default	Customer states that the transmission has gone bad

Customer states that there is a problem with the transmission and the there is a problem in shifting gears. Customer states that there is a problem with the lamps and switches as they stay on for a long time and then go off and then come again. Customer wants the repairs to be taken care by Chrysler. Agent informed the customer that the basic warranty and the Power train warranty has expired and also the extended warranty has expired on the vehicle. Agent also informed the customer to get the diagnosis and the repair work done. However customer was disappointed with the resolution and wanted to speak with the supervisor. Agent transferred the call to the supervisor.

\*\*\*\* Internal Escalation (ST702) \*\*\*\*

Customer states that he is experiencing some problems with the transmission in the vehicle. Customer says that he is finding it difficult to shift the gear. Customer says that the air bag lights are on and also there is some problem with the head lamp in the vehicle. Customer says that he took the vehicle to the dealership 67601 and they could not duplicate the problem and did not get any codes. Customer says that he wants some dealership to diagnose the problems. Agent called the dealership and talked to the SMa t the dealership Jim. the SM says that according to the records the vehicle was at the dealership on 24th November last and he has not talked to the customer or has any records of the problem since then. Agent informed the same to the customer. Customer agrees that he has not been to the dealership after November. Agent advised the customer to take the vehicle to the dealership so that they can look at the concern. Customer wanted to know who will pay for the dignosis charges. Agent informed the customer that since the vehicle to out of warranty the diagnostic charges has to be paid by him. Customer said something which the agent was not able to understand and hung up. The customer hung up.

**Customer Assistance Inquiry Record (CAIR)#****18397778**

<b>Vin</b>	2D4GP44L8	5R	<b>Open Date</b>	03/05/2009	<b>Build Date</b>	04/02/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	05/06/2005	<b>Dealer</b>	42331	<b>Dealer Zone</b>	42	<b>Mileage</b>	80,000
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	N RIDGEVILLE OH					<b>Country</b>	UNITED STATES

Product - Electrical - Rear Window Defroster - Defective - Default	Customer called regarding rear window defroster.
Product - Electrical - Lamps and Switches - Other - Default	Customer complained on headlights.
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer complained regarding air bag lights on.
Product - Body / Trim / Paint Finish - Body Hardware - Inoperative - Door-Sliding	Customer complained regarding sliding doors being inoperative.

Customer called regarding the vehicle frequent electrical problems on his vehicle. Agent suggested the customer to visit the dealership and give us a call back after the diagnosis is complete. Agent provided the reference number.

SM Tim from dealer 42331 called to advise of needed repairs. The door, headlights, and rear window defroster are covered under the service contract. The airbag wiring is corroded and is not covered. The deductible for the service contract is \$100.00. The cost for the airbag wiring repair is \$236.20 plus tax. No offer of good will has been made. Writer also spoke with customer and advised him of the cost of repairs. Customer stated he will need to talk to his wife to come up with the funds.

**Customer Assistance Inquiry Record (CAIR)#****18418232**

<b>Vin</b>	2C4GP54L0	5R	<b>Open Date</b>	03/12/2009	<b>Build Date</b>	10/29/2004	
<b>Model Year</b>	05	<b>Body</b>	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON			
<b>In Service Dt</b>	02/05/2005	<b>Dealer</b>	45133	<b>Dealer Zone</b>	66	<b>Mileage</b>	75,000
<b>Name:</b>						<b>Contact Type</b>	E-MAIL
<b>Address</b>						<b>Home Phone</b>	
	LANCASTER SC					<b>Country</b>	UNITED STATES

Dealer - Service/Body Shop - Transaction - Problem Not Resolved - Default	Customer disappointed as problem not resolved.
Product - Electrical - Speedo/Gauges/Ometer/EIC - Intermittent or Inoperative - Default	Customer having electric concern with vehicle.

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

2005 town and country electrical issues

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

Purchased New or Used? USED

If Used, date purchased? 06/26/06

If used, mileage at time of purchase?36147

If used, where was the vehicle purchased? N/A

Is the vehicle at a Chrysler/Dodge/Jeep dealer now? yes

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

We have had the dealership look at it three times, but the dash lights and head lights and just about every other light flickers constantly. also the gauges go wild and the warning tones sound for no reason. HELP!!! wife wants to get a Toyota... i DO NOT want to do that, but this is not helping my case!!! please help. Scott Roberts 803-242-1721

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

Routed to T3 as prior 9885083 and 9884047 handled by star team

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

Email states:

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.

Chris,

null

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.

null

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.

null

Email states:

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.

Chris,

null

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.

Email states:

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

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.

null

thank you,

null

Scott

Email states:

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

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.

null

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.

Chris,

null

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.

null

thank you for your help,

Email states:

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.

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. 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?

null

I look forward to hearing from someone,

Email states:

Dear Scott: 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.

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.

null

thanks for all your help,

Email states:

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

---

**Customer Assistance Inquiry Record (CAIR)#****18431045**

<b>Vin</b>	2C4GP54L7	5R	<b>Open Date</b>	03/17/2009	<b>Build Date</b>	06/30/2004	
<b>Model Year</b>	05	<b>Body</b>	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON			
<b>In Service Dt</b>	08/31/2004	<b>Dealer</b>	43754	<b>Dealer Zone</b>	66	<b>Mileage</b>	70,871
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	KINSTON NC					<b>Country</b>	UNITED STATES

Referral - Other - Default - Default - Default	Customer called in regarding the third party service contract.
Product - Electrical - Lamps and Switches - Defective - Default	Headlight issues.

Customer is upset as her third party SC did not cover the headlight box but covered only the headlight switch. Customer states she had to pay \$400 for the part. Customer states that she is not happy with Chrysler. Customer states that she was told to call Chrysler no. Customer has a SC from Fidelity. Agent advised customer that certain electrical components are only covered for 12/12 as per the manufacturers warranty. Agent advised customer to contact her SC company. Customer states that she did but they said that they cannot do anything about it. Agent advised customer that her concern will be documented. \*\*\*AM1106

**Customer Assistance Inquiry Record (CAIR)#****18431466**

<b>Vin</b>	2D4GP44L0	5F	<b>Open Date</b>	03/18/2009	<b>Build Date</b>	11/04/2004	
<b>Model Year</b>	05	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	03/31/2005	<b>Dealer</b>	44183	<b>Dealer Zone</b>	51	<b>Mileage</b>	57,800
<b>Name:</b>						<b>Contact Type</b>	E-MAIL
<b>Address</b>						<b>Home Phone</b>	
	REEDSBURG WI					<b>Country</b>	UNITED STATES

Dealer - Service/Body Shop - Transaction - Problem Not Resolved - Default	Customer has been to the dealer several times for the problem.
Product - Electrical - Lamps and Switches - Defective - Default	Customer is disappointed due to the problem with the head lights.
Product - Electrical - Unknown - Defective - Default	Customer is disappointed due to the problem with the interior lights.

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

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

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

Purchased New

Is the vehicle at a Chrysler/Dodge/Jeep dealer now? Yes

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

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 supplying 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 immediately 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 facilities 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

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

Issue has been documented in share point for further handling as customer and dealer requires a call back.

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

CSR agent contact the customer and left the voice message to call us.

\*\*\*\*\*

Routed to tier 3 for further handling. Approved GK222

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

Email states:

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.

\*\*\*\*\* 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 44183 03/20/09 15:04 R 18431466 Writer spoke with Tim Service Director with dealership 44183. Who called to inform us that the customer maybe calling to inform us that the dealership will not be able to assist him. Service Director said that this is a common problem. Dealer spoke of a lot about the letter we received from the customer. Dealer contact the District Manager formation that this is a common problem and that repair is not required. Customer called in regarding the above mentioned issue and wants to speak to a senior agent. Agent transferred the call to tier 3. Approved by IY10.

3/24 Owner transferred to Tier 3 regarding dealer advising him the flickering of his interior lights is an acceptable action on his vehicle and they received this information from Chrysler. Owner stated he is not satisfied and wants to know what will be done by Chrysler. Advised owner based on information he just provided from dealer - nothing more will be by Chrysler. Owner wants the vehicle bought back. Declined. Owner stated he has already given this information to his lawyer to pursue further.

Owner wanted to be transferred to someone higher - advised there is no one further to transfer owner to.

3/23 DM contacted by dealer service manager, Tim regarding issue. After researching found that with issue is a common characteristic of this vehicle. DM advised Tim of same. Closing CAIR. T.Schatz I thought the dealership was finally getting somewheres 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 608-434-6814 Rick Wertz. 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 government 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.

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**Customer Assistance Inquiry Record (CAIR)#****18471669**

<b>Vin</b>	2C4GP54L6	5R	<b>Open Date</b>	04/01/2009	<b>Build Date</b>	01/19/2005	
<b>Model Year</b>	05	<b>Body</b>	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON			
<b>In Service Dt</b>	03/07/2005	<b>Dealer</b>	43026	<b>Dealer Zone</b>	35	<b>Mileage</b>	82,502
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	WINDSOR MILL MD				<b>Country</b>	UNITED STATES	

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Corporate - Warranty Coverage - Default - Default - Default	Dealer 20677 Service Writer wanted warranty coverage
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Dealer 20677 Service Writer Ronald stated diagnosis vehicle needs head light switch ZL671DVAC was it covered under warranty, Writer stated yes head light switch is covered under maximum care no abuse.

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**Customer Assistance Inquiry Record (CAIR)#****18483551**

<b>Vin</b>	2C8GP64L1	5R [REDACTED]	<b>Open Date</b>	04/06/2009	<b>Build Date</b>	07/07/2005	
<b>Model Year</b>	05	<b>Body</b>	RSYS53	CHRYSLER TOWN & COUNTRY LTD FWD LWB WAGON			
<b>In Service Dt</b>	09/19/2005	<b>Dealer</b>	62737	<b>Dealer Zone</b>	35	<b>Mileage</b>	29,926
<b>Name:</b>	[REDACTED]					<b>Contact Type</b>	LETTER
<b>Address</b>	[REDACTED]					<b>Home Phone</b>	[REDACTED]
	BERWICK PA [REDACTED]					<b>Country</b>	UNITED STATES

Product - Electrical - Lamps and Switches - Other - Default	Customer has a problem with the headlight.
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POSTMARK DATE: 032709; DATE RECEIVED: 040109

Customer is seeking assistance.

Customer states that there is a problem with the headlight. The dealership could not duplicate the problem.

\*\*\*\*\*

Agent called up the customer at [REDACTED] and spoke to Mr. [REDACTED] informing that he can visit another dealership in his vicinity and give us a call at 1800 with the reference number and our representative will assist him further. Agent provided with the two dealership name and phone number. Customer understood.

Mileage, dealership and coin updated

\*\*\*\*\*

**Customer Assistance Inquiry Record (CAIR)#****18508030**

<b>Vin</b>	2C4GP54L6	5R	<b>Open Date</b>	04/16/2009	<b>Build Date</b>	11/15/2004	
<b>Model Year</b>	05	<b>Body</b>	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON			
<b>In Service Dt</b>	04/14/2005	<b>Dealer</b>	26141	<b>Dealer Zone</b>	35	<b>Mileage</b>	44,000
<b>Name:</b>						<b>Contact Type</b>	E-MAIL
<b>Address</b>						<b>Home Phone</b>	
	HAMPSTEAD MD					<b>Country</b>	UNITED STATES

Product - Electrical - Unknown - Defective - Default	Customer complains about the electric issues with the vehicle.
Product - Steering - Power Rack and Pinion / Gear - Leaks - Default	Customer complains about the leaking rack and pinion.
Product - Electrical - Speedo/Gauges/Ometer/EIC - Defective - Default	Customer complains about the problem with the gauges.
Product - Electrical - Lamps and Switches - Defective - Default	Customer complains about the problem with the headlights.
Product - Brakes - Unknown - Defective - Unknown	Customer complains about the replaced brakes & rotors of the vehicle.
Product - Electrical - Power Sliding Door - Intermittent or Inoperative - Both Sides	Customer complains about the sliding doors of the vehicle.
Product - Steering - Power Rack and Pinion / Gear - Other - Default	Customer disappointed with the repair cost involved.
Product - Unknown - Unknown - Poor Idle Quality - Default	Customer is disappointed with the quality of the vehicle.
Referral - Tier Three - Default - Default - Default	Rack and Pinion being sensitive issue.

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

Quality issues with vehicle!!

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

Purchased New or Used? New

Is the vehicle at a Chrysler/Dodge/Jeep dealer now? No

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

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 refernece form my parents (who own at 1995 Cherokee and just bought a Cherokee Loredo on 4/11/09) because of there past satisfaction with Mopar product. Please respond!!

\*\*\*\*\* BEGIN RESPONSE \*\*\*\*\*

Escalated to Tire 3.

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

Email states:

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.

Writer inclined to assist with the repairs if done at a Chrysler dealer. 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.

Email states:

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.

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.

Email states:

Dear Curtis: 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.

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

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,  
Curtis Fidler

A Former Loyal Customer

Email states:

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.

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**Customer Assistance Inquiry Record (CAIR)#****18534608**

<b>Vin</b>	2C4GP54L0	5R	<b>Open Date</b>	04/27/2009	<b>Build Date</b>	09/25/2004	
<b>Model Year</b>	05	<b>Body</b>	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON			
<b>In Service Dt</b>	10/08/2004	<b>Dealer</b>	99999	<b>Dealer Zone</b>	42	<b>Mileage</b>	65,000
<b>Name:</b>						<b>Contact Type</b>	E-MAIL
<b>Address</b>						<b>Home Phone</b>	
	KANSAS CITY MO					<b>Country</b>	UNITED STATES

Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Customer is experiencing problem with the headlights.
Dealer - Service/Body Shop - Transaction - Problem Not Resolved - Default	Customer states that the dealer is unable to resolve the problem.

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

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

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

Purchased New or Used? Used

If Used, date purchased? 12/18/06

If used, mileage at time of purchase? na

If used, where was the vehicle purchased? individual

Is the vehicle at a Chrysler/Dodge/Jeep dealer now? na

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

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 knowing 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 -Amy Ottmann

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

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

We appreciate the time and effort you took to write to us 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=KM\\_TRACKING\\_STRING\\_KM&](http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KM_TRACKING_STRING_KM&)

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

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

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**Customer Assistance Inquiry Record (CAIR)#****18572663**

<b>Vin</b>	2D4GP44L5	5R	<b>Open Date</b>	05/11/2009	<b>Build Date</b>	10/19/2004	
<b>Model Year</b>	05	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	11/27/2004	<b>Dealer</b>	60198	<b>Dealer Zone</b>	32	<b>Mileage</b>	81,990
<b>Name:</b>						<b>Contact Type</b>	E-MAIL
<b>Address</b>						<b>Home Phone</b>	
	COLCHESTER CT					<b>Country</b>	UNITED STATES

Product - Electrical - Body Control Module - Defective - Default	Customer has to replace the body control module.
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Customer is complaining about the headlights.
Dealer - Parts - Transaction - Parts N/A / Backordered - Default	Customer states that the body control module is backordered.
Referral - Tier Two - Internal Escalation - Authorization - Default	Reassigned the CAIR to 85P.

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

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

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

Purchased New or Used? New

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

our headlights are not operating. car has been at dealer serveral 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

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

Reassigned the CAIR to 85P.

Dealership(60198) Phone: 860- 537-2331

\*\*\*\*\*85P OUT BOUND CALL \*\*\*\*\*

PART#: 05026062AC

PART NAME: MODULE

ORDER DATE: 05/04/09

ORDER NUMBER: BARB

ORDER TYPE: S DAILY ORDER

REASON CODE: REL TO SUPLR

ETA OF PART: NO DATE

DEALER CODE: 60198

DEALER PHONE: 860-537-2331

CUSTOMER PHONE: [REDACTED]

Writer called the dealership spoke PM.Wayn and took the deatils of the parts.Writer finds in GPOP the status of the part shows rel to suplr but not showing any ETA date.

Writer called the customer on [REDACTED] left voice mail told that the part has been relse to suplr told to get in touch with the dealership for update on time to time.

Writer called the customer [REDACTED] and spoke with MR.PEPIN and told that the part is at the dealership and requested to schedule an appointment to install the part.customer agreed.writer finds is GPOP staus of the part is recived and shows UPS TRK#1Z03E3A31340 [REDACTED].Hence writer closed the cair.

**Customer Assistance Inquiry Record (CAIR)#****18602154**

<b>Vin</b>	2C8GP54L1	5R	<b>Open Date</b>	05/20/2009	<b>Build Date</b>	11/30/2004	
<b>Model Year</b>	05	<b>Body</b>	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON			
<b>In Service Dt</b>	01/31/2005	<b>Dealer</b>	66429	<b>Dealer Zone</b>	32	<b>Mileage</b>	81,000
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	CLIFTON PARK NY					<b>Country</b>	UNITED STATES

Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Customer complains that the headlight switch is inoperative.
Product - Electrical - Power Sliding Door - Intermittent or Inoperative - Passenger Side	Customer complains that the rear sliding passenger door would not open.
Product - Electrical - Body Wiring - Defective - Default	Customer complains that the wiring harness gets short,
Corporate - Recall - Default - Default - Default	Customer inquires of any pending recalls.

Customer complains that the rear sliding passenger door would not open all the way. Customer states that he has conducted a research online and he has found that there is a wiring harness that gets short and it is a known problem. Customer also complains that there is a switch to turn the headlight on and he has to turn it atleast 10 to 20 times to turn the light on. Customer has not been to a dealer yet. Customer inquires if there is any recall for the same.

As per records, agent informed customer that there is no recall.

Customer wanted the agent to document that he is unhappy with the vehicle and his next product would not be Chrysler. Agent informed customer that his dissatisfaction will be documented.

**Customer Assistance Inquiry Record (CAIR)#****18602398**

<b>Vin</b>	1D4GP45RX	5E	<b>Open Date</b>	05/20/2009	<b>Build Date</b>	11/08/2004	
<b>Model Year</b>	05	<b>Body</b>	RSKH52	DODGE CARAVAN SXT FWD SWB WAGON			
<b>In Service Dt</b>	12/31/2004	<b>Dealer</b>	60057	<b>Dealer Zone</b>	42	<b>Mileage</b>	38,207
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	COSHOCOTON OH					<b>Country</b>	UNITED STATES

Product - Electrical - Lamps and Switches - Defective - Default	complaining about the head light switch
Referral - Tier Three - Default - Default - Default	seeking goodwill

What is the customer requesting from Chrysler?goodwill  
How far out of warranty is the vehicle/repair by time and/or mileage?2000  
Service contract (Chrysler or 3rd party) that would cover the repair?no  
Original owner? (yes/no) If no, purchased when?yes  
How many Chrysler vehicles has the customer owned including this vehicle?1  
Is there any repair history related to the current concern?yes  
Has the vehicle been diagnosed by a Chrysler, Dodge or Jeep dealership?yes  
Service dealer code?42125  
Service manager name?  
NIC of team leader/floor walker who authorized escalation of caller?KN128  
Customer states that she has a problem with head light switch and she has taken the vehicle to the dealership many times for the same problem and this time she needs assistance,  
Dealer is going to charge her 123.55\$.

Owner complains about intermittent issues with the headlight switch. Owner states she has brought this concern into the dealership's attention repeatedly. First time in June 13th 2006, April 16th, 2007 July 30th 2007, October 2, 2007, May 28th, 2008 and today. Writer called the dealer (60057) and spoke with Jerry-SM. Jerry stated that they diagnosed the vehicle and found a faulty switch. This switch will have to be replaced to correct the concern. Estimated cost for the repair: \$62.22 (\$42.81 parts, \$19.41 labor) Warranty rates. Dealership has never seen this customer in the past. Owner states she is in the military and moves a lot. As a one time goodwill gesture, Chrysler will offer assistance with the replacement of the headlight switch. No co pay is required. Approved by MG1022.

##### DIRECT-TO-DEALER #####  
ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER  
The CAC is sending this CAIR because of a goodwill policy decision that was made on behalf of this customer. A pre-auth has been created within GWA. If you need additional assistance with this PA, contact Nahum at 800-992-1997 extension #66080. You may also contact us by email at: T2email@chrysler.com Customer has been informed of this decision. Please update and/or close CAIR when complete.

#####  
The dealer asked to advise owner and finalize. A PA was entered in GWA.  
REASSIGNED TO BC/DLR 42 60057 05/20/09 16:51 R 18602398  
REASSIGNED TO BC/DLR 42 60057 06/02/09 17:30 R 18602398  
6/9/09 Appt has been set for 6/15/09.LT.  
6/18/09 Headlamp has been replaced and vehicle returned to customer.LT.

**Customer Assistance Inquiry Record (CAIR)#****18622155**

<b>Vin</b>	1D4GP25R1	5E [REDACTED]	<b>Open Date</b>	05/28/2009	<b>Build Date</b>	05/10/2004	
<b>Model Year</b>	05	<b>Body</b>	RSKL52	DODGE CARAVAN SE FWD SWB WAGON			
<b>In Service Dt</b>	05/11/2004	<b>Dealer</b>	68009	<b>Dealer Zone</b>	74	<b>Mileage</b>	65,845
<b>Name:</b>	[REDACTED]					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	[REDACTED]					<b>Home Phone</b>	
	AMERICAN FORK UT [REDACTED]					<b>Country</b>	UNITED STATES

Product - Electrical - Lamps and Switches - Defective - Default

Headlights wont turn on

Emily (WA) called from the dealership seeking goodwill on behalf of the customer on a multifunction switch. When asked if there is some reason the dealership is not using their DSA she indicated that she was not aware that she could in this case. She indicated that she would consider goodwill using the dealership s DSA.

**Customer Assistance Inquiry Record (CAIR)#****18643590**

<b>Vin</b>	2C4GP64L7	5R	<b>Open Date</b>	06/05/2009	<b>Build Date</b>	02/13/2004	
<b>Model Year</b>	05	<b>Body</b>	RSYS53	CHRYSLER TOWN & COUNTRY LTD FWD LWB WAGON			
<b>In Service Dt</b>	11/04/2004	<b>Dealer</b>	43724	<b>Dealer Zone</b>	35	<b>Mileage</b>	76,844
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	ALEXANDRIA VA					<b>Country</b>	UNITED STATES

Service Contract - Rental - Car Down - Default - Default	3 day rental extension
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\*\*\*\*Begin structured narrative RENTALS - SERVICE CONTRACTS

Is the vehicle still under warranty?

Does the vehicle have any service contract that covers rental?

What repairs are currently being completed?

Why has the vehicle not been repaired and returned to owner?

What is the estimated date that the repair will be completed?

Is this a recall repair?

Is this a pre-authorization or a request for reimbursement?

Chrysler authorizes rental? Explain why or why not...

How many days are being authorized and at what dollar amount?

\*\*\*\*End structured narrative RENTALS - SERVICE CONTRACTS

bob called 43724, stating that vehicle is off road due to part zl661dv-ag head light switch,3 days @ 35.00 per day 105.00. repair is not under warranty. case 18643540.

**Customer Assistance Inquiry Record (CAIR)#****18675571**

<b>Vin</b>	2D4GP44L0	5F	<b>Open Date</b>	06/17/2009	<b>Build Date</b>	08/03/2004	
<b>Model Year</b>	05	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	09/16/2004	<b>Dealer</b>	60326	<b>Dealer Zone</b>	35	<b>Mileage</b>	66,000
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	HARRISONBURG VA					<b>Country</b>	UNITED STATES

Dealer - Service/Body Shop - Transaction - Repeated Trips Required - Default	Customer states problem not resolved
Product - Electrical - Speedo/Gauges/Ometer/EIC - Defective - Default	dash board lights flashing

Customer called in and asked for a Supervisor. Call handed over to

\*\*PD594\*\*

\*\*\*\*Supervisor Call\*\*\*\*

Customer said that she purchased this 05 caravan used and also purchased a \$1000 warranty with it. She then said that after a year, she started having problems with it. She then said that all the dashboard lights and the headlights started flashing. She then took it to the dealership and they replaced a electronic module and fixed the problem for a couple of days. She then said that the vehicle worked fine for a couple of days and as of now the vehicle dies on her frequently. She then said that she consulted the dealership again and as of now they informed her that the cannot do anything about it and the repairs would not be covered under the extended warranty.

Writer then called the 60326 dealership and spoke to Courtney, the SA for the vehicle. She informed that they have fixed the vehicle earlier and as of now the customer has brought the vehicle in for the check engine light concern and also for the switch replacement. She then said that they have informed the customer that they will have to perform a diagnosis first and once after the diagnosis is complete they can figure out whether the repairs are going to be covered under the extended warranty or not. Courtney also said that they are going to charge \$80 initially for the diagnosis and if the part is covered under the extended warranty, she will have to pay for the diagnosis.

Writer then informed the same to the customer. Customer disagreed and said that they have diagnosed the vehicle several times but cannot figure out the problem. Customer then said that she will have a work with Courtney and would call us back. Writer provided the reference number.

**Customer Assistance Inquiry Record (CAIR)#****18678087**

<b>Vin</b>	2C4GP54L6	5F	<b>Open Date</b>	06/18/2009	<b>Build Date</b>	11/15/2004	
<b>Model Year</b>	05	<b>Body</b>	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON			
<b>In Service Dt</b>	04/14/2005	<b>Dealer</b>	26141	<b>Dealer Zone</b>	35	<b>Mileage</b>	44,000
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	91
	HAMPSTEAD MD					<b>Country</b>	UNITED STATES

Product - Electrical - Unknown - Complete Failure - Default	Customer stated BCM needs replaced.
Dealer - Service/Body Shop - Transaction - Excessive Service Costs - Default	Customer stated dealer is trying to get more money out of her.
Product - Electrical - Lamps and Switches - Other - Default	Customer states headlights come on and off.
Product - Steering - Power Rack and Pinion / Gear - Other - Default	Customer states rack and pinion needs replaced.
Dealer - Service/Body Shop - Personnel - Lack of Product Knowledge - Technician	Customer states she is having problems with the vehicle.
Product - Brakes - Pads/Shoes - Worn - Unknown	Customer told by dealer pads/rotors need replaced.

Customer stated vehicle was noisy and the dealer informed her it needed a send cooler which was a recall part, they performed the repair. Customer states she is still having issues (leaking) with this part and took it back and the dealer and the dealer did not pick up on that problem and now the rack and pinion needs replaced. On another instance they reset the computer because the headlights were not always coming on and off. Customer states this was not the problem that needed fixed and they still had problems with the lights. Customer stated dealer informed customer they would be paying labor costs and struck a deal with customer. Customer told the customer she thinks they are doing that to make money. Justin is the contact customer spoke with. Customer is requesting the headlight switch and rack and pinion be replaced and covered by Chrysler. Writer discovered in the previous CAIRs that this customer has called and requested Chrysler to pay for several items in the past. Customer has not been willing in the past to accept any deals offered by Chrysler or the dealer and has also declined to perform a repair(BCM) that was causing a problem that continued and has still not been repaired and could be a reason for the headlight problem today still going on. Customer states the dealer has come up with a deal where customer pays parts and dealer covers labor and she is unwilling to accept that offer either and is demanding Chrysler pay for the entire repair. Customer states the dealer is trying to say she need new pads and rotors to make more money off the deal they offered her. Writer informed customer that I will contact the dealer and call customer back when more information is obtained as writer could hear she was having a hard time with her children in the background and offered to call back. Writer left message for Jeff-SM at dealer 26141 and left instructions on calling back. Writer will wait for information from SM - Jeff and then contact customer.

Customer called back regarding the same and wanted to speak with RK565. Agent transferred the call to tier 3.(KN128)  
Agent can not add reason code as CAIR is open.  
Customer calls requesting to speak with RK565  
Customer/Caller name match to CAIR confirmed.  
The CAIR is 30 days old or less.  
Agent has checked for decline standard paragraph.  
Customer informed to leave message if agent isn t available.  
Customer/Caller transferred to extension # 66173  
Customer calls requesting to speak with.RK565  
Customer/Caller name match to CAIR confirmed.  
The CAIR is 30 days old or less.  
Agent has checked for decline standard paragraph.  
Customer informed to leave message if agent isn t available.

Customer/Caller transferred to extension # 66173  
SM-Jeff called and left message to return call.  
Writer returned SM- Jeff s call and he was out to lunch.  
Writer called Jeff again at the dealer and he is gone for the day, will try again tomorrow.  
Customer called in regarding the same concern and requested to speak with RK565. Writer transferred the call to RK565 on extension 66173. Approved by RP762.

Customer calls requesting to speak with....Rk565

Customer/Caller name match to CAIR confirmed.

The CAIR is 30 days old or less.

Agent has checked for decline standard paragraph.

Customer informed to leave message if agent isn t available.

Customer/Caller transferred to extension # 66173

Writer spoke with Justin at the dealer 26141 and discovered that the situation as described by customer does not reflect the situation accurately. Justin informed writer that they offered to take care of the parts (\$450) and customer pay labor at \$807, was not good enough for customer as she demanded the entire repair to be paid for. The history with this customer indicates she has been assisted by Chrysler once, she has been assisted by the dealership, she has been offered a deal by dealer 26141 and declined offer, she has declined partial offers from Chrysler in the past as well. She is generally unwilling to accept offers that are not full coverage deals and it is writer s opinion she is not warranted for any further assistance.

\*\*\*\* GOODWILL ASSISTANCE HAS BEEN DECLINED \*\*\*\*approved NIC ME601

Informed customer that Chrysler will not participate in the repair.

The vehicle warranty has expired by time and/or mileage.

Unless the customer offers new information, decision remains unchanged.

\*\*\*\*\*

Writer called customer to inform her of writers decision, she put husband on the phone and writer explained the situation from the beginning to the husband. While listening to the husband restate the entire story with the same information, the phone disconnected. Writer has already informed the customer of the decision and will close the CAIR.

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**Customer Assistance Inquiry Record (CAIR)#****18686719**

<b>Vin</b>	2D4GP44L3	5R	<b>Open Date</b>	06/22/2009	<b>Build Date</b>	08/12/2004	
<b>Model Year</b>	05	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	09/20/2004	<b>Dealer</b>	99999	<b>Dealer Zone</b>	66	<b>Mileage</b>	86,000
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	ORLANDO FL				<b>Country</b>	UNITED STATES	

Corporate - Recall - Default - Default - Default	Customer seeking recall information.
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Headlight not working.
Product - Electrical - Wipers / Washers - Intermittent or Inoperative - Front	Windshield wipers not working.

Customer states that windshield wipers and headlight is inoperative and she wanted to know if there is any recalls for this problems. Agent informed the customer that there is no recalls for this items.

**Customer Assistance Inquiry Record (CAIR)#****18695890**

<b>Vin</b>	1C4GP45R5	5E	<b>Open Date</b>	06/24/2009	<b>Build Date</b>	10/07/2004	
<b>Model Year</b>	05	<b>Body</b>	RSYH52	CHRYSLER TOWN & COUNTRY FWD SWB WAGON			
<b>In Service Dt</b>	02/19/2005	<b>Dealer</b>	42125	<b>Dealer Zone</b>	35	<b>Mileage</b>	64,124
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	WOODBIDGE VA					<b>Country</b>	UNITED STATES

Product - Electrical - Lamps and Switches - Complete Failure - Default	good will rental extension request
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\*\*\*\* DEALER STATES THIS VEHICLE REQUIRES A HEAD LAMP SWITCH, AND IT IS ORDERED AND SCHEDULED TO ARRIVE ON 07/06/2009. DEALER STATES TODAY IS THE LAST DAY OF THE RENTAL COVERAGE ON THIS CONTRACT. DEALER STATES THEY CAN GET THE PART D2D BY TOMORROW. DEALER IS ASKING FOR TWO DAYS RENTAL EXTENSION IN A CDJ VEHICLE. DEALER IS AWARE THAT CSC WILL NOT PAY FOR D2D SHIPPING OR MARK-UPS. WRITER CONFIRMED ALL OF THIS INFORMATION WITH SPECIFYING, AND DID A WARRANTY GOOD WILL AUTHORIZATION FOR \$70.00, TO COVER TWO DAYS OF RENTAL EXTENSION. CASE 18695815, AUTHORIZATION US05977920624, AND CAIR 18695890. \*\*\*\*

**Customer Assistance Inquiry Record (CAIR)#****18716909**

<b>Vin</b>	1D4GP24RX	5E	<b>Open Date</b>	07/01/2009	<b>Build Date</b>	04/01/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON			
<b>In Service Dt</b>	08/30/2005	<b>Dealer</b>	41517	<b>Dealer Zone</b>	51	<b>Mileage</b>	12,202
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	ALGONQUIN IL					<b>Country</b>	UNITED STATES

Dealer - Service/Body Shop - Personnel - Other - Unknown

Customer states that she was charged for work that was not done

Customer states that her headlights were not working and that she took her vehicle to Viking Dodge to get them fixed, along with a rear speaker, however they did not have a part needed for the headlights and charged her for ordering the part. Customer states that she was charged for parts and labor for a total of \$120.00. Customer wishes to be reimbursed for the charges due to her not getting the work done. Writer informed the customer that this issue is between the dealership and her and that she would have to seek other avenues to get this resolved.

**Customer Assistance Inquiry Record (CAIR)#****18738834**

<b>Vin</b>	2D4GP44L8	5R	<b>Open Date</b>	07/09/2009	<b>Build Date</b>	04/19/2004	
<b>Model Year</b>	05	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	05/01/2004	<b>Dealer</b>	26769	<b>Dealer Zone</b>	35	<b>Mileage</b>	73,342
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	NEW LONDON CT					<b>Country</b>	UNITED STATES

Product - Electrical - Speedo/Gauges/Ometer/EIC - Intermittent or Inoperative - Default	Head light switch isn't working properly.
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Customer s roommate called in stating that the head light switch isn t working properly as it s turning off the head lights upon pressing it. Customer says that he has to turn it on and then slowly turn it off to switch off the headlights. Customer wanted Chrysler to be notified of the issue.

Agent informed the customer that we ve never come across such a case and do not have any information as this being an ongoing issues with these vehicles, to which he says that he knows many customer having the same problem & he ll let them call us. Agent informed the customer that if in case we come across such issues, then we ll issue a recall on it. Agent further informed the customer that his issue has been documented, and provided the case# for future reference.

Customer has purchased this vehicle from the owner, however didn t want to get the ownership updated as he wasn t sure if he would buy this vehicle.

**Customer Assistance Inquiry Record (CAIR)#****18759129**

<b>Vin</b>	2C4GP54L1	5R	<b>Open Date</b>	07/16/2009	<b>Build Date</b>	09/17/2004	
<b>Model Year</b>	05	<b>Body</b>	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON			
<b>In Service Dt</b>	06/29/2005	<b>Dealer</b>	68790	<b>Dealer Zone</b>	42	<b>Mileage</b>	57,000
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	PORTAGE MI					<b>Country</b>	UNITED STATES

Product - Electrical - Lamps and Switches - Other - Default	Customer alleges that the headlights switch on & off.
Product - Steering - Power Steering Pump / Bkts - Defective - Default	Customer alleges that the power steering rack is leaking .
Product - Brakes - Unknown - Defective - Unknown	Customer experiencing problems with the brakes .
Product - Suspension - Tie Rods / Drag Link - Other - Unknown	Customer experiencing problems with the tie rods.

Customer alleges that there are many problems with the vehicle , the head lights switch on & off ,there are problems with the power steering rack that is leaking & there are problems with the tie rods. Agent informed the customer to drive the vehicle to dealership so that we could involve the STAR team as well as the business centre , customer agreed.

\*\*\*\*\*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.

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PREVIOUS AGENT ZN 85 AN242 NEVER SENT CAIR TO A DEALER ; STILL SITTING IN AN242 IN BASKET.

Mike, service manager from dealer 68790 calls wanting to know whats going on as owner brought in CAIR number.

I advised him of above; ZN 85 agent failed to complete task.

Mike is DSA dealer and says he will replace rack and pinion and sliding door harness with the owner paying \$100. deductible. They could not duplicate the headlite issue. I advised him I would update the CAIR and also provided my name and direct number.

Agent called up the dealership 68790 who stated that they are no more a Chrysler authorised dealership .

Agent could not send a D2D as the dealership whom the customer is working along with is no more a Chrysler authorised dealership.

CAIR closed as this concern has been handled by TGK.

**Customer Assistance Inquiry Record (CAIR)#****18774594**

<b>Vin</b>	1D4GP24R6	5E	<b>Open Date</b>	07/22/2009	<b>Build Date</b>	12/11/2004	
<b>Model Year</b>	05	<b>Body</b>	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON			
<b>In Service Dt</b>	12/15/2004	<b>Dealer</b>	66662	<b>Dealer Zone</b>	42	<b>Mileage</b>	80,000
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	WAPAKONETA OH 45					<b>Country</b>	UNITED STATES

Product - Electrical - Lamps and Switches - Defective - Default	Complaining about head lights.
Product - Brakes - Unknown - Defective - Unknown	Complaining that brakes lock up.
Corporate - Recall - Default - Default - Default	Seeking information about recall.

Customer states there is some problem with head lights and brakes of her vehicle. Customer states the brakes of her vehicle get locked up and she has to put her vehicle back and out of gear to get the brakes unlocked. Customer states she took her vehicle to 66662 dealership to get the repairs done. Customer wanted to know whether there is any pending recall on this vehicle. Agent informed the customer there is no pending recall on her vehicle. Agent asked the customer to get the repairs done at any dealership. Customer also wanted to Chrysler to assist her with the repairs. Agent denied assisting the customer as vehicle is way out of warranty and she has only one vehicle and that too second owner.

**Customer Assistance Inquiry Record (CAIR)#****18779347**

<b>Vin</b>	1D4GP24R3	5E	<b>Open Date</b>	07/23/2009	<b>Build Date</b>	07/01/2004	
<b>Model Year</b>	05	<b>Body</b>	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON			
<b>In Service Dt</b>	07/12/2004	<b>Dealer</b>	44463	<b>Dealer Zone</b>	42	<b>Mileage</b>	53,000
<b>Name:</b>						<b>Contact Type</b>	E-MAIL
<b>Address</b>						<b>Home Phone</b>	
	AKRON OH					<b>Country</b>	UNITED STATES

Product - Transmission / Transaxle - Unknown - Improper Shift - Default	Customer experiencig problem with the transmission
Product - Electrical - Lamps and Switches - Defective - Default	Customer experiencing problem with the lights
Product - Electrical - Power Door Lock / Deck Lid - Defective - Unknown	Customer experiencing problem with the locks

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

electrical problems not fixed

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

Purchased New or Used?Used

If Used, date purchased?07/11/05

If used, mileage at time of purchase?53000

If used, where was the vehicle purchased?N/A

Is the vehicle at a Chrysler/Dodge/Jeep dealer now?N/A

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

i 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 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.

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

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.

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

Customer wanted to speak to an american. Transferred to Tier 2.5 for further assistance.

Spoke with customer and came to the agreement that she would take her vehicle to new dealer from now on.

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**Customer Assistance Inquiry Record (CAIR)#****18780106**

<b>Vin</b>	2C4GP54LX	5R	<b>Open Date</b>	07/23/2009	<b>Build Date</b>	09/09/2004	
<b>Model Year</b>	05	<b>Body</b>	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON			
<b>In Service Dt</b>	10/30/2004	<b>Dealer</b>	45021	<b>Dealer Zone</b>	32	<b>Mileage</b>	38,000
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	NORWALK CT					<b>Country</b>	UNITED STATES

Product - Brakes - Pads/Shoes - Broken/Cracked - Front	All the four brake pads needs to be replaced.
Product - Brakes - Drum Brake Assembly - Defective - Front	All the four rotors needs to be replaced.
Referral - Tier 2.5 - Internal Escalation - Default - Default	Customer is seeking goodwill assistance.
Product - Electrical - Lamps and Switches - Defective - Default	Customer states that the head light switch needs to be replaced.
Product - Air Conditioning / Heater - Evaporator - Defective - Default	Evaporator needs to be replaced.
Product - Emissions - EGR System - Defective - Default	The EGR valve needs to be replaced.
Product - Emissions - Oxygen Feedback Sensor - Defective - Default	The oxygen sensor needs to be replaced.
Product - Brakes - Drum Brake Assembly - Defective - Rear	
Product - Brakes - Pads/Shoes - Broken/Cracked - Rear	

\*\*\*\*Begin structured narrative T2 - Referral to SLC

Contact requires transfer to T2.5

Yes.

Transfer approved per

JK585

\*\*\*\*End structured narrative T2 - Referral to SLC

Customer called in stating that the evaporator has gone out, the EGR valve and the oxygen sensor needs to be replaced. Customer further states that the head light switch and all the four brake pads and rotors needs to be replaced. Customer states that the dealership quoted him approximately between \$2200-\$2500. Customer is seeking goodwill assistance. Writer empathized with the customer and transferred the call to T2.5 for further assistance.

What is the customer requesting from Chrysler? Goodwill assistance.

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

Service contract (Chrysler or 3rd party) that would cover the repair? No.

Original owner? (yes/no) If no, purchased when? New

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

1

Is there any repair history related to the current concern? No.

Has the vehicle been diagnosed by a Chrysler, Dodge or Jeep dealership?

Yes.

Service dealer code? 45021

Service manager name?

NIC of team leader/floor walker who authorized escalation of caller?

JK585

Customer called in seeking assistance with the repair of her vehicle.

Writer contact dealer and spoke with Keith. Keith had the regular customer price for parts and labor. Writer informed Keith that warranty rate was needed if customer is seeking assistance with Chrysler.

--

Customer called as per above, requesting to speak with the senior staff.

Transferred the call to Tier 2.5 for further assistance. Approved by SG580..

--

Customer called back again and stated that she was put on hold and then disconnected. Transferred the call to Tier 2.5.

Customer stated she is looking for help with the repairs listed above.

She said the dealership is waiting for Chrysler to call.

Writer called the dealership and spoke with Chris the Senior Service

Advisor, the Service Manager had left for the day. Writer was able to confirm the repairs but the notes show to speak with Dave the Service Manager personally.

Writer informed the customer of this and said a call back Monday morning would be tried.

--

I spoke to service manager Dave. We will offer the owner \$100. deductible towards the EVAP REPAIR ONLY. The rest of the repairs are CUSTOMER PAY. This owner has already been give goodwill on at least two other occasions.

\*Addendum to the above paragraph\*

Customer called again to insist that she is deserving of a greater reduction in service costs due to her loyalty to Chrysler. Writer called and spoke with Dave at dealership 45021. The customer is already receiving a savings of \$800 or more and has already recieved goodwill assistance in the past. Writer emphasized to customer that she is recieving considerable out of warranty assistance with this repair, however customer still insists that she is entitle to more. Writer informed customer that this is Chrysler s final decision, and reccommended that she speak with SM Dave at Georgetown Chrysler Jeep for any further questions.

\*\*\* GOODWILL ASSISTANCE HAS BEEN DECLINED \*\*\*

Informed customer that Chrysler will not participate in the repair.

The vehicle warranty has expired by time and/or mileage.

Unless the customer offers new information, decision remains unchanged.

\*\*\*\*\*

Customer called back with the same concern, agent informed as per the previous documentation.

\*\*\*\* ES738 ?Internal escalation? \*\*\*\*

Customer looking for assistance with evaporator repair.

Writer concur the earlier decision.

Customer was not happy and said she will never buy another Chrysler.

SM Dave called back regarding above narrative. SM states total cost for

evap. repair including parts and labor at warranty rates \$ 535.67.

Customer responsible for \$100 co-pay. Chrysler pays \$435.67

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**Customer Assistance Inquiry Record (CAIR)#****18852462**

<b>Vin</b>	2D4GP44LX	5R	<b>Open Date</b>	08/17/2009	<b>Build Date</b>	02/19/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	02/26/2005	<b>Dealer</b>	44530	<b>Dealer Zone</b>	35	<b>Mileage</b>	51,541
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	CABOT PA					<b>Country</b>	UNITED STATES

Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Requesting assistance on an intermittent headlight repair
Corporate - Complaint Contact - Default - Default - Default	Requesting assistance on lights problem

Caller requesting repair on headlight, dash lights and tail light repair for an intermittent problem. The caller states that they can be driving down a dark road and the light will shut off. They get the light back on by wiggling around and playing with the light switch.

Explained to the customer that Chrysler does not consider repair without a diagnosis, Caller stated he has an appointment with Diehl Chrysler, 44530 on Monday 8/21/09. Customer will call back after the diagnosis on Monday to see about goodwill.

Customer has owned 2 Chrysler produce, and only has one now. The vehicle is out of warranty by time but only is 7000 by mileage.

Customer stated that he wants to speak to PR628. Writer informed customer that she might be on another call. Writer informed customer that agent can transfer customer to her voice mail and she will call him back as soon as possible. Customer stated that he needs an answer today and requested agent to call the dealership.

Writer called the dealership and spoke to SM. SM Bob stated that the vehicle is still in diagnosis mode. Bob put agent on hold to verify. Bob stated that the vehicle needs a multi function switch. Bob stated that the customer has only been in three times. Bob stated that the cause is an internal failure. Bob stated that there are no signs of abuse or neglect. Bob stated that this was not caused by the customer but caused by a defective part. Bob stated that the warranty price is \$233.00.

As a one-time goodwill gesture, Chrysler will participate in the repair of the multi function switch.

Customer will be responsible for a co-pay in the amount of \$100.00. This goodwill is being offered because customer satisfaction

##### DIRECT-TO-DEALER #####  
ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER

The CAC is sending this CAIR because of a goodwill policy decision that was made on behalf of this customer. A pre-auth has been created within GWA. If you need additional assistance with this PA, contact Morgan at 800-992-1997 extension # 66155

You may also contact us by email at: T2email@chrysler.com

Customer has not been informed of this decision

Please update and/or close CAIR when complete.

#####

Writer informed customer that a decision has been made. Suggested that customer contact the dealership and speak to Derryl about the decision.

REASSIGNED TO BC/DLR 35 44530 08/24/09 12:04 R 18852462

Customer states that his vehicle was under warranty when the vehicle was brought to the dealership for the same issue, but the issues was not resolved. Customer states that he understands his vehicle is out of warranty, but is refusing to pay the copay on the vehicle given the warranty repair history. Customer states on his previous visits the dealership was unable to duplicate the issue. Customer states he has been in contact with his attorney regarding this issue and is only waiting to hear back from his attorney. The customer is refusing to cover a copay.

Writer called and consulted with SA Darrell who did indicate that the customer has had the vehicle at the dealership with the same issue while the vehicle was under warranty. Writer requested the total warranty cost

of all parts and labor for repairs on the vehicle, Darrell stated \$104.00, which is considerably different from the figure quoted above. Writer called Darrell again to verify warranty parts and labor cost was accurate. Writer has adjusted pre-auth, Chrysler will cover the cost of parts and labor for this repair as per the customer s repair history. Previous costs estimates were quoted to the customer at retail, not warranty. Customer has been informed Chrysler will cover the cost of these repairs per warranty coverage.

\*Contact Date:08/28/2009

Service Director at the dealership has closed the Cair# 18852462

DCX goodwill repair is documented on Repair Order#110095

CAIR RETURNED FROM DEALER ON 8/28/2009 AT 07:56:282 R 18852462

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**Customer Assistance Inquiry Record (CAIR)#****18901351**

<b>Vin</b>	2C4GP44R1	5F	<b>Open Date</b>	09/02/2009	<b>Build Date</b>	03/23/2005	
<b>Model Year</b>	05	<b>Body</b>	RSYH53	CHRYSLER TOWN & COUNTRY LX FWD LWB WAGON			
<b>In Service Dt</b>	03/23/2005	<b>Dealer</b>	26761	<b>Dealer Zone</b>	71	<b>Mileage</b>	69,000
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	SAN FRANCISCO CA					<b>Country</b>	UNITED STATES

Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Headlight and Turn light goes On & Off.
Corporate - Recall - Default - Default - Default	recall inquiry.

Customer is inquiring about recalls on the vehicle. She states that the Head lights and Turn lights goes On and Off. Its an intermittent problem. Writer confirmed no pending recalls on the vehicle and advised her to visit a CDJ dealership for proper diagnosis. She agreed. NO COMMITMENTS MADE.  
\*\*\*\*\*

**Customer Assistance Inquiry Record (CAIR)#****18985847**

<b>Vin</b>	2D4GP24R8	5F	<b>Open Date</b>	10/05/2009	<b>Build Date</b>	09/27/2004	
<b>Model Year</b>	05	<b>Body</b>	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON			
<b>In Service Dt</b>	09/30/2004	<b>Dealer</b>	99999	<b>Dealer Zone</b>	42	<b>Mileage</b>	79,816
<b>Name:</b>						<b>Contact Type</b>	E-MAIL
<b>Address</b>						<b>Home Phone</b>	
	OLYMPIA WA					<b>Country</b>	UNITED STATES

Referral - Tier 2.5 - Internal Escalation - Default - Default	Customer has been suggested to call.
Product - Electrical - Speedo/Gauges/Ometer/EIC - Defective - Default	Customer is complaining about the dashboard lights.
Product - Electrical - Lamps and Switches - Defective - Default	Customer is complaining about the headlights.
Product - Electrical - Radio/Spkrs/Clock/Antenna - Defective - Default	Customer is complaining about the radio.
Dealer - Service/Body Shop - Transaction - Problem Not Resolved - Default	Customer states that the problem is not resolved.

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

Problems with 2005 Dodge Grand Caravan

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

Purchased New or Used? Used

If Used, date purchased? 06/09/07

If used, mileage at time of purchase? 47483

If used, where was the vehicle purchased? Dwayne Lane s Dodge

Is the vehicle at a Chrysler/Dodge/Jeep dealer now? na

## \*\*\*\*\* BEGIN CUSTOMER EMAIL \*\*\*\*\*

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.

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

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

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

In response to your email regarding the 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: (data inserted)

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

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

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

**Customer Assistance Inquiry Record (CAIR)#****19011747**

<b>Vin</b>	2C4GP64L9	5F	<b>Open Date</b>	10/14/2009	<b>Build Date</b>	03/18/2005	
<b>Model Year</b>	05	<b>Body</b>	RSYS53	CHRYSLER TOWN & COUNTRY LTD FWD LWB WAGON			
<b>In Service Dt</b>	06/04/2005	<b>Dealer</b>	66894	<b>Dealer Zone</b>	32	<b>Mileage</b>	50,900
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	WHIPPANY NJ					<b>Country</b>	UNITED STATES

Product - Emissions - EGR System - Failed Test - Default	The EGR fail
Corporate - Complaint Contact - Default - Default - Default	
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	

Customer called in and states that he bought this vehicle 6 month ago and is having too many problems with the interior and exterior lights that are pulsing or flicker. Customer states he has been taken the vehicle to the dealer and they are replacing some parts but the vehicle continue with the same problem, customer states that the vehicle is now at the dealer and he was tell that they have nothing else to do with the vehicle and that Chrysler is aware of the issue but there is not a resolution and he wanted to know what his options are to get the vehicle fixed. Writer contacted the dealer and was talking to Mike SA and he states that the customer just drop the vehicle in and they have not the diagnostic yet. Writer left SA enough information to contact us with the diagnostic. Writer told customer the same and agent will contact him as soon as the diagnostic is done.

Customer called stating the Chrysler knows about problem and there is no solution however the current diagnosis hasn t been done yet writer found that current diagnosis shows EGR Valve &gasket.

The service advisor states he has never hears of flashing lights and will address the problem as soon as possible.

Writer called the dealer and was talking to Mike and he states that the EGR valve was failing and they replaced. Mike also states that the customer already picked up the vehicle.

Customer called in requesting to know his option regarding the unresolved problem of pulsating all the interior and headlights. He claimed that dealership informed him that they cannot be able to address the problem as they have done all they could to replace battery and alternator but the problem keep on annoy him when driving during the night. He stated that he can not continue living with a situation like this as it is frustrating especially when he was informed that nothing can be done about it. He stated that he needed some kind of compensation over the problem as the case would cause him loss when sells car.

Customer was advised that due to the nature of their contact a call back is

required and will take place within one business day

Preferred call back number is

Who has possession of the vehicle? Vehicle is with customer

Reassigned to 88F

\*\*\*\*\* SENIOR RESOLUTION TEAM \*\*\*\*\*

CONTACT UPDATE - Customer was contacted today at 3:10 pm.

Customer is calling back because he got a message.

Customer calls requesting to speak with....

Customer/Caller name match to CAIR confirmed.

The CAIR is 30 days old or less.

Agent has checked for decline standard paragraph.

Customer informed to leave message if agent isn t available.

Customer/Caller transferred to extension # 66092

\*\*\*\*\* SENIOR RESOLUTION TEAM \*\*\*\*\*

Writer spoke with customer about problem with his exterior and headlights. He says his lights dim at night when he drives. Customer asking for compensation. Stated to customer there is no compensation. Stated I would need to contact dealership for information.

Agent attempted to contact dealer Service Manager John, however, SM not available. Left message for a return call. Provided enough information to give SM the ability to understand the reason for the contact

Provided dealer with agents extension, which is 66092.

\*\*\*\*\* SENIOR RESOLUTION TEAM \*\*\*\*\*

Writer contacted dealer 66894, Service Advisor, Curtis, states the customer has an after market service that does not cover emissions components. The Certified Pre-Owned Vehicle Service Contract only covers the powertrain. The customer declined the EGR valve and gasket repair. Customer has been contacted. He states his major concern is the pulsating the lights. He states it was one his first complaints when he purchased the vehicle. The vehicle had a 30 or 60 day warranty. He claims the Service Advisor advised him the Chrysler is aware of the concern, however there is no resolution for the concern. The concern still exists and he is expecting Chrysler to resolve the concern.

Writer advised the customer that based on the information found in STAR Case Id, 9929654. 'a small amount of flicker is considered normal and he may try a new battery to see if this helps. T3842J0 02/05/2009 3:28:22 PM '. Customer states they did change out the battery however the concern still exists. He stated that based on the information, he would like the dealership to get another 2005 Town and Country and check to see if it is normal. Customer also questions what if the concern is not present in another 2005 model Town and Country.

Writer advised the customer the vehicle is out of warranty, he would have to authorize the dealership to diagnosis the vehicle and he may be responsible for the diagnosis fees. He states he presented the concern to the dealership during the warranty period, and would like to know if Chrysler is going to stand behind the product. It was advised the 30 or 60 day warranty is a dealer warranty for a used vehicle. He would need to discuss the concerns with the dealership. It was also advised the dealership is an independently owned business franchise, the dispute will have to be resolved with the dealership.

\*\*\*\* GOODWILL ASSISTANCE HAS BEEN DECLINED \*\*\*\*

Informed customer that Chrysler will not participate in the repair.

The vehicle warranty has expired by time and/or mileage.

Unless the customer offers new information, decision remains unchanged.

\*\*\*\*\*

Customer understands the information he has received and advised he will contact the dealership.

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

**19030433**

<b>Vin</b>	2C4GP54L7	5F	<b>Open Date</b>	10/21/2009	<b>Build Date</b>	07/30/2004	
<b>Model Year</b>	05	<b>Body</b>	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON			
<b>In Service Dt</b>	11/20/2004	<b>Dealer</b>	68277	<b>Dealer Zone</b>	32	<b>Mileage</b>	54,916
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	LITTLE FERRY NJ					<b>Country</b>	UNITED STATES

Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Head lights flicker intermittent.
Product - Electrical - Radio/Spkrs/Clock/Antenna - Other - Default	Radio not working.
Product - Electrical - Lamps and Switches - Other - Default	airbag light came on 3 different times and goes off.
Corporate - Complaint Contact - Default - Default - Default	

\*\*\*\*Begin structured narrative T2 - Beginning Narrative

Why is the customer contacting Chrysler?  
 Customer stated airbag light came on, customer thinks there is a recall on airbag, radio not working, headlights flicker, intermittent on headlights.

What are the customer s expectations?  
 Customer wants some assistance.

\*\*\*\*End structured narrative T2 - Beginning Narrative

Customer stated airbag light came on, customer thinks there is a recall on airbag, radio not working, headlights flicker, intermittent on headlights. Customer wants some assistance.  
 Customer was advised that due to the nature of their contact a call back is

required and will take place within one business day contact is Ralph at dealer, callback before end thursday 10-22-09

Preferred call back number is cell [REDACTED]  
 Who has possession of the vehicle? customer and at home.

Reassigned to 88F  
 Caller s name was Malcolm Gilchrist.  
 \*\*\*\*\*Senior Resolutions \*\*\*\*\*

Writer reviewed notes and contacted dealership 68277 and spoke ASM Ralph who stated that the vehicle has had a diagnostic and to repair the vehicle it would need a radio, headlight switch, airbag sensor. Ralph listed warranty pricing as labor \$254.10 parts \$546.60 totaling \$807.00. Writer advised that I would PA all but a \$100.00 co pay and ASM Ralph agreed that was fair.

UN09329711021  
 As a one-time goodwill gesture, Chrysler will cover the cost of a radio, sensor, and headlight switch.  
 Customer will be responsible for a co-pay in the amount of \$100.00. This goodwill is being offered because customer is loyal.

##### DIRECT-TO-DEALER #####  
 ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER

The CAC is sending this CAIR because of a goodwill policy decision that was made on behalf of this customer. A pre-auth has been created within GWA. If you need additional assistance with this PA, contact Emily at 800-992-1997 extension # 66016

You may also contact us by email at: T2email@chrysler.com  
 Customer has not been informed of this decision  
 Please update and/or close CAIR when complete.

#####  
 REASSIGNED TO BC/DLR 32 68277 10/21/09 18:00 O 19030433

\*Contact Date:10/22/2009  
 Service Manager at the dealership has closed the Cair# 19030433  
 DCX goodwill repair is documented on Repair Order#16209  
 CAIR RETURNED FROM DEALER ON 10/22/2009 AT 03:20:850 R 19030433  
 Writer contacted the customer who stated that he is happy with decision

and does not want any further calls back.

Rose called from CHRYSLER OF PARAMUS, INC stating that a Claim is not going through. Rose states that authorization is not found.

Writer is reassigning to 88F to redo the authorization and call the dealership to confirm how much everything is.

Rose 201-845-0701 1034 extension is expecting a call from Chrysler with new PA information.

PA UN09940341110

Agent contacted Rose at dealer 68277 who stated that they just needed the PA.

Rose who is the warranty administrator wanted to separate PA s for the different components being fixed.

REASSIGNED TO BC/DLR 32 68277 11/10/09 12:08 R 19030433

REASSIGNED TO BC/DLR 32 68277 11/19/09 15:27 R 19030433

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**Customer Assistance Inquiry Record (CAIR)#****19136114**

<b>Vin</b>	2C4GP54L3	5F	<b>Open Date</b>	12/03/2009	<b>Build Date</b>	03/02/2005	
<b>Model Year</b>	05	<b>Body</b>	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON			
<b>In Service Dt</b>	04/16/2005	<b>Dealer</b>	67754	<b>Dealer Zone</b>	63	<b>Mileage</b>	122,000
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	ROSSTON AR				<b>Country</b>	UNITED STATES	

Corporate - Company Information Contact - Default - Default - Default	
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	

\*\*\*\*Begin structured narrative T2 - Beginning Narrative

Why is the customer contacting Chrysler?

The headlight fail while driving for the second time but she is worried about driving at night as she almost wound up id ditch.

What are the customer s expectations?

Cusomer is out of warranty but this seems to happen even after enitial repair.

\*\*\*\*End structured narrative T2 - Beginning Narrative

Customer was advised that due to the nature of their contact a call back is required and will take place within one business day

Preferred call back number is

Who has possession of the vehicle?Owner has vehicle

Has the vehicle been diagnosed by a CDJ dealer?

Reassigned to 88F

\*\*\*\*\* SENIOR RESOLUTION TEAM \*\*\*\*\*

CONTACT UPDATE - Customer was contacted today at 2:49 PM.

Customer was provided with agent s extension: 66144.

\*\*\* GOODWILL ASSISTANCE HAS BEEN DECLINED \*\*\*

Informed customer that Chrysler will not participate in the repair.

The vehicle warranty has expired by time and/or mileage.

Unless the customer offers new information, decision remains unchanged.

\*\*\*\*\*

Writer informed customer that the vehicle was too far outside of warranty to merit some assistance. Customer was very upset and stated that she was never going to purchase another Chrysler again.

CLOSED LOOP UPDATE customer was contacted today at 2:54 PM.

Customer was reminded if their concern recurs, they will need to call the 800 number to establish a new file, which will be assigned to the Senior Resolution Team.

**Customer Assistance Inquiry Record (CAIR)#****19149374**

<b>Vin</b>	2C4GP44R2	5F	<b>Open Date</b>	12/08/2009	<b>Build Date</b>	03/25/2004	
<b>Model Year</b>	05	<b>Body</b>	RSYH53	CHRYSLER TOWN & COUNTRY LX FWD LWB WAGON			
<b>In Service Dt</b>	05/20/2004	<b>Dealer</b>	37000	<b>Dealer Zone</b>	32	<b>Mileage</b>	65,000
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	GLENMONT NY					<b>Country</b>	UNITED STATES

Corporate - Complaint Contact - Default - Default - Default	
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	

\*\*\*\*Begin structured narrative T2 - Beginning Narrative

Why is the customer contacting Chrysler?

Customer states that headlights flickered on and off three times. Customer states that it happened again and vehicle was taken into the dealership. Dealer couldn't duplicate problem. Customer stated that vehicle did it again and then stopped. Customer stated that lights went off again a few days later. Customer held the bright lights button on and then vehicle lights stayed on. Customer stated that he took vehicle back again today and dealer stated that they still couldn't duplicate problem.

What are the customer's expectations?

Customer is worried about the safety of his vehicle because the lights will go off intermittently.

\*\*\*\*End structured narrative T2 - Beginning Narrative

Customer was advised that due to the nature of their contact a call back is required and will take place within one business day

Preferred call back number is [REDACTED] 4 (w) after 4:00 [REDACTED]

Who has possession of the vehicle? Customer has vehicle

Has the vehicle been diagnosed by a CDJ dealer? dealership unable to. Reassigned to 88F

\*\*\*\*\* SENIOR RESOLUTION TEAM \*\*\*\*\*

CONTACT UPDATE - Customer was contacted today at 11:56am.

Customer was provided with agent's extension: 66173. Writer will follow up tomorrow with customer and dealership.

Mark- SM informed writer the headlights go out and the high beams will work when holding in position, one time the concern could not be duplicated on November 4th, suggested replacing headlamp switch and customer declined that repair. Dealership has never duplicated the concern, but now thinks it is not the headlamp switch, but has an idea what may be causing the concern. He states it can not be determined if it will be covered under warranty or not until the issue is found.

Writer spoke with customer and suggested he call Mark and schedule another appointment to do the assumed repairs and see if that takes care of the concern. Writer will follow up with customer and dealership Monday.

Writer called dealership and spoke with Mark- SM and was informed he spoke with the customer and advised him to come in when the vehicle is having the problem as they can not tell what it is if it is not occurring. Writer will call customer and advise him we will close his case and reopen it after he has been in to a dealership for a diagnosis.

CLOSED LOOP UPDATE customer was contacted today at 11:37am.

Customer was reminded if their concern recurs, they will need to call the 800 number to establish a new file, which will be assigned to the Senior Resolution Team.

**Customer Assistance Inquiry Record (CAIR)#****19150712**

<b>Vin</b>	1C4GP45R2	5E	<b>Open Date</b>	12/17/2009	<b>Build Date</b>	09/13/2004	
<b>Model Year</b>	05	<b>Body</b>	RSYH52	CHRYSLER TOWN & COUNTRY FWD SWB WAGON			
<b>In Service Dt</b>	11/18/2004	<b>Dealer</b>	68348	<b>Dealer Zone</b>	35	<b>Mileage</b>	68,000
<b>Name:</b>						<b>Contact Type</b>	E-MAIL
<b>Address</b>						<b>Home Phone</b>	
	YORK PA					<b>Country</b>	UNITED STATES

Product - Electrical - Lamps and Switches - Other - Default	Customer states the lights will come on and off.
Product - Electrical - Radio/Spkrs/Clock/Antenna - Other - Default	Customer states the radio will turn on and off.
Product - Electrical - Power Door Lock / Deck Lid - Other - Unknown	Customer states the vehicle will not lock.
Product - Electrical - Speedo/Gauges/Ometer/EIC - Other - Default	Customer states will go on and off.
Corporate - Complaint Contact - Default - Default - Default	

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

inability of dealers to fix my 2005 Town and Country

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

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?

Email states:

Dear [REDACTED] Thank you for contacting the Chrysler Customer Assistance Center. I 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,

\*\*\*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.

\*\*\*

Email states:

Dear [REDACTED] Thank you for contacting the Chrysler Customer Assistance Center. I thank you for the update. I appreciate the follow up.

**Customer Assistance Inquiry Record (CAIR)#****19224172**

<b>Vin</b>	2D4GP24R0	5R [REDACTED]	<b>Open Date</b>	01/13/2010	<b>Build Date</b>	09/30/2004	
<b>Model Year</b>	05	<b>Body</b>	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON			
<b>In Service Dt</b>	02/28/2005	<b>Dealer</b>		<b>Dealer Zone</b>		<b>Mileage</b>	49,000
<b>Name:</b>	[REDACTED]				<b>Contact Type</b>	E-MAIL	
<b>Address</b>	[REDACTED]				<b>Home Phone</b>		
	JOLIET IL	[REDACTED]		<b>Country</b>	UNITED STATES		

Product - Electrical - Speedo/Gauges/Ometer/EIC - Intermittent or Inoperative - Default	gauges flicker
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\*\*\*\*\* EMAIL BRIEF DESCRIPTION CONTENT \*\*\*\*\*

Gauges Flicker in 2005 Grand Caravan

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

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 brough 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 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.

\*\*\*

Dear Vic:

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.

**Customer Assistance Inquiry Record (CAIR)#****19233874**

<b>Vin</b>	1D4GP45R7	5E	<b>Open Date</b>	01/13/2010	<b>Build Date</b>	02/01/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKH52	DODGE CARAVAN SXT FWD SWB WAGON			
<b>In Service Dt</b>	03/05/2005	<b>Dealer</b>	68406	<b>Dealer Zone</b>	32	<b>Mileage</b>	63,000
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	STAFFORD VA					<b>Country</b>	UNITED STATES

Corporate - Company Information Contact - Default - Default - Default	
Corporate - Warranty Coverage - Default - Default - Default	

\*\*\*\*Begin structured narrative T2 - Beginning Narrative

Why is the customer contacting Chrysler?

Customer called in regarding the warranty on his vehicle.

What are the customer's expectations?

To receive warranty coverage on their vehicle.

\*\*\*\*End structured narrative T2 - Beginning Narrative

Customer called regarding an electrical issue, customer stated that the head lights are going off and on. Customer is stating that his local dealership is stating that the vehicle is not covered under the warranty.

Customer is seeking warranty information.

Writer advised the customer that electrical issues are covered under the 3/36. not the 7/70.

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

**19244857**

<b>Vin</b>	2C4GP54LX	5R	<b>Open Date</b>	01/18/2010	<b>Build Date</b>	04/04/2005	
<b>Model Year</b>	05	<b>Body</b>	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON			
<b>In Service Dt</b>	06/18/2005	<b>Dealer</b>	45323	<b>Dealer Zone</b>	51	<b>Mileage</b>	75,000
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	URBANDALE IA					<b>Country</b>	UNITED STATES

Product - Emissions - EGR System - Other - Default	Customer said the EGR valve needs to be fix.
Product - Engine - Unknown - Check Engine Lamp On/Flashing - Default	Customer said the check engine lights are on.
Product - Electrical - Lamps and Switches - Defective - Default	Customer said the head lights needs to be fix.
Corporate - Complaint Contact - Default - Default - Default	
Product - Electrical - Power Sliding Door - Complete Failure - Passenger Side	

Customer called complaining that his visor broke and the power door wont work at this point, he was seeking for us to cover the cost of these repairs. Writer informed him that there is nothing we can do about these issues because he is so far out of the 3/36.

\*\*\*\* GOODWILL ASSISTANCE HAS BEEN DECLINED \*\*\*\*

Informed customer that Chrysler will not participate in the repair. The vehicle warranty has expired by time and/or mileage. Unless the customer offers new information, decision remains unchanged.

RP829 approved reopening case.  
 Customer call to scale above issue.  
 Customer was advised that due to the nature of their contact a call back is required and will take place within one business day  
 Preferred call back number is  
 Who has possession of the vehicle? Customer.  
 Has the vehicle been diagnosed by a CDJ dealer? Yes/45323  
 Reassigned to 88F  
 Customer said he already paid for the visor and the power door but dealer 45323 said the EGR valve and the head lights needs to be fix for about \$800.00 and he would like to discuss those issues.

\*\*\*\*\* SENIOR RESOLUTION TEAM \*\*\*\*\*

CONTACT UPDATE - Customer was contacted today at 12:45 PM MST  
 Customer was provided with agent s extension: 66146.  
 Writer spoke with the customer. He says he is having several problems. EGR valve, The total he needs for repairs was over \$3200.00. Customer would like assistance.  
 Writer spoke with SM Mike he states that the customer Needs an EGR valve, needs a catalytic converter which has been ordered, head lights flicker needs a front control module. Brake work as well, He will get warranty prices together and then call back.

\*\*\*\*Dealer emails back with information previously requested.

Warranty parts \$354.06  
 Warranty labor \$148.77  
 Total \$502.83

Other Information -

Thanks

Mike Golwitzer  
 515-202-8708

Agent attempted to contact dealer Service Manager (SM), however, SM not available. Left message for a return call at extension 66146

\*\*\*\*\*DEALER EMAIL\*\*\*\*\*

Brian,

What are we doing with this customer?

Mike Golwitzer



\*\*\*\*\*END DEALER EMAIL\*\*\*\*\*

Writer spoke with SM Mike. He states that the customer has been loyal to his dealership.

As a one-time goodwill gesture, Chrysler will be making a policy adjustment for this repair based on customer loyalty

. According to the dealer, the warranty costs of the repair are as follows:

Parts = 354.06  
Labor = 148.77

With the concurrence of the Service Manager, Mike, the customer will have a co-pay of \$354.06

##### DIRECT-TO-DEALER #####  
ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER

Customer Care is sending this file to your dealership because a joint goodwill policy decision has been made on behalf of our mutual customer.

A pre-auth has been created within GWA. If you need additional assistance with this PA, you may contact Brian at 800-992-1997

extension # 66146. You may also contact us by email at: T2email@chrysler.com. This customer has been informed

of this decision. Please update and/or close CAIR when complete.  
#####

Writer contacted the customer. He is pleased with the offer. Writer advised the customer to call SA Chip at 515-202-7614, to schedule an appointment.

REASSIGNED TO BC/DLR 51 45323 01/28/10 09:28 R 19244857  
Offer noted, CAIR closed.

Writer spoke with the customer he has an appointment to have the vehicle fixed tomorrow.

CONTACT UPDATE - Customer was contacted today at 9:29 AM MST  
Customer was provided with agent s extension: 66146

2nd attempt made to contact customer on 02/08/10 at 11:03 AM MST  
Left message indicating another attempt will be made.

Customer was provided with agent s extension: 66146  
Writer is trying to follow up with customer to make sure the repair was

satisfactory

Writer spoke with customer who is satisfied with the repairs done at the dealership and thanked writer for the assistance.

CLOSED LOOP UPDATE - Customer was provided with the number for Chrysler customer assistance if he has any future concerns.

Dealer 45323 SM Chip calls requesting to speak with BS653

Dealer 45323 SM Chip Caller transferred to extension # 66146

SM Chip called and states the customer needs the alternator and steering gear as well. Customer is paying for the parts. This was not included in the previous diagnosis.

Parts 401.30  
Labor 219.14

The cost of labor has been added to the PA

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**Customer Assistance Inquiry Record (CAIR)#****19260617**

<b>Vin</b>	2C4GP54LX	5R [REDACTED]	<b>Open Date</b>	02/02/2010	<b>Build Date</b>	04/04/2005	
<b>Model Year</b>	05	<b>Body</b>	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON			
<b>In Service Dt</b>	06/18/2005	<b>Dealer</b>	66517	<b>Dealer Zone</b>	51	<b>Mileage</b>	0
<b>Name:</b>	[REDACTED]					<b>Contact Type</b>	E-MAIL
<b>Address</b>	[REDACTED]					<b>Home Phone</b>	
	URBANDALE IA [REDACTED]					<b>Country</b>	UNITED STATES

Product - Emissions - EGR System - Other - Default	Customer said the EGR valve needs to be fix.
Product - Engine - Unknown - Check Engine Lamp On/Flashing - Default	Customer said the check engine lights are on.
Product - Electrical - Lamps and Switches - Defective - Default	Customer said the head lights needs to be fix.
Corporate - Complaint Contact - Default - Default - Default	
Product - Electrical - Power Sliding Door - Complete Failure - Passenger Side	

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

Complaint Regarding 2005 Chrysler Town &amp; Country and Service

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

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 MAJ Matt Carver, 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]

SEE LINKED TELEPHONE CAIR, OWNER HAS BEEN PROVIDED MORE THAN FAIR GOODWILL ASSISTANCE ON ALL NON 7/70 REPAIRS.

NAN

**Customer Assistance Inquiry Record (CAIR)#****19276868**

<b>Vin</b>	2C4GP54L6	5F	<b>Open Date</b>	01/29/2010	<b>Build Date</b>	05/16/2005	
<b>Model Year</b>	05	<b>Body</b>	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON			
<b>In Service Dt</b>	08/13/2005	<b>Dealer</b>	44036	<b>Dealer Zone</b>	66	<b>Mileage</b>	67,800
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	KANNAPOLIS NC					<b>Country</b>	UNITED STATES

Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	All lights in vehicle pulsate when heated seats on
Corporate - Complaint Contact - Default - Default - Default	

Why is the customer contacting Chrysler? He is not pleased with the work done by 44036, at all.

What are the customer s expectations? He refuses to believe this is a normal condition and wants his vehicle fixed.

Customer states the alternator was replaced and the problem still exists.

He uncategorically rejects the assertion that the pulsating of all his lamps, including his headlights, is normal. Please see STAR case 10397993. Customer s report of work done does not seem to match STAR recommendations. Customer says he is an electrician and suspects a short.

Customer was advised that due to the nature of their contact a call back is required and will take place within one business day

Preferred call back number is

Who has possession of the vehicle? dealer

Has the vehicle been diagnosed by a CDJ dealer? yes

Reassigned to 88F

\*\*\*\*\* SENIOR RESOLUTION TEAM \*\*\*\*\*

If customer disagrees with diagnosis, current dealer can continue testing, or customer can take the vehicle to another dealership for a second opinion. Writer called customer, advised of same. Customer states we are not standing behind our product. Writer advised customer that a technician must identify a problem for a repair to take place.

CONTACT UPDATE - Customer was contacted today at 7:40.

Customer was not provided with agent s extension.

**Customer Assistance Inquiry Record (CAIR)#****19301753**

<b>Vin</b>	1D4GP45RX	5E [REDACTED]	<b>Open Date</b>	02/08/2010	<b>Build Date</b>	12/06/2004	
<b>Model Year</b>	05	<b>Body</b>	RSKH52	DODGE CARAVAN SXT FWD SWB WAGON			
<b>In Service Dt</b>	05/05/2005	<b>Dealer</b>	54655	<b>Dealer Zone</b>	51	<b>Mileage</b>	82,055
<b>Name:</b>	[REDACTED]					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	[REDACTED]					<b>Home Phone</b>	[REDACTED]
	MOUNT CARMEL IL [REDACTED]					<b>Country</b>	UNITED STATES

Product - Electrical - Lamps and Switches - Defective - Default	door locks and headlights
Corporate - Complaint Contact - Default - Default - Default	electrical issues
Product - Electrical - Body Wiring - Defective - Default	pulsating headlights, intermittent issues

\*\*\*\*Begin structured narrative T2 - Beginning Narrative

Why is the customer contacting Chrysler?

Customer stated that she is experiencing some electrical issues.

What are the customer s expectations?

Customer wanted Warranty information. Customer wants to know if there were any recalls.

\*\*\*\*End structured narrative T2 - Beginning Narrative

Customer is experiencing intermittent electrical issues and wanted to know if there was any information regarding the issues she was having. Writer infomred her that there was no specific information pertaining to the problems she is having. Customer will call back if she decides to tke the vehicle in to the dealer for diagnosis. Writer will close CAIR until further notice.

**Customer Assistance Inquiry Record (CAIR)#****19304309**

<b>Vin</b>	1D4GP24R8	5B190059	<b>Open Date</b>	02/09/2010	<b>Build Date</b>	06/17/2004	
<b>Model Year</b>	05	<b>Body</b>	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON			
<b>In Service Dt</b>	06/18/2004	<b>Dealer</b>	49980	<b>Dealer Zone</b>	63	<b>Mileage</b>	87,000
<b>Name:</b>	[REDACTED]					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	[REDACTED]					<b>Home Phone</b>	
	COPLAY PA [REDACTED]					<b>Country</b>	UNITED STATES

Corporate - Company Information Contact - Default - Default - Default	
Corporate - Recall - Default - Default - Default	
Product - Electrical - Body Wiring - Other - Default	

\*\*\*\*Begin structured narrative T2 - Beginning Narrative

Why is the customer contacting Chrysler?  
customer inquiring on any recalls on her vehicle.  
What are the customer s expectations?  
would like her vehicle fixed

\*\*\*\*End structured narrative T2 - Beginning Narrative

Customer would like to make a complaint she states her vehicle air bag  
light goes on and off her door locks do not work and head lights flicker.  
Customer states should all be recalled. Writer advised customer to take  
vehicle to dealer to diagnosis

**Customer Assistance Inquiry Record (CAIR)#****19310264**

<b>Vin</b>	1C4GP45RX	5E	<b>Open Date</b>	02/11/2010	<b>Build Date</b>	11/11/2004	
<b>Model Year</b>	05	<b>Body</b>	RSYH52	CHRYSLER TOWN & COUNTRY FWD SWB WAGON			
<b>In Service Dt</b>	12/21/2004	<b>Dealer</b>	24173	<b>Dealer Zone</b>	71	<b>Mileage</b>	68,617
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	PORTLAND OR					<b>Country</b>	UNITED STATES

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

\*\*\*\*Begin structured narrative T2 - Beginning Narrative

Why is the customer contacting Chrysler?

Customer claims they just purchased pre-owned vehicle on 12/21/2009, claims the low headlight s switch on and off intermittently, took to the dealer to repair, claims dealer said they repaired but the issue returned a few hours after customer picked up the vehicle, going back to the dealer.

What are the customer s expectations?

Requesting guidance.

\*\*\*\*End structured narrative T2 - Beginning Narrative

Writer advised customer to take the vehicle back to the dealer.

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

**19313798**

<b>Vin</b>	2C4GP44R2	5F	<b>Open Date</b>	02/12/2010	<b>Build Date</b>	01/20/2004	
<b>Model Year</b>	05	<b>Body</b>	RSYH53	CHRYSLER TOWN & COUNTRY LX FWD LWB WAGON			
<b>In Service Dt</b>	10/01/2004	<b>Dealer</b>	60198	<b>Dealer Zone</b>	32	<b>Mileage</b>	43,835
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	SOUTH GLASTONBUR CT					<b>Country</b>	UNITED STATES

Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Customer states that headlights just shut off.
Dealer - By-Pass - Default - Default - Default	
Dealer - Parts - Transaction - Wrong Part - Default	

Why is the customer contacting Chrysler? States that his headlights just shut off on him.

What are the customer s expectations? Wants to know what dealer is doing. Customer was advised that due to the nature of their contact a call back is required and will take place within one business day Preferred call back number is (Home).

Who has possession of the vehicle? Customer

Has the vehicle been diagnosed by a CDJ dealer? Yes

Reassigned to 88F

Customer states that he went to turn vehicle on one night and headlight just shut off on him. He then got to a store and states the headlights then came on again. States he took it to dealer 60198 and they diagnosed problem as a light switch. Sates that sealer went to put part on vehicle and found that the part they had did not fit vehicle. States that dealer told him that they needed to order another part and would call him when it comes in. Customer states that dealer told him that the part number on box was correct but part inside the box did not fit. Customer would like Chrysler to check with dealer to make sure they are correctly repairing vehicle. Writer advised customer that case would be sent to resolution team and that they could expect a call back by 02/15/10 6pm eastern.

\*\*\*\*\* SENIOR RESOLUTION TEAM \*\*\*\*\*

CONTACT UPDATE - Customer was contacted today.

Agent called customer and discussed his concerns that the dealer was not getting the correct part. Agent informed him that I would call the dealer and find out what s going on. Agent called dealer (60198) and spoke to the parts department (Bob). Agent found that no part (zl671dvac) is currently on order, however there are several dealers with the part in their inventories. Parts department informed me they are working with quality on this and are awaiting a response on how to proceed with the order. Agent informed customer that the dealer is working with MOPAR quality control and they will update the customer as soon as they learn more.

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

ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER

Please follow your Business Center guidelines in an attempt to resolve this customers concern(s). If needed, seek assistance from your District Manager, Business Center or STAR.

The unresolved concern is the customer is waiting on a part.

Agent called dealer and spoke to Bob, informed that CAIR was being sent. Please update this CAIR with resolution.

#####

REASSIGNED TO BC/DLR 32 60198 02/16/10 10:41 O 19313798

\*Contact Date:02/22/2010

Service Manager at the dealership has updated the Cair# 19313798

Parts have been ordered.

Customer would like an agent to call dealer and find out the status of the part and find out how long it will take to get to the dealer.

Customer states that he is very frustrated on how long this problem is taking, especially since he took the car in on 2/02/2010. Customer would

like a call back at [REDACTED] (home).

Agent returned customers call and informed him that the part is enroute from our supplier. Agent called dealer (60198) and spoke to the parts department (Bob) about getting this part on order for the customer. Spoke to SM Andy, the dealership is waiting for the proper part to arrive.

DM Spoke with SM Still waiting on part

DM Spoke with Andy, Received wrong headlight switch. New part is on order. will replace when receive.

DM Has not received correct switch

REASSIGNED TO BC/DLR 32 60198 04/05/10 08:47 O 19313798

REASSIGNED TO BC/DLR 32 60198 04/23/10 10:21 O 19313798

DM spoke with dealer vehicle repaired ok to close

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**Customer Assistance Inquiry Record (CAIR)#****19339816**

<b>Vin</b>	1D4GP24R2	5E	<b>Open Date</b>	02/23/2010	<b>Build Date</b>	02/08/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON			
<b>In Service Dt</b>	02/11/2005	<b>Dealer</b>	43299	<b>Dealer Zone</b>	74	<b>Mileage</b>	118,000
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	FOREST LAKE MN					<b>Country</b>	UNITED STATES

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

\*\*\*\*Begin structured narrative T2 - Beginning Narrative

Why is the customer contacting Chrysler?

The customer is calling because his head lights will turn off when driving.

What are the customer s expectations?

The customer wanted the vehicle repaired

\*\*\*\*End structured narrative T2 - Beginning Narrative

Customer called stating he has not taken his vehicle to a dealer.

Customer stated the IRF that tried to repair it was not able to get the headlights working properly.

Customer was advised that due to the nature of their contact a call back is required and will take place within one business day

Preferred call back number is

Who has possession of the vehicle? Customer

Has the vehicle been diagnosed by a CDJ dealer? no

Reassigned to 88F

\*\*\*\*\* SENIOR RESOLUTION TEAM \*\*\*\*\*

CONTACT UPDATE - Customer was contacted today at 1:38 PM MT.

Customer was provided with agent s name and brand number if the customer needs to re-contact the agent.

Writer informed customer that if the dealership technicians are the best resource. Customer states that the technicians where not able to tell him how to repair the vehicle without throwing parts at it at \$700 a pop.

Writer sympathized with customer and informed him that there is nothing further that Chrysler can assist with technically out side of a dealership. Customer understands.

CLOSED LOOP UPDATE - customer was contacted today at 1:38 PM MT.

Customer was reminded if their concern recurs, they will need to call the 800 number to establish a new file, which will be assigned to the Senior Resolution Team.

**Customer Assistance Inquiry Record (CAIR)#****19355390**

<b>Vin</b>	1C4GP45R6	5E	<b>Open Date</b>	03/01/2010	<b>Build Date</b>	04/27/2005	
<b>Model Year</b>	05	<b>Body</b>	RSYH52	CHRYSLER TOWN & COUNTRY FWD SWB WAGON			
<b>In Service Dt</b>	07/04/2005	<b>Dealer</b>	68659	<b>Dealer Zone</b>	32	<b>Mileage</b>	100,000
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	WILLIAMSPORT PA					<b>Country</b>	UNITED STATES

Corporate - Recall - Default - Default - Default	
Product - Electrical - Lamps and Switches - Other - Default	

Why is the customer contacting Chrysler?

Customer states that he found there was a recall on his vehicle for the air bag.

What are the customer s expectations?

Customer would like to know why he did not get a notice on this.

Writer informed customer that recalls are VIN specific and that recall is not on his vehicle. Writer informed customer that if his vehicle is part of the recall we will send him a notice in the mail informing him.

Customer states that his head light is out and he does not know how to get to it. Customer would like to know how to get to the light. Writer informed customer that we do not have technicians and it would be best to go to a dealer for that help. Customer then asked if Chrysler had a website that would show this. Writer informed customer that he could buy a service manual at techauthority.com.

**Customer Assistance Inquiry Record (CAIR)#****19355623**

<b>Vin</b>	2C4GP44R0	5F	<b>Open Date</b>	03/15/2010	<b>Build Date</b>	03/11/2005	
<b>Model Year</b>	05	<b>Body</b>	RSYH53	CHRYSLER TOWN & COUNTRY LX FWD LWB WAGON			
<b>In Service Dt</b>	05/02/2005	<b>Dealer</b>		<b>Dealer Zone</b>		<b>Mileage</b>	66,000
<b>Name:</b>						<b>Contact Type</b>	E-MAIL
<b>Address</b>						<b>Home Phone</b>	(386) 290-6880
	NEW SMYRNA BEACH FL					<b>Country</b>	UNITED STATES

Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	headlights and dash lights flicker
Product - Electrical - Radio/Spkr/Clock/Antenna - Intermittent or Inoperative - Default	radio cuts out

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

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

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

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.

## \*\*\*Tier 3 Email Reply\*\*\*

Dear

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.

## \*\*\*Customer Email Reply\*\*\*

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, Marianne

## \*\*\*Tier 3 Email Reply\*\*\*

Dear

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.

**Customer Assistance Inquiry Record (CAIR)#****19374835**

<b>Vin</b>	1D4GP45R6	5E	<b>Open Date</b>	03/08/2010	<b>Build Date</b>	11/10/2004	
<b>Model Year</b>	05	<b>Body</b>	RSKH52	DODGE CARAVAN SXT FWD SWB WAGON			
<b>In Service Dt</b>	05/25/2005	<b>Dealer</b>	43491	<b>Dealer Zone</b>	74	<b>Mileage</b>	71,000
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	INDEPENDENCE MO					<b>Country</b>	UNITED STATES

Product - Air Conditioning / Heater - Unknown - Other - Default	The AC will turn on and off by itself.
Product - Electrical - Lamps and Switches - Defective - Default	The headlights will flash on and off by themselves.
Product - Electrical - Speedo/Gauges/Ometer/EIC - Defective - Default	The needles in the guages bounce up and down.
Product - Electrical - Radio/Spkr/Clock/Antenna - Other - Default	radio will turn on and off by itself.
Product - Electrical - Unknown - Intermittent or Inoperative - Default	

\*\*\*\*Begin structured narrative T2 - Beginning Narrative

Why is the customer contacting Chrysler?

Customer states her vehicle continues having electrical problems.

What are the customer s expectations?

Customer expects Chrysler assist her with this unresolve issue.

\*\*\*\*End structured narrative T2 - Beginning Narrative

Customer called in very frustrated because her vehicle continues having electrical problems and the dealership can not find the issue. Customer states that she has been taking the vehicle to the dealer several times in the last 7 months for the same issue and paying the diagnostic fee each time and she can not drive the vehicle anymore with this problem and she can not pay all the time for the diagnostic fee. Customer wants Chrysler assist her with this unresolved issue. Customer was advised that due to the nature of their contact a call back is required and will take place within one business day Preferred call back number is

Who has possession of the vehicle? Customer

Has the vehicle been diagnosed by a CDJ dealer? yes

Reassigned to 88F

\*\*\*\*\* SENIOR RESOLUTION TEAM \*\*\*\*\*

\*\*\*\*Begin structured narrative T2 - Beginning Narrative

Why is the customer contacting Chrysler?

What are the customer s expectations?

\*\*\*\*End structured narrative T2 - Beginning Narrative

CONTACT UPDATE - Customer was contacted today at 8:54AM MST.

Customer was provided with agent s name and brand number if the customer needs to re-contact the agent.

Customer stated that when she drives her vehicle at times the headlight will flash on and off, the needles in the gauges bounce up and down, the radio will turn on and off, and the AC will turn on and off. Customer stated that she has taken it to dealer 44378 several times and they can not recreate the issue. Customer stated that she can only take her vehicle to the dealers on Fridays because of her schedule. Customer stated that the last time she took her vehicle to the dealer the electrical tech. was not even there so her vehicle just sat all day and no work was done. Customer stated that she can not afford to keep paying diagnostic fees.

Writer advised customer that she can take her vehicle to a different dealer if she would like.

Customer seeking dealer location information. Provided the customer with name/address/telephone for a nearby dealer 43491.

Writer advised customer that he would call her back on 03/11/10 to follow up. Customer agreed.

Customer states that the vehicle completely died while the customer was picking up her son during lunch. Customer states that the customer wanted to let Conner know this. Transferred to extension 66066 to leave a

message for Conner.

CONTACT UPDATE - Customer was contacted today at 10:47AM MST.  
Customer was provided with agent s name and brand number if the customer needs to re-contact the agent.

CONTACT UPDATE - Customer was contacted today at 11:16AM MST.  
Customer was provided with agent s name and brand number if the customer needs to re-contact the agent.

Customer stated that she did take her vehicle to dealer 44378 and tey easily diagnosed her vehicle as needing a new PCM. Customer stated that the dealer repaired her vehicle and she has no other issues at this time.

CLOSED LOOP UPDATE - customer was contacted today at 11:16AM MST.  
Customer was reminded if their concern recurs, they will need to call the 800 number to establish a new file, which will be assigned to the Senior Resolution Team.

\*\*\*\*\* SENIOR RESOLUTION TEAM \*\*\*\*\*

CONTACT UPDATE - Customer was contacted today at 2:56 PM.  
Customer was provided with agent s name and brand number if the customer needs to re-contact the agent.

Writer called customer and she is concerned that the problem is still reoccurring and the dealer has not fixed the problem. Customer has now gone to new dealer and would like them to find the problem.

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

ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER

Please follow your Business Center guidelines in an attempt to resolve this customers concern(s). If needed, seek assistance from your District Manager, Business Center or STAR.

The unresolved concern is the headlights will flash on and off, the needles in the gauges bounce up and down, the radio will turn on and off, and the AC will turn on and off.

Agent called dealer and spoke to Mike, informed that CAIR was being sent. Please update this CAIR with resolution.

#####



**Customer Assistance Inquiry Record (CAIR)#****19379375**

<b>Vin</b>	1D4GP25B6	5E	<b>Open Date</b>	03/19/2010	<b>Build Date</b>	03/11/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKL52	DODGE CARAVAN SE FWD SWB WAGON			
<b>In Service Dt</b>	06/21/2005	<b>Dealer</b>		<b>Dealer Zone</b>		<b>Mileage</b>	79,806
<b>Name:</b>					<b>Contact Type</b>	E-MAIL	
<b>Address</b>					<b>Home Phone</b>		
	CORPUS CHRISTI TX				<b>Country</b>	UNITED STATES	

Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	lights flickering
Dealer - Service/Body Shop - Transaction - Repeated Trips Required - Default	repeat trips to the dealer for intermittent problem
Dealer - Used Car - Unknown - Unknown - Default	used car

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

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

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

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.

----

Dear

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.

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**Customer Assistance Inquiry Record (CAIR)#****19379463**

<b>Vin</b>	1C4GP45RX	5E	<b>Open Date</b>	03/19/2010	<b>Build Date</b>	09/14/2004	
<b>Model Year</b>	05	<b>Body</b>	RSYH52	CHRYSLER TOWN & COUNTRY FWD SWB WAGON			
<b>In Service Dt</b>	03/03/2005	<b>Dealer</b>		<b>Dealer Zone</b>		<b>Mileage</b>	63,000
<b>Name:</b>						<b>Contact Type</b>	E-MAIL
<b>Address</b>						<b>Home Phone</b>	
	OWOSSO M				<b>Country</b>	UNITED STATES	

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

Inop headlamp

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

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

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

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.

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.



**Customer Assistance Inquiry Record (CAIR)#****19381688**

<b>Vin</b>	2C4GP44R9	5F	<b>Open Date</b>	03/10/2010	<b>Build Date</b>	01/27/2005	
<b>Model Year</b>	05	<b>Body</b>	RSYH53	CHRYSLER TOWN & COUNTRY LX FWD LWB WAGON			
<b>In Service Dt</b>	01/30/2005	<b>Dealer</b>	60395	<b>Dealer Zone</b>	74	<b>Mileage</b>	50,000
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	MERRIAM VLG MO					<b>Country</b>	UNITED STATES

Corporate - Technical Assistance - Default - Default - Default	
Product - Electrical - Engine Wiring - Intermittent or Inoperative - Default	

Why is the customer contacting Chrysler? Technical assistance.  
 What are the customer's expectations? To have vehicle repaired.  
 Customer stated that the dealer can not repair electrical issue with the vehicle. Writer was confirming address, and was disconnected.  
 Caller is having electrical problems with the vehicle. Caller stated that the light on the dash, the head light, and the dash gages. Dealer changed the control module, alternator, and the battery.  
 Writer referred caller back to the dealer.

**Customer Assistance Inquiry Record (CAIR)#****19395495**

<b>Vin</b>	2D4GP44L0	5R	<b>Open Date</b>	03/15/2010	<b>Build Date</b>	03/30/2004	
<b>Model Year</b>	05	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	03/30/2004	<b>Dealer</b>	41838	<b>Dealer Zone</b>	35	<b>Mileage</b>	99,500
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	ALEXANDRIA VA				<b>Country</b>	UNITED STATES	

Product - Engine - Oiling System / Pan / Pump - Other - Default	Oil Pressure Sending Unit
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	

\*\*\*\*Begin structured narrative T2 - Beginning Narrative

Why is the customer contacting Chrysler?

Customer states he needs his oil pressure sending unit replaced.

What are the customer s expectations?

Customer believes it is covered under his warranty.

\*\*\*\*End structured narrative T2 - Beginning Narrative

Customer states his headlights turn off and on randomly.

Writer transferred customer to service contracts to see if they can find out if the part is covered.

**Customer Assistance Inquiry Record (CAIR)#****19397881**

<b>Vin</b>	1D4GP24R7	5E	<b>Open Date</b>	03/16/2010	<b>Build Date</b>	12/15/2004	
<b>Model Year</b>	05	<b>Body</b>	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON			
<b>In Service Dt</b>	12/17/2004	<b>Dealer</b>	41561	<b>Dealer Zone</b>	51	<b>Mileage</b>	74,000
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	TEUTOPOLIS IL 62467-					<b>Country</b>	UNITED STATES

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

\*\*\*\*Begin structured narrative T2 - Beginning Narrative

Why is the customer contacting Chrysler?

What are the customer s expectations?

\*\*\*\*End structured narrative T2 - Beginning Narrative

Customer called to have her issue documented that at times her headlights do not work, then they work again, they are working fine now, she has not been to a dealer.

**Customer Assistance Inquiry Record (CAIR)#****19412765**

<b>Vin</b>	1D4GP45R6	5E	<b>Open Date</b>	03/22/2010	<b>Build Date</b>	11/10/2004	
<b>Model Year</b>	05	<b>Body</b>	RSKH52	DODGE CARAVAN SXT FWD SWB WAGON			
<b>In Service Dt</b>	05/25/2005	<b>Dealer</b>	43491	<b>Dealer Zone</b>	74	<b>Mileage</b>	76,642
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	INDEPENDENCE MO					<b>Country</b>	UNITED STATES

Product - Air Conditioning / Heater - Unknown - Other - Default	The AC will turn on and off by itself.
Product - Electrical - Lamps and Switches - Defective - Default	The headlights will flash on and off by themselves.
Product - Electrical - Speedo/Gauges/Ometer/EIC - Defective - Default	The needles in the guages bounce up and down.
Product - Electrical - Radio/Spkr/Clock/Antenna - Other - Default	radio will turn on and off by itself.
Product - Electrical - Unknown - Intermittent or Inoperative - Default	

\*\*\*\*Begin structured narrative T2 - Beginning Narrative

Why is the customer contacting Chrysler?

Customer is still having with the vehicle.

What are the customer s expectations?

to have the case re-opened for the unresolved concern.

\*\*\*\*End structured narrative T2 - Beginning Narrative

Per previous Cair# 19374835. The customer states she is still having the same problems. The just happened again last night. Customer called to make sure the case was not closed. Writer advised it has been closed but a new case can be opened and sent back to the senior resolution team. Customer is going to take the vehicle back to the dealer 43491.

Customer was advised that due to the nature of their contact a call back is required and will take place within one business day by COB their time.

Preferred Morning/Midday & Afternoon/Evening call back number is Cell#

Who has possession of the vehicle? Owner

Has the vehicle been diagnosed by a CDJ dealer? No

If a CDJ dealer has diagnosed, what is the dealer name or code? 43491

Reassigned to 88F

\*\*\*\*\* SENIOR RESOLUTION TEAM \*\*\*\*\*

CONTACT UPDATE - Customer was contacted today at 2:58 PM.

Customer was provided with agent s name and brand number if the customer needs to re-contact the agent.

Writer called customer and she is concerned that the problem is still reoccurring and the dealer has not fixed the problem. Customer has now gone to new dealer and would like them to find the problem.

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

ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER

Please follow your Business Center guidelines in an attempt to resolve this customers concern(s). If needed, seek assistance from your District Manager, Business Center or STAR.

The unresolved concern is the headlights will flash on and off, the needles in the gauges bounce up and down, the radio will turn on and off, and the AC will turn on and off.

Agent called dealer and spoke to Mike, informed that CAIR was being sent. Please update this CAIR with resolution.

#####

REASSIGNED TO BC/DLR 74 43491 03/23/10 14:59 O 19412765

The customer called needing a vehicle as her vehicle is in the shop with no resolution. Mike the SM will let writer know when the case is available for assingment to 88r.

\*Contact Date:03/25/2010

Service Manager at the dealership has updated the Cair# 19412765

The vehicle has been diagnosed.

Vehicle is at dealership however issue has not been duplicated as of 3/29/1

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Customer called for case manager, transferred to 66076 customer requesting to speak to district manager about repair on vehicle not being done completely and correctly. customer wants rental vehicle while vehicle is being repaired at dealership. customer has not received callbacks as promised per chrysler agents. customer is seeking chrysler to offer free rental while vehicle is being repaired. Writer advised customer that vehicle is out of warranty and that chrysler does not offer rental vehicles as part of repair services. Writer advised customer that case is still being addressed by case management department and that callback will be made by that department. customer disconnected call. am concurs with rental request as vehicle is far outside warranty Mike, please update.

\*Contact Date:04/07/2010

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

Request was reviewed with DM.

CAIR RETURNED FROM DEALER ON 4/07/2010 AT 08:47:859 R 19412765

Customer states she never received a call from her case manager CR769 as promised. Writer explained that the dealership had the case and had informed the customer of the status, then the case was closed. Customer stated she wanted to make sure her case was closed because she traded in the vehicle on 05/16/09 and she made sure it was not a Dodge or Chrysler product.

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**Customer Assistance Inquiry Record (CAIR)#****19425014**

<b>Vin</b>	2C4GP54L7	5F	<b>Open Date</b>	03/26/2010	<b>Build Date</b>	06/27/2005	
<b>Model Year</b>	05	<b>Body</b>	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON			
<b>In Service Dt</b>	07/27/2005	<b>Dealer</b>	67023	<b>Dealer Zone</b>	35	<b>Mileage</b>	1
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	CENTER VALLEY PA					<b>Country</b>	UNITED STATES

Product - Electrical - Lamps and Switches - Other - Default	Headlights.
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\*\*\*\*Begin structured narrative T2 - Beginning Narrative

Why is the customer contacting Chrysler?

Customer states that the headlights on her vehicle turn off.

What are the customer s expectations?

Customer wants to know if this is a recall.

\*\*\*\*End structured narrative T2 - Beginning Narrative

Customer called in stating that the headlights on her vehicle went off.

Customer states that she wants to know if this is a recall since the internet shows alot of customer having the same issue.

Customer calls seeking recall information. Advised the customer there are no incomplete recalls for this vehicle. The customer was also advised a notification letter will be mailed to the address on file in the event their vehicle is involved in a future recall.

Customer states that she needs to know what chrysler is doing for customers with this issue. Cusotmer was informed that unless therer is a recall or a bulletin the issue might be under investigation but as off right now there is not recall. Customer stated that she will find a different way to deal with this.

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

**19429118**

<b>Vin</b>	2C4GP44R0	5F	<b>Open Date</b>	03/29/2010	<b>Build Date</b>	06/25/2005	
<b>Model Year</b>	05	<b>Body</b>	RSYH53	CHRYSLER TOWN & COUNTRY LX FWD LWB WAGON			
<b>In Service Dt</b>	07/26/2005	<b>Dealer</b>	68736	<b>Dealer Zone</b>	51	<b>Mileage</b>	93,927
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	POPLAR BLUFF MO					<b>Country</b>	UNITED STATES

Dealer - By-Pass - Default - Default - Default	
Product - Electrical - Lamps and Switches - Other - Default	

\*\*\*\*Begin structured narrative T2 - Beginning Narrative

Why is the customer contacting Chrysler?  
customer states his head lights go out at night customer states dealer states they can not fix the problem only unless it is happening. customer states that is impossible when it happens at night and dealer is closed.  
What are the customer s expectations?

customer wants his vehicle repaired for the safety of his family.

\*\*\*\*End structured narrative T2 - Beginning Narrative

Customer was advised that due to the nature of their contact a call back is required and will take place within one business day by COB their time

Preferred Morning/Midday call back number is

Preferred Afternoon/Evening call back number is

Who has possession of the vehicle? (Owner

Has the vehicle been diagnosed by a CDJ dealer? (Yes/No)Y

If a CDJ dealer has diagnosed, what is the dealer name or code?68736

Reassigned to 88F

\*\*\*\*\* CASE MANAGER TEAM \*\*\*\*\*

CONTACT UPDATE - Customer was contacted today at 11:15 AM.

Customer was provided with agent s name and brand number if the customer needs to re-contact the agent.

Writer called dealer and spoke with SA Justin, he alleges the last time the customer was in was on 01/07/08. Writer called customer and he alleges that he has spoken with the dealership and have an appointment on 04/10/10. Writer informed the customer that we will send over a unresolved concern to get the DM involved.

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

ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER

Please follow your Business Center guidelines in an attempt to resolve this customers concern(s). If needed, seek assistance from your District Manager, Business Center or STAR.

The unresolved concern is CUSTOMER WILL BE DRIVING DOWN THE ROAD AND HIS HEAD LIGHTS WILL JUST TURN OFF. PLEASE SPEAK WITH THE DM AND STAR TO DETERMINE WHAT CAN BE DONE.

Agent called dealer and spoke to Justin, informed that CAIR was being sent. Please update this CAIR with resolution.

#####

REASSIGNED TO BC/DLR 51 68736 03/30/10 11:15 O 19429118

AM on Vacation

\*Contact Date:04/06/2010

Service Manager at the dealership has updated the Cair# 19429118

An appointment has been set with the customer.

4-9-10 - Chrysler ASM is involved. Appt set for 4-10.

The customer stated that he took the vehicle in on Saturday, they found that the an error and it was the headlight switch. The customer stated that he was under the impression that we are going to cover the repair as well. Writer reviewed the file and explained that we offered to assist in finding the issue which we have done the customer is now requesting that we cover the requair of the headlight switch which is around \$150.00. The customer stated that he will not buy another Dodge.

\*\*\*\* GOODWILL ASSISTANCE HAS BEEN DECLINED \*\*\*\*

Informed customer that Chrysler will not participate in the repair.

The vehicle warranty has expired by time and/or mileage.  
Unless the customer offers new information, decision remains unchanged.

\*\*\*\*\*

\*Contact Date:04/13/2010

Service Manager at the dealership has updated the Cair# 19429118

The vehicle has been diagnosed.

\*Contact Date:04/13/2010

Service Manager at the dealership has closed the Cair# 19429118

Customer pay repair is documented on Repair Order#91937

Request was reviewed with DM.

CAIR RETURNED FROM DEALER ON 4/13/2010 AT 04:05:715 R 19429118

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**Customer Assistance Inquiry Record (CAIR)#****19440529**

<b>Vin</b>	2D4GP44L8	5F	<b>Open Date</b>	04/01/2010	<b>Build Date</b>	06/29/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	07/28/2005	<b>Dealer</b>	44115	<b>Dealer Zone</b>	32	<b>Mileage</b>	71,000
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	BRIARCLIFF MANOR NY					<b>Country</b>	UNITED STATES

Dealer - Parts - Personnel - Other - Unknown

Caller states the headlights are going on and off. States the dealer told her the power distribution center needs to be replaced. States the dealer doesn't have the part for another 4 days. States her son is supposed to take the car out of town on Sat. States she asked if there is a way to overnight the part. Caller is asking writer to see if there is a way to have the part issued faster.

Writer informed caller that the part and order# will be needed to track the part through...No information for being able to overnight the part is available yet we can track the part if we have an order/part number and the dealer who ordered it. Caller states she only wants to know if she can contact the distribution center. Informed caller that information is not available. Caller unhappy

**Customer Assistance Inquiry Record (CAIR)#****19442881**

<b>Vin</b>	2D4GP44L1	5F	<b>Open Date</b>	04/02/2010	<b>Build Date</b>	07/06/2005	
<b>Model Year</b>	05	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	07/30/2005	<b>Dealer</b>	68305	<b>Dealer Zone</b>	35	<b>Mileage</b>	43,000
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	PITTSBURGH PA					<b>Country</b>	UNITED STATES

Product - Electrical - Unknown - Defective - Default	switch assembly
Product - Air Conditioning / Heater - Evaporator - Defective - Default	

\*\*\*\*Begin structured narrative T2 - Beginning Narrative

Why is the customer contacting Chrysler?

Customer is contacting Chrysler to seek assistance with a problem that shouldn't be happening.

What are the customer's expectations?

Customer expects Chrysler to provide assistance even though he is out of warranty.

\*\*\*\*End structured narrative T2 - Beginning Narrative

Customer states his vehicle was taken to the dealership with lots of issues and the repairs shouldn't be happening in the first place.

Customer wonders if there is something that can be done for them.

Customer states the switch assembly that controls turn-signals and lights and it has gone bad. Customer states if this was an older car, the issues would be understandable. Customer states the rear

air-conditioning evaporator needs to be repaired/replaced. Customer states these things should not be going bad. Customer wants to know if

Chrysler can assist with these problems because in both cases this should not have happened. Writer informed customer that based on the fact that he is out of warranty, no guarantee could be made, but his case would be submitted to a case manager who review his situation more in depth to determine if Chrysler could assist with the problem. Writer informed customer that his case would be submitted to a case manager who would work with his situation to provide possible assistance and if possible.

Customer was advised that due to the nature of their contact a call back is required and will take place within one business day by COB their time Preferred Morning/Midday call back number is

Preferred Afternoon/Evening call back number is ~Same Number~

Who has possession of the vehicle? Dealer

Has the vehicle been diagnosed by a CDJ dealer? Yes

If a CDJ dealer has diagnosed, what is the dealer name or code? 68305

Reassigned to 88F

\*\*\*\*\* CASE MANAGER TEAM \*\*\*\*\*

Agent contacted dealer 68305 and spoke with SM Frank who stated that he would need to get further information and requested that the agent call back tomorrow.

CONTACT UPDATE - Customer was contacted today at 9:07 am mst Agent advised the customer who stated that the spoke with the SA Mike five minutes ago and he was told that Chrysler had not contacted the dealer yet. The agent advised that the SM and the Agent spoke and the agent would be looking further into this with the SM tomorrow.

Agent contacted dealer 68305 and spoke with SA Mike stated that the dealer had the customer pay for \$100.00 A/C repair and the customer paid on labor and part on the headlight switch.

2nd attempt made to contact customer on 4/8/10 at 2:03 pm mst

Left message indicating another attempt will be made.

Customer was provided with agent's name and Brand number.

Agent will attempt one more follow up call on customer satisfaction.

3rd attempt made to contact customer on 4/9/10 at 3:53 pm mst

Left detailed message for a return call if required.

CLOSED LOOP UPDATE - customer was contacted today at 3:53 pm mst

Customer was reminded if their concern recurs, they will need to call the

800 number to establish a new file, which will be assigned to the Senior Resolution Team.

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**Customer Assistance Inquiry Record (CAIR)#****19453145**

<b>Vin</b>	2C4GP54L1	5F	<b>Open Date</b>	04/07/2010	<b>Build Date</b>	11/10/2004	
<b>Model Year</b>	05	<b>Body</b>	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON			
<b>In Service Dt</b>	02/25/2005	<b>Dealer</b>	51437	<b>Dealer Zone</b>	66	<b>Mileage</b>	77,000
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	HIGH POINT NC					<b>Country</b>	UNITED STATES

Product - Electrical - Unknown - Other - Default	Unresolved concern
Corporate - Product Information - Default - Default - Default	

\*\*\*\*Begin structured narrative T2 - Beginning Narrative

Why is the customer contacting Chrysler?

Customer states all electrical components in dash flash on and off and now vehicle shuts off

What are the customer s expectations?

Customer is seeking answers for issue

\*\*\*\*End structured narrative T2 - Beginning Narrative

Customer states the dash lights and headlights keep flashing on and off on her vehicle. Customer states she knows this is a common problem from the internet. Customer states she has had vehicle in shop four times with same issue and no resolution. Customer states many different parts have been replaced in vehicle including the battery with no resolution.

Customer states the vehicle is getting progressively worse as now the vehicle shuts off as well. Customer is seeking to have issue resolved.

Customer states she feels the dealer does not what to do next with vehicle. Customer states the dealer is not calling back with answers.

Customer was advised that due to the nature of their contact a call back is required and will take place within one business day by COB their time

Preferred Morning/Midday call back number is -cell

Preferred Afternoon/Evening call back number is -cell

Who has possession of the vehicle? (Owner/Dealer/IRF) Owner

Has the vehicle been diagnosed by a CDJ dealer? (Yes/No) No

If a CDJ dealer has diagnosed, what is the dealer name or code?

Reassigned to 88F

\*\*\*\*\* CASE MANAGER TEAM \*\*\*\*\*

Writer called dealer 51437 and left a voice mail message requesting call back.

CONTACT UPDATE - Customer was contacted today at 12:12PM MST

Customer was provided with agent s name and brand number if the customer needs to re-contact the agent.

NEXT AGENT

If customer calls back please confirm which dealer she has been working with most recently.

If dealer calls please document the last time vehicle was diagnosed and what the customer was told regarding diagnosis.

Ilderton Dodge is the dealer she has been working with most recently.

Customer stated the dealer called her and asked her to bring the van back.

Writer called the dealer to speak with the SM, he is out on medical leave. Writer spoke with SD Steve. SD states that he is familiar with the car and there has not been a clear diagnostic on the vehicle yet due to the customer not being able to wait. Customer was last in on 3/23/10 at 77,126 miles. SD states that he will contact the customer and get the issue taken care of. SD states he will either use DSA or it will be at the dealerships expense.

CONTACT UPDATE - Customer was contacted today at 1:14 pm MST.

Writer got the VM of the customer. Writer left customer a message informing the customer that the SD would like to get the vehicle back into the dealership and would like to take care of the customer. Writer advised customer to call the dealer and speak with the SD.

CLOSED LOOP UPDATE - Writer is closing the case SD will take care of the

customer.

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**Customer Assistance Inquiry Record (CAIR)#****19459042**

<b>Vin</b>	2C4GP54L2	5F	<b>Open Date</b>	04/09/2010	<b>Build Date</b>	02/14/2005	
<b>Model Year</b>	05	<b>Body</b>	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON			
<b>In Service Dt</b>	07/16/2005	<b>Dealer</b>	23109	<b>Dealer Zone</b>	32	<b>Mileage</b>	54,300
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	POMPTON LAKES NJ					<b>Country</b>	UNITED STATES

Corporate - Dealer Information - Default - Default - Default	
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	

\*\*\*\*Begin structured narrative T2 - Beginning Narrative

Why is the customer contacting Chrysler?

Customer states that the vehicle headlights are not coming on. Customer states he took the vehicle to a dealership before he went to Florida on vacation to fix the problem under their CSC with a \$50 deductible because the dealership made a mistake so they cut the deductible in half and they reset the computer that controls the light. Customer states that he is on vacation now and the problem has started again, customer states he is concerned about how is he supposed to drive home at night tomorrow while his head lights are not working.

What are the customer s expectations?

Customer states that he should be reimbursed for the cost of the deductible and repairs if he has to pay for the same repair twice.

\*\*\*\*End structured narrative T2 - Beginning Narrative

Writer sympathized with customer and referred him to dealer 60009 for assistance.

Customer was advised that due to the nature of their contact a call back is required and will take place within one business day by COB their time Preferred call back number is

Who has possession of the vehicle? Owner.

Has the vehicle been diagnosed by a CDJ dealer? Yes.

If a CDJ dealer has diagnosed, what is the dealer name or code? Unknown.

Reassigned to 88F

\*\*\*\*\* CASE MANAGER TEAM \*\*\*\*\*

number provided in cair is incorrect and cannot be dialed.

No other number available.

\*\*\* IF CUSTOMER calls in again please gather all contact information

CONTACT UPDATE - Customer was contacted today at 3:32 pm

Customer was provided with agent s name and brand number if the customer needs to re-contact the agent.

Agent has not heard from customer and cannot contact.

**Customer Assistance Inquiry Record (CAIR)#****19461635**

<b>Vin</b>	2C4GP54L3	5F	<b>Open Date</b>	04/12/2010	<b>Build Date</b>	09/28/2004	
<b>Model Year</b>	05	<b>Body</b>	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON			
<b>In Service Dt</b>	10/25/2004	<b>Dealer</b>	66625	<b>Dealer Zone</b>	42	<b>Mileage</b>	123,000
<b>Name:</b>						<b>Contact Type</b>	E-MAIL
<b>Address</b>						<b>Home Phone</b>	
	BOWLING GREEN KY					<b>Country</b>	UNITED STATES

Corporate - Maintenance Requirements - Default - Default - Default	Intermittent lights
Dealer - By-Pass - Default - Default - Default	

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

Four the last ten months my van has had electrical seiquires, erratic and cud den with mo apparent cause. My gauges and lights jump and dance. My headligh ts went out at night! It hesitates at idle

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

US Customer Service - Chrysler Brand Site

Brief Description:

Four the last ten months my van has had electrical seiquires, 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.

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

Dear Linda:

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 oppportunity for your request.

Thanks again for your email.

Sincerely,

Matt

Customer Service Representative

Chrysler Customer Assistance Center

\*\*\*\*\*END OF CAC EMAIL RESPONSE\*\*\*\*\*

\*\*\*\*\*THIS HAS BEEN APPROVED BY SJ372 FOR ESCALATION TO 88F\*\*\*\*\*

\*\*\*\*\* CASE MANAGER TEAM \*\*\*\*\*

Customer is the 2nd owner of vehicle. No other CDJR vehicles in household history. No service contract.

CONTACT UPDATE - Customer was contacted today at 3:21 pm MST on phone number . Writer left a voice message.

Customer was provided with agent s name and brand number if the customer needs to re-contact the agent.

If customer calls in, please verify which dealerships she has taken her vehicle to.

Customer called in stating tha she received a call from a agent and is returning her call back . Customer stated that she took her vehicle to Gillie hyde dealer (dealer code 66625). Customer states that she wants a resolution and was transferred to extension 66308 to CM VM.

##### DIRECT-TO-DEALER #####  
ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER

Please follow your Business Center guidelines in an attempt to resolve this customers concern(s). If needed, seek assistance from your District Manager, Business Center or STAR.

The unresolved concern is multiple electrical issues.

Please update this CAIR with resolution.

#####  
REASSIGNED TO BC/DLR 42 66625 04/14/10 15:04 O 19461635  
4/16/10 DM talked to SM Bradley. Already performed a repair. He will call the customer for any other issues.

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?

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

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

\*\*\*\*\*END OF CAC EMAIL REPLY\*\*\*\*\*

\*\*\*\*\*THIS HAS BEEN APPROVED BY SJ372 FOR ESCALATION TO 88F\*\*\*\*\*

\*\*\*\*\* CASE MANAGER TEAM \*\*\*\*\*

GILLIE HYDE dealership was contacted today at 12:42 pm MST. Writer requested to speak SM, Bradley, but he wasn t able to come to the phone. Writer left a message with the receptionist, inquiring if customer has contacted SM about the electrical issue happening again. Writer provided toll free number and extension for a call back.

Dealer calls back with information previously requested.

Dealer transferred to original agent working CAIR to EXT: 66308.

Writer advised the customer that case manager will call back.

Customer calling stating that he would like to speak with case holder writer transferred

GILLIE HYDE dealership was contacted today at 2:07 pm MST. Writer spoke with SM, Bradley, who stated they haven t seen this vehicle for a couple of months now and haven t been contacted about the electrical issues that customer is calling CAC about. Writer advised that customer will be advised to bring the vehicle in for a diagnosis.

CONTACT UPDATE - Customer was contacted today at 2:12 pm MST on phone number 270-781-5618.

Customer claims she has taken the vehicle to the GILLIE HYDE dealership 3 times now without a resolution. Customer understands that her vehicle is out of warranty, and is not requesting any type of out of warranty assistance, she is just wanting to find someone who can properly diagnose her vehicle and repair it. Customer states she is going on a few trips



she will be in. Writer suggested BOB FRENSLEY (67396) while customer is in Nashville, TN., CARDINAL (43705) while customer is in Louisville, KY., and EXPRESSWAY (44124) while customer is in Evansville, IN. Writer suggested calling before hand to schedule an appointment on the days she will be in the area, so she s guaranteed to have her vehicle looked at. Writer informed that a follow up call will be made at the end of May to see if things have been taken care of.  
Customer calls requesting to speak with CM1101  
Customer/Caller transferred to extension # 66308

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**Customer Assistance Inquiry Record (CAIR)#****19496341**

<b>Vin</b>	2D4GP24R3	5F	<b>Open Date</b>	04/23/2010	<b>Build Date</b>	09/29/2004	
<b>Model Year</b>	05	<b>Body</b>	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON			
<b>In Service Dt</b>	03/30/2005	<b>Dealer</b>	54982	<b>Dealer Zone</b>	51	<b>Mileage</b>	88,200
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	OAK FOREST IL					<b>Country</b>	UNITED STATES

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

\*\*\*\*Begin structured narrative T2 - Beginning Narrative  
Why is the customer contacting Chrysler?  
Customer called needing to know if the headlight switch is covered or not.  
What are the customer s expectations?  
The needs to know if this is covered and writer will transfer to SC  
\*\*\*\*End structured narrative T2 - Beginning Narrative

**Customer Assistance Inquiry Record (CAIR)#****19524313**

<b>Vin</b>	1D4GP24R2	5E	<b>Open Date</b>	05/05/2010	<b>Build Date</b>	10/12/2004	
<b>Model Year</b>	05	<b>Body</b>	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON			
<b>In Service Dt</b>	10/29/2004	<b>Dealer</b>	41943	<b>Dealer Zone</b>	42	<b>Mileage</b>	72,000
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	SOLOH OH					<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	
Product - Cooling System - Radiator - Leaks - Default	

\*\*\*\*Begin structured narrative T2 - Beginning Narrative

Why is the customer contacting Chrysler?

Customer states her airbag sensor and wiring need to be replaced.

What are the customer s expectations?

Customer expects Dodge to cover the cost of the repair.

\*\*\*\*End structured narrative T2 - Beginning Narrative

Customer states when her vehicle was under warranty the air bag light was staying on and was told she needs the sensor and wiring need to be done.

Customer states that now she is having the same problem. Customer states she would like Dodge to cover the cost of the repair for the air bag that she was quoted at \$289.00 for. Customer states she had diagnostic don at dealer 41943 and was told other things where found as well; customer states she was told there is a leak in the lower radiator but she got a second opinion from an IRF and was told they cannot find a leak. Customer would like to have case manager ask about the leak.

Customer was advised that due to the nature of their contact a call back is required and will take place within one business day by COB their time Preferred call back number is (cell).

Who has possession of the vehicle? Owner.

Has the vehicle been diagnosed by a CDJ dealer? Yes.

If a CDJ dealer has diagnosed, what is the dealer name or code? 41943.

Reassigned to 88F

Customer states she took her vehicle to dealer for the air bag when vehicle had only 26,000 miles. Customer states she called the dealer about the leak. Customer states Rainbow Muffler she took vehicle to changed the radiator fan relay and fan still did not come on as well as was unable to find a leak with the radiator. Customer states Rainbow Muffler has had her vehicle for two days and no leak was found. Customer states she feels the dealer should pay for the tow as she states vehicle needs to get the dealer.

\*\*\*\*\* CASE MANAGER TEAM \*\*\*\*\*

CONTACT UPDATE - Customer was contacted today at 12:41 pm mst The customer stated that on 5/3/10 her vehicle went to dealer 41943 and was told that she needs a headlight switch, air bag sensors, a new radiator, and a new fan radiator relay. The customer stated that they were quoted \$1,500. The customer stated that due to the price she went to Rainbow Muffler who had told her that they could not find a leak in the radiator. The customer stated that the IRF replaced the radiator fan which did not solve the problem. The customer stated that the IRF cannot find a leak in the radiator. The customer stated that the vehicle had been to the dealer at 26,000 miles for the airbag sensor problem and it was fixed then. The customer stated that they would like to have Chrysler pay for the towing back to the dealer. The customer took the vehicle to the IRF due to the cost of the dealer for the radiator repairs because they were less expensive. Agent advised as the customer went to the IRF on their choice the towing to the dealer would be at their cost. Agent advised at this mileage and age of the vehicle the radiator repairs would be at the customer s cost. Agent advised that the agent would review for goodwill on the air bag sensor on 5/10./

2nd attempt made to contact customer on 5/12/10 at 2:39 pm mst Left message indicating another attempt will be made.

Customer was provided with agent s name and Brand number.

3rd attempt made to contact customer on 05/14/10 at 2:38 pm mst

Left detailed message for a return call if required.

4th attempt made to contact customer on 5/18/10 at 2:31 pm mst.

Left detailed message for a return call if required. The customer stated that they took their vehicle to the dealer and told them that the dealer said that she needed a headlight switch, radaitor repairs, air bag sensor. The customer stated that they took the vehicle to an IRF and the IRF replace the radiator fan relay, which did not fix the problem and the radaitor still overheated. The customer stated that the IRF said that the wiring was corroded and broken underneath the harness. The customer stated that the IRF told her there was not a hole in radiator. The customer stated that they took the vehicle back to the dealer. The customer stated that they gave the diagnosis to the dealer. The customer stated that the dealer looked at her wiring and said it was bad. The customer stated that the dealer asked her who had been messing with the wires. The customer stated that she has had numerous repairs at the dealer and they were the only ones to be under the hood other than the IRF that the vehicle was at recently. The customer stated that the dealer did an egr valve that the customer did not even need. The customer stated durring one of the times the dealer looked at the wires in the past they did not handle the repair properly. The customer stated that they had to pay for the airbag wiring still because it was a different place. The customer stated that they paid \$112.00 for the wiring, \$110.00 for the misdiagnosis, and \$168.00 for the IRF. The agent advised that Dodge would be willing to reimburse \$112.00 for the airbag wiring. Agent gave all necessary information for reimbursement by mail.

Advised customer to submit original repair order & proof of payment to:

Chrysler Customer Assistance Center

PO Box 21-8004

Auburn Hills, MI 48321

Advised customer to make a copy of these documents for their records.

Asked the customer to include a brief letter of explanation & request, including their name, address, phone number, VIN, & reference number (CAIR). Advised customer the goodwill offer is dependent upon verification of all documents requested.

CLOSED LOOP UPDATE - customer was contacted today at 2:51 pm mst

Customer was reminded if their concern recurs, they will need to call the 800 number to establish a new file, which will be assigned to the Senior Resolution Team.

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**Customer Assistance Inquiry Record (CAIR)#****19531038**

<b>Vin</b>	2C4GP44R3	5F	<b>Open Date</b>	05/07/2010	<b>Build Date</b>	09/24/2004	
<b>Model Year</b>	05	<b>Body</b>	RSYH53	CHRYSLER TOWN & COUNTRY LX FWD LWB WAGON			
<b>In Service Dt</b>	10/06/2004	<b>Dealer</b>	49947	<b>Dealer Zone</b>	74	<b>Mileage</b>	134,000
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	FRUITPORT MI				<b>Country</b>	UNITED STATES	

Product - Electrical - Lamps and Switches - Defective - Default

Headlights are intermittent.

\*\*\*\*Begin structured narrative T2 - Beginning Narrative

Why is the customer contacting Chrysler?

Customer states that her headlights aren t working properly.

What are the customer s expectations?

Customer wants info

\*\*\*\*End structured narrative T2 - Beginning Narrative

Customer states that her headlights don t work. Customer states that she has to try several times to get them to work. Customer states that this is a safety issue. Customer wants to know if there is a fix for this.

Customer states that her IRF can t do this.

Writer gave her the nearest dealerships info.

**Customer Assistance Inquiry Record (CAIR)#****19550055**

<b>Vin</b>	2C4GP54L0	5R	<b>Open Date</b>	05/14/2010	<b>Build Date</b>	11/18/2004	
<b>Model Year</b>	05	<b>Body</b>	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON			
<b>In Service Dt</b>	03/01/2005	<b>Dealer</b>	45120	<b>Dealer Zone</b>	51	<b>Mileage</b>	61,700
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	PLAINFIELD IL				<b>Country</b>	UNITED STATES	

Product - Electrical - Unknown - Intermittent or Inoperative - Default

Customer claims her vehicle has had the attempted repair 3 times now fuel injection pump, claims once the technician has put it on backward, claims CarMax has sent vehicle to the dealer, claims issue had been all winter, claims the dash lights head lights and radio will start flickering, switch on and off, and then the warning bells go off, seems to happen when idling, feels like the car will stall but doesn't, has a 3rd party SC with CarMax, requesting assistance with repairs.  
Writer advised customer to contact CarMax regarding the needed repairs.

**Customer Assistance Inquiry Record (CAIR)#****19550211**

<b>Vin</b>	2C4GP54L2	5R	<b>Open Date</b>	05/14/2010	<b>Build Date</b>	04/23/2004	
<b>Model Year</b>	05	<b>Body</b>	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON			
<b>In Service Dt</b>	05/14/2004	<b>Dealer</b>	59714	<b>Dealer Zone</b>	42	<b>Mileage</b>	70,000
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	PRT WASHINGTN OH					<b>Country</b>	UNITED STATES

Product - Electrical - Unknown - Other - Default

5/14/2010 BC recieves OH AG letter customer has concerns with headlights closest dealer appears to be Hary Humphires. Please conatct the customer review concern and handle on merits. Please respond to writer for response to AG.

DM, is reviewing customer concerns.

DM contacted customer, customer stated one night she was driving and her headlights flickered. DM instructed customer to bring her vehicle to the closest dealer 59714 for diagnosis.

DM, dealer 59714 has attempted to contact customer.

DM, SM mike at dealer 59714 spoke to customer and explained that they would need to diagnose customers concerns to resolve it, and vehicle is out of warranty by 3 years and any diagnostic fees she would be responsible for, customer stated she need to speak with her husband and would call the dealer back if they decide to proceed.

DM, dealer followed up with customer, she does not want to proceed with diagnosis or repair.

6/11/2010 crm sent note same gpj

**Customer Assistance Inquiry Record (CAIR)#****19550533**

<b>Vin</b>	1D4GP24R0	5E	<b>Open Date</b>	05/14/2010	<b>Build Date</b>	05/19/2004	
<b>Model Year</b>	05	<b>Body</b>	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON			
<b>In Service Dt</b>	09/30/2004	<b>Dealer</b>	44520	<b>Dealer Zone</b>	51	<b>Mileage</b>	100,000
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	GRAYSLAKE IL					<b>Country</b>	UNITED STATES

Product - Electrical - Lamps and Switches - Defective - Default

Customer stated that when it is raining or humid the headlights don't want to turn on. It seems that they have to turn it on and off a bunch of times to get it to work. Customer had not brought it to a chrysler/Dodge dealership to have this looked at. Customer stated he wants to have this done. Customer stated that he is in the market for a new vehicle but if this concern is not taken care of he will not be purchasing a vehicle from us.

Working hours -

Night time -

\*\*\*\*\*END OF NARRATIVE\*\*\*\*\*

Escalating as customer is seeking goodwill assistance

\*\*\*\*\*END OF RATIONALE FOR ESCALATION\*\*\*\*\*

\*\*\*\*\* CASE MANAGER TEAM \*\*\*\*\*

CONTACT UPDATE - Customer was contacted today at 1:47

Customer was provided with agent's name and brand number if the customer needs to re-contact the agent.

Customer calls requesting to speak with WH209

Customer/Caller transferred to extension # 66169

Customer calls requesting to speak with WH209

18 Customer/Caller transferred to extension # 66169

2nd attempt made to contact customer on 5/19 3:32

Left message indicating another attempt will be made.

Customer was provided with agent's name and Brand number.

Customer calls requesting to speak with ?Wh209?

Customer/Caller transferred to extension # 66169

Customer states that his head lights turn off and on while he is driving.

Customer states that the vehicle has an intermittent problem.

Customer states that he would like chrysler to pay for the diagnosis on the vehicle.

Customer states that chrysler has a problem their head lights and we should be covering the repairs for free. Customer is stating that this is going to be a recall and

Customer states that he is going to post adds about chrysler.

Customer states that he wants a supervisor to call him back.

Agent filed out the proper paper work and will submit to a supervisor.

\*\*\*Supervisor\*\*\*

Writer has verified that the customer has only one Chrysler vehicle.

No service contract.

Writer called dealer SM Mike and was advised that the customer has no loyalty. Mike stated the customer hasn't been in since 2006.

Writer called customer and left message requesting a call back.

Chrysler/Dodge will not offer any assistance.

\*\*\*\*\* GOODWILL ASSISTANCE HAS BEEN DECLINED \*\*\*\*\*

Informed customer that Chrysler will not participate in the repair.

The vehicle warranty has expired by time and/or mileage.

Unless the customer offers new information, decision remains unchanged.

\*\*\*\*\*

CLOSED LOOP UPDATE - no need for additional follow-up.

Customer called in and was advised of decline.



**Customer Assistance Inquiry Record (CAIR)#****19578441**

<b>Vin</b>	2D4GP44L6	5F	<b>Open Date</b>	05/25/2010	<b>Build Date</b>	05/06/2004	
<b>Model Year</b>	05	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	05/20/2004	<b>Dealer</b>	59811	<b>Dealer Zone</b>	66	<b>Mileage</b>	90,000
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	NASHVILLE TN					<b>Country</b>	UNITED STATES

Product - Electrical - Unknown - Intermittent or Inoperative - Default	Customer alleges that there is an electrical issue with the vehicle.
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\*\*\*\*Begin structured narrative T2 - Beginning Narrative

Why is the customer contacting Chrysler?

Customer stated that all the lights on the instrument panel will come on and off. Customer stated that the lights and headlights will flash. Customer stated that the vehicle stalled because of the issue. Customer stated that she was just diagnosed with vertigo and can not get around easily. Customer alleges that she is flood victim of Nashville, Tennessee.

What are the customer s expectations?

Customer is seeking for a resolution to this issue at no cost to her.

\*\*\*\*End structured narrative T2 - Beginning Narrative

Customer was advised that due to the nature of their contact a call back is required and will take place within one business day by COB their time Preferred Morning/Midday call back number is

Preferred Afternoon/Evening call back number is

Who has possession of the vehicle? Owner

Has the vehicle been diagnosed by a CDJ dealer? No

If a CDJ dealer has diagnosed, what is the dealer name or code?

Reassigned to 88F

\*\*\*\*\* CASE MANAGER TEAM \*\*\*\*\*

The vehicle is 54,000 miles out of the 3/36 warranty and 20,000 miles out of the 7/70 warranty. The customer is also 20,000 miles out of the service contract as well.

\*\*\*\* GOODWILL ASSISTANCE HAS BEEN DECLINED \*\*\*\*

Informed customer that Chrysler will not participate in the repair.

The vehicle warranty has expired by time and/or mileage.

Unless the customer offers new information, decision remains unchanged.

\*\*\*\*\*

CONTACT UPDATE - Customer was contacted today at 8:58 AM.

Customer was provided with the decline.

CLOSED LOOP UPDATE - no need for additional follow-up.

**Customer Assistance Inquiry Record (CAIR)#****19592995**

<b>Vin</b>	1D4GP45R1	5E [REDACTED]	<b>Open Date</b>	06/01/2010	<b>Build Date</b>	09/08/2004	
<b>Model Year</b>	05	<b>Body</b>	RSKH52	DODGE CARAVAN SXT FWD SWB WAGON			
<b>In Service Dt</b>	02/01/2005	<b>Dealer</b>	26334	<b>Dealer Zone</b>	42	<b>Mileage</b>	75,274
<b>Name:</b>	[REDACTED]					<b>Contact Type</b>	TELEPHONE
<b>Address</b>	[REDACTED]					<b>Home Phone</b>	[REDACTED]
	DETROIT M	[REDACTED]			<b>Country</b>	UNITED STATES	

Referral - Service Contracts - Default - Default - Default

Why is the customer contacting Chrysler?

Customer states her vehicle is having headlight switch issue, and she would like to know if service contracts would cover the repair.

What are the customer's expectations?

Customer expecting service contract coverage information.

Writer advice customer that she will be transferred to service contract, writer provided phone number [REDACTED]

**Customer Assistance Inquiry Record (CAIR)#****19602501**

<b>Vin</b>	1D4GP24RX	5E	<b>Open Date</b>	06/03/2010	<b>Build Date</b>	03/26/2004	
<b>Model Year</b>	05	<b>Body</b>	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON			
<b>In Service Dt</b>	04/02/2004	<b>Dealer</b>	41461	<b>Dealer Zone</b>	32	<b>Mileage</b>	43,000
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	ROCHESTER NY					<b>Country</b>	UNITED STATES

Corporate - Complaint Contact - Default - Default - Default	
Product - Brakes - Disc Brake Assy/Calipers - Other - Unknown	
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	

customer called in as the air bag light came on.I ask him if he took it to dealership and he did and the dealership replace the airbag sensor.Now the light came on again and he also having a few other problems with his vehicle.The headlight wont come on and at night the fuel light wont come on.They also had to put brake on four times.I once again advise him to take to dealership and have them check his problems out.I also advise him that I will escalate it up to a case manger to see what we can do for him.the customer can be reached at I also check to see if he had any recall incomplete on his vehicle and there were none.he did have a recall #g09 done on his vehicle (reference # 208089) and it was completed on 08/16/2007

\*\*\*\*\* CASE MANAGER TEAM \*\*\*\*\*

- 2nd owner
- No other household vehicles
- Out of warranty by 7,000 miles and by over 3 years
- No CSC

CONTACT UPDATE - Customer was contacted today at 1:39 PM MST  
 Writer spoke to the customer. Writer notified the customer that the only thing we would consider offering assistance on the vehicle would be the air light since there was a recall related to that issue.

Customer will call back once the vehicle is diagnosed.

Writer spoke to the customer. He states they just got back from there grand daughters graduation. He is going to be getting the vehicle diagnosed but isn t sure when. Customer will call back once the vehicle has been diagnosed.

Writer called the customer. Writer notified the customer that it was Ryan calling from Dodge. He was getting a call on the case he had opened up with us on the 2005 DODGE GRAND CARAVAN. Writer asked if he was able to get the vehicle diagnosed. Customer stated he wasn t interested and hung up.

CLOSED LOOP UPDATE - no need for additional follow-up.

**Customer Assistance Inquiry Record (CAIR)#****19613833**

<b>Vin</b>	1C4GP45RX	5E	<b>Open Date</b>	06/08/2010	<b>Build Date</b>	03/11/2005	
<b>Model Year</b>	05	<b>Body</b>	RSYH52	CHRYSLER TOWN & COUNTRY FWD SWB WAGON			
<b>In Service Dt</b>	03/28/2005	<b>Dealer</b>		<b>Dealer Zone</b>		<b>Mileage</b>	88,000
<b>Name:</b>						<b>Contact Type</b>	E-MAIL
<b>Address</b>						<b>Home Phone</b>	
	OWOSSO MI				<b>Country</b>	UNITED STATES	

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Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Customer complaint about headlights
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\*\*\*\*\* EMAIL BRIEF DESCRIPTION CONTENT \*\*\*\*\*

problem wiht our lights

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

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.

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

Dear Lazar:

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.

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

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**Customer Assistance Inquiry Record (CAIR)#****19645860**

<b>Vin</b>	1C4GP45RX	5E	<b>Open Date</b>	06/23/2010	<b>Build Date</b>	03/17/2005	
<b>Model Year</b>	05	<b>Body</b>	RSYH52	CHRYSLER TOWN & COUNTRY FWD SWB WAGON			
<b>In Service Dt</b>	04/12/2005	<b>Dealer</b>	49989	<b>Dealer Zone</b>	66	<b>Mileage</b>	83,100
<b>Name:</b>						<b>Contact Type</b>	E-MAIL
<b>Address</b>						<b>Home Phone</b>	
	SAN FRANCISCO CA					<b>Country</b>	UNITED STATES

Product - Electrical - Lamps and Switches - Other - Default

Head Light Switch issues

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

Head light switch concern

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

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?

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

Dear Andre:

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

\*\*\*\*\*END OF CAC EMAIL RESPONSE\*\*\*\*\*

**Customer Assistance Inquiry Record (CAIR)#****19660255**

<b>Vin</b>	2C4GP54L3	5R	<b>Open Date</b>	06/23/2010	<b>Build Date</b>	01/18/2005	
<b>Model Year</b>	05	<b>Body</b>	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON			
<b>In Service Dt</b>	06/22/2005	<b>Dealer</b>	65282	<b>Dealer Zone</b>	74	<b>Mileage</b>	1
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	LAWRENCE KS				<b>Country</b>	UNITED STATES	

Product - Electrical - Ignition System - Other - Default

Customer states that the headlights on the vehicle wont turn on. Customer states that the high beams and signal lights work. Writer referred customer to local dealer for further assistance. Customer also requested to know if the headlights are covered under customer s SC. Writer connected customer to SC for further assistance.

**Customer Assistance Inquiry Record (CAIR)#****19664688**

<b>Vin</b>	2D4GP44L6	5F	<b>Open Date</b>	06/24/2010	<b>Build Date</b>	08/28/2004	
<b>Model Year</b>	05	<b>Body</b>	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
<b>In Service Dt</b>	09/27/2004	<b>Dealer</b>	44142	<b>Dealer Zone</b>	51	<b>Mileage</b>	50,639
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	SHEBOYGAN WI					<b>Country</b>	UNITED STATES

Product - Electrical - Speedo/Gauges/Ometer/EIC - Defective - Default	Flickering.
Dealer - Unknown - Unknown - Problem Not Resolved - Default	

\*\*\*\*Begin structured narrative T2 - Beginning Narrative

Why is the customer contacting Chrysler?

Customer states that the vehicle s light and gauges intermittently flicker and the dealer hasn t resolved it.

What are the customer s expectations?

Customer is seeking assistance to have this issue resolved.

\*\*\*\*End structured narrative T2 - Beginning Narrative

Customer was advised that due to the nature of their contact a call back is required and will take place within one business day by COB their time Preferred Morning/Midday call back number is 1-800-242-7666 ext 1236 (work)

Preferred Afternoon/Evening call back number is [REDACTED] after 3:30

Who has possession of the vehicle? Owner

Has the vehicle been diagnosed by a CDJ dealer? No they can t figure it out.

If a CDJ dealer has diagnosed, what is the dealer name or code? 44142 Reassigned to 88F

\*\*\*\*\* CASE MANAGER TEAM \*\*\*\*\*

Unresolved concern

CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED] at 5:19 PM.

Customer was not available.

Left a message indicating another attempt would be made.

Writer spoke with customer to verify her issue. Customer states that the dealership has replaced head lamp, alternator, battery, and PCM. Customer performed diagnosis and spoke with STAR but there is nothing they can do. Writer will contact the dealership to see what can be done for customer.

Follow up 6/29/10.

Writer called dealer to discuss customers issue and spoke with Allen SA who states the vehicle was last in June 10, 2010. There are currently no solutions for this issue and problem cannot be duplicated. John B from star states that the issue needs to be duplicated.

Writer left a message for customer advising of follow up 6/30/10.

Unable to reach customer by telephone, left message with text back number so customer can return text indicating their availability.

Writer contacted customer to advise that vehicles issue must be duplicated but customer was not available so writer left a message indicating follow up 7/1/10.

Writer contacted customer to speak on information provided by SA Allen.

Customer states that she would be willing to take the vehicle back but she does not want any random components fixed. Writer advised caller of bulletin number 916083590 in dealer connect because it sound like the issue customer is having. Bulletin states that BCM has loose ground G301.

Writer called dealer to speak with Syd but he was at lunch. Writer will call back later.

Writer called dealership to speak with SA Syd. Writer was advised that the issue is a resistance harness and there is not yet a fix for this issue. Writer advised Syd to contact his business center tech advisor while writer researches what can be done for customer.

Follow up 7/2/10.

Writer called customer but she was not available so a writer tried to

leave a message indicating follow up of 7/6/10.

Writer spoke to Syd who states that he is still trying to get in touch with the Tech Advisor still, it has been difficult with the holiday weekend.

Writer called customer to advise them of the wait for tech advisor.

Customer is upset because she needs her vehicle for a trip Aug. or Sep. Customer would like to know if rental is possible. A rental would not be possible because 3rd owner, no other new vehicles, no csc, oow 3/36 by 14639 and 2 years plus.

Follow up 7/12/10.

Writer spoke to SA Patrick who states that Syd is with another customer and the SM is out on vacation. Writer left message for Syd to call back.

Syd from the dealership calls requesting to speak with BE115

Customer/Caller transferred to extension # 66377

Writer called Syd back. Syd states that tech advisor has the impression that instrument cluster, then body computer if cluster did not work.

There is no guarantee as to what will fix issue.

Writer called customer to inform her of said information. Customer will call Syd and replace her instrument cluster.

CLOSED LOOP UPDATE - customer was contacted today.

Customer was reminded if their concern recurs, they will need to call the 800 number to establish a new file, which will be assigned to the Senior Resolution Team.

Writer called Syd because a message was received but he was not available so a message was left for a call to be returned.

Customer calls requesting to speak with BE115

Customer/Caller transferred to extension # 66377

Writer called Syd at dealer who had called in at 2:50:28 PM. Syd states customer thought that CAC was covering customer's issue. Writer advised Syd that because 3rd owner, no other new vehicles, no csc, oow 3/36 by 14639 and 2 years plus writer was not going to assist. Syd will call customer and advise of this.

customer called to speak with BE115. Writer advised customer of decline.

Customer stated they thought the decline was false because they feel it is a factory defect. Customer requested to speak to a supervisor. Writer advised customer that this was Dodge's final decision, and the decision would remain the same with a supervisor. Customer demanded a supervisor.

Writer advised customer of a 1 hour call back time. Call ended 3:34

The writer called the customer regarding the supervisor call request. The writer informed the customer of the decision and that we won't pay for the repair. The customer disconnected the call.

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**Customer Assistance Inquiry Record (CAIR)#****19675613**

<b>Vin</b>	1D4GP24R2	5E	<b>Open Date</b>	06/29/2010	<b>Build Date</b>	12/16/2004	
<b>Model Year</b>	05	<b>Body</b>	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON			
<b>In Service Dt</b>	12/20/2004	<b>Dealer</b>	44848	<b>Dealer Zone</b>	71	<b>Mileage</b>	100,000
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	OTHELLO WA					<b>Country</b>	UNITED STATES

Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	head light
Recall - G09: - Advise Owner/Incomplete Recall	

Why is the customer contacting Chrysler? The customer states on her vehicle there is a light issue, the customer states that the light goes on and off and the customer states that you have to flick the lever to turn on at least 3 times for the light to come on. And at night the lights will not go off. The customer states that she has been looking on line to see if there are any recalls on the light switch for the vehicle. What are the customer's expectations? the customer is seeking some assistance from Chrysler if possible.

**Customer Assistance Inquiry Record (CAIR)#****19716556**

<b>Vin</b>	2C4GP54L3	5F	<b>Open Date</b>	07/12/2010	<b>Build Date</b>	05/06/2004	
<b>Model Year</b>	05	<b>Body</b>	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB WAGON			
<b>In Service Dt</b>	06/10/2004	<b>Dealer</b>	43346	<b>Dealer Zone</b>	42	<b>Mileage</b>	121,000
<b>Name:</b>						<b>Contact Type</b>	TELEPHONE
<b>Address</b>						<b>Home Phone</b>	
	CLEVES OH					<b>Country</b>	UNITED STATES

Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Headlights shut off while driving.
Dealer - By-Pass - Default - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer headlights go out while operating.

Briefly summarize what the customer is expecting: Customer wants investigation on vehicle.

1. Who is calling and what is their contact information? Brandy Porter  
Preferred [REDACTED] Cell  
Alternate [REDACTED] Work

2. What happened? When we get into vehicle it takes up to five tries to get the lights to come on. We get on interstate the lights just shut off. We were almost hit by semi changing lanes. Husband tried to put high beams on and had to hold them on in order to have any light. We went through this three different times on the interstate.

3. What is the current location of the vehicle? Customer s work. 1199 edison drive  
cincinnati, oh 45216.

Writer escalates to SI, IL502.

\*\*\*\*This case is not a Special Investigation case as the vehicle has not been in an accident. Please review case for complaint/unresolved concern.\*\*\*\*

Customer was advised that due to the nature of their contact a call back is required and will take place within one business day by COB their time

Preferred Morning/Midday call back number is [REDACTED]  
Preferred Afternoon/Evening call back number is [REDACTED] or [REDACTED]

Who has possession of the vehicle? Owner

Has the vehicle been diagnosed by a CDJ dealer? No

Reassigned to 88F

\*\*\*\*\* CASE MANAGER TEAM \*\*\*\*\*

2 vehicles 1 new 2 used

purchased 07/29/06

No SC

Writer spoke to SM Buz. Customer has not been for this issue.

CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED] at 4:07 pm ET.

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

ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER

Please follow your Business Center guidelines in an attempt to resolve this customers concern(s). If needed, seek assistance from your District Manager, Business Center or STAR.

The unresolved concern is intermittent issues with headlights

Agent called dealer and spoke to Service Manager Buz informed that CAIR was being sent. Please update this CAIR with resolution.

#####

REASSIGNED TO BC/DLR 42 43346 07/13/10 16:11 O 19716556

msb called Buzz to review. The customer has not set an appointment yet.

Dealer will make several efforts to contact customer If appoint is not set by week end next week, we ll close. Dealer has never even attempted to resolve this problem before.

This is custome pay repair.

Dealer called customer to schedule something. No answering machine came on.

Dealer will make attempt at cell phone and get with me.

\*Contact Date:07/22/2010

Service Manager at the dealership has closed the Cair# 19716556

Repair is not covered by warranty and explanation has been provided to customer.

Request was reviewed with DM.

CAIR RETURNED FROM DEALER ON 7/22/2010 AT 06:11:831 R 19716556

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