

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

From: customerassist@daimlerchrysler.com
To: [REDACTED]
Date: Thu Apr 07 11:09:44 EDT 2005
Subject: Re: DaimlerChrysler Customer Assistance
Dear [REDACTED],

Thank you for your recent email to DaimlerChrysler Motors.

I researched your vehicle and found no recalls, service bulletins, or other documentation directly related to your concern.

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.

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

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

REFERENCE NUMBER: 13397914

REPLY LINK:

http://www.chrysler.com/wccsapp/wccs/brand_forms/us/reply.jsp?trk_ID=KMM2621848C0KM&

Sincerely,

Dan
Senior Staff Representative
DaimlerChrysler Customer Assistance Center

Original Message Follows:

Form Selected:

Category: US Customer Service
Brief Description:

Problem with Grand Caravan's battery/electrical system

Comments:

We purchased this van new in June of last year. Shortly after having it...the battery was completely dead one morning, for no apparent reason.

After taking it in to the dealer, they replaced the battery and said that there was not anything wrong with the battery or anything else in the van. This happened again just two weeks ago, again for no apparent reason. We do not use any of the alternate power sources (ie, we do not have DVD players, video games, etc hooked up in the van to use any power). They once again inspected the van and said that there was nothing wrong with it. They suggested that 'my kids left the lights on'. I can assure you that that is not the case. I ALWAYS check that they are out (just like I do in our home)....and even if that was the case...the lights automatically go out after a few minutes anyway (found this out when I was vaccumming the van's carpet late one night). I have also noticed, both before and since, that the headlights will often dim and then brighten. I thought it was just my eyesight, but now I am very concerned that we have bought a vehicle that is going to give us a lot of grief. In addition to traveling often with two small children, I also work midnights and need to be home on time for my husband to go to work...I don't need to be driving a vehicle that I cannot depend on. It really makes me uneasy to be driving it for weeks afer this happens. It seems like as soon as I 'get over it' it happens again. One more time and I believe we'll trade it in for what we can on a Toyota. Regards ~ [REDACTED]

Sender Information:

Title: Mrs.

First Name: [REDACTED]

Middle Initial: [REDACTED]

Last Name: [REDACTED]

From: [REDACTED]
To: customerassist@daimlerchrysler.com
Date: Thu Apr 07 06:07:44 EDT 2005
Subject: DaimlerChrysler Customer Assistance
Form Selected:

Category: US Customer Service
Brief Description:

Problem with Grand Caravan's battery/electrical system
Comments:

We purchased this van new in June of last year. Shortly after having it...the battery was completely dead one morning, for no apparent reason. After taking it in to the dealer, they replaced the battery and said that there was not anything wrong with the battery or anything else in the van. This happened again just two weeks ago, again for no apparent reason. We do not use any of the alternate power sources (ie, we do not have DVD players, video games, etc hooked up in the van to use any power). They once again inspected the van and said that there was nothing wrong with it. They suggested that 'my kids left the lights on'. I can assure you that that is not the case. I ALWAYS check that they are out (just like I do in our home)....and even if that was the case...the lights automatically go out after a few minutes anyway (found this out when I was vaccumming the van's carpet late one night). I have also noticed, both before and since, that the headlights will often dim and then brighten. I thought it was just my eyesight, but now I am very concerned that we have bought a vehicle that is going to give us a lot of grief. In addition to traveling often with two small children, I also work midnights and need to be home on time for my husband to go to work...I don't need to be driving a vehicle that I cannot depend on. It really makes me uneasy to be driving it for weeks afer this happens. It seems like as soon as I 'get over it' it happens again. One more time and I believe we'll trade it in for what we can on a Toyota. Regards ~ [REDACTED]

Sender Information:

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

1 3423269

9 March 2005

Mr Gainer

In 1995 I purchased a new 1995 Dodge Caravan from Bay Dodge, it has been a good vehicle.

In November of 2000 this vehicle was in a small accident that required the left front fender and headlight be replaced. The repair was done in December of 2000 at Bay Dodge through Allstate insurance, the repair was guaranteed as long as I owned the vehicle.

By July of 2001 I noticed water vapor in the new headlight and by December of 2001 it was black. I contacted your service shop and they ordered a replacement and in early 02 it was replaced free of charge, all was well until July/Aug time frame and the moisture was back. In early 03 I contacted your shop and the headlight was replaced again, By mid.03 the moisture was back and again your shop was nice and replaced it in early 04.

By now you should be getting the picture, Yes the moisture is back and I am getting tired of going back every year I am 72 years old and this dim headlight is starting to become a safety hazard when driving at night, I have not contacted them yet about having it replaced as I don't know if I want another headlight that will only last 6 months. The original headlight on the right side is still good and has never had a drop of moisture in it.

My question is this Can Chrysler Corp make a headlight that wont leak? If so can you get one for this car. Perhaps the service shop is missing a seal around the bulb. In any event I wish you would help me resolve the problem, Thanks.

[REDACTED]
Panama City FL.
[REDACTED]

P.S. I bought a New 2004 Caravan from Bay Dodge In December of 04 (I kept the 95) and have had good luck with it so far, thanks again.

~~THIS NOTE WAS PROVIDED TO THE OWNER OF BAY DODGE~~
~~ON 9 MARCH 05 - TO DATE I HAVE AAD NO RESPONSE.~~

REQUEST YOUR ASSISTANCE IN RESOLVING THIS PROBLEM
THANKS
[REDACTED]

PLEASE LET US KNOW HOW WE'RE DOING...

RECEIVED
DAIMLERCHRYSLER

Name & Address correction area

Panama City, FL

APR 08 2005

Phone ()
Date

Please be sure to darken circles completely using a blue or black ball point pen. Correct Mark: ●

Overall Satisfaction

William E. Moore

Based on your satisfaction with this vehicle, how would you rate your chances of buying or leasing another DaimlerChrysler product?



Definitely Will

Probably Will

Do Not Know

Probably Will Not



Definitely Will Not



Have You Been Back for Service?

During the past six months, have you returned to Bay Dodge for any type of service work on your 2004 Caravan?

☐ Routine Maintenance☐ Repair☐ Accessory InstallationYES
(Please Indicate Below)NO
(Please STOP & return in envelope)☐ Other PRIOR TO MAR 05
GAS GAGE FAILURE MAR 05

Approximately, how many miles are on your vehicle?

17,700

Your Overall Service Impressions

1. How satisfied are you with your recent service experience at Bay Dodge?

Very Satisfied



Very Dissatisfied



About the Service Staff at:

BAY DODGE

2. I was satisfied with the treatment I received from the service staff.

Strongly Agree



Strongly Disagree



3. The service staff listened and understood my needs.



The Service Work Performed

4. How satisfied are you with the quality of the service work performed on your vehicle?

Very Satisfied



Very Dissatisfied



5. How satisfied are you with the service staff's ability to have your vehicle ready when promised?



The Dealership's Facility

6. a. Was the service write-up area neat and clean?

Doesn't Apply



YES



NO



b. Was the waiting area/customer lounge neat and clean?



c. Were the restrooms neat and clean?



Comments about your service experience:

From: [REDACTED]
To: customerassist@daimlerchrysler.com
Date: Tue Aug 08 22:30:03 EDT 2006
Subject: DaimlerChrysler Customer Assistance
Form Selected:

Category: US Customer Service
Brief Description:

I have a 2004 Dodge Caravan 3.3L - 4 door Minivan, and the headlights & windshield washer is working intermitantly (more of the time not). No one seems to know what the problems is or how to fix it. I need to be able to drive at night. Please help!

Comments:

This is a serious problem and it needs to be corrected immediatly, without paying outrageous service rates to a dealer's service department.

Sender Information:

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

From: customerassist@daimlerchrysler.com
To: [REDACTED]
Date: Fri Aug 18 12:50:10 EDT 2006
Subject: Re: DaimlerChrysler Customer Assistance
Dear [REDACTED]

Thank you for your email to DaimlerChrysler regarding your 2004 Dodge Caravan

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

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

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

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

Thank you again for your email.

Sincerely,

Gail
Senior Staff Representative
Chrysler Group Customer Assistance Center

For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER: 15271000
EMAIL CASE NUMBER: 1472048
REPLY LINK:
http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM4133616I25261L0KM&

Original Message Follows:

US Customer Service - Dodge Brand Site

Brief Description:

I have a 2004 Dodge Caravan 3.3L - 4 door Minivan, and the headlights & windshield washer is working intermitantly (more of the time not). No one seems to know what the problems is or how to fix it. I need to be able to drive at night. Please help!

Comments:

This is a serious problem and it needs to be corrected immediatly, without paying outrageous service rates to a dealer's service department.

VIN:

4B

Mileage:

63120

Servicing Dealer:

SERVICED AT LOCAL OIL CHANGE SHOP

Title:

Mr.

First Name:

Middle

Last Name

Address

Address 2:

City:

Grand Haven

State:

MI

Zip:

Email:

Home Phone

From: [REDACTED]
To: customerassist@daimlerchrysler.com
Date: Thu Feb 01 20:40:31 EST 2007
Subject: DaimlerChrysler Customer Assistance
Form Selected:

Category: US Customer Service
Brief Description:

headlights not bright enough or hit low

Comments:

Is there an adjustment to the headlights on a 2004 Dodge Caravan? I just purchased the vehicle from my friend. Can I purchase an extended warranty and if I can how much does it cost.

Thank you.

Sender Information:

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

From: customerassist@daimlerchrysler.com
To: [REDACTED]
Date: Fri Feb 02 17:08:47 EST 2007
Subject: Re: DaimlerChrysler Customer Assistance
Dear [REDACTED]

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.

If you plan to drive your vehicle more than 12,000 miles a year, or keep it longer than three years, you'll want the peace of mind that comes with a DaimlerChrysler Service Contract. It takes care of repairs or other services that may not be covered by your limited warranty.

Service Contract plans can be purchased for a variety of times and mileage. For details, see your Chrysler, Dodge or Jeep dealer, visit www.servicecontracts.chrysler.com or call 1-800-442-2666.

Thanks again for your email.

Sincerely,

Ben

Senior Staff Representative
Chrysler Group Customer Assistance Center

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

REFERENCE NUMBER: 15920697

EMAIL CASE NUMBER: 1658536

REPLY LINK:

http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM4632713I25261L0KM&

Original Message Follows:

US Customer Service - Dodge Brand Site

Brief Description:

headlights not bright enough or hit low

Comments:

Is there an adjustment to the headlights on a 2004 Dodge Caravan? I just purchased the vehicle from my friend. Can I purchase an extended warranty and if I can how much does it cost. Thank you.

VIN:

4B

Mileage:

59161

Servicing Dealer:

Title:

Mr.

First Name:

Middle

Last Name

Address

Address 2:

City:

Corona

State:

AZ

Zip:

Email:

Work Phone

CALIFORNIA OFFICES
NORTH – San Francisco
CENTRAL – Los Angeles
SOUTH – San Diego

CONNECTICUT OFFICE
Hartford

FLORIDA OFFICES
NORTH – Jacksonville - *Satellite Office*
CENTRAL – Tampa
SOUTH – Miami - *Satellite Office*

INDIANA OFFICE
Indianapolis

MARYLAND OFFICE
Baltimore

MASSACHUSETTS OFFICE
Boston



KAHN & ASSOCIATES

L.L.C.

1-888-LEMONS-1
(1-888-536-6671)
Fax 1-888-868-6671

www.kahnandassociates.com

CORPORATE HEADQUARTERS
55 Public Square, Suite 650
Cleveland, OH 44113
P (216) 621-6101
F (216) 621-6006

PLEASE REMIT ALL CORRESPONDENCE TO CORPORATE HEADQUARTERS

MICHIGAN OFFICE
Detroit

MISSOURI OFFICE
St. Louis

NEW JERSEY OFFICE
Kenneth C. Ho, Esq.*
Newark
*Licensed in New Jersey

NORTH CAROLINA OFFICE
Raleigh

PENNSYLVANIA OFFICES
EAST – Philadelphia
WEST – Pittsburgh

TENNESSEE OFFICE
Nashville

VIRGINIA OFFICE
Richmond

January 28, 2008

VIA CERTIFIED MAIL

Chrysler, LLC
Attn: Customer Service
1000 Chrysler Drive
Auburn Hills, MI 48326

RECEIVED
FEB 05 REC'D
SPECIAL INVESTIGATIONS
Re: **Vehicle:** 2008 Chrysler Town & Country
Date of Purch/Lease: September 21, 2007
VIN: 2A8HR54PX8R [REDACTED]

Dear Sir/Madam:

This office has been retained by Mr. [REDACTED] Fincastle, VA [REDACTED] regarding the above-referenced vehicle. Please be advised that this is your final opportunity to repair the above-referenced vehicle under the Virginia Lemon Law. As of today, my client's vehicle has been in for service for at least 30 days or parts of days and/or for at least 3 repairs to the same defect(s) or condition(s).

The vehicle's primary problems include, but are not limited to, the following:

1. Engine;
2. Electrical System;
3. Electrical System / Headlights; and
4. Windows.

You MUST contact this office immediately as you have **fifteen (15) days** from the day you receive this letter in order to complete the repairs. If we do not hear from you, we will assume you do not intend to exercise your right to make a final repair of this vehicle. At that time, please

also give us the name of a contact person with whom we can schedule a convenient date to drop off the vehicle.

If you would rather waive your final opportunity to repair and discuss a possible resolution of this matter, please fax us immediately in writing of your intent to do so.

DO NOT CONTACT OUR CLIENT UNDER ANY CIRCUMSTANCES AND DIRECT ALL INQUIRIES TO ONE OF OUR LAW OFFICES. Thank you.

Sincerely,

A handwritten signature in cursive script that reads "J. Bradley Winder, Jr." followed by a date "1/15".

J. Bradley Winder, Jr.



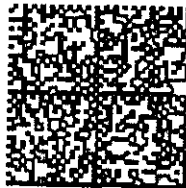
KAHN & ASSOCIATES, L.L.C.

ATTORNEYS AT LAW

700 East Main Street • Suite 1600 • Richmond, VA 23219



7007 0710 0002 4782 2672



US POSTAGE
\$ 05.21

Mailed From 44113
01/30/2008
031A 0002303019

Chrysler, LLC
Attn: Customer Service
1000 Chrysler Drive
Auburn Hills, MI 48326

48326+2765



From: [REDACTED]
To: customerassist@chrysler.com
Date: Mon Mar 24 15:03:05 EDT 2008
Subject: Chrysler LLC Customer Assistance
Form Selected:

Category: US Customer Service
Brief Description:

Brand New Van - Failed Completed.

Comments:

Hi,

I just purchased a town and country limited mini-van from a not so reputable dealership so it seems, I have listed the issues that happened to my van 10 days after purchase with just under 1000 miles on it. The dealership basically laughed at me, did not believe me and lied to me about it. They are unwilling to assist me in getting this repaired and providing me with a loaner car while they service it, as this seems to be a common issue with this van, google.com pulled up about 15 hits in the last 2 weeks of nearly identical problems. Please help me resolve this issue or get my previous vehicle back, as this is a major safety hazard and I refuse to put my family or other drivers at risk in this van. I will use this morning as an example to explain the issue and how severe it is. I live about 5 miles away from a park and ride that I go to. I drop my son off right across the main street, on the way to the day car (less than a mile) the headlights and taillights started to flash, yes flash like I was warning someone of something. Then they went completely out as well as all the dash board to include the gas, speed and anything else electronically controlled, then the fun began, my seat started moving ON ITS ON, back and forth, mind you, I am a fairly tall person and having my knees against the dash and attempting to drive without headlights on a major interstate was something I would not wish upon anybody in the world, yet, to this dealership and they are stating to you as a company, Chrysler, DO not care and are refusing to do anything to assist me. PLEASE HELP ASAP!!

Here is a list
of the known issues with the VAN currently. I am sure that I have missed some but this is a good idea of what is going on:

Front Windshield

Wipers would NOT turn off, the switch itself was turned off. Had to pull the fuse in order to get this to shut off.

Front 4 windows would not

OPEN or CLOSE, however the back two windows would vent at any time. The sunroof also would not OPEN or CLOSE either.

Navigation system will come

ON and OFF at random.

DVD Entertainment system will come ON and OFF at random.

Dashboard notification lights will come ON and OFF at random.

Turn Signals will come ON and OFF at random.

Power Steering
will come ON and OFF at random.

Electronic Seats will come ON and OFF at
random. The driver seat will move on its on without anyone adjusting it
while driving. And at times it would not allow for adjustments.
Headlights and Taillights will come ON and OFF at random.

Hazard
Lights will come ON and OFF at random.

Heated Seats will come ON and OFF
at random.

Air Conditioning and Heating will come ON and OFF at
random.

All Driver Meters including speed and gas will come ON and OFF
at random.

Back lift gate will come ON and OFF at random and often will
NOT allow us to open it.

Power Folding Seats will come ON and OFF at
random. This occurred while my daughter was sitting in them, they
attempted to close ON HER while we were driving at about 70 MPH on a main
highway. (Talk about a bad thing, it could have KILLED HER)

Have TESTED
the battery and all fuses to be good. Have also checked as many connectors
that we were able to locate as connected. The dimmer on the dash has also
been verified as on.

PER CHRYSLER Warranty, if YOU HAVE my automobile
for a factory defect or warranty issue for more then 24 hours, a
replacement vehicle MUST BE PROVIDED TO ME FOR USE AT NO CHARGE for use
during the repair.

Per CHUCK -Sales Manager(March 21, 2008), GMC Yukon
was sold and the new owners wrecked it, I asked for a letter stating this
fact as the Car-fax reports show no accident.

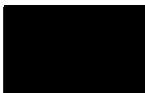
Sender Information:

Title: Mrs.

First Name:

Middle Initial:

Last Name:



From: |customerassist@chrysler.com
To: [REDACTED]
Date: Tue Mar 25 11:59:05 EDT 2008
Subject: Re: Chrysler LLC Customer Assistance
Dear [REDACTED]

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

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

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

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

Thank you again for your email.

Sincerely,

Jonathan

Customer Service Representative
Chrysler Customer Assistance Center

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

REFERENCE NUMBER: 17349403

EMAIL CASE NUMBER: 1979206

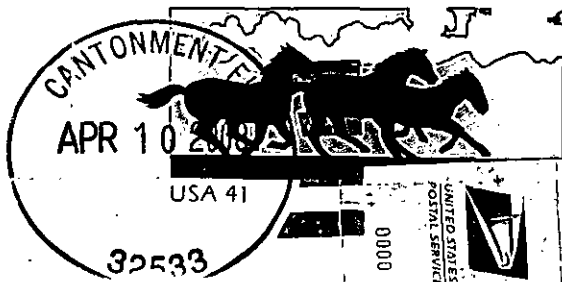
REPLY LINK:

http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM5602903I25261L0KM&

ntonment, FL



7007 0710 0000 2068 8266



OWNER RELATIONS

RETURN RECEIPT
REQUESTED
REC'D
APR 10 2008

Daimler Chrysler Motors Company LLC
Customer Center
PO Box 21-8004
Auburn Hills, MI
48321-8004

UNITED STATES POSTAL SERVICE

0000

48321

U.S. POSTAGE
PAID
CANTONMENT, FL
32533
APR 10 2008
AMOUNT
\$4.80
00094373-05

Motor Vehicle Defect Notification

(Please print clearly in ink. If you do not wish to receive letters or other written solicitations from private attorneys, check below)

☐ I DO NOT WISH TO RECEIVE WRITTEN SOLICITATION MATERIALS FROM AN ATTORNEY

Pursuant to the Florida Lemon Law, notice is given to the manufacturer as follows:

- ☒ The vehicle has been out of service at least 15 days to repair one or more substantial defects.
☒ 3 or more repair attempts have been made to repair the **same** substantial defect or condition.

Description of continuing defect(s) or condition(s) Power sliding doors (3x), 3rd row power seat (1x), A/c not cooling (3x), 15+ days out of service.

(NOTE: this is not a complete description; the manufacturer should ascertain all repair information.)

I am requesting that you make a final attempt to correct the continuing substantial defect(s) or condition(s).

Vehicle Make Chrysler Model T/C Touring Year 2008

VIN 2A8H8R54P88R1 [REDACTED] Date of Delivery 9/10/07

Name and City/State of selling dealer or leasing company (if applicable) Sandy Sansing Chrysler,
Pensacola, FL

Name and City/State of authorized service agent(s) attempting previous repairs Sandy Sansing Chrysler,
Pensacola, FL

Consumer

Address

Cantonment, FL

Home phone

Work phone

Signature

Date Mailed

4-10-08

White—manufacturer's copy, send by registered (return receipt requested) or express mail. Yellow—consumer's copy, keep for your records.

Pink—Attorney General's copy, send by regular mail.

(2/06)

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

CERTIFIED MAIL™

Belleville, IL

City, State, Z

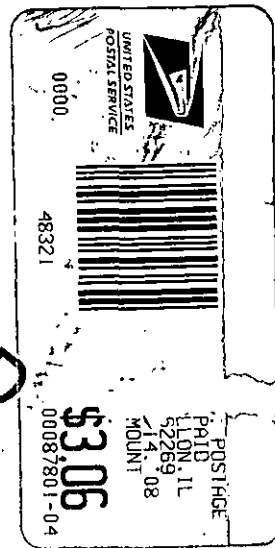


7006 0100 0002 4454 7768

RECEIVED
APR 1 8 REC'D
OWNER RELATIONS

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

48321+8004



NOTIFICATION TO DAIMLERCHRYSLER MOTORS COMPANY LLC CUSTOMER CENTER

Customer

Address

(Street)

(City)

(State)

(Zip)

Daytime Telephone

VIN Number

Date of Purchase

Mileage

Servicing Dealer

Number of days vehicle has been Out-of-Service

Number of repair attempts to repair same condition

Description of Concern:

With The headlight switch
in The on position The lights will
go off and on at random.

17580129

**Dade Jeep
Chrysler**

CUSTOMER #: 86934

13492

INVOICE

15895 South Dixie Hwy. (US 1)
Miami, Florida 33157

Dade: (305) 254-JEEP * Broward: (954) 792-JEEP

DUPLICATE 1
PAGE 1Dade County Reg. No. MVR-94100117
State of Florida Reg. No. MVR-18759

MIAMI, FL

HOME:

BUS:

SERVICE ADVISOR: 1009 MARLEEN M GARCIA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
STONE-WHITE	08	CHRYSLER TOWN & COUN	2A8HR54P58R		6820/6820	T5175
DEL DATE	PROD DATE	WAHR EXP	PO NO	RATE	INV DATE	
26OCT07 DE			17:00 20MAY08	0.00 CASH	17JUN08	

OPTIONS: STK:C81021 ENG:GAP_90295179

09:30 20MAY08 13:38 05JUN08

LINE OPCODE TECH TYPE HOURS

LIST NET TOTAL

A CUST STATES AT TIMES BOTH SLIDING DOORS WONT CLOSE SEE ADVISER

CAUSE: F

18193114 TSB-FLASH SLIDING DOOR

78406 W

(N/C)

FC: ZZ PART#: COUNT:

CLAIM TYPE: W

AUTH CODE:

SUBL DESIREE LLUBERES/D716660 PO#1465

W

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

6820 flash both sliding door module

B CUST STATES AT TIMES HEADLIGHTS SHUT OFF AFTER THEY WARM UP, FOG

LIGHTS AND HIGH BEAMS OKAY, AND AT TIMES WHEN PRESSES BRAKE

PEDAL THEY COME BACK ON

01 MAINTENANCE

78406 C

0.00 0.00

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

6820 reprogram

C 16 POINT INSP

01CHZ85 16 POINT INSP

78406 C

0.00 0.00

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

6820 done

D** RENTAL

01 MAINTENANCE

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

CUSTOMER #: 86934

13492

**Dade Jeep
Chrysler**

INVOICE

15895 South Dixie Hwy. (US 1)

Miami, Florida 33157

Dade: (305) 254-JEEP * Broward:(954) 792-JEEP

DUPLICATE 1

PAGE 2

Dade County Reg. No. MVR-94100117

State of Florida Reg. No. MVR-16759

MIAMI, FL

HOME:

BUS:

SERVICE ADVISOR: 1009 MARLEEN M GARCIA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
STONE-WHITE	08	CHRYSLER TOWN & COUN	2A8HR54P58R		6820/6820	T5175

DEL DATE	PROD DATE	WARR EXP	PO NO	RATE	INV DATE
26OCT07 DE			17:00 20MAY08	0.00 CASH	17JUN08

OPTIONS: STK:C81021 ENG:GAP_90295179

09:30 20MAY08 13:38 05JUN08

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
	78406		C			0.00	0.00
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE D:	0.00

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

CUSTOMER #: 86934

13938

**Dade Jeep
Chrysler**

INVOICE

15895 South Dixie Hwy. (US 1)
Miami, Florida 33157DUPLICATE 1
PAGE 2

Dade: (305) 254-JEEP * Broward:(954) 792-JEEP

Dade County Reg. No. MVR-84100117
State of Florida Reg. No. MVR-18759

MIAMI, FL

HOME:

BUS:

SERVICE ADVISOR: 1009 MARLEEN M GARCIA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
STONE-WHITE	08	CHRYSLER TOWN & COUN	2A8HR54P58R		7148/7148	T8036
DEL DATE	PROD DATE	WARR EXP	PO NO	RATE	INV DATE	
26OCT07 DE			17:00 02JUN08	0.00	CASH	17JUN08

OPTIONS: STK:C81021 ENG:GAP_90295179

15:32 02JUN08 14:42 05JUN08

LINE OPCODE TECH TYPE HOURS

LIST NET TOTAL

01 MAINTENANCE						
67237	C				0.00	0.00
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE C:
						0.00

7148 see line #1

CUST CALLED 6/4/08 VEH READY

2:00PM

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

CUSTOMER #: 86934

13938

**Dade Jeep
Chrysler**

INVOICE

15895 South Dixie Hwy. (US 1)
Miami, Florida 33157DUPLICATE 1
PAGE 1

Date: (305) 254-JEEP * Broward:(954) 792-JEEP

Dade County Reg. No MVR-94100117
State of Florida Reg. No. MVR-16759

MIAMI, FL

HOME:

BUS:

SERVICE ADVISOR: 1009 MARLEEN M GARCIA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
STONE-WHITE	08	CHRYSLER TOWN & COUN	2A8HR54P58R		7148/7148	T8036
DEL DATE	PROD DATE	WARR EXP	PO NO	RATE	INV DATE	
26OCT07 DE			17:00 02JUN08	0.00	CASH	17JUN08
OPTIONS: STK:C81021 ENG:GAP_90295179						

15:32 02JUN08 14:42 05JUN08

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A CUST STATES VEHICLE SHUTS OFF WHILE DRIVING

CAUSE: F

18190502 FLASH PCM

67237 W

(N/C)

FC: FM PART#: COUNT:

CLAIM TYPE: W

AUTH CODE:

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

7148 flash starscan test no codes check for updates perform flash

B CUST STATES HEADLIGHTS INOP - SEE HISTORY

CAUSE: F

08890102 Power distribution center PDC / totally

integrated power module TIPM - Replace

Module (B)

67237 W

(N/C)

1 56049720AT MODULE-TOTALLY INTEGRATED

(N/C)

FC: UC

PART#: 56049720AT

COUNT: 1

CLAIM TYPE: W

AUTH CODE:

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

7148 tipm open replace tipm reset customer preference

C CUST STATES AT TIMES VEHICLE HOLDS BACK WHILE DRIVING

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

CUSTOMER #: 86934

11872

**Dade Jeep
Chrysler**

INVOICE

15895 South Dixie Hwy. (US 1)

Miami, Florida 33157

Dade: (305) 254-JEEP * Broward:(954) 792-JEEP

Dade County Reg. No MVR-94100117

State of Florida Reg. No. MVR-18789

MIAMI, FL

HOME:

BUS:

PAGE 1

SERVICE ADVISOR: 9895 ANNA FIGUEROA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
STONE-WHITE	08	CHRYSLER TOWN & COUN	2A8HR54P58R		5310/5310	T4558
DEL DATE	PRGD DATE	WARR EXP	PO NO	RATE	INV DATE	
26OCT07 DD		WAIT 07APR08		0.00	CASH	17JUN08
OPTIONS: STK:C81021 ENG:GAP_90295179						

09:12 07APR08 09:48 07APR08

LINE OPCODE TECH TYPE HOURS

LIST NET TOTAL

A: OIL CHANGE AND FILTER

01 MAINTENANCE

36176 INC

1 5281090 FILTER-ENGINE OIL (N/C)

5 68026603AA OIL (N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00 (N/C)

5310 SERVICE COMPLETED AS REQUESTED

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

CUSTOMER #: 86934

258875

**Dade Jeep
Chrysler**

INVOICE

15895 South Dixie Hwy. (US 1)

Miami, Florida 33157

DUPLICATE 1
PAGE 1

Dade: (305) 254-JEEP * Broward:(954) 792-JEEP

Dade County Reg. No. MVR-94100117
State of Florida Reg. No. MVR-18759

MIAMI, FL

HOME:

BUS:

SERVICE ADVISOR: 9033 ROY NEWMAN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
STONE-WHITE	08	CHRYSLER TOWN & COUN	2A8HR54P58R		1972/1972	T7557
DEL DATE	PROD DATE	WARR EXP	PO NO	RATE	INV DATE	
26OCT07 DE		19:00 17DEC07		0.00	CASH	17JUN08

OPTIONS: STK:C81021 ENG:GAP_90295179

09:02 17DEC07 23:59 17DEC07

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A DVD OPERATING AS DESIGNED. REAR CAMERA WAS SHUT OFF.

09CHZ DVD OPERATING AS DESIGNED. REAR CAMERA WAS
SHUT OFF.

78406Z78406	W						(N/C)
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE A:	0.00

B CLEANED

01CHZ CLEANED

78406Z78406	W						(N/C)
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE B:	0.00

C PROVIDE OWNER WITH RENTAL VEHICLE ROY CALLED ENTERPRISE 12/27 -THEY

SAID NO RENTAL BILL....

47CHZ01 PROVIDE OWNER WITH RENTAL VEHICLE ROY
CALLED ENTERPRISE 12/27 -THEY SAID NO RENTAL
BILL....

78406Z78406	W						(N/C)
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE C:	0.00

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

CUSTOMER #: 86934

258030

**Dade Jeep
Chrysler**

INVOICE

15895 South Dixie Hwy. (US 1)

Miami, Florida 33157

Dade: (305) 254-JEEP * Broward: (954) 792-JEEP

DUPLICATE 1
PAGE 1Dade County Reg. No MVR-94100117
State of Florida Reg. No. MVR-16759

SERVICE ADVISOR: 83734 EVELYN RODRIGUEZ

MIAMI, FL

HOME:

BUS:

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
STONE-WHITE	08	CHRYSLER TOWN & COUN	2A8HR54P58R		1565/1565	T3195
DEL. DATE	PROD. DATE	WARR. EXP.	PO NO.	RATE		INV. DATE
26OCT07 DE		19:00 28NOV07		0.00	CASH	17JUN08

OPTIONS: STK:C81021 ENG:GAP_90295179

09:06 28NOV07 23:59 05DEC07

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A SERVICE COMPLETED AS REQUESTED

09CHZ SERVICE COMPLETED AS REQUESTED

67237267237 W

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

B CUSTOMER MUST BRING VEHICLE BACK

CAUSE: NEED MORE TIME WITH VEHICLE

09CHZ04ELEC CUSTOMER MUST BRING VEHICLE BACK

9986Z9986 W

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

C SERVICE COMPLETED AS REQUESTED

CAUSE:

01CHZ SERVICE COMPLETED AS REQUESTED

9986Z9986 W

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

D SERVICE COMPLETED AS REQUESTED

01CHZ85 SERVICE COMPLETED AS REQUESTED

9986Z9986 W

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

CUSTOMER #: 86934

257088

**Dade Jeep
Chrysler**

INVOICE

15895 South Dixie Hwy. (US 1)

Miami, Florida 33157

Dade: (305) 254-JEEP * Broward: (954) 792-JEEP

DUPLICATE 1

PAGE 1

Dade County Reg. No. MVR-84100117
State of Florida Reg. No. MVR-18789

MIAMI, FL

HOME:

BUS:

SERVICE ADVISOR: 36596 JOEL FISCHBEIN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
STONE-WHITE	08	CHRYSLER TOWN & COUN	2A8HR54P58R		500/500	T3578
DEL. DATE	PROD. DATE	WARR. EXP.	PO NO.	RATE	INV. DATE	
26OCT07 DD		19:00 08NOV07		0.00 CASH	17JUN08	
OPTIONS: STK:C81021 ENG:GAP_90295179						

08:11 08NOV07 23:59 09NOV07

LINE OPCODE TECH TYPE HOURS

LIST NET TOTAL

A INSTALLED SYSTEM

11CHZ INSTALLED SYSTEM

78406Z78406 I

1 82210740-AB MEDIA SYS 1087020

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00 (N/C)

B NOT AVAILABLE

CAUSE:

09CHZ14ELEC NOT AVAILABLE

78406Z78406 W

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00 (N/C)

C NO WORK PERFORMED

10CHZ NO WORK PERFORMED

78406Z78406 W

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00 (N/C)

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

Cam V. Morrison, Attorney
Postlethwait, Huggins & Morrison
5015 Southpark Drive, Suite 250
Durham, NC 27713-7736

CERTIFIED MAIL



7111 1510 6080 0000 5143
RETURN RECEIPT REQUESTED

\$0.59⁰

US-POSTAGE

FIRST-CLASS

071V00595951

27713

000002908

\$4.60⁰

US-POSTAGE

PRIORITY MAIL

071V00595951

27713

000001371



Chrysler LLC
Customer Assistance Center
PO Box 21-8004
Auburn Hills, MI 48321-8004

48321-8004 2188



POSTLETHWAIT, HUGGINS AND MORRISON
ATTORNEYS AT LAW
5015 SOUTHPARK DRIVE SUITE 250
DURHAM, NORTH CAROLINA 27713

8R 105454

WWW.NCLEMONLAW.COM
TELEPHONE: (919) 286-4204x105
E-MAIL: NCLEmonLaw@mindspring.com

RECEIVED
AUG 8 REC'D
SPECIAL INVESTIGATIONS

Aug 2, 2008
Daimler Chrysler Motors Corporation
Customer Assistance Center
P.O. Box 21-8004
Auburn Hills, MI 48321-8004

certified mail

RE: Our Client/Owners: [REDACTED]
Make of car: 08 Town and Country
VIN: see attached
Date of Purchase: 4/30/08
Selling Dealer: Farris, Rocky Mt, NC
Repairing Dealer: same
Dear Sir/Madam:

Pursuant to North Carolina General Statute 20-351 et seq., the North Carolina Uniform Commercial Code and the Magnuson-Moss Warranty-Federal Trade Commission Improvement Act of 1975, I am putting you on formal notice that my client has had the following problems with the automobile and you or your agent, the dealer, have had numerous opportunities to fix the automobile and have failed to do so. The vehicle has severe defects warranting immediate repurchase or replacement. The vehicle has been in the shop at least 4 times beginning soon after purchase for electrical issues which still exist. The dealer would not give all repair orders to the client. There is also a transmission problem.

**FIRST NOTICE TO MANUFACTURER(S) AND DEALERS:
LAST CHANCE TO REPAIR VEHICLE**

This is the 15 day letter as required by the above North Carolina "New Motor Vehicle Warranties Act", and you will be given that time (15 calendar days) during which to correct the nonconformity or series of nonconformities as outlined above. Any communication from you to me must be in writing or if by phone, verified in writing. If the nonconformities are not corrected during that time, I shall expect a full refund of all my client's monies pursuant to the respective statutes. If that

is not forthcoming immediately, you will be in violation of the provisions of the above articles and I shall bring suit and seek damages and attorneys fees in addition to the items outlined in Section 20-351.3 of the statute and 15 USCS 2304 et seq. Time is of the essence in this matter. Any delay in the complete repair of the vehicle beyond the 15 days; and failing the successful completion of such repairs, the immediate refund of all the monies due my client can only be considered as unreasonable due to the inconvenience and hardship already caused my client and of which you and your agents have been made aware.

NOTICE TO MANUFACTURER(S) AND DEALERS:
LAST CHANCE TO RESOLVE MATTER

Pursuant to North Carolina General Statute 20-351 et seq., the North Carolina Uniform Commercial Code and the Magnuson-Moss Warranty-Federal Warranty Act, I am putting you on formal notice to also consider this the 10 days notice of suit letter and notice of your last opportunity to reasonably resolve this matter prior to the filing of a suit pursuant to N.C.G.S. §20-351.7. If you refuse to repurchase this defective vehicle within the 10 days, we will proceed to file suit.

The express written warranty, implied warranty of merchantability and other express and implied warranties have been breached by your failure to conform this vehicle to these warranties. The value of the vehicle has been substantially impaired due to the defects in the vehicle. My client has qualified for the repurchase/replacement remedy as defined by the lemon law statutes and if you refuse to comply with the lemon law statutes, your actions will be deemed to be unreasonable.

Consider this notice of revocation of acceptance of the vehicle and intent to file claims under the U.C.C. and Magnuson-Moss Federal Warranty Act, seeking costs and attorneys fees. I hereby tender to you the vehicle and await instructions as to where we are to deliver it to resolve this matter within the 10 days.

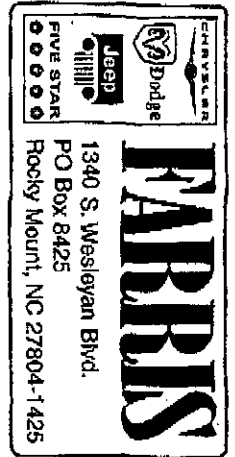
Please write and call me to let me know your decision as to this matter. **Do not contact the consumer.** If you have any questions, please let me know. We will work with you to facilitate the prompt resolution of this matter pursuant to the statutes.+

With kind regards, I am

Sincerely yours,

Cam Morrison

CAR INVOICE



Telephone 252-977-1340

SOLD TO
ADDRESS
[REDACTED]
ROCKY MOUNT, NC

DEAL NO: 21645
CUSTOMER # 8859674

29486

SALESMAN: HADDEN, CLIFF

PHONE # [REDACTED]

DATE: 04/30/2008

MAKE	MODEL	NEW/USED	M.V./SERIAL NO.	KEY NO.
CHRYSLER	PT CRUISE	NEW	2A8HR44H08R [REDACTED]	

STOCK NO. DT2482
MILEAGE: 396

FARRIS MOTORS, INC.
L1ab -
ALLSTATE
JOHN ETHERIDGE
252-977-3888

The information you see on this window form for this vehicle is part of this contract. Information on the window form overrides any contrary provisions of the contract of sale.

ANY WARRANTIES ON THE ITEM ARE SOLD HEREBY ARE THOSE MADE BY THE MANUFACTURER. THE SELLER, FARRIS MOTORS, INC. HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND FARRIS MOTORS, INC. HEREBY ASSURES FOR ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS ITEM. AS A PART OF OUR CUSTOMER SALES SUPPORT, THIS DEALERSHIP MAINTAINS A RETAIL INSTALLMENT SALES CONTRACT PRIOR TO CONSUMPTION OF THE SALES TRANSACTION AND UNDERSTAND THAT I AM FREE TO TAKE AND KEEP THIS COPY OF THESE REQUIRED DOCUMENTS AS A PART OF OUR CUSTOMER SALES SUPPORT. THIS DEALERSHIP MAINTAINS RELATIONSHIPS WITH LENDING INSTITUTIONS TO PROVIDE OUR CUSTOMER WITH SOURCES OF POSSIBLE FINANCING. THESE LENDERS MAY COMPENSATE THE DEALERSHIP FOR ARRANGING, PROCESSING AND SUBMITTING THE VEHICLE LOAN TO THE LENDING INSTITUTION.

PRICE OF CAR 25111.89
SALES TAX 700.11
LICENSE AND TITLE 68.00
ADMIN. FEE 395.00

TOTAL CASH PRICE 26275.00

EXT. SERVICE PLAN N.A.
A.P.R. N.A.
FINANCING N.A.
INSURANCE N.A.

TOTAL TIME PRICE

SETTLEMENT:

DEPOSIT N.A.
REBATE 2500.00
CASH ON DELIVERY -22000.00
TRADE-IN 1775.00
LESS LIEN N.A.

MILES 119600

MAV. SER. NO. 2B46H4535K1395/8

PAYMENTS N.A.

N.A.

TOTAL

N.A.

FROM :

PHONE NO. :

Jul. 23 2008 02:51AM P1

59674

124630

FARRIS MOTORS, INC.

1340 S. WESLEYAN BLVD.

P.O. BOX 8425

ROCKY MOUNT, NC 27804-1425

www.farrisfivestar.com



INVOICE

Page 1

SALES & SERVICE

(252) 977-1340

PARTS

(252) 448-PART

Service Fax: (252) 985-1637

SERVICE ADVISOR:

3 KAREN STEVENS

OCKY MOUNT, NC

OME: BUS: :N/A

SERVICE ADVISOR: 3 KAREN STEVENS									
COLOR	YEAR	MAKE/MODEL		VIN	LICENSE	MILEAGE IN/OUT		TAG	
BLUE	08	CHRYSLER TOWN&COUNTR		2A8HR44H08R		408/408		CLIFF	
DEL DATE	PROD DATE	WARR EXP	PROMISED		PO NO	RATE	PAYMENT	INV. DATE	
30APR08			WAIT 01MAY08				CASH	07MAY08	
R/O OPENED		READY		OPTIONS:STK:DT2482 DLR:42590					
16:32 01MAY08		10:37 06MAY08							

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
1	CS	THAT THE WIPERS AND LIGHTS HAVE GONE ON BY THEMSELVES AND NOT GO OFF					

CAUSE: E

08951501 Fuse - Test and replace Airbag, Occupant

Classification System (OCS) (D)

32 LEE MOTT LIC#: 0

W

(N/C)

1 000ATM10 FUSE

(N/C)

FC: UC

PART#: 000ATM10

COUNT: 1

CLAIM TYPE: W

AUTH CODE:

408 FUSE FOR AIR BAG BROKEN REPLACED FUSE

ALL OTHERS PRINT AFTER A TO NORTH OR TO SOUTH OR TO BOTH

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

STATEMENT OF DISCLAIMER

CUSTOMER PLEASE READ AND INDICATE ACCEPTANCE BY SIGNING BELOW: "ALL WARRANTIES ON THE PARTS ARE THE MANUFACTURER'S. THE SELLER, FARRIS MOTORS, INC. HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE AND FARRIS MOTORS, INC. NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THESE PARTS. THIS DISCLAIMER BY THE SELLER, FARRIS MOTORS, INC. IN NO WAY AFFECTS THE TERMS OF THE MANUFACTURER'S WARRANTY."

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

CUSTOMER COPY

FROM :

PHONE NO. :

Jul. 23 2008 02:53AM P2

CUSTOMER #: 8859674

267515

INVOICE

DUPLICATE 1
PAGE 1

ROCKY MOUNT, NC

HOME: [REDACTED] CONT: N/A

BUS: [REDACTED] CELL:

SERVICE ADVISOR: 594 DONALD ERNESTY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
BLUE	08	CHRYSLER TOWN & COUN	2A8HR44H08R		973/973	T618	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
01JAN08	DD		WAIT 20MAY08			CASH	20MAY08
R.O. OPENED	READY	OPTIONS: ENG:3.3 Liter MPI					

07:34 20MAY08 10:02 20MAY08

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A							
STEADY RATTLE SOUNDS LIKE IT IS COMING FROM THE TRANSMISSION							
600 POUND NOISE COMING FROM TRANSMISSION. CALLED							
CHRYSLER TECH LINE AND RECOMMEND TEARING							
DOWN AND CHECKING TRANSFER GEARS							
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE A:	0.00

B							
EXHAUST PIPE IS HITTING TRAILER HITCH							
300 ADJUSTED BUT IF PERSISTS WILL NEED TO CARRY							
BACK TO WHERE HITCH WAS INSTALLED							
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE B:	0.00

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE

I hereby authorize the repair work hereinafter set forth to be done along with the necessary material, and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delay caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for purposes of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.

Any warranties on the item/items sold hereby are those made by the manufacturer. The Seller, EAST CAROLINA AUTO & TRUCK CENTER, hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and EAST CAROLINA AUTO & TRUCK CENTER neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

CUSTOMER COPY

FROM :

PHONE NO. :

Jul. 23 2008 02:54AM P3

59674

125395

FARRIS MOTORS, INC.



1340 S. WESLEYAN BLVD.

P.O. BOX 8425

ROCKY MOUNT, NC 27804-1425

www.farrisfivestar.com



INVOICE

Page 1

SALES & SERVICE

PARTS

(252) 977-1340

(252) 446-PART

Service Fax: (252) 985-1637

SERVICE ADVISOR:

4 JACKIE MERCER

CKY MOUNT, NC

ME BUS: :N/A

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
BLUE	08	CHRYSLER TOWN&COUNTR	2A8HR44H08R		1864/1864	923	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PD NO	RATE	PAYMENT	INV DATE
10APR08			WAIT 11JUN08			CASH	11JUN08
R.O. OPENED		READY		OPTIONS:STK:DT2482 DLR:42590			
09:02 11JUN08		09:40 11JUN08					

NE OPCODE TECH TYPE HOURS

LIST

NET

TOTAL

SOP HEADLIGHT SWITCH

USE: F

08803601 Switch, headlamp and instrument panel

Test and replace (B)

32 LBS MOTT LIC# 0

W

1 1AC50DX9AB SWITCH LIGHTING CONTROL

(N/C)

(N/C)

FC: 18

PART#: 1AC50DX9AB

COUNT: 1

CLAIM TYPE: W

AUTH CODE:

ALL SHOPPER PARTS HAVE A 12 MONTH OR 12,000 MILE WARRANTY

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

STATEMENT OF DISCLAIMER

CUSTOMER PLEASE READ AND INDICATE ACCEPTANCE BY SIGNING BELOW: "ALL WARRANTIES ON THE PARTS ARE THE MANUFACTURER'S. THE SELLER, FARRIS MOTORS, INC., HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE AND FARRIS MOTORS, INC. NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THESE PARTS. THIS DISCLAIMER BY THE SELLER, FARRIS MOTORS, INC. IN NO WAY AFFECTS THE TERMS OF THE MANUFACTURER'S WARRANTY."

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

CUSTOMER COPY

FROM :

PHONE NO. :

Jul. 23 2008 02:56AM P4

59674

125658

FARRIS MOTORS, INC.



1340 S. WESLEYAN BLVD.

INVOICE

P.O. BOX 8425

ROCKY MOUNT, NC 27804-1425

www.farrisfivestar.com



DODGE



Jeep

Page 1

SALES & SERVICE

PARTS

(252) 977-1340

(252) 446-PART

Service Fax: (252) 985-1637

SERVICE ADVISOR:

3 KAREN STEVENS

ROCKY MOUNT, NC

HOME: [REDACTED] BUS: :N/A

SERVICE ADVISOR							
COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
BLUE	08	CHRYSLER TOWN&COUNTR	2A8HR44H08R		2267/2267	155	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
30APR08			WAIT 24JUN08			CASH	27JUN08
R.O. OPENED		READY		OPTIONS:STK:DT2482 DLR:42590			
14:49 24JUN08		09:21 25JUN08					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A HEADLIGHTS CRAZY... SOP

CAUSE: F

08808701 Switch, multifunction Test and replace

All other applications (B)

30 W

1 56046118AB SWITCH-MULTIFUNCTION

PC: 14

PART#: 56046118AB

COUNT: 1

CLAIM TYPE: W

AUTH CODE:

(N/C)

(N/C)

2267 HEADLIGHT SWITCH & MULTIFUNCTION SWITCH BAD REPLACED BOTH

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DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

From: [REDACTED]
To: customerassist@chrysler.com
Date: Mon Aug 18 01:38:17 EDT 2008
Subject: Chrysler LLC Customer Assistance
Form Selected:

Category: US Customer Service
Brief Description:

My written notification of reoccurring electrical issues/safety concerns and possible defect, as suggested under 7.1-D in warranty manual under State Lemon Laws.

Comments:

We purchased a brand new 2008 Grand Caravan in late January. During the only 6 months we have owned this vehicle, it has been serviced 3 times for the same electrical issue. The first issue was noticed within the week after purchasing. The back wiper would not work. Dealership Service department said it was due to no output signal from multifunction switch and replaced it. Would still not work on occasions even afterwards. Next electrical issue occurred recently a few weeks ago while I was driving home late one night. When I tried to turn my headlights to hi-beam, the front windshield wipers came on instead and would not turn off, even after killing the engine and restarting. Also, blinkers would not work at all. Service department said it was the multifunction switch connector. They removed the switch and applied a dialectic gear to connector and reinstalled. Left shop working properly. The next day after leaving the shop, the AC and radio quit working, but after parking and restarting the engine it started working again? The next issue happened about a week ago when my husband opened the driver door and leaned in to crank the van, and everything went nuts! Instead of cranking, all of a sudden both front and back wipers came on high spraying windshield fluid everywhere, spraying my husband in the face, lol! All the lights were flashing, locks were locking and unlocking, and the horn was stuck and honking constantly like someone was laying on it! You would have thought it was "posessed" seeing all the crazy things it was doing at once! The only way to make it stop was to unhook the battery. Later that evening we reconnected the battery and the van was working fine as if nothing happened? A few days later I was driving on the highway at night when I started hearing the horn faintly honking on it's own. Then ALL the lighting went out, leaving me without any headlights, taillights, brake

lights, blinkers, or even internal lights, nothing! Then to make matters worse the wipers came on again spraying and the doors started locking and unlocking. The engine was still running though, so luckily I was able to get through 2 lanes of heavy traffic safely without getting hit and park on the shoulder. After putting the van in park, all the lights came back on and were working fine, so I put on my emergency flashers while I calmed my nerves a little from what just happened. I didn't feel safe driving any further so I turned around and drove home slowly with my emergency flashers on and made it back with no more problems. At this point I didn't know if the van needed a repair or an "exorcism" lol, but the following morning on August 13th I went and spoke with the dealership managers and explained the numerous issues we were having and how it was now a safety issue. They viewed my previous service receipts and then called the shop asking them to resolve the issue immediately. During the inspection of the van, 16 codes in 5 different modules came up. Technician called star center for support. During tap test found possible cause being the module located under the main fuse box. Tech said that van started acting up when he bumped the module and was almost certain this was the cause. Technician believed that the module was shorting out and the smallest bump or movement was causing all the different fuses to go crazy and shut down etc.. New module was ordered and replaced the following morning. This was only 4 days ago and so far the van has been working normally and hasn't had any further problems. Hopefully the electrical issue is resolved now, but I wanted to document and notify Dodge in writing of my incidents and concerns in case this happens again. We had originally decided on a Dodge Grand Caravan because of the supposed reliability and for the safety of our family, and now I'm nervous about even driving it anywhere, especially with my children! I depend on this van as our primary transportation for all my family's needs. We have 2 disabled kids who require many trips to the doctor and therapy sessions etc..., so it's very important that we can depend on it. I understand that over time vehicles will need occasional maintenance, but 3 times within a 6 month period as a brand new vehicle seems a little soon. I must admit I'm very dissatisfied with our experience so far as a Dodge Grand Caravan owner.

Please keep my contact information to notify
me of any future recalls or defects regarding our vehicle. Thanks for
your
time and please contact me if you need any further information,



Sender Information:

Title: Mrs.

First Name:

Middle Initial:

Last Name:



From: customerassist@chrysler.com
To: [REDACTED]
Date: Tue Aug 19 08:36:34 EDT 2008
Subject: Re: Chrysler LLC Customer Assistance
Dear [REDACTED]:

Thank you for contacting the Chrysler Customer Assistance Center.

We regret to read of your dissatisfaction in your Grand Caravan 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.

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.

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 about your minivan.

Sincerely,

Lee

Customer Service Representative
Chrysler Customer Assistance Center

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

REFERENCE NUMBER: 17811618

EMAIL CASE NUMBER: 2079086

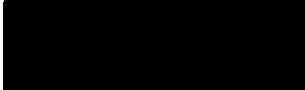
REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM5905630I25261L0KM&

From: [REDACTED]
To: customerassist@chrysler.com
Date: Thu Nov 12 02:01:55 EST 2009
Subject: Reply to Chrysler Group LLC (KMM5905630I25261L0KM)
Reply Comments:

(11-11-09)
CUSTOMER: Misty Gill
(KMM5901940I25261L0KM)
REFERENCE NUMBER:
17811618
EMAIL CASE NUMBER: 2079086

I previously submitted a written complaint via email on 8/18/2008 regarding my new 2008 Dodge Grand Caravan.(I can re-send that email if needed?) Also at that time I submitted a vehicle safety claim with the NHTSA. Since my initial complaint, we are still experiencing problems with our vehicle! Random dash light symbols will occasionally come on indicating an issue but eventually go off on it's own. When starting the vehicle, it seems to kinda struggle a few seconds before it finally cranks also. Then tonight, I went shopping out of town and when I returned to the van & went to crank, it wouldn't even turn over! I first assumed it was the battery, although I didn't leave the lights on or anything else that would've drained the battery. I had a tire and lube tech. attempt to jump me off several times, but it never even attempted to turn over! The interior lights and headlights still came on and the door locks worked but that was it! It wasn't the battery afterall!!! So, I had to find a ride home and call a tower to meet me back where the van was and paid \$45 to have it towed to the original dealership! I was not happy with this unexpected expense and inconvenience! Now I have to find a ride to the dealership service dept. in the morning to see what's wrong with the van now! These continious vehicle issues i'm having are becoming a serious concern & I am prepared to take legal action if necessary! We purchased this van brand new off the lot in 2008 and it was in the shop only a couple weeks later for the first defect! It has been in the shop now a total of 5 times already, 6 counting tonight! In my opinion that is ridiculous for a new 2008 vehicle with only 39,000 miles on it to have been serviced that many times in a short period of time! I've already spoke to the sales manager the last time it was serviced & i'm now ready to go to the next level! I am looking into seeking a reputable attorney, Walter-Umphrey,

which just so happens to be the co-owner of this dealership, and also which we have a separate lawsuit case with his lawfirm for a different matter. I'm also looking into filing a complaint with the Texas Department of Motor Vehicles for the "Lemon Law!" I no longer feel safe or satisfied with this vehicle and wish to receive a replacement or be re-imbursed the full purchase price! We rely on this van as our primary means of transportation as a family of 5 with 3 disabled children! This van is a dud and unreliable for us to use any longer! Please contact me with any and all options available to resolve this issue ASAP! Thanx so much for your time and consideration.



From: customerassist@chrysler.com
To: [REDACTED]
Date: Thu Nov 12 09:33:35 EST 2009
Subject: Re: Reply to Chrysler Group LLC (KMM5905630I25261L0KM)
Dear [REDACTED]:

Thank you for contacting the Chrysler Customer Assistance Center.

In order to review to review your case for possible assistance, you would need to authorize diagnostics. Carl Pileggi, the Service Manager, can then contact his Chrysler representative to further discuss the issue. First, he has to know what is wrong with your minivan.

Thanks again for your email.

Sincerely,

Lee

Customer Service Representative
Chrysler Customer Assistance Center

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

REFERENCE NUMBER: 17811618

EMAIL CASE NUMBER: 2079086

REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM6737074I25261L0KM&

Original Message Follows:

Comments:

(11-11-09) CUSTOMER: Misty Gill (KMM5901940I25261L0KM) REFERENCE NUMBER:

17811618 EMAIL CASE NUMBER: 2079086 I previously submitted a written complaint via email on 8/18/2008 regarding my new 2008 Dodge Grand Caravan.(I can re-send that email if needed?) Also at that time I submitted

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as a family of 5 with 3 disabled children! This van is a dud and
unreliable
for us to use any longer! Please contact me with any and all options
available to resolve this issue ASAP! Thanx so much for your time
and
consideration. [REDACTED]

From: replyform@chrysler.com
To: customerassist@chrysler.com
Date: Fri Nov 13 16:53:32 EST 2009
Subject: Reply to Chrysler Group LLC (KMM6737074I25261L0KM)
Reply Comments:

[REDACTED] (11-13-09)
REFERENCE NUMBER: 17811618
EMAIL CASE NUMBER:
2079086
ATTN: Lee

Hello again Lee & thanx for your quick response,

Well, yesterday I arrived @ the dealership soon after they opened to address the issue and hopefully resolve whatever was wrong with our van from being towed the night before. After explaining what happened to the service clerk Kari, she informed me that the vehicle was just past the mileage to be covered under warranty, & to have it diagnosed it would cost me over \$100! This was unacceptable to me, given all the prior issues we've had with this vehicle so I then asked to speak with the service mgr. Carl Pelligi. He was very polite, but explained that the diagnostic fee couldn't be waived & was out of his hands? I then asked him for a customer service number for Dodge that I could call to file a complaint and he gave me the number. I then called customer service from the dealership's public phone and explained my problem and aggravation with having to pay a diagnostic fee for a vehicle that obviously is junk! The representative explained that the fee was separate and required from the dealership itself and couldn't be waived thru the company. He said he would file a claim for me and someone from there would contact me the next day to discuss possible solutions. I was still dissatisfied @ this point but ended the call with a reference number #19086206. The dealership then offered and provided me with a ride home, as I was without transportation.

The next day around noon, I still hadn't heard from anyone regarding my vehicle, so I called customer service again to inquire about the status of my claim. I was transferred to the Resolution Dept. to a rep. named Zachary who was very polite and helpful. He basically re-explained the diagnostic fee was at the discretion of the dealership and not the company, but that the fee could possibly go towards any repairs needed after diagnosing the defect. He stated that after being diagnosed that they(dodge) may be able to

assist
with the charges to repair the vehicle as a courtesy. I stated
although I
didn't have the money now, I would try to see if I could find a way
to
borrow it somehow if necessary to get things moving! With 3 kids, I
desperately need my vehicle back!!! I also told him I'm wanting to
file a
"lemon law" claim on this vehicle and he said he would forward the
information to that department. He told me to also individually file
a
claim with the "lemon law" providing all my documentation to better
address
the problems we've experienced. He then said he would fax the
dealership
service manager Carl Pelligi regarding our conversation to inform him
of
their willingness to resolve the issue. He then confirmed my
reference
number as #19086206 before ending the call.

I then called back the
dealership service department and spoke with Kari to update her about
my
dealings with the customer service department and to expect a fax
from
them. She then informed me that she had tried contacting me earlier
to
inform me that Carl Pelligi(service mgr.) went ahead and examined my
vehicle free of charge as a 'good-will gesture,' which I was very
appreciative of and repeatedly thanked her for them doing so! She
then
went over the diagnostic findings with me, stating there were
actually
several codes that came up upon observation. The initial problem she
said
was that the 'WIN' or "Wireless ignition module" was out! She said
being
that since my warranty was out, the price of the part to fix the
problem
was \$284.25! Unfortunately this is out of my budget, so I told Kari I
would
call Zachary from the resolution center back & let him know that it
was
diagnosed and what the findings were including the price to repair
it, &
hopefully they would be able to assist me with cost so I can get my
van
back ASAP! When I called Zachary I got his voicemail, so I left him a
message briefly explaining the dealership status and left my phone
and
reference number for him to call me back. I never heard back from
him, but
I did speak to another customer service representative who documented
the
diagnostic findings from the dealership and the repair price. So,
know I'm
just waiting on a response from Zachary, the 'lemon law' department,
&
hopefully the dealership service manager Carl Pelligi to see what can
be
done to resolve my claim @ this point.

Just wanted to update you on my

case thru documentation for my records. Thanx so much Lee for all
your/company's help and for your personal time and consideration with
my
vehicle problems! Let me know of any updates or if you need anymore
information from me to help in this matter. Thanx again,



Krohn & Moss
120 W. Madison, 10th Fl.
Chicago, IL 60602



Chrysler LLC
Customer Assistance Center
PO Box 21-8004
Auburn Hills MI 48326

30383

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120 W. Madison Street 10th Floor

Chicago, Illinois 60602

www.krohnandmoss.com

Writer's Direct Number

312-578-9428

Writer's Direct Facsimile

(866) 431-5576

Writer's Direct E-Mail

jspiegel@consumerlawcenter.com

www.krohnandmoss.com

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RECEIVED

SEP 18 REC'D

SPECIAL INVESTIGATIONS

August 29, 2008

Chrysler LLC

Customer Assistance Center

P.O. Box 21-8004

Auburn Hills, MI 48326-2766

RE: [REDACTED] v. Chrysler LLC.

Vehicle: 2008 Chrysler Town & Country

VIN: 2A8HR54P18R [REDACTED]

Our File No.: F08020811A

Dear Sir or Madam:

Please be advised that this office represents the above-named individual regarding claims against your company pursuant to the State Lemon Law and/or the Federal Magnuson-Moss Warranty Act with regard to the above-listed vehicle. Please direct all future contacts and correspondence to our office.

Having been formally notified of our representation, you are instructed not to contact our client under any circumstances. Direct all inquiries to this office. If you fail to act in conformity with this directive, injunctive relief will be sought against you.

Pursuant to 15 U.S.C. 2310(d), you are hereby notified that any settlement made with our client requires payment of our attorneys' fees. If you settle directly with our client and do not make arrangements for payment of our attorneys' fees, we will file suit against you. In addition, you are hereby notified of our attorneys' lien.

There are numerous defects and non-conformities present in my client's automobile for which relief is sought, and numerous attempts to repair the vehicle have been unsuccessful. These defects and non-conformities include, but are not limited to:

1. Defective engine as evidenced by the illumination of the check engine light, and a pinging noise after turning the engine off;

2. Defective electrical system as evidenced by the malfunction of the automatic sliding doors, a battery that keeps going dead, and headlights that go off on their own at random;
3. Defective body and/or trim as evidenced by the carpet coming up, the inability to open a door from the inside, inoperable sunshade clips, the rear bumper strip popping up, a loose side seat bezel, loose door molding, water getting caught within a door, and the pinstripe coming off the side of the vehicle;
4. Defective steering and/or suspension as evidenced by the vehicle constantly pulling to the right while braking, driving, and accelerating, and the excessive bouncing of the vehicle at highway speeds; and
5. Any additional complaints made by our client, whether or not they are contained in your company's records or on any dealer repair orders.

The defects and non-conformities listed above constitute a substantial impairment of the use, value and/or safety of the vehicle. Because of these defects and non-conformities, my client has justifiably lost confidence in the vehicle. As one court has stated:

For a majority of people the purchase of a new car is a major investment, rationalized by the peace of mind that flows from its dependability and safety. Once their faith is shaken, the vehicle loses not only its real value in their eyes, but becomes an instrument whose integrity is substantially impaired and whose operation is fraught with apprehension. Zabriskie Chevrolet, Inc. v. Smith, 240 A.2d 195.

Concerning the amount of grief a person must endure, one court expressed the consumer's lament in the following manner:

There comes a time when enough is enough – when an automobile purchaser, after having to take his car into the shop for repairs an inordinate number of times and experiencing all of the attendant inconvenience, is entitled to say, "That's all," and revoke, notwithstanding the repeated good faith efforts to fix the car. ██████████ v. Morrow, 491 So.2d 204.

My client's repair history clearly shows there was a breach of both written and implied warranties:

based upon the generally accepted rule that an unsuccessful effort to remedy defects found to exist renders the warrantor liable; the buyer is not bound to allow him the opportunity or permit him to tinker with the article indefinitely in the hope that it may ultimately be made to comply with the warranty. ██████████ v. Chevrolet Motor Division, 581 P.2d 603.

Therefore, you are hereby notified that my client is revoking acceptance of this vehicle. My client has directed me to demand the cancellation of the contracts and the return of all funds paid towards this vehicle, including any trade-in value given, all collateral charges, finance charges and incidental and consequential damages.

Please be advised that pursuant to Uniform Commercial Code § 2-711(3) my client has a security interest in the vehicle for return of the amounts described above, plus expenses in handling and inspecting the vehicle. Until you pay this amount, my client will hold the car and use it to the extent necessary to preserve it, to protect the security interest, and to minimize your damages. Moreover, my client needs

August 29, 2008

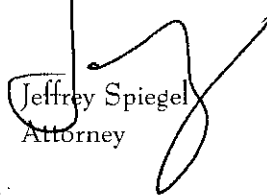
return of the monies listed above before a substitute vehicle can be acquired. In addition, any attempt by you or your agents to repossess the car will be wrongful and may subject you to liability for conversion and for wrongful repossession under Uniform Commercial Code §§ 9-503 and 9-507, as well as any other applicable remedies.

If the seller or, if applicable, the assignee, or any creditor subject to the FTC Holder Rule has filed a financing statement covering the goods, I demand, pursuant to Uniform Commercial Code § 9-404, that you file a termination statement within ten (10) days to terminate your security interest, and forward a copy to me. Since my client has revoked acceptance, there is no outstanding secured obligation. If you do not file a termination statement within ten (10) days and cooperate in removing the lien, you may be liable under Uniform Commercial Code § 9-404(1) in the amount of \$100.00, plus any loss caused to my client by your failure to do so.

To avoid any litigation, my client merely requests a refund for the defective vehicle, plus payment of our attorneys' fees pursuant to the fee-shifting provisions of the State Lemon Law and the Federal Magnuson-Moss Warranty Act. Our attorneys' fees are minimal at this stage and we would prefer to resolve this matter without the need for any more time spent on our part or on the part of your attorneys. A great deal of time, money and effort could be saved by all parties involved with a quick resolution of this claim.

Accordingly, if you wish to resolve this matter amicably, please feel free to contact my office. If the matter has not been resolved within fourteen (14) days from the date of this letter, a lawsuit will be filed.

Sincerely,


Jeffrey Spiegel
Attorney

JS/jc

From: [REDACTED]
To: customerassist@chrysler.com
Date: Fri Sep 19 20:16:51 EDT 2008
Subject: Chrysler LLC Customer Assistance
Form Selected:

Category: US Customer Service
Brief Description:

Worst customer service I have ever experienced... I should have bought the =
Honda...

Comments:

I purchased an 08 Town and Country Touring last Sept. The salesman sold it to us under the impression that it had options that in reality it did not. The dealership agreed to make it right by installing a rear seat entertainment system. It took 10 months and having the dealership flat out LIE to us multiple times before they got around to having it installed. After the installation Our back up camera, courtesy lights, track lights and some dash lights were not working. As if this wasn't enough the headlights then started shutting off while driving at night and then the vehicle would just shut off while traveling down the road. The car has been into the shop 5 times now for work that was a result of Anchorage Chrysler Dodge performing the original work to the vehicle. In the 11 months we have owned the vehicle we never had a single problem with it till we brought it to them. Now I have spent well over \$1200 in gas and taking time off work to bring the vehicle to them to repair THIER mistakes. When we made our decision to purchase a Chrysler it wasn't because they were the best value, had the best crash rating or any other special widget that someone else didn't have. When we had our choices down to a Honda or the Chrysler the Chrysler which was almost \$8000 dollars more won because we heard that Chrysler provides excellent customer service. Well we haven't seen one bit of that excellent customer service. All we see is the inside of a piece of crap PT cruiser loaner car while they still can't seem to get our \$34000 van repaired. They have now had our car for another week. The Alaska Motor Vehicle Warranties Act reads.

The lemon law covers any conconformity,
which is defined as a defect or condition in a motor vehicle caused by a manufacturer, distributor, dealer, or repairing agent that substantially impairs the use or market value of a motor vehicle. =93Substantially impair=
s
the use=94 mean a nonconformity that prevents a motor vehicle from being operated or makes the vehicle unsafe to operate. =93Substantially impairs t=
he
market value=94 means a nonconformity that substantially decreases the doll=
ar
value of a vehicle to the owner when compared to the dollar value of a similar vehicle that does not have the nonconformity.

Obviously the
vehicle shutting off while traveling down the road and the headlights just randomly turning off are a bit of a safety issue. All the interior lights not working certainly diminish the market value of the vehicle as well. The lemon law also states that the dealer or their representative gets 3 attempts to repair the problem before the car becomes eligible to be replaced or purchased back at the buyers choice. Well this is the 5th

chance and if when I get it back it still has the problems I fully intend on using the lemon law and have already spoke with my attorney about doing so. I am writing all of this in hopes that somebody at Chrysler dose in fact care about customer service and will help me get this resolved without going to such extremes.

Sender Information:

Title: Mr.

First Name:

Middle Initial:

Last Name:

From: customerassist@chrysler.com
To: [REDACTED]
Date: Mon Sep 22 09:58:40 EDT 2008
Subject: Re: Chrysler LLC Customer Assistance
Dear [REDACTED]

Thank you for contacting the Chrysler Customer Assistance Center regarding your 2008 Chrysler Town & Country.

We apologize for the inconvenience caused to you.

In response to your email concerning the electrical problem and the service experience at the dealership, we regret your dissatisfaction with the service you received and 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. Because dealerships are independently owned businesses, they are responsible for addressing concerns directly related to their sales and service activities, as well as their personnel. Although we do not have the authority to resolve concerns related to dealer workmanship, service scheduling, or repair pricing, you may want to pursue the matter directly with dealership management for further resolution.

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

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 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.

Thank you for your email and for sharing your concern with us.

Sincerely,

Lisa Parker

Customer Service Representative
Chrysler Customer Assistance Center

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

REFERENCE NUMBER: 17920354

EMAIL CASE NUMBER: 2101187

REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM5972606I25261L0KM&

Original Message Follows:

US Customer Service - Chrysler Brand Site

Brief Description:

Worst customer service I have ever experienced... I should have bought the Honda...

Comments:

I purchased an 08 Town and Country Touring last Sept. The salesman sold it

to us under the impression that it had options that in reality it did not.

The dealership agreed to make it right by installing a rear seat entertainment system. It took 10 months and having the dealership flat out

LIE to us multiple times before they got around to having it installed.

After the installation Our back up camera, courtesy lights, track lights

and some dash lights were not working. As if this wasn't enough the headlights then started shutting off while driving at night and then the

vehicle would just shut off while traveling down the road. The car has been

into the shop 5 times now for work that was a result of Anchorage Chrysler

Dodge performing the original work to the vehicle. In the 11 months we have

owned the vehicle we never had a single problem with it till we brought it

to them. Now I have spent well over \$1200 in gas and taking time off work

to bring the vehicle to them to repair THIER mistakes. When we made our

decision to purchase a Chrysler it wasn't because they were the best value,

had the best crash rating or any other special widget that someone else

didn't have. When we had our choices down to a Honda or the Chrysler the

Chrysler which was almost \$8000 dollars more won because we heard that

Chrysler provides excellent customer service. Well we haven't seen one bit

of that excellent customer service. All we see is the inside of a piece of

crap PT cruiser loaner car while they still can't seem to get our \$34000

van repaired. They have now had our car for another week. The Alaska Motor

Vehicle Warranties Act reads. The lemon law covers any nonconformity,

which is defined as a defect or condition in a motor vehicle caused by a

manufacturer, distributor, dealer, or repairing agent that substantially

impairs the use or market value of a motor vehicle. "Substantially impairs

the use" mean a nonconformity that prevents a motor vehicle from being

operated or makes the vehicle unsafe to operate. "Substantially impairs the

market value" means a nonconformity that substantially decreases the dollar

value of a vehicle to the owner when compared to the dollar value of a

similar vehicle that does not have the nonconformity. Obviously the vehicle shutting off while traveling down the road and the

headlights just

randomly turning off are a bit of a safety issue. All the interior

lights

not working certainly diminish the market value of the vehicle as well. The

lemon law also states that the dealer or their representative gets 3 attempts to repair the problem before the car becomes eligible to be replaced or purchased back at the buyers choice. Well this is the 5th

chance and if when I get it back it still has the problems I fully intend

on using the lemon law and have already spoke with my attorney about doing

so. I am writing all of this in hopes that somebody at Chrysler dose in

fact care about customer service and will help me get this resolved without

going to such extremes.

VIN:

DC [REDACTED]

Mileage:

12000

Servicing Dealer:

Anchorage Chrysler Dodge

Title:

Mr.

First Name:

Middle

Last Name

Address

Address 2:

City:

Palmer

State:

AK

Zip:

Email:

Work Ph

From: customerassist@chrysler.com
To: [REDACTED]
Date: Tue Nov 25 09:00:08 EST 2008
Subject: Re: Reply to Chrysler LLC (KMM6078871I25261L0KM)
Dear Kimberly:

Thank you for contacting the Chrysler Customer Assistance Center.

Lemon laws are regulated by state governments. To get information about your rights, contact your State Attorney General's Office. They will provide you with all the information that you will need.

In addition, there should be a white and blue booklet with your Owner's Manual that explains how to go through the lemon law process.

If you need you vehicle repaired, you need to take it to a dealer. If they need technical assistance, they can request it from Chrysler.

Kyle C. May is from the Mailing Services department.

Thanks again for your email.
Sincerely,

Lee

Customer Service Representative
Chrysler Customer Assistance Center

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

REFERENCE NUMBER:

EMAIL CASE NUMBER: 2110435

REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM6080738I25261L0KM&

Original Message Follows:

I am specifically asking about the lemon law card that I sent in. You are not answering my question. Does Chrysler do nothing about these claims? I am assuming that this has been documented. Do your records show that? Not having headlights or anything else electrical working in the vehicle is a problem, is it not? What department is Kyle C. May in and how do I contact him? After speaking with the dealership again today, I was informed that the district manager has resigned. I need assistance because I am still having the same problem repeatedly. Please put me in contact with the employee that signed for this card so that I can get some questions answered. I am TIRED of getting the runaround from Chrysler in this matter!

On Mon, Nov 24, 2008 at 10:49 AM, customerassist
<customerassist@chrysler.com> wrote:

Dear [REDACTED]

Thank you for your reply.

Nothing has changed since you met with the District Manager in October.

Chrysler will continue to repair your vehicle per the terms of the warranty if and when a nonconformity is diagnosed by a Chrysler LLC authorized dealer.

Thanks again for your email.
Sincerely,

Lee

Customer Service Representative
Chrysler Customer Assistance Center

For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER:
EMAIL CASE NUMBER: 2110435
REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM6078871I25261L0KM&

Original Message Follows:

I have not spoken with a district manager since sending this lemon paperwork in to Chrysler. Do you not follow up with complaints? I have tried to call to get assistance but keep having calls routed to India. The certified mail I sent was signed for by Kyle C. May on November 5, 2008. What is the follow-up process to these complaints? If you cannot help me, can you please put me in touch with someone who can?
Thank you

On Fri, Nov 21, 2008 at 9:14 AM, customerassist
<customerassist@chrysler.com> wrote:

Dear [REDACTED]

Thank you for contacting the Chrysler Customer Assistance Center.

Our system indicates the District Manager informed you that the vehicle would be repaired per the terms of the warranty.

Thanks again for your email.
Sincerely,

Lee

Customer Service Representative
Chrysler Customer Assistance Center

For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER: 17965768
EMAIL CASE NUMBER: 2110435
REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM6075536I25261L0KM&

Original Message Follows:

I mailed in the card about my van being a "lemon" I received the certified mail receipt back but have heard nothing so far. How long should I expect to wait before I am contacted about his matter?
Thank you

On Tue, Oct 14, 2008 at 7:59 AM, customerassist
<customerassist@chrysler.com> wrote:

Dear [REDACTED]

Thank you for your reply.

I do not know when you will get a resolution.

Thanks again for your email.
Sincerely,

Lee

Customer Service Representative
Chrysler Customer Assistance Center

For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER: 17965768
EMAIL CASE NUMBER: 2110435
REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM6012954I25261L0KM&

Original Message Follows:

Comments:

The last attempt to contact him he was also in Florida. This has been going on for several months and I'm not sure what contacting the dealer is going to do. They have done nothing so far. When can I expect a resolution in this matter?

From: [REDACTED]
To: customerassist@chrysler.com
Date: Sat Oct 04 07:21:03 EDT 2008
Subject: Chrysler LLC Customer Assistance
Form Selected:

Category: US Customer Service
Brief Description:

My car is a lemon and I've requested a meeting with a rep and haven't gotten it.

Comments:

I have been requesting a meeting with the chrysler rep since april 2008-it is october and still haven't had one. my car has numerous problems and has been in for service numerous times some for the same problem. I have met with the gm of the dealership, spoken with the service and parts manager and everyone is aware of the concern. I have been given the runaround and i've had enough. I demand a meeting, I feel that my car is a lemon and I want it bought back and want my down payment as well. I have called the customer service number three times and my calls have been routed to India and the person on the line does not understand english enough to help me I guess and has never been able to even pull up my information. I do not understand why I am unable to speak with someone in the US. Please advise as to next step. I have been more than patient and my patience is running out. Thank you.

Sender Information:

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

From: [REDACTED]
To: customerassist@chrysler.com
Date: Tue Nov 25 19:24:46 EST 2008
Subject: Re: Reply to Chrysler LLC (KMM6080738I25261L0KM)
I guess I'm not being clear. I know that, and about the booklet and I sent it what it said to send in to CHRYSLER. When should I expect to be contacted by CHRYSLER about this matter? They should care would think that this claim has been filed-or maybe not.I am told they (dealership)have requested additional information since there is no district representative at this time. I have heard nothing back. If Kyle accepted the mail who did it go to next?
Again, I have gotten no helpful information. Is there someone who may be able to help me? Do I need to start a new email so that someone else will receive it? Do you know anything about my questions?
I will be writing the President or CEO of Chrysler to inform him of the lack of customer service from this email answering department as well as the district rep's lack of assistance at the time of his employment.
PLEASE,
PLEASE PUT ME IN CONTACT WITH SOMEONE WHO CAN HELP
ME!!!!!!!!!!!!!!!!!!!!!!
I will also be contacting an attorney in my area if I cannot get some assistance. I have been VERY patient and this is my last attempt.

On Tue, Nov 25, 2008 at 9:01 AM, customerassist
<customerassist@chrysler.com>
> wrote:

> Dear [REDACTED]:
>
> Thank you for contacting the Chrysler Customer Assistance Center.
>
> Lemon laws are regulated by state governments. To get information about
> your rights, contact your State Attorney General's Office. They will
> provide you with all the information that you will need.
>
> In addition, there should be a white and blue booklet with your Owner's
> Manual that explains how to go through the lemon law process.
>
> If you need you vehicle repaired, you need to take it to a dealer. If
> they need technical assistance, they can request it from Chrysler.
>
> Kyle C. May is from the Mailing Services department.
>
> Thanks again for your email.
> Sincerely,
>
> Lee
>
> Customer Service Representative
> Chrysler Customer Assistance Center
>

> For any future communications related to this email, please refer to the
> following information:
> REFERENCE NUMBER:
> EMAIL CASE NUMBER: 2110435
> REPLY LINK:
> [http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?](http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM6080738I25261L0KM&)
trk_ID=KMM6080738I25261L0KM&
>
>
> Original Message Follows:
> -----
>
> I am specifically asking about the lemon law card that I sent in. You
> are not answering my question. Does Chrysler do nothing about these
> claims? I am assuming that this has been documented. Do your records
> show that? Not having headlights or anything else electrical working in
> the vehicle is a problem, is it not? What department is Kyle C. May in
> and how do I contact him? After speaking with the dealership again
> today, I was informed that the district manager has resigned. I need
> assistance because I am still having the same problem repeatedly. Please
> put me in contact with the employee that signed for this card so that I
> can get some questions answered. I am TIRED of getting the runaround
> from Chrysler in this matter!
>
>
> On Mon, Nov 24, 2008 at 10:49 AM, customerassist
> <customerassist@chrysler.com> wrote:
>
> Dear [REDACTED]:
>
> Thank you for your reply.
>
> Nothing has changed since you met with the District Manager in October.
> Chrysler will continue to repair your vehicle per the terms of the
> warranty if and when a nonconformity is diagnosed by a Chrysler LLC
> authorized dealer.
>
> Thanks again for your email.
> Sincerely,
>
> Lee
>
> Customer Service Representative
> Chrysler Customer Assistance Center
>
> For any future communications related to this email, please refer to
> the
> following information:
> REFERENCE NUMBER:
> EMAIL CASE NUMBER: 2110435
> REPLY LINK:
> http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?

trk_ID=KMM6078871I25261L0KM&

>

>

> Original Message Follows:

> -----

>

> I have not spoken with a district manager since sending this lemon
> paperwork in to Chrysler. Do you not follow up with complaints? I
have

> tried to call to get assistance but keep having calls routed to
India.

> The certified mail I sent was signed for by Kyle C. May on
November 5,

> 2008. What is the follow-up process to these complaints? If you
cannot

> help me, can you please put me in touch with someone who can?

> Thank you

>

>

> On Fri, Nov 21, 2008 at 9:14 AM, customerassist

> <customerassist@chrysler.com> wrote:

>

> Dear [REDACTED]:

>

> Thank you for contacting the Chrysler Customer Assistance Center.

>

> Our system indicates the District Manager informed you that the
> vehicle

> would be repaired per the terms of the warranty.

>

> Thanks again for your email.

> Sincerely,

>

> Lee

>

> Customer Service Representative

> Chrysler Customer Assistance Center

>

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

> the

> following information:

> REFERENCE NUMBER: 17965768

> EMAIL CASE NUMBER: 2110435

> REPLY LINK:

> [http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?](http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM6075536I25261L0KM&)

trk_ID=KMM6075536I25261L0KM&

>

>

> Original Message Follows:

> -----

>

> I mailed in the card about my van being a "lemon" I received the
> certified mail receipt back but have heard nothing so far. How
long

> should I expect to wait before I am contacted about his matter?

> Thank you

>

>

> On Tue, Oct 14, 2008 at 7:59 AM, customerassist

> <customerassist@chrysler.com> wrote:

>

> Dear [REDACTED]:

>

[illegible]

From: customerassist@chrysler.com
To: [REDACTED]
Date: Thu Dec 04 16:31:04 EST 2008
Subject: Re: Reply to Chrysler LLC (KMM6080738I25261L0KM)
Dear [REDACTED]:

Thank you for contacting the Chrysler Customer Assistance Center.

Sending a notification card to Chrysler to let us know of the problems you have been having is not the same as filing for the lemon law with your state.

This is your contact from Chrysler. The District Manager previously reviewed the situation and nothing has changed. If and when a dealership diagnoses a nonconformity, Chrysler LLC will repair it per the terms of the warranty.

If you are currently having a problem with your vehicle , we suggest that you take it to a dealer.

Thanks again for your email.
Sincerely,

Lee

Customer Service Representative
Chrysler Customer Assistance Center

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

REFERENCE NUMBER: 17965768

EMAIL CASE NUMBER: 2110435

REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM6096103I25261L0KM&

Original Message Follows:

I guess I'm not being clear. I know that, and about the booklet and I sent it what it said to send in to CHRYSLER. When should I expect to be contacted by CHRYSLER about this matter? They should care would think that this claim has been filed-or maybe not.

I am told they (dealership) have requested additional information since there is no district representative at this time. I have heard nothing back. If Kyle accepted the mail who did it go to next?

Again, I have gotten no helpful information. Is there someone who may be able to help me? Do I need to start a new email so that someone else will receive it? Do you know anything about my questions?

I will be writing the President or CEO of Chrysler to inform him of the lack of customer service from this email answering department as well as the district rep's lack of assistance at the time of his employment. PLEASE, PLEASE PUT ME IN CONTACT WITH SOMEONE WHO CAN HELP ME!!!!!!!!!!!!!!!!!!!!!!

I will also be contacting an attorney in my area if I cannot get some assistance. I have been VERY patient and this is my last attempt.

On Tue, Nov 25, 2008 at 9:01 AM, customerassist
<customerassist@chrysler.com> wrote:

Dear [REDACTED]

Thank you for contacting the Chrysler Customer Assistance Center.

Lemon laws are regulated by state governments. To get information about your rights, contact your State Attorney General's Office. They will provide you with all the information that you will need.

In addition, there should be a white and blue booklet with your Owner's Manual that explains how to go through the lemon law process.

If you need your vehicle repaired, you need to take it to a dealer. If they need technical assistance, they can request it from Chrysler.

Kyle C. May is from the Mailing Services department.

Thanks again for your email.
Sincerely,

Lee

Customer Service Representative
Chrysler Customer Assistance Center

For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER:
EMAIL CASE NUMBER: 2110435
REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM6080738I25261L0KM&

Original Message Follows:

I am specifically asking about the lemon law card that I sent in. You are not answering my question. Does Chrysler do nothing about these claims? I am assuming that this has been documented. Do your records show that? Not having headlights or anything else electrical working in the vehicle is a problem, is it not? What department is Kyle C. May in and how do I contact him? After speaking with the dealership again today, I was informed that the district manager has resigned. I need assistance because I am still having the same problem repeatedly. Please put me in contact with the employee that signed for this card so that I can get some questions answered. I am TIRED of getting the runaround from Chrysler in this matter!

On Mon, Nov 24, 2008 at 10:49 AM, customerassist
<customerassist@chrysler.com> wrote:

Dear [REDACTED]:

Thank you for your reply.

Nothing has changed since you met with the District Manager in October.

Chrysler will continue to repair your vehicle per the terms of the warranty if and when a nonconformity is diagnosed by a Chrysler LLC authorized dealer.

Thanks again for your email.
Sincerely,

Lee

Customer Service Representative
Chrysler Customer Assistance Center

For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER:
EMAIL CASE NUMBER: 2110435
REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM6078871I25261L0KM&

Original Message Follows:

I have not spoken with a district manager since sending this lemon paperwork in to Chrysler. Do you not follow up with complaints? I have tried to call to get assistance but keep having calls routed to India.
The certified mail I sent was signed for by Kyle C. May on November 5, 2008. What is the follow-up process to these complaints? If you cannot help me, can you please put me in touch with someone who can?
Thank you

On Fri, Nov 21, 2008 at 9:14 AM, customerassist
<customerassist@chrysler.com> wrote:

Dear [REDACTED]:

Thank you for contacting the Chrysler Customer Assistance Center.

Our system indicates the District Manager informed you that the vehicle would be repaired per the terms of the warranty.

Thanks again for your email.
Sincerely,

Lee

Customer Service Representative
Chrysler Customer Assistance Center

For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER: 17965768
EMAIL CASE NUMBER: 2110435
REPLY LINK: [http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?](http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM6078871I25261L0KM&)

trk_ID=KMM6075536I25261L0KM&

Original Message Follows:

I mailed in the card about my van being a "lemon" I received the certified mail receipt back but have heard nothing so far. How long should I expect to wait before I am contacted about his matter?
Thank you

On Tue, Oct 14, 2008 at 7:59 AM, customerassist
<customerassist@chrysler.com> wrote:

Dear [REDACTED]:

Thank you for your reply.

I do not know when you will get a resolution.

Thanks again for your email.
Sincerely,

Lee

Customer Service Representative
Chrysler Customer Assistance Center

For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER: 17965768
EMAIL CASE NUMBER: 2110435
REPLY LINK: [http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?](http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM6012954I25261L0KM&)
trk_ID=KMM6012954I25261L0KM&

Original Message Follows:

Comments:
The last attempt to contact him he was also in Florida. This has been going on for several months and I'm not sure what contacting the dealer is going to do. They have done nothing so far. When can I expect a resolution in this matter?

From: customerassist@chrysler.com
To: [REDACTED]
Date: Mon Oct 06 09:43:19 EDT 2008
Subject: Re: Chrysler LLC Customer Assistance
Dear [REDACTED]

Thank you for contacting the Chrysler Customer Assistance Center.

We are very sorry to learn of the service problem you have encountered and have opened a file to investigate this issue with your dealer.

At this time, we would recommend that you stay in contact with your dealer. They are the best source for updates concerning the District Manager's schedule. Currently, the District Manager, also known as a Chrysler representative, is in Florida on business.

Thanks again for your email.
Sincerely,

Lee

Customer Service Representative
Chrysler Customer Assistance Center

For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER: 17965768
EMAIL CASE NUMBER: 2110435
REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM5998903I25261L0KM&

From: replyform@chrysler.com
To: customerassist@chrysler.com
Date: Mon Oct 13 19:33:32 EDT 2008
Subject: Reply to Chrysler LLC (KMM5998903I25261L0KM)
Reply Comments:

The last attempt to contact him he was also in Florida. This has been going on for several months and I'm not sure what contacting the dealer is going to do. They have done nothing so far. When can I expect a resolution in this matter?

From: customerassist@chrysler.com
To: [REDACTED]
Date: Tue Oct 14 08:58:32 EDT 2008
Subject: Re: Reply to Chrysler LLC (KMM5998903I25261L0KM)
Dear [REDACTED]:

Thank you for your reply.

I do not know when you will get a resolution.

Thanks again for your email.
Sincerely,

Lee

Customer Service Representative
Chrysler Customer Assistance Center

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

REFERENCE NUMBER: 17965768

EMAIL CASE NUMBER: 2110435

REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM6012954I25261L0KM&

Original Message Follows:

Comments:

The last attempt to contact him he was also in Florida. This has been going on for several months and I'm not sure what contacting the dealer is going to do. They have done nothing so far. When can I expect a resolution in this matter?

From: [REDACTED]
To: customerassist@chrysler.com
Date: Thu Nov 20 21:34:24 EST 2008
Subject: Re: Reply to Chrysler LLC (KMM6012954I25261L0KM)
I mailed in the card about my van being a "lemon" I received the certified mail receipt back but have heard nothing so far. How long should I expect to wait before I am contacted about his matter?Thank you

On Tue, Oct 14, 2008 at 7:59 AM, customerassist
<customerassist@chrysler.com>
> wrote:

> Dear [REDACTED]:
>
> Thank you for your reply.
>
> I do not know when you will get a resolution.
>
> Thanks again for your email.
> Sincerely,
>
> Lee
>
> Customer Service Representative
> Chrysler Customer Assistance Center
>
> For any future communications related to this email, please refer to the
> following information:
> REFERENCE NUMBER: 17965768
> EMAIL CASE NUMBER: 2110435
> REPLY LINK:
> [http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?](http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM6012954I25261L0KM&)
> [trk_ID=KMM6012954I25261L0KM&](http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM6012954I25261L0KM&)
>
>
> Original Message Follows:
> -----
>
> Comments:
> The last attempt to contact him he was also in Florida. This has been
> going
> on for several months and I'm not sure what contacting the dealer is
> going
> to do. They have done nothing so far. When can I expect a resolution in
> this matter?
>
>
>
>

From: customerassist@chrysler.com
To: [REDACTED]
Date: Fri Nov 21 09:13:51 EST 2008
Subject: Re: Reply to Chrysler LLC (KMM6012954I25261L0KM)
Dear [REDACTED]:

Thank you for contacting the Chrysler Customer Assistance Center.

Our system indicates the District Manager informed you that the vehicle would be repaired per the terms of the warranty.

Thanks again for your email.
Sincerely,

Lee

Customer Service Representative
Chrysler Customer Assistance Center

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

REFERENCE NUMBER: 17965768

EMAIL CASE NUMBER: 2110435

REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM6075536I25261L0KM&

Original Message Follows:

I mailed in the card about my van being a "lemon" I received the certified mail receipt back but have heard nothing so far. How long should I expect to wait before I am contacted about his matter?
Thank you

On Tue, Oct 14, 2008 at 7:59 AM, customerassist
<customerassist@chrysler.com> wrote:

Dear [REDACTED]:

Thank you for your reply.

I do not know when you will get a resolution.

Thanks again for your email.
Sincerely,

Lee

Customer Service Representative
Chrysler Customer Assistance Center

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

following information:

REFERENCE NUMBER: 17965768

EMAIL CASE NUMBER: 2110435

REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM6012954I25261L0KM&

Original Message Follows:

Comments:

The last attempt to contact him he was also in Florida. This has
been
going
on for several months and I'm not sure what contacting the dealer
is
going
to do. They have done nothing so far. When can I expect a
resolution in
this matter?

From: [REDACTED]
To: customerassist@chrysler.com
Date: Fri Nov 21 17:10:54 EST 2008
Subject: Re: Reply to Chrysler LLC (KMM6075536I25261L0KM)
I have not spoken with a district manager since sending this lemon paperwork in to Chrysler. Do you not follow up with complaints? I have tried to call to get assistance but keep having calls routed to India. The certified mail I sent was signed for by Kyle C. May on November 5, 2008. What is the follow-up process to these complaints? If you cannot help me, can you please put me in touch with someone who can? Thank you

On Fri, Nov 21, 2008 at 9:14 AM, customerassist
<customerassist@chrysler.com>
> wrote:

> Dear [REDACTED]:
>
> Thank you for contacting the Chrysler Customer Assistance Center.
>
> Our system indicates the District Manager informed you that the vehicle
> would be repaired per the terms of the warranty.
>
> Thanks again for your email.
> Sincerely,
>
> Lee
>
> Customer Service Representative
> Chrysler Customer Assistance Center
>
> For any future communications related to this email, please refer to the
> following information:
> REFERENCE NUMBER: 17965768
> EMAIL CASE NUMBER: 2110435
> REPLY LINK:
> [http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?](http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM6075536I25261L0KM&)
trk_ID=KMM6075536I25261L0KM&
>
>
> Original Message Follows:
> -----
>
> I mailed in the card about my van being a "lemon" I received the
> certified mail receipt back but have heard nothing so far. How long
> should I expect to wait before I am contacted about his matter?
> Thank you
>
>
> On Tue, Oct 14, 2008 at 7:59 AM, customerassist
> <customerassist@chrysler.com> wrote:
>
> Dear [REDACTED]:
>
> Thank you for your reply.
>
> I do not know when you will get a resolution.
>
> Thanks again for your email.

> Sincerely,
>
> Lee
>
> Customer Service Representative
> Chrysler Customer Assistance Center
>
> For any future communications related to this email, please refer
to
> the
> following information:
> REFERENCE NUMBER: 17965768
> EMAIL CASE NUMBER: 2110435
> REPLY LINK:
> [http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?](http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM6012954I25261L0KM&)
trk_ID=KMM6012954I25261L0KM&
>
>
> Original Message Follows:
> -----
>
> Comments:
> The last attempt to contact him he was also in Florida. This has
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> going
> on for several months and I'm not sure what contacting the dealer
is
> going
> to do. They have done nothing so far. When can I expect a
resolution
> in
> this matter?
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From: customerassist@chrysler.com
To: [REDACTED]
Date: Mon Nov 24 10:48:55 EST 2008
Subject: Re: Reply to Chrysler LLC (KMM6075536I25261L0KM)
Dear [REDACTED]:

Thank you for your reply.

Nothing has changed since you met with the District Manager in October. Chrysler will continue to repair your vehicle per the terms of the warranty if and when a nonconformity is diagnosed by a Chrysler LLC authorized dealer.

Thanks again for your email.
Sincerely,

Lee

Customer Service Representative
Chrysler Customer Assistance Center

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

REFERENCE NUMBER:

EMAIL CASE NUMBER: 2110435

REPLY LINK: [http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?](http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM6078871I25261L0KM&)

trk_ID=KMM6078871I25261L0KM&

Original Message Follows:

I have not spoken with a district manager since sending this lemon paperwork in to Chrysler. Do you not follow up with complaints? I have tried to call to get assistance but keep having calls routed to India. The certified mail I sent was signed for by Kyle C. May on November 5, 2008. What is the follow-up process to these complaints? If you cannot help me, can you please put me in touch with someone who can?

Thank you

On Fri, Nov 21, 2008 at 9:14 AM, customerassist
<customerassist@chrysler.com> wrote:

Dear [REDACTED]:

Thank you for contacting the Chrysler Customer Assistance Center.

Our system indicates the District Manager informed you that the vehicle

would be repaired per the terms of the warranty.

Thanks again for your email.
Sincerely,

Lee

Customer Service Representative
Chrysler Customer Assistance Center

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

REFERENCE NUMBER: 17965768
EMAIL CASE NUMBER: 2110435
REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM6075536I25261L0KM&

Original Message Follows:

I mailed in the card about my van being a "lemon" I received the certified mail receipt back but have heard nothing so far. How long should I expect to wait before I am contacted about his matter?
Thank you

On Tue, Oct 14, 2008 at 7:59 AM, customerassist
<customerassist@chrysler.com> wrote:

Dear [REDACTED]:

Thank you for your reply.

I do not know when you will get a resolution.

Thanks again for your email.
Sincerely,

Lee

Customer Service Representative
Chrysler Customer Assistance Center

For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER: 17965768
EMAIL CASE NUMBER: 2110435
REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM6012954I25261L0KM&

Original Message Follows:

Comments:

The last attempt to contact him he was also in Florida. This has been going on for several months and I'm not sure what contacting the dealer is going to do. They have done nothing so far. When can I expect a resolution in this matter?

From: [REDACTED]
To: customerassist@chrysler.com
Date: Mon Nov 24 18:00:33 EST 2008
Subject: Re: Reply to Chrysler LLC (KMM6078871I25261L0KM)
I am specifically asking about the lemon law card that I sent in. You are not answering my question. Does Chrysler do nothing about these claims? I am assuming that this has been documented. Do your records show that? Not having headlights or anything else electrical working in the vehicle is a problem, is it not? What department is Kyle C. May in and how do I contact him? After speaking with the dealership again today, I was informed that the district manager has resigned. I need assistance because I am still having the same problem repeatedly. Please put me in contact with the employee that signed for this card so that I can get some questions answered. I am TIRED of getting the runaround from Chrysler in this matter!
On Mon, Nov 24, 2008 at 10:49 AM, customerassist <customerassist@chrysler.com> wrote:

> Dear [REDACTED]:
>
> Thank you for your reply.
>
> Nothing has changed since you met with the District Manager in October.
> Chrysler will continue to repair your vehicle per the terms of the
> warranty if and when a nonconformity is diagnosed by a Chrysler LLC
> authorized dealer.
>
> Thanks again for your email.
> Sincerely,
>
> Lee
>
> Customer Service Representative
> Chrysler Customer Assistance Center
>
> For any future communications related to this email, please refer to the
> following information:
> REFERENCE NUMBER:
> EMAIL CASE NUMBER: 2110435
> REPLY LINK:
> http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM6078871I25261L0KM&
>
>
> Original Message Follows:
> -----
>
> I have not spoken with a district manager since sending this lemon
> paperwork in to Chrysler. Do you not follow up with complaints? I have
> tried to call to get assistance but keep having calls routed to India.
> The certified mail I sent was signed for by Kyle C. May on November 5,

> 2008. What is the follow-up process to these complaints? If you cannot
> help me, can you please put me in touch with someone who can?
> Thank you
>
>
> On Fri, Nov 21, 2008 at 9:14 AM, customerassist
> <customerassist@chrysler.com> wrote:
>
> Dear [REDACTED]:
>
> Thank you for contacting the Chrysler Customer Assistance Center.
>
> Our system indicates the District Manager informed you that the
vehicle
> would be repaired per the terms of the warranty.
>
> Thanks again for your email.
> Sincerely,
>
> Lee
>
> Customer Service Representative
> Chrysler Customer Assistance Center
>
> For any future communications related to this email, please refer
to
> the
> following information:
> REFERENCE NUMBER: 17965768
> EMAIL CASE NUMBER: 2110435
> REPLY LINK:
> [http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?](http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM6075536I25261L0KM&)
trk_ID=KMM6075536I25261L0KM&
>
>
> Original Message Follows:
> -----
>
> I mailed in the card about my van being a "lemon" I received the
> certified mail receipt back but have heard nothing so far. How
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> should I expect to wait before I am contacted about his matter?
> Thank you
>
>
> On Tue, Oct 14, 2008 at 7:59 AM, customerassist
> <customerassist@chrysler.com> wrote:
>
> Dear [REDACTED]:
>
> Thank you for your reply.
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> I do not know when you will get a resolution.
>
> Thanks again for your email.
> Sincerely,
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> Lee
>
> Customer Service Representative
> Chrysler Customer Assistance Center
>
> For any future communications related to this email, please refer

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to
> the
> following information:
> REFERENCE NUMBER: 17965768
> EMAIL CASE NUMBER: 2110435
> REPLY LINK:
> http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?
> trk_ID=KMM6012954I25261L0KM&
>
>
> Original Message Follows:
> -----
>
> Comments:
> The last attempt to contact him he was also in Florida. This has
> been
> going
> on for several months and I'm not sure what contacting the dealer
> is
> going
> to do. They have done nothing so far. When can I expect a
> resolution
> in
> this matter?
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From: [REDACTED]
To: customerassistre@chrysler.com
Date: Tue Nov 25 22:18:02 EST 2008
Subject: Chrysler LLC Customer Assistance
Form Selected:

Category: Recall Information
Brief Description:

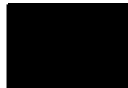
I am very unhappy with this vehicle it has had door problems which I have had to keep taking it in the shop for and now while driving during in the dark the lights stopped working which could have caused an accident.

Comments:

I have taken this van in for service several times for the door . It has had to be redone several times and still messes up. My three year old child was caught in the door and it still doesn't work correctly. And my head lights , turn signals etc. went out while driving in the dark this could have caused an accident which could have hurt my family(which includes five children)or someone else . Something needs to be done I have had this van since June and I have had nothing but regrets about buying it .

Sender Information:

Title:
First Name:
Middle Initial:
Last Name:



From: customerassistre@chrysler.com
To: [REDACTED]
Date: Wed Nov 26 13:26:09 EST 2008
Subject: Re: Chrysler LLC Customer Assistance
Dear [REDACTED]:

Thank you for contacting the Chrysler Customer Assistance Center regarding your 2008 Chrysler Town & Country.

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

We have reviewed your 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 Chrysler website at (<http://www.chrysler.com>).

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

Thanks again for your email.

Sincerely,

John Cooper
Customer Service Representative
Chrysler Customer Assistance Center

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

REFERENCE NUMBER: 18118195

EMAIL CASE NUMBER: 2141404

REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM6083463I25261L0KM&

Original Message Follows:

Recall Information - Chrysler Brand Site

Brief Description:

I am very unhappy with this vehicle it has had door problems which I have had

to keep taking it in the shop for and now while driving during in the dark

the lights stopped working which could have caused an accident.

Comments:

I have taken this van in for service several times for the door . It has had

to be redone several times and still messes up. My three year old child was

caught in the door and it still doesn't work correctly. And my head lights

, turn signals etc. went out while driving in the dark this could

have
caused an accident which could have hurt my family(which includes
five
children)or someone else . Something needs to be done I have had
this van
since June and I have had nothing but regrets about buying it .

VIN:

8R

Mileage:

3200

Servicing Dealer:

Lincoln Lacy Motor Malden , Mo.

Title:

First Name:

Middle

Last Name

Address

Address

City:

Bloomfield

State:

MO

Zip:

Email:

Home Ph

From: [REDACTED]
To: customerassist@chrysler.com
Date: Mon Dec 01 19:49:31 EST 2008
Subject: Chrysler LLC Customer Assistance
Form Selected:

Category: US Customer Service
Brief Description:

very unhappy with my 2008 grand caravan purchase. I have been to the dealer 9 times now...

Comments:

My case number is 18016710. I can not tell you my vin# cause my car is at TriStar again. My headlights were going out when I was driving. I have had it to the garage 4 times for that. It seems to be working?? but the blower motor on the van has been to the garage 7 times and still is not working. I have had it with the company and want someone to help me get my car fixed or get me a new one. I understand that the lemon law comes into effect after three trips to the garage? Can you assist me. I have ask the garage if I need to contact Chrysler again and they told that me you would just call triStar and tell them to fix the problems. At this point I don't want the car and would not recommend the product to anyone whom would ask my opinion. Help me please.. I am very dissatisfied...Mindy

Sender Information:

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

From: customerassist@chrysler.com
To: [REDACTED]
Date: Tue Dec 02 11:39:45 EST 2008
Subject: Re: Chrysler LLC Customer Assistance
Dear [REDACTED] :

Thank you for contacting the Chrysler Customer Assistance Center about your Grand Caravan.

Our system indicates the dealer contacted our technical assistance department. I contacted the dealer and was told they replaced the Totally Integrated Power Module (TIPM) last week. Please let us know if you have had any issues since then.

Thanks again for your email.

Sincerely,

Lee

Customer Service Representative
Chrysler Customer Assistance Center

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

REFERENCE NUMBER: 18131145

EMAIL CASE NUMBER: 2144065

REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM6090651I25261L0KM&

From: [REDACTED]
To: customerassist@chrysler.com
Date: Wed Mar 25 00:00:03 EDT 2009
Subject: Chrysler LLC Customer Assistance
Form Selected:

Category: US Customer Service
Brief Description:

Electronical problems

Comments:

I am contacting you to make you aware of a potential safety concern. I have been having weird problems with the van. First the heat would just go off, then the dvd player said error region not specified, and today as I was driving home in the dark, the headlights went completely off for a few minutes. I know it is not my battery because everything else was still on. I am just lucky that I was not in an accident with my three kids in the car. They are now afraid to drive in the van due to these safety issues and I am afraid to drive it, especially at night. What am I to do?

Sender Information:

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

From: customerassist@chrysler.com
To: [REDACTED]
Date: Wed Mar 25 13:51:46 EDT 2009
Subject: Re: Chrysler LLC Customer Assistance
Dear [REDACTED]:

Thank you for contacting the Chrysler Customer Assistance Center regarding your 2008 Dodge Grand Caravan.

We have reviewed your email and we appreciate the time and effort you took to bring this matter to our attention. In response to your email regarding the problem with the heating system, DVD player and headlights, we suggest that you give the local authorized dealership the opportunity to assist you. Their service personnel have the factory training, equipment and information available to diagnose and correct concerns with your vehicle.

Further, our records indicate that an authorized dealership has not performed the following recall campaign:
Recall Campaign #H30 REMOTE KEYLESS ENTRY TRANSMITTER

We suggest that you contact your local authorized Dodge dealership to schedule for an inspection and perform corrective action at no charge to you.

If you have any further questions, please feel free to contact the Chrysler Customer Assistance Center at 1-800-992-1997 or reply on the link mentioned below.

REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM6315783I25261L0KM&

Kindly accept our sincerest apologies for all the problems you have had.

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

Sincerely,

Patricia Benjamin
Customer Service Representative
Chrysler Customer Assistance Center

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

REFERENCE NUMBER: 18451381

EMAIL CASE NUMBER: 2221923

REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM6315783I25261L0KM&

Original Message Follows:

US Customer Service - Dodge Brand Site

Brief Description:

Electronical problems

Comments:

I am contacting you to make you aware of a potential safety concern. I have

been having weird problems with the van. First the heat would just go off,

then the dvd player said error region not specified, and today as I was

driving home in the dark, the headlights went completely off for a few minutes. I know it is not my battery because everything else was still on. I am just lucky that I was not in an accident with my three kids in the car. They are now afraid to drive in the van due to these safety issues and I am afraid to drive it, especially at night. What am I to do?

VIN: 8B
Mileage: 18799
Servicing Dealer: Kuntz
Title: Mrs.
First Name:
Middle
Last Name:
Address:
Address 2:
City: Punxsutawney
State: PA
Zip:
Email:
Home Phone:

From: [REDACTED]
To: customerassist@chrysler.com
Date: Thu Mar 26 15:09:35 EDT 2009
Subject: Chrysler LLC Customer Assistance
Form Selected:

Category: US Customer Service
Brief Description:

Discuss a buy back or extended warranty provided by Chrysler/Dodge
Comments:

March 26, 2009

[REDACTED]
Rockford, IL
[REDACTED]

VIN# 2D8HN54XX8R [REDACTED]
2008 Dodge Grand Caravan SXT
23, 440 miles
at this writing

Dodge Customer Assistance Center,=20

My name is [REDACTED]
Prine, my husband Shawn and I purchased a 2008 Dodge Grand Caravan in June of 2008. This was a very difficult decision for us to buy such an expensive vehicle with the poor economy, but seeing as that we have had good experiences with Dodge/Chrysler vehicles in the past, we decided to go for it. We bought the minivan as we are a young family and expect that we will be able to have this vehicle for a long time and =93grow into it=94 as the = kids get older. My parents have had their Chrysler minivan for years with no problems.=20

Our problems started on January 28th, 2009 and continue to this day. I brought the vehicle to Coronet Dodge in Peru, IL (which by the way has an excellent service department, my contact there was Tom Suarez) on January 28th, 2009 because while driving to work (I have a 157 mile daily commute, this explains the high mileage) all of the gauges went out and all of the warning lamps illuminated while the wipers and headlights went on and off on their own and it did all of this intermittently. This is very difficult to imagine unless you see the video; I taped it so the service department wouldn=92t think I was crazy! In fact I have taped it several times as it happens quite frequently. The service department in Peru, IL has 3 tickets lodged for my vehicle and over 40+ hours of work on the vehicle to try and fix the problem. Just when they thought it was

this
module or that wire harness, it would act up again. Sometimes it
would take
another 300-400 miles before it would do it, but guaranteed, it would
eventually do it again. After jiggling, fixing and replacing all the
parts
that STAR assisted them with and after working with the Chicago Zone
Office
(I believe the gentleman's name was Ed Simanski), they thought the
problem
was fixed. I received the vehicle back on March 3rd, 2009. It has now
been
over 1 month that they have been working consistently on my vehicle
calling
with weekly updates and it has been test driven over 1000+ miles. The
next
morning, March 3rd, 2009, it does it again, only one time, but it did
it. I
drove it to our local dealership where we purchased the vehicle
(Belvidere
Motors in Belvidere, IL) and explained the situation and showed them
the
latest video. They had the vehicle for approximately 2-3 days and
logged
about 100 miles and could not recreate the problem. It has happened
intermittently for me since that time, but not long enough for me to
get it
to either dealership to get it hooked up to the computer to look for
codes.
My husband and I are at our wits end with this beautiful new vehicle
that has caused us nothing but problems over the last 40+days. I am
tired
of moving from one loaner car to the next and am worried about my and
my
family's safety. Just an example, when the vehicle does act up,
like I said
before, the headlights flash on and off and the wipers go on their
own. On
one of the numerous test drives the service department in Peru took
the van
on resulted in them being pulled over by a police officer who
approached
the car with his gun drawn (I am not joking here, you can call
Coronet
Dodge and verify this for yourself) as he thought the person in the
vehicle
was trying to get his attention by flashing the headlights and that
someone
in the vehicle was in distress. I do not need this happening again
with my
children in the car (as they commute with me to work and go to a
local
daycare). I am looking to speak with someone about either a buy back
or
some type of extended warranty for the van because as our luck would
have
it, it will probably start acting up again frequently enough where
someone
can actually get it on the computer and take another stab at it at
36,001
miles and we will be out of luck paying for extremely costly
electrical

work. To top this all off, the brakes started squeaking this past week and I brought it back to Coronet Dodge and they have just informed me that at 23, 405 miles I need new rotors and pads. This is appalling to me as our other vehicles, a Dodge Durango and a Dodge Magnum that we traded in for the van didn't need that type of service until at least 50,000. I am a conservative highway driver with minimal in town miles, why would the brakes go bad so prematurely? I am just really disappointed to say the least.=20

I have documented all of my conversations with both service departments, modules and wire harnesses that have been replaced, dates of service(s) and so forth, but I am sure you can look that all up by my VIN#.

I will also send this letter in hard copy to your Auburn Hills address and would hope to have a response no later than April 10th. If I have no response by then I will attempt to contact you again. If you would like to see the video, I can e-mail that as well, it takes QuickTime player to open and view it which is a free download. Thank you in advance for your assistance in this matter. I look forward to working something out in either terms of a buy back or extended warranty. Thank you.

Sincerely,

Sender Information:

Title: Ms.

First Name:

Middle Initial:

Last Name:

From: customerassist@chrysler.com
To: [REDACTED]
Date: Fri Mar 27 08:37:18 EDT 2009
Subject: Re: Chrysler LLC Customer Assistance
Dear [REDACTED]:

Thank you for contacting the Chrysler Customer Assistance Center regarding your 2008 Dodge Grand Caravan.

We apologize for the inconvenience caused to you.

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

We have made tremendous gains in customer satisfaction and vehicle quality and are dismayed to learn that your expectations have not been met.

Furthermore, we suggest that you Customer Assistance Center at 1-800-992-1997 between 8:00 a.m. and 5:00 p.m. Monday through Friday (in all Continental Time Zones). It is necessary to discuss this issue with you directly.

When calling the Customer Assistance Center, please have your Reference # 18457867 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.

Sincerely,

Lisa Parker

Customer Service Representative
Chrysler Customer Assistance Center

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

REFERENCE NUMBER: 18457867

EMAIL CASE NUMBER: 2223098

REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM6319178I25261L0KM&

Original Message Follows:

US Customer Service - Dodge Brand Site

Brief Description:

Discuss a buy back or extended warranty provided by Chrysler/Dodge
Comments:

March 26, 2009 [REDACTED] Rockford, IL
[REDACTED] VIN# 2D8HN54XX8R [REDACTED] 2008 Dodge Grand Caravan SXT 23, 440
miles

at this writing Dodge Customer Assistance Center, My name is [REDACTED]
[REDACTED], my husband [REDACTED] and I purchased a 2008 Dodge Grand Caravan
in June
of 2008. This was a very difficult decision for us to buy such an
expensive
vehicle with the poor economy, but seeing as that we have had good
experiences with Dodge/Chrysler vehicles in the past, we decided to
go for
it. We bought the minivan as we are a young family and expect that
we will
be able to have this vehicle for a long time and "grow into it" as
the kids
get older. My parents have had their Chrysler minivan for years with
no
problems. Our problems started on January 28th, 2009 and continue to
this day. I brought the vehicle to Coronet Dodge in Peru, IL (which
by the
way has an excellent service department, my contact there was Tom
Suarez)
on January 28th, 2009 because while driving to work (I have a 157
mile
daily commute, this explains the high mileage) all of the gauges
went out
and all of the warning lamps illuminated while the wipers and
headlights
went on and off on their own and it did all of this intermittently.
This is
very difficult to imagine unless you see the video; I taped it so
the
service department wouldn't think I was crazy! In fact I have taped
it
several times as it happens quite frequently. The service department
in
Peru, IL has 3 tickets lodged for my vehicle and over 40+ hours of
work on
the vehicle to try and fix the problem. Just when they thought it
was this
module or that wire harness, it would act up again. Sometimes it
would take
another 300-400 miles before it would do it, but guaranteed, it
would
eventually do it again. After jiggling, fixing and replacing all the
parts
that STAR assisted them with and after working with the Chicago Zone
Office
(I believe the gentleman's name was Ed Simanski), they thought the
problem
was fixed. I received the vehicle back on March 3rd, 2009. It has
now been
over 1 month that they have been working consistently on my vehicle
calling
with weekly updates and it has been test driven over 1000+ miles.
The next
morning, March 3rd, 2009, it does it again, only one time, but it
did it. I

drove it to our local dealership where we purchased the vehicle (Belvidere Motors in Belvidere, IL) and explained the situation and showed them the latest video. They had the vehicle for approximately 2-3 days and logged about 100 miles and could not recreate the problem. It has happened intermittently for me since that time, but not long enough for me to get it to either dealership to get it hooked up to the computer to look for codes.

My husband and I are at our wits end with this beautiful new vehicle that has caused us nothing but problems over the last 40+days. I am tired of moving from one loaner car to the next and am worried about my and my family's safety. Just an example, when the vehicle does act up, like I said before, the headlights flash on and off and the wipers go on their own. On one of the numerous test drives the service department in Peru took the van on resulted in them being pulled over by a police officer who approached the car with his gun drawn (I am not joking here, you can call Coronet Dodge and verify this for yourself) as he thought the person in the vehicle was trying to get his attention by flashing the headlights and that someone in the vehicle was in distress. I do not need this happening again with my children in the car (as they commute with me to work and go to a local daycare). I am looking to speak with someone about either a buy back or some type of extended warranty for the van because as our luck would have it, it will probably start acting up again frequently enough where someone can actually get it on the computer and take another stab at it at 36,001 miles and we will be out of luck paying for extremely costly electrical work. To top this all off, the brakes started squeaking this past week and I brought it back to Coronet Dodge and they have just informed me that at 23,405 miles I need new rotors and pads. This is appalling to me as our other vehicles, a Dodge Durango and a Dodge Magnum that we traded in for the van didn't need that type of service until at least 50,000. I am a conservative highway driver with minimal in town miles, why would the brakes go bad so prematurely? I am just really disappointed to say the least. I have documented all of my conversations with both service departments, modules and wire harnesses that have been replaced, dates of service(s) and so forth, but I am sure you can look that all up by my VIN#.

I will also send this letter in hard copy to your Auburn Hills

address and

would hope to have a response no later than April 10th. If I have no response by then I will attempt to contact you again. If you would like to

see the video, I can e-mail that as well, it takes QuickTime player to open

and view it which is a free download. Thank you in advance for your assistance in this matter. I look forward to working something out in

either terms of a buy back or extended warranty. Thank you.

Sincerely,

[REDACTED]

VIN:

8R [REDACTED]

Mileage:

23440

Servicing Dealer:

Coronet Dodge, Peru, IL

Title:

Ms.

First Name:

Middle [REDACTED]

Last Name [REDACTED]

Address [REDACTED]

Address 2 [REDACTED]

City:

Rockford

State:

IL

Zip:

Email: [REDACTED]

Home Phone [REDACTED]

From: [REDACTED]
To: customerassistre@chrysler.com
Date: Tue Apr 28 17:43:04 EDT 2009
Subject: Chrysler LLC Customer Assistance
Form Selected:

Category: Recall Information
Brief Description:

van tur off when driving and the all the light blinks

Comments:

my van have being problems:when driving it will turn off,the head
lamp will
blink all the light do the same ,sometime the head lamp will not come
on,it
has being in shop on the 4/17,4/24 and 4/25 uptill now ,they have
replace
the keys but the problem is not solve .Can some one help me on this
issue
am getting out off patience.call my husband:Mo at [REDACTED]

Sender Information:

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

Company:

Cust:

AD1:

AD2:

Cty/St/ZIP: CARSON

Co-own:

Tmp Address:

K

Ph:

Ph:

IA

Cntry: USA Lang: E

H

Company:

Rep:

AD1:

AD2:

Cty/St/ZIP:

Ph:

Ph:

Cntry: Lang:

Status and Notes -----

Opened by: CK331 Open Dt: 051409 Typ: C

Stat: O Closed by/Date: /

Alrt: CurResp: 66787 74

Lst Upd: 051409 1634P JWK11 82

Cntc Typ: T Orig: C Mail Ctgry:

Dt on Ltr: Exec:

Resp Ltr: Resp Ltr Dt:

Check Information -----

Ck Amt: \$.00 S:

Payee:

Addr1:

Addr2:

City:

St/ZIP:

Vehicle Information -----

VIN: 2A8HR64X68R YR/Model: 08 CHRYSLER TOWN & COUNTRY LIMITED WAGON

Sls BC/Sls/Svc/Dlr: 74 J J 66787 RHODEN AUTO CENTER INC In Srv Date: 11/30/08

Svc BC/Sls/Svc/Dlr: 74 J J 66787 RHODEN AUTO CENTER INC Curr Mi/Km: M 8209

WCC: 799 -

Recall: H11 - MYGIG RADIO SOFTWARE UPDATE WARRANTY Status: C

General Narrative -----

REASONS FOR CONTACT:

- 1) Lamps and Switches - Seized, Sticks, Binds
several electrical issues
- 2) Rental Vehicle
customer seeking rental assistance
- 3) Lamps and Switches - Intermittent or Inoperative
Headlights turn off intermittently
- 4) Parts Not Available / Backordered

*--> NARRATIVE ADDED BY C. KONOPASEK ON 05/14/09 AT 01:57PM

ATTENTION SERVICE MANAGER/DIRECTOR # # # #

Owner is requesting that their vehicle be repurchased or replaced. This CAIR is being assigned to your dealership for further handling and review with your District Manager and/or Business Center in an attempt to resolve customer's concern. The information below was compiled based on corporate records. Please contact this customer with next steps and update this CAIR.

+ + + + + Buyback / Replacement Research + + + + +

1. What does the customer allege is wrong with the vehicle? several undiagnosed electrical issues
2. Was the vehicle purchased new or used? New
3. If used, what number owner is the customer? N/A
4. Per the warranty history, how many related repairs have there been? three
5. Total number of days out of service? 15 days
6. Date of first related repair attempt? 19 February 2009
7. Mileage of first related repair attempt? 5493
8. This vehicle was purchased in what state? IA

9. Is this a safety state? Yes
10. Has there been a Direct-to-Dealer CAIR previously sent? No
11. Has there been any Business Center involvement? No
12. Is the vehicle currently at an authorized dealer? Yes
13. Does the condition described by the customer still exist? Yes
The only thing the customer has been told is their file will be reviewed and/or handled by the local Business Center and Dealer, and if the condition still exists, to take their vehicle to the dealer regardless of this request.

Customer is also asking for rental assistance, but when agent called the dealership, 66787, all authorized personnel were in a meeting. Agent left a message with Amanda to have either Brian or the SD contact for rental assistance.

*--> NARRATIVE ADDED BY J. W. KALMAR ON 05/14/09 AT 04:32PM
5/14/09 Service Director (SD), Dave from dealer 66787 called on owner's behalf. This Dealer is on the Dealer Termination List. Vehicle was brought in for a headlight concern. Headlights turn off intermittently. Vehicle is not driveable. This has been an on going concern since the vehicle was new. Repair order was created on 4/24/09 at 8,209 miles. Dealer diagnosed the vehicle at that time. The instrument cluster needs to be replaced. Part is on back order. Owner is seeking to have the vehicle repurchased and mentioned Lemon Law to the dealer.

Part # 5082777AH Order # Q120 Dealer # 66787
Reviewed with LMW5. Commercial part issue. ETA is not available. No further action required at this time.

Forwarding file to dealer and Business Center. Sent email to CR Manager and CCAC Supervisors. Placed copy in 82Y in basket.

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

Owner is seeking vehicle repurchase. Owner may be seeking relief under state Lemon Law.

Please bring this to the attention of your district manager in an attempt to resolve customer's concern. In addition, update the file with the resolution. - Thank you.

REASSIGNED TO BC/DLR 74 66787 05/14/09 16:34 O 18585452

Teaneck, NJ

CERTIFIED MAIL™

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



7008 1830 0003 9400 7631

Chrysler Customer Care Center
P.O. Box 21-8004
Auburn Hill, MI 48321-8004

★ ★ ★
176
4924 # 05.540
7712 MAILED FROM NEW YORK, NY 10016
PB6579702
AUG 13 09
UNITED STATES POSTAGE

483218004 8158

[REDACTED]
Teaneck, NJ
[REDACTED]

RECEIVED
AUG 18 REC'D
OWNER RELATIONS

August 12, 2009

Chrysler Customer Care Center
P.O. Box 21-8004
Auburn Hills, MI 48321-8004

RE: Acct # [REDACTED]
2008 Dodge Grand Caravan
Vin# 2D8HN54P98R [REDACTED]
Lemon Law Reference # 18831948

To Whom It May Concern:

I am hereby suspending payments on the above-referenced vehicle. I wish to cancel the remainder of my lease and return the car to Chrysler.

The car has severe electrical malfunctions, which to date are still occurring. I have serviced the car by my local dealers, Dodge of Paramus and Grand Dodge of Englewood, (now closed) yet the same issues keep recurring. The issues at hand are as follows: it started last summer when the wipers, headlights, dashboard lights and other interior lights would operate and flash unpredictably. This occurred occasionally (usually when opening a front door) and the mechanics could not replicate it at the time nor find what was wrong. Later in the fall (November 2008) the entire dashboard went dead where the driver could not tell speed, fuel level or shifter position. This was fixed then by tightening some wires, repairing contacts and resetting the computer. This same thing happened again a month later in December 2008. The car was repaired, worked for a while until April 2009. This is when the symptoms recurred, namely the wipers, lights and dash would go mad. Ground contacts were replaced and other repairs made and the vehicle worked again until the end of July 2009. The symptoms reappeared until the dash finally went dead again. I called the dealer and told them that I can no longer keep the vehicle, as it is unsafe to drive without a functioning dashboard. They said to bring it in because they had a similar case and perhaps it was a bad computer module. They replaced the module that controlled the dash functions. This was on Wednesday, August 6, 2009. The next day I brought the car back as the Air bag light was still on and the car needed other routine servicing. It was at the dealer the entire day. Thursday night I picked up the car and it seemed ok. Friday morning my wife told me that the symptoms, that is, the wipers,

flashing lights etc. happened again. I saw the same thing Saturday Night, August 8, 2009 when pulling into a parking lot with my wife to go shopping. When she opened her door the wipers went on, the headlights flashed, and the dash went bonkers.

I contacted Chrysler on Monday August 10, 2009 to relay my frustration and request to file a lemon law case on this car. The car is unsafe to drive in these conditions when the dash could die at any time. All I wish to do is to return the vehicle to Chrysler and cancel the remainder of my lease. They said that the regional district manager would get back to me. So far two days went by and nobody has called me back. If this issue is not resolved by the end of this week, I will have to resort to legal action to recover monies expended and sue for other damages and emotional distress.

Very Truly Yours





Spring Hill, FL

PLACE STICKER AT TOP OF ENVELOPE
OF THE RETURN ADDRESS, FOLD AT DOTTED LINE
CERTIFIED MAIL™



7008 1140 0001 0322 4292



UNITED STATES
POSTAL SERVICE

1000



48321

00020391-11

\$324

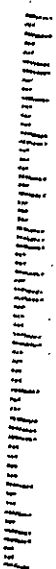
U.S. POSTAGE
PAID
SPRING HILL, FL
34606
AUG 20, 09
AMOUNT

Chrysler Motors LLC Customer Center

P.O. Box 21-8004

Auburn Hills, MI 48321-8004

4832188004 2138



Motor Vehicle Defect Notification

(Please print clearly in ink. If you do not wish to receive letters or other written solicitations from private attorneys, check below)

☐ I DO NOT WISH TO RECEIVE WRITTEN SOLICITATION MATERIALS FROM AN ATTORNEY

Pursuant to the Florida Lemon Law, notice is given to the manufacturer as follows:

☐ The vehicle has been out of service at least 15 days to repair one or more substantial defects.

☒ 3 or more repair attempts have been made to repair the same substantial defect or condition.

Description of continuing defect(s) or condition(s) Dash board warning lights coming on, wiper blades going back & forth, Head lights flashing, slide doors closing when should be opening And opening when they should be closing.

(NOTE: this is not a complete description, the manufacturer should ascertain all appropriate information.)

I am requesting that you make a final attempt to correct the continuing substantial defect(s) or condition(s).

Vehicle Make Dodge Model CARAVAN Year 2008

VIN 2D084N44468R [REDACTED] Date of Delivery 3-7-08

Name and City/State of selling dealer or leasing company (if applicable) Crystal Auto motive
Brooksville, FL

Name and City/State of authorized service agent(s) attempting previous repairs: Rob Scartozzi
Brooksville, FL

Consumer [REDACTED]
Address [REDACTED]
Springhill, FL

Home phone [REDACTED]
Cell [REDACTED]
Work phone [REDACTED]
Signature [REDACTED]
Date Mailed 8/20/09 (1/98)

RECEIVED
AUG 26 RECD
OWNER RELATIONS

Bayonne, N.J.

Chrysler Group LLC Customer Assistance Center
P.O. Box 21-8004
Auburn Hills, MI 48321-8004

RE: New Jersey Lemon Law (N.J.S.A. 56:12-29 to 56:12-49)

RECEIVED

AUG 31 REC'D

OWNER RELATIONS

August 25,

2009

To Whom It May Concern,

I believe that my 2008 Chrysler Town and Country is a "lemon" under the State of New Jersey Lemon Law (N.J.S.A. 56:12-29 to 56:12-49). I am hereby making a written demand for relief under the Lemon Law. I leased a 2008 Chrysler Town and Country, Vehicle Identification Number 2A8HR54P98R [REDACTED] on August 21, 2008 from Dutchess Dodge in Poughkeepsie, New York. Since I leased the vehicle, I have had to return it to the dealership to be serviced a total of three times. My vehicle has been out of service for repairs for a total of twelve (12) calendar days. The current mileage on my vehicle is 16,395. My vehicle was first serviced at Walsh Dodge, Jersey City, NJ. from October 9, 2008 – October 10, 2008. I had been experiencing some kind of electrical issue where the dashboard lights, headlights, windshield wipers, directional signals and an audible, piercing seat belt/door open alert sound would intermittently come on and off while I was driving. After these incidents, the passenger side door sliding door would not open for a couple of days. As a result, I made a service appointment with my local service center, Walsh Dodge. When it came time to bring the vehicle for service, the vehicle would not start. The battery appeared to be dead even though the vehicle was in my possession for less than a month. I called Walsh Dodge to explain what happened and had the vehicle towed to their service center by the 24-hour Roadside Assistance provider. I was informed that the vehicle had a "bad" battery and it was replaced. Sometime in December 2008 the problem started to occur again and I made another service appointment with Walsh Dodge that I had to cancel due to my time constraints.

The problem persisted on and off over the next few weeks but with three active children and a wife who also works, we did not have the time to bring the car in and out of service and opted to use my second vehicle as the primary one. However, in May 2009 the same problem described above became more consistent and prolonged, this time continuing over the course of a couple of

days making it dangerous to drive at night due to the headlights flashing on and off and also by the directional signals being rendered inoperable during these episodes. As a matter of fact, I was stopped by the Bayonne Police Department, of which I am an active member, as a result of my directional signal not functioning properly. I once again called to make a service appointment with Walsh Dodge and was informed that due to Chrysler's bankruptcy and reorganization, they were no longer a Chrysler dealership and that their service department would no longer be servicing vehicles that were under warranty. I was given either the option of driving to Little Falls, New Jersey which would be about a forty-five minute drive or mid-town Manhattan, NYC which would be about an hour drive with traffic. I opted to bring my vehicle to Route 46 Chrysler, Jeep, Dodge's service department on June 22, 2009. I was informed the next day that after running numerous diagnostic tests, they believed a door module was causing all the problems and they were ordering the part and were replacing it. I was informed my vehicle was ready for pick-up on the night June 24, 2009 but I was unable to return for it until June 26, 2009. On the afternoon of June 26, my wife was driving the vehicle to Atlantic City, N.J. and called me to tell me that the same problem was happening, but with greater intensity.

On June 26, 2009, I called Dutchess Dodge, Poughkeepsie, N.Y., where I originally leased the vehicle from. I spoke with General Manager Sean Mulcahy and informed him of the problems I had been having since I took delivery of the vehicle from his dealership. Mr. Mulcahy offered to have the vehicle brought to his service department and offered me a loaner car to use until the prior issues were corrected. He then put me in contact with his service manager, Rick, who arranged to have the vehicle picked up from me on July, 6, 2009. I spoke with Rick a number of times and he stated that they ran numerous tests and found no problems. He also drove the vehicle eighty (80) miles and did not experience any problems. My vehicle was returned to me on July 13, 2009.

During the next few weeks, I observed short episodes of the described electrical problems and contacted the New Jersey Division of Consumer Affairs to begin action regarding my rights under New Jersey's Lemon Law Act. While I was on vacation in North Carolina, the same problem began to occur, but this time it did not alleviate itself. During an eight hour drive, I had to endure the above described problems, including dealing with three children, for the last three hours of my drive. Once there, I was also stopped by the police regarding my flashing headlights and was nearly side-swiped because of the directional signal failure. On my return trip home on August 21, 2009, the problem occurred for the first three hours of my drive, ceased after a brief stop and began again with approximately two hours left in my drive home. The problem continues as of this date. I have video on my phone of the defect and will gladly share them with

you. I have also attached copies of my service invoices.

I would also like to share that when I was negotiating my purchase with Dutchess Dodge, the salesman, Vinny, told me the vehicle I would be purchasing would be stock # D8672 and that by using that number I could go online to their web-site and view the vehicle. I took advantage of that feature and was satisfied with the vehicle. However, when the day came to take delivery of the vehicle I noticed that the stock number was #D8634. I questioned why the stock number was different from the agreed upon vehicle and was told that it was the same exact car. I was repeatedly told by Vinny that there was no difference between the two vehicles, but he could not offer a reason as to why I was given a different vehicle. I then spoke with General Manager Sean Mulcahy who stated that in order to give me the best price, they gave me the lower priced vehicle (D8634) although there was absolutely no difference in the features. He reasoned that the manufacturer sets the price and D8672 was produced later in the calendar year and D8634 was produced earlier which accounted for the pricing difference, which was out of the dealer's control. Mr. Mulcahy assured me he was trying to give me the best deal and my vehicle was no different from the other. I voiced my displeasure over not being informed of the change in vehicles during negotiations and was assured there was no deliberate attempt to deceive me. It seems that they negotiated a deal based on one MSRP and switched it at the last minute so the dealership would make more profit from the deal without passing the savings benefit to me. There was also no attempt to compensate me when I made both Vinny and Mr. Mulcahy aware that the deal was actually beneficial to only them. When I review this incident in light of my vehicle problems, I have to consider there may have been more to this "best deal switch" than I was lead to believe.

Since the above defects substantially impair the use, value or safety of my vehicle, I am allowing you one final opportunity to repair my vehicle. If these repairs are not completed within 10 calendar days of receipt of this letter, I am entitled to a refund calculated in accordance with the Lemon Law. However, due to the ineffectiveness of the previous repairs, I am not hopeful that any subsequent repair will rectify the problem. I look forward to hearing from you soon. You can reach me during the day at [REDACTED] and in the evening at [REDACTED]

Thank you for your time,
[REDACTED]

WALSH

RT. 440 JERSEY CITY, NJ



DODGE

SALES

CULVER AVE. @ RT. 440
JERSEY CITY, NJ 07304
201-432-9160

SERVICE

76 FISK ST.
JERSEY CITY, NJ 07305
201-333-2211

CUSTOMER NO. 17889	ADVISOR ANA 157	TAG NO. 4120	INVOICE DATE 10/10/08	INVOICE NO. DOCS46647
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 2851	COLOR 1
	YEAR / MAKE / MODEL 08/CHRYSLER/			STOCK NO.
	VEHICLE I.D. NO. 2 A 8 H R 5 4 P 9 8 R [REDACTED]			DELIVERY DATE
	F.T.E. NO.			DELIVERY MILES
BAYONNE, NJ [REDACTED]	P.O. NO.		SELLING DEALER NO.	PRODUCTION DATE
RESIDENCE PHONE	BUSINESS PHONE	R.O. DATE 10/09/08		MO: 2851
COMMENTS				

JOB# 1 CHARGES

LABOR
J# 1 10DOZ DRIVEABILITY HOURS: 0.20 TECH(S):134 WARRANTY
C/S CK NO START AND CK OIL LEAKS
REPLACE BATTERY

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
	1	BBH34800-AA	BATTERY			
TOTAL - PARTS						0.00

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX DOCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR
J# 2+11DOZ ENGINE MINOR HOURS: 0.10 TECH(S):134 WARRANTY
OIL LEAK
REPLACE RIGHT SIDE AXLE SEAL

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
	1	4412522-AB	SEAL NONE 21060012			
	2	5013457-AA	OIL AUTOM 1081018			
TOTAL - PARTS						0.00

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX DOCS JOB# 2 TOTAL 0.00

TOTALS

*****	TOTAL LABOR....	0.00
* [] CASH [] CHECK CK NO. []	TOTAL PARTS....	0.00
* [] VISA [] MASTERCARD [] DISCOVER	TOTAL SUBLET....	0.00
* [] AMER XPRESS [] OTHER [] CHARGE	TOTAL G.O.G....	0.00
*****	TOTAL MISC CHG....	0.00
	TOTAL MISC DISC....	0.00
	TOTAL TAX.....	0.00
	TOTAL INVOICE \$	0.00

YOUR VEHICLE IS A MAJOR INVESTMENT. WE WANT TO HELP YOU PROTECT IT. WE WILL BE SENDING YOU SERVICE REMINDERS WHENEVER IMPORTANT MAINTENANCE IS NEEDED. THANK YOU FOR RELYING ON US FOR YOUR SERVICE NEEDS.

CUSTOMER SIGNATURE

973-774-1000
LITTLE FALLS
TOTOWA
MANHATTAN

2664 8.00
Am
7:38-1.00
ATT.
9.00

CUSTOMER #: 2014361127

18647

ROUTE 46 CHRYSLER JEEP DODGE



Jeep



INVOICE

1655 ROUTE 46 EAST · LITTLE FALLS, NJ 07424

PH: (973) 774-1000

BAYONNE, NJ

PAGE 1

HOME: CONT:N/A

BUS: CELL:

SERVICE ADVISOR: 4525 PETE PAVLOV

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
	08	CHRYSLER TC	2A8HR54P98R		13425/13426	T806	
IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
21AUG08 DD			17:00 22JUN09		98.00	CASH	24JUN09
R.O. OPENED		READY	OPTIONS: ENG:3.8 Liter SMPI				

14:21 22JUN09 18:30 24JUN09

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A/C/S A/C IS INOP

CAUSE: HOSE LEAKING

24452201	Hose / tube, Discharge - Replace						
	Discharge hose, compressor to condenser (B)						
2732	W						(N/C)
1	4677577AB LINE-A/C DISCHARGE						(N/C)
2	82300101AB *REFRIGANT						(N/C)
1	4798219 *DYES-LEAK DETECTION						(N/C)
FC: PART#: COUNT:							
CLAIM TYPE: W							
AUTH CODE:							

24010201	A/C system test, recovery and recharge -						
	With Repair Note: This operation is used						
	whenever it is necessary to test, recover,						
	replace faile						
2732	W						(N/C)

PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE A:	0.00
--------	------	--------	------	--------	------	---------------	------

13000 compressor discharge hose failure replace compressor
 discharge hose evacuate and recharge AC

 B C/S WHILE DRIVING ALL DASH LIGHTS START FLASH AND WIPERS START
 WORKING OUT OF NO WHERE

CAUSE: MODULE SHORTED							
08193101	Module, power sliding door/liftgate/top						
	Replace Power liftgate (B)						
2732	W						(N/C)
1	68050497AA MODULE-SLIDING DOOR						(N/C)
FC: PART#: COUNT:							
CLAIM TYPE: W							
AUTH CODE:							

DISCLAIMER OF WARRANTIES

ANY WARRANTIES ON THE PRODUCTS SOLD HEREBY ARE THOSE WARRANTIES, IF ANY, MADE BY THE MANUFACTURER. THE SELLER, ROUTE 46 CHRYSLER JEEP DODGE, HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND ROUTE 46 CHRYSLER JEEP DODGE NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCT.

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED ABOVE

X

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

Thank You!

CUSTOMER COPY

CUSTOMER #: 2014361127

18647

ROUTE 46 CHRYSLER JEEP DODGE



Jeep



INVOICE

1655 ROUTE 46 EAST · LITTLE FALLS, NJ 07424

PH: (973) 774-1000

BAYONNE, NJ

PAGE 2

HOME: [REDACTED] CONT:N/A

BUS: [REDACTED] CELL:

SERVICE ADVISOR: 4525 PETE PAVLOV

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
	08	CHRYSLER TC	2A8HR54P98R [REDACTED]		13425/13426	T806

IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
21AUG08 DD			17:00 22JUN09		98.00	CASH	24JUN09

R.O. OPENED: [REDACTED] READY: [REDACTED] OPTIONS: ENG:3.8_Liter_SMPI

14:21 22JUN09 18:30 24JUN09

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

13000 defective can bus module Confirm complaint perform scan
report ck wih star scan all interior can module cycling on and off line
only active dtclost communication with passanger slidding door module
remove door panel and inspect all wiring disconnect PSDM all systoms
return to normall re connect PSDM systoms return. R&R PSDM

C C/S P/S SLIDING DOOR DOESN'T OPEN/CLOSE PROPERLY

CAUSE: UPDATE SOFTWARE

18193114 PER TSB 08-011-08 PROGRAM SIDE DOORS+

2732 W

(N/C)

FC: PART#: COUNT:

CLAIM TYPE: W

AUTH CODE:

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

13000 needs software update flash update PSDM & DSDM as per tsb
08-011-08 LOP 18-19-31-14 0.3 hrs

D REPLACE OIL AND FILTER, TOP FLUIDS, SET TIRE PRESSURES, CHECK ALL LIGHTS

PERFORM FREE 46 POINT CHECK

FOF FREE OIL CHANGE INCLUDING FREE 46 POINT CHECK

2732IALOF

(N/C)

1 4105409AC FILTER-ENGINE OIL

(N/C)

5 68044413AA *OIL

(N/C)

1 4318067A W/W FLIUD

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00

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MADE BY THE MANUFACTURER. THE SELLER, ROUTE 46 CHRYSLER JEEP DODGE, HEREBY
EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY
IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND
ROUTE 46 CHRYSLER JEEP DODGE NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON
TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCT.

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED ABOVE

X

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

Thank You!

CUSTOMER COPY

CUSTOMER #: 2014361127

18647

ROUTE 46 CHRYSLER JEEP DODGE



Jeep



INVOICE

1655 ROUTE 46 EAST · LITTLE FALLS, NJ 07424

PH: (973) 774-1000

BAYONNE, NJ

PAGE 3

HOME: [REDACTED] CONT: N/A

BUS: [REDACTED] CELL:

SERVICE ADVISOR: 4525 PETE PAVLOV

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
	08	CHRYSLER TC	2A8HR54P98R [REDACTED]		13425/13426	T806

IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
21AUG08 DL			17:00 22JUN09		98.00	CASH	24JUN09

R.O. OPENED: [REDACTED] READY: [REDACTED] OPTIONS: ENG:3.8_Liter_SMPI

14:21 22JUN09 18:30 24JUN09

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

13000 lof Perform LOF and vehicle inspection frt pads 4 MM
 remainrear 7-8 MM recomend replace frt brakes and rotate tires

 E PRELIMINARY DIAGNOSTIC CHARGE IF NOT A WARRANTIABLE REPAIR
 Z NOT APPLIED

2732	ISP					(N/C)
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE E:
						0.00

RECOMMENDING: FRONT BRAKES AND
 TIRE ROTATION

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I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED ABOVE

X

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT ►	0.00

Thank You!

CUSTOMER COPY

CHRYSLER

SUZUKI

Jeep



DODGE



NYS REG. NO:

Chrysler, Jeep, Dodge #3140540

Mitsubishi #7081518

Suzuki #7100037

SPRINTER



2285-2291 South Rd. (Rt. 9) POUGHKEEPSIE, NY 12601

www.dutchesscars.com

845-462-7700

CUSTOMER NO.	39383	ADVISOR	RICHARD E CRONK	15	TAG NO.	INVOICE DATE	07/13/09	INVOICE NO.	CHCS46073
BAYONNE, NJ		LABOR RATE	97.80	LICENSE NO.		COLOR	BRILL BLK C	STOCK NO.	D8634
		YEAR / MAKE / MODEL	08/CHRYSLER/TOWN & COUNTRY/TWN & CNT			DELIVERY DATE	08/21/08	DELIVERY MILES	3
		VEHICLE I.D. NO.	2 A 8 H R 5 4 P 9 8 R			SELLING DEALER NO.	41917	PRODUCTION DATE	
		R.T.E. NO.				R.O. DATE	07/06/09	REPRINT#	1
WNG	RESIDENCE PHONE		BUSINESS PHONE		COMMENTS		MO: 13999		

LABOR & PARTS
 J# 1 08CHZ ELECTRICAL HOURS: TECH(S):109 0.00
 CK FOR ALL LIGHTS COMING ON DASH WHEN DRIVING
 CHECK FOR CODES
 DROVE VEHICLE 80 MILES NO LIGHTS CAME ON
 ALL WORKING AS DESIGNED

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
				JOB # 1 TOTAL PARTS	0.00	
				JOB # 1 TOTAL LABOR & PARTS	0.00	

J# 2 21CHZ TRANS AUTO/MANUL HOURS: 0.70 TECH(S):109 WARRANTY
 ENGINE OIL LEAKS
 CHECK FOR LEAKS FOUND TRANSMISSION OIL PAN LEAKING
 RESEAL TRANSMISSION OIL PAN AS NEEDED

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
JOB # 2	1	5010884-AA	SEAL/R RT			
				JOB # 2 TOTAL PARTS	0.00	
				JOB # 2 TOTAL LABOR & PARTS	0.00	

J# 3+90CHZ MSER08 HOURS: TECH(S):109 0.00
 THANK YOU FOR YOUR BUSINESS
 PLEASE CALL US FOR ALL YOUR MAINTENANCE NEEDS

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
				JOB # 3 TOTAL PARTS	0.00	
				JOB # 3 TOTAL LABOR & PARTS	0.00	

J# 4+32CHZZWIPER WINDSHIELD WIPER HOURS: 0.20 TECH(S):109 WARRANTY
 CHECK REAR WIPER BLADE FELL OFF
 FOUND PLASTIC ON WIPER CLIP BROKEN
 REPLACED REAR WIPER BLADE

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
JOB # 4	1	68028440-AB	BLADE REA			
				JOB # 4 TOTAL PARTS	0.00	
				JOB # 4 TOTAL LABOR & PARTS	0.00	

G.O.G. & SUPPLIES	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
JOB # 2	2.0	68026608AA	ATF+4 WRO	@	/UNIT	
JOB # 3	1.0	GAS		@	40.00 /UNIT	40.00
JOB # 3	1.0	GAS		@	25.00 /UNIT	25.00
				TOTAL - GOG		65.00

THE FACTORY WARRANTY CONSTITUTES ALL OF THE WARRANTIES WITH RESPECT TO THE SALE OF THIS ITEM/ITEMS. THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND THE SELLER NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS ITEM/ITEMS. EXPRESS LIMITED WARRANTY ON LABOR IS 90 DAYS OR 3,000 MILES WHICHEVER COMES FIRST.

ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE.

18% APR TO BE ADDED TO ALL PAST DUE ACCOUNTS. ALSO, YOU MAY BE LIABLE FOR ALL COLLECTION AND ATTORNEY FEES.

CHRYSLER

SUZUKI

Jeep



DODGE

SPRINTER



NYS REG. NO:

Chrysler, Jeep, Dodge #3140540

Mitsubishi #7081518

Suzuki #7100037



2285-2291 South Rd. (Rt. 9) POUGHKEEPSIE, NY 12601

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845-462-7700

CUSTOMER NO. 39383	ADVISOR RICHARD E CRONK	TAG NO. 15	INVOICE DATE 07/13/09	INVOICE NO. CHCS46073
BAYONNE, NJ	LABOR RATE 97.80	LICENSE NO.	COLOR BRILL BLK C	STOCK NO. D8634
	YEAR / MAKE / MODEL 08/CHRYSLER/TOWN & COUNTRY/TWN & CNT	MILEAGE 13,919	DELIVERY DATE 08/21/08	DELIVERY MILES 3
	VEHICLE I.D. NO. 2 A 8 H R 5 4 P 9 8 R	SELLING DEALER NO. 41917	PRODUCTION DATE	
	F.T.E. NO.	P.O. NO.	R.O. DATE 07/06/09	REPRINT# 1
WNG	COMMENTS			
RESIDENCE PHONE	MO: 13999			

TOTALS.....

 * [] CASH [] CHECK [] CREDIT CARD [] CHARGE *

REPAIRS EXPLAINED TO THE CUSTOMER

CUSTOMER SIGNATURE

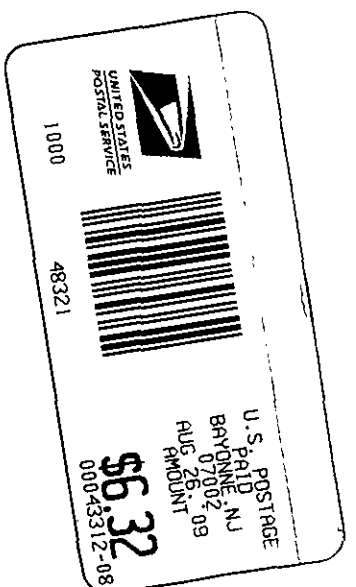
TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET....	0.00
TOTAL G.O.G....	65.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00
TOTAL INVOICE \$	65.00

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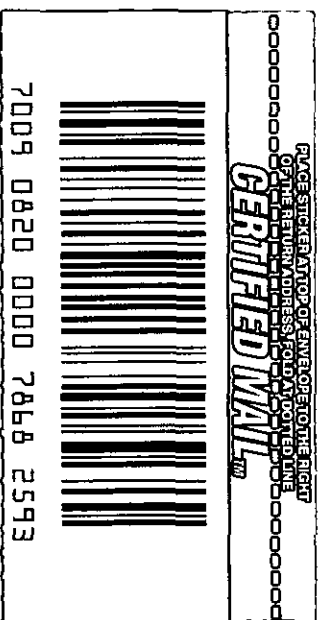
18% APR TO BE ADDED TO ALL PAST DUE ACCOUNTS. ALSO, YOU MAY BE LIABLE FOR ALL COLLECTION AND ATTORNEY FEES.

BRAYNE, N.J.



CHRYSLER GROUP LLC
CUSTOMER ASSISTANCE CENTER
P.O. BOX 21-8004
AUBURN HILLS, MI

48321-8004



48321-8004



From: [REDACTED]
To: customerassist@chrysler.com
Date: Wed Sep 09 09:40:43 EDT 2009
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service
Brief Description:

2008 Town and Country problems AGAIN!!!!

Comments:

Reference # 18887133 I took my Van back in to the dealer last Friday as you instructed me to do. I also took my husband with me so that he could verify the problem with the electrical system not always coming on when you turn the car on, the transmission slipping and the reoccurring noise in the front end. We were there at 8:00 am and my husband told them that if they could not hear the noise to let us know and he would go with them on a drive to try to duplicate it. They did not call all day - I called them about 3 -3:30 and was told that they thought the noise was the tires - my husband told them it could not possibly be the tires (he is a mechanic)as we had adressed that issue and suggested to them that they should check to see if the anti-lock brake motor was hanging up in some way which would explain the noise getting louder with use and the numerous brake replacements. They did not - I don't think we are being taking seriously. Funny thing is when I started the Van to take the kids to school yesterday - you could hear the noise (growling) right away even before I moved it. How on earth could this be the tires and why didn't they reach that conclusion all the other times I had it in there to be checked.??? Needless to say, they could not duplicate the electrical problem (again) and the transmission wasn't slipping for them either. I am so absolutely frustrated with this Van and Chrysler that words cannot describe. I also do not appreciate the service center acting stupid - when I told them about the problems with brakes continually needing replaced - they tried to say that was normal. I suggested that perhaps the service department should go on-line and read the numerous complaints from 2008 Town and country owners on this issue as well as all the other issues. I find this behavior insulting and degrading. You cannot hide behind stupidity in this day and age of technology and nor should YOU!!!!

Sender Information:

Title: Mrs.

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

From: customerassist@chrysler.com
To: [REDACTED]
Date: Thu Sep 10 16:01:37 EDT 2009
Subject: Re: Chrysler Group LLC Customer Assistance
Dear [REDACTED]:

Thank you for contacting the Chrysler Customer Assistance Center regarding your 2008 Chrysler Town & Country.

We apologize for the delay in responding to your email.

In response to your email regarding your issue with the transmission, we would like to inform you that we have reviewed the reference # 18887133, which states that the dealership has involved the district manager and business center to get your concerns resolved. However, they have given you the explanation and they cannot duplicate the problem.

We apologize for the inconvenience caused to you for the same.

However, if you still feel that the problem persists and want to pursue the matter, we suggest that you seek a second opinion from another authorized dealership.

For your convenience, we have provided the name and address of a few dealerships in your area:

South Hills Chrysler Jeep
6.86 Miles Away
3344 Washington Road
McMurray, PA 15317-3005
(724) 941-4300

Gerry Raymond's Chrysler Jeep Dodge
9.63 Miles Away
4803 State Route 51 N
Belle Vernon, PA 15012-4407
(724) 379-7300

If you have any other concern, please let us know.

Thanks again for your email. We appreciate your patience.

Sincerely,

Sandy Straube
Customer Service Representative
Chrysler Customer Assistance Center

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

REFERENCE NUMBER: 18915489
EMAIL CASE NUMBER: 2320626
REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM6609293I25261L0KM&

Original Message Follows:

US Customer Service - Chrysler Brand Site
Brief Description:
2008 Town and Country problems AGAIN!!!!!!
Comments:

Reference # 18887133 I took my Van back in to the dealer last Friday as you instructed me to do. I also took my husband with me so that he could verify the problem with the electrical system not always coming on when you turn the car on, the transmission slipping and the reoccurring noise in the front end. We were there at 8:00 am and my husband told them that if they could not hear the noise to let us know and he would go with them on a drive to try to duplicate it. They did not call all day - I called them about 3 -3:30 and was told that they thought the noise was the tires - my husband told them it could not possibly be the tires (he is a mechanic)as we had addressed that issue and suggested to them that they should check to see if the anti-lock brake motor was hanging up in some way which would explain the noise getting louder with use and the numerous brake replacements. They did not - I don't think we are being taking seriously. Funny thing is when I started the Van to take the kids to school yesterday - you could hear the noise (growling) right away even before I moved it. How on earth could this be the tires and why didn't they reach that conclusion all the other times I had it in there to be checked.?!? Needless to say, they could not duplicate the electrical problem (again) and the transmission wasn't slipping for them either. I am so absolutely frustrated with this Van and Chrysler that words cannot describe. I also do not appreciate the service center acting stupid - when I told them about the problems with brakes continually needing replaced - they tried to say that was normal. I suggested that perhaps the service department should go on-line and read the numerous complaints from 2008 Town and country owners on this issue as well as all the other issues. I find this behavior insulting and degrading. You cannot hide behind stupidity in this day and age of technology and nor should YOU!!!!

VIN:

8R [REDACTED]

Mileage:

36400

Servicing Dealer:

Pleasant Hills Chrysler Jeep

Title:

Mrs.

First Name:

N. [REDACTED]

Middle Initial:

Last Name:

Address

Address 2:

City:

Finleyville

State:

PA

Zip:

Email:

Work Ph

From: [REDACTED]
To: customerassist@chrysler.com
Date: Thu Oct 01 06:16:02 EDT 2009
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service
Brief Description:

\$650 repair bill for a propriatory CPM in order for my headlights to work a= gain

Comments:

My headlights stopped working one morning. I take it in for service and fin= d out that it's going to cost me \$650.00 to replace a CPU that runs only for the lights of the vehicle, sold only by Dodge, that only a NEW CPU can be purchased only from Dodge, that costs an additional \$100 to be flashed only by Dodge, that is so ridiculously proprietary that your employees are obviously embarrassed, and rightfully so, when they have to break this kind of news to their customer. They know they may very well lose that loyal Dodge customer who currently owns three of your vehicles, yes three two Jeeps and a minivan, despite the fact that Jeep window switches are the worst ever and have been for years. But that=92s another story

There is NO JUSTIFICATION! for making a vehicle's headlights run off a \$600 computer other than pure simple greed. Having to spend that kind of money in order for the headlights to work on my Grand Caravan is inexcusable. We have had no trouble from that van until now. Why Dodge needs to hose their customers like this I will never know.

Now that the kids are grown we don't need a mini van anymore. One thing is for sure whether we look at another Chrysler product or a Ford, Chevy or whatever, the first thing I=92m going to find o= ut is if they too have this kind of proprietary crap on their vehicles. Whoever you guys listened to on that decision is an idiot.

I AM TERRIBLY
DISAPOINTED

Sender Information:

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

From: customerassist@chrysler.com
To: [REDACTED]
Date: Thu Oct 01 12:33:55 EDT 2009
Subject: Re: Chrysler Group LLC Customer Assistance
Dear [REDACTED]:

Thank you for contacting the Chrysler Customer Assistance Center regarding your 2004 Dodge Grand Caravan.

We apologize for the inconvenience caused to you due to the issue with the headlights and the excessive service cost. As per our conversation today regarding your request for reimbursement, 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 to speak with one of our Customer Service Representatives for further assistance. Please keep the Reference number 18979125 handy before calling the Customer Assistance Center.

Thanks again for your email.

Sincerely,

Lisa Parker

Customer Service Representative
Chrysler Customer Assistance Center

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

REFERENCE NUMBER: 18979125

EMAIL CASE NUMBER: 2352215

REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM6668665I25261L0KM&

Original Message Follows:

US Customer Service - Dodge Brand Site

Brief Description:

\$650 repair bill for a propriatory CPM in order for my headlights to work again

Comments:

My headlights stopped working one morning. I take it in for service and find

out that it's going to cost me \$650.00 to replace a CPU that runs only for

the lights of the vehicle, sold only by Dodge, that only a NEW CPU can be

purchased only from Dodge, that costs an additional \$100 to be flashed only

by Dodge, that is so ridiculously proprietary that your employees are

obviously embarrassed, and rightfully so, when they have to break this kind

of news to their customer. They know they may very well lose that loyal

Dodge customer who currently owns three of your vehicles, yes three two

Jeeps and a minivan, despite the fact that Jeep window switches are the

worst ever and have been for years. But that's another story There

is NO

JUSTIFICATION! for making a vehicle's headlights run off a \$600 computer

other than pure simple greed. Having to spend that kind of money in order

for the headlights to work on my Grand Caravan is inexcusable. We have had

no trouble from that van until now. Why Dodge needs to hose their customers

like this I will never know. Now that the kids are grown we don't need a

mini van anymore. One thing is for sure whether we look at another Chrysler

product or a Ford, Chevy or whatever, the first thing I'm going to find out

is if they too have this kind of proprietary crap on their vehicles.

Whoever you guys listened to on that decision is an idiot. I AM TERRIBLY

DISAPOINTED

VIN:

4R [REDACTED]

Mileage:

120000

Servicing Dealer:

Piedmont of Anderson

Title:

Mr.

First Name:

Middle [REDACTED]

Last Name [REDACTED]

Address [REDACTED]

Address 2:

City:

Anderson

State:

SC

Zip:

Email: [REDACTED]

Work Ph [REDACTED]

19044352

Pietro Gorlier/HQ/DCC/DCX
10/26/2009 06:17 PM

To Paul F Alcala/VLV/DCC/DCX@wk-America
cc
bcc
Subject URGENT UPDATE - Fw: Vehicle Issues

----- Forwarded by Pietro Gorlier/HQ/DCC/DCX on 10/26/2009 06:17 PM -----



sergio.marchionne@chrysler.com
10/26/2009 06:01 PM

To "Pietro Gorlier" <pietro.gorlier@chrysler.com>
cc
Subject Fw: Vehicle Issues

???

From: [REDACTED]
Sent: 10/26/2009 05:48 PM AST
To: Sergio Marchionne
Subject: Vehicle Issues

Mr. Marchionne:

I am truly sorry to bother you with a single customer issue, but I am extremely frustrated with our most recent vehicle repair experience.

My wife and I have been purchasing vehicles from Chrysler for the last 11 years (my wife longer). We have been, in that 11 year period, responsible for no less than 14 Chrysler sales or leases from ourselves or friends we have recommended. Only three of these purchases or leases were not with Feeny in Midland.

We currently lease a 2008 Dodge Caravan vin # 2D8HN54PX8R [REDACTED] Since its lease date of 11/30/07, we have had the vehicle in for service no less than 8 times. At least 7 of these were for electrical problems including the radio failing to work, wipers failing, brake and tail lights failing, and transmission downshifting to a low gear while traveling at 70 mph.

I have been extremely disappointed in the service rendered. Rick, the service manager at Feeny in Midland, told both my wife and I when the radio quits working, simply "stop and turn off the vehicle to reset it." He related the problem to that of a computer stating "we reset our computers almost once a day and don't give it a thought." I simply advised him I can also purchase an Apple if I don't like resetting my Windows based computer. When he used that same line with my wife, she stated "do I stop and turn the car off when the wipers quit in a downpour as well?" He also told us that car manufacturers are advancing technology so fast that they roll out cars without fixing the bugs. At one point Feeny had the vehicle from 9/9/09 to 9/25/09. During that time they called stating they could not find a problem and wanted to know when we wanted to pick-up the vehicle. We advised them we were not going to pick-up

the vehicle unless it was repaired. Approximately 4-6 days later they called stating they had replaced a video screen and believed they had fixed the problem. We reluctantly picked up the vehicle and now are having the same recurring issues as before. My wife also spoke to one off the Feeny family at the dealership. They would not support the product stating it was between us and Chrysler and had nothing to do with the dealership.

We are taking the vehicle in for the 9th time this Thursday. We are currently experiencing flashing interior lights and the radio failing. I am simply requesting a buy back of the vehicle. I do not feel comfortable with any other option, especially keeping this vehicle. We currently own one other Chrysler product. At this point, I'm not sure if I would purchase a Chrysler product nor recommend it to anyone. This experience has led me to the conclusion that Chrysler does not stand behind their product. That makes me extremely nervous about future product purchases.

I am sending this to you in hopes that you can prove that Chrysler does stand behind its products. If you could help, I would truly appreciate it. I have had contact with the following people with little or no help (although they have been courteous, for the most part, just cannot resolve our problem or support the product).

[REDACTED] ref# 18881090 (we had another reference #, but it was closed after they believed the problem was repaired)

[REDACTED] ext 520 ref # 18881090

Rick Gorton, Service Director, Feeny of Midland (989) 631-8900

One of the Feeny family at the dealership (my wife believes it was Bob Feeny).

I look forward to a response and am eager to resolve this problem. I sincerely thank you for your time invested in this e-mail and problem.

Sincerely,

TIM

[REDACTED]
Pinconning, MI [REDACTED]
[REDACTED]
[REDACTED]

February 17, 2010

[REDACTED]
Inverness, MI [REDACTED]

Reference No.: 19321468

Dear Mr. & Mrs. [REDACTED]

Thank you for your recent letter to Chrysler Group LLC regarding your 2008 Town & Country.

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

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

Thank you again for writing.

Sincerely,

Lee
Senior Staff

LW/ss



Inverness, MT

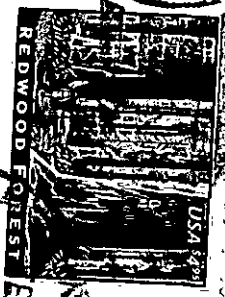
**RETURN RECEIPT
REQUESTED**



7006 3450 0001 0754 0480

CHRYSLER MOTORS LLC
CUSTOMER CENTER
P.O. BOX 21-8004
AUBURN, HILLS, MI 48321-8004

4832158004 B138



FEB 11 2010 PM 5:58

RECEIVED

FEB 16 REC'D

February 10, 2010

DaimlerChrysler Motors Corporation
Customer Center
P O Box 21-8004
Auburn Hills, MI 48321-8004

OWNER RELATIONS

Dear Sirs,

On September 17, 2008, we, Robert and Una Moog, purchased a 2008 Chrysler Town and Country van, VIN #2A8HR54PO8F [REDACTED] from North Star Dodge in Havre, MT. This car showed 15 actual miles when it was delivered. North Star Dodge, Havre, Mt has been the servicing dealer.

We bought our first new Dodge Caravan in 1986 and have purchased/traded for a new Dodge Grand Caravan about every three years since, to have reliable transportation. We have had good luck with our previous Dodge vans. Because of our good experience, we, our children, grandchildren and friends have purchased Grand Caravans and Dodge trucks.

We are quite disappointed in the reliability of this Town and Country. The car was delivered new on 9/17/08. On 10/13/08, 886 miles, it was returned to the dealer because Service Engine light came on. On 11/17/2008, 2274 miles, it was returned to the dealer because the Check Trans Fluid Level light came on. On 3/11/2009, 5934 miles, it was returned to the dealer because C/S Engine light came on. On 4/13/09, 7122 miles, it was returned to the dealer to fix a leaky power steering hose. On 8/29/2009, 11053 miles, it was returned to the dealer to fix the sliding doors that would not operate. On 10/08/09, 12190 miles, the engine failed and had to be replaced. On 2/3/10, the van was taken in to repair a leaky power steering hose and an A/C hose. When we returned to Inverness, we turned into the gas station and the windshield wipers started to run constantly and the head lights would not operate. The wipers would only turn off when the ignition was turned off. We had to wait until 2/10/10 to get in to do the repairs. What major problem will be next? We talked to Rocky Preeshl, general manager and the service manager at North Star Dodge about these constant problems. They said their hands are tied and that we would have to take this matter up with you.

Our previous Dodge vans ran great with few problems and no major repairs. We do not consider this 2008 Chrysler reliable enough to venture very far from home and not after dark any longer. We are retired and need reliable transportation. We live 15 miles from Chester, MT, 45 miles from Havre, MT and 105 miles from Great Falls, MT where we need to travel for doctor appointments, groceries and supplies. When the engine went out in October, Una had to walk to get help. She was still recovering from back surgery. Bob is on oxygen and cannot walk very far. That is why we like to keep a newer reliable car. We often wish we had our old 2006 Dodge Grand Caravan back.

We need to know the steps you will take to correct this situation. We do not feel the status quo is good enough. We paid good money in exchange for what we thought would be reliable transportation. We are taking these steps to notify Customer Satisfaction as outlined in the owners manual. Please don't let this "lemon car" cause any negative publicity for DaimlerChrysler Motor Corporation, or North Star Dodge.

Thanks for your earliest attention to this matter.

SINCERELY DISSATISFIED and DISAPPOINTED

[REDACTED]
Inverness, MT
Phone [REDACTED]

PLACE
STAMP
HERE

Street Address

INVERNESS, MT

City, State, ZIP

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

NOTIFICATION TO CHRYSLER MOTORS LLC CUSTOMER CENTER

Customer

Address

(Street)

(City)

(State)

(Zip)

Daytime Telephone

VIN Number # 2A8HR54 P08R

Date of Purchase Sept 17, 2008

Mileage 15 actual

Servicing Dealer North Star Dodge

Number of days vehicle has been Out-of-Service

Number of repair attempts to repair same condition

Description of Concern:

See attached
letter

From: [REDACTED]
To: customerassist@chrysler.com
Date: Thu Feb 25 19:43:11 EST 2010
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service
Brief Description:

Brand new vehicle with so many problems?

Comments:

I have a 2008 T&C van that I purchased early last year (2009). I have had to take this vehicle in to the shop more then any vehicle I have EVER owned. It has been in the shop 3 times for a pop in the front steering, 2 times for bad glass/bad rear bumper. 1 time because all the door locks quit working as well as some other features and now back in the shop because the headlights stopped working, which they have informed me the TIPM is getting changed, that's a pretty important piece to be bad already. After all this I still can never get a loaner and our nearest dealer is an hour away. I will think twice about buying another Chrysler product, even with my father-in-law being one of the top fleet managers for you guys.

Sender Information:

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

From: customerassist@chrysler.com
To: [REDACTED]
Date: Thu Mar 11 16:09:35 EST 2010
Subject: Re: Chrysler Group LLC Customer Assistance
Dear [REDACTED]

Thank you for contacting the Chrysler Customer Assistance Center regarding your 2008 Chrysler Town and Country purchase.

We regret to have read of such a poor experience. The concerns you are experiencing are repairable and should be taken care of under the terms of your basic warranty (ideally on your first visit). In order to get the vehicle properly repaired we will be in touch with your local dealer to report the repeated concerns.

I would like to discuss the vehicle concerns with you to get the exact specifics. Therefore, I am seeking your permission to contact you by telephone. If this is possible, please reply to the link below with a daytime telephone number where you can be reached.

Thanks again for your email.

Sincerely,

Marvin

Customer Service Representative
Chrysler Customer Assistance Center

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

REFERENCE NUMBER: 19348598

EMAIL CASE NUMBER: 2422572

REPLY LINK: [http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?](http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM6885163I25261L0KM&)

trk_ID=KMM6885163I25261L0KM&

Original Message Follows:

US Customer Service - Chrysler Brand Site

Brief Description:

Brand new vehicle with so many problems?

Comments:

I have a 2008 T&C van that I purchased early last year (2009). I have had to

take this vehicle in to the shop more then any vehicle I have EVER owned.

It has been in the shop 3 times for a pop in the front steering, 2 times

for bad glass/bad rear bumper. 1 time because all the door locks quit

working as well as some other features and now back in the shop because the

headlights stopped working, which they have informed me the TIPM is getting

changed, that's a pretty important piece to be bad already. After all this

I still can never get a loaner and our nearest dealer is an hour away. I

will think twice about buying another Chrysler product, even with my father-in-law being one of the top fleet managers for you guys.

VIN:

8R

Mileage:

8114

Servicing Dealer:

Suroz Dodge

Title:

Mr.

First Name:

Middle

Last Name

Address

Address

City:

Coalinga

State:

CA

Zip:

Email:

Work Ph

From: [REDACTED]
To: customerassist@chrysler.com
Date: Sat Apr 17 09:24:03 EDT 2010
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service
Brief Description:

Driving down the road Dash beeps all dash lights come on, headlights go out, radio goes off, and windshield wiper blades go, door locks/windows dont work. Dash looks as if you just had started the vehical.

Comments:

This is a major safety issue, there are many consumer complaints, but none seem to have an awnswer on how to fix it. Or even what the issue is. If there is any information you could give me would greatly be appreciated, i love the van outside of this issue, my concern is of accident or fire.
Thanks
[REDACTED]

Sender Information:

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

From: customerassist@chrysler.com
To: [REDACTED]
Date: Mon Apr 19 09:53:37 EDT 2010
Subject: Re: Chrysler Group LLC Customer Assistance
Dear [REDACTED]

Thank you for contacting the Dodge Customer Assistance Center regarding the dashboard on your 2008 Dodge Grand Caravan.

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

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

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

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

Thanks again for your email.

Sincerely,

Sarah

Customer Service Representative
Chrysler Customer Assistance Center

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

REFERENCE NUMBER: 19479184

EMAIL CASE NUMBER: 2443696

REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM6930941I25261L0KM&

Original Message Follows:

US Customer Service - Dodge Brand Site

Brief Description:

Driving down the road Dash beeps all dash lights come on, headlights go out,

radio goes off, and windshield wiper blades go, door locks/windows dont

work. Dash looks as if you just had started the vehical.

Comments:

This is a major safety issue, there are many consumer complaints, but none

seem to have an awnswer on how to fix it. Or even what the issue is.

If

there is any information you could give me would greatly be appreciated, i

love the van outside of this issue, my concern is of accident or fire.

Thanks [REDACTED]

VIN:

8B [REDACTED]

Mileage:

70000

Servicing Dealer:

don seelye kalamazoo

Title:

Mr.

First Name:

Middle [REDACTED]

Last Name [REDACTED]

Address [REDACTED]

Address 2:

City:

galesburg

State:

MI

Zip:

Email: [REDACTED]

Work Phone: [REDACTED]

From: [REDACTED]
To: customerassist@chrysler.com
Date: Thu Jul 08 14:51:18 EDT 2010
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service
Brief Description:

RECALL Campaign K14 should include my vehicle.
Comments:

CHRYSLER'S RECALL CAMPAIGN NUMBER K14 has to do with a wire harness being crushed by the sliding doors and causing an electrical short-circuit. The symptoms in my car are identical to the cars affected by this recall. My headlights flicker "ON" and "OFF" all by itself. In addition to this all my warning indicators lights in my dashboard instrument cluster appear for few seconds while I'm driving on the freeway or streets. I have friends who had the same electrical problem and were covered by Chrysler's K14 Recall. My car is currently at Clippenger Dodge in West Covina, California and want to charge me for an Electrical Diagnostic. Please Help :-)

Sender Information:

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

From: customerassist@chrysler.com
To: [REDACTED]
Date: Fri Jul 09 09:30:00 EDT 2010
Subject: Re: Chrysler Group LLC Customer Assistance
Dear [REDACTED]:

Thank you for contacting the Chrysler Customer Assistance Center regarding your 2008 Dodge Grand Caravan.

Our records indicate that the following recall campaign has not been performed by an authorized dealer:

J29 RADIATOR CAP

We suggest that you contact your local authorized Chrysler, Dodge, Jeep® or Ram 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 to aid the process. Although not required, it is recommended to bring a copy of the recall notification with you to your dealer when you bring your vehicle in for this service.

If you wish to obtain further information, please contact the Chrysler Group Recall Assistance Center at 1-800-853-1403.

A review of our records indicates that your 2008 Dodge Grand Caravan is not involved in the K14 recall campaign. We identify the recall issue and determine which vehicles in the assembly plant are involved. This is determined by the specific day(s) and time of day vehicles are built. We then recall all those vehicles built within that time frame.

You may 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.Dodge.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.

Thanks again for your email.

Sincerely,

Terri Lynne

Customer Service Representative
Chrysler Customer Assistance Center

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

REFERENCE NUMBER: 19705996

EMAIL CASE NUMBER: 2475713

REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM7022376I25261L0KM&

Original Message Follows:

US Customer Service - Chrysler Brand Site
Brief Description:
RECALL Campaign K14 should include my vehicle.
Comments:

CHRYSLER'S RECALL CAMPAIGN NUMBER K14 has to due with a wire harness being crushed by the sliding doors and causing an electrical short-circuit. The symptoms in my car are identical to the cars affected by this recall. My headlights flicker "ON" and "OFF" all by itself. In addition to this all my warning indicators lights in my dashboard instrument cluster appear for few seconds while I'm driving on the freeway or streets. I have friends who had the same electrical problem and were covered by Chrysler's K14 Recall. My car is currently at Clippenger Dodge in West Covina, California and want to charge me for an Electrical Diagnostic. Please Help :-)

VIN:

8B

Mileage:

65986

Servicing Dealer:

CLIPPINGER DODGE CHRYSLER JEEP

Title:

Mr.

First Name:

Middle

Last Name

Address

Address 2:

City:

BALDWIN PARK

State:

CA

Zip:

Email:

Home Ph

RECEIVED DATE:

10/12/10

POSTED DATE:

10/7/10

LAST NAME:

[REDACTED]

VIN (LAST 8 DIGITS)

8B [REDACTED]

CAIR

19990082

NON- SCANABLE ITEMS: CIRCLE ONE

☒ NO

YES

The file# is 19990082

To Whom it may concern

Since Nov of 2009 our 2010 Dodge Grand Caravan has on three seperate occasions the headlights wouldn't come ~~on~~ when either myself or my wife would turn the switch on the first time it happened my wife took it back to the dealership that we had bought from but they couldn't find anything wrong because the headlights started to work again and the second time when this happened we took it back to the dealer but by the time we got the van there the headlights were working again but the third and last time they wouldn't work at all and that is how the Dodge house found that a module that controls the lights had a short in it that caused the lights not to work so they replaced the module with one they happened to have in stock. So now they seem to be working okay with no problems. I want to thank you for the prompt and fast attention to this problem, as asked to do here in my name address and phone number as well the Dodge VIN#

~~2008 Dodge Grand Caravan~~
2008 Dodge GRAND CARAVAN
VIN# 1D8HN44H88B

WACO, TEXAS
Phone# Cell#

Allen Samuels

DODGE CHRYSLER JEEP

1220 N. VALLEY MILLS DR. - WACO, TX 76710
(254) 772-8120

SERVICE DEPARTMENT HOURS

7:30 a.m. to 6:00 p.m.

Monday - Friday

8:00 a.m. to 4:00 p.m. Saturday

R/O Open Date 9/28/10	R/O Number 6013391/1
R/O Close Date 9/28/10	Status Final
Mileage In 49511	Mileage Out 49513
Service Advisor / Tag # MICHAEL POLING/025*W*	
Vehicle Identification 1D8HN44H88B	
Delivery Date 10/27/07	In-Service Date
Color PRH_Infern	License Number

WACO, TX			Work Phone	Vehicle Identification	
				1D8HN44H88B	
Year 2008	Make DODGE	Model CARAVAN	Body	Color PRH_Infern	License Number
7811					

#	DESCRIPTION OF SERVICE AND PARTS	AMOUNT
#1	MISC: MISC SERVICE REPAIR CUST STATES THE HEADLAMPS ARE INOP AT TIMES Work performed by JOE WACHSMANN (303) Installed 56049720AT :MODULE: TOTALLY INTEGRATED P 1@289.80 HAS 4 FAULT CODES, ONE FOR EACH HEADLIGHT BEAM. DIAG. TRACE TO DEFECTIVE TIPM. R&R TIPM. Sub Total: 479.70 Sub Total: .00	189.90 289.80
TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."		189.90
DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.		289.80
LABOR		.00
PARTS		.00
DEDUCTIBLE		.00
SUBLET		18.99
SHOP SUPPLIES		.00
HAZARDOUS MATERIALS		25.48
SALES TAX OR TAX I.D.		.00
SPECIAL ORDER DEPOSIT		.00
DISCOUNTS		524.17
TOTAL DUE Visa/MC 15133P		524.17
NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.		
X		

ALLEN SAMUELS DODGE
CHRYSLER JEEP
1220 N. VALLEY MILLS DR.
WACO, TX 76710
254-772-8120

Merchant ID: 059958934
Term ID: 0831

Sale

MASTERCARD

XXXXXXXXXXXX5116

Entry Method: Manual

Apprvd: Online Batch#: 000002

09/23/10 18:00:49

Inv#: 000002 Apr Code: 15133P

Total: \$ 524.17

Customer Copy

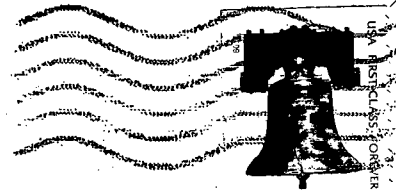
THANK YOU
FOR VISITING!



Waco, TX

WACO TX 767

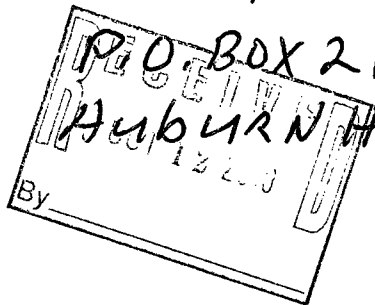
03 OCT 2010 PM 11



CHRYSLER CUSTOMER CARE

P.O. BOX 21-8004

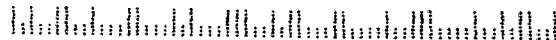
Hubbards, MI 48321-8004



By

file # 19990082

48321+8004



Outbound Follow up:

[REDACTED]

Amount: \$100.00

(BRAKETOB)

1/20/04

Phone Number

[REDACTED]

CAIR # to Paperclip

20104156

Fax to 248 512 1322
December 28, 2010

From [REDACTED]

Reference Number 20104156 – For reimbursement of \$100 paid at Southfield Chrysler Jeep

[REDACTED]
Southfield, MI [REDACTED]

Contact #'s:

Home [REDACTED]

Cell [REDACTED]

Vin # 2A8HR54P88R [REDACTED]

page 1 of 4

Southfield

CHRYSLER

Jeep

RAM

PH RD. • TELEGRAPH AT 11½ MILE
SOUTHFIELD, MI 48034-9650
354-2950 • Fax: (248) 352-3776
southfieldchrysler.com

INVOICE



SERVICE HOURS
MON. & THURS. 6:00 AM - 9:00 PM
TUES. & WED. 6:00 AM - 7:00 PM
FRIDAY 6:00 AM - 6:00 PM
SATURDAY 10:00 AM - 4:00 PM

6825024334
SOUTHFIELD CHRYSLER JEEP
28100 TELEGRAPH
SOUTHFIELD, MI 48034
248-354-2950

DATE: 11/02/10 06:33 PM

ACCOUNT #: XXXXXXXXXX1606
TYPE: AHER EXP

REF #: 51
BATCH #: 306001
AUTH #: 524055

SALE

\$ 129.41

I AGREE TO PAY ABOVE TOTAL AMOUNT
ACCORDING TO CARD ISSUER AGREEMENT

TOP COPY-MERCH BOTTOM-CUST

MISC. CODE DESCRIPTION CONTROL NO.
JOB # 1 DED WARR DED 767751
TOTAL - MISC 100.00

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$100.00 (+TAX)
COMMENTS: SHUTTLE

TECHNICIAN CERTIFICATION
362 STEVEN J KREY M201644

TOTALS
THANK YOU FOR ALLOWING THE SERVICE STAFF OF
SOUTHFIELD CHRYSLER-JEEP TO PERFORM THE REPAIRS
AND RECOMMENDED SERVICES STATED ABOVE.

YOU MAY RECEIVE A QUESTIONNAIRE FROM CHRYSLER
CORPORATION IN THE NEXT FEW WEEKS, IF FOR
ANY REASON YOU CANNOT GRADE US AS
(COMPLETELY SATISFIED)

PLEASE CONTACT YOUR SERVICE REPRESENTATIVE AT
(248) 354-2950 OR BODY SHOP REPRESENTATIVE AT
(248) 799-7100.

SOUTHFIELD CHRYSLER-JEEP NEW SERVICE AND PARTS
HOURS MON & THUR 6AM-9PM, TUES & WED 6AM-7PM, FRI 6AM-6PM
*****OPEN SATURDAYS 10AM-3PM*****

CUSTOMER SIGNATURE

MOPAR'S Basic Limited Warranty

DEALER INSTALLED PARTS AND ACCESSORIES 12 months or 12,000 miles
from the original installation date, whichever occurs first. Excluding wear and tear items.

PAGE 1 OF 1

06:33pm

NAME	THOMAS E KUEBER	586	TAG NO.	7188	INVOICE DATE	11/02/10	INVOICE NO.	JEC5767751
LICENSE NO.		MILEAGE	27,996	COLOR	BRILLIANT B	STOCK NO.	811613	
MAKE (MODEL)	8/CHRYSLER/TOWN & COUNTRY/STA WGN			DELIVERY DATE	09/24/08	DELIVERY MILES	11	
VIN NO.	2 A 8 H R 5 4 P 8 8 R			SELLING DEALER NO.		PRODUCTION DATE		
T.E. NO.		PU		REPAIR ORDER DATE	11/02/10	ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE		
REMARKS				MILEAGE OUT				

TECH(S):362
/SQUEELING WHEN APPLYING
BRAKES CK/ADV.---SEE HISTOR

IS COVERED REPAIR UNDER
WARRANTY COLLECT \$100.00CO-PAY

OPTION-----UNIT PRICE
KIT 5005001
KIT 5005001

JOB # 1 TOTAL PARTS

JOB # 1 TOTAL LABOR & PARTS

WARRANTY

WARRANTY
WARRANTY
0.00

0.00

100.00
100.00

THE ONLY WARRANTIES APPLYING TO THIS
PART(S) ARE THOSE WHICH MAY BE OF-
FERED BY THE MANUFACTURER. THE SELLING
DEALER HEREBY EXPRESSLY DISCLAIMS ALL
WARRANTIES, EITHER EXPRESS OR IMPLIED,
INCLUDING ANY IMPLIED WARRANTIES OF
MERCHANTABILITY OR FITNESS FOR A PAR-
TICULAR PURPOSE, AND NEITHER ASSUMES
NOR AUTHORIZES ANY OTHER PERSON TO
ASSUME FOR IT ANY LIABILITY IN CONNECTION
WITH THE SALE OF THIS PART(S) AND/OR SER-
VICE. BUYER SHALL NOT BE ENTITLED TO
RECOVER FROM THE SELLING DEALER ANY
CONSEQUENTIAL DAMAGES, DAMAGES TO
PROPERTY, DAMAGES FOR LOSS OF USE,
LOSS OF TIME, LOSS OF PROFITS, OR INCOME
OR ANY OTHER INCIDENTAL DAMAGES.

SHOP SUPPLIES 15% OF THE LABOR CHARGE MAX \$25.00
FOR WORK DONE IS INCLUDED FOR SUPPLIES USED ON
YOUR VEHICLE. APPLICABLE SUPPLY ITEMS ARE: NUTS,
BOLTS, WASHERS, TAPE, PINS, AEROSOL, SHELLAC,
SOLVENT, RAGS, BATTERY CLEANER, TOWELS, SOLDER,
CARBURETOR CLEANER, HAZARDOUS WASTE AND/OR
OTHER TOXIC SUBSTANCES PER THE WASTE DISPOSAL
ACT 1976, P.C.A.

All repairs and parts listed were furnished in compliance with the
Michigan Motor Vehicle Service and Repair Act.

REPAIRS PROPERLY COMPLETED AND CHECKED BY:

X

POWER OF ATTORNEY - KNOW ALL MEN THESE PRESENTS,
That the undersigned does hereby constitute and appoint
SOUTHFIELD DODGE CHRYSLER JEEP RAM my (our) true and
lawful attorney to sign name, place and dated of the undersigned
on any Insurance Checks or Drafts issued by Insurance
Company covering any repairs to my (our) automobile
authorized by myself (ourselves) in whatever manner is
necessary to place check or draft in a cashable position.

I (we) hereby ratify and confirm whatever action said attorney shall
or may take by virtue hereof in the premises.

THE ABOVE WORK HEREBY AUTHORIZED AND CONDITIONS
AGREED TO AS OUTLINED ABOVE.

Signed

PROCESSED
NOV 4 2010

IMPORTANT

You may receive a questionnaire from CHRYSLER in the next few
weeks. If for any reason you cannot
grade us, VERY SATISFIED
Please contact our Service Director
SEAN NELSON at 248 354-2950
before you return the questionnaire.

THANK YOU
Your friends and staff at
SOUTHFIELD DODGE
CHRYSLER JEEP
RAM



0101JBCS767751



southfield



Jeep

INVOICE


 ZONE DEALER CODE 42-28334
 STATE REG. NO. F-137498

WE ACCEPT:


 28100 TELEGRAPH RD. • TELEGRAPH AT 11 1/2 MILE
 SOUTHFIELD, MI 48034-9650

Phone: (248) 354-2950 • Fax: (248) 352-3776

www.southfieldchrysler.com

SERVICE HOURS
 MON. & THURS. 6:00 AM - 9:00 PM
 TUES. & WED. 6:00 AM - 7:00 PM
 FRIDAY 6:00 AM - 6:00 PM
 SATURDAY 10:00 AM - 4:00 PM

CUSTOMER NO.	222027	ADVISEE	THOMAS E KUEBER	586	TAG NO.	7188	INVOICE DATE	11/02/10	INVOICE NO.	JECS767751
		LICENSE NO.			27,996	COLOR	BRILLIANT B	STOCK NO.	811613	
		YEAR / MAKE / MODEL	08 / CHRYSLER / TOWN & COUNTRY / STA WGN			DELIVERY DATE	09/24/08	DELIVERY MILES	11	
		VIN NO.	2 A 8 H R 5 4 P 8 8 R			SELLING DEALER NO.		PRODUCTION DATE		
		F.T.E. NO.		PURCHASE ORDER NO.		REPAIR ORDER DATE	11/02/10	ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE		
		REMARKS						MILEAGE OUT		

LABOR & PARTS
 J# 1 05CHZINS* BRAKE INSP* UNITS: TECH(S): 362
 PREVENTATIVE MAINTENANCE
 CK FOR BRAKES EXCESSIVELY SQUEEING/SQUEELING WHEN APPLING
 NOISY 90% OF TIME WHEN APPLING BRAKES CK/ADV....SEE HISTOR
 Y TECH# 362
 MILEAGE MAINTENANCE
 WORN/NOISY
 REPLACED FRONT BRAKE PADS AND ROTORS COVERED REPAIR UNDER
 CHRYSLER X25 EXTENDED BRAKE WARRANTY COLLECT \$100.00C0-PAY

WARRANTY

THE ONLY WARRANTIES APPLYING TO THIS PART(S) ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER. THE SELLING DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS PART(S) AND/OR SERVICE. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS, OR INCOME OR ANY OTHER INCIDENTAL DAMAGES.

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE
JOB # 1	1		CNM2X252-AA	ROTOR KIT 5005001	
JOB # 1	1		CNM2X250-AA	BRAKE KIT 5005001	

WARRANTY

0.00

JOB # 1 TOTAL PARTS

JOB # 1 TOTAL LABOR & PARTS

0.00

MISC	CODE	DESCRIPTION	CONTROL NO.
JOB # 1	DED	WARR DED	767751
TOTAL - MISC			100.00

100.00

 ESTIMATE
 CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
 ORIGINAL ESTIMATE OF \$100.00 (+TAX)

 COMMENTS
 SHUTTLE

 TECHNICIAN CERTIFICATION
 362 STEVEN J KREY M201644

TOTALS

 THANK YOU FOR ALLOWING THE SERVICE STAFF OF
 SOUTHFIELD CHRYSLER-JEEP TO PERFORM THE REPAIRS
 AND RECOMMENDED SERVICES STATED ABOVE.

 YOU MAY RECEIVE A QUESTIONNAIRE FROM CHRYSLER
 CORPORATION IN THE NEXT FEW WEEKS. IF FOR
 ANY REASON YOU CANNOT GRADE US AS
 (COMPLETELY SATISFIED)

 PLEASE CONTACT YOUR SERVICE REPRESENTATIVE AT
 (248) 354-2950 OR BODY SHOP REPRESENTATIVE AT
 (248) 799-7100.

 SOUTHFIELD CHRYSLER-JEEP NEW SERVICE AND PARTS
 HOURS MON & THUR 6AM-9PM, TUES & WED 6AM-7PM, FRI 6AM-6PM
 *****OPEN SATURDAYS 10AM-3PM*****

TOTAL LABOR	0.00
TOTAL PARTS	0.00
TOTAL SUBLET	0.00
TOTAL G.O.G.	0.00
TOTAL MISC CHG.	100.00
TOTAL MISC DISC	0.00
TOTAL TAX	0.00

TOTAL INVOICE \$ 100.00

PROCESSED
 11/10/10

CUSTOMER SIGNATURE

MOPAR'S Basic Limited Warranty

 DEALER INSTALLED PARTS AND ACCESSORIES 12 months or 12,000 miles
 from the original installation date, whichever occurs first. Excluding parts and accessories

PAGE 1 OF 1

06:33pm

IMPORTANT

You may receive a questionnaire
 from CHRYSLER in the next few
 weeks. If for any reason you cannot
 grade us VERY SATISFIED
 Please contact our Service Director
 SEAN TALLON at (248) 354-2950
 before you return the questionnaire.
 Thank you
 Your Friends and Staff at
 SOUTHFIELD DODGE
 CHRYSLER JEEP
 RAM

Dec. 28. 2010 10:21AM

No. 1238 P. 4/4

INVOICE



28100 TELEGRAPH RD. • TELEGRAPH AT 11½ MILE
SOUTHFIELD, MI 48034-9650
Phone: (248) 354-2950 • Fax: (248) 352-3776
www.southfieldchrysler.com



SERVICE HOURS
MON. & THURS. 6:00 AM - 9:00 PM
TUES. & WED. 6:00 AM - 7:00 PM
FRIDAY 6:00 AM - 6:00 PM
SATURDAY 10:00 AM - 4:00 PM
TEL 248-354-2950 FAX 248-352-3776

POWER NO. 222027	ADVISOR THOMAS E KUEBER 586	TAG NO. 7188	INVOICE DATE 11/02/10	INVOICE NO. JEC5767753
	LICENSE NO.	MILEAGE 27,996	COLOR BRILLIANT B	STOCK NO. 8T1613
	YEAR/MAKE/MODEL 08/CHRYSLER/TOWN & COUNTRY/STA WGN	DELIVERY DATE 09/24/08	DELIVERY MILES 11	
	VIN NO. 2A8HR54P88R	BEILING DEALER NO.	PRODUCTION DATE	
	F.Y.E. NO.	PURCHASE ORDER NO.	REPAIR ORDER DATE 11/02/10	ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE
	REMARKS		MILEAGE OUT	

THANK YOU FOR ALLOWING THE SERVICE STAFF OF SOUTHFIELD CHRYSLER-JEEP TO PERFORM THE REPAIRS AND RECOMMENDED SERVICES STATED ABOVE.

YOU MAY RECEIVE A QUESTIONNAIRE FROM CHRYSLER CORPORATION IN THE NEXT FEW WEEKS, IF FOR ANY REASON YOU CANNOT GRADE US AS (COMPLETELY SATISFIED)

PLEASE CONTACT YOUR SERVICE REPRESENTATIVE AT (248) 354-2950 OR BODY SHOP REPRESENTATIVE AT (248) 799-7100.

SOUTHFIELD CHRYSLER-JEEP NEW SERVICE AND PARTS
OURS MON & THUR 6AM-9PM, TUES & WED 6AM-7PM, FRI 6AM-6PM
*****OPEN SATURDAYS 10AM-3PM*****

TOTAL LABOR.....	9.50
TOTAL PARTS.....	17.35
TOTAL SUBLET.....	0.00
TOTAL G.O.G.....	0.00
TOTAL MISC CHG.....	1.43
TOTAL MISC DISC.....	0.00
TOTAL TAX.....	1.13
TOTAL INVOICE \$	29.41

THE ONLY WARRANTIES APPLYING TO THIS PART(S) ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER. THE SELLING DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS PART(S) AND/OR SERVICE. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS, OR INCOME OR ANY OTHER INCIDENTAL DAMAGES.

SHOP SUPPLIES 15% OF THE LABOR CHARGE MAX \$25.00 FOR WORK DONE IS INCLUDED FOR SUPPLIES USED ON YOUR VEHICLE. APPLICABLE SUPPLY ITEMS ARE: NUTS, BOLTS, WASHERS, TAPE, PINS, AEROSOL SPRAY, SHELLAC, SOLVENT, RAGS, BATTERY CLEANER, TOWELS, SOLDER, CARBURETOR CLEANER, HAZARDOUS WASTE AND/OR OTHER TOXIC SUBSTANCES PER THE WASTE DISPOSAL ACT/PA, R.O.P.A.

All repairs and parts listed were furnished in compliance with the Michigan Motor Vehicle Service and Repair Act.

REPAIRS PROPERLY COMPLETED AND CHECKED BY:

X

POWER OF ATTORNEY - KNOW ALL MEN THESE PRESENTS, that the undersigned does hereby constitute and appoint SOUTHFIELD DODGE CHRYSLER JEEP RAM my (our) true and lawful attorney to sign name, place and state of the undersigned on any Insurance Checks or Drafts issued by Insurance Company covering any repairs to my (our) automobile authorized by myself (ourselves) in whatever manner is necessary to place check or draft in a cashable position.

I (we) hereby ratify and confirm whatever action said attorney shall or may take by virtue hereof in the premises.

THE ABOVE WORK HEREBY AUTHORIZED AND CONDITIONS AGREED TO AS OUTLINED ABOVE.

Signed

PROCESSED
NOV 6 5 2010

MOPAR'S Basic Limited Warranty

DEALER INSTALLED PARTS AND ACCESSORIES 12 months or 12,000 miles from the original installation date, whichever occurs first. Excluding wear and tear items.

GE2 OF 2

06:32pm

20124 American Solutions For Business (2-18) 650-6023 Rev. (8/10)

Thank You For Your Business"

"This dealership charges for labor utilizing the flat rate hours published either by the manufacturer in its labor /time study guide or by a recognized industry time study guide which reflects an average time requirement for the performance of specific vehicle repairs. Therefore, the flat rate hours charged may be either more or less than the actual time taken to complete the repair."

IMPORTANT

You may receive a questionnaire from CHRYSLER in the next few weeks. If for any reason you cannot grade us as VERY SATISFIED, please contact your Service Director SEAN NEILSON at 248-354-2950. We hope you return the questionnaire. THANK YOU

Your friends and staff at
SOUTHFIELD DODGE
CHRYSLER JEEP
RAM

RECEIVED DATE:

1/18/11

POSTED DATE:

1/15/11

LAST NAME

[REDACTED]

VIN (LAST 8 DIGITS)

8R [REDACTED]

CAIR

20255664

NON- SCANABLE ITEMS: CIRCLE ONE

☒ NO

YES

January 14, 2011

Chrysler Customer Assistance Center
P.O. Box 21-8004
Auburn Hills, MI 48321

Dear Sirs;

This letter is in regards to Case Number 20255664 requesting reimbursement in the amount of \$500.00 for repair costs to Vehicle Number 2A8HR54P X8R [REDACTED] at Stoneridge Chrysler Jeep Dodge of Dublin.

Please send reimbursement check to:

[REDACTED]
Danville, CA
[REDACTED]

Encl:

Repair Order
Proof of Payment

Sincerely,

[REDACTED]

STONERIDGE CHRYSLER JEEP
6701 AMADOR PLAZA RD
DUBLIN, CA. 94568-2933
925-479-9090

Sale

ID: 0054070008013407288000
01/14/11

14:46:40

MASTERCARD

*****6865

Appr Code: 421527

Invoice#: 000032

Total:

\$ 736.54

Customer Copy
THANK YOU!

CUSTOMER #: R8R121285

141516

Stoneridge

Chrysler Jeep Dodge of Dublin

6701 AMADOR PLAZA RD.

DUBLIN, CA 94568

(925) 479-9090

www.stoneridgecjd.com

INVOICE

PAGE 1

**Jeep**

DANVILLE, CA

HOME: [REDACTED] CONT:N/A

BUS: [REDACTED] CELL:

SERVICE ADVISOR: 816 RYAN BLANCHARD

COLOR	YEAR	MAKE/MODEL		VIN	LICENSE	MILEAGE IN / OUT		TAG
SILVER	08	CHRYSLER TOWN & COUN		2A8HR54PX8R		39917/39917		T5507
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE	
22AUG07 DD			17:00 15DEC10			CASH	14JAN11	
R.O. OPENED		READY		OPTIONS:				

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A CUSTOMER STATES VEHICLES HEAD LIGHT WENT OUT - HAD TO DRIVE HOME WITH ONLY FOG LIGHTS ON - REFER TO RECENT RO#140220 - CHECK AND ADVISE							
CAUSE: TIPM							
DIAG TECH DIAGNOSIS							
		879	CP			525.00	525.00
	1	56049720AT	MODULE-TOTALLY INTEGRATED		279.35	279.35	279.35
PART LOCATED FROM TRACY#31844							
	1	5083219AA	WIRING		142.45	142.45	142.45
	-1	DISCOUNT PARTS	DISCOUNT		118.07	118.07	-118.07
CHRYSLER REIEMBURSMET DISCOUNT							
		100	CP			-121.80	-121.80
39917 TIPM 2.50 TAP ON TIPM AND LIGHTS FLICKER.REPLACE TIPM,SOLDER IN C3 REOAIR CONNECTOR							

THANK YOU AGAIN FOR CHOOSING STONERIDGE CJD OF DUBLIN FOR YOUR SERVICE NEEDS. CHRYSLER WILL BE SENDING YOU A SURVEY IN THE MAIL AND IF YOU CANNOT RATE US EXCELLENT IN EVERY AREA PLEASE CONTACT HANK RANEY AT 925-479-9090 EXT 106 OUR GOAL IS TO TO KEEP YOU 100% SATISFIED AND BE YOUR DEALERSHIP FOR LIFE!BAR#ARD254743

ORIGINAL ESTIMATE \$			FINAL REVISED ESTIMATE \$			DESCRIPTION	TOTALS
DATE	TIME	PHONE #	AUTHORIZED BY	ADDITIONAL AMOUNT	REVISED TOTAL	LABOR AMOUNT	403.20
						PARTS AMOUNT	303.73
						GAS, OIL, LUBE	0.00
						SUBLET AMOUNT	0.00
						MISC. CHARGES	0.00
						TOTAL CHARGES	706.93
NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK						LESS INSURANCE	0.00
[REDACTED]						SALES TAX	29.61
						PLEASE PAY THIS AMOUNT	736.54

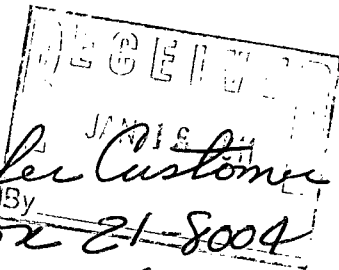
BAR# ARD 254743

EPA# CAL 000332118

[REDACTED]
Danville, CA [REDACTED]

OAKLAND CA 946

15 JAN 21 1990



Chrysler Customer Assistance Center
P.O. Box 21-8004
Auburn Hills, MI 48321

48321+8004



From: [REDACTED]
To: customerassistre@chrysler.com
Date: Fri Feb 04 21:02:15 EST 2011
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: Recall Information
Brief Description:

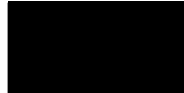
headlights wont come on

Comments:

i was told that my ipm and fcm has caused a short in one and shorted out the other,my integrated power mod,and the front control module these modules connect directly to one another if one goes bad the other one will as well,then they have to be repaired and then reflashed and programed to which the cost is very expensive,are there any recalls for this on my 2004 chrysler town and country van

Sender Information:

Title:
First Name:
Middle Initial:
Last Name:



From: customerassistre@chrysler.com
To: [REDACTED]
Date: Tue Feb 08 10:12:27 EST 2011
Subject: Re: Chrysler Group LLC Customer Assistance
Dear [REDACTED]:

Thank you for contacting the Chrysler Customer Assistance Center.

A review of our records indicates that your Town and Country does not currently require service for any recall campaigns.

In determining if a vehicle is affected by a recall, we first 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 (recalls generally occur on limited numbers of vehicles). Customers are notified by U.S. mail and also often through the print and/or broadcast media. 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 Owners page: <http://www.--.com/en/owners> and enter your Vehicle Identification Number (VIN) where appropriate.

I reviewed your records to see if any cost assistance would be available to you, however you are outside of your 36 Months or 36,000 Mile Basic Warranty by time and mileage, and no Extended Warranty or Service Contracts have been purchased.

I apologize I can't be of further assistance, however I do truly thank you for your email.

Sincerely,

Ashley

Customer Service Representative
Chrysler Customer Assistance Center

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

REFERENCE NUMBER: 20388013

EMAIL CASE NUMBER: 2548792

REPLY LINK: [http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?](http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM7242907V77947L0KM&)
[trk_ID=KMM7242907V77947L0KM&](http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM7242907V77947L0KM&)

Original Message Follows:

Recall Information - Chrysler Brand Site

Brief Description:

headlights wont come on

Comments:

i was told that my ipm and fcm has caused a short in one and shorted out the

other,my integrated power mod,and the front control module these modules

connect directly to one another if one goes bad the other one will as

well,then they have to be repaired and then reflashed and prograded to

which the cost is very expensive,are there any recalls for this on

my 2004
chrysler town and country van

VIN:

4B

Mileage:

210603

Servicing Dealer:

Title:

First Name:

Middle

Last Name

Address

Address 2:

City:

ROCKWOOD

State:

TN

Zip:

Email:

Home Phone

From: [REDACTED]
To: customerassist@chrysler.com
Date: Tue Feb 08 15:16:08 EST 2011
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service
Brief Description:

defective Body Control module on a vehicle with such low mileage
Comments:

I have a 2004 Dodge Grand Caravan with a VMI handicap center ramp conversion. I have MS and can't walk very well. The reason I am contacting you is because of the headlights and the battery going dead overnight. I took it to the dealer to have them check it out and they said it was a bad headlight switch, that cost me 100 dollars for the diagnosis. They said it would be 180 dollars to replace the switch, after waiting almost 2 months because the switch was on back order I finally got to bring it in. Then they found out that it wasn't the switch that was bad it was the body control module, I was there 8 hours that day waiting for them to find the problem, luckily they didn't charge me anything but told me it was going to cost 600 dollars to fix that body control module. I asked if it was a warranty item and they said no. I found it hard to believe that an electronic part would go bad on a vehicle with such low mileage so I'm asking you please is there anything you could do to please help me in fixing this problem, I would surely think that the electronics would last alot longer is it possible it had a defective micro chip on it. If there is anything you could please do to help fix it and restore my confidence in your products it would be greatly appreciated. I really can't afford that much money at this time and its really hard to keep putting the battery charger on it every night. Can you please help.

Thank You

[REDACTED]

Sender Information:

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

From: customerassist@chrysler.com
To: [REDACTED]
Date: Thu Feb 10 09:34:29 EST 2011
Subject: Re: Chrysler Group LLC Customer Assistance
Dear [REDACTED]:

Thank you for contacting the Dodge Customer Assistance Center in regards to your 2004 Grand Caravan.

I am sorry to learn of the electrical issues you have experienced and appreciate the time and effort you took to bring this matter to my attention.

Your email was reviewed 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, Thomas.

Sincerely,

Jeff

Customer Service Representative
Dodge Customer Assistance Center

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

REFERENCE NUMBER: 20396727

EMAIL CASE NUMBER: 2550047

REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM7245834V48469LOKM&

Original Message Follows:

US Customer Service - Dodge Brand Site

Brief Description:

defective Body Control module on a vehicle with such low mileage
Comments:

I have a 2004 Dodge Grand Caravan with a VMI handicap center ramp conversion. I have MS and can't walk very well. The reason I am contacting

you is because of the headlights and the battery going dead overnight. I

took it to the dealer to have them check it out and they said it was a bad

headlight switch, that cost me 100 dollars for the diagnosis. They said it

would be 180 dollars to replace the switch, after waiting almost 2 months

because the switch was on back order I finally got to bring it in. Then

they found out that it wasn't the switch that was bad it was the body

control module, I was there 8 hours that day waiting for them to find the

problem, luckily they didn't charge me anything but told me it was going to

cost 600 dollars to fix that body control module. I asked if it was

a

warranty item and they said no. I found it hard to believe that an electronic part would go bad on a vehicle with such low mileage so I'm

asking you please is there anything you could do to please help me in

fixing this problem, I would surely think that the electronics would last

alot longer is it possible it had a defective micro chip on it. If there is

anything you could please do to help fix it and restore my confidence in

your products it would be greatly appreciated. I really can't afford that

much money at this time and its really hard to keep putting the battery

charger on it every night. Can you please help. Thank You [REDACTED]

VIN:

4R [REDACTED]

Mileage:

26975

Servicing Dealer:

Goldstein Chrysler Jeep and Dodge

Title:

Mr.

First Name:

Middle

Last Name

Address

Address 2:

City:

Mechanicville

State:

NY

Zip:

Email:

Home Phone

From: [REDACTED]
To: customerassist@chrysler.com
Date: Fri Feb 11 11:05:41 EST 2011
Subject: Re: Chrysler Group LLC Customer Assistance
(KMM7245834V48469L0KM)

<HTML>

<BODY>

<p>Hi Jeff, I would just like to say thank you for reviewing my request and forwarding it to the appropriate area, I'm hopeful for a good outcome, if there is any other information needed please feel free to contact me.</p>

<p>Thanks again for looking into this matter.</p>

<p>[REDACTED]. (Teds my nickname in case you were wondering why my email has Ted in it.)</p>

<div class="gmail_quote">On Feb 10, 2011 9:34 AM, customerassist@chrysler.com wrote:<br type="attribution">
 Dear Thomas :

 Thank you for contacting the Dodge Customer Assistance Center in regards
 to your 2004 Grand Caravan.

 I am sorry to learn of the electrical issues you have experienced and
 appreciate the time and effort you took to bring this matter to my
 attention.

 Your email was reviewed 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, Thomas.</div>

 Sincerely,

 Jeff

 Customer Service Representative
 Dodge Customer Assistance Center

 For any future communications related to this email, please refer to the
 following information:
 REFERENCE NUMBER: 20396727
 EMAIL CASE NUMBER: 2550047
 REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM7245834V48469L0KM

 Original Message Follows:

 US Customer Service - Dodge Brand Site
 Brief Description: defective Body Control module on a vehicle with such low mileage
 Comments:
 I have a 2004 Dodge Grand Caravan with a VMI handicap center ramp conversion. I have MS and can't walk very well. The reason I am contacting you is because of the headlights and the battery going dead overnight.
 I took it to the dealer to have them check it out and they said it was a bad headlight switch, that cost me 100 dollars for the diagnosis. They said it would be 180 dollars to replace the switch, after waiting almost 2 months because the switch was on back order I finally got to bring it in. Then they found out that it wasn't the switch that was bad it was the body control module, I was there 8 hours that day waiting for them to find the problem, luckily they didn't charge me anything but told me it was going to cost 600 dollars to fix that body control module. I asked if it was a warranty item and they said no. I found it hard to believe that an electronic part would go bad on a vehicle with such low mileage so I'm asking you please is there anything you could do to please help me in fixing this problem, I would surely think that the electronics would
 last alot longer is it possible it had a defective

micro chip on it. If
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afford

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> much money at this time and its really hard to
keep putting the battery
> charger on it every night. Can you
please help. Thank You [REDACTED]
>
>

>
> VIN:

> 4R[REDACTED]
> Mileage:
> 26975
>
Servicing Dealer:
> Goldstein Chrysler Jeep and Dodge

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

>
> Last Name:
> [REDACTED]
>
Address 1:
> [REDACTED]
> Address 2:
>

> City:
> Mechanicville
> State:
>
NY
> Zip:

> [REDACTED]
> Email:
>
>
Home Phone:
> [REDACTED]
</div>

</BODY>
</HTML>

From: customerassist@chrysler.com
To: [REDACTED]
Date: Fri Feb 11 11:13:34 EST 2011
Subject: Re: Chrysler Group LLC Customer Assistance
(KMM7245834V48469L0KM)
Dear [REDACTED] :

Thank you for your response.

I have updated your file to reflect the information you provided in your latest email message. Your Case Manager will contact you soon.

Thanks again for your email.

Sincerely,

Jeff

Customer Service Representative
Dodge Customer Assistance Center

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

REFERENCE NUMBER:

EMAIL CASE NUMBER: 2550047

REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM7247395V40814L0KM&

Original Message Follows:

Hi Jeff, I would just like to say thank you for reviewing my request and forwarding it to the appropriate area, I'm hopeful for a good outcome, if there is any other information needed please feel free to contact me.

Thanks again for looking into this matter.

[REDACTED]. (Teds my nickname in case you were wondering why my email has Ted in it.)

On Feb 10, 2011 9:34 AM, "customerassist"

<customerassist@chrysler.com> wrote: > Dear Thomas :

>

> Thank you for contacting the Dodge Customer Assistance Center in regards

> to your 2004 Grand Caravan.

>

> I am sorry to learn of the electrical issues you have experienced and

> appreciate the time and effort you took to bring this matter to my > attention.

>

> Your email was reviewed 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, Thomas.

>

> Sincerely,

>

> Jeff

>
> Customer Service Representative
> Dodge Customer Assistance Center
>
> For any future communications related to this email, please refer
to the
 > following information:
> REFERENCE NUMBER: 20396727
> EMAIL CASE NUMBER: 2550047
> REPLY LINK: [http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?](http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM7245834V48469L0KM&)
trk_ID=KMM7245834V48469L0KM&
>
>
>
>
> Original Message Follows:
> -----
> US Customer Service - Dodge Brand Site
> Brief Description:
> defective Body Control module on a vehicle with such low mileage
 > Comments:
> I have a 2004 Dodge Grand Caravan with a VMI handicap center ramp
> conversion. I have MS and can't walk very well. The reason I am
> contacting
> you is because of the headlights and the battery going dead
overnight.
 > I
> took it to the dealer to have them check it out and they said it
was a
> bad
> headlight switch, that cost me 100 dollars for the diagnosis. They
said
> it
> would be 180 dollars to replace the switch, after waiting almost 2
 > months
> because the switch was on back order I finally got to bring it in.
Then
> they found out that it wasn't the switch that was bad it was the
body
> control module, I was there 8 hours that day waiting for them to
find
 > the
> problem, luckily they didn't charge me anything but told me it was
> going to
> cost 600 dollars to fix that body control module. I asked if it was
a
> warranty item and they said no. I found it hard to believe that an
 > electronic part would go bad on a vehicle with such low mileage so
I'm
> asking you please is there anything you could do to please help me
in
> fixing this problem, I would surely think that the electronics
would
 > last
> alot longer is it possible it had a defective micro chip on it. If
> there is
> anything you could please do to help fix it and restore my
confidence
> in
> your products it would be greatly appreciated. I really can't
afford
 > that
> much money at this time and its really hard to keep putting the
battery

> charger on it every night. Can you please help. Thank You Thomas
> Staniak
>
>
>
> VIN:
> 4R [REDACTED]
> Mileage:
> 26975
> Servicing Dealer:
> Goldstein Chrysler Jeep and Dodge
> Title:
> Mr.
> First Name:
> [REDACTED]
> [REDACTED]
> [REDACTED]
> [REDACTED]
> [REDACTED]
> [REDACTED]
> Address 2:
>
> City:
> Mechanicville
> State:
> NY
> Zip:
> [REDACTED]
> [REDACTED]
> [REDACTED]
> [REDACTED]
> [REDACTED]

From: [REDACTED]
To: customerassist@chrysler.com
Date: Tue Feb 15 10:56:03 EST 2011
Subject: Re: Chrysler Group LLC Customer Assistance
(KMM7247395V40814L0KM)ref#2550047

<HTML>

<BODY>

<p>Hi Jeff, I spoke with Travis last Friday about my case and he said he would contact the dealer which he did, he said that someone would call me Saturday with what I would have to pay for some kind of copay. As of this time no one has contacted me and when I tried the number he called me from Chrysler recording said it was a non working number, so what do I do now? If someone could please look into this it would be greatly appreciated.</p>

<p>Thank you</p>

<p>[REDACTED]</p>

<div class="gmail_quote">On Feb 11, 2011 11:14 AM, <quot;customerassist<quot; <customerassist@chrysler.com> wrote:<br type="attribution">> Dear [REDACTED]:
> > Thank you for your response.
>
> I have updated your file to reflect the information you provided in your
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> Customer Service Representative
> Dodge Customer Assistance Center
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> REFERENCE NUMBER:
> EMAIL CASE NUMBER: 2550047
> REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM7247395V40814L0KM&
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>
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> request.
> >
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>
> Sincerely,
>
> Jeff
>
> Customer Service Representative
> Dodge Customer Assistance Center
>
> For any future communications related to this email, please refer to
> the
> following information:
> REFERENCE NUMBER: 20396727
> EMAIL CASE NUMBER: 2550047
>

From: customerassist@chrysler.com
To: [REDACTED]
Date: Tue Feb 15 11:31:11 EST 2011
Subject: Re: Chrysler Group LLC Customer Assistance
(KMM7247395V40814L0KM)ref#2550047
Dear [REDACTED]:

Thank you for your reply.

I have updated your file to reflect the information you provided in your latest email message.

Your Case Manager will contact you shortly once a decision can be reached pertaining to your request.

Thanks again for your email, [REDACTED].

Sincerely,

Jeff

Customer Service Representative
Dodge Customer Assistance Center

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

REFERENCE NUMBER:

EMAIL CASE NUMBER: 2550047

REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM7251952V87471L0KM&

Original Message Follows:

Hi Jeff, I spoke with Travis last Friday about my case and he said he would contact the dealer which he did, he said that someone would call me Saturday with what I would have to pay for some kind of copay. As of this time no one has contacted me and when I tried the number he called me from Chrysler recording said it was a non working number, so what do I do now? If someone could please look into this it would be greatly appreciated.

Thank you
[REDACTED]

On Feb 11, 2011 11:14 AM, "customerassist"

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> I have updated your file to reflect the information you provided in your

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> Sincerely,

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> Jeff

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> Customer Service Representative

> Dodge Customer Assistance Center

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to the
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appropriate
>> area for their attention and response.
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 > request.
> >
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>> Sincerely,
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>> Jeff
>>
>> Customer Service Representative
>> Dodge Customer Assistance Center
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>> For any future communications related to this email, please refer
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 > > following information:
>> REFERENCE NUMBER: 20396727
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[http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?](http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM7245834V48469L0KM&)
trk_ID=KMM7245834V48469L0KM&
> >
 >>
>>
>>

>> Original Message Follows:
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>> Brief Description:
>> defective Body Control module on a vehicle with such low mileage
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overnight.
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>> bad
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> Then
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body
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so
> I'm
>> asking you please is there anything you could do to please help me
in
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>> alot longer is it possible it had a defective micro chip on it. If
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>> your products it would be greatly appreciated. I really can't
afford
>> that
>> much money at this time and its really hard to keep putting the
> battery
>> charger on it every night. Can you please help. Thank You [REDACTED]
>> [REDACTED]
>>
>>
>>
>> VIN:
>> > 4R [REDACTED]
>> Mileage:
>> 26975
>> Servicing Dealer:
>> Goldstein Chrysler Jeep and Dodge

```
>> Title:
>> Mr.
>> First Name:
>>
>>
> >
>>
>>
>>
>>
>> Address 2:
>>
>> City:
>> Mechanicville
>> State:
>> NY
>> Zip:
> >
>>
>>
>>
>>
```

Chrysler Group LLC
Customer Assistance CTR
Atten: Typist / Transcriber
P. O. Box 21-8004
Auburn Hills, MI 48321-8004

20464081

Chrysler Customer Assistance Center

Attention: Typist/Transcriber

Image Document Request

Customer Name: [REDACTED]

Payee: [REDACTED]

Requestor PROFS ID: t8993pg

CAIR Number: 20464081

BC #: 71-West Business Center

District Number: F

Date: April 4, 2011

8:04:40 Monday, April 04, 2011

SSZ1600T

Customer Assistance System

04/04/11

A01T8683

CMD:

Check Screen

11:04:30

Password:

=====

AC: CAIR: 20464081 88 Check #: St: A Ck 01 OF 01
Vin: 2D8HN54P68R [REDACTED] Cust: [REDACTED] Category: W Mail: X
Payee: MRS [REDACTED]

Address1: [REDACTED]

Address2:

City/ST/Zip: SAN JOSE

CA [REDACTED]

Country: USA

Submitted :

Warr. Total: 792.76

Approved :

PEG

71

CAIR Total: 0.00

Sent to CAP :

Cumm. Total: 792.76

ISSUE Date :

Void :

Current Check Total: 294.17

Reason Code Description 01 of 05

Emotion Amount

Defective Blower Motor

3 294.17 +

Dealer - By-Pass

3 0.00

Lemon Law

2 0.00

F13=InfoLkup F14=Primary

F15=

F16=VIN/CAIR F17=

F18=AltFkey

F19=Reprchse F20=

F21=

F22=

F23=

F24=Print

Check has been approved

CUSTOMER # 57365

121529

STEVENS CREEK CHRYSLER JEEP DODGE

4100 Stevens Creek Blvd

San Jose, CA 95129

408/248-1800 Fax: 408/248-3819

www.stevenscreekcd.com

INVOICE

SAN JOSE, CA

HOME: CONT: N/A

BUS: CELL:

PAGE 2

CHRYSLER Jeep DODGE

SERVICE ADVISOR: 325 ANTHONY BEUTLER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
WHITE	08	DODGE CARAVAN	2D8HN54P68R	CHICK	35094/35098	TB860	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
06SEP07 DE			17:00 03FEB11			CASH	04FEB11
R/O OPENED		READY	OPTIONS: DLR: 45358				

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL	
PARTS:		0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE B:	0.00

35094 L/F 33 PSI, R/F 33 PSI, R/R 33 PSI, L/R 33 PSI

C CHRYSLER'S 23 POINT SAFETY INSPECTION CHECK SHEET IS ATTACHED
9023 CHRYSLER'S 23 POINT SAFETY INSPECTION CHECK
SHEET IS ATTACHED

	348	ISC					(N/C)
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE C:	0.00

35094 PERFORMED 23 POINT INSP TIRES HAVE 6-7/32 TREAD REMAINING
FRONT BRAKE PADSS AT 4-5MM REAR PADS AT 7MM MATERIAL REMAINING
RECOMMEND CLEAN THROTTLE BODY

D** FUEL INJECTION FLUSH

14 FUEL SYSTEM REPAIRS

348	CP	145.00	145.00
1	1911 DUOPURPOSE EFI	45.00	45.00
PARTS:	45.00	LABOR:	145.00
		OTHER:	0.00
		TOTAL LINE D:	190.00

35098 CLEANED THROTTLE BODY, PERFORMED FUEL INJECTOR FLUSH, ADDED
FUEL SYSTEM CLEAN TO TANK,

EST: 449.00 03FEB11 14:50 SA: 325
CONTACT: HELENE (408) 373-6553
SENSOR AND FUEL INJECTION FLUSH

THANK YOU FOR YOUR BUSINESS. YOU MAY RECEIVE
A SURVEY. IF YOU ARE UNHAPPY WITH ANY SERVICE
OR CAN NOT ANSWER VERY SATISFIED, PLEASE CALL
MIKE FRONTELLA AT 408-248-1800

ORIGINAL ESTIMATE #			FINAL REVISED ESTIMATE #			DESCRIPTION	TOTALS	
DATE	TIME	PHONE #	AUTHORIZED BY	ADDITIONAL AMOUNT	REVISED TOTAL	LABOR AMOUNT	333.50	
						PARTS AMOUNT	54.35	
						GAS, OIL, LUBE	0.00	
						SUBLET AMOUNT	30.00	
						MISC. CHARGES	0.00	
						TOTAL CHARGES	417.85	
NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK							LESS INSURANCE	0.00
I ACKNOWLEDGE NOTICE AND ORAL DISCUSSION OF THE TERMS OF VEHICLE AND I HAVE							SALES TAX	5.03
AN							PLEASE PAY THIS AMOUNT	422.88

BAR #: ARD 248515 EPA# CAL000314285

From: [REDACTED]
To: customerassist@chrysler.com
Date: Sat Aug 27 08:44:01 EDT 2011
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service
Brief Description:

Service Issues

Comments:

While under warranty, I ask to have some issues addressed. The service center that I previously use and purchased 3 new Chrysler vehicles from 2001 to 2008 was close. I was basically force to go to Arrigo. Several of the issues I was told did not exist. They checked them and told me basically nothing was wrong. I still have the issues. Trans mission clunks during some shifts. The automatic head lights that intermittently did not work, don't work at all. Drivers window sometimes goes up and down by itself, after a rain, the water accumulates under the driver=92s door so th= at when I open the door I get a waterfall on my feet. One of the overhead compartment doors doesn=92t latch. They told=20 me they ordered the part, well that was a year ago and I had to tape it up. They never let me know if it came in. Now I have a new problem in my 2 and a half year old car that=92s out of warranty because of mileage, the doors that control the airflow for the climate control are not moving so basically all the cold air flows to my feet and dribbles out the top vents. I can=92t even turn on the defogger unless I=92m defogging my feet. That=20 should have lasted more that 2.5 years despite the 52,000 miles. I=92m just very disconcerted with the service I got under warranty. They disassembled the driver=92s side dash to fix a clicking noise in the steering, never put it back together properly, and told=20 me nothing was wrong. They left some clips and pins sticking out and my microphone hanging. I don=92t want to go back to them for service and they are the closest dealer. Maroone always provided me a courtesy vehicle. I thought it was great customer service, I bought 3 new cars in 7 years from them so as a businessman, I would have done the same thing. I had to lease a vehicle every time I bought it to Arrigo. Maybe they should=20 Have looked into the fact that I was a true Chrysler customer and purchase a new vehicle every 3 years or so. I was basically living with all the little issues and not worrying about them

until the climate control issue. I=92d really like all the stuff
addressed
but since its now out of warranty what do I do? It=92s only out of
warranty
due to miles. I drive a lot of
highway miles. That=92s not fair.

Sender Information:

Title: Mr.

First Name:

Middle Initial:

Last Name:

From: customerassist@chrysler.com
To: [REDACTED]
Date: Sun Aug 28 14:16:53 EDT 2011
Subject: Re: Chrysler Group LLC Customer Assistance
Dear [REDACTED]:

Thank you for contacting the Chrysler Customer Assistance Center regarding your 2008 CHRYSLER TOWN & COUNTRY TOURING WAGON.

We regret the fact that you have experienced multiple issues with your vehicle.

Due to the nature of your email, your concerns have been escalated. A case manager will contact you by phone in one business day.

Thanks again for your email.

Sincerely,

Alex

Customer Service Representative
Chrysler Customer Assistance Center

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

REFERENCE NUMBER: 21286143

EMAIL CASE NUMBER: 2617417

REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM7453826V55413L0KM&

Original Message Follows:

US Customer Service - Chrysler Brand Site

Brief Description:

Service Issues

Comments:

While under warranty, I ask to have some issues addressed. The service

center that I previously use and purchased 3 new Chrysler vehicles from

2001 to 2008 was close. I was basically force to go to Arrigo.

Several of

the issues I was told did not exist. They checked them and told me basically nothing was wrong. I still have the issues. Trans mission clunks

during some shifts. The automatic head lights that intermittently did not

work, don't work at all. Drivers window sometimes goes up and down by

itself, after a rain, the water accumulates under the driver's door so that

when I open the door I get a waterfall on my feet. One of the overhead

compartment doors doesn't latch. They told me they ordered the part, well that was a year ago and I had to tape it up. They never let me know

if it came in. Now I have a new problem in my 2 and a half year old car

that's out of warranty because of mileage, the doors that control

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Maybe
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climate
control issue. I'd really like all the stuff addressed but since its
now
out of warranty what do I do? It's only out of warranty due to
miles. I
drive a lot of highway miles. That's not fair.

VIN:

8R

Mileage:

52000

Servicing Dealer:

Arigo

Title:

Mr.

First Name:

Middle

Last Name

Address

Address 2:

City:

Coral Springs

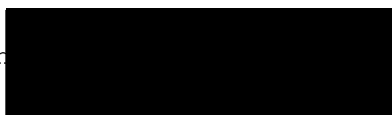
State:

FL

Zip:

Email:

Work Ph



Customer Assistance Inquiry Record (CAIR)#						13091204
VIN	1D4GP24R4	4B [REDACTED]	Open Date	01/24/2005	Built Date	10/07/2003
Model Year	2004	Body	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON		
In Service Dt	01/31/2004	Mileage	19,000	Dealer Zone	32	NEW YORK
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US	
Dealer	66404	LEE DODGE				
Dealer Address	200 MAIN STREET					
Dealer City	WESTBROOK			Dealer State	ME	Dealer Zip 04092
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	[REDACTED]
	BRIDGTON ME [REDACTED]				Country	UNITED STATES

Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Head lamps sometime short off while driving at night.
---	---

Customer states that sometime when he is driving his head lights would go off the the heater motor stops working. Caller states that the dealer has been unable to duplicate issue and Curry at the dealer told him that he should call DaimlerChrysler to authorize the replacement of a certain part. Called dealer 66404. Spoke to Rick in the service department. Rick states that Curry is unable. Rick states that the solution the Curry was referring to was a TSB for the 2002 caravan. Advised Customer that the DCCAC does not authorize repairs and for him to continue working with dealer 66404 to resolve the issue with his vehicle

Customer Assistance Inquiry Record (CAIR)#						13397914	
VIN	2D4GP44L4	4R	Open Date	04/07/2005	Built Date	12/19/2003	
Model Year	2004	Body	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
In Service Dt	06/17/2004	Mileage	15,700	Dealer Zone	35	WASHINGTON	
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US		
Dealer	65725	COURTS MOTORS INC					
Dealer Address	102 ORCHARD PARK RD						
Dealer City	HURRICANE	Dealer State	WV	Dealer Zip	25526		
Owner						Contact Type	E-MAIL
Address						Home Phone	
	HURRICANE WV					Country	UNITED STATES
Product - Electrical - Unknown - Intermittent or Inoperative - Default							

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

Problem with Grand Caravan's battery/electrical system

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

Email States:

We purchased this van new in June of last year. Shortly after having it...the battery was completely dead one morning, for no apparent reason. After taking it in to the dealer, they replaced the battery and said that there was not anything wrong with the battery or anything else in the van. This happened again just two weeks ago, again for no apparent reason. We do not use any of the alternate power sources (ie, we do not have DVD players, video games, etc hooked up in the van to use any power). They once again inspected the van and said that there was nothing wrong with it. They suggested that 'my kids left the lights on'. I can assure you that that is not the case. I ALWAYS check that they are out (just like I do in our home)....and even if that was the case...the lights automatically go out after a few minutes anyway (found this out when I was vacuuming the van's carpet late one night). I have also noticed, both before and since, that the headlights will often dim and then brighten. I thought it was just my eyesight, but now I am very concerned that we have bought a vehicle that is going to give us a lot of grief. In addition to traveling often with two small children, I also work midnights and need to be home on time for my husband to go to work...I don't need to be driving a vehicle that I cannot depend on. It really makes me uneasy to be driving it for weeks after this happens. It seems like as soon as I 'get over it' it happens again. One more time and I believe we'll trade it in for what we can on a Toyota. Regards ~

Dear ,

Thank you for your recent email to DaimlerChrysler Motors.

I researched your vehicle and found no recalls, service bulletins, or other documentation directly related to your concern.

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

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

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

a viable option.
Thank you again for your email.

Customer Assistance Inquiry Record (CAIR)#						13423269
VIN	1D4GP45R5	4B [REDACTED]	Open Date	04/13/2005	Built Date	08/07/2003
Model Year	2004	Body	RSKH52	DODGE CARAVAN SXT FWD SWB WAGON		
In Service Dt	12/19/2003	Mileage	140,000	Dealer Zone	66	ORLANDO
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US	
Dealer	44758	BAY DODGE				
Dealer Address	641 WEST 15TH STREET					
Dealer City	PANAMA CITY	Dealer State	FL	Dealer Zip	32401	
Owner	[REDACTED]				Contact Type	LETTER
Address	[REDACTED]				Home Phone	[REDACTED]
	PANAMA CITY FL [REDACTED]				Country	UNITED STATES

Product - Air Conditioning / Heater - Unknown - Other - Default	states the headlights are dim
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First owner sends a letter seeking assistance with a dimmed headlight. Per linked cair, owner was advised to return to the dealer for the concern. Owner states prior history with the headlights. Owner states he was involved in an accident and dealer 44758 performed the repairs. Owner states the left front fender and headlight are warranted through the dealership for as long as he owns the vehicle. Sent 109. refer to dealer

Customer Assistance Inquiry Record (CAIR)#						13863949
VIN	1D4GP45R9	4B [REDACTED]	Open Date	08/01/2005	Built Date	12/16/2003
Model Year	2004	Body	RSKH52	DODGE CARAVAN SXT FWD SWB WAGON		
In Service Dt	01/25/2004	Mileage	61,000	Dealer Zone	66	ORLANDO
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US	
Dealer	60030	WOODSTOCK CHRYSLER JEEP DODGE				
Dealer Address	11300 HIGHWAY 92					
Dealer City	WOODSTOCK	Dealer State	GA	Dealer Zip	30188	
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	[REDACTED]
	ACWORTH GA [REDACTED]				Country	UNITED STATES

Product - Air Conditioning / Heater - Compressor/Clutch/R Valve - Inadequate Cooling - Default	Called in about air conditioner not working.
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Called in about headlights not working properly.

Customer called in stating that the headlights are not working properly. Customer states that headlights do not go off after the 90 second delay and that sometimes the headlights do not come on at all. Customer states that last week her air conditioner quit working. Customer states that she is currently at 60030 waiting on a diagnosis. Agent advised customer of reference number. Agent advised could not make a determination for assistance until we had the diagnosis and the repair cost.

Jamal from dealer 60030 states that they were not able to duplicate the headlight issue. He states that the air conditioning compressor needs replaced. He placed the writer on hold to get the warranty repair costs and the call was lost.

Jamal from dealer 60030 calling about the above issue. Dealer stated that they could not diagnose an issue with the headlights. Dealer stated that the A/C compressor needs to be replaced. Dealer stated that the currently mileage of the vehicle is 61,105 miles. Customer is the second owner of the vehicle. Informed dealer that DaimlerChrysler will not participate in the repair. The vehicle warranty has expired.

Customer Assistance Inquiry Record (CAIR)#						14585339	
VIN	2C4GP54L5	4R	Open Date	02/09/2006	Built Date	10/17/2003	
Model Year	2004	Body	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB			
In Service Dt	11/08/2003	Mileage	24,012	Dealer Zone	66	ORLANDO	
Plant	R	WINDSOR ASSEMBLY PLANT		Market	U	US	
Dealer	66732	GALEANA CHRYSLER JEEP INC					
Dealer Address	14375 S TAMIAMI TRAIL						
Dealer City	FT MYERS			Dealer State	FL	Dealer Zip	33912
Owner						Contact Type	ROADSIDE
Address						Home Phone	
	FORT MYERS FL					Country	UNITED STATES

Corporate - Roadside Services - Warranty - Towing - Default	
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Roadside Assistance Contacted - DATE : 2006-02-07
Road Side File Created 02-09-06 FOR WARRANTY
VEHICLE PROBLEM AT: VEHICLE TAKEN TO:

FORT MYERS FT MYERS
FL USA FL
CALLER_COMMENTS 01/ HEADLIGHTS, BACK LIGHTS, SIGN
DEALER CODE : 66732 GALEANA CHRYSLER JEEP INC

Customer Assistance Inquiry Record (CAIR)#						14590616
VIN	1D4GP45R9	4B [REDACTED]	Open Date	02/10/2006	Built Date	09/05/2003
Model Year	2004	Body	RSKH52	DODGE CARAVAN SXT FWD SWB WAGON		
In Service Dt	01/13/2004	Mileage	38,000	Dealer Zone	35	WASHINGTON
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US	
Dealer	59786	WHEATON DODGE CITY INC				
Dealer Address	10915 GEORGIA AVE					
Dealer City	WHEATON	Dealer State	MD	Dealer Zip	20902	
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	[REDACTED]
	SILVER SPRING MD [REDACTED]				Country	UNITED STATES

Product - Engine - Unknown - Other - Default	Customer states that he is having a reoccurring issue.
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Customer states that he had some warranty work done on his vehicle. Customer states that the problem is reoccurring. Customer seeking if this repair will be covered under warranty. Agent called the dealer and spoke with service advisor Regina. Regina states that the customer has had several issue. Customer states that vehicle was in the shop heat blowing cold air, head lights, poor gas mileage, both sliding door, rear lift gate, sway bar bushing. While agent was reaching this issue customer ended call.

Customer states that he was disconnected on his previous call. Customer states that the issues with his vehicle are reoccurring and he would like to know if this repair is going to be covered under warranty again. Agent contacted dealership back and spoke with Regina. Regina states at this time the vehicle is not at the shop. Regina states that they have heard nothing further from the customer. Customer states that the heat is still blowing cold air. Customer states that there is obviously a leak somewhere in the cooling system. Customer states this all needs to be looked at and he would like to know if it will be covered under warranty.

*** Advised that if the customer is seeking out of warranty assistance to transfer to tier three. ***

Received call from advisor.

5-star dealer is SUDSA.

Vehicle is outside warranty by 2000 miles.

Advisor will work with his service manager to possibly handle issue in-house.

Customer Assistance Inquiry Record (CAIR)#						14701789	
VIN	1C4GP44R7	4B	Open Date	03/13/2006	Built Date	10/24/2003	
Model Year	2004	Body	RSYH53	CHRYSLER TOWN & COUNTRY LX FWD LWB			
In Service Dt	04/16/2004	Mileage	44,000	Dealer Zone	42	DETROIT	
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH		Market	U	US	
Dealer	61070	HIGHLAND CHRYSLER-JEEP					
Dealer Address	1350 28TH STREET S E						
Dealer City	GRAND RAPIDS			Dealer State	MI	Dealer Zip	49508
Owner						Contact Type	TELEPHONE
Address						Home Phone	
	GRANDVILLE MI					Country	UNITED STATES

Corporate - Warranty Coverage - Default - Default - Default	Caller questioning remaining coverage for basic warranty.
Product - Electrical - Unknown - Intermittent or Inoperative - Default	Caller states the door locks & headlights function intermittently.

Caller states that the vehicle is having electrical issues. Caller states that the dealer informs that the warranty is expired. Caller states that he uses the vehicle for business and that is the reasoning mileage is high on the vehicle. Caller states that electrical issues should not happen in this time frame. Caller is seeking assistance with the repair cost from DCX. Caller states that the vehicle was diagnosed by dealer# 61070. Caller states he has possession of the vehicle at home currently. Agent transferred customer for further research. Customer transferred to the internal Tier 2 escalation line for further review of concern.

*Accepted escalated call. Customer seeking assistance with repairs for electrical issues. He states the door locks short out activate and deactivate by themselves. He also claims the headlights short out and do not work periodically. He is concerned that this is a safety issue or that the wiring will short out and cause a fire. Vehicle has not been formally diagnosed at this time. Writer consulted with JPH48. Customer is the original owner and vehicle is out of warranty by mileage, not by time. Due to these facts and customer's safety concerns, writer referred customer to his Chrysler dealership for a diagnosis. Writer explained that diagnosis is at customer's discretion and expense, and that assistance is not promised at this time. Writer provided customer with contact information. Customer states he will have diagnosis performed and contact writer with results.

Customer Assistance Inquiry Record (CAIR)#						15271000
VIN	1D4GP25R1	4B [REDACTED]	Open Date	08/18/2006	Built Date	08/13/2003
Model Year	2004	Body	RSKL52	DODGE CARAVAN SE FWD SWB WAGON		
In Service Dt	09/11/2003	Mileage	63,120	Dealer Zone		
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH		Market	U	US
Owner	[REDACTED]				Contact Type	E-MAIL
Address	[REDACTED]				Home Phone	[REDACTED]
	GRAND HAVEN MI [REDACTED]				Country	UNITED STATES
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default				Headlights and wipers work intermittently.		

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

I have a 2004 Dodge Caravan 3.3L - 4 door Minivan, and the headlights & wind shield washer is working intermitantly (more of the time not). No one seems to know what the problems is or how to fix it. I need to be able to drive at night. Please help!

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

This is a serious problem and it needs to be corrected immediatly, without paying outrageos service rates to a dealer s service department.

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

Thank you for your email to DaimlerChrysler regarding your 2004 Dodge Caravan

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

Unfortunately, given the many variables involved, we are unable to diagnose your vehicle s problem via email or telephone. 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)#	15853988
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VIN	2C4GP44R0	4R	Open Date	01/10/2007	Built Date	11/19/2003	
Model Year	2004	Body	RSYH53	CHRYSLER TOWN & COUNTRY LX FWD LWB			
In Service Dt	12/24/2003	Mileage	57,500	Dealer Zone	42	DETROIT	
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US		
Dealer	68552	SCHAFFER MOTORS					
Dealer Address	651 S UNIONVILLE RD						
Dealer City	SEBEWAING	Dealer State	MI	Dealer Zip	48759		
Owner						Contact Type	TELEPHONE
Address						Home Phone	
	PORT HOPE MI					Country	UNITED STATES

Referral - Tier Two - Internal Escalation - Authorization - Default	Customer seeking assistance.
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Customer states that his lights will not stay on.

****Begin structured narrative CL - GOODWILL ESCALATION

What is the customer requesting from DaimlerChrysler?

Assistance with the lights

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

1 month, 22,500 miles

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

No

Is the customer the original owner of this vehicle?

Yes

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

7

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 his lights would turn off while driving down the road. Customer took vehicle to dealership and they replaced the anti-lock brake control module. Customer states that the repair did not help.

Customer contacted dealership and was informed that the repair would not be done under warranty. Customer seeking assistance. Transferred customer to tier two per GWH29.

Caller states he was disconnected during the transfer.

Agent transferred caller to tier two for further review.

Customer transferred to the internal Tier 2 escalation line for further review of concern. Customer states the head lights, brake lights, cruise control, fan, and power windows intermittently become inoperable.

Customer states dealer 68552 diagnosed the vehicle. Customer seeking assistance with the cost of the repair. Writer contacted dealer 68552 and left message for service manager Stephen. Customer is the original owner, 7 DCX vehicles (3-new, 3-used, 1-disposed of), 3/36 expired by time on 12/24/06 and approximately 21500 miles. Customer requests to be contacted back at [REDACTED].

Writer contacted dealer 68552 and spoke with service manager Stephen. Stephen states the wiring harness needs to be replaced due to corrosion. Stephen states customer is very loyal with the dealership. Stephen states he contacted his District Manager (DM) who declined offering assistance with the cost of the repair due to the mileage outside of warranty.

Writer consulted with RBS33. Informed Stephen DCCAC will not assist with the cost of the repair due to the DM declining assistance. Writer contacted customer advised customer the service manager, Stephen, contacted his Chrysler Representative who declined offering assistance with the repairs. Informed customer this is the final decision.

Customer Assistance Inquiry Record (CAIR)#						15920697
VIN	1D4GP45R7	4B	Open Date	02/02/2007	Built Date	11/12/2003
Model Year	2004	Body	RSKH52	DODGE CARAVAN SXT FWD SWB WAGON		
In Service Dt	02/10/2004	Mileage	59,161	Dealer Zone		
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH		Market	U	US
Owner					Contact Type	E-MAIL
Address					Home Phone	
	CORONA AZ				Country	UNITED STATES

Product - Electrical - Lamps and Switches - Other - Default	Customer claims that his headlights do not work correctly.
Corporate - CNA Change - Default - Default - Default	Customer recently purchased vehicle.
Referral - Other - Default - Default - Default	Referred customer to dealer for service contract information.

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

headlights not bright enough or hit low

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

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

Is there an adjustment to the headlights on a 2004 Dodge Caravan? I just purchased the vehicle from my friend. Can I purchase an extended warranty and if I can how much does it cost. Thank you.

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

*****Email 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.

If you plan to drive your vehicle more than 12,000 miles a year, or keep it longer than three years, you'll want the peace of mind that comes with a DaimlerChrysler Service Contract. It takes care of repairs or other services that may not be covered by your limited warranty.

Service Contract plans can be purchased for a variety of times and mileage. For details, see your Chrysler, Dodge or Jeep dealer, visit www.servicecontracts.chrysler.com or call 1-800-442-2666.

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

Customer Assistance Inquiry Record (CAIR)#						15957844	
VIN	1D4GP24R1	4B	Open Date	02/14/2007	Built Date	08/28/2003	
Model Year	2004	Body	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON			
In Service Dt	03/22/2004	Mileage	27,000	Dealer Zone	51	CHICAGO	
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH		Market	U	US	
Dealer	67960	TASCH MOTORS INC					
Dealer Address	1300 HWY 67 SOUTH						
Dealer City	ELKHORN			Dealer State	WI	Dealer Zip	53121
Owner						Contact Type	TELEPHONE
Address						Home Phone	
	BURLINGTON W					Country	UNITED STATES
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default				Customer states the head lights will go out.			

Customer states that the headlights will turn off. Customer states that he has been to the dealership three times and each time they drive the vehicle for a while and then the lights start going off again. Customer is seeking to file lemon law. Customer would not hold while agent contacted the dealership for repair history. Agent will contact for repair history when time permits.

REASSIGNED TO BC/DLR 66 68680 02/14/07 16:27 R 15957844

*Contact Date:02/15/2007

Service Director at the dealership has closed the Cair# 15957844

After repeated attempts the dealer was unable to contact this customer.CAIR closed pending further contact from the customer.

CAIR RETURNED FROM DEALER ON 2/15/2007 AT 08:26:558 R 15957844

Customer calling back stating that his vehicle is now at the dealer for the issue with the head lights, and the dealer is driving the vehicle around to duplicate the issue. He then states the dealer should just take his word, because they have already tried to repair this issue three times before so he would just like to pursue lemon law. Agent then contacted dealer 67960 and spoke to Rob who stated the service manager would have all the information about the customer history, but has just stepped out to lunch and he d be back in an hour. Agent then offered the customer a call back.

Agent contacted the dealer and spoke to Roy the service manager who informed me of the following repair dates and mileage:

11/16/06 at 25,802 miles the customer complaining that the headlights are turning off without warning, and the dealer replaced a malfunctioning switch.

12/28/06 at 26,560 miles the customer complaining that the headlights are turning off without warning, and the dealer replaced the body control module because the code that was coming up shows the fog lamps were in error and Roy states this vehicle did not have fog lamps.

2/12/07 at 28,202 miles the customer complaining that the headlights are turning off without warning, and the dealer can not duplicate the issue, and they are currently working with STAR in case number 8626537.

Agent then consulted with LGP14 who stated the customer may have their file forwarded for further review of the lemon law request. Agent then

contacted the customer to let him know that his file is being forwarded for further review per his lemon law request, and after a representative has reviewed his file he would receive a call back.

Writer contacted owner. Owner states that he has traded the vehicle into a Hyundai dealership and does not own the vehicle anymore. Writer closing file.

Customer Assistance Inquiry Record (CAIR)#						16294844	
VIN	1D4GP25B4	4B	Open Date	05/11/2007	Built Date	09/08/2003	
Model Year	2004	Body	RSKL52	DODGE CARAVAN SE FWD SWB WAGON			
In Service Dt	05/06/2004	Mileage	55,000	Dealer Zone	71	LOS ANGELES	
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH		Market	U	US	
Dealer	08625	BILL LUKE CHRYSLER-JEEP&DODGE					
Dealer Address	2425 WEST CAMELBACK ROAD						
Dealer City	PHOENIX			Dealer State	AZ	Dealer Zip	85015
Owner						Contact Type	TELEPHONE
Address						Home Phone	
	GLENDALE AZ					Country	UNITED STATES

Product - Air Conditioning / Heater - Unknown - Defective - Default	Customer states heater is not working
Product - Electrical - Lamps and Switches - Defective - Default	Customer states that head lights are not working
Referral - Tier Two - Internal Escalation - Authorization - Default	

Customer states that the lights go on and off. Customer states that the heat does not work and makes the lights come off. Customer states that she took vehicle to dealer 08625 and they informed to call DCCAC for possible assistance. Agent transferred customer for possible assistance.

****Begin structured narrative CL - GOODWILL ESCALATION

What is the customer requesting from DaimlerChrysler?

Assistance with heater and head lights

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

by time and mileage

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

no

Is the customer the original owner of this vehicle?

yes

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

one

Is there warranty history related to the current concern?

no

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

yes

****End structured narrative CL - GOODWILL ESCALATION

Caller is co owner of vehicle.

Customer transferred to the internal Tier 2 escalation line for further review of concern. Customer is seeking assistance with the head lamps. Customer stated there is nothing wrong with the heater just the head lamps. Customer stated she went to dealer 08625 for the issue. Customer is the original owner and is out of warranty by 19000 miles. Agent called the dealer 08625 and spoke with Rebecca and she stated the customer has never been there before. Agent informed the customer of this information. Customer stated she has not been to a dealer recently just when she first bought the vehicle. Informed customer that DaimlerChrysler will not participate in the repair. The vehicle warranty has expired.

Customer asked for a supervisor. Agent informed the correct information has been given there is not a need to escalate the call. Customer asked

for a supervisor again.

****MDB79 took over the call****

Customer upset the head lamps keep falling off and wanting to file a complaint. Customer asked why she will not be called back when filing a complaint. Customer was informed if necessary she may be contacted we can not guarantee a call back. Customer stated to file the complaint.

Customer Assistance Inquiry Record (CAIR)#						16462531	
VIN	2C4GP54L4	4R	Open Date	07/02/2007	Built Date	10/06/2003	
Model Year	2004	Body	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB			
In Service Dt	11/03/2003	Mileage	58,000	Dealer Zone	35	WASHINGTON	
Plant	R	WINDSOR ASSEMBLY PLANT		Market	U	US	
Dealer	68833	OURISMAN CHRYSLER JEEP DODGE					
Dealer Address	12430 AUTO DR						
Dealer City	CLARKSVILLE			Dealer State	MD	Dealer Zip	21029
Owner						Contact Type	TELEPHONE
Address						Home Phone	
	CLARKSVILLE MD					Country	UNITED STATES

Product - Engine - Unknown - Check Engine Lamp On/Flashing - Default	Customer states that the check engine light came on.
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Customer states that the headlights are not working.
Referral - Tier Two - Internal Escalation - Authorization - Default	Referred to Tier Two for further review.

Purchased New or Used? New

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

From whom did customer purchase used vehicle?

CDJ dealer

Customer alleges that he has had some ongoing issues with the dealership that he has his vehicle serviced. He states that the headlights would not come on. Customer states that the check engine light was on as well. Customer took the vehicle to the dealership and they replaced the headlight switch and checked the wiring on the headlights. He alleges that the PCM was reprogrammed on this visit which caused the check engine light to go off. Customer states that the dealership did not get the issue with the headlights resolved but charged him \$175.00. Customer states that he is not wanting to take the vehicle back to that dealership. Agent advised the customer that he could take the vehicle to another dealership of choice. Customer is seeking assistance with having the headlights repaired on the vehicle.

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?

Customer is seeking assistance with headlight repair.

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

22,000 miles and 6 months

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

no

Is the customer the original owner of this vehicle?

yes

How many 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. First owner of two vehicles seeking assistance in the

cost of repairing the headlights. Vehicle has no service contracts and no previous repairs. Customer states he paid the dealership \$175.00 to repair the headlight issue but they did not get the issue corrected. Agent informed customer there is a one year/12,000 mile warranty on all parts replaced. Customer states the dealership charged him for repairs but nothing was replaced. Agent informed customer due to the mileage on the vehicle, DCX cannot assist with the cost of this repair. Agent informed customer this would be a workmanship issue.

Customer Assistance Inquiry Record (CAIR)#						16721048	
VIN	1C4GP45R2	4B [REDACTED]	Open Date	09/11/2007	Built Date	09/08/2003	
Model Year	2004	Body	RSYH52	CHRYSLER TOWN & COUNTRY FWD SWB WAGON			
In Service Dt	10/14/2003	Mileage	23,770	Dealer Zone	66	ORLANDO	
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH		Market	U	US	
Dealer	60001 FAIRWAY CHRY-JEEP						
Dealer Address	2499 N ORANGE BLOSSOM TRAIL						
Dealer City	KISSIMMEE			Dealer State	FL	Dealer Zip	34744
Owner	[REDACTED]					Contact Type	TELEPHONE
Address	[REDACTED]					Home Phone	[REDACTED]
	SAINT CLOUD FL [REDACTED]					Country	UNITED STATES

Product - Electrical - Body Control Module - Defective - Default	Body control module needs to be replaced.
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Customer states that the head lights work intermittently.
Corporate - Rental Vehicle - Default - Default - Default	Seeking a rental vehicle.

Purchased New or Used? New

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

From whom did customer purchase used vehicle?

CDJ dealer

Customer states that he is having issues with the tail lights working.

Customer states that he has been to the dealership for this issue.

Customer states that the last time he was at the dealership was in December for this issue and has not been back since. Agent advised the customer at this time he needs to continue working with the dealership and if he is seeking lemon law he can refer to his blue and white and his local attorney generals office. Customer is seeking a loaner vehicle.

Agent advised the customer until we have a complete diagnosis we will not be able to look into a loaner vehicle. Customer seeking agent to contact the dealership and schedule him an appointment. Agent advised the customer that he will need to call and schedule an appointment and once there is a diagnosis we will be able to look into a loaner if that is necessary. Customer understood.

Customer calling seeking assistance with cost to repair the headlights that he claims comes on intermittently and also a rental. Agent contacted the dealer and spoke with Frank the Service Advisor. Frank states that the customer has been in on 2/7/06, 3/28/06, and 11/20/06 at 20,793 miles. Frank states that they were not able to duplicate the concern, but performed a flash for the control module. The Body Control Module needs to be replaced. Due to previous history agent is inclined to looking into possible assistance. Frank will call agent back with warranty cost. Agent offered the customer a call back at 407-433-9791. Agent received voicemail from Frank. Frank provided warranty cost for the BCM:

Parts\$400

Labor\$153

Total \$553

As a one-time goodwill gesture, Chrysler will cover \$353 of the repair.

Customer will be responsible for a co-pay in the amount of \$200. Frank states that the repairs may take about 3-4 days. Chrysler will not cover a rental vehicle. The vehicle is out of warranty and goodwill assistance on repair is already being provided. Customer will be responsible for the rental.

Agent contacted the customer back at [REDACTED]. Agent advised customer of the offer. Customer not happy with the offer because he claims it was brought in for the same concern before the vehicle was out of warranty. Informed customer that the warranty expired 10/14/06 for electrical concerns and that Chrysler is doing this as a goodwill. Advised customer that this is the final offer and has 30 days to accept it. Customer states he will speak with his wife first. Advised that if he accepts the offer he should let Frank at the dealership know so they can start the repairs.

****Begin structured narrative CL-RENTAL

Is the vehicle still under warranty?

No

Does the vehicle have any service contract that covers rental?

No

What repairs are currently being completed?

Body Control Module needs to be replaced

Why has the vehicle not been repaired and returned to the owner?

Customer has not authorized the repairs

What is the estimated date that the repair will be completed?

3-4 days

Is this a recall repair?

No

Is this a pre-authorization or a request for reimbursement?

Pre-auth

Chrysler authorizes rental? Explain why or why not...

No, vehicle is out of warranty and goodwill assistance is already being offered on repairs.

How many days are being authorized and at what dollar amount?

None

****End structured narrative CL-RENTAL

Dealer Contact

Louis with dealer 45149 stated she went to get the claim paid however the claim did not pay. Agent informed dealer the dealer code would need to be corrected and provided information to RBS33 for entering for correction.

Customer Assistance Inquiry Record (CAIR)#						16865610	
VIN	1D4GP45R5	4B [REDACTED]	Open Date	10/23/2007	Built Date	08/12/2003	
Model Year	2004	Body	RSKH52	DODGE CARAVAN SXT FWD SWB WAGON			
In Service Dt	01/28/2004	Mileage	39,000	Dealer Zone	51	CHICAGO	
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH		Market	U	US	
Dealer	43817	CENTURY DODGE CHRYSLER JEEP					
Dealer Address	13500 VETERANS MEMORIAL PKWY						
Dealer City	WENTZVILLE			Dealer State	MO	Dealer Zip	63385
Owner	[REDACTED]					Contact Type	TELEPHONE
Address	[REDACTED]					Home Phone	[REDACTED]
	DEFIANCE MO [REDACTED]					Country	UNITED STATES
Product - Electrical - Park Assist System - Defective - Default				Customer states headlights went out.			

Purchased New or Used?new

If Used, date purchased? na Mileage? na

From whom did customer purchase used vehicle?

CDJ dealer / Other dealer / Individual

Customer complains her headlights went off twice. Customer states that she understands she is out of factory warranty, but is going to dealer #43817 for a diagnoses. Customer seeking rental. Agent consuled MBD80 and advised that in order to look into consideration for rental CCAC will need to be contacted once the diagnosis is complete. Agent advised no gauruntees will be made, and is customer s choice to go in for diagnosis with understanding she is out of warranty.

Customer states the she put the bright lights on and all the lights in the vehicle went off. Customer when she hit the head light switch the panel lights and the dim lights came back on. Customer states she tried the bright lights again and the lights went off again. Customer states the dealership advised the combination relay switch needs to be replaced and states she is seeking assistance with the repair. Agent consulted with LGP14 and advised customer Chrysler will not assist with the cost of the repair, the vehicle warranty has expired. Customer states she was advised this was a recall on the vehicle. Agent advised customer this is not showing to be a recall on this vehicle. Customer states she is going to take this to the news. Agent advised customer any actions outside of Chrysler would be at her discretion.

Customer states that she was driving home and put on her bright lights and then all of the lights in her vehicle went out. Customer states that she drove a little ways and she switched the bright switch and the lights came on. Customer states that she turned the bright lights on again and all the lights went out again. Customer stated that she drove a little ways and switched the bright lights on her vehicle again and the lights came back on. Customer states that her vehicle is out of warranty and she is wanting Chrysler to assist with this repair. Agent advised the customer that she has already received a decision and that decision was not to assist with this repair. Agent advised that this was the final decision of Chrysler and that decision would not be overturned. Customer asked for a supervisor. Agent advised that she would consult with a supervisor on this issue. Agent consulted with RJ16 and RJ16 reviewed

file and stated that the decision was final. Agent informed customer that the supervisor has reviewed the file and has informed agent that the decision has already been made and that is the final decision of Chrysler.

Customer Assistance Inquiry Record (CAIR)#						17001593
VIN	2A8HR64X4	8R	Open Date	12/04/2007	Built Date	10/26/2007
Model Year	2008	Body	RTYS53	CHRYSLER TOWN & COUNTRY LIMITED WAGON		
In Service Dt	12/06/2007	Mileage	3	Dealer Zone	71	LOS ANGELES
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PKG	LIGHT SANDSTONE MET. CLEAR COAT				
Engine	EGQ	4.0L V6 SOHC ENGINE				
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				
Dealer	24118	STAR CHRYSLER JEEP				
Dealer Address	1401 SOUTH BRAND AVE					
Dealer City	GLENDAL	Dealer State	CA	Dealer Zip	91204	
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	GLENDAL CA				Country	UNITED STATES

Corporate - Technical Assistance - Default - Default - Default	Tech Fax.
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12/3/07: Received request for technical assistance from Gus at dealer. Car down 19 days. Customer states that the dash lights flicker on and off and the tachometer drops about 200 RPM. Ocassionally the tachometer drops to 0 and when it does the wipers activate. Also, headlights and dash lamps flickered. Reassigned to DLR9 for handling. bmw27

120407....Spoke with Bill at dealership. Suggested they check the LIN bus circuits for a short. He will advise what is found....dlr9.

120607....While at dealership this date, the technician advised that they found a broke wire in the RF door. They are replacing the door wiring harness....dlr9.

120707....Follow-up with dealership. Vehicle is repaired. No further assistance required....dlr9.

121007....Forward to MJO7 for review and closing.....dlr9.

Customer Assistance Inquiry Record (CAIR)#						17035696
VIN	2A8HR54P0	8R	Open Date	12/14/2007	Built Date	08/28/2007
Model Year	2008	Body	RTYP53	CHRYSLER TOWN & COUNTRY TOURING WAGON		
In Service Dt	09/29/2007	Mileage	3,400	Dealer Zone	32	NEW YORK
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PBG	CLEARWATER BLUE PEARL COAT				
Engine	EGL	3.8L V6 OHV ENGINE				
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				
Dealer	68671	CARBONE CHRYSLER DODGE JEEP				
Dealer Address	ROUTE 12					
Dealer City	BOONVILLE	Dealer State	NY	Dealer Zip	13309	
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	BOONVILLE NY				Country	UNITED STATES

Product - Electrical - Lamps and Switches - Defective - Default	customer states the low beams are not
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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 the tipm is for the head light is not working properly.
 Customer states the high beams are working but the low beams are not.
 Customer states the dealer has ordered the parts and it is on back order. Agent called the dealer and spoke with Ron. Ron stated the parts number was 56049720as and the order number is 16609. Ron stated it was on special handling. Agent looked up that information and the part is on daily. Agent called the dealer back. Agent advised the order was only on daily and if they could upgrade the order to special handling. Agent was unable to get through to the service department. Agent advised the customer she would call the dealer later. Agent tried to call the dealer and no one answered the phone. Agent will try again on Monday.
 Agent called the dealer and spoke with Randy. He stated he would upgrade the part to special handling.
 Agent looked up the part in GPOP. Agent seen the dealer had upgraded the part to special handling. Agent will close the CAIR.

Customer Assistance Inquiry Record (CAIR)#						17044877
VIN	2A8HR64X9	8R	Open Date	12/18/2007	Built Date	09/25/2007
Model Year	2008	Body	RTYS53	CHRYSLER TOWN & COUNTRY LIMITED WAGON		
In Service Dt	10/18/2007	Mileage	6,000	Dealer Zone	42	DETROIT
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PBG	CLEARWATER BLUE PEARL COAT				
Engine	EGQ	4.0L V6 SOHC ENGINE				
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				
Dealer	60228	WILLIAMS CHRYSLER JEEP DODGE				
Dealer Address	1514 BENZIE HWY					
Dealer City	BENZONIA	Dealer State	MI	Dealer Zip	49616	
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	NORTH BRANCH MI				Country	UNITED STATES

Product - Electrical - Cruise Control - Intermittent or Inoperative - Default	Caller claims to have an issue with his cruise control.
Dealer - Service/Body Shop - Transaction - Problem Not Resolved - Default	Caller claims to have an unresolved issue.

Purchased New or Used? New

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

From whom did customer purchase used vehicle?

CDJ dealer

Caller claims that he went on vacation and 300 miles into the trip he lost his cruise control. Caller states that the dealership he took the vehicle too could not repair the vehicle. Caller states that on the way back his headlights would work intermittently and he had to lose a lot of gas because of his concerns. Caller alleges that his tailgate would not work either. Caller states that he wants to be reimbursed for his inconveniences or Chrysler can just buy his vehicle back. Caller feels that he should receive a few hundred dollars or more for his concerns. Writer consulted with BCC13 who advised that Chrysler cannot offer assistance with consequential concerns. Writer advised the caller that he will need to continue working with the dealership for any concerns he is experiencing. Caller now states that he feels he has a lemon and he has had a lot better experience with his foreign vehicle he owns. Caller states that Honda pays for all consequential expenses he occurs and he feels Chrysler should do this also. Caller continues using profanity towards the writer. Caller was asked to keep the call professional. Caller continued to use abusive language and stated that he is not the only person that uses this language and he has freedom of speech. Writer advised the caller that this call is becoming unproductive and that if he needed further assistance to contact CCAC once the vehicle is at the dealership with a proper diagnosis. Caller states that he just wants to go ahead and file for lemon law because he just does not want anymore Chrysler products. Caller was referred to his blue and white booklet for further assistance with the policy he is inquiring about.

Customer Assistance Inquiry Record (CAIR)#						17076551
VIN	2A8HR44H6	8R	Open Date	01/02/2008	Built Date	06/27/2007
Model Year	2008	Body	RTYH53	CHRYSLER TOWN & COUNTRY LX WAGON		
In Service Dt	09/19/2007	Mileage	5,600	Dealer Zone	66	ORLANDO
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT				
Engine	EGV	3.3L V6 OHV ENGINE				
Transmission	DFF	4-SPEED AUTOMATIC VLP 41TE TRANS				
Dealer	45321	ATLANTIC CHRYSLER JEEP DODGE				
Dealer Address	1420 HIGHWAY 701 N					
Dealer City	LORIS	Dealer State	SC	Dealer Zip	29569	
Owner					Contact Type	D2D NO CASE MANAGER
Address					Home Phone	
	NORTH MYRTLE BEA SC				Country	UNITED STATES

Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	States interior lights, turn signals, and headlights cut out.
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Purchased New or Used? new
If Used, date purchased? na Mileage? na
From whom did customer purchase used vehicle?
na
Customer states that he is having a serious issue with his town and country and the dealer has not been able to duplicate his concern or resolve it. Customer informed agent that the dealer has been speaking with STAR and they informed them to duplicate the concern with the vehicle before anything could be done. Customer informed agent that he does not want to take the vehicle back. Customer states that the vehicle all of a sudden will lose the headlights, interior lights and turn signals. Customer informed agent that it will correct itself after a brief amount of time and that it has happened during the day time. Customer states that he is afraid that the vehicle will have this issue when it is at night. Agent contacted dealer and spoke with Kathy in service. Kathy states that they have not been able to duplicate any concerns and that the vehicle has been in there since 12-26 and the customer does not want the vehicle back until something is resolved. Kathy informed agent that they have been speaking with STAR and that they informed her to duplicate the concern before anything is done.
12-26-07 5,500 States all interior lights go out and headlights/tail lights go out. No duplication, partial fuse out that was put in.
11-15-07 3,714 States all interior lights go out and headlights/tail lights go out. No duplication.
Agent informed Kathy that a direct to dealer is being sent. Agent informed customer that a file is being sent to the dealership to get the appropriate parties involved. Agent 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 Kathy to inform that CAIR was being sent.

\$

REASSIGNED TO BC/DLR 66 45321 01/02/08 12:09 O 17076551

*Contact Date:09/08/2008

Service Manager at the dealership has closed the Cair# 17076551

Warranty repair has been documented on Repair Order#17281

CAIR RETURNED FROM DEALER ON 9/08/2008 AT 02:32:073 R 17076551

Customer Assistance Inquiry Record (CAIR)#						17139743
VIN	1D8HN44H8	8B [REDACTED]	Open Date	01/21/2008	Built Date	10/19/2007
Model Year	2008	Body	RTKH53	DODGE GRAND CARAVAN SE WAGON		
In Service Dt	12/28/2007	Mileage	369	Dealer Zone	66	ORLANDO
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US	
Color	PW1	STONE WHITE CLEAR COAT				
Engine	EGV	3.3L V6 OHV ENGINE				
Transmission	DFF	4-SPEED AUTOMATIC VLP 41TE TRANS				
Dealer	57588	BOB BOAST DODGE				
Dealer Address	4827 14TH ST WEST					
Dealer City	BRADENTON	Dealer State	FL	Dealer Zip	34207	
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	[REDACTED]
	BRADENTON FL [REDACTED]				Country	UNITED STATES

Product - Electrical - Lamps and Switches - Seized, Sticks, Binds - Default	Customer states dash lights stay on
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Purchased New or Used? New
 If Used, date purchased? N/A Mileage? N/A
 From whom did customer purchase used vehicle? N/A
 Caller is wife, Rose Mary. Caller stated that when the key is put into the ignition, the dashboard lights come on and they stay on without going off. The front headlights go out and there is not indication that the lights go out which causes customer to drive without headlights. Customer went to dealer who noticed if dash lights had darker background the lights stay on. Informed customer that if vehicle does not have automatic headlights then the lights will not stay on and her vehicle is not equipped with automatic headlights. Called Service Manager Richard who was on long distance phone call. Spoke with Advisor Don who stated vehicle came in today at 369 miles for cluster staying lit, they compared to another vehicle and they determined concern was normal with the key on. Informed customer that dealer stated instrument cluster lights stay on which is normal. Informed customer she is entitled to second opinion at another Dodge dealer if she does not agree with dealer diagnosis but since they are our eyes and ears in field, CCAC must concur with their diagnosis. Provided file number to customer.

Customer Assistance Inquiry Record (CAIR)#						17173006
VIN	2A8HR54P2	8R	Open Date	01/30/2008	Built Date	08/27/2007
Model Year	2008	Body	RTYP53	CHRYSLER TOWN & COUNTRY TOURING WAGON		
In Service Dt	12/12/2007	Mileage	2,200	Dealer Zone	42	DETROIT
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PBG	CLEARWATER BLUE PEARL COAT				
Engine	EGL	3.8L V6 OHV ENGINE				
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				
Dealer	61796	NORTHLAND CHRYSLER JEEP				
Dealer Address	14100 W EIGHT MILE					
Dealer City	OAK PARK	Dealer State	MI	Dealer Zip	48237	
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	DETROIT MI				Country	UNITED STATES

Product - Electrical - Power Sliding Door - Other - Passenger Side	Customer has issues with door.
Product - Electrical - Unknown - Intermittent or Inoperative - Default	Customer has issues with electrical not working properly.
Product - Body / Trim / Paint Finish - Seat Tracks / Frames - Binds, Sticks, Seized - Rear	Customer has issues with legs sticking.
Product - Air Conditioning / Heater - Unknown - Noisy - Default	Customer has issues with noisy heat in back of vehicle.
Product - Wheels and Tires - Tires - Other - Unknown	Customer has issues with tire light coming on.
Referral - Customer Retention Task Force - Default - Default - Default	

Purchased New or Used? New

If Used, date purchased? NA Mileage? NA

From whom did customer purchase used vehicle?

CDJ dealer

Customer s husband states he has not made a payment. He states the vehicle has been in the shop more than he has had it. He states the dealer will not give him a rental. He states the side door on the passenger side does not work with the button. He states the lights come by their self. He states he took the vehicle to the dealer yesterday. He states the check tire light and the gas cap light has been coming on. He states the dealer ordered the parts. He states the back seat on the driver side have legs sticking up when it is put down. He states he would like this vehicle purchased back. He states the rear heat is really loud. Agent called dealer 61796 and spoke with Brandon. Brandon states the vehicle came in and left on 01/29/2008 at 2200 miles. Brandon states the customer complaint is the headlights, horn and door locks do not work at times. Brandon states they have ordered a TIPM for the vehicle and it is on the way. Agent advised customer to continue to work with the dealer and the vehicle will be repaired per terms of his warranty. Customer states he wants a different vehicle. Agent advised customer the process he seeks is handled on a state level and agent does not the qualifications for his state. Customer states he wants his vehicle purchased back. Agent referred customer to his blue and white booklet or his local attorney general s office for the qualifications per his state. Customer understood.

Customer claims that they just purchased a new vehicle. The customer

states that has only made one payment on the vehicle. The customer claims that the vehicle has been in the dealership more times than he has had it. The customer states that he is scared to go out of town with the vehicle because he goes out of town all the time. The customer states that the headlights will not come on all the time. The customer also states that there is an issue with the drivers side seat. He states that when he raises the seat the legs will not go down on it. The customer states that there is also a light that states that the gas cap is not on right. The customer states that he got out of the vehicle and went to tighten it up but it was not loose at all. The customer is wanting out of the vehicle. Agent informed the customer that would need to contact the dealership. Agent offered the customer a contact back. Customer, Mr Lowe is calling back. Per customer the following still is happening with vehicle.

Sliding Door goes 3/4th of the way closed then re-opens.

The Tow-N-Go Seats to not go all the way down, staying about of an inch up.

The Headlight flash and blink on and off with no reason.

Customer also states the radio clock does not save the time setting.

Agent contacted dealership 61796 and spoke with Service Advisor Brandon.

Headlight issue was duplicated as wells as the horn issue, sliding door issue not duplicated, stow-n-go seat is designed to sit that way in vehicle, and radio issue to be revisited.

Flashed front control module on 1/29/08 at 2355 miles

Replaced front control module on 2/05/08 at 2664 miles

DIRECT-TO-DEALER (Code=1B)

ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER

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

Agent called dealer and spoke to Service Advisor Brandon 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 61796 02/26/08 09:51 R 17173006

Customer is seeking assistance with a rental. Agent spoke with Brandon, service director, he states that there has not been a diagnoses on vehicle yet. Agent advised customer to call when a diagnoses has been made.

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

File was assigned from JJR24 to MFY on 2/27 for handling. Customer to be notified after firm review with Chrysler dealer.

Repair history insufficient for Chrysler to offer any

buyback/replacement. Engineering aware of condition, if module related owne r will need wait for fix or have dealer adress any mechanical issues in interim. I called dealer 2/27, spoke with Jim McCane Sm. Sm advised dlr tech (dave) fixed vehicle. Dealer used Star-Online recommendations and found that cable position required correction. I spoke with Customer who advises slider works now and headlamp concern is not noticed but has some doubt. I provided my direct line urged Owner to call back if issues persist

Customer Assistance Inquiry Record (CAIR)#	17192064
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VIN	2A8HR54PX	8R [REDACTED]	Open Date	02/07/2008	Built Date	08/13/2007
Model Year	2008	Body	RTYP53	CHRYSLER TOWN & COUNTRY TOURING WAGON		
In Service Dt	09/21/2007	Mileage	1	Dealer Zone	35	WASHINGTON
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PBL	MODERN BLUE PEARL COAT				
Engine	EGL	3.8L V6 OHV ENGINE				
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				

Dealer	23296	BERGLUND CHRYSLER JEEP				
Dealer Address	2525 FRANKLIN RD SW					
Dealer City	ROANOKE	Dealer State	VA	Dealer Zip	24014	

Owner	[REDACTED]	Contact Type	LETTER
Address	[REDACTED]	Home Phone	[REDACTED]
	FINCASTLE VA [REDACTED]	Country	UNITED STATES

Corporate - Lemon Law - Default - Default - Default	Attorney letter
Product - Electrical - Lamps and Switches - Other - Default	headlights, unspecified problem
Product - Electrical - Power Windows - Other - Unknown	unspecified problem
Product - Electrical - Unknown - Other - Default	unspecified problem
Product - Engine - Unknown - Other - Default	unspecified problem

POSTMARK DATE: 013008; DATE RECEIVED: 020408

Engine, electrical system, headlights, windows

Kahn & Associates-Lemon Law/Final Opportunity to Repair Notice

Attorney-J. Bradley Winder, Jr.

Reassigned to TNT16 for review and handling. JSS15.

Customer Assistance Inquiry Record (CAIR)#						17232284
VIN	1D8HN44H8	8B [REDACTED]	Open Date	02/18/2008	Built Date	11/21/2007
Model Year	2008	Body	RTKH53	DODGE GRAND CARAVAN SE WAGON		
In Service Dt	12/31/2007	Mileage	2,000	Dealer Zone	51	CHICAGO
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT				
Engine	EGV	3.3L V6 OHV ENGINE				
Transmission	DFF	4-SPEED AUTOMATIC VLP 41TE TRANS				
Dealer	44520	SHERMAN DODGE				
Dealer Address	7601 N SKOKIE BLVD					
Dealer City	SKOKIE	Dealer State	IL	Dealer Zip	60077	
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	
	SKOKIE IL [REDACTED]				Country	UNITED STATES

Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Customer alleges headlights turn off while driving.
Service Contract - New Contract Coverage - Power Train - Terms - Default	Customer inquires about rental coverage.
Corporate - CNA Change - Default - Default - Default	Customer updating ownership information.

Purchased New or Used? Used

If Used, date purchased? 1/18/08 Mileage? 10

From whom did customer purchase used vehicle?

CDJ dealer

Customer alleges the headlights turn off while driving. Customer alleges the dealer advised he does not have rental coverage even though he bought extra coverage. Customer is not showing as the owner of the vehicle.

The vehicle also does not have the lifetime powertrain warranty even though it was purchased new. Agent contacted dealer 44520 and spoke with sales manager, Mike. Mike states the vehicle was sold as a used vehicle. Mike states they do not update ownership when a vehicle is sold as used.

Mike states the vehicle was sold 1/18/08 at 10 miles. Agent transferred to service and spoke with service manager, Mike Murphy. Mike states the customer only has an appointment for an oil change. Agent advised Mike of customer's rental coverage. Mike states that if the dealer does not find a problem the rental would not be covered. Agent advised customer that his ownership needs to be updated and updated ownership information. Agent advised customer that he has rental coverage but that if the dealer does not find a problem then rental would not be covered.

Customer Assistance Inquiry Record (CAIR)#						17349403	
VIN	2A8HR64X8	8R	Open Date	03/25/2008	Built Date	02/12/2008	
Model Year	2008	Body	RTYS53	CHRYSLER TOWN & COUNTRY LIMITED WAGON			
In Service Dt	03/11/2008	Mileage	1,875	Dealer Zone	63	DALLAS	
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US		
Color	PBG	CLEARWATER BLUE PEARL COAT					
Engine	EGQ	4.0L V6 SOHC ENGINE					
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION					
Dealer	68550	ALLEN SAMUELS CHRYSLER JEEP					
Dealer Address	16200 HWY 3						
Dealer City	HOUSTON	Dealer State	TX	Dealer Zip	77598		
Owner						Contact Type	E-MAIL
Address						Home Phone	
	LEAGUE CITY TX					Country	UNITED STATES

Dealer - Sales - Transaction - Other - Default	Customer complaining about bad experience at dealership.
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Customer complaining about headlights flashing intermittently.

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

Brand New Van - Failed Completed.

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

Purchased New or Used? ? new ?

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

Hi, I just purchased a town and country limited mini-van from a not so reputable dealership so it seems, I have listed the issues that happened to my van 10 days after purchase with just under 1000 miles on it. The dealership basically laughed at me, did not believe me and lied to me about it. They are unwilling to assist me in getting this repaired and providing me with a loaner car while they service it, as this seems to be a common issue with this van, google.com pulled up about 15 hits in the last 2 weeks of nearly identical problems. Please help me resolve this issue or get my previous vehicle back, as this is a major safety hazard and I refuse to put my family or other drivers at risk in this van. I will use this morning as an example to explain the issue and how sever it is. I live about 5 miles away from a park and ride that I go to. I drop my son off right across the main street, on the way to the day car (less then a mile) the headlights and taillights started to flash, yes flash like I was warning someone of something. Then they went completely out as well as all the dash board to include the gas, speed and anything else electronically controlled, then the fun began, my seat started moving ON ITS ON, back and forth, mind you, I am a fairly tall person and having my knees against the desh and attempting to drive without headlights on a major interstate was something I would not wish upon anybody in the world, yet, to this dealership and they are stating to you as a company, Chrysler, DO not care and are refusing to do anything to assit me. PLEASE HELP ASAP!! Here is a list of the known issues with the VAN currently. I am sure that I have missed some but this is a good idea of what is going on: Front Windshield Wipers would NOT turn off, the switch itself was turned off. Had to pull the fuse in order to get this to shut off. Front 4 windows would not OPEN or CLOSE, however the back two windows would vent at any time. The sunroof also would not OPEN or CLOSE either. Navigation system will come ON and OFF at random. DVD Entertainment system will come ON and OFF at random. Dashboard notification lights will

come ON and OFF at random. Turn Signals will come ON and OFF at random. Power Steering will come ON and OFF at random. Electronic Seats will come ON and OFF at random. The driver seat will move on its own without anyone adjusting it while driving. And at times it would not allow for adjustments. Headlights and Taillights will come ON and OFF at random. Hazard Lights will come ON and OFF at random. Heated Seats will come ON and OFF at random. Air Conditioning and Heating will come ON and OFF at random. All Driver Meters including speed and gas will come ON and OFF at random. Back lift gate will come ON and OFF at random and often will NOT allow us to open it. Power Folding Seats will come ON and OFF at random. This occurred while my daughter was sitting in them, they attempted to close ON HER while we were driving at about 70 MPH on a main highway. (Talk about a bad thing, it could have KILLED HER) Have TESTED the battery and all fuses to be good. Have also checked as many connectors that we were able to locate as connected. The dimmer on the dash has also been verified as on. PER CHRYSLER Warranty, if YOU HAVE my automobile for a factory defect or warranty issue for more than 24 hours, a replacement vehicle MUST BE PROVIDED TO ME FOR USE AT NO CHARGE for use during the repair. Per CHUCK -Sales Manager(March 21, 2008), GMC Yukon was sold and the new owners wrecked it, I asked for a letter stating this fact as the Car-fax reports show no accident.

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

Re-routed to t-3 for further handling.

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

Email states:

Dear Chrystie: Thank you for contacting the Chrysler Customer Assistance Center. I regret the problem your vehicle has experienced and appreciate the time and effort you took to bring this matter to my attention.

Comments like yours are one way we have to learn of problems that may develop and improvements desired by customers.

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

Our dealerships have the factory training, equipment and information available to them to diagnose and correct problems with our vehicles.

Should your dealer require factory assistance, it is available through the regional Business Center.

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

Thank you again for your email. Sincerely, Jonathan

Customer Assistance Inquiry Record (CAIR)#						17388252
VIN	2D8HN54P5	8R	Open Date	04/04/2008	Built Date	08/02/2007
Model Year	2008	Body	RTKP53	DODGE GRAND CARAVAN SXT WAGON		
In Service Dt	10/07/2007	Mileage	7,452	Dealer Zone	42	DETROIT
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT				
Engine	EGL	3.8L V6 OHV ENGINE				
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				
Dealer	44254	BOB CALDWELL CHRYSLER JEEP DODGE				
Dealer Address	1888 MORSE RD					
Dealer City	COLUMBUS	Dealer State	OH	Dealer Zip	43229	
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	WILLIAMSPORT OH				Country	UNITED STATES

Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	head lamps stop working
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Parts and Service Dm has reviewed above CAIR for alleged headlamp issue. DM has contacted owner in regards to the vehicle not being repaired at this time. DM to review customers request for replacement vehicle file to be updated ASAP.

Parts and service DM has reviewed above concern, DM has submitted replacement request. DM will wave, Doc fess, Title and Licenses fees. Owner to pay MSRP to MSRP difference and will also pay a usage fee of \$1,325.80 that has been adjusted back to when condition was originally reported in favor of the owner.

Customer Assistance Inquiry Record (CAIR)#						17424013
VIN	2A8HR54P8	8R	Open Date	04/16/2008	Built Date	08/25/2007
Model Year	2008	Body	RTYP53	CHRYSLER TOWN & COUNTRY TOURING WAGON		
In Service Dt	09/10/2007	Mileage	11,527	Dealer Zone	66	ORLANDO
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PW1	STONE WHITE CLEAR COAT				
Engine	EGL	3.8L V6 OHV ENGINE				
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				
Dealer	60106	SANDY SANSING CHRYSLER, INC.				
Dealer Address	6105 PENSACOLA BOULEVARD					
Dealer City	PENSACOLA	Dealer State	FL	Dealer Zip	32505	
Owner				Contact Type	CERTIFIED LETTER	
Address				Home Phone		
	CANTONMENT FL			Country	UNITED STATES	
Corporate - Lemon Law - Default - Default - Default						
Product - Electrical - Power Sliding Door - Intermittent or Inoperative - Both Sides						

POSTMARK DATE: 041608; DATE RECEIVED: 041608

Owner sends MVDN card mailed CERTIFIED MAIL received 04-16-20087 Please respond to the owner complaints A.S.A.P. Please review any cair's in the system and any warranty or service history. Resolve the file per state Lemon Law demand requirements as they relate to the terms and conditions of the factory warranty. Thank You Mike

*****ORLANDO BUSINESS CENTER RECEIVED MVDN 4/21/08*****

SEE ABOVE CONCERNS.

4/21/08 SPOKE TO OWNER. ACKNOW. REC. OF MVDN. OWNERS CONCERNS ARE:

1- FRONT AC BLOWER FAILED TO COME ON SUNDAY 2- AC NOT COOL
3- AC FLUCTUATES WHEN SET AT A PARTICULAR SPEEDS.

APPT SET FOR SANDY SANSING ON 5/9/08

APPT HAS BEEN CONFIRMED. EMAILED SM/DM COPY OF CAIR. SENT APPT LETTER TO OWNER/DEALER. REASSIGNED CAIR TO DM. SW69

Appointment was set for 5/9 customer came in 5/8 stated had other things to do. DM authorized rental vehicle. 1) customer stated A/C not working properly. Checked A/C no problem found. Advised SM to perform TSB 24-004-08 Dealer ordered ATC control module. Replaced 5/12 A/C tested outside temp 77 degrees. A/C temp @ left center vent was 44-45 degrees with control set @ 68 degrees. operating as designed. 2) Customer stated sliding doors would start to close and would then open up again. Customer also stated that doors would open by themselves. Each door was tested approximately 10 times each using overhead button and button on B pillar post. No problem found. Checked for any updated flashes for doors none found. No repairs necessary. 3) Customer stated headlights go off and on. Could not duplicate. Checked for DTC none active. Found stored code of B1628 left low beam control and B1637 right high beam control circuit low. Advised dealer to replace totally intergrated power module. This was replaced on 5/12/08. Advised dealer to keep vehicle until 5/13/08 and drive at night. Customer declined to have SM drive vehicle overnight. Test drive by SM during daylight, advise to drive with headlamps on and dash lights turned down low this would show if lights would go out. Test drive of 40 miles showed no problem.

_5/14/08 CLOSE CAIR TO DM S UPDATE, SENT FU LETTER. CAIR CLOSED SW69

6/20/08 SPOKE TO OWNER. CLAIMS HE HAS ISSUED WITH RADIO ALSO SLIDING DOOR SOMETIMES WILL NOT CLOSE ALL THE WAY, GET STUCK AND THEN OPEN BACK UP. OWNER WILL CONTACT SM/GARY AT SANDY SANSING FOR AN APPT.

EMAILED SM/GARY REGARDING OWNERS CONCERNS, ALSO REQ ALL WRO S

6/23/08 Owner states he took his veh. back in today. Spoke to sm/Gary who will contact writer once he has had a chance to inspect veh.

6/24/08 Spoke to SM/Gary, unable to find any problems assoc. with sliding doors. Did do a tsb on radio issue.

SPOKE TO OWNER, ADVISED HIM OF FINDINGS, OWNER FEELS THAT CHRYSLER SHOULD BUYBACK VEH DUE TO RADIO ISSUE, WHICH WAS NOT REPORTED OR LOOKED AT ON THE FINAL REG. OWNERS MVDN. THIS IS THE FIRST REPAIR FOR RADIO ISSUE.

CAIR RECLOSED AT THIS TIME. SW69

Customer Assistance Inquiry Record (CAIR)#						17431146
VIN	2A8HR54P5	8R	Open Date	04/18/2008	Built Date	08/03/2007
Model Year	2008	Body	RTYP53	CHRYSLER TOWN & COUNTRY TOURING WAGON		
In Service Dt	10/17/2007	Mileage	7,820	Dealer Zone	51	CHICAGO
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT				
Engine	EGL	3.8L V6 OHV ENGINE				
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				
Dealer	54604	OLIVER C JOSEPH INC				
Dealer Address	3795 WEST STATE ROUTE 15					
Dealer City	BELLEVILLE	Dealer State	IL	Dealer Zip	62226	
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	BELLEVILLE IL				Country	UNITED STATES
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default				Customer alleges issues with headlights going on and off.		

Purchased New or Used? new
If Used, date purchased? na Mileage? na
From whom did customer purchase used vehicle? CDJ dealer
Customer alleges submitting a post card for lemon law process and not hearing a response to the request.. Customer alleges repeating issues with headlights going on and off intermittently. Agent called dealer 54604 to speak with service for repair history. Greg (service manager) advised.
03/04/08 - 6589- Headlights replaced headlight switch. Star advised.
03/19/08 7008 Headlights Replaced headlight switch. Star advised
04/08/08 7645 Headlights Currently working on and waiting on vehicle to be brought in.
Customer alleges issues still existing. Agent advised of the direct to dealer for the customer and 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 may follow up with the customer for resolution. Agent called dealer and spoke to Greg to informed that CAIR was being sent.
CUSTOMER CONTACT INFORMATION: 618-628-0493

Customer is seeking relief under State
Lemon Law / Buyback / Arbitration process.
REASSIGNED TO BC/DLR 51 54604 04/18/08 11:47 O 17431146
*****OWNER RETENTION TASK FORCE TEAM***** THIS CAIR HAS BEEN ASSIGNED TO MIKELYN BUYS AT 888-542-7239 EXT 464. IF CUSTOMER SHOULD CALL, PLEASE HAVE THEM CONTACT ME DIRECTLY...THANKS
4/21/08: Per new CAIR 17432050 opened 4/18/08, owner sent MVDN card mailed FIRST CLASS Mail received 04-18-2008. so CASE IS INELIGIBLE...CLOSING THIS CAIR. mb981
*****PLEASE DO NOT REFER CUSTOMER TO MB981 WHEN HE CALLS IN REGARDING THE LEMON LAW OR THE MVDN CARD THAT HE SENT IN PER NEW CAIR 17432050.

MB981 DOESN T HANDLE LEMON LAW FILINGS OR LEGAL ISSUES***** mb981

Customer Assistance Inquiry Record (CAIR)#						17432050
VIN	2A8HR54P5	8R	Open Date	04/18/2008	Built Date	08/03/2007
Model Year	2008	Body	RTYP53	CHRYSLER TOWN & COUNTRY TOURING WAGON		
In Service Dt	10/17/2007	Mileage	7,820	Dealer Zone	51	CHICAGO
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT				
Engine	EGL	3.8L V6 OHV ENGINE				
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				
Dealer	54604	OLIVER C JOSEPH INC				
Dealer Address	3795 WEST STATE ROUTE 15					
Dealer City	BELLEVILLE	Dealer State	IL	Dealer Zip	62226	
Owner				Contact Type	CERTIFIED LETTER	
Address				Home Phone		
	BELLEVILLE IL			Country	UNITED STATES	
Corporate - Lemon Law - Default - Default - Default						
Product - Electrical - Unknown - Defective - Default						

POSTMARK DATE: 031608; DATE RECEIVED: 041808

Owner sends MVDN card mailed FIRST CLASS Mail received 04-18-2008 Please respond to the owner complaints listed ASAP Please review the noted issues on this file and contact the owner and resolve the file per state lemon law demand requirements as they relate to the terms and conditions of the factory warranty. Please review any cair s on file or any warranty or service history. Thank You Mike

Attn: Service Manager; This customer has contacted Chrysler regarding the subject vehicle and concerns related the headlights going off and on at random. Please make arrangements to address all warrantable concerns that may exist in order to bring this matter to a final resolution. Should you require further assistance with this matter, please involve your Parts & Service District Manager as necessary...mam50

REASSIGNED TO BC/DLR 51 54604 04/24/08 12:13 O 17432050

*Contact Date:05/22/2008

Dealer 54604 has updated the mileage to 7645.

Service Manager at the dealership has closed the Cair# 17432050

Warranty repair has been documented on Repair Order#34427

CAIR RETURNED FROM DEALER ON 5/22/2008 AT 05:19:668 R 17432050

Customer Assistance Inquiry Record (CAIR)#						17444335
VIN	2A8HR54P8	8R	Open Date	04/23/2008	Built Date	07/11/2007
Model Year	2008	Body	RTYP53	CHRYSLER TOWN & COUNTRY TOURING WAGON		
In Service Dt	10/13/2007	Mileage	14,900	Dealer Zone	66	ORLANDO
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PW1	STONE WHITE CLEAR COAT				
Engine	EGL	3.8L V6 OHV ENGINE				
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				
Dealer	43815	EAST CAROLINA CHRYSLER-DODGE				
Dealer Address	3401 SOUTH MEMORIAL DRIVE					
Dealer City	GREENVILLE	Dealer State	NC	Dealer Zip	27834	
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	WINTERVILLE NC				Country	UNITED STATES

Product - Electrical - Power Sliding Door - Intermittent or Inoperative - Both Sides	Customer alleges her doors are not working.
Product - Electrical - Power Windows - Intermittent or Inoperative - Unknown	Customer alleges there are problems with her windows.
Product - Electrical - Unknown - Other - Default	Dealer advised of replaced wireless control module.

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 the doors have been repaired three times. Customer alleges she was told that her vehicle would be replaced but that the dealer did not have the information documented like they are supposed to. Customer alleges the dealer service manager requested contact because there is documentation now. Agent contacted dealer 43815 and spoke with service advisor, Tammy. Tammy provided repair history:

10/29/07, 1396 miles-door locks, windows and auto doors are inoperative, replaced left door module; check passenger armrest, ordered part.

12/3/07, 3967 miles-passenger sliding door not closing properly, performed TSB 08-028-07; replaced passenger front inside armrest.

12/10/07, 4139 miles-intermittent roaring noise when making left turn, no duplication; intermittently left front window stuck, no duplication; passenger sliding door opened while driving, no repairs performed; doors not locking, intermittent windows, no duplication.

3/11/08, 11339 miles-windows, heater, air conditioner, and all accesories intermittently go out, replaced wireless ignition module.

2/11/08, 9025 miles-roaring noise when turning right, no duplication; side doors open and close randomly, replaced sliding door drive units with hinge both sides.

Agent advised Tammy of direct to dealer and provided CAIR number. Customer alleges she was driving down the road and the headlights when out. Customer alleges she is still having problems with the doors and windows. Customer alleges she is going to the news. Agent advised customer that anything she pursues outside of Chrysler is at her discretion. Agent advised customer that her file is being forwarded for further review and her request will be documented. Agent advised

customer that there are no guarantees of her vehicle s replacement.

DIRECT-TO-DEALER (Code=1B)

ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER

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

CUSTOMER CONTACT INFORMATION: 2525616004

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Customer is seeking relief under State

Lemon Law / Buyback / Arbitration process.

REASSIGNED TO BC/DLR 66 43815 04/23/08 12:37 O 17444335

*Contact Date:05/21/2008

Service Manager at the dealership has closed the Cair# 17444335

Customer request has been fulfilled.

CAIR RETURNED FROM DEALER ON 5/21/2008 AT 12:41:361 R 17444335

Customer Assistance Inquiry Record (CAIR)#						17502936
VIN	2A8HR54P7	8R	Open Date	05/13/2008	Built Date	08/23/2007
Model Year	2008	Body	RTYP53	CHRYSLER TOWN & COUNTRY TOURING WAGON		
In Service Dt	01/07/2008	Mileage	4,900	Dealer Zone	42	DETROIT
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				
Engine	EGL	3.8L V6 OHV ENGINE				
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				
Dealer	45051	SEELYE-WRIGHT OF PAW PAW				
Dealer Address	161 AMPEY ROAD					
Dealer City	PAW PAW	Dealer State	MI	Dealer Zip	49079	
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	PORTAGE MI				Country	UNITED STATES

Product - Electrical - Lamps and Switches - Other - Default	The headlight does not work occasionally.
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Customer states that she is experiencing a problem with the headlights. Been to the dealership but they could not duplicate the problem. But when she gets home she experiences the same problem. The dealership is 40 mins away and customer not ready to take the vehicle to the dealership once a week as she has been there twice already. Customer states that although she has other dealerships local to her, but she prefers taking it to the same dealership as she purchased the vehicle from that dealership. Customer says she is not ready to sit at any dealership till the time it is diagnosed. Customer states that it is not safe to drive a vehicle with such a problem as she is pregnant and she is concerned that the headlights may go off in the middle of the road. Customer seeking for a loaner vehicle from Chrysler so that she can leave her vehicle at a dealership for diagnosis. Customer states that she needs a minivan as she is pregnant and she has 3 kids. Agent called the dealership (SEELYE-WRIGHT OF PAW PAW, 269-657-3124) and spoke to the service manager (Dan) who said that he can provide her with a loaner vehicle and will call her by afternoon to make arrangements for her. Agent conveyed the same message to the customer.

Customer Assistance Inquiry Record (CAIR)#						17535015
VIN	2A8HR64X5	8R	Open Date	05/23/2008	Built Date	10/24/2007
Model Year	2008	Body	RTYS53 CHRYSLER TOWN & COUNTRY LIMITED WAGON			
In Service Dt	11/17/2007	Mileage	6,000	Dealer Zone	66	ORLANDO
Plant	R	WINDSOR ASSEMBLY PLANT		Market	U	US
Color	PBG	CLEARWATER BLUE PEARL COAT				
Engine	EGQ	4.0L V6 SOHC ENGINE				
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				
Dealer	60218	TRAPNELL CHRYSLER DODGE JEEP				
Dealer Address	1000 HIGHWAY 301 SOUTH					
Dealer City	STATESBORO	Dealer State	GA	Dealer Zip	30458	
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	SYLVANIA GA				Country	UNITED STATES

Corporate - Policy Issues - Default - Default - Default	Customer wants a different vehicle and thinks this is a lemon.
Referral - Tier Three - Default - Default - Default	Dealer refused to help customer for Lemon process.
Product - Electrical - Lamps and Switches - Defective - Default	Vehicle engine/airbag lamps go on and off.

Customer says that she had brake noise from the vehicle and the dealership said that it is normal, also there is another noise in the vehicle, customer was unable to explain but the dealership informed that even that was normal.

Dealership is 60218 and Customer dealt with Chip- manager.

Customer claims that the service personnel were very rude to her and did not attend them for 3-4 hours for their wait in the dealership.

Call transferred to tier 3 for further assistance.

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 taken her vehicle to dealership 60218 three times for the brake noise. Customer states she has also take her vehicle to the dealership for a bumping noise. Customer states that she took her vehicle to the dealership for an oil change one time and they kept her waiting for three hours and would not give her a rental vehicle. Customer states that she is also having an issue with the lights coming on the dash and flashing. Customer states the a/c, windows, windshield wipers, and headlights will intermittently not work and then start working again. Customer states that she wants to file for lemon law. Customer states that she asked dealership 60218 about it and they said they did not want to get involved in lemon law. Customer seeking to know what to do. Agent advised she would suggest that she take the vehicle to another dealership to start with so that the vehicle can be looked at and diagnosed. Agent advised once the vehicle is at the dealership she will forward her file to get additional parties involved. Customer states she would take the vehicle to dealership 44705. Agent contacted dealership and spoke with Matt the Service Manager and he advised that he is in the middle of getting his technicians certified and cannot get the vehicle in for a while. Matt recommended the customer take the vehicle to dealership

26341. Agent contacted dealership and spoke with Becca in Service and she states that the customer can bring the vehicle in on Monday at 8:30 am and her advisor will be Troy Vincent. Agent advised the customer of this. Customer agreed to take the vehicle to dealership 26341. customer called for the same issue. Already been to dealership 26341 and very upset. Agent transferred the call to tier 3.

Customer Assistance Inquiry Record (CAIR)#						17547017
VIN	1D8HN54P9	8B	Open Date	05/28/2008	Built Date	09/11/2007
Model Year	2008	Body	RTKP53	DODGE GRAND CARAVAN SXT WAGON		
In Service Dt	11/27/2007	Mileage	3,000	Dealer Zone	32	NEW YORK
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH		Market	U	US
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT				
Engine	EGL	3.8L V6 OHV ENGINE				
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				
Dealer	60374					
Dealer Address						
Dealer City		Dealer State		Dealer Zip		
Owner					Contact Type	D2D NO CASE MANAGER
Address					Home Phone	
	EASTCHESTER NY				Country	UNITED STATES

Product - Electrical - Power Sliding Door - Intermittent or Inoperative - Both Sides	Cusotmer states doors will open in the middle of closing.
Product - Body / Trim / Paint Finish - Interior Ornamentation/Mirrors - Inoperative - Instrum't Panel-G. Box	Customer complains about the dasboard and various problems with vehicle.
Product - Electrical - Unknown - Complete Failure - Default	Customer states the dealership replaced the TPIM.

Customer complains about the dasboard and various problems with the vehicle. Customer has many problems with the vehicle regarding the dashboard, headlights and the computer system. Customer took the vehicle to several dealerships for these problems, but none of the dealers are able to fix it. Customer is frustrated with the vehicle and wants Chrysler to buy back the leased vehicle. Agent transferred the call to senior staff agents for further handling.

Purchased New or Used? new

If Used, date purchased? na Mileage? na

From whom did customer purchase used vehicle?

na

Customer states she was taking her vehicle to dealership 43691 for the issues but they moved. Customer sates she is now taking the vehicle to dealership 60374. Customer states the vehicle has been at dealership since last Thursday. Customer states that the sliding doors would be in the middle of closing and then bounce open again. Customer states she was having to shut them manually. Customer states she took the vehicle to dealership 43691 (at the time) and they reprogrammed her computer. Customer states when she got the vehicle back the vehicle was acting strangly. Customer states that when the DVD player was turned on it would turn off the heater, when she turned on the heater the windshield wipers would come on, and the doors started opening back up when they were closing. Customer states she took the vehicle back into the dealership and they reset her computer again. Customer states last week the doors started opening back up while closing. Customer states that her son was trying to close the door and his hand was in the way and the door closed on his hand. Customer states she tried to open the door with the button

Customer Assistance Inquiry Record (CAIR)#						17578386
VIN	2D8HN54P8	8R	Open Date	06/09/2008	Built Date	09/25/2007
Model Year	2008	Body	RTKP53	DODGE GRAND CARAVAN SXT WAGON		
In Service Dt	12/08/2007	Mileage	6,000	Dealer Zone	42	DETROIT
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT				
Engine	EGL	3.8L V6 OHV ENGINE				
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				
Dealer	67131	DUNHAM MOTOR SALES INC				
Dealer Address	1006 SOUTH WAYNE STREET					
Dealer City	ANGOLA	Dealer State	IN	Dealer Zip	46703	
Owner					Contact Type	ROADSIDE
Address					Home Phone	
	ADEL IA				Country	UNITED STATES

Corporate - Roadside Services - Warranty - Towing - Default	
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Roadside Assistance Contacted - DATE : 2008-06-07
 Road Side File Created 06-09-08 FOR WARRANTY
 VEHICLE PROBLEM AT: VEHICLE TAKEN TO:
 HWY 80 E 1006 SOUTH WAYNE STREET
 N
 N ANGOLA
 IN USA IN
 CALLER_COMMENTS 3 CHILDREN WITH HER HEAD LIGHT IS
 DEALER CODE : 67131 DUNHAM MOTOR SALES INC

Customer Assistance Inquiry Record (CAIR)#						17580129
VIN	2A8HR54P5	8R [REDACTED]	Open Date	06/09/2008	Built Date	08/15/2007
Model Year	2008	Body	RTYP53	CHRYSLER TOWN & COUNTRY TOURING WAGON		
In Service Dt	10/26/2007	Mileage	7,000	Dealer Zone	66	ORLANDO
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PW1	STONE WHITE CLEAR COAT				
Engine	EGL	3.8L V6 OHV ENGINE				
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				
Dealer	23962	DADE JEEP CHRYSLER				
Dealer Address	15895 S DIXIE HWY					
Dealer City	MIAMI	Dealer State	FL	Dealer Zip	33157	
Owner	[REDACTED]			Contact Type	D2D NO CASE MANAGER	
Address	[REDACTED]			Home Phone	[REDACTED]	
	MIAMI FL [REDACTED]			Country	UNITED STATES	

Product - Drivability - Unknown - Stalling - Default	Customer states her vehicle stalls while she is driving.
Corporate - Product Information - Default - Default - Default	Customer wanted to file for lemon law.

Customer states that the vehicle has lots of problem since december and she wanted to file for the lemon law. Agent transferred the call to t3.
Purchased New or Used? new
If Used, date purchased? na Mileage? na
From whom did customer purchase used vehicle?
na
Customer states that her vehicle has been to dealership 23962 eight times since December. Customer states that she does not want her vehicle anymore. Customer states that she wants a new vehicle. Customer states she will not take this vehicle back from the dealership (vehicle is at the dealership now). Agent advised the customer that agent will need to contact the dealership and get her service history so that her file can be forwarded for further assistance. Agent contacted dealership 23962 and spoke with the receptionist. The receptionist informed agent that they are moving today so she will have a service advisor contact agent once they are settled. Agent offered customer a call back.
Agent contacted dealership 23962 and spoke with Melissa in Service and she states she will fax the repair history. Agent will close file until fax is received.
POSTMARK DATE: 061908; DATE RECEIVED: 061908
Agent received repair history:
RO 13492
05/20/08 6820 miles
1)Customer states at times both sliding doors will not close. Pefromed TSB-flash both sliding door modules
2) Customer states at times headlights shut off after they warm up, fog lights and high beams okay, and at times when presses brake pedal they come back on. Reprogramed PCM.
RO 13938
05/02/08 7148 miles
1) cusotmer states vehicle shuts off while driving. Flash starscan test, no codes, check for updates, performed flash to PCM.

Cont.:

Customer Assistance Inquiry Record (CAIR)#						17594667
VIN	2A8HR54P0	8R	Open Date	06/12/2008	Built Date	03/06/2008
Model Year	2008	Body	RTYP53	CHRYSLER TOWN & COUNTRY TOURING WAGON		
In Service Dt	04/12/2008	Mileage	1,027	Dealer Zone	66	ORLANDO
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT				
Engine	EGL	3.8L V6 OHV ENGINE				
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				
Dealer	66999	ED VOYLES CHRYSLER JEEP, INC				
Dealer Address	789 COBB PARKWAY SOUTH					
Dealer City	MARIETTA	Dealer State	GA	Dealer Zip	30060	
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	ACWORTH GA				Country	UNITED STATES

Product - Electrical - Body Control Module - Defective - Default	
--	--

Replacement package is being issue as a result of an electrical problem with 2008 minivans. STAR, John Johnson (Tech Rep.) and ah19 have been involved in an attempt to get the issue resolved. The horn, headlamps, radio, and all other electronics do not work at times. According to STAR they are working on the issue. There is no mileage or usage fee associated with this package. ISG is not to negotiate the terms. Dealership contact is Drew Tutton (GM) 770-429-1100.

Customer Assistance Inquiry Record (CAIR)#						17615279
VIN	2A8HR44H3	8R	Open Date	06/19/2008	Built Date	02/13/2008
Model Year	2008	Body	RTYH53 CHRYSLER TOWN & COUNTRY LX WAGON			
In Service Dt	03/21/2008	Mileage	3,000	Dealer Zone	63	DALLAS
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PBL	MODERN BLUE PEARL COAT				
Engine	EGV	3.3L V6 OHV ENGINE				
Transmission	DFF	4-SPEED AUTOMATIC VLP 41TE TRANS				
Dealer	66098	ARCHER CHRYSLER-PLYMOUTH-JEEP-		EAGLE		
Dealer Address	11614 SOUTHWEST FREEWAY					
Dealer City	HOUSTON	Dealer State	TX	Dealer Zip	77031	
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	HOUSTON TX				Country	UNITED STATES

Product - Electrical - Unknown - Other - Default	Customer states he is having electrical problems.
Product - Electrical - Power Windows - Intermittent or Inoperative - Unknown	
Product - Electrical - Speedo/Gauges/Ometer/EIC - Intermittent or Inoperative - Default	
Product - Electrical - Wipers / Washers - Intermittent or Inoperative - Unknown	

Owner has brought up issue before to dealership apparently the issue is very intermittent happening. Owner spoke with writer on 6/18 and advised me that the vehicle has electrical anomalies such as gauges all coming on and staying on and then the power windows opening/closing by themselves. Writer spoke with Jack on 6/18 however the SM at that time was unfamiliar with the vehicle and explained vehicle was not in their dealer. SA Michael explained that vehicle had left the dealer because they were on a few occasions unable to replicate. SA stated that he does feel there is more that should be done as he did verify also that the wipers were inoperative and that he thought the selling 66098 dealer may have swapped a module perhaps causing an interference issue. Current store work with STAR center to no avail; 26591 SM Jack left another message. Dealer Attention: Please contact your District Manager/ Technical Advisor if necessary. Thanks.Explained interest to repair per warranty obligations. REASSIGNED TO BC/DLR 63 26591 06/19/08 09:10 O 17615279

Owner left message asking for a call back. Writer called back the Owner promptly thereafter phone rings. No answer. Writer called again Owner is now saying that based on prior CAIRs and no resolution will possibly be looking into the STATE Lemon Law if not resolved sooner. 06 19 2008 REASSIGNED TO BC/DLR 63 26591 06/19/08 09:16 O 17615279

Customer called back indicating that he would prefer to involve his selling dealer who worked on the vehicle; Spoke with SM Chad Speich who explained the following CAIR should be redirected to their store for D.M. follow up.

REASSIGNED TO BC/DLR 63 66098 06/19/08 09:27 O 17615279

Attention: Please contact your District Manager/ Technical Advisor if necessary. Thanks.Explained interest to repair per warranty obligations.

*Contact Date:06/19/2008

Service Director at the dealership has updated the Cair# 17615279

An appointment has been set with the customer.

06/23/2008 Contacted dealership SM Chad. Chad is in school..today..I spoke with Bill Assistant Service ... Bill agreed to call me once vehicle arrives.

06/24 Retrieved voice mail indicating that the vehicle is at the shop now and the dealer will address per terms of warranty.

6/24- Tech advisor inspected vehicle on this date. Vehicle was exhibiting the issue at time of inspection. Front wipers would turn on and off, on their own intermittently and the headlamps would do the same. The cluster would also go dead the same time the above conditions were present. These conditions all represent the default mode anytime the interior bus crashes. Writer found a spread connector terminal in the connector for the driver s door module. This intermittent connectivity was causing the bus to go down. Writer tightened both bus line terminals in the connector and test drove vehicle 30 miles with no issue. No further issues noted with vehicle at this time. Writer is denying any request for vehicle repurchase at this time as the vehicle is repaired. daa21

06/25/08 Owner was contacted and explained CMC will offer a Max Care (5/100 CSC/ M5100N) as courtesy. Owner accepted.

Customer Assistance Inquiry Record (CAIR)#						17620857
VIN	2A8HR64X3	8R	Open Date	06/20/2008	Built Date	09/20/2007
Model Year	2008	Body	RTYS53	CHRYSLER TOWN & COUNTRY LIMITED WAGON		
In Service Dt	10/13/2007	Mileage	12,000	Dealer Zone	35	WASHINGTON
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PKG	LIGHT SANDSTONE MET. CLEAR COAT				
Engine	EGQ	4.0L V6 SOHC ENGINE				
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				
Dealer	68525	ADVANTAGE CHRYSLER JEEP				
Dealer Address	601 EAST PULASKI HWY					
Dealer City	ELKTON	Dealer State	MD	Dealer Zip	21921	
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	WILMINGTON DE				Country	UNITED STATES

Product - Electrical - Speedo/Gauges/Ometer/EIC - Intermittent or Inoperative - Default	States instrument cluster and gauges not working properly
Product - Electrical - Power Seats - Intermittent or Inoperative - Front - Driver	States power seat working intermittently
Product - Electrical - Radio/Spkr/Clock/Antenna - Intermittent or Inoperative - Default	States radio 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 states he is seeking lemon law, for seat concerns. States seat will move back by itself, and he is working with Jason at dealer 68525 for repairs.
Agent called dealer 68525 and spoke with Jason, Service Manager who states repair history is as follows:
--
March 4, 2008- March 10, 2008
*Customer states power seats, radio, instrument cluster, gauges, and headlights are working intermittently.
**Per STAR replaced IPM (instrument cluster)
--
March 17, 2008-April 12, 2008
**Customer states power seats, radio, instrument cluster, gauges, and headlights are working intermittently.
**Per STAR and local representative, replaced main wiring harness due to a short.
--
June 18, 2008-VEHICLE IS CURRENTLY AT DEALER
*Customer states power seats, radio, instrument cluster, gauges, and headlights are working intermittently.
**
Agent advised customer she would be sending a file to involve proper parties involved regarding electrical issues.
DIRECT-TO-DEALER Code=1B #####
ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER
Please follow your Business Center guidelines in an attempt to

resolve this customer s concern(s). If needed, seek assistance from your District Mgr, Business Center or STAR. Please update this CAIR within 24 hours of receipt. A case manager may follow up with the customer for resolution. Agent called dealer and spoke to Jason to informed that CAIR was being sent.

CUSTOMER CONTACT INFORMATION: [REDACTED]

#####

Customer is seeking relief under State

Lemon Law / Buyback / Arbitration process.

REASSIGNED TO BC/DLR 35 68525 06/20/08 14:26 O 17620857

7/1/2008 - DM contacted by dealer principal at dealership 68525. Dealer related customer is very upset about numerous electrical concerns which DM has been involved with dating back to January 2008. Technical advisor supervised first repair attempt and vehicle is now back at dealership with same concern. Customer stated they are happy with the vehicle but very frustrated about numerous electrical repairs during first six months of ownership. In the interest of customer satisfaction, DM agreed to MSRP to MSRP replacement vehicle. Customer was happy with this resolution. ISG template sent to MABC Customer Relations Manager (MPW) for approval. BAL28 7-2-08 File sent to ISG for processing. MPW

Customer Assistance Inquiry Record (CAIR)#						17621065	
VIN	2A8HR44H0	8R	Open Date	06/20/2008	Built Date	08/01/2007	
Model Year	2008	Body	RTYH53	CHRYSLER TOWN & COUNTRY LX WAGON			
In Service Dt	04/30/2008	Mileage	2,180	Dealer Zone	66	ORLANDO	
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US		
Color	PBL	MODERN BLUE PEARL COAT					
Engine	EGV	3.3L V6 OHV ENGINE					
Transmission	DFE	4-SPEED AUTOMATIC VLP 41TE TRANS					
Dealer	42590	FARRIS MOTORS INC					
Dealer Address	1340 S WESLEYAN						
Dealer City	ROCKY MOUNT	Dealer State	NC	Dealer Zip	27804		
Owner					Contact Type	LETTER	
Address					Home Phone		
	ROCKY MOUNT NC				Country	UNITED STATES	
Product - Electrical - Lamps and Switches - Other - Default				Customer experiencing prwith the headlights.			
Dealer - Parts - Transaction - Parts N/A / Backordered - Default				Part # 5604611ab is on back order.			

Customer called in as experiencing problem with the headlights. Customer states that he can t drive the car at the night. Customer s vehicle is at the dealership (42590). Customer is seeking rental assistance. Agent spoke to the Ralph, and he told that they have ordered the part. Further Jenkins called & informed that the part# 5604611ab is on back order. Agent informed the customer about the status of the part, and reassigned it to 82C.

Agent outcalled the customer & the customer told that he wants us to pay for the repairs or the customer wants a replacement. Agent reassigned the cair to 82H.

Customer wants a call on .

Purchased New or Used? New

If Used, date purchased? Na Mileage? Na

From whom did customer purchase used vehicle?

CDJ dealer

Agent attempted to contact the customer on 6/20/08 at 3:24PM on the customer s number from line 11. Agent spoke with the customer. Customer claims the head lights do not work, and he is seeking to return the vehicle. Customer claims all repairs have been different issues. Agent informed the customer to keep working with the dealership per terms of his warranty and referred to the blue and white booklet.

***** Attention District Manager *****

State of NC Attorney General Letter - BC has 10 days to respond. Owner complains of ongoing headlight issue. Please contact dealer/owner and arrange repairs. Update CAIR and reassign to jhm6 once complete. BC must respond to AG office within 10 days.

Owner has set up appointment for this week... Will update CAIR after owner appointment...

POSTMARK DATE: 073008; DATE RECEIVED: 080808

Postlethwait, Huggins & Morrison-Final Opportunity to Repair Notice

Attorney-Cam Morrison

Reassigned to Business Center for review and handling. JSS15.

***** Attention District Manager *****

Lemon Law. Contact ATTORNEY to set appt. to correct concerns within 15 days. C ontact must be by a DCX representative. Update CAIR with contact

info. Upon resolution update and close CAIR.

4 visits for ongoing headlight concern.

Letter sent to AG office advising customer did not show for appt and Chry currently working with owner/atty to get vehicle repaired.

Still waiting for customer to bring vehicle in...

Spoke with attorney... Customer will take vehicle to dealer for final repair attempt...

Customer Assistance Inquiry Record (CAIR)#						17708069
VIN	1D8HN54P5	8B [REDACTED]	Open Date	07/18/2008	Built Date	12/03/2007
Model Year	2008	Body	RTKP53	DODGE GRAND CARAVAN SXT WAGON		
In Service Dt	03/21/2008	Mileage	5,007	Dealer Zone	42	DETROIT
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US	
Color	PW1	STONE WHITE CLEAR COAT				
Engine	EGL	3.8L V6 OHV ENGINE				
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				
Dealer	68748	PARKWAY CHRYSLER-JEEP, INC				
Dealer Address	21560 HALL RD					
Dealer City	CLINTON TOWNSHIP	Dealer State	MI	Dealer Zip	48038	
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	[REDACTED]
	CHESTERFIELD MI [REDACTED]				Country	UNITED STATES

Product - Electrical - Speedo/Gauges/Ometer/EIC - Other - Default	Gauges go on and off.
Product - Electrical - Lamps and Switches - Other - Default	Headlights go on and off.
Product - Electrical - Wipers / Washers - Other - Front	Windshield wipers go on and off.

Customer states that she is facing a problem with the electrical system of the vehicle. Customer states that she took the vehicle to dealership 68748 on July 07th for diagnoses. Customer states that it has been the dealership still has the vehicle. Agent called dealership and spoke with Tommy ?Service Advisor?. Tommy informed that the vehicle is ready for her to pick up. Informed customer the same. Customer states that she was using a rental vehicle all this time and wants Chrysler to pay for it. Transferred call to T3 for further assistance.

Owner, very irate and argumentative. While dealer had covered her 10 day rental as good will, owner is seeking Chrysler to pay for Enterprise s rental insurance that she choose to pay while while being in this courtesy rental vehicle while her vehicle was being repaired at dealer. Agent declined this reimbursement in that she choose to pay for and authorized this through Enterprise; extra rental insurance. Owner very angry and states that she will not be paying for this and will call back. Agent declined owners request for supervisor. Owner abruptly ended call. Agent provided owner with name and extension.

Customer Assistance Inquiry Record (CAIR)#						17719542
VIN	2A8HR54P5	8R	Open Date	07/22/2008	Built Date	08/27/2007
Model Year	2008	Body	RTYP53	CHRYSLER TOWN & COUNTRY TOURING WAGON		
In Service Dt	10/31/2007	Mileage	10,000	Dealer Zone	32	NEW YORK
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PBG	CLEARWATER BLUE PEARL COAT				
Engine	EGL	3.8L V6 OHV ENGINE				
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				
Dealer	68251	WEBSTER CHRYSLER JEEP INC				
Dealer Address	2111 EMPIRE BOULEVARD					
Dealer City	WEBSTER	Dealer State	NY	Dealer Zip	14580	
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	ROCHESTER NY				Country	UNITED STATES

Product - Body / Trim / Paint Finish - Body Hardware - Other - F. Door-Driver	Customer experiencing problem with doors.
Product - Air Conditioning / Heater - Unknown - Other - Default	Customer experiencing problem with the air condition.
Product - Electrical - Lamps and Switches - Other - Default	Customer experiencing problem with the head lights.
Corporate - Recall - Default - Default - Default	Customer seeking recall information.

Customer seeking recall information on vehicle as she is experiencing many problems with the 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)#						17735079
VIN	2A8HR54P8	8R	Open Date	07/25/2008	Built Date	10/24/2007
Model Year	2008	Body	RTYP53	CHRYSLER TOWN & COUNTRY TOURING WAGON		
In Service Dt	02/08/2008	Mileage	3,075	Dealer Zone	42	DETROIT
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT				
Engine	EGL	3.8L V6 OHV ENGINE				
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				
Dealer	23333	DAVE DENNIS CHRYSLER, JEEP, DODGE				
Dealer Address	4232 COLONEL GLENN HWY					
Dealer City	DAYTON			Dealer State	OH	Dealer Zip 45431
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	SPRINGFIELD OH				Country	UNITED STATES

Product - Electrical - Lamps and Switches - Defective - Default	Customer facing issues with the headlamp of the vehicle.
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Customer called in as facing issues with the headlight lamp of the vehicle, customer states that the headlights go off and customer states that she uses the parking light of the vehicle, customer states that she wants Chrysler to buy the vehicle, customer states that the dealership 23333 is not able to diagnose the problem, customer states that she is not satisfied with the answer of the dealership, agent told the customer to take a second opinion, customer agreed.

Customer Assistance Inquiry Record (CAIR)#						17767546
VIN	2A8HR54P1	8R	Open Date	08/04/2008	Built Date	08/02/2007
Model Year	2008	Body	RTYP53	CHRYSLER TOWN & COUNTRY TOURING WAGON		
In Service Dt	11/19/2007	Mileage	5,632	Dealer Zone	35	WASHINGTON
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				
Engine	EGL	3.8L V6 OHV ENGINE				
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				
Dealer	66094	YORK CHRYSLER INC				
Dealer Address	1305 ROOSEVELT					
Dealer City	YORK	Dealer State	PA	Dealer Zip	17405	
Owner					Contact Type	D2D NO CASE MANAGER
Address					Home Phone	
	YORK PA			Country	UNITED STATES	

Referral - Tier Three - Default - Default - Default	Customer states its a safety concern
Product - Electrical - Radio/Spkrs/Clock/Antenna - Other - Default	Customer states there Electrical problem with the Radio
Product - Electrical - Lamps and Switches - Other - Default	Customer states there Electrical problem with the lights that do not work

Customer states there Electrical problem in the vehicle
Customer states it s a safety concern. The vehicle is at the dealership
the lights, Radio go off they do not work. The vehicle is at the
dealership right now and its the 3 times customer is facing the same
problem. Customer states that he will needs to speak with the lawyer
because the dealership cannot do the 100 % repair work
Transfer the call to t3 for further assistance
Purchased New or Used? new
From whom did customer purchase used vehicle?
CDJ dealer
Customer stated he received a survey, which he filled out and mailed into
CCAC. Customer states he has multiple issues with the electrical system
in the vehicle. Customer states the engine light has come on the sliding
doors open and close on their own. Customer claims the headlights have
also went out on their own and all of the dash lights have come on.
Customer states he has taken the vehicle to the dealer and they reset the
computer system but the issue still exists. Customer claims the dash
lights came on again last week and the turn signals would not work.
Customer claims his wife took the vehicle to the dealer and they advised
her the computer had gone bad. Customer states his wife took the vehicle
on her vacation and headlights went out while driving at night. Customer
states the vehicle is back at the dealer for the same issues and has not
been repaired. Customer states his wife does not want to drive the
vehicle because she does not feel safe in this vehicle. Customer states
the dealer advised him that they could not duplicate the concerns and
could not perform repairs if the concerns could not be duplicated.
Customer stated the electrical concerns happen intermittently and he
feels the dealer needs to drive the vehicle more so they can duplicate

Contacted dealer 66094 and spoke with Steve the service history is as follows:

06/11/2008: dash loses all functions a/c becomes inoperative and radio does not work. Could no duplicate the customer s concerns. Contacted

07/30/2008: dash loses all functions a/c becomes inoperative and radio does not work. Replaced the TIP-M module. (5,104)

Advised the customer that his concerns have been documented and the file would be forwarded to the appropriate parties.

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

Customer advised agent he will contact a lawyer. Agent advised that is at his discretion.

Customer Assistance Inquiry Record (CAIR)#						17811618	
VIN	2D8HN44H0	8R	Open Date	08/19/2008	Built Date	07/05/2007	
Model Year	2008	Body	RTKH53	DODGE GRAND CARAVAN SE WAGON			
In Service Dt	01/28/2008	Mileage	8,974	Dealer Zone	63	DALLAS	
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US		
Color	PBL	MODERN BLUE PEARL COAT					
Engine	EGV	3.3L V6 OHV ENGINE					
Transmission	DFF	4-SPEED AUTOMATIC VLP 41TE TRANS					
Dealer	45369	COWBOY CHRYSLER DODGE JEEP					
Dealer Address	1355 HIGHWAY 96 S						
Dealer City	SILSBEE	Dealer State	TX	Dealer Zip	77656		
Owner						Contact Type	E-MAIL
Address						Home Phone	
	BUNA TX					Country	UNITED STATES

Product - Electrical - Wipers / Washers - Complete Failure - Rear	Customer complains regarding intermittent electrical operation.
Product - Unknown - Unknown - No Start - Default	would not start

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

My written notification of reoccurring electrical issues/safety concerns and possible defect, as suggested under 7.1-D in warranty manual under State Lem on Laws.

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

Purchased New or Used? New

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

We purchased a brand new 2008 Grand Caravan in late January. During the only 6 months we have owned this vehicle, it has been serviced 3 times for the same electrical issue. The first issue was noticed within the week after purchasing. The back wiper would not work. Dealership Service department said it was due to no output signal from multifunction switch and replaced it. Would still not work on occasions even afterwards. Next electrical issue occurred recently a few weeks ago while I was driving home late one night. When I tried to turn my headlights to hi-beam, the front windshield wipers came on instead and would not turn off, even after killing the engine and restarting. Also, blinkers would not work at all. Service department said it was the multifunction switch connector. They removed the switch and applied a dialectic gear to connector and reinstalled. Left shop working properly. The next day after leaving the shop, the AC and radio quit working, but after parking and restarting the engine it started working again? The next issue happened about a week ago when my husband opened the driver door and leaned in to crank the van, and everything went nuts! Instead of cranking, all of a sudden both front and back wipers came on high spraying windshield fluid everywhere, spraying my husband in the face, lol! All the lights were flashing, locks were locking and unlocking, and the horn was stuck and honking constantly like someone was laying on it! You would have thought it was 'posessed' seeing all the crazy things it was doing at once! The only way to make it stop was to unhook the battery. Later that evening we reconnected the battery and the van was working fine as if nothing happened? A few days later I was driving on the highway at night when I started hearing the horn faintly honking on it s own. Then ALL the lighting went out, leaving me without any headlights, tailights, brake lights, blinkers, or even internal lights, nothing! Then to make matters worse the wipers came on again spraying and the doors started locking and unlocking. The engine

was still running though, so luckily I was able to get through 2 lanes of heavy traffic safely without getting hit and park on the shoulder. After putting the van in park, all the lights came back on and were working fine, so I put on my emergency flashers while I calmed my nerves a little from what just happened. I didn't feel safe driving any further so I turned around and drove home slowly with my emergency flashers on and made it back with no more problems. At this point I didn't know if the van needed a repair or an 'exorcism' lol, but the following morning on August 13th I went and spoke with the dealership managers and explained the numerous issues we were having and how it was now a safety issue. They viewed my previous service receipts and then called the shop asking them to resolve the issue immediately. During the inspection of the van, 16 codes in 5 different modules came up. Technician called star center for support. During tap test found possible cause being the module located under the main fuse box. Tech said that van started acting up when he bumped the module and was almost certain this was the cause. Technician believed that the module was shorting out and the smallest bump or movement was causing all the different fuses to go crazy and shut down etc.. New module was ordered and replaced the following morning. This was only 4 days ago and so far the van has been working normally and hasn't had any further problems. Hopefully the electrical issue is resolved now, but I wanted to document and notify Dodge in writing of my incidents and concerns in case this happens again. We had originally decided on a Dodge Grand Caravan because of the supposed reliability and for the safety of our family, and now I'm nervous about even driving it anywhere, especially with my children! I depend on this van as our primary transportation for all my family's needs. We have 2 disabled kids who require many trips to the doctor and therapy sessions etc..., so it's very important that we can depend on it. I understand that over time vehicles will need occasional maintenance, but 3 times within a 6 month period as a brand new vehicle seems a little soon. I must admit I'm very disappointed with our experience so far as a Dodge Grand Caravan owner. Please keep my contact information to notify me of any future recalls or defects regarding our vehicle. Thanks for your time and please contact me if you need any further information, [REDACTED]

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

Routed to tier 3 for further handling.

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

* Writer notes lines 56-59 above.

Email states:

Dear [REDACTED]: Thank you for contacting the Chrysler Customer Assistance Center.

We regret to read of your dissatisfaction in your Grand Caravan 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.

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.

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 about your minivan.

(11-11-09) CUSTOMER [REDACTED] (KMM5901940I25261L0KM) REFERENCE NUMBER:

17811618 EMAIL CASE NUMBER: 2079086 I previously submitted a written complaint via email on 8/18/2008 regarding my new 2008 Dodge Grand Caravan. (I can re-send that email if needed?) Also at that time I submitted a vehicle safety claim with the NHTSA. Since my initial complaint, we are still experiencing problems with our vehicle! Random dash light symbols will occasionally come on indicating an issue but eventually go off on its own. When starting the vehicle, it seems to kinda struggle a few seconds before it finally cranks also. Then tonight, I went shopping out of town and when I returned to the van & went to crank, it wouldn't even turn over! I first assumed it was the battery, although I didn't leave the lights on or anything else that would've

several times, but it never even attempted to turn over! The interior lights and headlights still came on and the door locks worked but that was it! It wasn't the battery afterall!!! So, I had to find a ride home and call a tow to meet me back where the van was and paid \$45 to have it towed to the original dealership! I was not happy with this unexpected expense and inconvenience! Now I have to find a ride to the dealership service dept. in the morning to see what's wrong with the van now! These continuous vehicle issues I'm having are becoming a serious concern & I am prepared to take legal action if necessary! We purchased this van brand new off the lot in 2008 and it was in the shop only a couple weeks later for the first defect! It has been in the shop now a total of 5 times already, 6 counting tonight! In my opinion that is ridiculous for a new 2008 vehicle with only 39,000 miles on it to have been serviced that many times in a short period of time! I've already spoke to the sales manager the last time it was serviced & I'm now ready to go to the next level! I am looking into seeking a reputable attorney, Walter-Umphrey, which just so happens to be the co-owner of this dealership, and also which we have a separate lawsuit case with his lawfirm for a different matter. I'm also looking into filing a complaint with the Texas Department of Motor Vehicles for the 'Lemon Law!' I no longer feel safe or satisfied with this vehicle and wish to receive a replacement or be re-imbursed the full purchase price! We rely on this van as our primary means of transportation as a family of 5 with 3 disabled children! This van is a dud and unreliable for us to use any longer! Please contact me with any and all options available to resolve this issue ASAP! Thanx so much for your time and consideration. [REDACTED]-hm

[REDACTED]-cell

* Writer spoke with Service Manager (SM) Carl.

Vehicle is there now. He says vehicle has 39000 miles on it.

He would be glad to contact his rep to ask for assistance, but until it is diagnosed, he does not know what to ask for. He said customer declined to pay for diagnosis. They are not self authorized. Writer offered to get involved but will be off the next few days.

Writer told SM writer will email customer also telling her she would need to authorize diagnostics.

Email states:

Dear Misty: Thank you for contacting the Chrysler Customer Assistance Center. In order to review to review your case for possible assistance, you would need to authorize diagnostics. Carl Pileggi, the Service Manager, can then contact his Chrysler representative to further discuss the issue. First, he has to know what is wrong with your minivan. Thanks again for your email.

customer reply:

[REDACTED] (11-13-09) REFERENCE NUMBER: 17811618 EMAIL CASE NUMBER:

2079086 ATTN: Lee Hello again Lee & thanx for your quick response, Well, yesterday I arrived @ the dealership soon after they opened to address the issue and hopefully resolve whatever was wrong with our van from being towed the night before. After explaining what happened to the service clerk Kari, she informed me that the vehicle was just past the mileage to be covered under warranty, & to have it diagnosed it would cost me over \$100! This was unacceptable to me, given all the prior issues we've had with this vehicle so I then asked to speak with the service mgr. Carl Pileggi. He was very polite, but explained that the diagnostic fee couldn't be waived & was out of his hands? I then asked him for a customer service number for Dodge that I could call to file a complaint and he gave me the number. I then called customer service from the dealership's public phone and explained my problem and aggravation with having to pay a diagnostic fee for a vehicle that obviously is junk! The representative explained that the fee was separate and required from the dealership itself and couldn't be waived thru the company. He said he would file a claim for me and someone from there would contact me the next day to discuss possible solutions. I was still dissatisfied @ this point but ended the call with a reference number #19086206. The dealership then offered and provided me with a ride home, as I was without transportation. The next day around noon, I still hadn't heard from anyone regarding my vehicle, so I called customer service again to inquire about the status of my claim. I was transferred to the Resolution

basically re-explained the diagnostic fee was at the discretion of the dealership and not the company, but that the fee could possibly go towards any repairs needed after diagnosing the defect. He stated that after being diagnosed that they(dodge)may be able to assist with the charges to repair the vehicle as a courtesy. I stated although I didn't have the money now, I would try to see if I could find a way to borrow it somehow if necessary to get things moving! With 3 kids, I desperately need my vehicle back!!! I also told him I'm wanting to file a 'lemon law' claim on this vehicle and he said he would forward the information to that department. He told me to also individually file a claim with the 'lemon law' providing all my documentation to better address the problems we've experienced. He then said he would fax the dealership service manager Carl Pelligi regarding our conversation to inform him of their willingness to resolve the issue. He then confirmed my reference number as #19086206 before ending the call. I then called back the dealership service department and spoke with Kari to update her about my dealings with the customer service department and to expect a fax from them. She then informed me that she had tried contacting me earlier to inform me that Carl Pelligi(service mgr.) went ahead and examined my vehicle free of charge as a good-will gesture, which I was very appreciative of and repeatedly thanked her for them doing so! She then went over the diagnostic findings with me, stating there were actually several codes that came up upon observation. The initial problem she said was that the WIN or 'Wireless ignition module' was out! She said being that since my warranty was out, the price of the part to fix the problem was \$284.25! Unfortunately this is out of my budget, so I told Kari I would call Zachary from the resolution center back & let him know that it was diagnosed and what the findings were including the price to repair it, & hopefully they would be able to assist me with cost so I can get my van back ASAP! When I called Zachary I got his voicemail, so I left him a message briefly explaining the dealership status and left my phone and reference number for him to call me back. I never heard back from him, but I did speak to another customer service representative who documented the diagnostic findings from the dealership and the repair price. So, now I'm just waiting on a response from Zachary, the lemon law department, & hopefully the dealership service manager Carl Pelligi to see what can be done to resolve my claim @ this point. Just wanted to update you on my case thru documentation for my records. Thanx so much Lee for all your/company's help and for your personal time and consideration with my vehicle problems! Let me know of any updates or if you need anymore information from me to help in this matter. Thanx again,

* Writer called SM Carl. Writer will offer \$100 copay as goodwill.

Created preauthorization UN00143591117.

* Writer called and spoke with customer. Advised her of offer. She said she has to come up with the money. Asked that she contact Carl and explain that she would accept, but needs to come up with the money.

Vehicle is currently sitting at the dealership. Vehicle older than one year old and outside of basic warranty at 39609 current miles.

Customer Assistance Inquiry Record (CAIR)#						17815109
VIN	2D8HN44H9	8R	Open Date	08/18/2008	Built Date	12/20/2007
Model Year	2008	Body	RTKH53	DODGE GRAND CARAVAN SE WAGON		
In Service Dt	04/22/2008	Mileage	5,000	Dealer Zone	42	DETROIT
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PRH	INFERNO RED CRYSTAL PEARL COAT				
Engine	EGV	3.3L V6 OHV ENGINE				
Transmission	DFF	4-SPEED AUTOMATIC VLP 41TE TRANS				
Dealer	58512	COURTESY DODGE INC				
Dealer Address	440-28TH STREET SE					
Dealer City	GRAND RAPIDS	Dealer State	MI	Dealer Zip	49508	
Owner					Contact Type	D2D NO CASE MANAGER
Address					Home Phone	
	SPARTA MI			Country	UNITED STATES	

Product - Electrical - Lamps and Switches - Other - Default	Customer complaining about electronics.
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	States the head/dash lights do not work
Product - Electrical - Radio/Spkrs/Clock/Antenna - Intermittent or Inoperative - Default	States the radio does not work
Product - Electrical - Speedo/Gauges/Ometer/EIC - Intermittent or Inoperative - Default	States the turn signals do not work
Product - Electrical - Wipers / Washers - Intermittent or Inoperative - Front	States windshield wipers do not work

Customer states that she is experiencing problems with the electrical components on the vehicle. All the lights start flashing and the windshield wipers, the head lights start flashing. She then stated that she had been to the 58512 dealership for the same twice and they couldn't duplicate the problem. Agent then advised the customer to get in touch with another dealership for a second opinion. Customer agreed. Customer called in for the same concern regarding the electrical components on the vehicle. Customer has already been to the dealership almost several times and dealers are not able to identify the problem. Customer is not ready to go back to the dealership. Agent transferred the call to tier 3 for further assistance.

Purchased New

Customer states vehicle is down at 41356 for the issue with the windshield wipers, head lights, dash lights, turn signals and the radio do not work. States she has been to dealer 41356 two times for same issue. Seeking for vehicle to be fixed correctly or have the vehicle replaced. Contacted 41356 and spoke with Service Advisor Jason who provided repair history:

***8/19/08-8/20/08- **5734 miles *customer states the headlights, wipers, turn signals and radio not working *not able to duplicate

***9/2/08- still down **6102 miles **customer states the wipers, turn signals and radio not working *Still trying to duplicate issue

Advised customer of file being forwarded to dealership and suggested to keep in contact with SM at dealer.

Vehicle is Scheduled for repair at K&M Northfield Dodge. Dm will update Cair after Repairs are finalized. Will close and Track CAIR....PDB36

Customer Assistance Inquiry Record (CAIR)#						17817589
VIN	2D8HN44H9	8R	Open Date	08/19/2008	Built Date	12/20/2007
Model Year	2008	Body	RTKH53	DODGE GRAND CARAVAN SE WAGON		
In Service Dt	04/22/2008	Mileage	5,000	Dealer Zone	42	DETROIT
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PRH	INFERNO RED CRYSTAL PEARL COAT				
Engine	EGV	3.3L V6 OHV ENGINE				
Transmission	DFF	4-SPEED AUTOMATIC VLP 41TE TRANS				
Dealer	41356	K & M NORTHFIELD DGE INC				
Dealer Address	4100 PLAINFIELD AVE NE					
Dealer City	GRAND RAPIDS	Dealer State	MI	Dealer Zip	49525	
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	SPARTA MI				Country	UNITED STATES

Corporate - Rental Vehicle - Default - Default - Default	Dealer 41356 requests for a rental vehicle for the customer.
Product - Electrical - Lamps and Switches - Defective - Default	Head lights are defective, so seeks rental vehicle.
Product - Electrical - Unknown - Defective - Default	customer called regarding the electrical devices being defective
Referral - Tier Two - Internal Escalation - Authorization - Default	rental authorization

customer called regarding the electrical devices being defective.
 Customer says that all the electrical devices stop working once she starts the car. Agent spoke to the CAC agent and transferred the call

Customer called stating that she has taken her vehicle to the dealership 3 times due to electrical issue. Customer is upset stating that every time she took her vehicle to the dealership she has to rent a car and she has to pay all by herself. Customer wants to know if car rental is covered under warranty. Agent informed the customer that it is not covered, however, inform the customer to take her vehicle once again to the dealership to do the proper diagnoses and give us a call back if she wants a car rental. Customer understood.

Nick called from dealer 41356 in regards to the reference no. 17817589. He states that the customer is going to bring the vehicle in sometime for a warranty repair and he wants to know if Chrysler can authorize the rental vehicle for 4 days. Agent informed dealer that Chrysler cannot authorize rental before diagnosis. Dealer states that it is an ongoing issue and they are aware of the problem and knows that the vehicle will be fixed by Friday. Dealer insists for a rental assistance for the customer. As advised by the supervisor, agent transferred the call to internal escalation team.

*****internal escalation*****

Nick, the warranty administrator from dealership 41356 calling for rental authorization. Agent declined assistance before diagnosis. Agent provided Nick with the reference no and informed that the situation can only be reviewed when there is a diagnosis.

Nick called from the dealer 41356 in regards to the reference no. 17817589 for a rental car for the customer for 1 day. Agent transferred

the call to internal escalation team.

* * * * * Escalation * * * * *

Nik from the dealership 41356, called for rental assistance as the vehicle is at the dealership for the headlight repair. Agent provided rental for 1 day as \$30 a day and also provided the PA# UN07615900822.

Nik from the dealership called in stating that the authorization provided is not working

agent promised a call back on [REDACTED] after some time

agent call the dealer back and asked him to select PA after entering the claim, even that is not working

agent consulted with the supervisor and advised the dealer to contact the DM because the a authorization is needed from him in this case

Customer Assistance Inquiry Record (CAIR)#**17818304**

VIN	2A8HR54P1	8R	Open Date	08/19/2008	Built Date	09/11/2007
Model Year	2008	Body	RTYP53	CHRYSLER TOWN & COUNTRY TOURING WAGON		
In Service Dt	11/12/2007	Mileage	11,000	Dealer Zone	66	ORLANDO
Plant	R	WINDSOR ASSEMBLY PLANT		Market	U	US
Color	PRH	INFERNO RED CRYSTAL PEARL COAT				
Engine	EGL	3.8L V6 OHV ENGINE				
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				

Dealer	26309	FITZGERALD'S COUNTRYSIDE JEEP				
Dealer Address	27365 U S HIGHWAY 19 NORTH					
Dealer City	CLEARWATER		Dealer State	FL	Dealer Zip	33761
Owner					Contact Type	LETTER
Address					Home Phone	
	ODESSA FL				Country	UNITED STATES

Corporate - Lemon Law - Default - Default - Default	Attorney letter
Product - Steering - Unknown - Grabs or Pulls - Default	Customer states vehicles steering pulls.
Product - Electrical - Battery - Other - Default	battery goes dead
Product - Drivability - Unknown - Other - Default	check engine light
Product - Electrical - Lamps and Switches - Other - Default	headlights intermittent
Product - Electrical - Power Sliding Door - Other - Passenger Side	sliding doors inop
Product - Body / Trim / Paint Finish - Interior Ornamentation/Mirrors - Other - Unknown	various interior trim issues

Purchased New or Used? New

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

From whom did customer purchase used vehicle? N/A

Customer is calling seeking relieve of the vehicle under lemon law due to the repair attempts this vehicle has had. Vehicle is currently back at dealer 26309 for repair of the same issue. Agent contacted dealer and spoke to John (Service Manager) John stated that customers concern of the vehicle pulling could not be duplicated and they found a cloged drain hole in the door not allowing the water to drain.

Agent advised customer that she would need to consult her blue and white handbook regarding her request or contact her local attorney generals office. Customer disconnected call. POSTMARK DATE: 091608; DATE RECEIVED: 091808

Check engine light on, sliding doors inop, battery goes dead, headlights intermittent, carpeting loose, door won t open from inside, sunvisor clips, rear bumper cover, loose seat bezel, loose door mldg, water in door, pinst ripe coming off, steering pulls when braking, vehicle bounce at hwy speeds.

Krohn & Moss-Attorneys at Law-Replacement/Repurchase Notice
Attorney-Jeffrey Spiegel

Reassigned to Business Center for review and handling. JSS15.

*****ORLANDO BUSINESS CENTER RECEIVED 2ND MVDN FROM ATTY 9/18/08*****

veh. driven on 8/19 with npf

Sent appt letter to lawyer group. Appt set for 10/2/08 at Fitzgerald

9/24/08 Rec. letter via fax from lawyer group, decling any repairs, wants Chrysler to make an offer. Sent letter via fax to lawyers group to call should their client change his mind. cair closed sw69

Customer Assistance Inquiry Record (CAIR)#						17888314	
VIN	2C4GP54L2	4R	Open Date	09/10/2008	Built Date	09/25/2003	
Model Year	2004	Body	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB			
In Service Dt	01/11/2004	Mileage	85,619	Dealer Zone	51	CHICAGO	
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US		
Dealer	43331	STACY CHRYSLER INC					
Dealer Address	322 W FOURTH STREET						
Dealer City	OWENSBORO			Dealer State	KY	Dealer Zip	42301
Owner						Contact Type	TELEPHONE
Address						Home Phone	
	NEWBURGH IN					Country	UNITED STATES
Product - Electrical - Lamps and Switches - Other - Default				electrical problems			

The customer said that the battery came on the dashboard and its an intermittent problem and then the headlights started dimming.
The dealership has diagnosed the problem and its no problem with the battery but most probably its the computer with the problem.
The dealership told her that the computer doesnt store the air codes.
And they cannot find anything wrong with it.
So The writer told the customer to seek an opinion from another dealership and she is concerned about it coz that is a safety issue.
The writer also told that if the other dealer is not able to duplicate the problem then we will transfer the file to the appropriate department

Customer Assistance Inquiry Record (CAIR)#						17914609
VIN	2A8HR44H7	8R	Open Date	09/18/2008	Built Date	09/07/2007
Model Year	2008	Body	RTYH53	CHRYSLER TOWN & COUNTRY LX WAGON		
In Service Dt	10/29/2007	Mileage	12,230	Dealer Zone	35	WASHINGTON
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT				
Engine	EGV	3.3L V6 OHV ENGINE				
Transmission	DFE	4-SPEED AUTOMATIC VLP 41TE TRANS				
Dealer	66340	GARY MILLER CHRYSLER JEEP, INC.				
Dealer Address	5746 PEACH STREET					
Dealer City	ERIE	Dealer State	PA	Dealer Zip	16509	
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	ERIE PA				Country	UNITED STATES

Product - Electrical - Lamps and Switches - Complete Failure - Default | head light on the vehicle which has gone off

Customer called in regards to the head light on the vehicle which has gone off. She states it major safety issue and visited dealership more then 3 times for the same problem. Agent contacted the dealership 66340 SA Chris. He told the control model needs to repair and verify. The multifunctional switch needs to be replaced part at dealership and by Monday vehicle will be ready. Agent informed the same to the customer. Customer agreed.

Customer Assistance Inquiry Record (CAIR)#						17920354	
VIN	2A8HR54P1	8R	Open Date	09/22/2008	Built Date	08/25/2007	
Model Year	2008	Body	RTYP53	CHRYSLER TOWN & COUNTRY TOURING WAGON			
In Service Dt	09/22/2007	Mileage	12,000	Dealer Zone	71	LOS ANGELES	
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US		
Color	PBL	MODERN BLUE PEARL COAT					
Engine	EGL	3.8L V6 OHV ENGINE					
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION					
Dealer	64793	ANCHORAGE CHRYSLER CENTER INC					
Dealer Address	2601 EAST 5TH AVENUE						
Dealer City	ANCHORAGE			Dealer State	AK	Dealer Zip	99501
Owner						Contact Type	E-MAIL
Address						Home Phone	
	PALMER AK					Country	UNITED STATES
Product - Electrical - Lamps and Switches - Defective - Default				electrical problem with his vehicle			
Dealer - Service/Body Shop - Transaction - Problem Not Resolved - Default				unhappy with the dealership service			

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

Worst customer service I have ever experienced... I should have bought the Honda...

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

Purchased New or Used? New

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

I purchased an 08 Town and Country Touring last Sept. The salesman sold it to us under the impression that it had options that in reality it did not. The dealership agreed to make it right by installing a rear seat entertainment system. It took 10 months and having the dealership flat out LIE to us multiple times before they got around to having it installed. After the installation Our back up camera, courtesy lights, track lights and some dash lights were not working. As if this wasn't enough the headlights then started shutting off while driving at night and then the vehicle would just shut off while traveling down the road. The car has been into the shop 5 times now for work that was a result of Anchorage Chrysler Dodge performing the original work to the vehicle. In the 11 months we have owned the vehicle we never had a single problem with it till we brought it to them. Now I have spent well over \$1200 in gas and taking time off work to bring the vehicle to them to repair THEIR mistakes. When we made our decision to purchase a Chrysler it wasn't because they were the best value, had the best crash rating or any other special widget that someone else didn't have. When we had our choices down to a Honda or the Chrysler the Chrysler which was almost \$8000 dollars more won because we heard that Chrysler provides excellent customer service. Well we haven't seen one bit of that excellent customer service. All we see is the inside of a piece of crap PT cruiser loaner car while they still can't seem to get our \$34000 van repaired. They have now had our car for another week. The Alaska Motor Vehicle Warranties Act reads. The lemon law covers any nonconformity, which is defined as a defect or condition in a motor vehicle caused by a manufacturer, distributor, dealer, or repairing agent that substantially impairs the use or market value of a motor vehicle. "Substantially impairs the use" mean a nonconformity that prevents a motor vehicle from being operated or makes the vehicle unsafe to operate. "Substantially impairs the market value" means a nonconformity that substantially decreases the dollar value of a vehicle to the owner when compared to the

dollar value of a similar vehicle that does not have the nonconformity. Obviously the vehicle shutting off while traveling down the road and the headlights just randomly turning off are a bit of a safety issue. All the interior lights not working certainly diminish the market value of the vehicle as well. The lemon law also states that the dealer or their representative gets 3 attempts to repair the problem before the car becomes eligible to be replaced or purchased back at the buyers choice. Well this is the 5th chance and if when I get it back it still has the problems I fully intend on using the lemon law and have already spoke with my attorney about doing so. I am writing all of this in hopes that somebody at Chrysler dose in fact care about customer service and will help me get this resolved without going to such extremes.

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

Dear [REDACTED]

Thank you for contacting the Chrysler Customer Assistance Center regarding your 2008 Chrysler Town & Country.

We apologize for the inconvenience caused to you.

In response to your email concerning the electrical problem and the service experience at the dealership, we regret your dissatisfaction with the service you received and 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. Because dealerships are independently owned businesses, they are responsible for addressing concerns directly related to their sales and service activities, as well as their personnel.

Although we do not have the authority to resolve concerns related to dealer workmanship, service scheduling, or repair pricing, you may want to pursue the matter directly with dealership management for further resolution.

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

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 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.

Thank you for your email and for sharing your concern with us.

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

Customer Assistance Inquiry Record (CAIR)#						17959996
VIN	2A8HR44H1	8R	Open Date	10/02/2008	Built Date	08/24/2007
Model Year	2008	Body	RTYH53	CHRYSLER TOWN & COUNTRY LX WAGON		
In Service Dt	11/10/2007	Mileage	16,400	Dealer Zone	71	LOS ANGELES
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PBG	CLEARWATER BLUE PEARL COAT				
Engine	EGV	3.3L V6 OHV ENGINE				
Transmission	DFF	4-SPEED AUTOMATIC VLP 41TE TRANS				
Dealer	68687	CASA DE GONZALES CHRYSLER JEEP				
Dealer Address	5800 E FIRESTONE BLVD.					
Dealer City	SOUTH GATE			Dealer State	CA	Dealer Zip 90280
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	LONG BEACH CA				Country	UNITED STATES

Dealer - Service/Body Shop - Transaction - Problem Not Resolved - Default	
Product - Air Conditioning / Heater - Unknown - Other - Default	
Product - Electrical - Lamps and Switches - Other - Default	

Customer very unhappy with the dealership as the vehicle is in the dealership from past 3 Weeks and the vehicle is not yet diagnosed and it is very inconvenient for the customer. When the customer called the dealership they didn't even know that the vehicle was at the dealership. Vehicle facing problem with the headlights and the air conditioner. Agent called up dealership phone number [REDACTED] and spoke to SM MR. Joe and told the concern he wasn't aware of the matter and said would get back to the customer within an hour. Agent informed the customer the same and told if doesn't get a call told to give us a call back and also gave the car number.

Customer Assistance Inquiry Record (CAIR)#						17965768	
VIN	2A8HR54P1	8R	Open Date	10/06/2008	Built Date	01/29/2008	
Model Year	2008	Body	RTYP53	CHRYSLER TOWN & COUNTRY TOURING WAGON			
In Service Dt	03/17/2008	Mileage	10,000	Dealer Zone	66	ORLANDO	
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US		
Color	PHF	DEEP CRIMSON CRYSTAL PEARL COAT					
Engine	EGL	3.8L V6 OHV ENGINE					
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION					
Dealer	26534	RICK HENDRICK JEEP-CHRY					
Dealer Address	8333 RIVERS AVENUE						
Dealer City	NORTH CHARLESTON			Dealer State	SC	Dealer Zip	29406
Owner						Contact Type	E-MAIL
Address						Home Phone	
	BONNEAU SC					Country	UNITED STATES
Corporate - Product Information - Default - Default - Default				Customer seeking for lemon law.			

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

My car is a lemon and I ve requested a meeting with a rep and haven t gotten it.

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

Purchased New or Used? New

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

I have been requesting a meeting with the chrysler rep since april 2008-it is october and still haven t had one. my car has numerous problems and has been in for service numerous times some for the same problem. I have met with the gm of the dealership, spoken with the service and parts manager and everyone is aware of the concern. I have been given the runaround and i ve had enough. I demand a meeting, I feel that my car is a lemon and I want it bought back and want my down payment as well.I have called the customer service number three times and my calls have been routed to India and the person on the line does not understand english enough to help me I guess and has never been able to even pull up my information. I do not understand why I am unable to speak with someone in the US. Please advise as to next step. I have been more than patient and my patience is running out. Thank you.

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

Route to tier 3.

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

* Writer spoke with Service Manager (SM) Skip Fabio.

SM said their biggest beef is that they haven t been able to sit down with the District Manager (DM). Mrs. Customer is a school teacher and not avaiable until after 4 PM.

SM said District Manager had tried to call her. Left a message that he would be on vacation last week and in Orlando this week.

* Writer left voice mail message for SM that CAIR would be sent. Writer left contact information, if needed, but did not require a call back.

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

Please bring this to the attention of your District Manager (DM) in an attempt to resolve customer s concern.

Please follow up with customer and update file with resolution.

REASSIGNED TO BC/DLR 66 26534 10/13/08 15:19 R 17965768

Dear :

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 your dealer. At this time, we would recommend that you stay in contact with your dealer. They are the best source for updates concerning the District Manager's schedule. Currently, the District Manager, also known as a Chrysler representative, is in Florida on business.

Thanks again for your email.

Customer reply:

The last attempt to contact him he was also in Florida. This has been going on for several months and I'm not sure what contacting the dealer is going to do. They have done nothing so far. When can I expect a resolution in this matter?

Email states:

Dear [REDACTED]: Thank you for your reply. I do not know when you will get a resolution.

Thanks again for your email.

* note: System indicates only 2 warranty repairs and they were non-related. STAR Case Id: 9695466 indicates new software version is expected for radio.

10/21. DM meets with owner. Owner states still existing concerns.

1) Drivers door when open leaks water on shoes when in rain. Proper drain system. NO repair. 2) Radio DVD doesn't work intermittently. Possible TSB (CD Update) to repair vehicle. 3) Interior lights come on, dashlights, and headlights go out. Dlr has yet to see for this concern. Dlr will inspect. 4) rear fascia is up.. DLR will reperform TSB to correct. No further concerns. Owner requesting replacement. DM declines. Chrysler to follow terms of warranty. c ak

Email states:

Dear [REDACTED]: Thank you for contacting the Chrysler Customer Assistance Center. Our system indicates the District Manager informed you that the vehicle would be repaired per the terms of the warranty.

Thanks again for your email.

Email states:

Dear [REDACTED]: Thank you for your reply. Nothing has changed since you met with the District Manager in October. Chrysler will continue to repair your vehicle per the terms of the warranty if and when a nonconformity is diagnosed by a Chrysler LLC authorized dealer. Thanks again for your email.

Email states:

Dear [REDACTED]: Thank you for contacting the Chrysler Customer Assistance Center. Lemon laws are regulated by state governments. To get information about your rights, contact your State Attorney General's Office. They will provide you with all the information that you will need. In addition, there should be a white and blue booklet with your Owner's Manual that explains how to go through the lemon law process. If you need your vehicle repaired, you need to take it to a dealer. If they need technical assistance, they can request it from Chrysler. Kyle C. May is from the Mailing Services department. Thanks again for your email.

* customer email:

I guess I'm not being clear. I know that, and about the booklet and I sent it what it said to send in to CHRYSLER. When should I expect to be contacted by CHRYSLER about this matter? They should care would think that this claim has been filed-or maybe not.

I am told they (dealership) have requested additional information since there is no district representative at this time. I have heard nothing back. If Kyle accepted the mail who did it go to next?

Again, I have gotten no helpful information. Is there someone who may be able to help me? Do I need to start a new email so that someone else will receive it? Do you know anything about my questions?

I will be writing the President or CEO of Chrysler to inform him of the lack of customer service from this email answering department as well as the district rep's lack of assistance at the time of his employment.

PLEASE, PLEASE PUT ME IN CONTACT WITH SOMEONE WHO CAN HELP ME!!!!!!!!!!!!!!!!!!!!!!

I will also be contacting an attorney in my area if I cannot get some assistance. I have been VERY patient and this is my last attempt.

** It has been documented that the District Manager (DM) has declined to replace vehicle, nothing has changed since she met with the SM and

warranty if and when a nonconformity is diagnosed by a dealer.

Email states:

Dear [REDACTED]: Thank you for contacting the Chrysler Customer Assistance Center. Sending a notification card to Chrysler to let us know of the problems you have been having is not the same as filing for the lemon law with your state. This is your contact from Chrysler. The District Manager previously reviewed the situation and nothing has changed. If and when a dealership diagnoses a nonconformity, Chrysler LLC will repair it per the terms of the warranty. If you are currently having a problem with your vehicle, we suggest that you take it to a dealer. Thanks again for your email.

Customer Assistance Inquiry Record (CAIR)#						18016710
VIN	2D8HN54PX	8R	Open Date	10/22/2008	Built Date	08/15/2007
Model Year	2008	Body	RTKP53	DODGE GRAND CARAVAN SXT WAGON		
In Service Dt	02/22/2008	Mileage	8,288	Dealer Zone	35	WASHINGTON
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PBL	MODERN BLUE PEARL COAT				
Engine	EGL	3.8L V6 OHV ENGINE				
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				
Dealer	60059	TRI STAR DCJ HUNTINGDON INC				
Dealer Address	9492 WILLIAM PENN HWY					
Dealer City	HUNTINGDON	Dealer State	PA	Dealer Zip	16652	
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	HESSTON PA				Country	UNITED STATES

Product - Electrical - Lamps and Switches - Defective - Default	Customer called in for Head Light.
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Customer called in and said that he took her vehicle first time for the problem of Head Light and they put the computer to find what the problem is, but couldn't find anything, second time when she took her vehicle at the dealership, she said that they kept her vehicle for 2 weeks and the dealership mechanic took a drive but even he failed to duplicate the problem

Customer said that she doesn't find her vehicle safe to drive and it's a new vehicle.

Customer said that last night she was driving and her kids were in and she said that it's very dangerous and she can have an accident.

Agent called the dealership 60059 and spoke with the Service Manager, Mr. Estright, and he said that they tried all possible tests and they still failed to fix the problem, he even said that they involved the star team.

Agent created D2D and also provided the cair number to the dealership. Agent informed same to the customer and even provided the cair number. REASSIGNED TO BC/DLR 35 60059 10/22/08 09:48 O 18016710
*Contact Date: 10/22/2008

Service Manager at the dealership has updated the Cair# 18016710
An appointment has been set with the customer.

10/23-DM reviewed complaint and the dealership has never verified owner complaint. DM advised the dealer to check the car out again and if no problems are found, the van has to be returned to owner. EAE

Customer called to talk to the senior manager. Agent transferred the call to T3 approved by SF309.

Customer said that her vehicle is having problem with the head light. She said that it is not safe to drive at the night. Customer would like her car fixed or car replaced. Writer called the dealer for further information. Dave the Service Manager said that they were driving 200 miles during night with customer's permission and were not able to duplicate the problem. Dave (SM) was told by his District Manager (DM) to release the vehicle back to the customer. Informed customer her file will be escalated to another department for review and they will receive a call back within 2-4 business days. Confirmed the customer's callback information. Reassigned to 82L.

Attempted to reach owner...Went to voice mail...Writer left message explained if there are any issues to bring this to the attention of local Chrysler dealership (SM Dave) as D.M. has been closely involved in offering assistance and direction.

11/5-DM has been involved directly with the dealership. DM has had the dealership keep and drive the vehicle and they have found NO PROBLEMS with the electrical system or head lights. They have driven it over 200 miles and cannot duplicate any problem or complaint. I advised the Svc. Mgr. on 11/3 to return the van to the owner as no problem was found. DM advised that if no problem is found or duplicated no work can be performed. EAE

Customer Assistance Inquiry Record (CAIR)#						18046096	
VIN	1C4GP45R9	4B [REDACTED]	Open Date	10/31/2008	Built Date	10/07/2003	
Model Year	2004	Body	RSYH52	CHRYSLER TOWN & COUNTRY FWD SWB WAGON			
In Service Dt	10/31/2003	Mileage	89,001	Dealer Zone	74	DENVER	
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH		Market	U	US	
Dealer	44950	ROY'S GRAND DODGE-CHRY-JEEP ON			LOCUST LLC		
Dealer Address	1803 SOUTH LOCUST ST						
Dealer City	GRAND ISLAND			Dealer State	NE	Dealer Zip	68801
Owner	[REDACTED]					Contact Type	TELEPHONE
Address	[REDACTED]					Home Phone	
	HENDERSON NE [REDACTED]					Country	UNITED STATES

Product - Electrical - Lamps and Switches - Defective - Default	complaining about the head lights
Referral - Tier Three - Default - Default - Default	wants chrysler to buy back the vehicle

****Begin structured narrative T2 - GOODWILL ESCALATION

What is the customer requesting from Chrysler?

buy back

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

out of warranty

Service contract (Chrysler or 3rd party) that would cover the repair?

no

Original owner? (yes/no) If no, purchased when?

no

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

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?

Service manager name?

NIC of team leader/floor walker who authorized escalation of caller?

YS72

****End structured narrative T2 - GOODWILL ESCALATION

Customer states that the lights are going bad because of the electric module. The dealers have fixed the problem and the customer does not feel that it is safe to drive the vehicle at night with out lights. Customer is very upset and wants Chrysler to buy back the vehicle or give him a different vehicle.

It is a safety concern customer states that. transfered to tier3.

Customer states that the headlights keep going out a night. Customer stated that this is an unsafe vehicle. Customer states that he has had the Module, daytime running lights replaced three time. Twice by other dealerships than Chrysler. VIP only has once at dealership 60342 HARBOR CHRYSLER, JEEP, DODGE on June 30, 2008 at 77,364 Miles. Writer told the customer will have to take this into a Chrysler dealership with his documentation. If they see this and the part is under warranty or there is something else is the issue then we can consider help on the repair. Also if he is not going to Chrysler for assistance a lemon law buy back may not be possible. Also he bought the vehicle used and the issue did

not start until just after the warranty ran out. Customer stated that he would talk his vehicle to dealership 44950 ROY S GRAND DODGE-CHRY-JEEP ON. Writer called the dealership and spoke to the SM John. Gave him the information and contact writer after he has looked over the issue and talked to the customer.

Writer called the dealership and spoke to Darren SA had he stated that the customer had made an appointment for this morning but had called and canceled. SA stated it could be due to weather.

John Kelley from Roys Grand Dodge Chrysler called to give DT354 information on this case for follow up. John found where the vehicle had the IPM (Intergrated power module) repair 3 times and has all invoice information stating this information, 1st and 2nd time at Harbor Automotive Group Chrysler, 3rd time at Tri County Automotives (independent auto place). John has the part #510296AC IPM part to fix vehicle currently. He has not received authorization yet to start working on vehicle. Customer paid diagnostic testing in the amount of \$69.50. John would like a contact back from DT354 to go over warranty cost information on the part, he was not sure what DT354 has offered to customer yet on this matter. Please contact John at the dealership (44950). Thank you.

Customer called for the same issue.

Agent transferred the call to tier 3 for further handling.

Authorized by JA917.

customer called for an update on his request for assistance. Writer contacted the dealer he stated that the problem was not repaired completely the previous three times.

As a one-time goodwill gesture, Chrysler will \$375.00 for repair.

Customer will be responsible for a co-pay in the amount of \$0.00.

Customer has had this repaired for the same problem 3 times before.

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 been informed of this decision. If not, please contact this customer and extend the goodwill offer as discussed.

Please update and close CAIR when complete.

To reach the above extension dial 1-800-992-1997. Once the menu begins enter your dealer code. Once you hear the start of the next menu enter the

extension followed by the # sign. Your call is then transferred to the entered extension.

#####

REASSIGNED TO BC/DLR 74 44950 11/14/08 15:38 R 18046096

Spoke to SM Jon. Part is on order and will be in on 11/18. SM will call customer when part is in. Repair will be covered by Chrysler as per narr. SM will update and close CAIR when repair is done.

*Contact Date:11/19/2008

Service Manager at the dealership has closed the Cair# 18046096

DCX goodwill repair is documented on Repair Order#179362

Request was reviewed with DM.

CAIR RETURNED FROM DEALER ON 11/19/2008 AT 04:44:930 R 18046096

Customer Assistance Inquiry Record (CAIR)#						18071417	
VIN	2A8HR54P6	8R	Open Date	11/10/2008	Built Date	11/08/2007	
Model Year	2008	Body	RTYP53	CHRYSLER TOWN & COUNTRY TOURING WAGON			
In Service Dt	12/26/2007	Mileage	16,001	Dealer Zone	63	DALLAS	
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US		
Color	PRH	INFERNO RED CRYSTAL PEARL COAT					
Engine	EGL	3.8L V6 OHV ENGINE					
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION					
Owner					Contact Type	TELEPHONE	
Address					Home Phone		
	ALBUQUERQUE NM				Country	UNITED STATES	

Product - Electrical - Navigation System - Unknown - Default	Customer alleges that the Nav System is bad
Product - Electrical - Lamps and Switches - Other - Default	Customer upset with the electrical system
Product - Body / Trim / Paint Finish - Body Hardware - Other - R. Door-Pass	Passenger door not working

called in and said that she is upset with the electrical system of the vehicle including the headlights, the navigation system is bad bad and the passenger door is not working accordingly. Customer wanted to speak to someone regarding Lemon Law. Agent reassigned the Cair to 85L and advised the customer that she will receive a call back soon.

Call back # .

+++++LL / BB / Arb Research + + + + +

1. What s does the customer say is wrong with the vehicle?

(Electrical system, passenger door, navigation system)

2. Was the vehicle purchased new or used?

(New)

3. Per the warranty history, how many repairs attempts are related to the customer s complaint/concern?

(4 repair attempts)

4. The number of Days out of service?

(Customer got his vehicle back from dealership on time)

5. Date of first related repair attempt?

(09/24/2008)

6. Mileage of first related repair attempt?

(13481)

7. Vehicle was purchased in what state?

(New Mexico)

8. Is this a safety state?

(No)

9. Has there been a Direct-to-Dealer CAIR previously sent?

(No)

10. Has there been any Business Center involvement?

(No)

11. Is the vehicle at a Chrysler/Dodge/Jeep dealer now?

(No)

Customer states that he is facing problem with Electrical system, Navigation system, Passenger door which is correct according to the previous documentations. Customer has visited 4 times to the dealership regarding these issues. Agent consulted with AM109 and reassigned the cair to AJC34.

Please answer #4 correctly. Also the total number of repairs are not all related to the navigation issue. Please adjust accordingly. This will not be sent to 82 zone if it does not meet the matrix criteria. Review D2D process for this one.

Customer called at the dealership to have a word with SM Jess Olona.
Agent tried connecting various times but reached the voice mail. Agent
will try calling the dealership tomorrow for creating the D2D.
Rectification of line 16 #number of days vehicle out of service is 8
days.

The vehicle did not qualify for Lemon Law. Agent reassigned the car to
BS604. Please get in touch with dealership and create a D2D and reassign
the car to dealership.

*****BS604*****

Agent called the dealership CASA CHRYSLER JEEP (26793) and spoke to
Mr.Olona (SM) and advised him that a Direct-to-Dealer will be sent. SM
said ok. Agent provided the Car # to the SM

DIRECT-TO-DEALER (Code=26793)

ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER

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

The vehicle has had 4 repair attempts. Agent called dealer and spoke to
Mr.Olona SM and informed that CAIR was being sent. Please update this
CAIR with resolution.

Customer contact information [REDACTED]

#####

REASSIGNED TO BC/DLR 63 26793 11/13/08 19:13 O 18071417

*Contact Date:11/21/2008

Service Manager at the dealership has updated the Car# 18071417

An appointment has been set with the customer.

Per SM Jeff at Casa 26793, he called the owner two different times and set
up the appointment for electrical concern. Owner did not show up on the bot
h appointments, on Nov14 and Nov 20. Owner needs to call the dealership and
set up the appointment for diagnosis.

Customer Assistance Inquiry Record (CAIR)#						18074355
VIN	2A8HR44H3	8R	Open Date	11/11/2008	Built Date	08/24/2007
Model Year	2008	Body	RTYH53 CHRYSLER TOWN & COUNTRY LX WAGON			
In Service Dt	10/05/2007	Mileage	23,000	Dealer Zone	35	WASHINGTON
Plant	R	WINDSOR ASSEMBLY PLANT		Market	U	US
Color	PBG	CLEARWATER BLUE PEARL COAT				
Engine	EGV	3.3L V6 OHV ENGINE				
Transmission	DFF	4-SPEED AUTOMATIC VLP 41TE TRANS				
Dealer	23245	NEWARK CHRYSLER JEEP INC				
Dealer Address	244 EAST CLEVELAND AVE					
Dealer City	NEWARK	Dealer State	DE	Dealer Zip	19711	
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	NORTH EAST MD				Country	UNITED STATES

Product - Engine - Unknown - Check Engine Lamp On/Flashing - Default	Check engine lights are coming on.
Product - Electrical - Unknown - Defective - Default	Customer is complaining about the electrical systems.
Corporate - Lemon Law - Default - Default - Default	Customer mentioned lemon law
Referral - Tier Three - Default - Default - Default	Customer seeks goodwill assistance.
Referral - Tier Two - Internal Escalation - Authorization - Default	Customer seeks vehicle replacement.

Customer called in and states that currently his vehicle is at 54194 dealership and vehicle was towed at the 54194 dealership on 11/08/08 because vehicle suddenly stopped on highway and vehicle was not drivable. Customer states that this is the 3rd time for the same problem. Customer states that the same problem was started in June and 2nd time it was in September and now this is the 3rd time for the same problem. Customer states that when he is driving at the speed of 70 miles per hour vehicle speed suddenly comes to zero and vehicle stops and further wont start and also the lights will come on. Customer states that there are electrical problems. Customer wants Chrysler to replace his vehicle for the same new 2008 CHRYSLER TOWN & COUNTRY LX WAGON. Agent informed the customer that his concerns are documented and provided the reference number and agent informed the customer that he will receive a callback from Chrysler regarding his case within 2-4 business days. Agent reassigned the case to 85L.

++++++LL / BB / Arb Research++++++

1. What s does the customer say is wrong with the vehicle?

Sudden stop

2. Was the vehicle purchased new or used?

New

3. Per the warranty history, how many repairs attempts are related to the customer s complaint/concern?

This is the first attempt

4. The number of Days out of service?

3 Days

5. Date of first related repair attempt?

11/11/08

6. Mileage of first related repair attempt?

23000

7. Vehicle was purchased in what state?

Maryland

8. Is this a safety state?

Yes

9. Has there been a Direct-to-Dealer CAIR previously sent?

No

10. Has there been any Business Center involvement?

No

11. Is the vehicle at a Chrysler/Dodge/Jeep dealer now?

Agent called the dealership and spoke to SM Kevin Morton, and the SM said this is the vehicle is at the dealership for the first time, but the dealership couldn't duplicate the problem and they are still working on the vehicle. Agent called the customer but as the customer was not available so left a voicemail message stating that the vehicle doesn't qualify for Lemon Law as this is the first repair attempt for the sudden stop problem on this vehicle, and the dealership is still working on the vehicle.

Customer called in and states that he was supposed to receive. Agent informed the customer that the vehicle is not qualified for lemon law. Customer states that he has repaired the vehicle 3 times.

Customer states that the dealership could not find the problem in the vehicle. Agent told the customer that Chrysler has spoken the dealership and they are working on it and the issue will be resolved. Agent asked the customer to callback for further assistance.

Ms. Charlotte stated the vehicle is only 9 months old and she has experienced several problems.

On July 10- start the car horn blared windshield wipers stopped, car didn't start

On July 14-driver to dealer break light came on vehicle towed to dealer

In Nov -all panel lights came on

On Dec 7- all lights went out while customer was driving in a lane where there were no street lights.

Checked for 3 days, took test drive for 30 miles but could not find out what is the problem. Customer also asked that is the vehicle under warranty. Agent advised that the electrical parts are covered for 12/12. Agent transferred the call to tier 3.

****Begin structured narrative T2 - TIER THREE REFERRAL

Transferred customer to T3 or Reassigned CAIR to

T3 in-basket ?insert in-basket #? per ? NIC ?.

****End structured narrative T2 - TIER THREE REFERRAL

Authorized by SB489.

Customer says dealership still can not duplicate the problem. Customer has indirectly said she wants a buyback and has mentioned Lemon Law.

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

Owner is seeking relief under state Lemon Law or

Customer Arbitration process. Customer is

requesting that Chrysler buyback the vehicle or fix it. 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.

Customer has had repeated stalling issue and dealerships have not been able to duplicate the problem.

REASSIGNED TO BC/DLR 35 54194 12/10/08 11:25 R 18074355

*****MIKELYN BUYS (ISG I2R OWNER RETENTION TASK FORCE TEAM) IS HANDLING CAIR...IF CUSTOMER SHOULD CALL, PLEASE HAVE THEM CONTACT MIKELYN DIRECTLY AT 888-542-7239 X464...THANKS*****

12/12/08: Spoke to Jason Ladd; Service Advisor at Tate DC 54194; Vehicle in for service 1 time on 11/11/08 for a stalling concern: Unable to duplicate Waiting on faxed RO 487558 from Jason. mb981

Spoke to Charlie Braunlich; Service Director at Antwerpen Motor Cars 23251;

12/15/08: Left voice mail for customer to call back regarding his ongoing no start/stalling concerns with vehicle. mb981

12/16/08: Received return call from customer's wife Charlotte via voice mail stating vehicle recently cut-off on them again while driving on IH95. Left voice mail for customer returning her call, also requesting a call back to discuss. mb981

12/16/08: Spoke to customer's wife Charlotte Mehosky; Customer is seeking to be taken out of vehicle due to ongoing stalling/no start and safety concerns with vehicle.

Customer states vehicle stalled on her this morning in the middle passing lane. She was able to get vehicle started, then a Policeman followed her to a safe side road. Policeman even gave her his Business card to have Chrysler call him if they had any questions regarding.

Vehicle first stalled in July 2008, but wasn't taken to a Dealership at that time. Second issue occurred in July 2008- All panel lights came on and vehicle stalled. Vehicle wouldn't restart until Tow truck arrived, but customer still had vehicle towed in to Advantage in Elkton, MD. Advantage wasn't able to duplicate concern. Third stalling issue occurred in November 2008- vehicle stalled 3 times in 1 night and was taken to Tate DJ, but they weren't able to duplicate concern either. Fourth and most recent occurrence was last week- Vehicle didn't stall, but all lights went out on vehicle, so she took vehicle in to Newark Chrysler in Newark, DE. Newark wasn't able to duplicate concern, but did replace a Tire light module for a Tire pressure light concern.

Customer feels vehicle is unsafe to drive, qualifies for Lemon Law and is seeking to be taken out of vehicle. Customer states a no start concern is an annoyance, but stalling is a safety concern, which is why she's terrified to drive vehicle and will hire an Attorney, if Chrysler doesn't offer to take her out of the vehicle.

Customer paid cash for vehicle and planned on keeping vehicle for several years like the Plymouth Grand Voyager they've had for over 9 years/100,000 miles with no problems...Writer will contact Newark and Advantage Chrysler for service history and then review customer's concerns/request to be taken out of vehicle with Chrysler and should be contacting customer by next week with a decision/further instructions from Chrysler- customer understood and stated that she won't be driving vehicle due to safety concerns while she is waiting for a decision from Chrysler. mb981

12/16/08: Made 3 attempts to contact Advantage Autoland Dealer 68525 (410) 392-5400 for customer's Service History and received no answer/voice mail. Customer previously stated Dealer was out of business.

Left msg with Yai, Title Clerk at Newark CJ for Service Dept to call back with Repair History on customer. mb981

12/16/08: Spoke to Robin, Service Advisor at Newark CJ; Vehicle was brought in 12/8 for a headlights went out/stalling concern. Dealer wasn't able to duplicate concern, but did replace WIN (Wireless Ignition Node) per STAR and returned vehicle back to customer 12/9...Waiting on faxed RO from Robin

Left voice mail for DM Bryan Lasater regarding CAIR; 3 separate Dealer's Dealers haven't been able to duplicate customer's intermittent stalling/no start concern, which is still occurring. Requested he review service history and advise regarding customer's request to be taken out of vehicle, as customer is afraid to drive vehicle as is and will seek Legal Counsel if Chrysler doesn't take her out of the vehicle. mb981

12/18/08: Spoke to DM Brian Lasater regarding CAIR, customer's disposition/request to be taken out of vehicle due to intermittent stalling/no start issues that haven't been duplicated as of yet. DM will review with Chrysler Tech's then call writer back with a decision/further instructions regarding. mb981

12/18/08: Received call from Dave, SM at Newark; Customer asked Dave to call writer for status on her case. Advised Dave that writer is waiting for a decision/further instructions from DM Brian regarding customer's Replacement request. Writer will touch base with customer and also call Dave, once a response has been received from DM Brian- Dave understood. Spoke to customer advising Chrysler should be calling back with a decision /further instructions by next week, which writer will forward to her at that time- customer understood and was very appreciative of writer's assistance with her situation/ mb981

12/18/08: Spoke to DM Brian; Brian updated CAIR 18175425 with Replacement

for MSRP difference, TTL and Doc fees with no usage/mileage fees assessed. Brian recommends that customer not be contacted with Replacement offer until Template has received final approval and a Replacement CAIR has been assigned to ISG for handling.

Brian also inquired about customer filing Lemon Law, so writer spoke to customer and he confirmed no Lemon Law/Legal process has been started at this time, since they want to give Chrysler a chance to make them an offer first. Advised customer that writer should be calling them next with a final decision from Chrysler regarding their Replacement request- customer understood.

Advised DM Brian of customer s Legal dispositionper above. Brian will submit Replacement Template and writer will contact customerwith a final decision, once a Replacment CAIR has been assigned to ISG for handling.

Customer Assistance Inquiry Record (CAIR)#						18118195	
VIN	2A8HR54P6	8R	Open Date	11/26/2008	Built Date	01/08/2008	
Model Year	2008	Body	RTYP53	CHRYSLER TOWN & COUNTRY TOURING WAGON			
In Service Dt	07/26/2008	Mileage	3,200	Dealer Zone	51	CHICAGO	
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US		
Color	PW1	STONE WHITE CLEAR COAT					
Engine	EGL	3.8L V6 OHV ENGINE					
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION					
Dealer	68363	LINCOLN LACY MOTORS					
Dealer Address	2774 N DOUGLASS ST						
Dealer City	MALDEN	Dealer State	MO	Dealer Zip	63863		
Owner		Contact Type	E-MAIL				
Address		Home Phone					
	BLOOMFIELD MO	Country	UNITED STATES				
<div>Product - Electrical - Power Sliding Door - Other - Passenger Side</div> <div>Customer experiencing problem with the doors</div>							
<p>***** EMAIL BRIEF DESCRIPTION CONTENT *****</p> <p>I am very unhappy with this vehicle it has had door problems which I have had to keep taking it in the shop for and now while driving during in the dark the lights stopped working which could have caused an accident.</p> <p>***** END EMAIL BRIEF DESCRIPTION CONTENT *****</p> <p>Purchased New</p> <p>***** BEGIN CUSTOMER EMAIL *****</p> <p>I have taken this van in for service several times for the door . It has had to be redone several times and still messes up. My three year old child was caught in the door and it still doesn t work correctly. And my head lights , turn signals etc. went out while driving in the dark this could have caused an accident which could have hurt my family(which includes five children)or someone else . Something needs to be done I have had this van since June and I have had nothing but regrets about buying it .</p> <p>***** BEGIN EMAIL RESPONSE *****</p> <p>Thank you for contacting the Chrysler Customer Assistance Center regarding your 2008 Chrysler Town & Country.</p> <p>We regret the inconvenience you have experienced and appreciate the time and effort you took to write to us.</p> <p>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.</p> <p>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 Chrysler website at (http://www.chrysler.com).</p> <p>If we can be of any assistance to you in the future, please feel free to contact us. We appreciate you and your business.</p> <p>Thanks again for your email.</p> <p>***** END EMAIL RESPONSE *****</p>							

Customer Assistance Inquiry Record (CAIR)#						18121535
VIN	2A8HR54P8	8R	Open Date	11/26/2008	Built Date	04/17/2008
Model Year	2008	Body	RTYP53	CHRYSLER TOWN & COUNTRY TOURING WAGON		
In Service Dt	06/07/2008	Mileage	8,000	Dealer Zone	71	LOS ANGELES
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PHF	DEEP CRIMSON CRYSTAL PEARL COAT				
Engine	EGL	3.8L V6 OHV ENGINE				
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				
Dealer	43320	CHRYSLER JEEP DODGE BELLEVUE				
Dealer Address	316 116TH AVENUE N E					
Dealer City	BELLEVUE	Dealer State	WA	Dealer Zip	98004	
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	ISSAQUAH WA				Country	UNITED STATES

Product - Brakes - Pads/Shoes - Other - Unknown	Customer experiencing problem with the brake pads modules.
Product - Body / Trim / Paint Finish - Interior Ornamentation/Mirrors - Other - Instrum't Panel-G. Box	Customer experiencing problem with the dashboard noise.
Product - Electrical - Lamps and Switches - Other - Default	Customer experiencing problem with the headlights.
Product - Suspension - Shock Absorbers / Struts - Noisy - Unknown	Customer experiencing problem with the noise.
Product - Body / Trim / Paint Finish - Seat Belts - Misaligned / Poor Fit - Default	Customer experiencing problem with the seat belt adjuster.
Product - Electrical - Power Sliding Door - Other - Driver Side	Customer experiencing problem with the sliding door panel.
Referral - Tier Three - Default - Default - Default	

Customer want to complain about the vehicle. Customer states that he got some problem with the fire wall before and he consulted dealership regarding that who repaired his vehicle and didn't welded it properly. Customer states that again he experiences problem with the noise and states that why dealership didn't resolve it earlier. Customer states that he is unhappy with the numerous problems and want to extend the basic warranty. Informed the customer that the manufacturing warranty can not be extended. Customer want to fix the vehicle or want Chrysler to buy back this vehicle. Agent informed that we need to speak with the dealership to know what's wrong with the vehicle. Agent called the dealership and spoke with the SA Neil who informed that the SA who worked on this case is on vacation. He also informed that the technician and the SM who worked on this vehicle is unavailable. He informed that they have done repair work on front suspension, dashboard, seat belt adjuster, slide door panel, and headlights. He added that they have also replaced brake pedal module in the vehicle and gone through TSB to Replace struts and shock. Neil also added that the vehicle was at their dealership from 19/11/08 to 25/11/08 and they have fixed this vehicle completely. At last he added that we need to speak with the SM Steve Wilson of silver team to know the exact concern. Informed the same to customer. Customer was unhappy and want to speak with the senior staff management. Customer is seeking commitment from Chrysler to extend the warranty as the problem is not resolved with his vehicle. Transferred to T3 for further

assistance. Approved by RP762.

Customer states that the his vehicle has been at the dealership for a week and had it back yesterday. Customer states that the problem still exist and he is afraid to have to pay out of pocket as soon as the car will run out of warranty. Customer requests an extended manufacturer warranty or Chrysler to Buy-back the vehicle. Customer requests also to speak to a Supervisor.

Writer called Dealer and spoke with Briant SA 43320. Briant could not give any information since Briant, the SA 43320 who s taking care of that case is not available till next Friday. Writer advised customer that Chrysler could not take any option in this case without speaking with the SA or the SM. Writer advised Customer to contact the Dealer on Friday and call us back.

Customer Assistance Inquiry Record (CAIR)#						18131145
VIN	2D8HN54PX	8R	Open Date	12/02/2008	Built Date	08/15/2007
Model Year	2008	Body	RTKP53	DODGE GRAND CARAVAN SXT WAGON		
In Service Dt	02/22/2008	Mileage	9,000	Dealer Zone	35	WASHINGTON
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PBL	MODERN BLUE PEARL COAT				
Engine	EGL	3.8L V6 OHV ENGINE				
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				
Dealer	60059	TRI STAR DCJ HUNTINGDON INC				
Dealer Address	9492 WILLIAM PENN HWY					
Dealer City	HUNTINGDON	Dealer State	PA	Dealer Zip	16652	
Owner					Contact Type	E-MAIL
Address					Home Phone	
	HESSTON PA				Country	UNITED STATES

Product - Electrical - Lamps and Switches - Defective - Default	Customer facing problem with her vehicle headlight.
Referral - Tier Three - Default - Default - Default	Customer facing problem with her vehicle headlight.

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

very unhappy with my 2008 grand caravan purchase. I have been to the dealer 9 times now...

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

Purchased New or Used? New

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

My case number is 18016710. I can not tell you my vin# cause my car is at TriStar again. My headlights were going out when I was driving. I have had it to the garage 4 times for that. It seems to be working?? but the blower motor on the van has been to the garage 7 times and still is not working. I have had it with the company and want someone to help me get my car fixed or get me a new one. I understand that the lemon law comes into effect after three trips to the garage? Can you assist me. I have ask the garage if I need to contact Chrysler again and they told that me you would just call triStar and tell them to fix the problems. At this point I don't want the car and would not recommend the product to anyone whom would ask my opinion. Help me please.. I am very dissatisfied..

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

Routed to Tier3 for further handling.

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

Writer reviewed previous CAIR which indicated District Manager (DM) involvement.

* Dave at dealer said they replaced TIPM for intermittent blower not working. No complaint about headlights.

Email states:

Dear : Thank you for contacting the Chrysler Customer Assistance Center about your Grand Caravan. Our system indicates the dealer contacted our technical assistance department. I contacted the dealer and was told they replaced the Totally Integrated Power Module (TIPM) last week. Please let us know if you have had any issues since then. Thanks again for your email.

Customer Assistance Inquiry Record (CAIR)#						18149512
VIN	2D8HN54P1	8R	Open Date	12/08/2008	Built Date	01/25/2008
Model Year	2008	Body	RTKP53	DODGE GRAND CARAVAN SXT WAGON		
In Service Dt	02/16/2008	Mileage	10,265	Dealer Zone	63	DALLAS
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT				
Engine	EGL	3.8L V6 OHV ENGINE				
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				
Dealer	44948	CECIL ATKISSON MOTORS				
Dealer Address	2601 SOUTH WATER					
Dealer City	BURNET	Dealer State	TX	Dealer Zip	78611	
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	BURNET TX				Country	UNITED STATES

Referral - Tier Two - Internal Escalation - Authorization - Default	Customer seeking Lemon Law assistance.
Product - Electrical - Power Sliding Door - Intermittent or Inoperative - Driver side	Customer states that the power sliding door has intermittent problems.
Product - Electrical - Unknown - Intermittent or Inoperative - Default	Customer states that the vehicle has intermittent problems.
Product - Air Conditioning / Heater - Blower Motor - Defective - Default	

Customer states that she wants to register a complaint against the vehicle. Customer states that the vehicle has repeating electrical failure problems. Customer states that the power sliding door has intermittent problems. Customer states that the driver side power sliding door pop opens suddenly. Customer states that electrical system has intermittent problems like sometimes the blinkers, headlights, radio, air-conditioning don't work. Customer states that the vehicle has been to the dealership 44948 almost 9 times for the same problems but the problem was not resolved. Customer states that the dealership was not able to duplicate the problem with the electrical system. Customer states that she wants to file Lemon Law and needs assistance regarding the same. Customer needs a call back on 512-636-0583 regarding the same. Agent informed customer that the concerned department would be contacting her in the next 3-4 business days. Customer agreed. Agent reassigned the CAIR to 85L for further handling.

***** SV422 85L *****

+++++LL / BB / Arb Research ++++++

1. What's does the customer say is wrong with the vehicle?

Electrical problem, Airconditioning, Power sliding door.

2. Was the vehicle purchased new or used?

New

3. Per the warranty history, how many repairs attempts are related to the customer's complaint/concern?

4 repairs for electrical

4. The number of Days out of service?

4 Days for electrical

Total 4 Days out of service.

5. Date of first related repair attempt?

02/28/2008

6. Mileage of first related repair attempt?

329 Miles

7. Vehicle was purchased in what state?

Texas

8. Is this a safety state?

Yes

9. Has there been a Direct-to-Dealer CAIR previously sent?

No.

10. Has there been any Business Center involvement?

No.

11. Is the vehicle at a Chrysler/Dodge/Jeep dealer now?

No.

'As per Texas state Lemon Law Matrix, this vehicle qualifies to send file to 82L for Handling' First sending to ajc34 for review.'

Customer called in with the same concern and informed the agent that she had been to the dealership 44948 for more than 9 times. Agent after confirming with SV422 found that there was some misunderstanding from his side and he informed that he will give a call back later to the customer.

Please add reason code.

Agent assigned the CAIR to 82L for further handling.

TELEPHONE CALL SEEKING LEMON LAW

12.10.08

** ATTENTION DISTRICT MANAGER *****

CUSTOMER PLANS ON PURSUING LEMON LAW

BASED ON NUMEROUS UNRESOLVED PROBLEMS & REPAIRS

THIS IS A FILE TO ALERT YOU IN CASE YOU D LIKE TO REVIEW BEFORE THIS OCCURS

PLEASE CALL CUSTOMER WITH CHRYSLER DECISION

Please call owner / dealer and try to resolve. wnh

12-10-08 d/m was contacted by s/m previously regarding this vehicle. s/m indicated that the dealer has looked at the vehicle for an electrical condition but has never once duplicated any concern. Based on the history this vehicle does not appear to meet the requirements for lemon law. d/m has already informed the s/m that the vehicle should be returned to the dealership and have the co-pilot installed to attempt to duplicate this concern. S/m is supposed to contact the owner and arrange for this to be done. bps1

The customer complains that the door does not close properly. Customer states that the electrical problem has been sorted out. Customer states that they had taken the vehicle for the concern for 6 times. Agent called up the dealership and talked to the SM. He states that they will involve DM for the same and resolve the problem.

Customer called in and stated that she is still facing problem with the door of the vehicle. Dealership told her that there is nothing else that can be done to this vehicle. Customer also said the field person refused to meet them as he is transferred to some other location, dealership offered her to exchange the vehicle but customer wants to speak with Chrysler first. Agent transferred the call to Tier 3.

*****transfer authorized by PA166*****

Owner is calling regarding her buyback request. Owner is requesting to speak with whoever will be taking over her buyback request from now on. Owner has been notified by the dealer that the DM will not be talking to them as he is being transferred to a different location. Owner advised owner to keep insisting with the dealership on this issue and request to speak with the new DM assigned to her case.

Customer Assistance Inquiry Record (CAIR)#						18172220
VIN	2A8HR44HX	8R	Open Date	12/15/2008	Built Date	11/01/2007
Model Year	2008	Body	RTYH53	CHRYSLER TOWN & COUNTRY LX WAGON		
In Service Dt	11/25/2007	Mileage	15,605	Dealer Zone	71	LOS ANGELES
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PBG	CLEARWATER BLUE PEARL COAT				
Engine	EGV	3.3L V6 OHV ENGINE				
Transmission	DFE	4-SPEED AUTOMATIC VLP 41TE TRANS				
Dealer	43012	CERRITOS DODGE INC				
Dealer Address	18803 STUDEBAKER ROAD					
Dealer City	CERRITOS	Dealer State	CA	Dealer Zip	90703	
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	ANAHEIM CA				Country	UNITED STATES

Product - Electrical - Body Wiring - Improper Installation/Missing - Default	customer states lemon law due to wiring on vehicle.
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Case 18172216

++++++LL / BB / Arb Research ++++++

1. What s does the customer say is wrong with the vehicle? head lamps, wipers, horn come on by them selves. doors lock and unable to get out of vehicle.

2. Was the vehicle purchased new or used? New 11/25/07

3. Per the warranty history, how many repairs attempts are related 3 to the customer s complaint/concern?

4. The number of Days out of service? unknown

5. Date of first related repair attempt? 11/2008

6. Mileage of first related repair attempt? unknown

7. Vehicle was purchased in what state? CA

8. Is this a safety state? unknown

9. Has there been a Direct-to-Dealer CAIR previously sent? yes

10. Has there been any Business Center involvement? unknown

11. Is the vehicle at a Chrysler/Dodge/Jeep dealer now? unknown

ATTENTION SERVICE MANAGER/DIRECTOR

Please arrange an inspection of customer s vehicle and review with your

District Manager to bring customer s concern to a final resolution.

Please make sure that the owner has been informed of the final resolution.

Also, please update and close CAIR.

#####

REASSIGNED TO BC/DLR 71 43012 12/15/08 19:42 O 18172220

T.L. will reassign to 82l

Reassign to Tracy Current DM

121908 dm requested information/history from Arman.

122208 dm spoke with Arman who states that Cerritos Dodge has repaired the customer s concern, and the vehicle is operating normally.

122208 dm called customer s phone number and female at residence gave customer s cell phone number to contact. Dm called Mr. Salinas who states that he had picked up vehicle and is driving it, and the vehicle is operating normally at this time. Mr. Salinas is pleased with followup.tal

Customer Assistance Inquiry Record (CAIR)#						18173981		
VIN	2D8HN54X9	8R	Open Date	12/16/2008	Built Date	03/28/2008		
Model Year	2008	Body	RTKP53	DODGE GRAND CARAVAN SXT WAGON				
In Service Dt	11/11/2008	Mileage	2,229	Dealer Zone	32	NEW YORK		
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US			
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT						
Engine	EGQ	4.0L V6 SOHC ENGINE						
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION						
Dealer	44033	FUCCILLO DODGE-CHRYSLER-JEEP						
Dealer Address	71 N MAIN ST							
Dealer City	ADAMS	Dealer State	NY	Dealer Zip	13605			
Owner					Contact Type	TELEPHONE		
Address					Home Phone			
	PHILADELPHIA NY				Country	UNITED STATES		
<table border="1"> <tr> <td>Product - Electrical - Lamps and Switches - Complete Failure - Default</td> <td>Vehicle loses power</td> </tr> </table>							Product - Electrical - Lamps and Switches - Complete Failure - Default	Vehicle loses power
Product - Electrical - Lamps and Switches - Complete Failure - Default	Vehicle loses power							

Customer states that its brand new vehicle and 3 times they had issue with no power at all. Customer states that no headlights turn signals not working, radio, and no windshield wiper. Customer states that this is ongoing issue and he needs to check what option are available. Agent checked that there are notes from Star team, hence agent called 44033 and tried to contact SM but could not get hold of anyone in service. Hence agent left voicemail for call back. Agent offered call back to customer on ()

REASSIGNED TO BC/DLR 32 44033 12/16/08 13:31 O 18173981

Outbound callAgent called 44033 and spoke to Rob SM and he states that this is 3rd time the vehicle has come to dealership. Rob states that they are unable to duplicate the issue. Rob states that they have kept vehicle at dealership overnight and was checked. Rob has spoken to DM and his technician gave some tips to fix it, but nothing is working. Agent created D2D and informed Rob about it. Agent called customer and left voicemail for call back.

Customer called back regarding the same. Agent was going through the document and the call was dropped.

Customer calling in for the same issue, agent informed that D2D has been sent to the dealership. Agent advised to contact the dealership for further updates on the vehicle.

*Contact Date:12/17/2008

General Sales Manager at the dealership has closed the Cair# 18173981

Vehicle operates properly and explanation has been provided to customer.

Request was reviewed with DM.

CAIR RETURNED FROM DEALER ON 12/17/2008 AT 03:08:302 R 18173981

Customer Assistance Inquiry Record (CAIR)#						18182999
VIN	2A8HR54P5	8R	Open Date	12/18/2008	Built Date	09/07/2007
Model Year	2008	Body	RTYP53	CHRYSLER TOWN & COUNTRY TOURING WAGON		
In Service Dt	12/31/2007	Mileage	8,015	Dealer Zone	32	NEW YORK
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				
Engine	EGL	3.8L V6 OHV ENGINE				
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				
Dealer	68277	CHRYSLER OF PARAMUS, INC.				
Dealer Address	234 ROUTE 4 EAST					
Dealer City	PARAMUS	Dealer State	NJ	Dealer Zip	07652	
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	ROCHELLE PARK NJ				Country	UNITED STATES

Product - Electrical - Lamps and Switches - Other - Default	
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Attention Service Manager New Jersey Lemon Law 10 Day Warning Letter.
 Please contact the Customer right away, so that they may present their
 vehicle for a final repair at your Dealership Service Dept. immediately.
 Also, please contact your DaimlerChrysler Tech Rep.
 Date Received Letter: 12/18/08
 owner alleges a/c inop
 owner alleges headlamps turn off while driving
 REASSIGNED TO BC/DLR 32 68277 12/18/08 13:35 O 18182999
 *Contact Date:12/31/2008
 Service / Parts Director at the dealership has closed the Cair# 18182999
 Warranty repair has been documented on Repair Order#6810
 CAIR RETURNED FROM DEALER ON 12/31/2008 AT 08:22:081 R 18182999

Customer Assistance Inquiry Record (CAIR)#						18231485
VIN	2D8HN54P0	8R	Open Date	01/07/2009	Built Date	08/25/2007
Model Year	2008	Body	RTKP53	DODGE GRAND CARAVAN SXT WAGON		
In Service Dt	09/19/2007	Mileage	19,934	Dealer Zone	66	ORLANDO
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PW1	STONE WHITE CLEAR COAT				
Engine	EGL	3.8L V6 OHV ENGINE				
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				
Dealer	45177	CLERMONT DODGE CHRYSLER JEEP, INC.				
Dealer Address	15859 SR 50					
Dealer City	CLERMONT	Dealer State	FL	Dealer Zip	34711	
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	DAVIE FL				Country	UNITED STATES

Recall - H30: REMOTE KEYLESS ENTRY TRANSMITTER - Information Request	CAC provided the recall information
Product - Electrical - Unknown - Intermittent or Inoperative - Default	Dash light keeps on
Product - Electrical - Wipers / Washers - Intermittent or Inoperative - Unknown	Front & rear would not working properly
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Headlight would not turn on
Product - Electrical - Horn - Intermittent or Inoperative - Default	Horn would not working properly
Product - Unknown - Unknown - Stalling - Default	Stalling problem

Customer called in to file the problem in his vehicle. Customer had taken the vehicle to the dealership # 45177 and the dealership had involved the STAR to fix the problem, the dealership couldn't duplicate the problem. Customer states that the problem was with wiper, head light, horn, the dash board light come on and the vehicle has stalling problem. Customer calls seeking recall information. Advised the customer of incomplete recall ?recall #H30? for this vehicle. Customer was advised to contact a Chrysler, Dodge, or Jeep dealer to schedule an appointment to complete recall repair. CAC documented the concern.

Customer Assistance Inquiry Record (CAIR)#						18234403
VIN	2A8HR64X5	8R	Open Date	01/08/2009	Built Date	09/10/2007
Model Year	2008	Body	RTYS53	CHRYSLER TOWN & COUNTRY LIMITED WAGON		
In Service Dt	10/29/2007	Mileage	16,000	Dealer Zone	32	NEW YORK
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT				
Engine	EGQ	4.0L V6 SOHC ENGINE				
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				
Dealer	68596	TOWN & COUNTRY JEEP CHRYSLER DODGE				
Dealer Address	3156 HEMPSTEAD TPKE					
Dealer City	LEVITTOWN	Dealer State	NY	Dealer Zip	11756	
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	HAUPPAUGE NY				Country	UNITED STATES

Recall - H30: REMOTE KEYLESS ENTRY TRANSMITTER - Advise Owner/Incomplete Recall	Custoemr informed of the recall.
Product - Electrical - Unknown - Defective - Default	Customer facing a problem with the electrical system.
Product - Unknown - Unknown - Stalling - Default	Customer facing a problem with the vehicle.
Product - Body / Trim / Paint Finish - Air Bag - Install Air Bag On/Off Switch - Both Air Bags	air bag switch was install
Product - Engine - Unknown - Defective - Default	engine died
Product - Fuel System - Fuel Tank - Defective - Default	fuel system not working
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	head lights not working
Product - Electrical - Navigation System - Unable To Receive Signal - Default	navigation system not working

Customer called and asked for a supervisor.

*****Call taken by LL679*****

Customer called and says that the vehicle has a problem with the electrical system. Customer says that in the last 2 days he had a problem 3 times. Earlier also the vehicle was at the dealership 68596 for a airbag concern and the vehicle was there for a month s time. Now the dealership is not able to duplicate the issue and has kept the vehicle for the last 2 days. Earlier the dealer had upgraded the system. Customer is looking for some options from Chrysler like a replacement. Agent reassigned the cair to 85L.

SV 422 85 L

++++++LL / BB / Arb Research++++++

1. What s does the customer say is wrong with the vehicle?
electrical System and Airbags

2. Was the vehicle purchased new or used? New.

3. Per the warranty history, how many repairs attempts are related to the customer s complaint/concern?

2 Repairs for electrical.

2 Repairs for airbag.

4. The number of Days out of service?

3 days for electrical.

22 days for airbag.

Total 25 Days.

5. Date of first related repair attempt? 02/25/2008

6. Mileage of first related repair attempt? 4679 miles.

7. Vehicle was purchased in what state? New York.

8. Is this a safety state? No.

9. Has there been a Direct-to-Dealer CAIR previously sent? No.

10. Has there been any Business Center involvement? No.

11. Is the vehicle at a Chrysler/Dodge/Jeep dealer now? No.

As per New York state lemonlaw matrix the vehicle does not qualify for lemon law. Agent called the customer and left a voice mail informing him about the same.

Customer called in for the same issue. Agent informed the customer that according to New York Lemon Law Matrix the vehicle does not qualify for lemon law. Customer stated that there was a snow fall and the fuel system is not working, engine died, navigation system stopped working as showing different manuals and head light turned off. The vehicle is at the dealership for the diagnose. Customer also stated that the air bag switch was installed earlier.

Agent advised the customer to call us back after the diagnoses. Customer agreed. Agent provided the reference number.

Customer Assistance Inquiry Record (CAIR)#						18242383
VIN	2D8HN54X1	8R	Open Date	01/12/2009	Built Date	01/02/2008
Model Year	2008	Body	RTKP53	DODGE GRAND CARAVAN SXT WAGON		
In Service Dt	04/01/2008	Mileage	9,500	Dealer Zone	71	LOS ANGELES
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				
Engine	EGQ	4.0L V6 SOHC ENGINE				
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				
Dealer	45381	SUSANVILLE AUTO CENTER				
Dealer Address	937 MAIN ST					
Dealer City	SUSANVILLE	Dealer State	CA	Dealer Zip	96130	
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	SUSANVILLE CA				Country	UNITED STATES

Product - Body / Trim / Paint Finish - Interior Ornamentation/Mirrors - Other - Instrum't Panel-G. Box	Customer is facing problem with the dashboard.
Product - Electrical - Lamps and Switches - Other - Default	Customer is facing problem with the headlights and switches.
Product - Air Conditioning / Heater - Housing / Heater Core - Other - Default	Customer is facing problem with the heater.
Product - Electrical - Radio/Spkrs/Clock/Antenna - Other - Default	Customer is facing problem with the radio

Customer called in and was experiencing problem with the vehicle. Customer said that has problem with the headlights, they dont work properly. Customer also said that the problem is with the radio and the entire dashboard is not working. Customer also has problem with the heater. He had visited the dealership many times and is worried that the problem should not arise again with the vehicle. Customer is not happy with the vehicle and wants the concern to be documented. Agent informed that the concern has been documented and provided the reference number.

Customer Assistance Inquiry Record (CAIR)#						18243179	
VIN	2C4GP54L9	4R	Open Date	01/12/2009	Built Date	09/29/2003	
Model Year	2004	Body	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB			
In Service Dt	12/29/2003	Mileage	39,129	Dealer Zone	51	CHICAGO	
Plant	R	WINDSOR ASSEMBLY PLANT		Market	U	US	
Dealer	64540	ISAKSON MOTOR SALES INC					
Dealer Address	3530 NORTH HOBART ROAD						
Dealer City	HOBART			Dealer State	IN	Dealer Zip	46342
Owner						Contact Type	TELEPHONE
Address						Home Phone	
	LAKE STATION IN					Country	UNITED STATES

Product - Wheels and Tires - Wheels - Other - Front-Driver	Customer facing problem with the front wheels.
Product - Engine - Unknown - Other - Default	Customer is facing problem with the engine.
Product - Electrical - Lamps and Switches - Other - Default	Customer is facing problem with the headlights.
Referral - Tier Three - Default - Default - Default	Customer wanted to speak with US agent.

Mr. [REDACTED] called in and was facing many problems with the vehicle. Customer had visited the 64540 dealership and was informed that the repair works will not be covered under warranty. Customer is upset and wants to speak with someone in US. Agent transferred the call to tier 3. Approved by SR882.

****Begin structured narrative T2 - TIER THREE REFERRAL

Transferred customer to T3 or Reassigned CAIR to transferred to tier 3

T3 in-basket ?insert in-basket #? per ? NIC ?.

SR882

****End structured narrative T2 - TIER THREE REFERRAL

Customer wanted to talk the factory representative. Customer many issues. Writer said he can not speak with a factory representative about this issue. Vehicle is at the dealership 64540. Customer stated that when he bought the vehicle he was told everything but the tires were covered. Writer stated that is not the facts. Explained SC and they do not cover everything they stated. Writer stated that we will need to get the diagnose and see what is not covered under the warranty. How many times the same thing has been repaired and what Chrysler maybe able to assist with. Customer or SM will call when diagnose is finished. Writer called the dealership and spoke to the SAM Tim. SAM stated that they could not find any issues with the knocking when started cold and could not find any rough idle issues. Rattle in front axle they replaced two bushings. Headlight issues said to be when the front wheels spinning of ice and nothing could be found wrong. Front window regulator replaced, Right sliding door motor assembly replaced. Tightened bolt on rear door hinge, replaced transmission fuel pack and heater tube assembly. SM stated that all was covered under the SC.

Customer Assistance Inquiry Record (CAIR)#						18296999
VIN	2A8HR54P6	8R	Open Date	01/29/2009	Built Date	12/04/2007
Model Year	2008	Body	RTYP53	CHRYSLER TOWN & COUNTRY TOURING WAGON		
In Service Dt	03/22/2008	Mileage	10,150	Dealer Zone	35	WASHINGTON
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT				
Engine	EGL	3.8L V6 OHV ENGINE				
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				
Dealer	60220	POHANKA CHRYSLER DODGE OF LEESBURG				
Dealer Address	219 CATOCTIN CIR SE					
Dealer City	LEESBURG	Dealer State	VA	Dealer Zip	20175	
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	LEESBURG VA				Country	UNITED STATES

Product - Electrical - Unknown - Defective - Default	Customer is complaining about the entire electrical system.
Product - Electrical - TV/DVD - Complete Failure - Audio	Customer states that the DVD is not working.

Customer called in stating that the electrical system goes dead and there would be no turn lights, head lights, no windshield wipers etc. Customer states that the whole electrical system goes dead. Customer states that he has been to the dealership four times for the same problem but still the problem is not resolved. Customer alleges that it s a safety concern. Writer empathized with the customer and informed him that he would have to talk to the dealership. Customer states that the dealership advised him to get in touch with CCAC. Writer called the dealership and talked to the Greg-SM and he stated that the customer was at their dealership four times for an electrical issue and they have tried their best to resolve the issue. SM states that last time they even drove the vehicle for 10 miles and there was no problem. Writer informed the SM about the electronic file being sent in this regards and requested him to get in touch with the DM. SM agreed. Writer forwarding an electronic file. Customer also states that the DVD is not working and the dealership has ordered the part.

DIRECT-TO-DEALER (Code=60220)

ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER

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

The vehicle has had ?04? repair attempts and has been out of service for a total of ?07? days for ?Electrical system failure?.

Agent called dealer and spoke to ?Greg-SM?, informed that CAIR was being sent. Please update this CAIR with resolution.

CUSTOMER CONTACT INFORMATION:

#####

REASSIGNED TO BC/DLR 35 60220 01/29/09 15:28 O 18296999

1/29/09 Service Director (SD), Drake called regarding above. Owner is refusing to bring the vehicle back to the dealer. Owner assumes Chrysler is going to repurchase or replace the vehicle. Advised SD of the above information. File has been forwarded to dealer and Business center for further review. SD needs to review the owner s concerns with his DM for a resolution.

2/9/09 - DM called and spoke SM Drake. Vehicle has been dropped off for

inspection. SM will inspect vehicle and call Tech Advisor is necessary.
KJK51
2/11/09 - DM called customer and explained that the vehicle is in for a
final repair attempt. Tech Advisor is involved and will advise DM of
needed repair. KJK51

Customer Assistance Inquiry Record (CAIR)#						18308954
VIN	2A8HR64X9	8R	Open Date	02/03/2009	Built Date	04/23/2008
Model Year	2008	Body	RTYS53	CHRYSLER TOWN & COUNTRY LIMITED WAGON		
In Service Dt	10/17/2008	Mileage	1,016	Dealer Zone	66	ORLANDO
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				
Engine	EGQ	4.0L V6 SOHC ENGINE				
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				
Dealer	66732	GALEANA CHRYSLER JEEP INC				
Dealer Address	14375 S TAMIAMI TRAIL					
Dealer City	FT MYERS			Dealer State	FL	Dealer Zip 33912
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	CAPE CORAL FL				Country	UNITED STATES
Product - Electrical - Body Control Module - Intermittent or Inoperative - Default				Vehicle has random bus/module failure		

Customer has been in multiple times for a random bus/module failure. Vehicle will randomly 'go crazy'. Dashlights flash, wipers/headlights turn on and off, seats move back and forth, and windows go up and down. Customer bought vehicle for long trips with wife and 2 young kids. Customer no longer feels safe after several failed attempts to fix the problem. DM met with customer to address concerns. DM agreed to put the customer in a new vehicle. Corporate holiday break and christmas travel plans prevented the option of a replacement request agreeable to customer. To prevent customer from purchasing a vehicle from another manufacturer, DM agreed to the customer buying a new Town & country from same dealer, and repurchasing the original vehicle when holiday break was over.

Customer Assistance Inquiry Record (CAIR)#						18312602
VIN	2A8HR54P2	8R	Open Date	02/04/2009	Built Date	05/14/2008
Model Year	2008	Body	RTYP53	CHRYSLER TOWN & COUNTRY TOURING WAGON		
In Service Dt	09/15/2008	Mileage	3,500	Dealer Zone	51	CHICAGO
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT				
Engine	EGL	3.8L V6 OHV ENGINE				
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				
Dealer	65062	PALMEN MOTORS INC				
Dealer Address	5431-75TH STREET					
Dealer City	KENOSHA	Dealer State	WI	Dealer Zip	53142	
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	KENOSHA WI				Country	UNITED STATES

Product - Electrical - Unknown - Other - Default	Customer states wipers, headlights, dashlights and MyGig inop
--	---

2/3/09 Writer contacted by SM Mike Prescott. SM states customer in for fourth repair for wipers, dashlights, headlights and MyGig concern. Customer advises confidence lost in vehicle. Writer advised S
SM offer of replacement vehicle, customer responsible for difference MSRP to MSRP, tax on difference and Mileage charge of \$.30 per mile at time of offer acceptance. Advised SM to please recontact writer for verification of acceptance within one week. CCS

Customer Assistance Inquiry Record (CAIR)#						18321276	
VIN	1D8HN44H1	8B	Open Date	02/06/2009	Built Date	12/03/2007	
Model Year	2008	Body	RTKH53	DODGE GRAND CARAVAN SE WAGON			
In Service Dt	02/27/2008	Mileage	10,000	Dealer Zone	51	CHICAGO	
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH		Market	U	US	
Color	PKG	LIGHT SANDSTONE MET. CLEAR COAT					
Engine	EGV	3.3L V6 OHV ENGINE					
Transmission	DFF	4-SPEED AUTOMATIC VLP 41TE TRANS					
Dealer	42068	ALL STAR DODGE CHRYSLER JEEP					
Dealer Address	11503 SAINT CHARLES ROCK RD						
Dealer City	BRIDGETON			Dealer State	MO	Dealer Zip	63044
Owner						Contact Type	TELEPHONE
Address						Home Phone	
	SAINT LOUIS MO					Country	UNITED STATES

Product - Electrical - Power/Engine Control Module - Intermittent or Inoperative - Default	reoccurring problem with the control module
Referral - Tier Two - Internal Escalation - Authorization - Default	seeking replacement vehicle
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	the lamp and switches are not working

The customer seeking wants Chrysler to buy back the vehicle, the customer alleges that the head lamps and the turning blinker are working, the power door and sliding door were also not working, the dealership replace the control module, after some days all the lights on the dash were on, the dealership fixed it but it occurred again, dealership said that they cannot duplicate the module which has a problem, the customer is not feeling safe to drive vehicle. The customer wants a replacement vehicle, STAR involved, but no D2D is send.

Contact no:

Customer wanted to know the status of the lemon law.

Agent informed the customer that the lemon law department is still working on the case and they will call back. Customer agreed.

++++++LL / BB / Arb Research++++++

1. What s does the customer say is wrong with the vehicle?

Control modules, lamps and switches having problem.

2. Was the vehicle purchased new or used?

Yes.

3. Per the warranty history, how many repairs attempts are related to the customer s complaint/concern?

* 1 repair attempt for control module issue.

4. The number of Days out of service?

* 2 days out of service for control module issue.

5. Date of first related repair attempt?

01/12/2009.

6. Mileage of first related repair attempt?

9685 Miles.

7. Vehicle was purchased in what state?

Missouri State.

8. Is this a safety state?

No.

9. Has there been a Direct-to-Dealer CAIR previously sent?

No.

10. Has there been any Business Center involvement?

No.

11. Is the vehicle at a Chrysler/Dodge/Jeep dealer now?

Yes.

As per Missouri State lemon law matrix this vehicle does not qualify for lemon law. In order to qualify for lemon law this vehicle should have 4 repair attempts or 30 business days out of service. Agent called the customer at [REDACTED] and spoke with Ms. [REDACTED]. Agent informed the customer that the vehicle does not qualify for lemon law due to above mentioned reasons. Agent informed the customer that she needs to get in touch with the dealership for further assistance. Customer agreed.

Customer Assistance Inquiry Record (CAIR)#						18328031
VIN	2D8HN54X0	8R	Open Date	02/09/2009	Built Date	05/23/2008
Model Year	2008	Body	RTKP53	DODGE GRAND CARAVAN SXT WAGON		
In Service Dt	08/29/2008	Mileage	3,000	Dealer Zone	74	DENVER
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PW1	STONE WHITE CLEAR COAT				
Engine	EGQ	4.0L V6 SOHC ENGINE				
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				
Dealer	68280	WOODHOUSE CHRYSLER JEEP DODGE				
Dealer Address	2171 SOUTH HWY 30					
Dealer City	BLAIR	Dealer State	NE	Dealer Zip	68008	
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	OMAHA NE				Country	UNITED STATES

Product - Electrical - Wipers / Washers - Defective - Unknown	Customer complains about windshield wiper problem.
Product - Electrical - Power Hatch/Deck Lid - Intermittent or Inoperative - Default	Customer complains the doors and deck lid inoperative.
Product - Electrical - Lamps and Switches - Defective - Default	Customer complains the head light goes off.
Product - Electrical - Unknown - Defective - Default	Customer complains the whole electrical system in the vehicle.
Product - Drivability - Unknown - Stalling - Default	Customer states the vehicle stalls or won't start.
Referral - Tier Two - Internal Escalation - Authorization - Default	Customer wants Chrysler to replace the vehicle.

Customer called and states that she wants Chrysler to replace the vehicle though she likes it as it is not safe to drive due to electrical problems. Customer complains about head light problem, wiper problem, doors and deck lid inoperative, vehicle stalls or won't start. Customer states that there is a problem with the whole electrical system on the vehicle. Customer wants Chrysler to replace the vehicle with the same type and color.

Agent reassigned the cair to 85L.

Agent informed the customer that she would be contacted by our special department within 2-4 business days. Phone numbers in Coin can be used to contact the customer.

Latonya Solomon is handling CAIR. If customer calls, please direct them to Latonya at 1-800-215-6230 x520. Thanks.

02/11/09 Spoke with Nat (SM) at Woodhouse Chrysler Plymouth Dodge. He advised that vehicle has been repaired. Vehicle was experiencing a number of electrical issues and was stalling or not starting. The controlhead/heater was replaced and corrected all issues. Customer was placed in a rental through Hertz. Ron Koch is the DM.

Left a message for , requesting a callback to confirm with customer that last servicing corrected all issues and advised her to test drive the vehicle for a week to confirm.

2/13/09 Received a voicemail from advising that vehicle is still at Woodhouse. Called SM back to confirm, he advised that customer notified them of some additional concerns so they are still working on the vehicle SM thinks vehicle maybe be ready on Monday. Advised him that I would call back on Monday to confirm.

2/16/09 Called Woodhouse, Matt (SM) was not available. Spoke with Mike (AM) he advised that vehicle has been picked up & transferred me to Chad (Svc Tech) to get a fax copy of RO's.

Left Allison a message requesting a call back.

2/18/09 Returned [REDACTED] call; requested alternate number of contact and or callback. Advised that I would try to reach her later this afternoon as well. LS _

2/18/09 Spoke with [REDACTED], advised her that I would contact her back on 2/27 to verify that vehicle is still performing well. LS

2/27/09 Spoke with [REDACTED], customer advised that vehicle is performing well. Some guys from Woodhouse went to customer's job to repair dash. Advised the customer if she is experiencing any issue in the future please please contact the dealership. Closing CAIR. LS

5-11-09-DM spoke with customer re: vehicle. Customer states problems with vehicle have acted up again. Customer feels there is something really wrong with electrical system. Headlights go off, wipers stay on, doors operate erratically, etc. Vehicle has been in 5 times for electrical issues and qualifies for Lemon Law. DM offered customer repair with TA assist and CSC WRAP contract or Replacement MSRP to MSRP with 20 cent/mile usage fee on 7500 miles. Customer chose to have vehicle repaired with additional coverage. DM will contact dealer and TA to get repair set up. sfw2

Vehicle has been repaired for a month and it appears the electrical concerns are fixed. As stated, the customer accepted the CSC max care wrap contract in lieu of a replacement vehicle. DM forwarding CSC contract for activation. sfw2

Contract code LPM50N Lifetime Max care \$50 deduct. Dlr net \$\$1,965 sfw2

6/19/09 - Denver BC has ordered above contract as goodwill towards this customer. Goodwill contracts are not transferable & have no cash value to the customer. CSC #34234939 crp1

Customer Assistance Inquiry Record (CAIR)#						18338411
VIN	2A8HR54P6	8R	Open Date	02/12/2009	Built Date	10/23/2007
Model Year	2008	Body	RTYP53	CHRYSLER TOWN & COUNTRY TOURING WAGON		
In Service Dt	04/10/2008	Mileage	11,000	Dealer Zone	51	CHICAGO
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PBG	CLEARWATER BLUE PEARL COAT				
Engine	EGL	3.8L V6 OHV ENGINE				
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				
Dealer	45002	JUNGE CENTER POINT				
Dealer Address	1001 FORD LN					
Dealer City	CENTER POINT	Dealer State	IA	Dealer Zip	52213	
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	CENTER POINT IA				Country	UNITED STATES

Referral - Tier Two - Internal Escalation - Authorization - Default	The customer wants Chrysler to buy back the vehicle.
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	The head and the turn lights are inoperative.
Product - Air Conditioning / Heater - Unknown - Defective - Default	The heater fans are defective.
Product - Electrical - Radio/Spkr/Clock/Antenna - Intermittent or Inoperative - Default	The radio is inoperative.
Product - Suspension - Torsion / Sway Bars - Worn - Unknown	The sway bar bushings are defective.

The customer called in stating that the vehicle is experiencing multiple electrical problems The vehicle has been to the almost 12 times for the radio problem, the way bar bushings has been replaced almost 12 times, the heater fans were worked upon, the turn signals are not working, the head lights were replaced twice, the tail lights are inoperative. The customer is very frustrated with the vehicle and the vehicle is at the dealership. The customer wants Chrysler to buy back the vehicle. Agent reassigned the CAIR to 85L and informed the customer that he will receive a call back within 3-4 business days.

++++++LL / BB / Arb Research++++++

1. What s does the customer allege is wrong with the vehicle?

Customer states the head and turn lights are inoperative, radio is inoperative, the sway bar bushings and the heater fans are defective.

2. Was the vehicle purchased new or used?

New

3. Per the warranty history, how many related repairs have there been?

4 times for the radio

1 time for the overhead console

1 time for the front suspension strut

4. Number of days out of service?

20 days for the navigation system on 12/03/08

8 days for the satellite radio on 11/11/08

20 days for the overhead console on 10/16/08

6 days for the radio on 10/10/08

1 day for the radio on 09/25/08

15 days for the front suspension strut on 07/10/08

Total 70 days out of service.

5. Date of first related repair attempt?

07/10/08

6. Mileage of first related repair attempt?

4321

7. This vehicle was purchased in what state?

Iowa

8. Is this a safety state?

Yes

9. Has there been a Direct-to-Dealer CAIR previously sent?

No

10. Has there been any Business Center involvement?

No

11. Is the vehicle currently at an authorized dealer?

No

12. Does the condition described by the customer still exist?

Yes

As per state Lemon Law Matrix, this vehicle qualifies to send file to 82L for Handling, First sending to AJC34 for review.

ok to send to 82L.

Agent is reassigning the CAIR to 82L.

DOM reviewed and as a satisfaction measure to this customer, has authorized a replacement to be negotiated by ISG.

2/16/09 Per RAC55 case forwarded to ISG for replacement.

Customer Assistance Inquiry Record (CAIR)#						18353581
VIN	2A8HR54P2	8R	Open Date	02/18/2009	Built Date	08/13/2007
Model Year	2008	Body	RTYP53	CHRYSLER TOWN & COUNTRY TOURING WAGON		
In Service Dt	08/27/2007	Mileage	15,000	Dealer Zone	35	WASHINGTON
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PRH	INFERNO RED CRYSTAL PEARL COAT				
Engine	EGL	3.8L V6 OHV ENGINE				
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				
Dealer	42411	TRI-STAR CHRYSLER MOTORS INC				
Dealer Address	TRI-STAR PLAZA			930 ROUTE 22 WEST		
Dealer City	BLAIRSVILLE	Dealer State	PA	Dealer Zip	15717	
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	RURAL VALLEY PA				Country	UNITED STATES

Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	No electric item works
Referral - Tier Three - Default - Default - Default	On going issue
Product - Electrical - Wipers / Washers - Intermittent or Inoperative - Unknown	Wipers do not function

****Begin structured narrative T2 - TIER THREE REFERRAL
Transferred customer to T3 or Reassigned CAIR to
Transferred
T3 in-basket ?insert in-basket #? per ? NIC ?.
NA
****End structured narrative T2 - TIER THREE REFERRAL
*****PLEASE REFER TO CAIR NUMBER-18200922 *****
Customer states that the its an on going issue since the time she brought the vehicle. The headlights,tail lights, turn signal do not function .
Customer very unhappy and D2D also sent but still no resolution. Agent transferred call to t3 approved by **RP777**
REASSIGNED TO BC/DLR 35 42411 02/18/09 13:34 R 18353581
Customer is frustrated that the issue with the electrical problem has not been taken care of. The customer states the dealership has done everything they can think of to fix the issues, but have not been able to duplicate the issue. Agent called the dealership, 42411, (phone number is 7243499020) and requested to speak with the SM, Joey, concerning the customer s issues.
DIRECT-TO-DEALER #####
ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER
Please follow your Business Center guidelines in an attempt to resolve this customer s concern(s). If needed, seek assistance from your District Manager, Business Center or STAR. The vehicle has had ?15? repair attempts and has been out of service for a total of ?fourteen? days for ?unresolved intermitten electrical issues?. Agent called dealer and spoke to ?Joey?, informed that CAIR was being sent. Please update this CAIR with resolution.

waiting for svc mgr answer
owner never showed up for appt. dealer stated that this second owner bought this car from and independent and had found out that it was wrecked. dealer has not verified any warrantable defects.

Customer Assistance Inquiry Record (CAIR)#						18357095
VIN	2A8HR64X5	8R	Open Date	02/19/2009	Built Date	09/10/2007
Model Year	2008	Body	RTYS53	CHRYSLER TOWN & COUNTRY LIMITED WAGON		
In Service Dt	10/29/2007	Mileage	17,500	Dealer Zone	32	NEW YORK
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT				
Engine	EGQ	4.0L V6 SOHC ENGINE				
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				
Dealer	68596	TOWN & COUNTRY JEEP CHRYSLER DODGE				
Dealer Address	3156 HEMPSTEAD TPKE					
Dealer City	LEVITTOWN	Dealer State	NY	Dealer Zip	11756	
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	HAUPPAUGE NY				Country	UNITED STATES

Product - Air Conditioning / Heater - Housing / Heater Core - Inadequate Heating - Default	Alleges that the heating system has a problem.
Referral - Tier Three - Default - Default - Default	Wants to speak to a US agent.

Customer called in with reference number 18234403. Customer alleges that he wants to speak to a US agent. Customer alleges that he is facing problems with the heating system. Agent transferred the call to Tier 3. Approved by IY10.

Customer called saying that his vehicle is having numerous problems related with the electrical and the vehicle has been at the dealer for 4 times since he bought the car. He is requesting to replace his vehicle or get the full refund what he paid when he purchased the vehicle.

ATTENTION SERVICE MANAGER/DIRECTOR

Owner is requesting that their vehicle be repurchased or replaced.

This CAIR is being assigned to your dealership for further handling and review with your District Manager and/or Business Center in an attempt to resolve customer's concern. The information below was compiled based on corporate records. Please contact this customer with next steps and update this CAIR.

+++++ Buyback / Replacement Research +++++

1. What does the customer allege is wrong with the vehicle? He said that it is a numerous problem related with electrical
2. Was the vehicle purchased new or used? New
3. Per the warranty history, how many related repairs have there been? 4
4. Total number of days out of service? 29
5. Date of first related repair attempt? 2/25/08
6. Mileage of first related repair attempt? 4679
7. This vehicle was purchased in what state? NY
8. Is this a safety state? No
9. Has there been a Direct-to-Dealer CAIR previously sent? no
10. Has there been any Business Center involvement? no
11. Is the vehicle currently at an authorized dealer? Yes
12. Does the condition described by the customer still exist? Yes

The only thing the customer has been told is their file will be reviewed and/or handled by the local Business Center and Dealer, and if the condition still exists, to take their vehicle to the dealer regardless

of this request. Customer provided his call back phone number as

516-375-2586 or his office# [REDACTED].

REASSIGNED TO BC/DLR 32 68596 02/19/09 13:14 R 18357095

Agent attempted to contact dealer Paul Service Manager (SM), however, SM not available. Left message for a return call. Provided enough information to give SM the ability to understand the reason for the contact

Provided dealer with agents extension, which is 66100

Reassign to I2R for follow-up

*****CATHY NELSON (ISG I2R OWNER RETENTION TASK FORCE TEAM) IS HANDLING CAIR...IF CUSTOMER SHOULD CALL, PLEASE HAVE THEM CONTACT CATHY DIRECTLY AT 888-542-7239 X502...THANKYOU*****

2/24/09 CN146:

Spoke with Victor (service advisor) at Town & Country Jeep. The vehicle has been in four times for service. The first issue it was in for was an intermittent stalling condition and then the heat would shut off on the customer while the vehicle was being driven. STAR has been consulted on these concerns. Victor agrees to fax repair orders. cn

2/24/09

2/24/09 CN146:

Called the customer at given contact numbers and left a voice mail message requesting a return call regarding the vehicle repair concerns. _cn

2/25/09 CN146:

Completed the initial call with the customer. Per the customer the vehicle has had various electrical concerns and has been down for service a total of 52 days. It began with intermittent stalling while driving, then the ABS light came on, then the heating went out. The dealership replaced the TI PM. Now the remotes intermittently don't work, though they have been replaced. Also, the door intermittently does not function properly. At one point the head lights shut off while driving. He picked the vehicle up last Monday, but intends to take it back in for service. He does intend to file for 'Lemon Law', if the vehicle is not bought back within this process. cn

2/26/09 CN146:

Spoke with Victor (service advisor) at Town & Country Jeep. He will fax repair orders. The customer has called him and advised that he will be bringing the vehicle back in for service. _cn

3/4/09 CN146:

Spoke with Peggy (assistant/administrator) with Town & Country Jeep the vehicle was brought in for service yesterday. She took a message and will have the service manager (Paul) call regarding this vehicle repair history. cn

3/5/09 CN146:

Per the customer he has no faith that the vehicle is repaired and will not take it back in for further repair attempts but, rather, has sent a letter to the Attorney General's office requesting arbitration. Should he win, he will request a repurchase and not a replacement. Should Chrysler offer a replacement, he will accept. Discussed the case with the DM and he states that the vehicle is non lemon law qualified and should be allowed further repair attempts. _cn

3/10/09 CN146:

Called the customer and left a voice mail message advising that a replacement/repurchase of this vehicle will not be offered by Chrysler at this time and that the vehicle should be allowed further service attempts, if needed.

3/12/09 CN146:

Called the customer and advised that a replacement will not be offered at this time through this process but, rather, should be returned for service. The customer does state that the vehicle does not need service at this time, however, he does not accept this response. _cn

Customer Assistance Inquiry Record (CAIR)#						18420590
VIN	2D8HN54P5	8R	Open Date	03/13/2009	Built Date	08/01/2007
Model Year	2008	Body	RTKP53	DODGE GRAND CARAVAN SXT WAGON		
In Service Dt	08/05/2008	Mileage	11,862	Dealer Zone	51	CHICAGO
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PBL	MODERN BLUE PEARL COAT				
Engine	EGL	3.8L V6 OHV ENGINE				
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				
Dealer	45239	JACK PHELAN DODGE, LLC				
Dealer Address	7050 OGDEN AVE					
Dealer City	BERWYN	Dealer State	IL	Dealer Zip	60402	
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	LOMBARD IL				Country	UNITED STATES

Product - Electrical - Lamps and Switches - Defective - Default	Dash and head lights go off or flicker.
Referral - Tier Two - Internal Escalation - Authorization - Default	Wants a buy back

Customer wants to speak to supervisor. Agent transferred the call.

**** Internal Escalation (ST702) ****

Customer says that this is a defective vehicle. Customer says that this is the fifth time that she has taken the vehicle to the dealership. Customer says that the head lights and dash lights flicker for which she has got ticket from the police. Customer says that this is not safe at all. Customer says that the dealership has done all from her side to get the concern resolved but the problem still persists. Customer says that she wants Chrysler to buy back the vehicle. Customer wants a call back, wants a call back at .

**** Outbound Call ****

Agent told the customer that her concern will be documented and the case will be assigned to a specialized department. Agent told the customer to get in touch with the SM at the dealership after a few days for an update.

Agent reassigning cair to 85L. Agent provided customer with the reference number.

Customer called in same regards and wanted to know the status of the case. Agent verified the information and advised the customer to contact SM for after a few days for an update as advised above.

Reassigned to I2R for follow-up

*****CAIR HAS BEEN ASSIGNED TO MIKELYN BUYS (ISG I2R OWNER RETENTION TASK FORCE TEAM) FOR HANDLING. IF CUSTOMER SHOULD CALL, PLEASE HAVE THEM CONTACT MIKELYN DIRECTLY AT 888-542-7239 X464...THANKS*****

3/17/09: Spoke to Jake Schultz; SM at Jack Phelm Dodge; Vehicle has been in for Service since 3/13 for an Electrical (Headlights and dash lights flickering) concern- verified concern and waiting for further instructions from TA Ed Symanski on pending repair, since vehicle has had reoccurring Electrical issues. Customer is in a Dealer Loaner pending repair...Waiting on faxed RO s from Jake. mb981

Left voice mail for customer to call back regarding vehicle. mb981

3/18/09: Spoke to customer; Customer s states Jack Phelan contacted him yesterday to advise vehicle has been assessed with no new updates on pending resolve at this time. Customer states his wife is very aggravated with vehicle due to ongoing Electrical concerns and no longer wants

vehicle. Advised customer that a Chrysler Tech Advisor is assisting Dealer with a repair on his vehicle, so I would like to give Dealer a chance to repair vehicle on this visit, before contacting Chrysler regarding his request to be taken out of vehicle...Customer agreed to pending repair completion, so I will contact him later this week with an update on the repair, also requesting a call back, if vehicle is picked-up from repair in the meantime, so we can begin test drive process to verify repairs. mb981

Customer's wife called inquiring if I've spoken with her husband yet. Advised customer that I just spoke to her husband and should be contacting him later this week with repair status on vehicle. Wife inquired about her Buy-back request, so I advised her request will be forwarded to Chrysler for review, if vehicle isn't repaired on this visit. mb981

3/20/09: Customer called stating vehicle is ready for pick-up at Jack Phelan but they're hesitant about picking-up vehicle due to safety and future reliability concerns, since they've experienced so many Electrical issues with vehicle and is seeking a Buy-back. Advised customer that I will forward his request to Chrysler for review and should be calling him within 7-10 business days with a decision, also recommending he at least pick-up vehicle and park it at their residence, so he won't incur any issues with Dealer in the meantime.

Left msg DM Matt Maertens updating him on CAIR and customer's Buy-back request due to ongoing Electrical issues with vehicle. Requested he review Service History and advise regarding customer's request. mb981

3/24/09: Received voice mail from customer's wife stating they're now experiencing a constant beeping from dashboard and seat belt chime and lights are going on and off.

Spoke to Jake, SM at Jack Phelan Dodge; Customer updated Jake on vehicle, but hasn't brought vehicle in for assessment yet.

Left 2nd msg/also emailed DM updating him on vehicle status, also requesting he review Service History and advise regarding customer's Buy-back request.

Spoke to customer recommending vehicle be brought in for Service while I'm waiting for a decision from Chrysler on their Buy-back request, also apologizing for the reoccurring issues with vehicle. mb981

Customer called in for above concern and wanted an update or wanted to speak with the factory rep for an update.

Writer advised the customer to contact the dealership for any update on the case.

Customer understood.

3/26/09: Spoke to Jake, SM at Jack Phelan Dodge; Customer hasn't brought vehicle back in for Service, but is seeking a Buy-back, so he emailed DM this morning to advise and is waiting on a response.

Left 3rd msg/also emailed DM requesting he review Service History and advise regarding customer's Buy-back request. mb981

3/30/09: Spoke to DM and he confirmed Service History doesn't support a Buy-back offer at this time. Spoke to Jake, SM at Jack Phelan Dodge updating him on DM's decision and he confirmed customer hasn't brought vehicle in for assessment yet.

Spoke to customer advising him of DM's decision; Customer states he didn't think Chrysler would offer him a Buy-back anyway, so they've since traded-in vehicle. Thanked customer for the update and CLOSED CAIR. mb981

Customer Assistance Inquiry Record (CAIR)#						18451381
VIN	2D8HN54PX	8R	Open Date	03/25/2009	Built Date	10/09/2007
Model Year	2008	Body	RTKP53	DODGE GRAND CARAVAN SXT WAGON		
In Service Dt	02/14/2008	Mileage	18,799	Dealer Zone	35	WASHINGTON
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PKG	LIGHT SANDSTONE MET. CLEAR COAT				
Engine	EGL	3.8L V6 OHV ENGINE				
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				
Dealer	07783	KUNTZ MOTOR COMPANY				
Dealer Address	4732 COLONEL DRAKE HIGHWAY					
Dealer City	MAHAFFEY	Dealer State	PA	Dealer Zip	15757	
Owner					Contact Type	E-MAIL
Address					Home Phone	
	PUNXSUTAWNEY PA				Country	UNITED STATES

Product - Electrical - TV/DVD - Defective - Audio	Customer experiencing problem with the DVD player.
Recall - H11: MYGIG RADIO SOFTWARE UPDATE - Advise Owner/Incomplete Recall	Customer is advised about the incomplete recall.
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Customer states that the headlights completely went off for few minutes.
Product - Air Conditioning / Heater - Unknown - Inadequate Heating - Default	Customer states that the heat would just go off.

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

Electronical problems

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

Purchased New or Used?New

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

I am contacting you to make you aware of a potential safety concern. I have been having weird problems with the van. First the heat would just go off, then the dvd player said error region not specified, and today as I was driving home in the dark, the headlights went completely off for a few minutes. I know it is not my battery because everything else was still on. I am just lucky that I was not in an accident with my three kids in the car. They are now afraid to drive in the van due to these safety issues and I am afraid to drive it, especially at night. What am I to do?

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

Thank you for contacting the Chrysler Customer Assistance Center regarding your 2008 Dodge Grand Caravan. We have reviewed your email and we appreciate the time and effort you took to bring this matter to our attention. In response to your email regarding the problem with the heating system, DVD player and headlights, we suggest that you give the local authorized dealership the opportunity to assist you. Their service personnel have the factory training, equipment and information available to diagnose and correct concerns with your vehicle.

Further, our records indicate that an authorized dealership has not performed the following recall campaign:

Recall Campaign #H30 REMOTE KEYLESS ENTRY TRANSMITTER

We suggest that you contact your local authorized Dodge dealership to

schedule for an inspection and perform corrective action at no charge to you.

If you have any further questions, please feel free to contact the Chrysler Customer Assistance Center at 1-800-992-1997 or reply on the link mentioned below.

REPLY LINK:

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

Kindly accept our sincerest apologies for all the problems you have had.

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

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

Customer Assistance Inquiry Record (CAIR)#						18456696
VIN	1D8HN44H1	8B [REDACTED]	Open Date	03/26/2009	Built Date	12/03/2007
Model Year	2008	Body	RTKH53	DODGE GRAND CARAVAN SE WAGON		
In Service Dt	02/27/2008	Mileage	11,000	Dealer Zone	51	CHICAGO
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US	
Color	PKG	LIGHT SANDSTONE MET. CLEAR COAT				
Engine	EGV	3.3L V6 OHV ENGINE				
Transmission	DFF	4-SPEED AUTOMATIC VLP 41TE TRANS				
Dealer	42068	ALL STAR DODGE CHRYSLER JEEP				
Dealer Address	11503 SAINT CHARLES ROCK RD					
Dealer City	BRIDGETON	Dealer State	MO	Dealer Zip	63044	
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	[REDACTED]
	SAINT LOUIS MO [REDACTED]				Country	UNITED STATES

Corporate - Lemon Law - Default - Default - Default	Customer wants to file lemon law.
Product - Electrical - Unknown - Other - Default	Customer wants to file lemon law.

Customer [REDACTED] states she is still having electrical problems with her vehicle. Customer wanted to claim lemon law, she claims this is the fourth time for the same problem. Writer informed customer that she would have to take the vehicle back to the dealer. Writer informed S.M. at dealer customer would be bringing vehicle down.

REASSIGNED TO BC/DLR 51 42068 03/26/09 11:28 O 18456696

Reassigned to I2R for follow-up.

*****CAIR HAS BEEN ASSIGNED TO MIKELYN BUYS (ISG I2R OWNER RETENTION TASK FORCE TEAM) FOR HANDLING. IF CUSTOMER SHOULD CALL, PLEASE HAVE THEM CONTACT MIKELYN DIRECTLY AT 888-542-7239 X464...THANKS*****

3/30/09: Spoke to Ron Turner, SM at All Star DJC; Vehicle brought in today, customer is currently in a Loaner pending assessment for an intermittent Electrical concern- All dash lights come on and key fobs won't lock or unlock any doors. Vehicle has 3 repairs for a related Electrical concern... Waiting on faxed RO's from Ron. mb981

Spoke to customer's wife [REDACTED] regarding pending vehicle assessment at All Star Dodge per above. Also advised customer that I will be assisting with her vehicle concerns and should be contacting her in a few days with an update on vehicle. Customer to call me, if vehicle is picked-up from repair in the meantime. mb981

4/1/09: Spoke to PJ, Service Advisor at All Star Dodge- Key Fob and WIN were replaced to resolve Intermittent Electrical concern and vehicle returned to customer 3/31...Waiting on faxed RO from PJ.

Spoke to customer and she confirmed vehicle seems to be ok so far, so I'll follow-up with her again next week to see how vehicle is doing. mb981

4/6/09: Customer's wife Camille called stating all dash lights, wipers and headlights started going, windows wouldn't go down and doors wouldn't unlock. Customer states this occurred 3 times on 4/3, 2 times on 4/4 and hasn't happened since.

Customer feels confident there is a problem with vehicle and is concerned for her and her children's safety, especially since her children have almost

gotten closed in the Door due to ongoing Electrical issues. Customer is also afraid that her children wouldn't be able to get out of vehicle, if vehicle were to catch on fire and doors wouldn't unlock again. Customer states she is very happy with All Star Dodge, but not the vehicle and is seeking to be taken out of vehicle. Customer states vehicle has been in for repair ~3 weeks total for ongoing Electrical issue. Advised customer that her request will be reviewed with an eta of within 7-10 business days on a decision. mb981 Also recommended customer take vehicle to Dealer for assessment, while her request is being reviewed...

Reviewed Repair History and found 2 repairs for an intermittent Electrical concern and 3 repairs for intermittent Sliding door concern, which are all all Electrical in nature, so I left voice mail for DM updating him on current vehicle status and customer's concerns/request per above. Requested he review Service History and advise regarding customer's request. mb981 4/7/09: Received voice mail from DM returning my call, so I left voice mail for DM to call back. mb981

D.M. reviewed file with ISG representative Mikelyn Buys. Agreement reached vehicle does not qualify for replacement/repurchase consideration. Mikelyn to advise owner of this agreement. D.M. authorized Mikelyn to provide owner D.M. contact info if owner requested it for review.

D.M. Tom Long 314-691-7129 cell

4/14/09: Spoke to DM; See CAIR lines 48-52 for DM's decision in response to customer's request to be taken out of vehicle.

Spoke to customer updating her on DM's decision- Customer understood and will continue to work with Dealer to resolve her intermittent vehicle concerns...CLOSING CAIR. mb981

Customer Assistance Inquiry Record (CAIR)#						18457867
VIN	2D8HN54XX	8R	Open Date	03/27/2009	Built Date	03/14/2008
Model Year	2008	Body	RTKP53	DODGE GRAND CARAVAN SXT WAGON		
In Service Dt	06/14/2008	Mileage	23,440	Dealer Zone	51	CHICAGO
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PKG	LIGHT SANDSTONE MET. CLEAR COAT				
Engine	EGQ	4.0L V6 SOHC ENGINE				
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				
Dealer	59834	CORONET DODGE INCORPORATED				
Dealer Address	3705 FRONTAGE ROAD					
Dealer City	PERU	Dealer State	IL	Dealer Zip	61354	
Owner					Contact Type	E-MAIL
Address					Home Phone	
	ROCKFORD IL				Country	UNITED STATES

Product - Electrical - Wipers / Washers - Other - Unknown	issue with the wiper
Dealer - Service/Body Shop - Transaction - Problem Not Resolved - Default	problem not resolved
Product - Electrical - Lamps and Switches - Other - Default	problem with the headlight
Referral - Tier Two - Internal Escalation - Authorization - Default	request for buyback

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

Discuss a buy back or extended warranty provided by Chrysler/Dodge

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

Purchased New or Used?New

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

March 26, 2009 Shawn and [REDACTED] Rockford, IL [REDACTED]
VIN# 2D8HN54XX8R [REDACTED] 2008 Dodge Grand Caravan SXT 23, 440 miles at this
writing Dodge Customer Assistance Center, My name is [REDACTED], my
husband [REDACTED] and I purchased a 2008 Dodge Grand Caravan in June of 2008.
This was a very difficult decision for us to buy such an expensive
vehicle with the poor economy, but seeing as that we have had good
experiences with Dodge/Chrysler vehicles in the past, we decided to go
for it. We bought the minivan as we are a young family and expect that we
will be able to have this vehicle for a long time and "grow into
it" as the kids get older. My parents have had their Chrysler
minivan for years with no problems. Our problems started on January 28th,
2009 and continue to this day. I brought the vehicle to Coronet Dodge in
Peru, IL (which by the way has an excellent service department, my
contact there was Tom Suarez) on January 28th, 2009 because while driving
to work (I have a 157 mile daily commute, this explains the high mileage)
all of the gauges went out and all of the warning lamps illuminated while
the wipers and headlights went on and off on their own and it did all of
this intermittently. This is very difficult to imagine unless you see the
video; I taped it so the service department wouldn't think I was
crazy! In fact I have taped it several times as it happens quite
frequently. The service department in Peru, IL has 3 tickets lodged for
my vehicle and over 40+ hours of work on the vehicle to try and fix the
problem. Just when they thought it was this module or that wire harness,
it would act up again. Sometimes it would take another 300-400 miles
before it would do it, but guaranteed, it would eventually do it again.
After jiggling, fixing and replacing all the parts that STAR assisted
them with and after working with the Chicago Zone Office (I believe the

gentleman's name was Ed Simanski), they thought the problem was fixed. I received the vehicle back on March 3rd, 2009. It has now been over 1 month that they have been working consistently on my vehicle calling with weekly updates and it has been test driven over 1000+ miles. The next morning, March 3rd, 2009, it does it again, only one time, but it did it. I drove it to our local dealership where we purchased the vehicle (Belvidere Motors in Belvidere, IL) and explained the situation and showed them the latest video. They had the vehicle for approximately 2-3 days and logged about 100 miles and could not recreate the problem. It has happened intermittently for me since that time, but not long enough for me to get it to either dealership to get it hooked up to the computer to look for codes. My husband and I are at our wits end with this beautiful new vehicle that has caused us nothing but problems over the last 40+days. I am tired of moving from one loaner car to the next and am worried about my and my family's safety. Just an example, when the vehicle does act up, like I said before, the headlights flash on and off and the wipers go on their own. On one of the numerous test drives the service department in Peru took the van on resulted in them being pulled over by a police officer who approached the car with his gun drawn (I am not joking here, you can call Coronet Dodge and verify this for yourself) as he thought the person in the vehicle was trying to get his attention by flashing the headlights and that someone in the vehicle was in distress. I do not need this happening again with my children in the car (as they commute with me to work and go to a local daycare). I am looking to speak with someone about either a buy back or some type of extended warranty for the van because as our luck would have it, it will probably start acting up again frequently enough where someone can actually get it on the computer and take another stab at it at 36,001 miles and we will be out of luck paying for extremely costly electrical work. To top this all off, the brakes started squeaking this past week and I brought it back to Coronet Dodge and they have just informed me that at 23,405 miles I need new rotors and pads. This is appalling to me as our other vehicles, a Dodge Durango and a Dodge Magnum that we traded in for the van didn't need that type of service until at least 50,000. I am a conservative highway driver with minimal in town miles, why would the brakes go bad so prematurely? I am just really disappointed to say the least. I have documented all of my conversations with both service departments, modules and wire harnesses that have been replaced, dates of service(s) and so forth, but I am sure you can look that all up by my VIN#. I will also send this letter in hard copy to your Auburn Hills address and would hope to have a response no later than April 10th. If I have no response by then I will attempt to contact you again. If you would like to see the video, I can e-mail that as well, it takes QuickTime player to open and view it which is a free download. Thank you in advance for your assistance in this matter. I look forward to working something out in either terms of a buy back or extended warranty. Thank you. Sincerely, [REDACTED]

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

Thank you for contacting the Chrysler Customer Assistance Center regarding your 2008 Dodge Grand Caravan.

We apologize for the inconvenience caused to you.

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

We have made tremendous gains in customer satisfaction and vehicle quality and are dismayed to learn that your expectations have not been met.

Furthermore, we suggest that you Customer Assistance Center at 1-800-992-1997 between 8:00 a.m. and 5:00 p.m. Monday through Friday (in all Continental Time Zones). It is necessary to discuss this issue with you directly.

When calling the Customer Assistance Center, please have your Reference # 18457867 and the following information handy:

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.

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

Reassigned to I2R for follow-up.

*****CAIR HAS BEEN ASSIGNED TO MIKELYN BUYS (ISG I2R OWNER RETENTION TASK FORCE TEAM) FOR HANDLING. IF CUSTOMER SHOULD CALL, PLEASE HAVE THEM CONTACT MIKELYN DIRECTLY AT 888-542-7239 X464...THANKS*****

4/1/09: Spoke to Diz; SM at Coronet Dodge; Vehicle was in for service 1/28-1/30 for an intermittent Electrical concern: Gauges go out and warning lamp illuminates- Unable to duplicate concern, replaced Instrument Cluster per STAR. Vehicle brought back in 2/4 for the same concern- Verified concern and replaced complete Wiring harness per TA Ed Symanski (DM Jake Brown is also familiar with customer) and vehicle was returned to customer 2/27. Customer called a few days later stating concern reoccurred; so she took vehicle to Belvidere Motors for assessment and they weren't able to duplicate concern...Waiting on faxed RO's from Diz.

Spoke to Bob; customer's Svc Advisor at Belvidere Motors; Vehicle brought in 3/10 for an intermittent Electrical concern- Unable to duplicate concern. Vehicle brought in again today for the same concern- Unable to duplicate as of yet after test drive assessment as of yet; so Tech is still assessing vehicle in attempt to duplicate concern. Customer is in a Loaner. mb981
Spoke to customer; Customer was with a client and should be calling me back today regarding vehicle. mb981

4/1/09: Spoke to customer; Customer just spoke to Bob, her Service Advisor at Belvedere and authorized them to keep vehicle overnight, so SM can drive home in attempt to duplicate intermittent Electrical concern. Customer states she puts 180 miles on vehicle every day and the issue has only occurred twice since 3/3, so she's afraid Dealer won't be able to duplicate concern then the concern will reoccur after her Mfg Warranty expires. Customer states she's lost faith in vehicle and has future reliability concerns due to ongoing issue being related to vehicle's wiring. Customer states entire situation has been a huge inconvenience, especially when there's children involved and is seeking a Buy-back or \$0 deductible Service Contract and has agreed to work with I2R towards a resolution with the understanding that her Service Contract request will be reviewed, once final vehicle assessment results have been received by Dealer, since a Buy-back isn't being offered to her at this time. Advised customer that I'll follow-up with Dealer 4/3 for an update on vehicle then contact her to discuss. mb981

4/3/09: Spoke to Bob, customer's Service Advisor; Service Tech wasn't able to duplicate customer's intermittent Electrical concerns after test driving and letting vehicle run in the shop in attempt to duplicate the concern, so they returned vehicle back to customer with Co-pilot installed and will try to keep Co-pilot on vehicle, until concern is duplicated, since the concern has occurred 2 times within the last month...Dealer is keeping RO opened until test drive with Co-pilot is completed. _

Spoke to customer confirming vehicle assessment results and Dealer's plan of action per above. I also referred customer to Dealer directly regarding pending resolve, since I'm unable to assist her with a repair at this time and Dealer can contact their Chrysler DM for assistance if needed, once test drive with Co-pilot installed has been completed. Customer states Dealer informed her their DM Jennifer is already aware of her situation, so she's hoping they will be able to come up with a resolution for her. Customer also requested DM's last name, so I advised her DM's last name McIntire, but didn't provide her with DM's contact information...CLOSING CAIR. mb981

Customer called in and states that there were many problems with the

the warranty of the vehicle as she was experiencing many problems with the vehicle. Customer states that the DM phone number is not in service. Customer wanted to know whether what is the status. Agent transferred the call to Tier 3 for further handling. Approved by LL679.

Customer called in regarding the same issue. Agent transferred the call to Tier 3 for further handling as approved by IK57.

Customer stating that the dealer she was going to is closed, also she can not get hold of the (DM) who was referred to her, and the phone number for Chicago business center are disconnected. Writer advised the customer to contact the agent MB981 at 1-888-542-7239 EXT: 464. To see if she is able to give her recommendation regarding the new (DM) if there is one.

5/18/09: Received v/m from customer requesting status on Service Contract that DM was going to apply to her vehicle, since she hasn't received Warranty packet in the mail yet.

Spoke to DM Jennifer McIntire; DM submitted Service Contract for approval, so Warranty packet should be arriving to customer in a few weeks.

Left v/m for customer updating her on Service Contract status and eta per above. Also referred her to CCAC for any additional questions regarding.

mb981

Customer called in for the same concern and wants to speak to MB981.

Agent gave the direct number to MB981.

6/29/09: Received v/m from customer stating she hasn't received any paperwork on her Goodwill Service Contract, nor does Dealer show Service Contract on vehicle.

Spoke to DM JKC7 updating her as such; DM to contact BC regarding and call me back with an update. mb981

6/30/09: Spoke to customer advising DM is checking on status of her Service contract and that I'll call her back with an update once status is received. Customer states Dealer is checking on Service Contract for her also and has been great. Customer to call me back if she receives an update from Dealer in the meantime. mb981

7/6/09: Left v/m for DM requesting Service Contract status per above.

Left v/m for customer advising I'm still waiting for Service Contract status from DM. mb981

7/14/09: LPM100N LIFETIME UNLIMITED MILEAGE MAX CARE \$100 Service Contract has been applied to vehicle. Spoke to customer advising of such. Customer thanked me for the call and was very appreciative of my diligence with her situation. mb981

9/8/09: Received call from customer stating vehicle has been at Coronet Dodge since 8/14 for the same intermittent Electrical concerns that have been occurring since vehicle was purchased. Customer states she loses all gauges, warning lamps come on, interior warning bells chime, wipers go back and forth and headlights flash. Customer states Diz, Service Manager at Coronet Dodge recommended she contact Chrysler for assistance, as issue is so intermittent.

Placed customer on hold and spoke to Diz, Service Manager and he states vehicle has been driven everyday since 8/14, but they've only been able to duplicate concern a few times. Diz states they even drove vehicle 4 hours today and weren't able to duplicate concern. Diz states Tech Advisor Ed Zymansk i has been assisting them by phone and he's not sure who their new DM is, so he's waiting for his previous DM to call him with new DM contact information. Diz to request a vehicle inspection through Tech Advisor and call me, once he's received further instructions from Tech Advisor or new DM regarding.

Spoke to customer updating her on Service Manager's plan of action per above. Customer states she just wants vehicle repaired, as she's making \$450 payments for a vehicle that she's scared to drive based on repeated Electrical concerns. Advised customer that I'll call her, as soon as I've received an update from Service Manager regarding.

Left voice mail for Coronet's previous DM to call back with new DM contact information. mb981

Continued...Customer is in a Loaner pending resolve. mb981

9/14/09: Received voice mail from customer stating vehicle was picked-up from repair 9/11 and returned to Coronet Dodge the same day, as Electrical concern reoccurred within less than a mile of pick-up.

Spoke to Diz, Service Manager at Coronet Dodge; Multi-function Switch was

Vehicle was driven after repair and Electrical concern didn't return, so vehicle was returned to customer 9/11. Customer returned the same day with same concern, so DM is going to contact customer today with a Buy-back offer. Left voice mail for customer to call back regarding pending resolve. mb981

9/15/09: Received call from customer stating DM called 9/14 to discuss her vehicle concerns, as customer's ultimate goal is to have vehicle repaired or Replaced, although she believes she's past the repair portion of this process. Customer states she advised DM that she consulted her family Atty regarding vehicle, but is willing to give Chrysler a chance to resolve her situation first. Customer states DM is going to review her case and call her back to discuss a possible resolve....Writer declined to provide customer with copies of CCAC and I2R notes and recommended she contact CCAC to see if they may be able to honor her request. Also advised that no future follow-up is required between her and I, as DM is handling and has final authority to make a decision within I2R process- customer under understood...CAIR CLOSED. mb981

Customer Assistance Inquiry Record (CAIR)#						18461200
VIN	2D8HN54XX	8R	Open Date	03/27/2009	Built Date	03/14/2008
Model Year	2008	Body	RTKP53	DODGE GRAND CARAVAN SXT WAGON		
In Service Dt	06/14/2008	Mileage	23,441	Dealer Zone	51	CHICAGO
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PKG	LIGHT SANDSTONE MET. CLEAR COAT				
Engine	EGQ	4.0L V6 SOHC ENGINE				
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				
Dealer	59834	CORONET DODGE INCORPORATED				
Dealer Address	3705 FRONTAGE ROAD					
Dealer City	PERU	Dealer State	IL	Dealer Zip	61354	
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	ROCKFORD IL				Country	UNITED STATES

Corporate - Repurchase - Default - Default - Default	
Product - Electrical - Unknown - Defective - Default	

Customer called on stating having same problems with vehicle. Customer stated that vehicle gauges are going off and all warnings flash on windshield wipers going on and off and head lights going on and off. Customer stated that she started having problem at 20,000 miles. Customer had vehicle repaired at 61354, she was working with Tom Sorez. Customer stated that vehicle was in the dealership from 1/28/2009 till about 3/5/2009, She stated that it was out a few day in between. Dealer 61354 recommended for customer to go to dealer 59834 where she has parched vehicle to try to get problem resolved. Writer has call dealership 59834 and talked to acting service manager Bob. Sam Bob ask to have customer bring in vehicle in again.

REASSIGNED TO BC/DLR 51 59834 03/27/09 16:24 O 18461200

*Contact Date:03/30/2009

Zone Staff at the dealership has closed the Cair# 18461200

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

CAIR RETURNED FROM DEALER ON 3/30/2009 AT 07:46:317 R 18461200

Customer Assistance Inquiry Record (CAIR)#						18482723
VIN	2A8HR54P6	8R	Open Date	04/06/2009	Built Date	05/13/2008
Model Year	2008	Body	RTYP53	CHRYSLER TOWN & COUNTRY TOURING WAGON		
In Service Dt	10/24/2008	Mileage	3,200	Dealer Zone	66	ORLANDO
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PW1	STONE WHITE CLEAR COAT				
Engine	EGL	3.8L V6 OHV ENGINE				
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				
Dealer	26241	HENDRICK CHRY-JEEP				
Dealer Address	5421 RAEFORD ROAD					
Dealer City	FAYETTEVILLE	Dealer State	NC	Dealer Zip	28304	
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	FAYETTEVILLE NC				Country	UNITED STATES

Product - Air Conditioning / Heater - Unknown - Defective - Default	Air conditioner not working.
Product - Electrical - Power Hatch/Deck Lid - Intermittent or Inoperative - Default	Back hatch not opening.
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Head lamps not working.
Product - Electrical - Speedo/Gauges/Ometer/EIC - Intermittent or Inoperative - Default	Problem with gauges.

Customer called back to file lemon law for the second time. Customer states that vehicle was at the dealership for 22 days and she had applied for lemon law and she picked the vehicle on Friday but it has not been fixed and she spoke to SM who informed her that the lemon law case has been closed so he suggested her to call Chrysler and open the lemon law case again.

Customer states that she picked the vehicle on Friday and she is back today with the same problem. Customer states that vehicle has electrical problems and it is fourth time that vehicle is at the dealership.

Customer states that the problem that she is experiencing is as follows:

Windshield wiper coming on its own,

No gauges,

No headlights, signal,

No Air conditioner,

Back hatch does not open.

Customer states that she is handicapped and it is very difficult to deal with the vehicle with all these problems that she is experiencing.

Agent called the dealership and spoke with John, SM and he states that vehicle was repaired and completed last Friday when the Star suggested them to replace the wiring harness and the problem was fixed as the vehicle was test driven before it was picked by the customer but over the weekend the customer complained about the same issue. Customer is handicapped and they do not know at this moment whether there is any alteration that has caused the problem and his technician is working on the vehicle once again.

Agent suggested John that file will be send and suggested to contact Business Centre or DM for the issue as customer wanted to pursue lemon law.

DIRECT-TO-DEALER (Code=26241)

ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER

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

District Mgr, Business Center or STAR.

The vehicle has had ?04? repair attempts and has been out of service for a total of ?20? days for ?electrical problem?.

Agent called dealer and spoke to ?name?, informed that CAIR was being sent. Please update this CAIR with resolution.

CUSTOMER CONTACT INFORMATION: [REDACTED]

#####

REASSIGNED TO BC/DLR 66 26241 04/06/09 12:24 O 18482723

Reassigned to I2R for follow-up.

[REDACTED] is handling CAIR. If customer calls please direct them to [REDACTED]. Thank you.

Customer calling regarding above. Advised the customer to call LS826 on [REDACTED], as per lines 42-43. Customer acknowledged.

[REDACTED] handling CAIR. If customer calls please direct them to [REDACTED]. Thank you

Left a message for the Service Manager; requested a callback & faxed copies of the RO s.

Left a message for Service Manager; requested a callback & copy of the RO s faxed. LS

Vehicles currently being repaired at Hendrick for Electrical concerns.

Customer advised that this is the fifth repair attempt & is seeking a replacement.

Windshield Wipers activating on their on, Radio and Navigation then goes out, along with the A/C , windows, door locks & sometimes the headlights go out. The sliding door also stopping working so the driver has open sliding door manually & let down customer ramp manually. Customer feels this vehicle is extremely unsafe for her in her condition. LS

4/8/09 Called dealership and spoke with Service Advisor who stated I need to speak with the Service Manager. Left a voicemail, requesting a callback and copy of RO s. LS _

4/8/09 Spoke with Service Advisor to request copy of RO be faxed. He advised that PCM Flash was performed to address loss of power and theres a rumor that new update will be released regarding power loss. RO being faxed. LS

4/8/09 Spoke with Service Manager he advised concern has been duplicated. Concern was caused by company that does Converse Vans (Brawn Corporation).

A screw was placed through wire harness due to converse repair work (installation of wheel chair lift). Service Manager advised that vehicle will be ready tomorrow. Faxing RO. LS _

Called customer and advised.

4/10/09 Customer will be out of town 4/13-4/17. Will call and check the status of the vehicle on 4/20. LS _

4/15/09 Left a message for Service Manager (John), requested that RO be faxed. LS

4/20/09 Left a message regarding vehicle status. LS

4/27/09 Spoke with customer she advised that she is no longer experiencing the concerns that were previously addressed. Vehicle has been taken back to Braun Chrysler so that a monster wire and button that allow chair to move can be replaced. Advised customer that CAIR is being closed. LS

Customer Assistance Inquiry Record (CAIR)#						18536978
VIN	1D8HN54PX 8B	Open Date	04/27/2009	Built Date	11/27/2007	
Model Year	2008	Body	RTKP53	DODGE GRAND CARAVAN SXT WAGON		
In Service Dt	09/29/2008	Mileage	11,987	Dealer Zone	32	NEW YORK
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US	
Color	PBL	MODERN BLUE PEARL COAT				
Engine	EGL	3.8L V6 OHV ENGINE				
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				
Dealer	25002	CARBONE DODGE CITY				
Dealer Address	5017 COMMERCIAL DR					
Dealer City	YORKVILLE	Dealer State	NY	Dealer Zip	13495	
Owner				Contact Type	TELEPHONE	
Address				Home Phone		
	REMSEN NY			Country	UNITED STATES	

Referral - Tier Two - Internal Escalation - Authorization - Default	Buyback
Product - Electrical - Power Sliding Door - Other - Both Sides	Doors open by themselves
Product - Air Conditioning / Heater - Housing / Heater Core - Inoperative - Default	Heater inoperative
Product - Steering - Power Steering Pump / Bkts - Defective - Default	Power steering inoperative

Customer states that she has been having problems with her vehicle since the time she has bought it. She states that the vehicle has been to the dealership 17 times for various issues. She state that most of the issues have been electrical. She states that the automatic doors open on its own, the heater has been inoperative a number of times. She states that she also had a lot of issues with the power steering unit. She states that she would like Chrysler to buy the vehicle back from her and give her a replacement.

Agent informed the customer that the case has been forwarded to the concerned department. Agent also advised the customer to stay in touch with the dealership for further updates.

ATTENTION SERVICE MANAGER/DIRECTOR

Owner is seeking relief under state Lemon Law, Buyback or Arbitration. This CAIR is being assigned to your dealership for further handling and review with your District Manager and/or Business Center in an attempt to resolve customer s concern. The information below was compiled based on corporate records. Please contact this customer with next steps and update this CAIR.

++++++LL / BB / Arb Research++++++

1. What s does the customer allege is wrong with the vehicle?
Doors open by themselves, Power steering inoperative and Heater inoperative.

2. Was the vehicle purchased new or used?
NEW

3. Per the warranty history, how many related repairs have there been?
Module, Temperature Control: 1 repair
Wireless Ignition Node: 1 repair
Latch, Door: 1 repair

Module, Power Sliding Door/Liftgate Control: 1 repair

Total 4 repairs

4. Number of days out of service?

Total 12 days out of service.

5. Date of first related repair attempt?

09/08/2008

6. Mileage of first related repair attempt?

109 Miles

7. This vehicle was purchased in what state?

New York

8. Is this a safety state?

NO

9. Has there been a Direct-to-Dealer CAIR previously sent?

NO

10. Has there been any Business Center involvement?

NO

11. Is the vehicle currently at an authorized dealer?

NA

12. Does the condition described by the customer still exist?

NA

The only thing the customer has been told is their file will be reviewed and/or handled by the local Business Center and Dealer.

Agent called the dealership spoke to JIM he informed that the vehicle is not at the dealership. He informed that the last repaired was performed on 04/20/2009 not for the above mention concern. Agent informed him that agent will call the customer. Hence agent closing the cair.

Agent called the customer but both number was in correct.

*****NEXT AGENT*****

If customer calls back then please inform the customer to take his vehicle back to the dealership and if the vehicle is at the dealership then follow the D2D procedure.

Reassigned to I2R for follow-up.

██████████ is handling CAIR. If customer calls, please direct them to ██████████. Thank you.***

4/30/09 LS826:

Spoke with SA; vehicle was only seen once on 4/29/09. Customer stated that vehicle takes a long time to defrost. Performed Flash to correct concern. A recall was also done regarding power. RO being faxed.

All other RO s can not view entirely or printed. Boonville & Yorkville have recently combined dealerships & all access has not been granted as of yet.

RO s were reviewed verbally:

778694 - Key doesn t work

Customer just had WIN module replaced, now key doesn t work. Reprogrammed Key.

776129 - Customer has no headlights, heater, wipers, radio, turn signal, etc WIN module Per STAR K033003610

775441- Customer has no headlights, heater, wipers, radio, turn signal, etc Verified concerns; no codes. Something about key all started to work; STAR advised WIN to be replaced; order WIN Module.

762116 - Customer states sliding door wont stay shut.

Pull fuse to keep shut; needs new latch and replace broken wire. Tested & okay.

761819 - Sliding door will open by itself.

Unable to duplicate; found TSB sliding door module flash.

758319 - Customer states molding are not fitting correctly.

Replaced molding.

Spoke with customer & she advised that they just got vehicle back on 4/29 a fter having recalled hose put on. Vehicle was initially making a noise that dealership advised was probably air in the hose & it went away. Now vehicle is making a squealing sound & isn t currently being driven, one because they don t know why the vehicle is making that sound & two they researched the LL & found that vehicles with mileage over 12,000 may incur a usage fee Vehicle is currently at 11,950 miles.

Customer is requesting a replacement vehicle & will be taking vehicle to dealership tomorrow.

Customer called again regarding the same concern. Customer states that he can t drive the vehicle which he is paying for. Customer also states that his wife and kids need a vehicle to drive while his vehicle is at the

continues to drive the vehicle, he will be penalized for it. Customer states that the dealership refused to give him a loaner. Customer states that no body contacts him, not even the dealership. Customer also states that the primary phone number in our record is a good number. Customer's phone [REDACTED] (cell).

Agent advised the customer to drop the vehicle at the dealership and call us again if he should need further assistance.

5/1/09 Per the DM:

I spoke with Rich at Carbone DCJ (25002) who was not very familiar with vehicle nor customer, because it was serviced by their sister-store, which is no longer in business. As well, Rich was surprised that the customer failed to mention any related concerns during his recent (4/20/09) service visit.

In any event, Rich was going to contact Mr. Griswold and schedule a service appointment for early next week, when they have a loaner vehicle available.

Rich also agreed to personally inspect vehicle and confirm each customer concern with their technician. If they require technical assistance, they will contact the NEBC Technical Advisor. LS

5/5/09 Contact dealership & left a message for the SM to find out when customer will be contacted to bring vehicle in for repairs.

Spoke with customer & he advised that he tried to take vehicle in on 4/30 but was advised that they wouldn't be able to get to vehicle & couldn't be provided with a loaner. _

Customer advised that he is going out of town on 5/7 & wife will be without a vehicle. LS

REASSIGNED TO BC/DLR 32 25002 05/06/09 08:54 R 18536978

5/6/09 DM advised to reassign CAIR to dealership. LS

Called customer & left a message advising that an appointment has been scheduled for today & a loaner will be provided. Advised the customer to contact the dealership with any future questions or concerns. LS

*Contact Date: 05/13/2009

Service Manager at the dealership has closed the Cair# 18536978

Warranty repair has been documented on Repair Order#798115

CAIR RETURNED FROM DEALER ON 5/13/2009 AT 10:01:15 R 18536978

Customer Assistance Inquiry Record (CAIR)#**18543050**

VIN	2A8HR54P5	8R	Open Date	04/29/2009	Built Date	08/25/2007
Model Year	2008	Body	RTYP53	CHRYSLER TOWN & COUNTRY TOURING WAGON		
In Service Dt	06/30/2008	Mileage	12,730	Dealer Zone	35	WASHINGTON
Plant	R	WINDSOR ASSEMBLY PLANT		Market	U	US
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT				
Engine	EGL	3.8L V6 OHV ENGINE				
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				

Dealer	43724	SAFFORD DODGE JEEP OF SPRINGFIELD			
Dealer Address	6801 COMMERCE ST				
Dealer City	SPRINGFIELD	Dealer State	VA	Dealer Zip	22150
Owner				Contact Type	E-MAIL
Address				Home Phone	
	LORTON VA			Country	UNITED STATES

Product - Electrical - Lamps and Switches - Defective - Default	Complains of lights start blinking.
Dealer - Service/Body Shop - Transaction - Problem Not Resolved - Default	Complains of vehicle problems unresolved.
Product - Unknown - Unknown - Poor Idle Quality - Default	Complains of vehicle turns off.
Dealer - Service/Body Shop - Transaction - Repeated Trips Required - Default	Informs of repeated trips for the same problems.

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

van tur off when driving and the all the light blinks

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

Purchased New or Used? New

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

my van have being problems:when driving it will turn off,the head lamp will blink all the light do the same ,sometime the head lamp will not come on,it has being in shop on the 4/17,4/24 and 4/25 uptill now ,they have replace the keys but the problem is not solve .Can some one help me on this issue am getting out off patience.call my husband:Mo at

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

Forwarded to 88X for further handling. Customer wants someone to contact her husband at

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

Writer contacted dealer 43724 and spoke with the Service Advisor (SA) Bob who stated they have been working on the vehicle to duplicate the problem, at this time they can not find anything. SA stated the shop foreman is involved and has contacted STAR for assistance. SA will call the customer with follow up at end of business day today 04/26/09.

Customer Assistance Inquiry Record (CAIR)#						18544854
VIN	2A8HR54P5	8R	Open Date	04/29/2009	Built Date	08/25/2007
Model Year	2008	Body	RTYP53	CHRYSLER TOWN & COUNTRY TOURING WAGON		
In Service Dt	06/30/2008	Mileage	12,730	Dealer Zone	35	WASHINGTON
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT				
Engine	EGL	3.8L V6 OHV ENGINE				
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				
Dealer	43724	SAFFORD DODGE JEEP OF SPRINGFIELD				
Dealer Address	6801 COMMERCE ST					
Dealer City	SPRINGFIELD	Dealer State	VA	Dealer Zip	22150	
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	LORTON VA				Country	UNITED STATES

Recall - H30: REMOTE KEYLESS ENTRY TRANSMITTER - Advise Owner/Incomplete Recall	recall is on the remote keyless entry
Referral - Tier Two - Internal Escalation - Authorization - Default	seeking relief under the lemon law
Product - Electrical - Lamps and Switches - Defective - Default	the headlamps are not working properly
Product - Drivability - Unknown - Stalling - Default	vehicle shuts off while driving

Customer alleges that the head lamp is not working properly, and vehicle shuts off intermittently while driving, dealership is unable to resolve the concern. Agent called the dealership and spoke with Bob, he said that they are working on the same case waiting for the problem to occurs again. Agent informed the customer to wait till the vehicle is diagnosed, customer seeks relief under the lemon law as this is the third time the vehicle is at the dealership, agent reassigned the case to 85L
Agent could not update the previous case as it was reassigned to 88X for follow up.

ATTENTION SERVICE MANAGER/DIRECTOR #####
Owner is seeking relief under state Lemon Law, Buyback or Arbitration. This CAIR is being assigned to your dealership for further handling and review with your District Manager and/or Business Center in an attempt to resolve customer s concern. The information below was compiled based on corporate records. Please contact this customer with next steps and update this CAIR.

++++++LL / BB / Arb Research++++++

1. What s does the customer allege is wrong with the vehicle?

Customer alleges that the headlamp is not working properly and vehicle shuts off while driving.

2. Was the vehicle purchased new or used?

NEW

3. Per the warranty history, how many related repairs have there been?

NIL

4. Number of days out of service?

NA

5. Date of first related repair attempt?

NA

6. Mileage of first related repair attempt?

NA

7. This vehicle was purchased in what state?

Virginia

8. Is this a safety state?

YES

9. Has there been a Direct-to-Dealer CAIR previously sent?

NO

10. Has there been any Business Center involvement?

NO

11. Is the vehicle currently at an authorized dealer?

NA

12. Does the condition described by the customer still exist?

NA

The only thing the customer has been told is their file will be reviewed and/or handled by the local Business Center and Dealer.

Agent called the SM Jeff and he informed that the vehicle is not at the dealership and the last repair was performed on 04/25/2009.

Agent called the customer and informed him to take the vehicle back to the dealership. Agent also suggested customer to call us back at the time of dropping the vehicle. Hence agent closed the cair.

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

IF customer calls back and if the vehicle is at the dealership then please follow the D2D procedure. Dealer code:43724

Reassigned to I2R for follow-up.

Latonya Solomon is handling CAIR. If customer calls, please direct them to Latonya at 888-542-7239 x520. Thank you.

5/4/09 LS826:

Spoke with Service Advisor, he stated vehicle has been serviced twice for concerns. First time they were unable to duplicate concern. On second time concern was duplicated & Power Distribution Center was replaced. This appeared to repair both concerns. Vehicle was picked up on the 30th & a rental was provided.

RO s can t be faxed without written authorization to 703-455-6366.

Left a message for the customer; requested a callback. LS

5/5/09 Second attempt to contact customer; left a message. LS

5/6/09 Third attempt to contact customer; child answered the phone & advised that customer was not there. _

Called dealership & left a message for SM asking if they have an alternate contact number on file. LS

5/7/09 Fourth attempt to contact customer. Left contact information with child. _

Tried to contact the SM again but had to leave a message. LS _

SM provided alternate number of contact [REDACTED]; called & left customer a message. LS

5/8/09 Fifth attempt to contact customer. Called both numbers & left a message. LS

5/11/09 Spoke with the customer; he advised that engine would just shut off while driving. Vehicle was towed in on 4/17 & he was advised that keys had a recall & were reprogrammed. Vehicle was returned to them on the same day.

Then on 4/24 while driving on the highway the headlights started to blink & vehicle shut off. _

Customer let the vehicle sit for 30-45 minutes & then was able to start it.

Vehicle was towed to dealership & picked back up on same day & the same thing happened again later that day. On 4/25 the customer decided to take the vehicle back to the dealership & upon arrival the vehicle died right in front of the dealership. Vehicle was down 4-5 days & was advised that the Power Distribution was replaced.

Customer hasn't experienced concern since last repair however he has noticed that when driving up a hill the vehicle slows down before it picks up; like its waiting for you to change gears.

Advised the customer to schedule an appointment with servicing dealership to address new concern & contact when vehicle is being serviced. Customer Customer stated okay. LS

5/18/09 Called dealership to see if vehicle has been taken to dealership to address new concern. Left a message requesting a callback. LS

5/20/09 Spoke with the customer & he stated that vehicle is performing fine at this time. Advised the customer to please contact the dealership for any concerns in the future & that CAIR is being closed. LS

Customer Assistance Inquiry Record (CAIR)#						18549965
VIN	2A8HR54P3	8R	Open Date	04/30/2009	Built Date	02/20/2008
Model Year	2008	Body	RTYP53	CHRYSLER TOWN & COUNTRY TOURING WAGON		
In Service Dt	03/29/2008	Mileage	23,000	Dealer Zone	74	DENVER
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT				
Engine	EGL	3.8L V6 OHV ENGINE				
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				
Dealer	56989	PHIL SPADY CHRY-PLY-DODGE, INC.				
Dealer Address	2806 23RD STREET					
Dealer City	COLUMBUS	Dealer State	NE	Dealer Zip	68601	
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	RISING CITY NE				Country	UNITED STATES

Referral - Tier Three - Default - Default - Default	Customer seeks assistance with ref # 18426687
Product - Electrical - Power Door Lock / Deck Lid - Intermittent or Inoperative - Unknown	Door locks not working
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Head lights flashes ON/OFF
Product - Electrical - Power Windows - Intermittent or Inoperative - Unknown	Windows doesn t go UP/DOWN

Customer called regarding reference # 18426687 .

Seeks an immediate update on the file.

Writer informed the DM is reviewing his case.

Customer states he need an update now

cause he s been dragging this since quite a while.

****Begin structured narrative T2 - TIER THREE REFERRAL

Transferred customer to T2.5 or Reassigned CAIR to

Transferred

T2.5 in-basket ?insert in-basket #? per ? NIC ?.

****End structured narrative T2 - TIER THREE REFERRAL

Customer called in complaining of wheel bearing. Customer stated they had many problems with vehicle and dealership 56989 worked on their problems but were unable to address. He claimed vehicle is with dealership and wanted to get the problems resolved with DM. Writer contacted Service Manager Dave who acknowledged that they were initially unable to duplicate the problem but later resolved one related to electrical. He stated wheel bearing is bad and part is on national back order and ETA is 05/01/09. Writer informed customer on the ETA but was reluctant to acknowledge it stating other problems facing vehicle. Writer urged customer to get in touch with Service Manager to resolve other problems of vehicle. Customer was inclining on Lemon Law of Buy back. Writer informed customer any other intention they have should follow the currently expected repairs. Customer s wife became irate and disconnected.

Customer Assistance Inquiry Record (CAIR)#						18564464
VIN	2A8HR54P0	8R	Open Date	05/06/2009	Built Date	10/16/2007
Model Year	2008	Body	RTYP53	CHRYSLER TOWN & COUNTRY TOURING WAGON		
In Service Dt	10/17/2007	Mileage	28,000	Dealer Zone	32	NEW YORK
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PBL	MODERN BLUE PEARL COAT				
Engine	EGL	3.8L V6 OHV ENGINE				
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				
Dealer	44791	TRANSITOWNE DODGE CHRYSLER JEEP			OFWEST SENECA	
Dealer Address	3160 TRANSIT RD					
Dealer City	WEST SENECA			Dealer State	NY	Dealer Zip
					14224	
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	CHEEKTOWAGA NY				Country	UNITED STATES

Referral - Tier Two - Internal Escalation - Authorization - Default	Customer seeks buy back assistance.
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer states that air bag light stays on.
Product - Electrical - Unknown - Complete Failure - Default	Customer states that dash board light comes on.
Product - Electrical - Speedo/Gauges/Ometer/EIC - Defective - Default	Customer states that gauges doesn t work.
Product - Electrical - Electronic Vehicle Security - Complete Failure - Default	Customer states that the door buzzer keeps coming on.
Product - Electrical - Park Assist System - Complete Failure - Default	Customer states that the door buzzer keeps coming on.
Product - Electrical - Power Windows - Complete Failure - Unknown	Customer states that the door doesn t close.
Product - Electrical - Lamps and Switches - Complete Failure - Default	Customer states that the head light doesn t work.
Product - Electrical - Wipers / Washers - Complete Failure - Unknown	Customer states that windshield wiper doesn t work.

Customer states that air bag light stays on. Customer states that windshield wiper doesn t work.

Customer states that gauges don t work. Customer states that the head light doesn t work. Customer states that the door buzzer keeps coming on. Customer states that the door doesn t close. Customer states that dash board light comes on. Customer states that the vehicle has been at dealership for 9 times but dealership is not able to resolve the issue. While talking to dealership customer disconnected the call.

Agent called dealership- 44791 spoke with Robin who informed that they have replaced the wiring and technician is taking a test ride. According to dealership the vehicle should be ready within next 2 days.

*****Outbound*****

Agent called customer and it went to voice message. Agent left voice message that vehicle should be ready within next 2days and customer is free to call us back if issue is not resolved.

Customer states that the vehicle was at the 44791 dealership for 6 days for electrical issues. Customer states that there was some corroded wire in the electrical system and a loose battery connection. Customer states that the dealership told them that the vehicle was fine after the repair. Customer states that the vehicle is used by his wife. Customer states

that now the alarm is not going off even after putting the seat belts on. Customer states that he spoke to a rep in CAC and was asked to contact the dealership. Customer states that he making monthly payments on the vehicle. Customer states that the vehicle has been to the dealership for 9-10 times in since 2007 for similar issues. Customer states that he would like Chrysler to buy back the vehicle or get the vehicle traded. Customer states that the vehicle is a lemon. Customer wants Chrysler to take the vehicle back. Agent reassigned the case to 85L and informed the customer to contact the dealership. Agent told the customer that anymore updates related to the request will be given by the dealership. Customer agreed and states that he has already contacted the dealership and is waiting for the SM to call him back.. Customer can be contacted at 7169842011.

ATTENTION SERVICE MANAGER/DIRECTOR

Owner is seeking relief under state Lemon Law, Buyback or Arbitration. This CAIR is being assigned to your dealership for further handling and review with your District Manager and/or Business Center in an attempt to resolve customer s concern. The information below was compiled based on corporate records. Please contact this customer with next steps and update this CAIR.

++++++ +LL / BB / Arb Research ++++++

1. What s does the customer allege is wrong with the vehicle?

Air bag light stays on.

Windshield wiper doesn t work.

Gauges don t work.

The head light doesn t t work.

The door buzzer keeps coming on

Dash board light comes on.

2. Was the vehicle purchased new or used?

Used

3. Per the warranty history, how many related repairs have there been?

The head light doesn t t work: 1 repair attempt.

Dash board light comes on: 2 repair attempts.

The door buzzer keeps coming on: 3 repair attempts.

Air bag light stays on: 1 repair attempt.

4. Number of days out of service?

The head light doesn t t work: 38 days out of service.

Dash board light comes on: 5 days out of service.

The door buzzer keeps coming on: 8 days out of service.

Air bag light stays on: 2 days out of service.

Total number of days: 53 days out of service.

5. Date of first related repair attempt?

11/12/2007

6. Mileage of first related repair attempt?

2435 miles.

7. This vehicle was purchased in what state?

OKLAHOMA

8. Is this a safety state?

No

9. Has there been a Direct-to-Dealer CAIR previously sent?

No

10. Has there been any Business Center involvement?

No

11. Is the vehicle currently at an authorized dealer?

N/A

12. Does the condition described by the customer still exist?

Yes

The only thing the customer has been told is their file will be reviewed and/or handled by the local Business Center and Dealer.

Agent tries to speak with robmurbock the service manager but reaches voice mail. Agent left message that sending an electronic file for the customer with the case number and call back number.

Note: CAC Agents if the customer calls asks to get in touch with the dealer.

REASSIGNED TO BC/DLR 32 44791 05/19/09 17:04 R 18564464

*Contact Date:05/21/2009

Service / Parts Director at the dealership has closed the Cair# 18564464

After review of the request for assistance,it was determined that assistance

CAIR RETURNED FROM DEALER ON 5/21/2009 AT 11:12:302 R 18564464

Customer wants to inform that the problem for this vehicle has not been fixed yet and wants to talk regarding this issue with the lemon law department. Agent transferred the call to VDN 72409

Customer called to pursue the Lemon Law. Agent called Thomas at the dealership. He said that the vehicle is used and cannot be considered under Lemon Law. Agent advised the same to the customer.

Customer Assistance Inquiry Record (CAIR)#						18580625
VIN	2D8HN44H8	8R	Open Date	05/13/2009	Built Date	01/30/2008
Model Year	2008	Body	RTKH53	DODGE GRAND CARAVAN SE WAGON		
In Service Dt	06/29/2008	Mileage	15,220	Dealer Zone	42	DETROIT
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PBL	MODERN BLUE PEARL COAT				
Engine	EGV	3.3L V6 OHV ENGINE				
Transmission	DFF	4-SPEED AUTOMATIC VLP 41TE TRANS				
Dealer	43117	GANLEY DODGE WEST INC				
Dealer Address	15200 LORAIN AVE					
Dealer City	CLEVELAND	Dealer State	OH	Dealer Zip	44111	
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	NORTH OLMSTED OH				Country	UNITED STATES
Product - Transmission / Transaxle - Gear Selector / Linkage - Hard Shifting - Default				States that the the gear shifter is defective.		
Product - Brakes - Unknown - Noisy - Unknown				states that the brakes are noisy.		

Customer called in and states that he is experiencing problem with the brakes which are noisy. Customer states that the vehicle has only 15200 miles and he has to replace the brakes. Customer states that he has been the dealership several times for the number of problems. Customer states that he is not at all satisfied because being a new vehicle he has to take the vehicle to the dealership several number of times. Customer states that the gear shifter is also defective. Customer states he wants Chrysler to take this vehicle back. Agent advised the customer to take his vehicle to the dealership diagnose the vehicle and then give us a call back with the reference number so that we can talk to the SM and do the need full for him. Agent provided the reference number to the customer. Customer agreed.

Mr. [REDACTED] called in regards to the above case. Agent inquired if the diagnosis has been done. Customer informed that the diagnostics was completed but the dealership is unable to detect the problem. Agent suggested him to visit a second dealership to detedt the peoblem. Customer informed that he has spoken to the 2nd dealership but they won t acknowledge any warranty repair. Agent insisted that he should have a second opinion done.

Customer called in for the above mentioned issue and he says that he has been to two different dealerships and they say that there is nothing wrong with the vehicle. He wanted to speak to a supervisor call escalated to *ST702*

**** Internal Escalation (ST702) ****

Customer says that he is aggravated as his vehicle has been to the dealership 5 - 6 times for the same problems. Customer says that the vehicle has been to the dealership for repairs related to the wiring harness which was grinding against the frame of the car and shorted out. There were problems with the ignition, headlights, radio and the gear shifter (which is still stiff). Customer says that the brakes started grinding and he paid \$450 last week to get it repaired. Customer says that the brakes are grinding again after a week of the repairs. The last repair was done by dealership 43117 and the vehicle is again at the same dealership. Customer says that the dealership informed him that there is

nothing wrong with the vehicle, there are no burn marks on the rotors and hence there is nothing that needs to be done. Agent called the dealership 43117 and to talked to the SM Scott. The SM informed that they have not been able to duplicate the concern. They have put 21 miles on the vehicle when they were test driving it. The brakes are brand new there is nothing on them to indicate that there are any problems with it. Agent told the same to the customer. Agent informed the customer that until and unless the problem is duplicated nothing can be repaired. Agent advised the customer that he can call back with the reference number if he experiences the same problem in the future. Agent also informed the customer that the parts are covered for 12 months or 12,000 miles whichever comes first. Customer says that he is very dissatisfied about this and if the problem occurs again in the future he will demand another vehicle. Agent informed that his concerns will be documented.

Customer Assistance Inquiry Record (CAIR)#						18581211
VIN	2A8HR44H9	8R	Open Date	05/13/2009	Built Date	04/03/2008
Model Year	2008	Body	RTYH53	CHRYSLER TOWN & COUNTRY LX WAGON		
In Service Dt	04/17/2008	Mileage	19,000	Dealer Zone	51	CHICAGO
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PRH	INFERNO RED CRYSTAL PEARL COAT				
Engine	EGV	3.3L V6 OHV ENGINE				
Transmission	DFF	4-SPEED AUTOMATIC VLP 41TE TRANS				
Dealer	68498	TRICE HUGHES INC				
Dealer Address	111 HIGHWAY 91 NORTH					
Dealer City	PRINCETON	Dealer State	KY	Dealer Zip	42445	
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	MARION KY				Country	UNITED STATES

Product - Electrical - Unknown - Intermittent or Inoperative - Default	Customer states everything electrical goes out.
Product - Electrical - Ignition System - Defective - Default	Customer states vehicle's ignitions switch needs to be replaced.

DIRECT-TO-DEALER #####
ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER
Please follow your Business Center guidelines in an attempt to resolve this customer's concern(s). If needed, seek assistance from your District Manager, Business Center or STAR.
The unresolved concern is customer states everything electrical goes out when ignition switch slips out of place.
Agent called dealer and spoke to SM-Jeff, and informed that CAIR was being sent. Please update this CAIR with resolution.

Customer states he is bringing this concern to Chrysler CAC attention because he states that he worries if his kids drive/ride in the vehicle and the ignition slips out of place and they don't know how to adjust it and the headlights don't work he sees that as a safety concern. Customer states the vehicle doesn't stall but the A/C, radio, windows or anything power/electrical don't work when this happens. Writer spoke with SM who states this problem has been brought up to them with over 30 vehicles and he just shows customer s how to adjust the switch explaining that he doesn't see it becoming a future problem and most customers are fine. SM states he has been in contact with other dealerships about this concern and replaced an ignition switch once but that didn't solve the problem. Writer encourages SM to get in touch with all resources available as mentioned above to assist customer with this concern. Writer informs customer that his concern is documented and important to Chrysler, and forwarded to the dealership to encourage them to use all resources available to resolve his concern. Writer encourages customer to let SM show him how to adjust the switch and to be in contact with dealership for any new resolutions. Writer also explains that getting a second opinion from another dealership is an option available when a concern remains unresolved.
REASSIGNED TO BC/DLR 51 68498 05/13/09 11:29 O 18581211
jkv7 06222009 Contacted Service manager, Jeff Brandon. He advised repairs

to wireless ignition module and a/c hose were completed on 06042009 claim # 014907 @ 22708 miles. Customer CAIR closed.

Customer Assistance Inquiry Record (CAIR)#	18585452
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VIN	2A8HR64X6 8R	Open Date	05/14/2009	Built Date	01/30/2008
Model Year	2008	Body	RTYS53	CHRYSLER TOWN & COUNTRY LIMITED WAGON	
In Service Dt	11/30/2008	Mileage	8,213	Dealer Zone	74 DENVER
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US
Color	PRH	INFERNO RED CRYSTAL PEARL COAT			
Engine	EGQ	4.0L V6 SOHC ENGINE			
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION			

Dealer	66787	RHODEN AUTO CENTER INC			
Dealer Address	3400 SOUTH EXPRESSWAY				
Dealer City	COUNCIL BLUFFS	Dealer State	IA	Dealer Zip	51501

Owner		Contact Type	LETTER
Address		Home Phone	
	CARSON IA	Country	UNITED STATES

Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Headlights turn off intermittently
Corporate - Rental Vehicle - Default - Default - Default	customer seeking rental assistance
Product - Electrical - Lamps and Switches - Seized, Sticks, Binds - Default	several electrical issues
Dealer - Parts - Transaction - Parts N/A / Backordered - Default	

ATTENTION SERVICE MANAGER/DIRECTOR

Owner is requesting that their vehicle be repurchased or replaced. This CAIR is being assigned to your dealership for further handling and review with your District Manager and/or Business Center in an attempt to resolve customer s concern. The information below was compiled based on corporate records. Please contact this customer with next steps and update this CAIR.

+++++ Buyback / Replacement Research +++++

1. What does the customer allege is wrong with the vehicle? several undiagnosed electrical issues
 2. Was the vehicle purchased new or used? New
 3. If used, what number owner is the customer? N/A
 4. Per the warranty history, how many related repairs have there been? three
 5. Total number of days out of service? 15 days
 6. Date of first related repair attempt? 19 February 2009
 7. Mileage of first related repair attempt? 5493
 8. This vehicle was purchased in what state? IA
 9. Is this a safety state? Yes
 10. Has there been a Direct-to-Dealer CAIR previously sent? No
 11. Has there been any Business Center involvement? No
 12. Is the vehicle currently at an authorized dealer? Yes
 13. Does the condition described by the customer still exist? Yes
- The only thing the customer has been told is their file will be reviewed and/or handled by the local Business Center and Dealer, and if the condition still exists, to take their vehicle to the dealer regardless of this request.

Customer is also asking for rental assistance, but when agent called the dealership, 66787, all authorized personnel were in a meeting. Agent left a message with Amanda to have either Brian or the SD contact for rental assistance.

5/14/09 Service Director (SD), Dave from dealer 66787 called on owner s

behalf. This Dealer is on the Dealer Termination List. Vehicle was brought in for a headlight concern. Headlights turn off intermittently. Vehicle is not driveable. This has been an on going concern since the vehicle was new. Repair order was created on 4/24/09 at 8,209 miles. Dealer diagnosed the vehicle at that time. The instrument cluster needs to be replaced. Part is on back order. Owner is seeking to have the vehicle repurchased and mentioned Lemon Law to the dealer.

Part # 5082777AH Order # Q120 Dealer # 66787

Reviewed with LMW5. Commercial part issue. ETA is not available. No further action required at this time.

Forwarding file to dealer and Business Center. Sent email to CR Manager and CCAC Supervisors. Placed copy in 82Y in basket.

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

Owner is seeking vehicle repurchase. Owner may be seeking relief under state Lemon Law.

Please bring this to the attention of your district manager in an attempt to resolve customer's concern. In addition, update the file with the resolution. - Thank you.

REASSIGNED TO BC/DLR 74 66787 05/14/09 16:34 O 18585452

DM spoke to Chad Weis (husband) about different options available... replacement (charging customer mileage), repairing and offering service contract or vehicle payments as goodwill. Owner to talk to wife and DM to find out about parts availability and reconnect with each other later this week.

DM to make contact tomorrow.

Spoke to owner and advised of options with more detail. Repurchase charge to owner will be current mileage x 39 cents per mile. (purchase price div. by 100,000 miles). Replacement would be for 20 cents per mile of usage fee to owner. Owner to think it over and follow up.

Waiting to hear from owner. TSY

Part (instrument cluster) arrived at dealer and repairs are underway. TSY DM spoke with owner who advised that vehicle was picked up and driven and then the same problems (lights on instrument cluster light up and 'no bus' warning appears while driving down the road). Vehicle is back in the service dept. and undergoing more diagnostics. TSY

Dealer waiting on radio which was determined to be the source of the problem

Radio has been received and will be installed ASAP. TSY

Vehicle has been repaired and so far no problems have been seen by owner.

POSTMARK DATE: 051409; DATE RECEIVED: 070809

Customer Assistance Inquiry Record (CAIR)#						18593793
VIN	2D8HN54P1	8R	Open Date	05/18/2009	Built Date	10/10/2007
Model Year	2008	Body	RTKP53	DODGE GRAND CARAVAN SXT WAGON		
In Service Dt	02/25/2008	Mileage	13,700	Dealer Zone	74	DENVER
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PRH	INFERNO RED CRYSTAL PEARL COAT				
Engine	EGL	3.8L V6 OHV ENGINE				
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				
Dealer	62082	FURY MOTORS INC				
Dealer Address	1000 CONCORD ST S					
Dealer City	SOUTH ST PAUL			Dealer State	MN	Dealer Zip 55075
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	W ST PAUL MN				Country	UNITED STATES
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default				Customer states that the head lamp has intermittent problem		

Customer called in and states that there is some intermittent problem with the head lights and he have taken the vehicle to the dealership many a times and the dealership is not able to find a permanent fix for the problem. Customer states that he had taken the vehicle to the dealership on Saturday for the same repairs and now the problem has occurred again. Agent asked the customer to take the vehicle to the dealership and then give us a call back so that an electric file can be sent to the dealership. Customer then wanted to know if Chrysler can provide him with a rental vehicle. Agent asked the customer to take the vehicle to the dealership for diagnosis and then give us a call back to see if Chrysler can provide him with a rental vehicle. Customer agreed.

MR [REDACTED] called in with the reference number and asking chrysler to buyback the vehicle. Customer states that the vehicle has been to the dealership numerous times from the time he has purchased this vehicle. Agent went ahead and transferred the call to T2.5 for further handling. No commitments made.

Customer wants replacement vehicle.

ATTENTION SERVICE MANAGER/DIRECTOR

Owner is requesting that their vehicle be repurchased or replaced.

This CAIR is being assigned to your dealership for further handling and review with your District Manager and/or Business Center in an attempt to resolve customer s concern. The information below was compiled based on corporate records. Please contact this customer with next steps and update this CAIR.

++++++ Buyback / Replacement Research ++++++

1. What does the customer allege is wrong with the vehicle? electrical
2. Was the vehicle purchased new or used? new
3. If used, what number owner is the customer? na
4. Per the warranty history, how many related repairs have there been?6
5. Total number of days out of service? 20
6. Date of first related repair attempt?4-10-2008
7. Mileage of first related repair attempt?1819
8. This vehicle was purchased in what state? MN
9. Is this a safety state?Yes
10. Has there been a Direct-to-Dealer CAIR previously sent?no

11. Has there been any Business Center involvement?no
12. Is the vehicle currently at an authorized dealer? yes
13. Does the condition described by the customer still exist? yes head lights electrical

The only thing the customer has been told is their file will be reviewed and/or handled by the local Business Center and Dealer, and if the condition still exists, to take their vehicle to the dealer regardless of this request.

REASSIGNED TO BC/DLR 74 62082 05/19/09 11:33 R 18593793

Writer contacted Service Manager John 62082 not available, Service Assistant Manager Matt gave information file sent for replacement vehicle no guarantee.

Customer states that he got a call from dealership that his vehicle is fixed and he can pick up his vehicle. Customer states that he wants to have a word with district manager. Customer wanted to know how would he know that his vehicle is fixed. Agent informed the customer that he can pick up his vehicle from the dealership and use his vehicle then only he would come to know that his vehicle is fixed. Agent asked the customer to get in touch with dealership and ask them to schedule an appointment with district manager.

Reassigned to I2R for follow-up.

**** CAIR assigned to Cathy Nelson 888 542 7239 x 502 *****

5/22/09 CN146:

Spoke with Bart (service advisor) at Fury Motors. The vehicle was picked up two days ago from service for flickering head lights. They replaced the TIPM as they found it faulty, but could not actually duplicate the concern.

5/22/09 CN146:

Completed the initial call with the customer. They are not happy with the vehicle as they've had it in for service so often. This last repair was for an intermittent problem with the head lights not coming on or not staying on. The customer does agree to test drive the vehicle._cn

5/26/09 CN146:

Per the customer the adjustable pedals for the brake and gas intermittently have to be pumped several times in order to operate. The doors don't unlock when in park._cn

5/26/09 CN146:

Per Chris (service advisor) at Fury Motors the doors can be programmed to unlock when in park by the customer with instruction from the owner's manual. They have to be able to duplicate a concern in order to repair it._cn

5/27/09 CN146:

Spoke with the customer. Requested he take the vehicle in for diagnoses and repair. The customer does not want to take the vehicle in for service, but claims it is lemon law qualified and wants out of it. Advised the customer that the goal of this process is to repair the vehicle to customer satisfaction. The customer will think about whether he wants assistance through this process or not._cn

6/2/09 CN146:

Called the customer and left a voice mail message requesting a return call with vehicle repair appointment information by 6/5/09, if the customer intends to pursue assistance with this process._cn

6/9/09 CN146: Closing due to lack of response from the customer. cn

6/11/09 CN146:

The customer is taking the vehicle in to the dealership for repair to the steering (vehicle turns to right), a seat cover adjustment, and there is a roaring down coming from the radio right after the vehicle is turned off.cn

Customer Assistance Inquiry Record (CAIR)#						18604057
VIN	2A8HR54P5	8R	Open Date	05/21/2009	Built Date	05/28/2008
Model Year	2008	Body	RTYP53	CHRYSLER TOWN & COUNTRY TOURING WAGON		
In Service Dt	08/27/2008	Mileage	7,700	Dealer Zone	66	ORLANDO
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PBL	MODERN BLUE PEARL COAT				
Engine	EGL	3.8L V6 OHV ENGINE				
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				
Dealer	26534	RICK HENDRICK JEEP-CHRY				
Dealer Address	8333 RIVERS AVENUE					
Dealer City	NORTH CHARLESTON	Dealer State	SC	Dealer Zip	29406	
Owner		Contact Type	TELEPHONE			
Address		Home Phone				
	LADSON SC	Country	UNITED STATES			

Product - Electrical - Lamps and Switches - Defective - Default	Customer alleges that the head lights shut off .
Product - Electrical - Power Door Lock / Deck Lid - Other - F. Door-Pass	Customer alleges that the passenger side front door wont lock .
Product - Transmission / Transaxle - Gear Selector / Linkage - Defective - Default	Shifting lever is not going into park.
Referral - Tier Two - Internal Escalation - Authorization - Default	Wants to file for the Lemon Law.

Customer called stating that he has had numerous problems with the vehicle (as mentioned in CAIR s 18456266, 18145047). He states that the Shifting lever is not going into park. Customer wants Chrysler to replace the vehicle. He stated that he has an appointment with DLR 26534 tomorrow. Informed the customer that the case will be forwarded to the concerned department, who would forward the file the Business Center and the District Manager for review. Advised the customer to stay in contact with the dealer for future updates. Reassigned the CAIR to 85L for further handling.

Customer called in regards to same concern . Customer wanted to add more problems with the vehicle. He said that the head light shuts off,then the passenger side front door won t lock. Agent could not add the reason code as the CAIR was open.

ATTENTION SERVICE MANAGER/DIRECTOR

Owner is seeking relief under state Lemon Law, Buyback or Arbitration. This CAIR is being assigned to your dealership for further handling and review with your District Manager and/or Business Center in an attempt to resolve customer s concern. The information below was compiled based on corporate records. Please contact this customer with next steps and update this CAIR.

++++++ +LL / BB / Arb Research ++++++

- What s does the customer allege is wrong with the vehicle?
- Customer alleges that the shifting lever is not going into park,head light shuts off ,the passenger side front door wont lock .
- Was the vehicle purchased new or used?
- New
- Per the warranty history, how many related repairs have there been?
- As per GWA , there is one repair attempt relating to the customer s concern .

4. Number of days out of service?
4. 01 day
5. Date of first related repair attempt?
5. 12/05/2008
6. Mileage of first related repair attempt?
6. 4166 M
7. This vehicle was purchased in what state?
7. South Carolina
8. Is this a safety state?
8. No
9. Has there been a Direct-to-Dealer CAIR previously sent?
9. Yes
10. Has there been any Business Center involvement?
10. No
11. Is the vehicle currently at an authorized dealer?
11. No
12. Does the condition described by the customer still exist?
12. Yes
The only thing the customer has been told is their file will be reviewed
and/or handled by the local Business Center and Dealer.
85L agent called up the dealership but was not able to speak to the right
person therefore will call up the next working business day .
DIRECT-TO-DEALER (26534) #####
ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER
Please follow your Business Center guidelines in an attempt to
resolve this customer s concern(s). If needed, seek assistance from your
District Mgr, Business Center or STAR.
The vehicle has had ?01? repair attempts and has been out of service
for a total of ?01? .
Agent called dealer and spoke to ?Skip SM?, informed that CAIR
was being sent. Please update this CAIR with resolution.
CUSTOMER CONTACT INFORMATION: [REDACTED] ?

REASSIGNED TO BC/DLR 66 26534 05/27/09 14:30 O 18604057
SD indicated that the vehicle has been repaired. AM closing CAIR - RJV13

Customer Assistance Inquiry Record (CAIR)#						18628350
VIN	2A8HR44H3	8R	Open Date	06/01/2009	Built Date	02/13/2008
Model Year	2008	Body	RTYH53	CHRYSLER TOWN & COUNTRY LX WAGON		
In Service Dt	05/24/2008	Mileage	8,086	Dealer Zone	71	LOS ANGELES
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PBG	CLEARWATER BLUE PEARL COAT				
Engine	EGV	3.3L V6 OHV ENGINE				
Transmission	DFF	4-SPEED AUTOMATIC VLP 41TE TRANS				
Dealer	60007	SUPERSTITION SPRINGS CHRY-JEEP INC				
Dealer Address	6130 E AUTO PARK DRIVE					
Dealer City	MESA	Dealer State	AZ	Dealer Zip	85206	
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	QUEEN CREEK AZ				Country	UNITED STATES

Referral - Tier Two - Internal Escalation - Authorization - Default	seeking relief under the state lemon law
Product - Electrical - Unknown - Intermittent or Inoperative - Default	the lights on the dash flashes intermittently
Dealer - Service/Body Shop - Transaction - Problem Not Resolved - Default	unable to duplicate the issue
Product - Electrical - Wipers / Washers - Intermittent or Inoperative - Front	wipers does not work poperly

Customer alleges that the dealership is unable to duplicate the intermittent electrical issue with and they have referred the customer to Chrysler, customer is not feeling safe to drive the vehicle and wants a replacement to the vehicle as this is the fifth time the vehicle is been to the dealership.

Reassigned to I2R for follow-up.

*****CAIR HAS BEEN ASSIGNED TO MIKELYN BUYS (ISG I2R OWNER RETENTION TASK FORCE TEAM) FOR HANDLING 888-542-7239 x464*****

6/3/09: Spoke to Gary, Service Advisor at Power CJ 43531; Gary to fax customer s 2 Pre-delivery RO s to me at 972-652-3590.

Spoke to Mark Ray, Service Advisor at Superstition Springs 60007; Vehicle last in for Service 4/17 for an intermittent front wiper concern- Verified concern and performed wiring repair...Waiting on faxed RO s from Mark.mb981
Spoke to customer s mother at home number and she referred me to customer s cell . Left msg with mother for customer to call back regarding vehicle. Reached no answer or voice mail when attempting to reach customer on cell. mb981

Spoke to customer and he s experiencing the following intermittent vehicle concerns: Wipers will turn on by themselves then dash lights start flashing dash indicators go to 0, headlamps flash with dash lights and no Electric switches will work in vehicle. Customer states vehicle worked fine for a few weeks after last repair then concern occurred a few days ago. but hasnt since. Customer states issue is now occurring with car door opened and closed. Customer states he doesn t feel safe in, nor will his wife drive drive vehicle, especially with their children because they re afraid intermittent Electrical concern is going to cause an accident. Customer states Dealer has attempted to repair intermittent issue 4 times, but it s still occurring and usually starts occurring again a few weeks or so after Dealer has performed a repair for concern, which began a few weeks after Apologized to customer for the inconvenience and advised that I m going to

review his issue further and should be calling him next week with a possible plan of action.

Spoke to Mark, Service Advisor updating him on vehicle status and customer's disposition per above. Mark to forward info to SM Jeff Wilhelm when he returns from vacation next week and will have Jeff call me to discuss possible resolve with Tech rep and DM's assistance. mb981

6/4/09: Spoke to Gary, Service Advisor at Power CJ 43531; Gary unable to access or print customer's 2 Pre-delivery RO's from 3/3/08 and 4/29/08. Gary to see if Warranty Clerk can pull hard copy and call me back with results. mb981

6/8/09: Left v/m for Gary, Service Advisor at Power CJ 43531 requesting status on faxing Pre-delivery RO's from 3/3/08 and 4/29/08.

Left 2nd msg for Jeff, SM at Superstition Springs to call back regarding pending resolve to customer's ongoing intermittent Electrical concerns. mb981

6/9/09: Spoke to Gary, Service Advisor at Power CJ 43531 and he should be Pre-delivery RO's to me today.

Left 3rd msg for Jeff, SM at Superstition Springs to call back regarding pending resolve to customer's ongoing intermittent Electrical concerns. Spoke to customer advising I'm still working on a plan of action in attempt to resolve his ongoing intermittent Electrical concerns and should be calling by next week with an update. mb981

6/9/09: Spoke to Jeff, SM at Superstition Springs updating him on vehicle status/customer's safety concerns per above. Jeff to contact TA Scott Miller for assistance possible Tech inspection and should be calling me with an update, once he's received a response from Tech Advisor regarding. mb981
060909 recvd tech assist request from jeff @ dlr - forwarded to ta dsm4 for handling - refer to cair # 18653423 for ta handling tmt

REASSIGNED TO BC/DLR 71 60007 06/15/09 17:12 O 18628350

6/15/09: Per new Tech Assistance CAIR 18653423 opened 6/9 Tech Rep Scott Miller spoke to Jeff, SM at Superstition Springs and is waiting for Jeff to call him with customer's appt date, so he can assist Dealer with customer's ongoing intermittent Electrical concerns.

Spoke to DM updating him on CAIR per above. DM confirmed I2R's assistance is no longer necessary, since Tech Advisor is involved and should be contacting him for assistance, if necessary...Assigned CAIR to Dealer per DM's request and spoke to customer updating him on Chrysler Tech Rep's involvement above. Customer states he's spoke to Jeff, SM and is scheduled to bring vehicle in for assessment 6/16, so I referred him to Dealer regarding pending resolve, since Tech Rep and Dealer will be handling his CAIR from here and have access to Chrysler DM's assistance if necessary... Closing I2R File. mb981

6/17/09: Received v/m for Jeff, SM at Superstition Springs advising Module is on Back-order with an estimated release date of 9/3/09. Left v/m for Jeff at Superstitions thanking him for the update.

Also advised that per my conversation with DM, Tech Rep should contact him for assistance if needed, therefore I2R's involvement in CAIR is no longer necessary and I have digressed on my end. mb981

*Contact Date:06/18/2009

Service Manager at the dealership has updated the Cair# 18628350
Parts have been ordered.

*Contact Date:06/24/2009

Service Manager at the dealership has closed the Cair# 18628350

Warranty repair has been documented on Repair Order#131725

CAIR RETURNED FROM DEALER ON 6/24/2009 AT 05:50:113 R 18628350

8/19/09: Received call from customer stating intermittent Electrical concern is still occurring. Customer states Wipers, Headlights, Dash lights and indicator needles turn on by themselves, which occurred twice yesterday and this morning. Advised customer his concerns will be noted and recommended he continue working with SM at Superstition Springs per DM. Per conversation with DM 6/15, I2R's assistance was no longer necessary, as both he and Tech Advisor were involved and would be assisting Dealer with resolve as needed. mb981

8/19/09: Received call from customer stating Jeff, SM advised him he can only assist with Servicing vehicle.

Spoke to customer and Jeff, SM at Superstition Springs via conference call; Customer to bring vehicle in for assessment 8/19. Jeff to contact DM and Tech Advisor for assistance once vehicle has been assessed and proceed

Customer states that vehicle is in to be repaired for the 6th time.
Customer stating that he is just informing Chrysler that if he has to
take the vehicle in again for the 7th time for the same problem. Customer
state he will contact a lawyer to see what option he has.

Customer Assistance Inquiry Record (CAIR)#						18630375
VIN	2A8HR54P4	8R	Open Date	06/01/2009	Built Date	10/19/2007
Model Year	2008	Body	RTYP53	CHRYSLER TOWN & COUNTRY TOURING WAGON		
In Service Dt	10/25/2007	Mileage	34,061	Dealer Zone	51	CHICAGO
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PW1	STONE WHITE CLEAR COAT				
Engine	EGL	3.8L V6 OHV ENGINE				
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				
Dealer	63238	DELZELL BROTHERS INC				
Dealer Address	100 SOUTH MAIN ST					
Dealer City	MORNING SUN	Dealer State	IA	Dealer Zip	52640	
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	WINFIELD IA				Country	UNITED STATES

Referral - Tier Three - Default - Default - Default	Customer wanted to talk to a senior staff.
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	

Customer called in stating that she has been disconnect three times because of bad weather, writer was listening to customers concerns about the vehicle when call was disconnected, customer stated she is seeking for dealer to get parts necessary to fix the vehicle. Call was disconnected a fourth time.

Customer called in regarding an issue with her electrical system. Customer states that the problem is that her dash lights and headlights go out intermittently. Writer contacted 63238 and spoke to Andy. Andy states that they are having a problem recreating the issue. Andy states that he would like to test drive the vehicle with the customer and see if they cant reproduce the issue. Writer was about to inform the customer of this but she had disconnected.

Customer called in and left me a voicemail, writer contacted customer back and customer became irate when writer informed her that she may need to test drive the vehicle with the SM, writer advised customer that JF849 contacted the dealer and informed them to contact a technical team in regards to the issue. Customer became irate again and stated she will never buy another Chrysler again and hung up.

****Begin structured narrative T2 - TIER THREE REFERRAL

Transferred customer to T2.5 or Reassigned CAIR to

Transferred to tier2.5

T2.5 in-basket ?insert in-basket #? per ? NIC ?.

KN128

****End structured narrative T2 - TIER THREE REFERRAL

****Begin structured narrative T2 - T2 1/2 referral

Transferred customer to T2.5 or Reassigned

CAIR to T2.5 inbasket ?insert inbasket #? per

?NIC?.

****End structured narrative T2 - T2 1/2 referral

Customer called in with the above mentioned concern and wanted to talk to a senior staff and the agent after consulting with KN128 transfered the call to tier3.

Customer stated she wants the van bought back or have the parts put in.

It was in 3 weeks ago the dealership is telling her it is Chrysler's fault that the parts are not available. She said it is a Lemon and wants to have it bought back. Writer explained Chrysler would not be able to buy her vehicle back as she is requesting this (Writer later found that there is a process for this and filed the necessary paperwork for the buyback request). Writer called Al the Service Manager he turned writer over to the Service Advisor Andy, he stated that the instrument cluster is the problem with the vehicle it is causing the wipers, lights and other issues to work and not work. The SA stated the vendor has been halted due to lack of payment. He was told he could not get an ETA on the part he was given a window of 2 weeks or some time in August. He said it is in a VOR status at this time.

DIRECT-TO-DEALER

ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER

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

The unresolved concern is the vehicle's instrument cluster is on backorder.

Agent called dealer and spoke to Al the Service Manager and also Andy the Service Advisor, informed that CAIR was being sent. Please update this CAIR with resolution.

#####

ATTENTION SERVICE DIRECTOR/MANAGER

Owner is seeking relief under the state lemon law

This CAIR is being assigned to your dealership for further handling and review with your District Manager and/or Business Center in an attempt to resolve customer's concern. The information below was compiled based on corporate records. Please contact this customer with next steps and update this CAIR.

+++++ Lemon Law Research +++++

1. What does the customer allege is wrong with the vehicle? Vehicle needs an instrument cluster.
2. Was the vehicle purchased new or used? Used
3. If used, what number owner is the customer? 2 - 10/4/08
4. Per the warranty history, how many related repairs have there been? 0
5. Date of first related repair attempt?
6. Mileage of first related repair attempt?
7. This vehicle was purchased in what state? IA
8. Is this a safety state? No
9. Has there been a Direct-to-Dealer CAIR previously sent? No
10. Has there been any Business Center involvement? No
11. Is the vehicle currently at an authorized dealer? Yes
12. Does the condition described by the customer still exist? Yes

The only thing the customer has been told is their file will be reviewed and/or handled by the local Business Center and Dealer, and if the condition still exists, to take their vehicle to the dealer regardless of this request.

ATTENTION SERVICE MANAGER/DIRECTOR

Owner is requesting that their vehicle be repurchased or replaced.

This CAIR is being assigned to your dealership for further handling and review with your District Manager and/or Business Center in an attempt to resolve customer's concern. The information below was compiled based on corporate records. Please contact this customer with next steps and update this CAIR.

+++++ Buyback / Replacement Research +++++

1. What does the customer allege is wrong with the vehicle? Instrument cluster on back order.
2. Was the vehicle purchased new or used? Used.
3. If used, what number owner is the customer? 2
4. Per the warranty history, how many related repairs have there been? 0
5. Total number of days out of service? 3 Weeks she stated.
6. Date of first related repair attempt?
7. Mileage of first related repair attempt?
8. This vehicle was purchased in what state? IA
9. Is this a safety state? No

11. Has there been any Business Center involvement? No

12. Is the vehicle currently at an authorized dealer? Yes

13. Does the condition described by the customer still exist? Yes

The only thing the customer has been told is their file will be reviewed and/or handled by the local Business Center and Dealer, and if the condition still exists, to take their vehicle to the dealer regardless of this request.

REASSIGNED TO BC/DLR 51 63238 06/12/09 13:05 R 18630375

C.Weathers talked with service manager, Al. He stated that the customer does not have the vehicle anymore. _

7/1/09

Customer Assistance Inquiry Record (CAIR)#						18639382		
VIN	2D8HN54X9	8R	Open Date	06/04/2009	Built Date	03/20/2008		
Model Year	2008	Body	RTKP53	DODGE GRAND CARAVAN SXT WAGON				
In Service Dt	04/13/2009	Mileage	1,958	Dealer Zone	66	ORLANDO		
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US			
Color	PW1	STONE WHITE CLEAR COAT						
Engine	EGQ	4.0L V6 SOHC ENGINE						
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION						
Dealer	41026	EGOLF MOTORS INC						
Dealer Address	401 DUNCAN HILL RD							
Dealer City	HENDERSONVILLE			Dealer State	NC	Dealer Zip	28792	
Owner					Contact Type	TELEPHONE		
Address					Home Phone			
	FLETCHER NC				Country	UNITED STATES		
<table border="1"> <tr> <td>Product - Electrical - Lamps and Switches - Other - Default</td> <td>instrument panel lights flash</td> </tr> </table>							Product - Electrical - Lamps and Switches - Other - Default	instrument panel lights flash
Product - Electrical - Lamps and Switches - Other - Default	instrument panel lights flash							

Mike from dealer 41026 contacts Tier 3 regarding vehicle needing an instrument cluster. Cluster is mileage sensitive and based on what is going on with the instrument panel lights flickering, headlights flashing and wipers working on their own - owner cannot drive the vehicle. Part was ordered today and is a vendor direct part. No ETA on when part will be shipped to the dealer.

Part number 5082773AH - order placed today.

Writer authorized 10 days of rental at \$30 a day. Provided Mike with direct line so if more rental is needed he can contact writer directly.

Forwarding file to parts team for possible assistance.

* Mopar working on obtaining - no ETA at this time.

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

Per Chrysler policy, CAIR being sent Direct to Dealer.

Writer will continue to track CAIR.

Follow up with customer as needed.

Please update with final resolution.

REASSIGNED TO BC/DLR 66 41026 06/05/09 09:03 O 18639382

* No ETA available.

Writer emailed MOPAR asking them to have supplier put order as top priority.

*Contact Date:06/08/2009

Service Manager at the dealership has updated the Cair# 18639382

Parts have been ordered.

* Still no credible ETA available.

*Contact Date:06/18/2009

Service Manager at the dealership has closed the Cair# 18639382

Warranty repair has been documented on Repair Order#156628

CAIR RETURNED FROM DEALER ON 6/18/2009 AT 02:41:274 R 18639382

Customer Assistance Inquiry Record (CAIR)#						18647093	
VIN	2A8HR54P5	8R	Open Date	06/08/2009	Built Date	05/28/2008	
Model Year	2008	Body	RTYP53	CHRYSLER TOWN & COUNTRY TOURING WAGON			
In Service Dt	08/27/2008	Mileage	9,991	Dealer Zone	66	ORLANDO	
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US		
Color	PBL	MODERN BLUE PEARL COAT					
Engine	EGL	3.8L V6 OHV ENGINE					
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION					
Dealer	26534	RICK HENDRICK JEEP-CHRY					
Dealer Address	8333 RIVERS AVENUE						
Dealer City	NORTH CHARLESTON			Dealer State	SC	Dealer Zip	29406
Owner					Contact Type	TELEPHONE	
Address					Home Phone		
	LADSON SC				Country	UNITED STATES	

Product - Electrical - Lamps and Switches - Other - Default	Head Light
Product - Electrical - Power Windows - Other - F. Door-Pass	motor not wo9rking properly
Product - Electrical - Navigation System - Noisy, Static, Interference - Default	voice stutter and cutting out
Product - Electrical - uConnect Cellular System - Noisy,Static,Interference - Default	voice stutter and cutting out

The customer stated that his passenger window motor seems to have a short in it. He stated that his UConnect system is starting to stutter. He stated that these are intermittent electrical issues. He stated that the UConnect will not stay connected. He then stated that the Navigation system is also stuttering and cutting out as well. The customer wants a replacement vehicle.

ATTENTION SERVICE MANAGER/DIRECTOR

Owner is requesting that their vehicle be repurchased or replaced.

This CAIR is being assigned to your dealership for further handling and review with your District Manager and/or Business Center in an attempt to resolve customer's concern. The information below was compiled based on corporate records. Please contact this customer with next steps and update this CAIR.

+++++ Buyback / Replacement Research +++++

1. What does the customer allege is wrong with the vehicle? Electrical system
2. Was the vehicle purchased new or used? new
3. If used, what number owner is the customer?
4. Per the warranty history, how many related repairs have there been? 1
5. Total number of days out of service? 1
6. Date of first related repair attempt? 11/24/08
7. Mileage of first related repair attempt? 3103 miles
8. This vehicle was purchased in what state? SC
9. Is this a safety state? no
10. Has there been a Direct-to-Dealer CAIR previously sent? yes
11. Has there been any Business Center involvement? no
12. Is the vehicle currently at an authorized dealer? no
13. Does the condition described by the customer still exist? yes

The only thing the customer has been told is their file will be reviewed and/or handled by the local Business Center and Dealer, and if the condition still exists, to take their vehicle to the dealer regardless

of this request.

REASSIGNED TO BC/DLR 66 26534 06/08/09 10:07 O 18647093

Reassigned to I2R for follow-up.

Latonya Solomon is handling CAIR. If customer calls, please direct them to Latonya at 888-542-7239 x520. Thank you.

6/11/09 LS826:

Spoke with SA; vehicle was recently serviced (6/6) because shiftier wouldn't move, the part was replaced. Prior to this repair vehicle was in 3 times.

Advised rep that I would call them back later when they weren't so busy.

Spoke with the customer's wife & she advised that they experience intermittent electrical concerns with the vehicle. The windows go down by themselves & the headlights go out, the windshield wipers so times don't work. The most recent concern was the gearshift wouldn't go into park.

Husband works in Virginia & drives the vehicle. Called & left him a message requesting a callback. LS

Spoke with the customer, he advised that since repair gear shift appears to be fixed. However he still experiences concern with electronic components in the vehicle. _

Passenger side window goes down when vehicle isn't in use. Passenger side door won't unlock using remote.

Headlight turn themselves off while in use.

uConnect doesn't self start when connected & echo is heard in background.

Navigation system redirects itself, even when vehicle is turned off & restarted.

All the concerns are intermittent & haven't been duplicated by dealership.

Suggested that vehicle be taken to alternate dealership & customer advised customer to make notes of when concerns occur to better assist the dealership. Customer stated okay. LS

Writer spoke with customer about electrical issues with his vehicle.

Stated he has taken it to a alternate dealership for diagnose. Stated dealership cannot duplicate his concerns. Stated when he gets back home to take it back to dealership 26534 and address his concerns.

Customer called stating that he had the vehicle in the shop last week. States that they cannot fix the electrical problems as it does not do it in the shop. Vehicle also needs a new rear bumper now. Vehicle is in SC. Customer called the dealership to inform them that they can have the vehicle as and when they like to fix the rear bumper. Asked the customer to call back once the vehicle is at the dealership.

Customer stated that the window on the front right side window will go down by itself and the head lights go out by themselves. And these are the most important issues at this time. The customer stated that he was unable to get his vehicle into the dealership and would be going out to sea. The customer stated that he told the dealership that the vehicle was available and the dealership could come and get it. Writer stated that the dealership is not going to send anyone out to his home to get the vehicle. If necessary writer stated that if nothing else before he left to go out to sea he could work with the dealership to take the car there until they can work on it. Writer called the dealership and spoke to the SM Skip about the concerns.

DIRECT-TO-DEALER

ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER

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

District Manager, Business Center or STAR.

The unresolved concern is window and head lights.

Agent called dealer and spoke to SM Skip informed that CAIR was being sent. Please update this CAIR with resolution.

#####

REASSIGNED TO BC/DLR 66 26534 06/29/09 14:54 R 18647093

AM update - AM sent SD an email requesting an update to this situation.

RJV13

*Contact Date: 07/10/2009

Service / Parts Director at the dealership has updated the Cair# 18647093

Dealer attempting to contact customer.

AM met with SM to review this situation. SM attempted to contact the cust

Should owner recontact Chrysler please have him contact SKIP the SM and he and I will work to resolve the Customer concerns. RJV13

Customer Assistance Inquiry Record (CAIR)#						18652202
VIN	2D8HN54P3	8R	Open Date	06/09/2009	Built Date	09/28/2007
Model Year	2008	Body	RTKP53	DODGE GRAND CARAVAN SXT WAGON		
In Service Dt	02/26/2008	Mileage	11,950	Dealer Zone	35	WASHINGTON
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				
Engine	EGL	3.8L V6 OHV ENGINE				
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				
Dealer	41646	MT EPHRAIM CHRYSLER DODGE				
Dealer Address	620 N BLACK HORSE PIKE					
Dealer City	MOUNT EPHRAIM	Dealer State	NJ	Dealer Zip	08059	
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	CLEMENTON NJ				Country	UNITED STATES

Recall - H30: REMOTE KEYLESS ENTRY TRANSMITTER - Advise Owner/Incomplete Recall	Customer advised of the incomplete recall.
Corporate - 2009 Restructure - Bankruptcy - Default - Default	Customer seeking to rights available, her dealer closed.
Product - Drivability - Unknown - Stalling - Default	Customer states the vehicle shut down while idling.

Customer calls seeking assistance with a service related concern as it relates to their dealer closing. The concern as stated by the customer:

Customer states she took the vehicle for the front blower that stopped running on 06/03/09, after the vehicle was repaired customer has since experienced the vehicle stalling, all the lights on the dashboard come on and the vehicle stalls. Customer states the vehicle stalled twice today and there are no head lights. Customer states her dealership is closed, she has to travel some way to dealer 41646. Customer states she is seeking to know her rights, ie, customer states the dealer states she can bring her vehicle in on 06/10/09, but there is no guarantee someone can look at the vehicle on 06/10/09. Customer questions if she can get a loaner vehicle.

Writer advised the customer a loaner may be available from a dealership that has a dealership, writer also advised the customer the dealership have guidelines set up for loaner vehicles. Writer advised the customer a rental vehicle may be considered once the vehicle has been diagnosed.

Writer advised the customer of the incomplete recall, customer states she received the notification in the mail, Saturday.

Customer is still having problems with the stalling issue which was attempted to be repaired previously. Customer picked up the vehicle on 06/16/09 and has already called the dealership to advise and they informed her to bring the vehicle back into them on 06/23/09 because the technician is out who previously worked on the vehicle.

Customer calls requesting to speak with SM1203

Customer/Caller name match to CAIR confirmed.

The CAIR is 30 days old or less.

Agent has checked for decline standard paragraph.

Customer informed to leave message if agent isn't available.
Customer/Caller transferred to extension # 66093
Customer calls requesting to speak with....MM1448
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 # 66091
Customer states vehicle stalled while she was driving it again, so it is currently at her dealership for repairs. Customer states she was offered a rental vehicle by her dealership, but the rental company is charging her \$5.00/day for a homeland security fee. Customer states that she does not feel that she should have to pay this, as this has been an ongoing problem with her vehicle. Writer informed, as per ME601 that Chrysler cannot assist with this fee, as it is not a covered service by Chrysler in regards to rental assistance. Customer also inquired as to what she should do if this does not resolve the issue. Writer informed that she is welcome to take her vehicle to another dealership for a second opinion, but anything else that she chooses to pursue, is completely up to her. Customer inquired as to whether she qualifies for a Lemon Law, writer informed that agent is not aware of the lemon law requirements for her state. Writer informed that the CAC cannot advise as to what she could/should do in any legal aspect regarding this vehicle. Customer was not satisfied with this and stated that she will contact a lawyer.

Customer Assistance Inquiry Record (CAIR)#						18748893
VIN	2A8HR44H7	8R	Open Date	07/13/2009	Built Date	08/02/2007
Model Year	2008	Body	RTYH53 CHRYSLER TOWN & COUNTRY LX WAGON			
In Service Dt	08/22/2008	Mileage	5,971	Dealer Zone	51	CHICAGO
Plant	R	WINDSOR ASSEMBLY PLANT		Market	U	US
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				
Engine	EGV	3.3L V6 OHV ENGINE				
Transmission	DFF	4-SPEED AUTOMATIC VLP 41TE TRANS				
Dealer	58364	BRYDEN MOTORS INC				
Dealer Address	548 BROAD STREET					
Dealer City	BELOIT	Dealer State	WI	Dealer Zip	53511	
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	MACHESNEY PARK IL				Country	UNITED STATES
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default				Customer states dashboard and all front lights will suddenly go out		

Customer says that the lights problem is recurring and dealer 58364 has not been able to find the correct cause of the issue. The customer has said that this is the only vehicle in the household and it is used to transport his mother, who is in a wheelchair; but it is not altered with a ramp etc.

Agent called 58364 and spoke to SM, Scott, who said they have tried several things, but they need to have the vehicle for an extended amount of time to reproduce the problem; it is an intermittent problem, and records show the vehicle has been in several times for this symptom. Agent has decided that given this special situation agent will grant five days rental so that 58364 has enough time to drive the vehicle at night so that it can finally be correctly diagnosed.

As a one-time goodwill gesture, Chrysler will supply a rental vehicle for five days for a maximum of \$200.

Customer will be responsible for a co-pay in the amount of \$0.00 This goodwill is being offered because the service manager states that in five days they may finally trace down the difficulty. This rental is renewable. Once it has been diagnosed, the rental may be covered under MaxCare.

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 Deborah at 800-992-1997 extension # 66164

You may also contact us by email at: T2email@chrysler.com

Customer has been informed of this decision

Please update and/or close CAIR when complete.

#####

REASSIGNED TO BC/DLR 51 58364 07/13/09 16:10 O 18748893

*Contact Date:07/28/2009

Warranty Administration at the dealership has closed the Cair# 18748893

Warranty repair has been documented on Repair Order#101694

CAIR RETURNED FROM DEALER ON 7/28/2009 AT 05:16:053 R 18748893

Customer Assistance Inquiry Record (CAIR)#						18779122
VIN	2D8HN44H0	8R	Open Date	07/23/2009	Built Date	09/07/2007
Model Year	2008	Body	RTKH53	DODGE GRAND CARAVAN SE WAGON		
In Service Dt	12/22/2007	Mileage	20,000	Dealer Zone	32	NEW YORK
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PBL	MODERN BLUE PEARL COAT				
Engine	EGV	3.3L V6 OHV ENGINE				
Transmission	DFF	4-SPEED AUTOMATIC VLP 41TE TRANS				
Dealer	37058	R I SURESKY & SON INC				
Dealer Address	RTE 17A HATFIELD					
Dealer City	GOSHEN	Dealer State	NY	Dealer Zip	10924	
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	NEWBURGH NY				Country	UNITED STATES

Product - Air Conditioning / Heater - Blower Motor - Inadequate Cooling - Default	Customer seeking a buyback.
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Customer states headlights blink on and off.
Product - Electrical - Power Sliding Door - Intermittent or Inoperative - Both Sides	Sliding doors dont close with remote.

Customer stated that she has recently taken her vehicle to the dealership to have the recalls on her vehicle fix. Customer also states that she had the dealership look at her headlights because they were coming on and off. Customer states that dealer 37058 could not find a problem. Customer states that after she got her vehicle back the doors would not close with remote and the air conditioner started coming on and off. Customer is seeking a buy back and does not want another Grand Caravan.

ATTENTION SERVICE MANAGER/DIRECTOR #####
Owner is requesting that their vehicle be repurchased or replaced.

This CAIR is being assigned to your dealership for further handling and review with your District Manager and/or Business Center in an attempt to resolve customer s concern. The information below was compiled based on corporate records. Please contact this customer with next steps and update this CAIR.

++++++ Buyback / Replacement Research ++++++

1. What does the customer allege is wrong with the vehicle?
2. Was the vehicle purchased new or used?
3. If used, what number owner is the customer?
4. Per the warranty history, how many related repairs have there been?
5. Total number of days out of service?
6. Date of first related repair attempt?
7. Mileage of first related repair attempt?
8. This vehicle was purchased in what state?
9. Is this a safety state?
10. Has there been a Direct-to-Dealer CAIR previously sent?
11. Has there been any Business Center involvement?
12. Is the vehicle currently at an authorized dealer?
13. Does the condition described by the customer still exist?

The only thing the customer has been told is their file will be reviewed and/or handled by the local Business Center and Dealer, and if

the condition still exists, to take their vehicle to the dealer
regardless
of this request.

REASSIGNED TO BC/DLR 32 37058 07/23/09 11:26 O 18779122

Call center never completed the above 13 questions. There are no warranty
repairs in history. Vehicle does not qualify for lemon law and will not be
repurchased or replaced.

dealer advises vehicle has been repaired. closed.

Customer Assistance Inquiry Record (CAIR)#						18823344
VIN	2A8HR54PX	8R	Open Date	08/06/2009	Built Date	09/10/2007
Model Year	2008	Body	RTYP53	CHRYSLER TOWN & COUNTRY TOURING WAGON		
In Service Dt	10/15/2007	Mileage	19,342	Dealer Zone	66	ORLANDO
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PBG	CLEARWATER BLUE PEARL COAT				
Engine	EGL	3.8L V6 OHV ENGINE				
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				
Dealer	41939	THORNTON C-D INC				
Dealer Address	2354 FLORENCE BV					
Dealer City	FLORENCE	Dealer State	AL	Dealer Zip	35630	
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	LORETTO TN				Country	UNITED STATES

Product - Air Conditioning / Heater - Blower Motor - Inoperative - Default	A/C -Heater blower motor motor inoperative.
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Caller states that headlamps operate intermittantly.
Product - Electrical - Ignition System - Intermittent or Inoperative - Default	Caller states that vehicle occasionally stops operating while moving.
Recall - H16: POWER STEERING HOSE - Seeks Alternative Transportation	SAFETY RECALL H16 - Power steering hose.
Corporate - Complaint Contact - Default - Default - Default	

Mrs. [REDACTED] calling to advise that she needs rental assistance as her 2008 CHRYSLER TOWN & COUNTRY TOURING WAGON stops operating when driving - just stops in traffic. Caller states that headlamps operate intermittently. Caller states that Heater - A/C blower does not work. Caller states that THORNTON C-D INC (41939) @ [REDACTED] has a TIPM (control module that runs accessories) is on order and won't be available until Monday).

Contacted Amanda SA at THORNTON C-D INC (41939) @ 256-766-7324 who advised Writer that the TIPM is on order and that they have an association with HERTZ and rental cost is \$30.00 per day.

As Mrs. [REDACTED] is concerned with the intermittent operation of the vehicle and headlights - a safety issue brought up by Caller. Writer determined that a rental vehicle should be authorized until vehicle is safely operational.

Mr. & Mrs. [REDACTED] have owned three Chrysler product in the past and currently own one.

Authorizing rental PA for 5 days @ \$30.00 per day

PA created and CAIR reassigned to Dealer 41939.

Vehicle is at dealership for the following SAFETY/RECALL: H16 POWER STEERING HOSE WARRANTY 01/28/2009.
REASSIGNED TO BC/DLR 66 41939 08/06/09 15:15 O 18823344

SM reported that the vehicle has been repaired. Owner satisfied.

Customer Assistance Inquiry Record (CAIR)#						18851449
VIN	2A8HR54P8	8R	Open Date	08/17/2009	Built Date	01/10/2008
Model Year	2008	Body	RTYP53	CHRYSLER TOWN & COUNTRY TOURING WAGON		
In Service Dt	03/21/2008	Mileage	11,256	Dealer Zone	32	NEW YORK
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT				
Engine	EGL	3.8L V6 OHV ENGINE				
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				
Dealer	66932	FULLERTON CHRYSLER JEEP DODGE CORP				
Dealer Address	1050 ROUTE 22					
Dealer City	SOMERVILLE	Dealer State	NJ	Dealer Zip	08876	
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	HILLSBOROUGH NJ				Country	UNITED STATES

Product - Electrical - Speedo/Gauges/Ometer/EIC - Intermittent or Inoperative - Default	All lights flashing
Corporate - Complaint Contact - Default - Default - Default	
Corporate - Lemon Law - Default - Default - Default	

Customer called in stating that she has taken the vehicle into the dealership multiple times to get her vehicle fixed for multiple electrical problems that have existed since she purchased the vehicle and is scared to drive because of the intermittent problems with lights coming on when they shouldn't, the windshield wipers going crazy and the a/c going on and off intermittently. Wants Chrysler to repurchase the vehicle.

ATTENTION SERVICE MANAGER/DIRECTOR

Owner is requesting that their vehicle be repurchased or replaced.

This CAIR is being assigned to your dealership for further handling and review with your District Manager and/or Business Center in an attempt to resolve customer's concern. The information below was compiled based on corporate records. Please contact this customer with next steps and update this CAIR.

++++++ Buyback / Replacement Research ++++++

1. What does the customer allege is wrong with the vehicle?

Intermittent electrical problems with the lights flashing and being very intermittent

2. Was the vehicle purchased new or used?

New

3. If used, what number owner is the customer?

4. Per the warranty history, how many related repairs have there been?

5

5. Total number of days out of service?

23

6. Date of first related repair attempt?

7/16/2008

7. Mileage of first related repair attempt?

3869

8. This vehicle was purchased in what state?

NJ

9. Is this a safety state?

No

10. Has there been a Direct-to-Dealer CAIR previously sent?

No

11. Has there been any Business Center involvement?

No

12. Is the vehicle currently at an authorized dealer?

No

13. Does the condition described by the customer still exist?

No

The only thing the customer has been told is their file will be reviewed and/or handled by the local Business Center and Dealer, and if the condition still exists, to take their vehicle to the dealer regardless of this request.

REASSIGNED TO BC/DLR 32 66932 08/17/09 09:58 O 18851449

Owner is calling regarding the status of her buyback request. Owner is really upset stating she received a phone call this morning regarding her buyback request. Owner states she spoke with Stephanie from dealer 66932 and she informed her that Chrysler Group, LLC had agreed to purchase her vehicle back. Owner is demanding to know what the next step is from now on. Writer advised owner that she needed to stay in contact with the dealer for further updates. Owner claims she has been in contact with the dealer several times today and left messages and no one calls her back. Owner is really frustrated and states she has two kids she can't drive around and that she is going on vacation shortly and wants this issue resolved ASAP. Owner is threatening with contacting the media to report this entire situation. Writer called the dealer and attempted to speak Stephanie but she was not available. Writer spoke with Gina in service and she transferred writer into Allan-SD voicemail. Owner is requesting car rental assistance. Writer advised owner that due to the fact that her buyback request was in process we were unable to offer rental assistance. Owner was even more upset and demanded immediate resolution. Writer apologized to the owner for the inconvenience and stressed the fact that she needed to wait for the dealer/BC to contact her back with final resolution.

Reassigned to I2R for follow-up.

Latonya Solomon is handling CAIR. If customer calls, please direct them to Latonya at 888-542-7239 x520. Thank you.

8/19/09 LS826:

Left a message for the SM (Allen) requesting a callback. Spoke with SA (Stephanie) & she advised that SM advised her that the vehicle was in the process being bought back; she didn't have any additional information.

First attempt to contact customer; left a message. LS

8/19/09 Spoke with the customer & she advised that the vehicle isn't currently being serviced. Customer states the vehicle is experiencing a number of electrical issues. The windshield wiper come on automatically, the headlights, tail lights & various lights in the dash flash.

The customer is requesting that the vehicle be repurchased. Customer also stated that the SM (Allen) requested that a conference call be done.

Called the SM & he advised that someone from Chrysler Corp. called & left him a message advising him that the customer's vehicle was going to be repurchased. Rep stated that vehicle has never been seen for the concerns however he was able to see that vehicle had been serviced 6 times at Belle Mead (09827) which is no longer a Chrysler dealership. Advised SM that DM would be contacted for assistance with vehicle. Rep requested that CAIR be reassigned to his dealership.

Spoke with the DM; he declined doing a repurchase at this time. He advised that he would contact the SM (Allen) regarding repairing the vehicle.

Called the customer to request that vehicle be taken to Fullerton (66932) for another repair attempt. Customer became enraged & wanted to know why the vehicle wasn't going to be bought back. She was advised numerous times (5) by various reps at Chrysler Corp. that a buyback was in place.

The customer then stated that she was going to contact a lawyer to pursue the Lemon Law & requested a rental vehicle.

Advised the customer that rental wouldn't be provided if she's going to file for the Lemon Law. She then stated that she's going to record the concern she's experiencing the vehicle & put it on youtube & let everyone know that Chrysler won't only buy the vehicle back but that won't extend a

then requested that Chrysler waive this months payment since her vehicle has been down 5 days waiting to be bought back.

Customer then requested that the vehicle be towed out of her driveway by 5 pm & a loaner vehicle provided by tomorrow.

Advised the customer that the DM is speaking the SM regarding a plan of action for the vehicle.

DM advised that he will be in touch around the middle of next week regarding the vehicle.

REASSIGNED TO BC/DLR 32 66932 08/19/09 15:50 O 18851449

*Contact Date:08/20/2009

Service / Parts Director at the dealership has updated the Cair# 18851449

The vehicle has been diagnosed.

8/25/09 Called Fullerton to speak with the Service Manager (Allen). He updated CAIR stating the vehicle has been diagnosed but I was unsuccessful in reaching him; left on hold for over 3 minutes. Will attempt to contact Service Manager later.

8/26/09 Called Fullerton (66932) & spoke with Mallory (Service Advisor), she advised that vehicle was completed & returned to the customer on 8/22. The customer advised her that she had filed for the Lemon Law. RO is being faxed.

Called Belle Mead (09827) to request copies of the RO s & spoke with gentleman in service who advised they are no longer a Chrysler dealership.

Called the customer & left a message requesting a callback. LS

Customer left a message advising that vehicle has been returned & is performing fine at this time as it always does after a repair. She stated that vehicle will short out again in about a month & the dealership even advised her that they are not confident that repairs truly addressed the concern. The customer stated that she s not happy at all that Chrysler didn t do anything to help her get out to this vehicle & is confident that concern will manifest again.

Called the customer back & left a message advising that if it is okay with her, I would like to follow-up with her regarding the vehicle every 5-7 business days. Requested that test drive be done for month since customer stated that it takes about month for concern to resurface. Advised customer to please contact me if she experiences any like concerns.

Follow-up date 9/2. LS

9/2/09 Second follow-up call; left a message advising that next call will be made on 9/9. LS

9/9/09 Spoke with the customer & she advised that she has experienced two concerns with the vehicle; the sliding door not closing (had to close it manually) & the radio screen went out & the presets did not work.

Customer stated that concerns weren t worth taking the vehicle back in due to down time & being without a vehicle.

Advised customer that next follow-up will be 9/16; customer stated okay. LS

Third follow-up call; left a message advising if vehicle is experiencing like concerns to please contact me back. Otherwise the final follow-up call will be made on 9/23.

Fourth follow-up call; spoke with the customer and she advised that vehicle is performing fine. Advised the customer that CAIR is being closed at this time and if any concern are experienced in the future to please contact the dealership. Customer stated okay.

Customer Assistance Inquiry Record (CAIR)#						18857375
VIN	2D8HN54P9	8R	Open Date	08/18/2009	Built Date	10/15/2007
Model Year	2008	Body	RTKP53	DODGE GRAND CARAVAN SXT WAGON		
In Service Dt	11/12/2007	Mileage	14,454	Dealer Zone	32	NEW YORK
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT				
Engine	EGL	3.8L V6 OHV ENGINE				
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				
Dealer	44740	DODGE OF PARAMUS INC				
Dealer Address	315 ROUTE 4 WEST					
Dealer City	PARAMUS	Dealer State	NJ	Dealer Zip	07652	
Owner				Contact Type	CERTIFIED LETTER	
Address				Home Phone		
	TEANECK NJ			Country	UNITED STATES	

Product - Electrical - Unknown - Defective - Default	Customer is complaining about the electrical problems on his vehicle.
Referral - Tier Three - Default - Default - Default	Customer is seeking assistance.
Corporate - Lemon Law - Default - Default - Default	
Product - Electrical - Lamps and Switches - Complete Failure - Default	
Product - Electrical - Speedo/Gauges/Ometer/EIC - Complete Failure - Default	
Product - Electrical - Wipers / Washers - Complete Failure - Unknown	

POSTMARK DATE: 081309; DATE RECEIVED: 081809

I sent customer Form Letter 030 / Acknowledgement of customer contact

8.18.09 - CERTIFIED MAIL RECEIVED

Owner sends in MVDN card and/or letter: demands repair or replacement

Please contact the owner and respond to this complaint ASAP

/ Days out of service / or more

/ Number of repair attempts or more

Description of continuing defect(s) of condition(s):

(1) The wipers, headlights, dashboard lights and other interior lights would operate and flash unpredictably. This occurred occasionally (usually when opening front door) and the mechanics could not replicate it at the time not find what was wrong (2) Airbag light is on

david please handle

Customer called seeking update. Writer informed customer that letter was received and to speak to dealer for further handling.

8/24 dm spoke to the ser mgr who stated that they are roadtestin the veh extensively and to date the veh is operating as designed.

8/25 1145am dm spoke to the ser mgr who stated that the veh was roadtested last night with no issues and the veh will continue to be road tested

Customer called in for updates and follow-ups on what's going on with the customer's vehicle. Writer inform customer that he will have to contact the Dealer and speak with DM or SM. Writer provided customer with the Dealer phone number.

8/27 dm spoke to the ser mgr who stated that the veh was driven for approx. 150 miles and the veh operated as designed with no substandard performance

Customer called in stating that he needed an update. Writer informed customer that he would call dealer#44740 and inform SM that he needs to call him. Writer called dealer#44740 and spoke to SA and informed him to call customer as soon as possible with update at [REDACTED].

Customer Assistance Inquiry Record (CAIR)#						18881688
VIN	2D8HN44H6	8R	Open Date	08/26/2009	Built Date	02/15/2008
Model Year	2008	Body	RTKH53	DODGE GRAND CARAVAN SE WAGON		
In Service Dt	03/07/2008	Mileage	20,606	Dealer Zone	66	ORLANDO
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PW1	STONE WHITE CLEAR COAT				
Engine	EGV	3.3L V6 OHV ENGINE				
Transmission	DFE	4-SPEED AUTOMATIC VLP 41TE TRANS				
Dealer	60064	CRYSTAL CHRYSLER DODGE JEEP	-BROOKSVILLE			
Dealer Address	14358 CORTEZ BOULEVARD					
Dealer City	BROOKSVILLE	Dealer State	FL	Dealer Zip	34613	
Owner					Contact Type	CERTIFIED LETTER
Address					Home Phone	
	SPRING HILL FL				Country	UNITED STATES
Product - Electrical - Power Sliding Door - Intermittent or Inoperative - Both Sides Product - Electrical - Speedo/Gauges/Ometer/EIC - Intermittent or Inoperative - Default Product - Electrical - Wipers / Washers - Intermittent or Inoperative - Unknown						

POSTMARK DATE: 082109; DATE RECEIVED: 082609

I sent customer Form Letter 030 / Acknowledgement of customer contact

8.26.09 - CERTIFIED MAIL RECEIVED

Owner sends in MVDN card and/or letter: demands repair or replacement

Please contact the owner and respond to this complaint ASAP

/ Days out of service / or more

3 / Number of repair attempts or more

Description of continuing defect(s) of condition(s):

(1) Dashboard warning lights coming on (2) Wiper blades going back and forth (3) Headlights flashing (4) Slide doors closing when should be opening and opening when they should be closing.

*****ORLANDO BUSINESS CENTER RECEIVED MVDN 8/28/09*****

SEE ABOVE CONCERNS.

OWNER/DM APPT 9/18.

082809 RVW ATTEMPTED TO CONTACT OWNER AT CELL PHONE. GOT VM. LM ACKNOW

RECEIPT OF MVDN AND REQ OWNER CALL WRITER.

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

ARE:

(1) INTERMITTENTLY, DASH BOARD WARNING LIGHTS COME ON, WIPERS START OPERATING, AND HEADLIGHTS START FLASHING.

(2) WHEN OPENING OR CLOSING OF SLIDING DOORS, THE DOORS WILL START OPENING THEN START CLOSING ON THEIR OWN OR VICE VERSA, WILL START CLOSING THEN OPEN.

SPECIAL NOTE. DLR ORDERED DOOR MODULE ON AUG 6 FOR ABOVE ISSUES. OWNER HAS YET TO BE NOTIFIED OF PART COMING IN.

WRITER SCHEDULED OWNER TO DROP OFF VEH TO CRYSTAL DCJ BROOKSVILLE BY 8:30

AM ON SEPT 18 FOR CHRYSLER REP (DM) TO OVERSEE INSPECTION/REPAIR. NO ALT

TRANS REQ, NONE OFFERED. WRITER ADVISED DM AND SM OF THE ABOVE. APPT

LETTER SENT TO OWNER AS CONFIRMATION.

update by bill sedik

writer has inspected and tested the vehicle for falshing dash warning lamps

on the dash. writer started the vehicle numerous times watching the dash

warning lights and at no time did the dash warning lights flash or blink. writer installed the star scan and checked for codes and there were 2 old codes in the controller, one for the CCN which was from august 9 2009 and another from the rear a/c air blend and was from july, 2009. writer discussed the vehicle with the service manager and tech and reviewed the service file. writer counted 9 related repairs, not counting this repair and 29 days out of service, not counting today. on the current r.o. the tech had diagnosed the lf door module as defective so writer is having the module installed and old DTC codes removed. writer and tech tested again after repairs and vehicle is operating as designed.

given the repair attempts and number of days out of service and the fact that the vehicle continues to experience the same issues writer has recommended that the case be settled by the FORP Agent. writer also notes that there is a very high probability that the concern will happen again given the vehicle history and past repair history.

writer has spoken with the owner and explained what writer is doing to the vehicle at this time. Also that writer had reviewed the service history and discussed the same with the service writer, tech and manager. _ the owner has been patient and will be waiting for sw69 to call. please settle this case asap.

Note: customer has vehicle as we have installed ordered part.

9/21/09 Called owner and l/m advising owner that the Dm has agreed to settle with owner, writer req b/o

9/21/09 Spoke to owner, advised of settlement process.

TEMPLATE SENT TO ISG

CRONOLOGY SCANNED- SEE MVDN

Customer Assistance Inquiry Record (CAIR)#						18894275
VIN	2A8HR54P9	8R	Open Date	08/31/2009	Built Date	05/13/2008
Model Year	2008	Body	RTYP53	CHRYSLER TOWN & COUNTRY TOURING WAGON		
In Service Dt	08/21/2008	Mileage	13,919	Dealer Zone	32	NEW YORK
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				
Engine	EGL	3.8L V6 OHV ENGINE				
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				
Dealer	41917	DUTCHESS CHRYSLER JEEP DODGE				
Dealer Address	2285 SOUTH RD					
Dealer City	POUGHKEEPSIE	Dealer State	NY	Dealer Zip	12601	
Owner				Contact Type	CERTIFIED LETTER	
Address				Home Phone		
	BAYONNE NJ			Country	UNITED STATES	

Corporate - Lemon Law - Default - Default - Default	
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	
Product - Electrical - Power Sliding Door - Intermittent or Inoperative - Passenger Side	
Product - Electrical - Speedo/Gauges/Ometer/EIC - Intermittent or Inoperative - Default	

POSTMARK DATE: 082609; DATE RECEIVED: 083109
 I sent customer Form Letter 030 / Acknowledgement of customer contact

8.31.09 - CERTIFIED MAIL RECEIVED
 Owner sends in MVDN card and/or letter: demands repair or replacement
 Please contact the owner and respond to this complaint ASAP
 12 / Days out of service / or more
 3 / Number of repair attempts or more
 Description of continuing defect(s) of condition(s):
 I am experiencing electrical issues where the dashboard lights, headlights, windshield wipers, directional signals and an audible, piercing seatbelt/door open alert sound would intermittently come on and off while I was driving. After these incidents, the passenger side sliding door would not open for a couple of days.
 Attention Service Manager New Jersey Lemon Law 10 Day Warning Letter.
 Please contact the Customer right away, so that they may present their vehicle for a final repair at your Dealership Service Dept. immediately.
 Also, please contact your DaimlerChrysler Tech Rep.
 Date Received Letter: 9/2/09 DCCACC. Customer- Letter Written: 9/2/09
 Date Received Letter: 9/2/09 aes3 - NEBC.
 vehicle repaired per terms of warranty.

Customer Assistance Inquiry Record (CAIR)#						18912104
VIN	2A8HR54P0	8R	Open Date	09/08/2009	Built Date	08/15/2007
Model Year	2008	Body	RTYP53	CHRYSLER TOWN & COUNTRY TOURING WAGON		
In Service Dt	09/25/2007	Mileage	52,270	Dealer Zone	66	ORLANDO
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT				
Engine	EGL	3.8L V6 OHV ENGINE				
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				
Dealer	26709	TALLAHASSEE DODGE CHRYSLER JEEP				
Dealer Address	3987 W TENNESSEE ST					
Dealer City	TALLAHASSEE	Dealer State	FL	Dealer Zip	32304	
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	PANACEA FL				Country	UNITED STATES
Corporate - Complaint Contact - Default - Default - Default						
Product - Electrical - Unknown - Other - Default						

Customer stated she is having a issue with the head lights turning on and off while driving. She states that the dealer 26709 states she needs a new head light switch but the customer states that she is not paying for it. Agent called the dealer and spoke with SM Kent. SM stated that he has offered a 50/50 on the repair which she declined. SM stated that they have not been able to duplicate the issue and star told them to replace the head light switch. Total cost of the repair is 76.00. Agent informed the customer that the SM has offered to pay for half of the repair and Chrysler will stand by that desition. Agent also informed the customer that if she goes on a ride along with A tech. they may have a better chance to duplicate the issue. Customer stated that she had the lemon law pulled up on her computer and then disconnected the call. Survey date 9/10/09 Customers complaint is the agent treated her like an idiot and she wants her van fixed. Writer update callers name. Writer attempted to contact the customer on 9-11-09 at 11:023 am on the customer s phone, regarding the survey. Writer left message with a member of the household that Chrysler called, writer will try to call back after 6 pm EST (4pm MST).

Agent attempted to contact the customer on 9-16-09 at 3:01PM on the customer s phone, regarding the survey. Agent left message, name/NIC requesting a return call.

Writer contacted the customer regarding the survey. The customer stated that he feels he should not have to pay for the repair when he has been complaining of this issue since the beginning. The customer agreed to pay for the 50/50 split that the dealer offered. He stated that if it does not work he would like someone from Chrysler to look at his vehicle. Writer agreed to send a file if this does occur. The customer only wishes to speak to writer in the future regarding this issue Writer agreed to follow up in a few weeks on if the repair was completed and if it is working. Writer also left a voicemail for the Service Manager stating what the customer is looking for.

Customer Assistance Inquiry Record (CAIR)#						18915489	
VIN	2A8HR54P8	8R	Open Date	09/10/2009	Built Date	11/08/2007	
Model Year	2008	Body	RTYP53	CHRYSLER TOWN & COUNTRY TOURING WAGON			
In Service Dt	11/15/2007	Mileage	36,400	Dealer Zone	35	WASHINGTON	
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US		
Color	PBL	MODERN BLUE PEARL COAT					
Engine	EGL	3.8L V6 OHV ENGINE					
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION					
Dealer	65748	PLEASANT HILLS CHRY-JEEP INC					
Dealer Address	600 CLAIRTON BLVD						
Dealer City	PITTSBURGH	Dealer State	PA	Dealer Zip	15236		
Owner		Contact Type	E-MAIL				
Address		Home Phone					
	FINLEYVILLE PA	Country	UNITED STATES				
Product - Brakes - Unknown - Noisy - Unknown				Customer has an issue with the repairs.			

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

2008 Town and Country problems AGAIN!!!!

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

Purchased New or Used? New

Is the vehicle at a Chrysler/Dodge/Jeep dealer now? No

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

Reference # 18887133 I took my Van back in to the dealer last Friday as you instructed me to do. I also took my husband with me so that he could verify the problem with the electrical system not always coming on when you turn the car on, the transmission slipping and the reoccurring noise in the front end. We were there at 8:00 am and my husband told them that if they could not hear the noise to let us know and he would go with them on a drive to try to duplicate it. They did not call all day - I called them about 3 -3:30 and was told that they thought the noise was the tires - my husband told them it could not possibly be the tires (he is a mechanic)as we had adressed that issue and suggested to them that they should check to see if the anti-lock brake motor was hanging up in some way which would explain the noise getting louder with use and the numerous brake replacements. They did not - I don t think we are being taking seriously. Funny thing is when I started the Van to take the kids to school yesterday - you could hear the noise (growling) right away even before I moved it. How on earth could this be the tires and why didn t they reach that conclusion all the other times I had it in there to be checked.?!!? Needless to say, they could not duplicate the electrical problem (again) and the transmission wasn t slipping for them either. I am so absolutely frustrated with this Van and Chrysler that words cannot describe. I also do not appreciate the service center acting stupid - when I told them about the problems with brakes continually needing replaced - they tried to say that was normal. I suggested that perhaps the service department should go on-line and read the numerous complaints from 2008 Town and country owners on this issue as well as all the other issues. I find this behavior insulting and degrading. You cannot hide behind stupidity in this day and age of technology and nor should YOU!!!!

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

I am an email agent. This email states that the customer has an issue with the brakes and have various issues with the vehicle. Customer is disappointed with the vehicle and service. Customer referred the cair # 18887133, where you have done the D2D and in that also, its not clear

what have done to his issue.

I called up the dealership and spoke to ED (service advisor), he states that the vehicle is making noise because of the tires and customer have to replace all the tires of the vehicle.

Therefore, I m reassigning it back to you so that you can advise, how to handle the situation.

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

Reassign to LT624.

Thank you for contacting the Chrysler Customer Assistance Center regarding your 2008 Chrysler Town & Country.

We apologize for the delay in responding to your email.

In response to your email regarding your issue with the transmission, we would like to inform you that we have reviewed the reference # 18887133, which states that the dealership has involved the district manager and business center to get your concerns resolved. However, they have given you the explanation and they cannot duplicate the problem.

We apologize for the inconvenience caused to you for the same.

However, if you still feel that the problem persists and want to pursue the matter, we suggest that you seek a second opinion from another authorized dealership.

For your convenience, we have the provided the name and address of a few dealerships in your area:

South Hills Chrysler Jeep

6.86 Miles Away

3344 Washington Road

Mcmurray, PA 15317-3005

(724) 941-4300

Gerry Raymond s Chrysler Jeep Dodge

9.63 Miles Away

4803 State Route 51 N

Belle Vernon, PA 15012-4407

(724) 379-7300

If you have any other concern, please let us know.

Thanks again for your email. We appreciate your patience.

Email states:

Dear Customer SService: To you I am reference number 18915489 Email case number 2320626. You suggested that I take my van into another dealer as my local dealer can t find the problems, let alone fix them. Well this past week this Van s electrical system quit on me three times. Each time at night. The first time (this week -as it has happened many times before) when I turned it on in a dark, cold parking lot - it started but had no dash board infor, no heat, no radio and no lights. I shut it off twice before I had full power. I cannot tell you how frightening that was as I was not in a good area of town. The next two - thank God my husband was with me-one time we had the instrument panel but no radio, no heat and no headlights - the second time we had no instrument panel, radio, lights, wipers or heat - that one took 5 trys to get it to work.

FRUSTRATION is an understatement. The noise in the front continues - in fact my brother was with me the other day and let me know that I had a bad wheel bearing. I told him to tell that to Chrysler. Now you want me to take this in to dealers that are further away from my work. I can tell you that I need a reliable vehicle for my work -I cannot miss another day of travel without jeopardizing my livelihood. I want you to take this van back and clear my account. If you insist on having another dealer look at this car -I require a rental (reliable) car or loner car so that I can work and not lose my business. I want you to keep this Van until you find the problems and fix them!!!!!! I cannot be put in a situation where I am afraid to drive because of the unreliability of the vehicle. I use my Van for work and I drive extensively. I bought this vehicle with the understanding that it was reliable and had a lifetime warranty in the event of any problems. This couldn t be further from the truth. Everytime I take it in - they cannot find the problems to fix it. I am not being unreasonable given the number of times that I have had this van in your care to fix it. I NEED a Reliable vehicle and YOU need to do something to satisfy my concerns. I think asking me to take it somewhere else without offering to provide a vehicle because the nearest Chrysler dealer to me can t fix it is ridiculous. Are you saying that there are better mechanics at other dealers??? Are you suggesting that I miss more work

night events because I do not want to be in that terrifying situation again. DO SOMETHING to my satisfaction for a change. \ Sincerely
-18915489

Sent:

Dear Mr. and Mrs. [REDACTED]:

Thank you for contacting the Chrysler Customer Assistance Center regarding your 2008 Chrysler Town & Country. We regret hearing about your displeasure with the Chrysler product.

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

I look forward to helping you resolve this matter.

Thanks again for your email.

Sincerely,

Marvin Yacoub

Auburn Hills, MI

Customer Service Representative

Chrysler Customer Assistance Center

Customer Assistance Inquiry Record (CAIR)#						18932688
VIN	2D8HN54P4	8R	Open Date	09/15/2009	Built Date	09/20/2007
Model Year	2008	Body	RTKP53	DODGE GRAND CARAVAN SXT WAGON		
In Service Dt	09/21/2007	Mileage	65,147	Dealer Zone	42	DETROIT
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PW1	STONE WHITE CLEAR COAT				
Engine	EGL	3.8L V6 OHV ENGINE				
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				
Dealer	43528	VILLAGE CHRYSLER PLYMOUTH DODGE				
Dealer Address	784 WOOSTER RD					
Dealer City	MILLERSBURG	Dealer State	OH	Dealer Zip	44654	
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	MILLERSBURG OH				Country	UNITED STATES

Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Customer states head lights are not working properly
Product - Drivability - Unknown - Stalling - Default	Customer states vehicle stalls
Corporate - Complaint Contact - Default - Default - Default	

****Begin structured narrative T2 - Beginning Narrative

Why is the customer contacting Chrysler?

The vehicle has many electrical issues

What are the customer s expectations?

Request assistance towards the repairs

What is the root cause of the contact?

Unkwon, vehicle not yet diagnosed

****End structured narrative T2 - Beginning Narrative

Customer states vehicle stalls intermittently while driving down the road and it has many other electrical issues with the head lights, the Air Conditioning, etc...Customer did some search online and found that this may be related to the BCM (Body Control Module)

Customer would like to see if Chrysler can be of any assistance in this repair. Vehicle has not yet been diagnosed at CJD Dealer. Customer says he would like to take vehicle to Dealer 43528.

Writer called Dealer 43528; SM not available. Writer spoke with SA Tom; informed Tom of agent referring customer for a diagnosis. Provided Tom with Agent s phone number and extension.

Informed customer that before Chrysler considers offering any goodwill assistance outside of warranty, a diagnosis would need to be performed by an authorized Chrysler, Dodge, or Jeep dealer. Informed customer that any authorization for a Chrysler, Dodge, or Jeep dealer diagnosis would be at their discretion and expense. No commitment for goodwill assistance has been made at this time. Customer is seeking out of warranty assistance in the form of ?Assist with to fix electrical issues going on this vehicle.?

Based on the information at hand, agent is considering the following: 2nd owner, owns currently 3 chrysler product. loyalty history with 8 chrysler vehicles, 24000 miles out of warranty. Writer willing to consider an assistance. Will determine upon completion of diagnosis.

Received voice from SA Tom saying that vehicle is scheduled for this Thursday 09/17/09 at 2:00pm. Tom s extension: ext 243

Writer called SA Tom; confirmed reception of voice message.
Received voicemail from Tom advising that vehicle has been serviced. They had to replace some connectors and the passenger sliding door had been serviced. Everything is ok at this point. Writer will call back customer.
Agent attempted to contact the customer on (09/18/09) at (11:50am MST) on the customer's (Home, Work, Cell) listed phone in COIN.
Agent left message, name/NIC inquiring if there anything else agent could do.
Customer called back to inform that Friday, vehicle kept stalling; it happened about 5 times while driving. Customer states he has already contacted SA Tom and he is to schedule an appointment to take vehicle back to the shop.
Received voicemail from SA Tom saying that the vehicle needs the TIPM to be replaced. They need to order the part and he would like to know if Chrysler is assisting for the repairs. Total bill will be around \$700.00
Extension: 243
Writer is willing to assist because 2nd owner, owns currently 2 Chrysler products, loyalty history with 8 Chrysler vehicles, 24000 miles out of warranty. Writer called SA Tom; Tom requested agent to call back later on. Writer needs to confirm exact mileage and warranty cost in order to make final decision.
Writer got a phone call from SA Tom who confirmed that the vehicle will need the TIPM to be replaced. Vehicle has 65147 miles on it. Writer inquired about the warranty repair cost; Tom promised to call back agent. Writer updated mileage on CAIR.
Randy, warranty administrator, called in. Randy said they have an hour labor, hour for diagnosis time, and an hour to replace that TPIM and reprogram it. 3 hours: \$185.00 for labor; parts: \$106.00 for the wiring; \$252.00 for TIPM Total warranty cost: \$543.00
Writer offered to assist for \$271.50
As a one-time goodwill gesture, Chrysler will assist customer to replace the TIPM?
Customer will be responsible for a co-pay in the amount of \$271.50?
This goodwill is being offered because: see lines 50-52?
DIRECT-TO-DEALER #####
ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER
The CAC is sending this CAIR because of a goodwill policy decision that was made on behalf of this customer. A pre-auth has been created within GWA. If you need additional assistance with this PA, contact PAPY? at 800-992-1997 extension # 66120
You may also contact us by email at: T2email@chrysler.com
Customer has / has not? been informed of this decision
Please update and/or close CAIR when complete.

Randy will inform customer of goodwill offer.
REASSIGNED TO BC/DLR 42 43528 09/24/09 10:48 O 18932688
9/25/09 DM talked to SM Lee. Part ordered.
Customer stated that he wanted PO67 to know that he can close the case. Customer was wondering if the issue was to occur again in the next few weeks if the case can be open again. Writer informed customer that CCAC will probably create a new case but they will be linked together. Writer informed customer that the good thing about the customer paying the co-pay is that it ensures that there is a warranty on the part.
Writer got a call from WA Randy saying that he submitted claim and it says PA# not found. Writer checked PA and found a mistake on the Dealer in PA. Writer has put the appropriate Dealer code 43528 in PA.
10/12/09 DM talked to SM Lee. Repaired and returned to the customer.
Writer received VM from WA Randy saying that claim does not go through and he's getting msa 87: One or more in the message code on the claim requires a higher level authorization. Called back Randy, left message that writer will call back tomorrow.
Writer called back Randy, WA 43528. Advised Randy to contact his BC for assistance in this issue. Randy agreed to do so.

Customer Assistance Inquiry Record (CAIR)#						18948706
VIN	2A8HR54P2	8R	Open Date	09/21/2009	Built Date	08/30/2007
Model Year	2008	Body	RTYP53	CHRYSLER TOWN & COUNTRY TOURING WAGON		
In Service Dt	12/11/2008	Mileage	14,300	Dealer Zone	35	WASHINGTON
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT				
Engine	EGL	3.8L V6 OHV ENGINE				
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				
Dealer	68384	K & L AUTO SALES INC				
Dealer Address	11958 RENOVO ROAD					
Dealer City	RENOVO	Dealer State	PA	Dealer Zip	17764	
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	MILL HALL PA				Country	UNITED STATES

Product - Cooling System - Fans, Pulleys, and Tensioner - Worn - Default	Fan for the heater in the front is not working.
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Headlights would suddenly go out.
Recall - H30: REMOTE KEYLESS ENTRY TRANSMITTER - Information Request	Informed the customer about recall #: H30.
Corporate - CNA Change - Default - Default - Default	Updated the ownership for the customer.
Referral - Tier 2.5 - Internal Escalation - Default - Default	Vehicle has a restriction on it. Seeks further information.
Corporate - Warranty Coverage - Default - Default - Default	Vehicle has restriction on it. Seeks further information.

Updated the ownership for the customer.

Informed the customer about recall #: H30.

Customer also states that the fan for the heater in the front is not working. Also states that the headlights would suddenly go out. Wants to know if recall #: H30 would solve this problem.

Informed the customer that recall #: H30 is for the transmitters for the keys.

Customer seeks information on the warranty coverage of the vehicle. States that he took the vehicle over to 68384. SM from the dealership informed the customer that the vehicle has a restriction on it. Seeks further information.

Transferred to T2.5.

Customer Assistance Inquiry Record (CAIR)#						18948793
VIN	2A8HR54P2	8R	Open Date	09/21/2009	Built Date	08/30/2007
Model Year	2008	Body	RTYP53	CHRYSLER TOWN & COUNTRY TOURING WAGON		
In Service Dt	12/11/2008	Mileage	14,300	Dealer Zone	35	WASHINGTON
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT				
Engine	EGL	3.8L V6 OHV ENGINE				
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				
Dealer	68384	K & L AUTO SALES INC				
Dealer Address	11958 RENOVO ROAD					
Dealer City	RENOVO	Dealer State	PA	Dealer Zip	17764	
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	MILL HALL PA				Country	UNITED STATES

Corporate - Complaint Contact - Default - Default - Default	
Corporate - Warranty Coverage - Default - Default - Default	
Product - Electrical - Unknown - Intermittent or Inoperative - Default	
Recall - H30: REMOTE KEYLESS ENTRY TRANSMITTER - Advise Owner/Incomplete Recall	

****Begin structured narrative T2 - Beginning Narrative

Why is the customer contacting Chrysler?

Warranty work to be completed

What are the customer s expectations?

For his warranty to cover his repairs

What is the root cause of the contact?

Warranty having restrictions

****End structured narrative T2 - Beginning Narrative

Customer called in stating that he needed some electical work done on his vehicle and dealer 68384 was refusing to do the work because of the restriction. Writer called dealer 68384 and spoke with SM Deb who stated that she would get up with her DM and review the case to find out what kind of work could be done. Writer informec customer of this.

Customer called in wondering how long it was going to take for the district manager to make a decision on the restriction. Writer researched restriction G, it is for the transmission. Customer claims work that needs to be done is electrical and not transmission related. Writer called dealer to find out what the repair is related to and how long they expect the DM to be making that decision. Customer s complaint about vechicle is related to headlights and front air conditioning and heating fan. SM was on the line with the DM and I was not able to speak with the DM. Writer informed the customer the fastest was to find out the DM information is to call the SM directly. Writer informed customer to contact CAC if there were any additional issues.

Customer Assistance Inquiry Record (CAIR)#						18963935
VIN	1D8HN54P7 8B [REDACTED]	Open Date	09/25/2009	Built Date	05/20/2008	
Model Year	2008	Body	RTKP53	DODGE GRAND CARAVAN SXT WAGON		
In Service Dt	08/14/2008	Mileage	13,000	Dealer Zone	35	WASHINGTON
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US	
Color	PKG	LIGHT SANDSTONE MET. CLEAR COAT				
Engine	EGL	3.8L V6 OHV ENGINE				
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				
Dealer	42525	WHITE DODGE INC				
Dealer Address	339 MACCORKLE AVE SW					
Dealer City	SOUTH CHARLESTON			Dealer State	WV	Dealer Zip 25303
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	[REDACTED]
	SOUTH CHARLESTON WV [REDACTED]				Country	UNITED STATES

Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Head lights
Corporate - Complaint Contact - Default - Default - Default	
Product - Air Conditioning / Heater - Compressor/Clutch/R Valve - Other - Default	
Product - Body / Trim / Paint Finish - Carpet - Loose - Default	

Customer states that his servicing dealer had closed. Customer seeking a dealer in his area that would be able to complete warranty repairs. Writer referred customer to White Dodge 42525. Writer contacted dealer to make them aware and to have them schedule an appointment. Dealer states that they would not schedule an appointment and that they work on a first come first serve basis. Writer informed customer. Customer states he will take vehicle to dealer on Monday morning.

Customer Assistance Inquiry Record (CAIR)#						18979125	
VIN	2D8GP44L3	4R	Open Date	10/01/2009	Built Date	09/12/2003	
Model Year	2004	Body	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
In Service Dt	10/08/2003	Mileage	120,000	Dealer Zone	66	ORLANDO	
Plant	R	WINDSOR ASSEMBLY PLANT		Market	U	US	
Dealer	68502	PIEDMONT CHRY-DODGE-JEEP					
Dealer Address	4015 CLEMSON BLVD						
Dealer City	ANDERSON			Dealer State	SC	Dealer Zip	29621
Owner						Contact Type	E-MAIL
Address						Home Phone	
	ANDERSON SC					Country	UNITED STATES

Dealer - Service/Body Shop - Transaction - Excessive Service Costs - Default	complaints about the excessive service cost
Product - Electrical - Lamps and Switches - Defective - Default	problem with the headlights
Referral - Tier 2.5 - Internal Escalation - Default - Default	request for reimbursement

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

\$650 repair bill for a propriatory CPM in order for my headlights to work again

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

Writer called customer regarding the reimbursement request by the customer for the head light CPU repair. Writer advised customer to call back CCAC with the request. Writer provided the phone number of CCAC and the reference number to customer.

*****END Outbound Call*****

Purchased New or Used?Used

If Used, date purchased?08/30/05

If used, mileage at time of purchase?120000

If used, where was the vehicle purchased?N/A

Is the vehicle at a Chrysler/Dodge/Jeep dealer now?N/A

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

My headlights stopped working one morning. I take it in for service and find out that it s going to cost me \$650.00 to replace a CPU that runs only for the lights of the vehicle, sold only by Dodge, that only a NEW CPU can be purchased only from Dodge, that costs an additional \$100 to be flashed only by Dodge, that is so ridiculously proprietary that your employees are obviously embarrassed, and rightfully so, when they have to break this kind of news to their customer. They know they may very well lose that loyal Dodge customer who currently owns three of your vehicles, yes three two Jeeps and a minivan, despite the fact that Jeep window switches are the worst ever and have been for years. But that's another story There is NO JUSTIFICATION! for making a vehicle s headlights run off a \$600 computer other than pure simple greed. Having to spend that kind of money in order for the headlights to work on my Grand Caravan is inexcusable. We have had no trouble from that van until now. Why Dodge needs to hose their customers like this I will never know. Now that the kids are grown we don t need a mini van anymore. One thing is for sure whether we look at another Chrysler product or a Ford, Chevy or whatever, the first thing I'm going to find out is if they too have this kind of proprietary crap on their vehicles. Whoever you guys listened to on that decision is an idiot. I AM TERRIBLY DISAPOINTED

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

Thank you for contacting the Chrysler Customer Assistance Center regarding your 2004 Dodge Grand Caravan.

We apologize for the inconvenience caused to you due to the issue with

the headlights and the excessive service cost. As per our conversation today regarding your request for reimbursement, 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 to speak with one of our Customer Service Representatives for further assistance. Please keep the Reference number 18979125 handy before calling the Customer Assistance Center.

Thanks again for your email.

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

Customer Assistance Inquiry Record (CAIR)#						18988191	
VIN	1D8GP24R1	4B	Open Date	10/05/2009	Built Date	09/03/2003	
Model Year	2004	Body	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON			
In Service Dt	09/12/2003	Mileage	110,000	Dealer Zone	35	WASHINGTON	
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH		Market	U	US	
Dealer	44164	MOON TOWNSHIP DODGE					
Dealer Address	5760 UNIVERSITY BOULEVARD						
Dealer City	MOON TOWNSHIP			Dealer State	PA	Dealer Zip	15108
Owner						Contact Type	TELEPHONE
Address						Home Phone	
	ALIQUIPPA PA					Country	UNITED STATES

Product - Electrical - Lamps and Switches - Other - Default	Head lights.
Corporate - Complaint Contact - Default - Default - Default	

****Begin structured narrative T2 - Beginning Narrative

Why is the customer contacting Chrysler?

Customer is having problems with her head lights.

What are the customer s expectations?

Customer is looking for her money back.

****End structured narrative T2 - Beginning Narrative

Customer called in stating that they were on vacation and there lights went out. Customer states that they took there vehicle to a dealership where they are at and they claimed they solved the problem for \$547.00. Customer then alleges that they are now home and they are having the same problem, she states that when they hit the part that was replaced the lights will go on so they thought it was a wiring problem. Customer states that they took it to a dealer where they live and they say that the other did not fix the problem and it is now going to cost \$713.00 to fix the problem. Customer wants to know what dealer is right and if they first dealer didn t solve the problem then how does she know this dealer will. Writer informed customer that from what it sounds like it may be a workmanship issue from the first dealer she took it to. Writer informed customer that she could request a reimbursement from that dealer. Writer also informed customer that the dealer are independently owned and operated so it would have to go through the dealer not Chrysler. Customer understood.

Customer states that the light module has been replaced twice by different CDJ dealership. She states that dealer # 44164 charged her for the work that was performed only 3 months earlier as they claim that customer did not have receipt. Customer states that she found the receipt and it is the same repair. Agent informed her to speak to SM at dealer #44164.

Customer Assistance Inquiry Record (CAIR)#						18999619
VIN	1D8HN54P1	8B [REDACTED]	Open Date	10/08/2009	Built Date	10/16/2007
Model Year	2008	Body	RTKP53	DODGE GRAND CARAVAN SXT WAGON		
In Service Dt	10/23/2007	Mileage	61,157	Dealer Zone	63	DALLAS
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US	
Color	PBL	MODERN BLUE PEARL COAT				
Engine	EGL	3.8L V6 OHV ENGINE				
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				
Dealer	68183	LAKESHORE CHRYSLER-DODGE-JEEP INC				
Dealer Address	330 HOWZE BEACH ROAD					
Dealer City	SLIDELL	Dealer State	LA	Dealer Zip	70461	
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	
	MANDEVILLE LA [REDACTED]				Country	UNITED STATES

Referral - Executive Referrals - Other - Default - Default	FLEET - Burl Fabian @WHEELS, Inc
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Headlights intermittently inop while turned on.

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

Burl Fabian @WHEELS, Inc emailed; Car into dealership with driver complaint of headlamps go off/on when turned on. Dealer has been unable to duplicate but has suggested based on drivers explanation that it could be either, or any combination of the TIPM, the WCM or the FCM. Requesting assistance with a second opinion and getting repaired.

UPDATE - 10/08/09 - Called the dealership and spoke to Darcy/SA; He supplied me with some more back ground info on this vehicle. Along with the headlamps flashing she has had the wipers, A/C and blower come on without being activated first. Its one thing for a system to cut out and quit if it was turned on, its another for a system to activate itself without a command from the switch/control. Emailed Burl @WHEELS with reply; My 2nd opinion/best guess would be to replace the TIPM. Please considered this suggestion as a precautionary measure and not as a repair for a confirmed failure.

Customer Assistance Inquiry Record (CAIR)#						19015397
VIN	2A8HR64X7	8R	Open Date	10/15/2009	Built Date	04/16/2008
Model Year	2008	Body	RTYS53	CHRYSLER TOWN & COUNTRY LIMITED WAGON		
In Service Dt	04/29/2008	Mileage	26,682	Dealer Zone	63	DALLAS
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PHF	DEEP CRIMSON CRYSTAL PEARL COAT				
Engine	EGQ	4.0L V6 SOHC ENGINE				
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				
Dealer	45215	SOUTH POINTE CHRYSLER JEEP DODGE				
Dealer Address	9240 S. MEMORIAL DRIVE					
Dealer City	TULSA	Dealer State	OK	Dealer Zip	74133	
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	JENKS OK				Country	UNITED STATES

Corporate - Rental Vehicle - Default - Default - Default	AI from dealer 45215 seeking possible rental extension.
--	---

****Begin structured narrative RENTALS

Is the vehicle still under warranty?

yes

Does the vehicle have any service contract that covers rental?

yes

What repairs are currently being completed?

Why has the vehicle not been repaired and returned to owner?

parts order delay

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

AI from dealer 45215 seeking possible rental extension. AI states the vehicle is going into a rental today under the CSC, but he is afraid the parts will not arrive within five days since he ran into this issue with the last vehicle with this same wiper repair. Writer informed AI that he will need to call back on the 4th or 5th day of the rental to see what the status is, if a rental is needed. AI agreed, but just wanted to make sure we will extend the rental. Writer is willing to extend the rental, if needed.

AI from dealer 45215 seeking possible 4 days rental extension, beyond service contract for a glove box and blower motor, headlamps flashing, and faulty BUS system. UN09289781020

***Dealer calls to stay that they are still trying to diagnose the customers concern. AI, from 45215, is requesting 5 additional days of rental and writer authorized it. Writer recommended that the dealer contact Star for additional input.

Customer Assistance Inquiry Record (CAIR)#						19044352
VIN	2D8HN54PX	8R	Open Date	10/27/2009	Built Date	10/13/2007
Model Year	2008	Body	RTKP53	DODGE GRAND CARAVAN SXT WAGON		
In Service Dt	11/30/2007	Mileage	28,000	Dealer Zone	42	DETROIT
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				
Engine	EGL	3.8L V6 OHV ENGINE				
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				
Dealer	68467	FEENY CHRYSLER PLYMOUTH DODGE OF	MIDLAND INC			
Dealer Address	7400 N EASTMAN AVE					
Dealer City	MIDLAND	Dealer State	MI	Dealer Zip	48640	
Owner					Contact Type	LETTER
Address					Home Phone	
	PINCONNING MI				Country	UNITED STATES

Product - Transmission / Transaxle - Gear Selector / Linkage - Improper Shift - Default	Customer complaining about the Shifting issues
Product - Electrical - Radio/Spkrs/Clock/Antenna - Defective - Default	Customer states radio has been replaced twice.
Referral - Tier Two - Internal Escalation - Authorization - Default	Customer wants Chrysler to exchange the vehicle.
Product - Electrical - Power/Engine Control Module - Complete Failure - Default	States replaced computer twice.
Referral - Executive Referrals - Sergio Marchionne - Default - Default	

****EXECUTIVE REFERRAL****

Owner sent email to CEO S.Marchionne- forwarded by P.Gorlier s office.
See linked CAIRs.
Paul Alcala spoke with owner and states he just wants the vehicle fixed.
Al Motta /M.Palmer to work with local field rep (Randy Malone), perhaps have vehicle taken to QEC.

Confirmed owner has appt for this thursday -
complaint: overhead map lights intermittently blink and radio locks up .
*This is original owner- prior original owner>>.

3J
5R
6R
8R

Owner has appt for Thursday- will drop off Vehicle- dealer will provide a loaner car.

**Paul Alcala spoke with Mr. last evening. States he would be willing to have vehicle repaired one more time. Spoke with Ms. today and she advises she wants the vehicle repurchased.

Owner and wife will discuss together and contact me back directly- Mr. has Paul s# as well.

10/29/09 Mr and Mrs. are adamant that they want vehicle replaced.
Appt set for today to have vehicle further inspected.

**after extensive discussion with owner, a replacement will be offered.

**I gave owner the choice of dropping vehicle off at Feeney or staying in

the vehicle until replacement is facilitated. Owner would feel more comfortable being in a loaner due to intermittent wiper and headlamps cutting off.

Per Rick, DM has already authorized loaner for customer.

****Spoke extensively with Mr. [REDACTED] - states they do not want a replacement- they will accept nothing less than a buyback. They want time to do research, decide what type of vehicle they want and which dealer to work with- they do not want to feel pressured into getting into another Chrysler product.

Advised I would initiate lease buyback. Will forward file to ISG - all fees to be waived- reviewed with DGD/Regulatory Affairs.

**The Robbins do NOT want or need a loaner.

**GM Sales is Mike Beck.

**Note Mr. [REDACTED] wishes to be contacted on his cell phone in regards to facilitating replacement- [REDACTED]

**SUBMITTED TO ISG ON THIS DATE/ MJF5

Mike Beck at dealer can be contacted directly on his cell phone- 989-205-5076

POSTMARK DATE: 102609; DATE RECEIVED: 110209

Customer Assistance Inquiry Record (CAIR)#						19053784	
VIN	2A8HR54P0	8R	Open Date	10/30/2009	Built Date	03/12/2008	
Model Year	2008	Body	RTYP53	CHRYSLER TOWN & COUNTRY TOURING WAGON			
In Service Dt	08/09/2008	Mileage	11,000	Dealer Zone	35	WASHINGTON	
Plant	R	WINDSOR ASSEMBLY PLANT		Market	U	US	
Color	PHF	DEEP CRIMSON CRYSTAL PEARL COAT					
Engine	EGL	3.8L V6 OHV ENGINE					
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION					
Dealer	68650	I G BURTON CHRYSLER					
Dealer Address	605 BAY ROAD						
Dealer City	MILFORD			Dealer State	DE	Dealer Zip	19963
Owner						Contact Type	ROADSIDE
Address						Home Phone	
	BRIDGEVILLE DE					Country	UNITED STATES
Corporate - Roadside Services - Warranty - Towing - Default							

Roadside Assistance Contacted - DATE : 2009-10-28
 Road Side File Created 10-30-09 FOR WARRANTY
 VEHICLE PROBLEM AT: VEHICLE TAKEN TO:
 18864 OAK ROAD 605 BAY ROAD
 RIFLE RANGE ROAD
 BRIDGEVILLE MILFORD
 DE USA DE
 CALLER_COMMENTS 01 / NO HEADLIGHTS/ NO HEAT/ NO A
 DEALER CODE : 68650 I G BURTON CHRYSLER

Customer Assistance Inquiry Record (CAIR)#						19063150
VIN	1D8HN54P8	8B	Open Date	11/03/2009	Built Date	09/24/2007
Model Year	2008	Body	RTKP53 DODGE GRAND CARAVAN SXT WAGON			
In Service Dt	12/18/2007	Mileage	27,000	Dealer Zone	66	ORLANDO
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH		Market	U	US
Color	PBL	MODERN BLUE PEARL COAT				
Engine	EGL	3.8L V6 OHV ENGINE				
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				
Dealer	41650	NATIONAL DODGE INC				
Dealer Address	2223 N MARINE BLVD					
Dealer City	JACKSONVILLE	Dealer State	NC	Dealer Zip	28546	
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	JACKSONVILLE NC				Country	UNITED STATES

Product - Electrical - Unknown - Other - Default	Head lights went out.
Product - Steering - Unknown - Other - Default	power steering shut off
Corporate - Complaint Contact - Default - Default - Default	

****Begin structured narrative T2 - Beginning Narrative

Why is the customer contacting Chrysler?

Customer stated her head lights went out and has taken vehicle to dealer 41650.

What are the customer s expectations?

Customer stated her head lights went out and has taken vehicle to dealer 41650.

****End structured narrative T2 - Beginning Narrative

Customer stated her head lights went out and has taken vehicle to dealer 41650.

Customer was advised that due to the nature of their rental request a call back is required and will take place by close of business. close of today 11-3-09 vehicle is at the dealer

Preferred call back number is cell 910-382-6900.

Reassigned to 88R

***** SENIOR RESOLUTION TEAM *****

Customer will be contacted by end of business day 11/3/09.

Writer called the dealership and could not get through to the service department after 5 minutes on hold.

CONTACT UPDATE - Customer was contacted today at 2:50 pm MT at . Customer stated that she was driving the vehicle home last night and the headlights went out on the vehicle. Customer brought her vehicle to the dealership and the lights still were not working got partway there and the heating, fan and powersteering went on the vehicle and then the car shut off completely. Customer got her vehicle to the dealership. Customer requested a rental vehicle but the kind they requested was unavailable. Customer stated they have had a problem with the rear hatch door and it hasn t worked and the part has been checked twice. Customer stated the dealership told her it will be 3 days. Writer

called the dealership again. Lorell stated that a PCM has been ordered for the customer. Writer requested if the customer could be put in a comparable vehicle. Lorell stated he would try to change the vehicle as well as contact the customer with the information.

Customer seeking rental assistance because customer will be without a vehicle and no assistance available for 3 days while her vehicle is completely down and being repaired. Contacted Service Advisor, Lorell at 41650 to discuss the customer's request for rental assistance. Confirmed customer's concern and with Service Manager concurrence, authorized 3 days of rental per guidelines in Warranty Bulletin D-04-26.

As a one-time goodwill gesture, Chrysler will assist with rental coverage for the customer for 3 days at \$40.00 a day.

Customer will be responsible for a co-pay in the amount of \$0.00. This goodwill is being offered because: The customer is still under warranty.

Customer is original owner of the vehicle and has owned at least 3 Chrysler vehicles.

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 Lisa at 800-992-1997 extension # 66063

You may also contact us by email at: T2email@chrysler.com

Customer has not been informed of this decision, but will be informed of this decision by SA, Lorell.

Please update and/or close CAIR when complete.

#####

REASSIGNED TO BC/DLR 66 41650 11/03/09 15:11 O 19063150

No further action necessary...

Customer Assistance Inquiry Record (CAIR)#						19079871
VIN	2A8HR54P4	8R	Open Date	11/10/2009	Built Date	10/03/2007
Model Year	2008	Body	RTYP53	CHRYSLER TOWN & COUNTRY TOURING WAGON		
In Service Dt	10/24/2007	Mileage	60,000	Dealer Zone	66	ORLANDO
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PBL	MODERN BLUE PEARL COAT				
Engine	EGL	3.8L V6 OHV ENGINE				
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				
Dealer	26620	CRONIC INC				
Dealer Address	2515 N EXPRESSWAY					
Dealer City	GRIFFIN	Dealer State	GA	Dealer Zip	30223	
Owner					Contact Type	TELEPHONE
Address					Home Phone	(770) 412-8998
	GRIFFIN GA				Country	UNITED STATES

Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Head lights
Corporate - Complaint Contact - Default - Default - Default	

****Begin structured narrative T2 - Beginning Narrative

Why is the customer contacting Chrysler?

Customer states that the head lights will flash on and off.

What are the customer s expectations?

Customer is seeking financial assistance to help with repairs on the vehicle.

****End structured narrative T2 - Beginning Narrative

Customer states that the customer was driving down the freeway at night when the headlights started flashing on and off. Custoemr states that the customer just bought the vehicle two months ago. Customer states that the vehicle has been diagnosed and needs a new part. Customer states that the repair is supposed to cost around \$550. Customer states that the customer is 76 years old and living off of social security so that any help with the cost would be appreciated.

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). Customer also provided another phone number (cell phone).

Who has possession of the vehicle? Dealer 26620

Has the vehicle been diagnosed by a CDJ dealer? Yes

Reassigned to 88F

Customer states that the vehicle might be fixed and paid for by tomorrow.

***** SENIOR RESOLUTION TEAM *****

Customer seeking goodwill for unknown electrical repair. Second owner, former rental, customer s second Chrysler, both purchased used. No service contract, warranty out by 24000 miles, in by date.

Writer called dealer, Spoke to Glen, dealer cannot accept PA, goodwill empowerment taken away, any goodwill would have to be reimbursed, vehicle has not been diagnosed for an electrical concern.

Writer called customer,

CONTACT UPDATE - Customer was contacted today at 12:54 PM MST.

Customer was provided with agent s extension: 66101.

Writer received voicemail from customer requesting call back at above number. Writer called customer, customer charged \$550.00 for computer replacement. Writer will approve 250.00 reimbursement.

Advised customer to submit original repair order & proof of payment to:
Chrysler Customer Assistance Center
PO Box 21-8004
Auburn Hills, MI 48321

Advised customer to make a copy of these documents for their records.
Asked the customer to include a brief letter of explanation & request,
including their name, address, phone number, VIN, & reference number
(CAIR). Advised customer the goodwill offer is dependent upon
verification of all documents requested.

Customer Assistance Inquiry Record (CAIR)#						19107520
VIN	2D8HN54P2	8R	Open Date	11/20/2009	Built Date	08/02/2007
Model Year	2008	Body	RTKP53	DODGE GRAND CARAVAN SXT WAGON		
In Service Dt	09/28/2007	Mileage	18,000	Dealer Zone	51	CHICAGO
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PW1	STONE WHITE CLEAR COAT				
Engine	EGL	3.8L V6 OHV ENGINE				
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				
Dealer	43727	LOVEGREEN CHRYSLER CENTER				
Dealer Address	1801 N ELSON					
Dealer City	KIRKSVILLE	Dealer State	MO	Dealer Zip	63501	
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	KIRKSVILLE MO				Country	UNITED STATES

Product - Electrical - Unknown - Intermittent or Inoperative - Default	States that dealer can not fix electrical issue.
Corporate - Complaint Contact - Default - Default - Default	

****Begin structured narrative T2 - Beginning Narrative
Why is the customer contacting Chrysler?
States that his vehicle headlights and Interior lights wrok intermittantly.
What are the customer s expectations?
Fix vehicle, and rental until it is fixed.
****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 6 (Business).
Who has possession of the vehicle? Dealer 43727
Has the vehicle been diagnosed by a CDJ dealer? No, can not duplicate problem
Reassigned to 88F
Customer states that he has had a electrical problem with vehicle since purchase. States that his headlights and interior lights work intermittently and problem usually is when it is cold and wet. States that he has had it to the dealer many times and they can not duplicate his problem. Customer is seeking assistance through Chrysler to help dealer resolve this issue, and wants a rental vehicle until it is. Writer advised that goodwill for rental can not be extended until a diagnosis on vehicle can be done. That Chrysler needs to know what the repair would be and how long repair could take. Writer advised that case would be sent to resolution team and could expect a call back by 11/23/09 by 5pm central. Gave customer Cair#.

***** SENIOR RESOLUTION TEAM *****

Customer s wife Theresa states that multiple repairs have been done to fix the issue of the lights flashing when turned to the on mode. Customer states that issue happens when the lights are turned to the on position (not automatic) and the windshield wipers are on the lights flash. Spoke to SA George and advised of this, SA was not aware of the specific criteria by which this happens, advised customer of this. Also advised both SA and customer that the owner s manual describes a programmable feature to allow the automatic headlights to come on when the windshield wipers activate, SA states they will look in to

programming this for the customer.

CONTACT UPDATE - Customer was contacted today at 1:30

Customer was provided with agent s extension: 66186.

Reassigned to I2R for follow-up.

*****Cathy Nelson with ISG I2R Owner Retention Task Force Team is assisting with this CAIR. If the customer should call, please request them to contact Cathy Nelson at 888-542-7239, extension 502. Thank you. *****

12/01/09 CN146:

Per Jay (service manager) at Lovegreen Chrysler the customer dropped the vehicle off ten minutes ago for the interior and exterior lights flickering. They have been able to duplicate this concern in the past, but not consistently. cn

12/01/09 CN146:

Called the customer at the given contact number and left a message requesting a return call regarding the vehicle repair concerns. cn

12/02/09 CN146:

Completed the initial call with the customer. The interior and exterior lights flicker all of the time on this vehicle. The problem is less easy to attempt to ignore in the winter months as she uses the lights more often. Lovegreen Chrysler has advised her that they can not repair the vehicle. She has no other options available for repair as the next closest dealership is ninety miles away. cn

12/03/09 CN146:

Per Jay (service manager) at Lovegreen Chrysler they tried for five hours to duplicate the problem with the flickering lights on this vehicle and the concern was duplicated once. They have ordered and instrument cluster for it. cn

12/10/09 CN146:

Per Jay (service manager) at Lovegreen Chrysler they were able to duplicate the concern of the vehicle lights flickering once. Per recommendation from STAR they replaced the instrument cluster. The customer got the vehicle back last week.

12/10/09 CN146:

Called the customer to check on status of vehicle operation....no answer.

12/16/09 CN146:

Called the customer and left a voice mail message requesting a return call regarding the status of vehicle operation.

12/18/09 CN146:

Spoke with the customer. The customer is confident that the vehicle is repaired. The customer does not request or require further follow up regarding vehicle status, but does agree to call should the problem resurface.

Customer Assistance Inquiry Record (CAIR)#						19140404
VIN	2A8HR64X1	8R	Open Date	12/04/2009	Built Date	02/07/2008
Model Year	2008	Body	RTYS53	CHRYSLER TOWN & COUNTRY LIMITED WAGON		
In Service Dt	04/17/2008	Mileage	33,690	Dealer Zone	71	LOS ANGELES
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PKG	LIGHT SANDSTONE MET. CLEAR COAT				
Engine	EGQ	4.0L V6 SOHC ENGINE				
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				
Dealer	43931	CHAPMAN'S LAS VEGAS DODGE L.L.C.				
Dealer Address	3470 BOULDER HWY					
Dealer City	LAS VEGAS	Dealer State	NV	Dealer Zip	89121	
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	ST GEORGE UT				Country	UNITED STATES

Referral - Other - Default - Default - Default	Cusotmer seeking closest dealer to him
Product - Electrical - Unknown - Intermittent or Inoperative - Default	Customer wanted to file the Buy back request.
Corporate - Complaint Contact - Default - Default - Default	

****Begin structured narrative T2 - Beginning Narrative

Why is the customer contacting Chrysler?

Customer states he is having electrical issues.

What are the customer s expectations?

Customer expects an alternative to taking his vehicle to Las Vegas for repair.

****End structured narrative T2 - Beginning Narrative

Customer states that he wants an alternative to taking his vehicle to the dealerships in Las Vegas, Henderson or Richfield. Customer states that his vehicle is having electrical issues and he is not comfortable driving that far. Writer gave the customer the # for Cross Country Towing Service and the phone contact information for the dealers in Las Vegas, Henderson and Salt Lake. Customer states he does not want to have the repairs done at an IRF and have to deal with the reimbursement issues. Customer called in saying the vehicle had broken down today and the vehicle had been towed to the closest dealer#43931 that it is 107 miles away where he lives. Customer is requesting the vehicle be bought back and provided the rental car assistance while the vehicle is at the dealer#43931 for the repair. Customer was informed that his/her file will be forwarded to the Senior Resolution Team for further review.

Customer was advised that due to the nature of their request a call back is required and will take place within one business day.

Preferred call back number is

Who has possession of the vehicle? The vehicle is at the dealer

Is this a request for Lemon Law, buy-back or replacement? Buy back.

Reassigned to 88L

***** SENIOR RESOLUTION TEAM *****

ATTENTION SERVICE MANAGER/DIRECTOR

Owner is requesting that their vehicle be repurchased or replaced.

This CAIR is being assigned to your dealership for further handling and review with your District Manager and/or Business Center in an attempt to resolve customer s concern. The information below was compiled based on corporate records. Please contact this customer with next steps and

update this CAIR.

+++++ Buyback / Replacement Research +++++

1. What does the customer allege is wrong with the vehicle?Electrical issue
2. Was the vehicle purchased new or used?New
3. If used, what number owner is the customer?
4. Per the warranty history, how many related repairs have there been?0
5. Total number of days out of service?0
6. Date of first related repair attempt?none
7. Mileage of first related repair attempt?none
8. This vehicle was purchased in what state?Utah
9. Is this a safety state?No
10. Has there been a Direct-to-Dealer CAIR previously sent?No
11. Has there been any Business Center involvement?No
12. Is the vehicle currently at an authorized dealer?Yes
13. Does the condition described by the customer still exist?Yes

according to the customer.

The only thing the customer has been told is their file will be reviewed and/or handled by the local Business Center and Dealer, and if the condition still exists, to take their vehicle to the dealer regardless of this request.

Writer called dealer 43931 at 702-457-1061. Writer left a message for Mike the SM with Cair #, Vin #, and customers name.

REASSIGNED TO BC/DLR 71 43931 12/07/09 14:20 R 19140404

CONTACT UPDATE - Customer was contacted today at 12:21PM

Customer was provided with agent s extension: 66195

Writer called customer at [REDACTED]. Writer told customer that the dealership is going to review the case.

Customer calling same issue above. Writer advised customer case is reviewed by Chrysler Dealership 43931. Customer requesting to speak with someone within Chrysler about his issue because it is not the Chrysler dealership issue it s a Chrysler defective. Writer referred customer to 43931. Customer seeking Lemon Law.

Customer called with new problem and signal light won t work head light won t come on.This problem is off and on at one time it works at another not.

*Contact Date:12/11/2009

Service Manager at the dealership has closed the Cair# 19140404

Warranty repair has been documented on Repair Order#161393

CAIR RETURNED FROM DEALER ON 12/11/2009 AT 04:16:999 R 19140404

Customer Assistance Inquiry Record (CAIR)#						19143760
VIN	2D8HN44H4	8R	Open Date	12/07/2009	Built Date	01/10/2008
Model Year	2008	Body	RTKH53	DODGE GRAND CARAVAN SE WAGON		
In Service Dt	03/14/2008	Mileage	35,063	Dealer Zone	74	DENVER
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT				
Engine	EGV	3.3L V6 OHV ENGINE				
Transmission	DFF	4-SPEED AUTOMATIC VLP 41TE TRANS				
Dealer	43942	MINOT CHRYSLER CENTER INC				
Dealer Address	3615 SOUTH BROADWAY					
Dealer City	MINOT	Dealer State	ND	Dealer Zip	58701	
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	DES LACS ND				Country	UNITED STATES

Product - Electrical - Power Door Lock / Deck Lid - Intermittent or Inoperative - Unknown	All doors are intermittent
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Head lamps Intermittent
Corporate - Company Information Contact - Default - Default - Default	Intermittent electrical

****Begin structured narrative T2 - Beginning Narrative

Why is the customer contacting Chrysler?

Intermittent electrical issues with power locks, head lamps.

What are the customer s expectations?

To get replacement vehicle for the original value of the vehicle.

****End structured narrative T2 - Beginning Narrative

Customer alleges they have been having problems with the vehicle a month after the first purchased the vehicle. Customer loves the vehicle but claims they have had way too many problems with the vehicle, Customer alleges they have taken the vehicle into the dealership 7 times and while the service people there are great they cant seem to find the problem. Customer wants to push for a replacement with the vehicle having the vehicle being new and of equal value to their vehicle they had expected to buy.

Customer was advised that due to the nature of their request 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

Is this a request for Lemon Law, buy-back or replacement? Replacement.

Reassigned to 88L

***** SENIOR RESOLUTION TEAM *****

ATTENTION SERVICE MANAGER/DIRECTOR

Owner is requesting that their vehicle be repurchased or replaced.

This CAIR is being assigned to your dealership for further handling and review with your District Manager and/or Business Center in an attempt to resolve customer s concern. The information below was compiled based on corporate records. Please contact this customer with next steps and update this CAIR.

+++++ Buyback / Replacement Research +++++

1. What does the customer allege is wrong with the vehicle?Electrical issue

2. Was the vehicle purchased new or used?New

3. If used, what number owner is the customer?

4. Per the warranty history, how many related repairs have there been?Possibly 4

5. Total number of days out of service?Possibly 18

6. Date of first related repair attempt?10/27/2008

7. Mileage of first related repair attempt?16734

8. This vehicle was purchased in what state?ND

9. Is this a safety state?No

10. Has there been a Direct-to-Dealer CAIR previously sent?No

11. Has there been any Business Center involvement?No

12. Is the vehicle currently at an authorized dealer?No

13. Does the condition described by the customer still exist?Yes according to the customer.

The only thing the customer has been told is their file will be reviewed and/or handled by the local Business Center and Dealer, and if the condition still exists, to take their vehicle to the dealer regardless of this request.

Dealer had contacted STAR twice, and they stated that they were not able to duplicate the issue. Writer called dealer 43942 at 701-852-0151.

Operator states that service department is busy. Writer will call back later on today.

Writer called dealer 43942 at 701-852-0151. Writer told SM Kurt about the customer. SM is familiar with the situation.

REASSIGNED TO BC/DLR 74 43942 12/07/09 16:53 O 19143760

CONTACT UPDATE - Customer was contacted today at 2:55PM

Customer was provided with agent s extension: 66195

Writer called customer at [REDACTED]. The phone # is not in service. If customer calls back explain that the dealership is going to review the case.

2nd attempt made to contact customer on 12/07/09 at 5:01pm est.

Left message indicating another attempt will be made.

Customer was provided with agent s extension: 66195.

Writer called the customer and inform the phone [REDACTED] is not a valid phone# so writer cant leave a message writer is closing cair due to the fact this is the only phone# for the customer but if customer calls back please update the phone# and inform the customer on the d2d being send to sm regarding the customers request for a buyback.

CLOSED LOOP UPDATE customer was contacted today at 5:03pm est. 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.

*Contact Date:12/08/2009

Service Manager at the dealership has updated the Cair# 19143760

An appointment has been set with the customer.

121009 Vehicle in for review, unable to duplicate issue, no codes

Owner requesting assistance in getting out of the vehicle.

Owner is talking with sales department about options.

121109 Dealership unable to duplicate issue, dealer reviewed concerns with owner, owner is upside done in vehicle, wants to keep payments the same but is uncomfortable about keeping this vehicle so they have agreed to find another used vehicle to trade owner into. Lemon Law was reviewed.

Trade certificate option was reviewed with dealership.

No repairs are recommended at this time. Chrysler will address all issues under the terms of our warranty. Owner satisfied with current solution, is driving vehicle until trade can be arranged by the dealership.

Customer Assistance Inquiry Record (CAIR)#						19161867
VIN	2A8HR64X3	8R	Open Date	12/14/2009	Built Date	02/11/2008
Model Year	2008	Body	RTYS53	CHRYSLER TOWN & COUNTRY LIMITED WAGON		
In Service Dt	05/25/2009	Mileage	7,500	Dealer Zone	66	ORLANDO
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PKG	LIGHT SANDSTONE MET. CLEAR COAT				
Engine	EGQ	4.0L V6 SOHC ENGINE				
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				
Dealer	43815	EAST CAROLINA CHRYSLER-DODGE				
Dealer Address	3401 SOUTH MEMORIAL DRIVE					
Dealer City	GREENVILLE	Dealer State	NC	Dealer Zip	27834	
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	GREENVILLE NC				Country	UNITED STATES

Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	headlights
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Customer complains of electrical problems with vehicle... Most current problem ids headlights flickering on and off... Chrysler will replace vehicle with another Chrysler, Dodge or Jeep vehicle...clp13

Customer Assistance Inquiry Record (CAIR)#						19181002
VIN	2D8HN44H2	8R	Open Date	12/21/2009	Built Date	01/08/2008
Model Year	2008	Body	RTKH53	DODGE GRAND CARAVAN SE WAGON		
In Service Dt	08/24/2008	Mileage	12,158	Dealer Zone	32	NEW YORK
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PV6	SUNBURST ORANGE PEARL COAT				
Engine	EGV	3.3L V6 OHV ENGINE				
Transmission	DFF	4-SPEED AUTOMATIC VLP 41TE TRANS				
Dealer	60263	MANFREDI CHRYSLER JEEP & DODGE,		LLC		
Dealer Address	1239 HYLAN BLVD					
Dealer City	STATEN ISLAND	Dealer State	NY	Dealer Zip	10305	
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	STATEN ISLAND NY				Country	UNITED STATES

Corporate - Complaint Contact - Default - Default - Default	
Dealer - Service/Body Shop - Transaction - Problem Not Resolved - Default	
Product - Electrical - Body Wiring - Intermittent or Inoperative - Default	
Product - Electrical - Power Windows - Intermittent or Inoperative - Unknown	
Product - Electrical - Wipers / Washers - Intermittent or Inoperative - Unknown	

****Begin structured narrative T2 - Beginning Narrative

Why is the customer contacting Chrysler?

Customer states he has been to the dealership 5-6 times for sporadic issues with all the dash lights start flashing/windshield wipers go on, headlights flash, losing power to doors and windows.

Customer states he was told by the dealership they replaced the wire harness would fix the issue. Second time told cannot duplicate. Third time duplicated it but could not find resolution. Fourth time they fixed wiring in the door. Last week customer had left the vehicle with the dealership and they could not reduplicate the issue after turned the vehicle off and told customer to come pick up the vehicle.

What are the customer s expectations?

Customer is requesting Chrysler assist the dealership with finding a resolution.

****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

cell

Who has possession of the vehicle? dealership. Customer states he is going to leave vehicle there.

Has the vehicle been diagnosed by a CDJ dealer? yes

Reassigned to 88F

***** SENIOR RESOLUTION TEAM *****

CONTACT UPDATE - Customer was contacted today at 10:37 AM.

Customer was provided with agent s extension: 66068.

Writer called customer and he is concerned because his head light start flashing and dash lights, wipers will go on and they will loose all power to the doors and windows.

Writer informed the customer that we can send in an unresolved concern to the dealership.

DIRECT-TO-DEALER

ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER

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

The unresolved concern is dash lights will start flashing, windshield wipers go on, headlights flash, and he loses all power to the doors and windows.

Agent called dealer and spoke to Jamie, informed that CAIR was being sent. Please update this CAIR with resolution.

#####

REASSIGNED TO BC/DLR 32 60263 12/22/09 10:38 O 19181002

*Contact Date:12/28/2009

Service Manager at the dealership has closed the Cair# 19181002

Warranty repair has been documented on Repair Order#91190

CAIR RETURNED FROM DEALER ON 12/28/2009 AT 07:07:825 R 19181002

Writer called customer and she alleges that she picked up the vehicle on Thursday. Customer alleges that the problem has gone away and she is just having a problem with her lock on her door. Writer informed the customer to contact Chrysler if she has another problem.

Customer Assistance Inquiry Record (CAIR)#						19183383
VIN	2A8HR54P8	8R	Open Date	12/21/2009	Built Date	09/27/2007
Model Year	2008	Body	RTYP53	CHRYSLER TOWN & COUNTRY TOURING WAGON		
In Service Dt	11/16/2007	Mileage	56,000	Dealer Zone	66	ORLANDO
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PRH	INFERNO RED CRYSTAL PEARL COAT				
Engine	EGL	3.8L V6 OHV ENGINE				
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				
Dealer	26709	TALLAHASSEE DODGE CHRYSLER JEEP				
Dealer Address	3987 W TENNESSEE ST					
Dealer City	TALLAHASSEE	Dealer State	FL	Dealer Zip	32304	
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	TALLAHASSEE FL				Country	UNITED STATES
Corporate - Company Information Contact - Default - Default - Default						
Product - Electrical - Body Control Module - Intermittent or Inoperative - Default						

****Begin structured narrative T2 - Beginning Narrative
Why is the customer contacting Chrysler?
Customer states that six weeks ago the air conditioner went out and then the headlights would go off by themselves. Then weird warning lights would come on like the ABS light. Then in the last two weeks the vehicle would just shut off by itself. Customer brought vehicle in to dealership yesterday and was told that the TIPM and Wireless Control Module.
What are the customer s expectations?
Customer seeking assistance with 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 (c).
Who has possession of the vehicle? Vehicle is at the dealership 26709 customer has been working with Paul - SA
Has the vehicle been diagnosed by a CDJ dealer? yes
Reassigned to 88F
Customer stated that any assistance would be greatly appreciated since this is their only vehicle.
***** SENIOR RESOLUTION TEAM *****
CONTACT UPDATE - Customer was contacted today at 8:57 am.
Customer was provided with agent s extension: 66003.
Writer spoke with the customer and agreed to consider goodwill since the vehicle is less then 3 years old. Writer left a message with SA Paul and will follow up before the end of business tomorrow.
Writer spoke with SA Paul who stated the customer has no loyalty to the dealership at all and doesn t feel Chrysler should assist. Writer informed the customer that Chrysler will not assist because he has denied recommended service for brakes and maintenance, writer is also declining the request because the vehicle is 20,000 miles out of warranty.
**** 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 - customer was contacted today at 12:13 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 called in requesting to speak to BS650. Customer states that BS650 left him a message, and that he has not yet spoken to BS650. Agent gave decline. Customer states that he would like to speak to BS650 concerning the decline.

Customer calls requesting to speak with BS650.

Customer/Caller transferred to extension # 66003

Customer called in requesting Chrysler send to him the information about the decline decision. Writer informed customer that agent is not allowed to send him that information.

Customer is seeking details as to the decline; he states that agent BS650 told him that a factor of the decision was due to lack of customer loyalty to the dealership. Writer informed customer that the decline was due to mileage and that Chrysler is not obligated to assist in this repair. Writer transferred customer to agent BS650 at extension # 66003 for further explanation of alleged statement.

Customer Assistance Inquiry Record (CAIR)#						19219117
VIN	1D4GP24R2	4B	Open Date	01/07/2010	Built Date	09/04/2003
Model Year	2004	Body	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON		
In Service Dt	01/29/2004	Mileage	75,000	Dealer Zone	66	ORLANDO
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH		Market	U	US
Dealer	26118 KEFFER CHRY-JEEP INC					
Dealer Address	8110 E INDEPENDENCE BLVD					
Dealer City	CHARLOTTE	Dealer State	NC	Dealer Zip	28227	
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	CHARLOTTE NC				Country	UNITED STATES

Corporate - Complaint Contact - Default - Default - Default	
Product - Electrical - Lamps and Switches - Defective - Default	

****Begin structured narrative T2 - Beginning Narrative

Why is the customer contacting Chrysler?

Customer states that the vehicles windshield washer fluid and head lights are not working. Customer states that there was a recall for the same issues for the 2004 grand caravans. Customer is wondering why this is not covered under the recall. Customer states that the dealership informed her that there was no open recalls on her vehicle. Customer states that the parking lights working, but no other lights work.

What are the customer s expectations?

Customer is seeking help with the repairs of her vehicle.

****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? Customer

Has the vehicle been diagnosed by a CDJ dealer? No

Reassigned to 88F

***** SENIOR RESOLUTION TEAM *****

CONTACT UPDATE - Customer was contacted today at 2:17.

Customer was not provided with agent s extension.

Customer seeking goodwill for headlight and wiper fluid dispenser repairs. Second owner, customer s 1st Chrysler. No service contract, warranty out by 39,000 miles, 3 years. Writer will not offer assistance.

Writer called customer, customer not available.

Writer called customer, advised I am not able to assist with the repair.

Customer insists her vehicle is involved in a recall. Wrtier advised there is no recall on this vehicle, will inform by mail if there is.

Customer demanded a supervisor. Writer sent supervisor callback form.

*****Supervisor Call*****

Writer left a message stating that there is not a recall on her vehicle and since her vehicle is out of warranty by 39000 miles and 3 years Chrysler would be unable to assist in any repairs.

*** 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 Assistance Inquiry Record (CAIR)#						19257716
VIN	2A8HR54P7	8R	Open Date	01/22/2010	Built Date	03/19/2008
Model Year	2008	Body	RTYP53	CHRYSLER TOWN & COUNTRY TOURING WAGON		
In Service Dt	06/02/2008	Mileage	33,000	Dealer Zone	42	DETROIT
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PBG	CLEARWATER BLUE PEARL COAT				
Engine	EGL	3.8L V6 OHV ENGINE				
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				
Dealer	63975	MILOSCH DODGE, INC				
Dealer Address	677 SOUTH LAPEER ROAD					
Dealer City	LAKE ORION	Dealer State	MI	Dealer Zip	48362	
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	METAMORA M				Country	UNITED STATES

Dealer - By-Pass - Default - Default - Default	Customer is requesting to file for replacement vehicle.
Corporate - Complaint Contact - Default - Default - Default	
Product - Electrical - Unknown - Intermittent or Inoperative - Default	

****Begin structured narrative T2 - Beginning Narrative

Why is the customer contacting Chrysler?

Customer states her electrical system is having issues.

What are the customer s expectations?

Customer wants her vehicle repaired.

****End structured narrative T2 - Beginning Narrative

Customer states that her radio, her headlights, her turn signals, etc. work intermittently. Customer states she has taken the vehicle in twice for this issue but the dealer can not fix the problem. Customer states they need a rental vehicle while it is going through the replacement process because they have five kids they need to be able to transport. Writer informed customer that the dealer would have to provide the rental because Chrysler can not provide a rental while the vehicle is in the replacement process.

Customer was advised that due to the nature of their request a call back is required and will take place within one business day, by the end of business on 01/25/2010.

Preferred call back number is .

Who has possession of the vehicle? Owner

Is this a request for Lemon Law, buy-back or replacement? Replacement
Reassigned to 88L

***** SENIOR RESOLUTION TEAM *****

ATTENTION SERVICE MANAGER/DIRECTOR

Owner is requesting that their vehicle be repurchased or replaced.

This CAIR is being assigned to your dealership for further handling and review with your District Manager and/or Business Center in an attempt to resolve customer s concern. The information below was compiled based on corporate records. Please contact this customer with next steps and update this CAIR.

+++++ Buyback / Replacement Research +++++

1. What does the customer allege is wrong with the vehicle?Electrical

issue

2. Was the vehicle purchased new or used?New
3. If used, what number owner is the customer?
4. Per the warranty history, how many related repairs have there been?2 unrelated electrical issues
5. Total number of days out of service?NA
6. Date of first related repair attempt?08/10/2009
7. Mileage of first related repair attempt?21633
8. This vehicle was purchased in what state?MI
9. Is this a safety state?No
10. Has there been a Direct-to-Dealer CAIR previously sent?No
11. Has there been any Business Center involvement?No
12. Is the vehicle currently at an authorized dealer?No
13. Does the condition described by the customer still exist?Yes according to customer.

The only thing the customer has been told is their file will be reviewed and/or handled by the local Business Center and Dealer, and if the condition still exists, to take their vehicle to the dealer regardless of this request.

Writer called dealer 63975 at 248-393-2222. Writer left a message for Jim the SM with customers request, and information. Writer is going to reassign cair over to dealership.

REASSIGNED TO BC/DLR 42 63975 01/22/10 15:16 O 19257716

CONTACT UPDATE - Customer was contacted today at 1:18PM

Customer was provided with agent s extension: 66195

Writer called customer at 586-292-7437. Writer left message for customer to call back.

The customer and wanted to speak to AB1126 ext 66195. The agent transferred the call to that extension.

Customer called for update. Transferred to 66195.

*Contact Date:01/27/2010

Service Director at the dealership has closed the Cair# 19257716

After repeated attempts the dealer was unable to contact this customer.CAIR closed pending further contact from the customer.

CAIR RETURNED FROM DEALER ON 1/27/2010 AT 09:19:571 R 19257716

Customer Assistance Inquiry Record (CAIR)#						19282969
VIN	2D8HN44H2	8R	Open Date	02/01/2010	Built Date	08/17/2007
Model Year	2008	Body	RTKH53	DODGE GRAND CARAVAN SE WAGON		
In Service Dt	10/29/2007	Mileage	38,000	Dealer Zone	66	ORLANDO
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT				
Engine	EGV	3.3L V6 OHV ENGINE				
Transmission	DFF	4-SPEED AUTOMATIC VLP 41TE TRANS				
Dealer	45228	DELAND DODGE				
Dealer Address	2322 S WOODLAND BLVD					
Dealer City	DELAND	Dealer State	FL	Dealer Zip	32720	
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	ORANGE CITY FL				Country	UNITED STATES
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default				Custoemr alleges headlights intermittent.		
Corporate - Complaint Contact - Default - Default - Default						

****Begin structured narrative T2 - Beginning Narrative

Why is the customer contacting Chrysler?

Customer states that the headlights will turn off while driving for no appearant reason. Customer alleges that the vehicle has been taken in twice already for this problem, but states that the problem has not been fixed.

What are the customer s expectations?

Customer states that the customer wants to have the vehicle finally fixed at no cost to the customer.

****End structured narrative T2 - Beginning Narrative

Customer alleges to be the daughter of the owner of the vehicle. Customer states that the two times the vehicle has been checked out before, the vehicle was still under warranty. Customer states that the vehicle is now 2000 miles outside of warranty. Customer alleges that there is no discernible pattern to when the headlights will turn off. Customer states that the previous repairs have been performed at dealer 45228, but that the dealer is no longer a Dodge dealership. Customer states that the vehicle was taken in to dealer 45228 again today. Customer states that the owners should not have to pay for the diagnosis or repairs because this vehicle has been taken in twice and the problem has not been resolved.

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 Customer states that the customer is returning to Vermont 2/2/2010 and if the customer is not available to please speak with the owners, Mr. or Mrs.

Who has possession of the vehicle? Not Sure

Has the vehicle been diagnosed by a CDJ dealer? Not this time.

Reassigned to 88F

***** SENIOR RESOLUTION TEAM *****

CONTACT UPDATE - Customer was contacted today at 11:14 am.

Customer was provided with agent s extension: 66003.

Writer spoke with Mrs. Brace who stated she has brought the vehicle in for the third time and the problem cannot be duplicated. Writer agreed

to help with the repair when it can be duplicated but informed the customer that she would be responsible for the diagnostic fee as the vehicle is out of warranty. The customer stated that she would think about it and call back if she decides to get it diagnosed.

CLOSED LOOP UPDATE - customer was contacted today at 11:14 am. 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)#						19286454
VIN	2A8HR64X2	8R	Open Date	02/02/2010	Built Date	10/12/2007
Model Year	2008	Body	RTYS53	CHRYSLER TOWN & COUNTRY LIMITED WAGON		
In Service Dt	11/10/2007	Mileage	30,000	Dealer Zone	71	LOS ANGELES
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT				
Engine	EGQ	4.0L V6 SOHC ENGINE				
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				
Dealer	45359	CHAMPION DODGE				
Dealer Address	9655 FIRESTONE BLVD					
Dealer City	DOWNEY	Dealer State	CA	Dealer Zip	90241	
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	MAYWOOD CA				Country	UNITED STATES

Corporate - Complaint Contact - Default - Default - Default	
Product - Electrical - Lamps and Switches - Complete Failure - Default	
Product - Electrical - Speedo/Gauges/Ometer/EIC - Complete Failure - Default	
Product - Electrical - Wipers / Washers - Complete Failure - Front	

****Begin structured narrative T2 - Beginning Narrative

Why is the customer contacting Chrysler?

Customer stated that his vehicle is at the dealer.

What are the customer s expectations?

Customer is seeking rental assistance.

****End structured narrative T2 - Beginning Narrative

Customer stated that he took his vehicle to dealer (68687) because all the lights on the dashboard came on, the headlights keep going off on there own and the windshield wipers come on automatically. Customer stated that the dealer replaced the power control module, but the vehicle is having the same problem. Customer stated that the dealer (68687) is closing so they referred him to dealer (45359). Customer stated that the dealer can fix the problem, but he needs a vehicle. Customer is seeking rental assistance.

Customer was advised that due to the nature of their rental request a call back is required and will take place by close of business.

Preferred call back number is

Reassigned to 88R

***** SENIOR RESOLUTION TEAM *****

CONTACT UPDATE - Customer was contacted today at 4:40 PM.

Customer was provided with agent s extension: 66002.

Writer is calling customer to discuss their rental request.

Writer informed customer that Chrysler does not participate with rental assistance unless there is an active SC on the account.

Customer is stating that his vehicle was at the shop for sixteen days.

Writer informed customer we could look at possible reimbursement for vehicle payment but customer did not take writer up on his offer at this time so writer is decline reimbursement for vehicle payment.

Writer is also declining rental assistance.

**** GOODWILL ASSISTANCE HAS BEEN DECLINED ****

Informed customer that Chrysler will not participate in the rental request.

The vehicle warranty does not cover rental assistance.
Unless the customer offers new information, decision remains unchanged.

CLOSED LOOP UPDATE - customer was contacted today at 4:55 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 called in stating that he was declined rental assistance, but
that the agent told him that depending on how many days the vehicle was
out of service, the customer would have a portion of his monthly payment
covered.

Customer states that the vehicle was at the dealer from 1/15/2010 to
2/10/2010. Customer seeking how much is going to be paid.

Agent informed customer of decline. Customer says that he did not decline
assistance, and that he was only unsure of how long it would take to get
the part. Customer says that it was not his fault that his vehicle was
waiting on a part. Customer says that he was unable to use the car for
one month, and so he should not have to pay for that vehicle payment.
Customer requesting to speak to case manager, agent created new CAIR.

Customer Assistance Inquiry Record (CAIR)#						19300321
VIN	2A8HR64X0	8R	Open Date	02/08/2010	Built Date	11/22/2007
Model Year	2008	Body	RTYS53	CHRYSLER TOWN & COUNTRY LIMITED WAGON		
In Service Dt	01/05/2008	Mileage	40,000	Dealer Zone	63	DALLAS
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PKG	LIGHT SANDSTONE MET. CLEAR COAT				
Engine	EGQ	4.0L V6 SOHC ENGINE				
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				
Dealer	68433	JAMES HODGE MOTORS INC				
Dealer Address	5100 SE LOOP 286					
Dealer City	PARIS	Dealer State	TX	Dealer Zip	75460	
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	PARIS TX				Country	UNITED STATES

Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Caller says the headlights sometimes don't work
Product - Unknown - Unknown - Stalling - Default	Caller says the vehicle will randomly stall.
Corporate - Complaint Contact - Default - Default - Default	

Why is the customer contacting Chrysler?
 Caller stated that he has had several problems with this vehicle, including a brake problem and a broken seat belt buckle. Customer said that the vehicle has been having an intermittent electrical issue, where sometimes the lights will not work, and sometimes the vehicle will randomly stall while driving.

What are the customer s expectations?
 Caller wants the vehicle fixed. Caller said he has been to the dealership several times and is told that unless they can duplicate the problem, they can t fix it. Caller says that the vehicle isn t safe to drive, as one time it shut down while his wife was driving on the highway.

Writer informed caller that a Case Manager will be assigned to his case, and will work with the dealership to make sure that everything that can be done is being done.

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 number (Caller said his wife, may answer). Another number is the callers cell number, .

Who has possession of the vehicle? Customer.
 Has the vehicle been diagnosed by a CDJ dealer? It has been looked at, but they have not been able to duplicate the concern.
 Reassigned to 88F
 Writer called dealer#68433 and spoke to SA Rusty.Rusty stated that the vehicle has been in once on December 04,2009.Rusty stated that they were not able to duplicate the issue.Rusty stated that the customer should probably leave the vehicle with them if it is a problem of that sort.

***** SENIOR RESOLUTION TEAM *****

CONTACT UPDATE - Customer was contacted today at 12:01 P.M.
 Customer was provided with agent s extension:66140.Customer did not answer,and the mail box is full.Writer was not able to leave a message.

2nd attempt made to contact customer on 02/10/10 at 10:50 A.M.
Left message indicating another attempt will be made.
Customer was provided with agent s extension:66140.Writer relayed above information to the customer.Customer stated that she went to dealership this morning,and they went on a test drive.Customer stated that they did not find anything wrong.Writer informed customer that she would need to leave the vehicle at the dealership until the issue is duplicated.Customer agreed to do so.
Customer stated that he is greatly concerned about this issue. Customer stated that it is most likely going to cause an accident. Customer alleges that he is going to take his vehicle to another dealership for a second opinion.

Customer Assistance Inquiry Record (CAIR)#						19307650
VIN	2D8HN44H2	8R	Open Date	02/10/2010	Built Date	08/17/2007
Model Year	2008	Body	RTKH53	DODGE GRAND CARAVAN SE WAGON		
In Service Dt	10/29/2007	Mileage	38,905	Dealer Zone	66	ORLANDO
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT				
Engine	EGV	3.3L V6 OHV ENGINE				
Transmission	DFE	4-SPEED AUTOMATIC VLP 41TE TRANS				
Dealer	68200	HURLEY CHRYSLER JEEP INC				
Dealer Address	2173 S WOODLAND BLVD					
Dealer City	DELAND	Dealer State	FL	Dealer Zip	32720	
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	ORANGE CITY FL				Country	UNITED STATES

Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Custoemr alleges headlights intermittent.
Corporate - Complaint Contact - Default - Default - Default	

Brenda from HURLEY CHRYSLER JEEP DODGE(68200) called and said the vehicle has bee diagnosed and they found 2 codes, B162F- right low beam control circuit low and the second one is B162B left low beam control circuit low. The vehicle needs a TIPM module (totally integrated power module). The warranty price on the part is \$211.40 part number is 56049720AT and the labor is \$31.96.

Customer was advised that due to the nature of their contact a call back is required and will take place within one business day Thursday by 6:00 p.m. EST.

Preferred call back number is .

Who has possession of the vehicle the dealer HURLEY CHRYSLER JEEP DODGE(68200)

Has the vehicle been diagnosed by a CDJ dealer? Yes

Reassigned to 88F

***** SENIOR RESOLUTION TEAM *****

CONTACT UPDATE - Customer was contacted today.

Customer was provided with agent s extension: ?66163?.

Brenda 386-785-1029. States that the customer stated the last agent case before told her Chrysler will pay for diagnosis and all checked last agents notes and that is not documented therefore was never said to this customer dealership has never seen the customer before will call customer back again follow 02-15*

As a one-time goodwill gesture, Chrysler will be making a policy adjustment for this repair. The warranty costs of the repair are as follows:

Parts = ?211.40?

Labor = ?31.96?

With the concurrence of the Service Manager, ?SM s Jeff?, the customer will have a co-pay of ?100.00?.

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 ?DH672 David? at 800-992-1997 extension # 66163. You may also contact us by email at: T2email@chrysler.com. This customer ?has not? been informed of this decision. Please update and/or close CAIR when complete.

#####

REASSIGNED TO BC/DLR 66 68200 02/15/10 12:02 O 19307650

*Contact Date:02/16/2010

DCX goodwill repair is documented on Repair Order#71428

CAIR RETURNED FROM DEALER ON 2/16/2010 AT 08:15:504 R 19307650

Customer s Daughter seeking DH672

Writer advised customer of notes in case 19307650 about the copay of \$100.00. Customer once again states that she was informed that the repair wouldn t cost anything as the issue started before the warranty expired.

Customer Assistance Inquiry Record (CAIR)#						19321468
VIN	2A8HR54P0	8R	Open Date	02/16/2010	Built Date	11/26/2007
Model Year	2008	Body	RTYP53	CHRYSLER TOWN & COUNTRY TOURING WAGON		
In Service Dt	09/17/2008	Mileage	16,700	Dealer Zone	74	DENVER
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PHF	DEEP CRIMSON CRYSTAL PEARL COAT				
Engine	EGL	3.8L V6 OHV ENGINE				
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				
Dealer	43953	NORTH STAR DODGE-CHRY-JEEP				
Dealer Address	1720 HIGHWAY 2 EAST					
Dealer City	HAVRE	Dealer State	MT	Dealer Zip	59501	
Owner				Contact Type	CERTIFIED LETTER	
Address				Home Phone		
	INVERNESS MT			Country	UNITED STATES	

Corporate - Lemon Law - Default - Default - Default	CCAC received notification card via certified mail
Product - Engine - Unknown - Defective - Default	engine failed
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	head lights would not operate
Product - Steering - Tubes and Hoses - Leaks - Default	hose
Product - Air Conditioning / Heater - Hoses/Fittings/Water Valve - Other - Default	hose leak
Product - Electrical - Wipers / Washers - Other - Front	ran constantly
Product - Electrical - Power Sliding Door - Intermittent or Inoperative - Both Sides	sliding doors would not operate
Product - Engine - Unknown - Check Engine Lamp On/Flashing - Default	

POSTMARK DATE: 021110; DATE RECEIVED: 021610

* Customers sent in notification card with letter. They mention multiple repairs on vehicle.

Concerns have included service engine light, check transmission fluid light coming on. Have had leaking power steering and air conditioning hoses. Had issues with wipers, headlights and sliding doors. Engine failed and was replaced.

They are notifying Chrysler as outlined in the manual. They need to know what will be done to correct situation as they do not consider vehicle reliable.

* Writer dictated acknowledgement letter to be sent to customer.

***** ATTENTION : Business Center *****

Please review and handle as merited.

WAM reassigning to Area Manager, please handle on merits/dir
DM spoke to SM Ryan to inquire about condition of vehicle, SM states vehicle is currently operating normally.

DM attempted to contact customer, customer not available.

DM attempted to contact customer a second time, still not available

DM still attempting to contact customer DM finds no grounds for replacement DM closing CAIR

Customer Assistance Inquiry Record (CAIR)#						19334630
VIN	2D8HN44H2	8R	Open Date	02/22/2010	Built Date	08/17/2007
Model Year	2008	Body	RTKH53	DODGE GRAND CARAVAN SE WAGON		
In Service Dt	10/29/2007	Mileage	38,905	Dealer Zone	66	ORLANDO
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT				
Engine	EGV	3.3L V6 OHV ENGINE				
Transmission	DFF	4-SPEED AUTOMATIC VLP 41TE TRANS				
Dealer	68200	HURLEY CHRYSLER JEEP INC				
Dealer Address	2173 S WOODLAND BLVD					
Dealer City	DELAND	Dealer State	FL	Dealer Zip	32720	
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	ORANGE CITY FL				Country	UNITED STATES

Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Custoemr alleges headlights intermittent.
Corporate - Complaint Contact - Default - Default - Default	
Corporate - Reimbursement - Default - Default - Default	

Why is the customer contacting Chrysler?

Customer states that she was informed that once the diagnosis was made and the issue was duplicated then they would not have to pay anything.

Customer states that when she called in 02/01/10 and the senior case manager called her back on 02/02/10 she was informed that if on the third time of taking the vehicle and the dealership was able to duplicate the issue, she would not have to pay anything for the repair. Customer states that she was informed of this on case 19282969.

What are the customer s expectations?

Customer is seeking reimbursement for the repair.

Customer states that the final repair that her parents paid was \$192.50, when they were informed that they would not have to pay anything.

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

Writer advised customer of notes in case 19307650 about the copay of \$100.00. Customer once again states that she was informed that the repair wouldn t cost anything as the issue started before the warranty expired.

***** SENIOR RESOLUTION TEAM *****

Writer called dealer 68200 and spoke with Brenda Service Advisor (SA) to confirm what is going on with this vehicle. SA stated that the vehicle was in last week and the TIPMS module was replaced for the headlights and \$86.00 diagnostic charge/\$100.00 customer co-pay for the repair.

CONTACT UPDATE - Customer was contacted today at 11:24 am MST.

Writer explained to the customer that all diagnostic charges are the responsibility of the customer and if the problem is determined when the vehicle is out of warranty, customer would be responsible for portion of the repair. Customer kept repeating that agents have informed her that she will not be responsible for any cost of the repair.

Customer requested the complaint address so she can write letter concerning this matter and misinformation given.

Writer explained to customer to include the following information:

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 #19307650/19334630). Advised customer the goodwill offer is dependent upon

verification of all documents requested.

Customer was not very happy with the decision on declining any assistance for the \$192.50 which her parents paid for the most recent repair.

**** GOODWILL ASSISTANCE HAS BEEN DECLINED ****

Informed customer that Chrysler will not participate in the reimbursement.

The vehicle warranty has expired by time and mileage.

Unless the customer offers new information, decision remains unchanged.

Reason is as follows:

(1) diagnostic charges -- \$86.00.

(2) customer co-pay---- \$100.00 + tax.

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.

Customer Assistance Inquiry Record (CAIR)#						19348598	
VIN	2A8HR44H7	8R	Open Date	03/11/2010	Built Date	08/10/2007	
Model Year	2008	Body	RTYH53	CHRYSLER TOWN & COUNTRY LX WAGON			
In Service Dt	04/27/2009	Mileage	8,114	Dealer Zone	71	LOS ANGELES	
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US		
Color	PW1	STONE WHITE CLEAR COAT					
Engine	EGV	3.3L V6 OHV ENGINE					
Transmission	DFF	4-SPEED AUTOMATIC VLP 41TE TRANS					
Dealer	43921	SURROZ CHRYSLER JEEP DODGE					
Dealer Address	151 NEELEY STREET						
Dealer City	VISALIA	Dealer State	CA	Dealer Zip	93291		
Owner						Contact Type	E-MAIL
Address						Home Phone	
	COALINGA CA					Country	UNITED STATES

Product - Frame - Bumper System - Other - Rear	'bad glass/bad rear bumper' per customer
Dealer - Loaner Vehicle - Unknown - Unavailable - Default	
Product - Suspension - Tie Rods / Drag Link - Noisy - Front	

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

Brand new vehicle with so many problems?

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

Email states:

I have a 2008 T&C van that I purchased early last year (2009). I have had to take this vehicle in to the shop more then any vehicle I have EVER owned. It has been in the shop 3 times for a pop in the front steering, 2 times for bad glass/bad rear bumper. 1 time because all the door locks quit working as well as some other features and now back in the shop because the headlights stopped working, which they have informed me the TIPM is getting changed, that s a pretty important piece to be bad already. After all this I still can never get a loaner and our nearest dealer is an hour away. I will think twice about buying another Chrysler product, even with my father-in-law being one of the top fleet managers for you guys.

Sent:

Dear Steve:

Thank you for contacting the Chrysler Customer Assistance Center regarding your 2008 Chrysler Town and Country purchase.

We regret to have read of such a poor experience. The concerns you are experiencing are repairable and should be taken care of under the terms of your basic warranty (ideally on your first visit). In order to get the vehicle properly repaired we will be in touch with your local dealer to report the repeated concerns.

I would like to discuss the vehicle concerns with you to get the exact specifics. Therefore, I am seeking your permission to contact you by telephone. If this is possible, please reply to the link below with a daytime telephone number where you can be reached.

Thanks again for your email.

Sincerely,

Marvin

Customer Service Representative
Chrysler Customer Assistance Center

Customer Assistance Inquiry Record (CAIR)#						19378269
VIN	2D8HN54P0	8R	Open Date	03/09/2010	Built Date	09/15/2007
Model Year	2008	Body	RTKP53	DODGE GRAND CARAVAN SXT WAGON		
In Service Dt	09/20/2007	Mileage	52,643	Dealer Zone	74	DENVER
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT				
Engine	EGL	3.8L V6 OHV ENGINE				
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				
Dealer	45022	BRENT BROWN CHRYSLER JEEP DODGE				
Dealer Address	1825 N UNIVERSITY PARKWAY					
Dealer City	PROVO	Dealer State	UT	Dealer Zip	84604	
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	SPRINGVILLE UT				Country	UNITED STATES
<hr/> Product - Electrical - Unknown - Other - Default						

Writer received call from customer requesting goodwill unknown electrical repairs.

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, will take to 45022

Reassigned to 88F

****Begin structured narrative T2 - Beginning Narrative

Why is the customer contacting Chrysler?

Customer states his headlights turn off while driving

What are the customer s expectations?

Goodwill assistance with repairs

****End structured narrative T2 - Beginning Narrative

***** SENIOR RESOLUTION TEAM *****

CONTACT UPDATE - Customer was contacted today at advising customer if she is under 36000 miles she should be under 3/36 warranty depending on diagnosis.

Customer was provided with agent s name and brand number if the customer needs to re-contact the agent.

Follow up 3/11/10.

Writer called the customer. Writer left a message stating the same thing that she needs to take it into the dealer for diag, to see what can be done because she is under warranty.

3rd attempt made to contact customer on 03/12/10.

Left detailed message for a return call if required.

4th attempt made to contact customer on 03/12/10 at 10:31.

Left detailed message for a return call if required.

Writer called customer at . Writer told customer to call up a dealership, and set up an appointment with the dealership. Customer is going to set up an appointment and than call back to let us know the date that we should follow up with the dealership. Writer explained that we can only assit if it ends up being due to part defect, and that he will be responsible for some type of co-pay. Customer understood.

CONTACT UPDATE - Customer was contacted today.

Customer was provided with agent s name and brand number if the customer

needs to re-contact the agent.

Writer left the customer a message.

Customer calling back. Customer states he has the appointment sent up with dealership on the case for the diagnosis test in the morning.

Writer advised customer that would deliver message to case manager to let her know. Writer advised customer that the case manager will contact him back as soon as she can.

Customer preferred contact number is [REDACTED].

Writer updated mileage and phone number in Hpims.

Writer is going to follow up with the customer in the morning tomorrow after diagnosis is done.

Writer contacted the customer at 8 [REDACTED] writer left a message.

Writer called [REDACTED] and spoke to the customer who stated that he just dropped the vehicle off at the dealership and hasn't heard anything from them. Writer told customer that writer will contact the dealer for the information needed at this point. Customer understood and wanted to also make sure that the mileage in cair has been updated. Writer told him it had been updated. Writer will follow up with customer after diagnosis is completed.

Writer called the dealership and spoke to the Assistant Service Manager Steve who stated that the vehicle is being looked at, may need a body control but Steve was not sure. Writer asked Steve call back with warranty prices parts and labor and diagnosis. Steve stated he will call back later.

Customer is not the original owner, customer has owned 2 total vehicles in the past including this one and the other one he no longer owns.

Customer is oow by 14,000 miles and has no csc. Evon

Writer called the dealer and talked to Sm Steve. the bcm has internal failure and is causing the headlights to turn off and on. SM and writer agreed to a \$100.00 co-pay.

As a one-time goodwill gesture, Chrysler will be making a policy adjustment for this repair. According to the dealer, the warranty costs of the repair are as follows:

Parts = \$233.00

Labor = \$80.00

With the concurrence of the Service Manager, Steve, the customer will have a co-pay of \$100.00.

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 Jakiah at 800-992-1997 extension # 66177. You may also contact us by email at:

T2email@chrysler.com. This customer has not been informed of this decision. Please update and/or close CAIR when complete.

#####

REASSIGNED TO BC/DLR 74 45022 03/19/10 13:08 O 19378269

*Contact Date:03/23/2010

Warranty repair has been documented on Repair Order#149293

CAIR RETURNED FROM DEALER ON 3/23/2010 AT 05:13:776 R 19378269

CONTACT UPDATE - Customer was contacted today.

Customer was provided with agent's name and brand number if the customer needs to re-contact the agent.

Writer left her a message.

Writer called the customer and spoke to Chris. He is satisfied with the goodwill offer and repairs are completed.

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.

Customer Assistance Inquiry Record (CAIR)#						19396162	
VIN	2A8HR54P0	8R	Open Date	03/15/2010	Built Date	10/18/2007	
Model Year	2008	Body	RTYP53	CHRYSLER TOWN & COUNTRY TOURING WAGON			
In Service Dt	01/18/2008	Mileage	13,600	Dealer Zone	42	DETROIT	
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US		
Color	PW1	STONE WHITE CLEAR COAT					
Engine	EGL	3.8L V6 OHV ENGINE					
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION					
Dealer	42399	BILL MARINE CHRY-DODGE-JEEP					
Dealer Address	1182 W MAIN STREET						
Dealer City	WILMINGTON	Dealer State	OH	Dealer Zip	45177		
Owner					Contact Type	TELEPHONE	
Address					Home Phone		
	HILLSBORO OH				Country	UNITED STATES	
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default				Customer states the headlights and dashboard go off and on.			
Dealer - By-Pass - Default - Default - Default							

Why is the customer contacting Chrysler? Customer calling in because the dealership could not recreate the issue so they could not fix the problem.

What are the customer's expectations? Customer would like assist on getting this fixed.

Customer states that the head lights and the dashboard will go on and off. Customer would like this fixed but the dealership keep telling him the can not recreate the problem.

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

If a CDJ dealer has diagnosed, what is the dealer name or code? BILL MARINE CHRY-DODGE-JEEP 42399

Reassigned to 88F

***** SENIOR RESOLUTION TEAM *****

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 Dashboard and head lights

Agent called dealer and spoke to Gary, informed that CAIR was being sent. Please update this CAIR with resolution.

#####

Writer contacted customer and informed that his case would be sent to the DM for his unresolved concerns. Writer did inform customer that if he has the issue again to take it to the dealer ASAP.

REASSIGNED TO BC/DLR 42 42399 03/16/10 16:05 O 19396162

*Contact Date:03/17/2010

Service Manager at the dealership has closed the Cair# 19396162

Complaint could not be duplicated and explanation has been provided to custo

mer.

CAIR RETURNED FROM DEALER ON 3/17/2010 AT 09:54:165 R 19396162

Customer Assistance Inquiry Record (CAIR)#						19409817
VIN	2A8HR54P2	8R	Open Date	03/19/2010	Built Date	08/02/2007
Model Year	2008	Body	RTYP53	CHRYSLER TOWN & COUNTRY TOURING WAGON		
In Service Dt	01/02/2008	Mileage	33,000	Dealer Zone	42	DETROIT
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT				
Engine	EGL	3.8L V6 OHV ENGINE				
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				
Dealer	41943	GANLEY DODGE INC				
Dealer Address	123 BROADWAY AVENUE					
Dealer City	BEDFORD	Dealer State	OH	Dealer Zip	44146	
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	LYNDHURST OH				Country	UNITED STATES

Product - Electrical - Unknown - Intermittent or Inoperative - Default	Alarm sounds
Product - Electrical - Lamps and Switches - Noisy/Static - Default	Dash lights flicker
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Headlights flicker
Product - Electrical - Radio/Spkrs/Clock/Antenna - Intermittent or Inoperative - Default	Radio staion locks in
Product - Electrical - Wipers / Washers - Other - Unknown	Windshield wiper fluid intermittently sprays out
Product - Electrical - Battery - Complete Failure - Default	
Product - Electrical - Horn - Intermittent or Inoperative - Default	
Product - Electrical - Wipers / Washers - Intermittent or Inoperative - Unknown	
Referral - Executive Referrals - Robert Kidder - Default - Default	

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

3.19.10 - Owner writes and letter to CEO, Robert Kidder, regarding electrical issues with her vehicle. Letter was escalated to writer for handling.

Owner s letter says she purchased the vehicle used on 11/12/09 with 31,820 miles on it. Owner stated she has had electrical issues on the vehicle since the day she purchased the vehicle. Owner said (1) when the van is parked, the horn will honk, the alarm starts to go off, the wipers turn on, the locks go up and down, and the window washer fluid is spraying (2) The headlights will flicker on and off when you are driving (3) A radio station will get 'locked' in and you cannot change it on the main console or on the steering wheel mounted controls (4) Battery has dies numerous times (5) Radio lights and dashboard lights flicker and go from light to dark (6) While driving at night, in the winter, the heat lights, wipers went out as the alarm is going off.

Writer called owner s home phone and could not leave a message due to no answering machine or voicemail available. Writer called owner s cellphone and left a detailed voicemail message, including nature of the call, writer s name, and number.

3.22.10 - Writer contacted owner and discussed the above electrical concerns. Mrs. [REDACTED] said the dealership came out to her home, dropped off a loan vehicle, and took her vehicle back to the dealership for a diagnosis and repairs. Mrs. [REDACTED] said the dealership had her vehicle in their possession since 3/15 and it is still there. Mrs. [REDACTED] said she is frustrated by the electrical problems and if the vehicle cannot be repaired, she wants the vehicle bought back. Writer explained to Mrs. [REDACTED], we will repair the vehicle per the terms of the warranty. Writer offered to follow up with the dealership to check the status of the vehicle and the repairs. Mrs. [REDACTED] agreed. Writer advised she will be in touch with her later today with an update.

Writer called dealership and spoke with Service Manager, Don. Don said someone just handed him the repair order and he did not have a chance to read it. Don said the vehicle has been in the dealership since 3/15. Writer asked Don not to call the customer yet, she would like to get a Field Engineer involved to verify the symptoms and the repair. Don said the owner is in a loaner vehicle, which is not at Chrysler's expense. Don said he would like to get the vehicle back as soon as possible.

Writer called CRM, Greg and explained the vehicle symptoms and the SM's information. Writer also forwarded the e-mail to Greg and requested a Field Engineer to assist the dealership in diagnosing and repairing the vehicle. Greg said it would not be a problem and sent an e-mail to field Engineer, JST2 requesting his assistance for the early part of this week.

Writer received e-mail update from Field Engineer advising, 'I will be at the dealer in 1 hour to inspect the vehicle. The dealer believes they have corrected the condition and is ready to return the vehicle to the customer. I will inspect the vehicle electrical system and report back.'

Writer called owner and advised a Field Engineer is on his way to the dealership to verify the diagnosis and repairs. Writer advised she will continue to update her as the information becomes available. Owner agreed and thanked writer.

Writer also sent e-mail to Tony Kodra advising the customer's e-mail notes, Case Manager, Alex, at ext. 66195, has not been responsive to the customer's voicemail messages.

CRM received e-mail update from Field Engineer and forwarded e-mail to writer. E-mail states, 'The condition that the customer had concern with appears to be corrected. The tech found a stored code in the CCN module (cluster) indicating a problem with the headlamp switch mux circuit. He had consulted with Star and determined that the CCN module was the cause of the headlamp issue. I inspected the van's electrical systems for proper operation and all of the previous concerns that were reported in the service history. Every feature is operating properly but I found a higher than normal voltage drop between the alternator and the TIPM battery feed. The drop was in excess of 300 millivolts, increasing from the 200 mv I measured before my road test. While everything was working fine during the road test, I have seen modules do strange things when their voltage supply is not stable. I have instructed the dealer to replace the engine harness, which will include the battery power and ground cables from the alternator to the TIPM.'

3.23.10 Writer received an e-mail from CRM advising, 'Just spoke to TA Jeff Teifer, he advised the dealer is currently installing the wire harness as mentioned below. Will advise when complete.'

Writer called dealership and spoke with Service Writer, John. John said Service Manager, Don is in the dealership today but he is not available. John said the repairs are almost completed on the vehicle. Writer was transferred to Don's voicemail and a voicemail message was left reminding Don to please call the owner and writer when the repairs are complete. Writer left name and direct number for contact.

Writer returned owner's voicemail message. Writer advised the Field

road tested by the Engineer and the recommended the dealership replace the engine harness. Writer advised the dealership is in the process of making that repair and appear to be almost complete. Writer advised owner she will be contacted by the dealership when the repairs are complete. Owner assured writer the dealership will contact her because they will have to drive the vehicle back to her and they will take the rental back. Writer asked owner to call her back with a repair update after she has a chance to drive the vehicle. Owner agreed.

.
3.24.10 - Writer received e-mail from Field Engineer advising, 'I inspected the vehicle again this morning. The harness is in and all looks good. They are going to clean the vehicle up and return it to the customer.'

.
3.25.10 - Writer called dealership and spoke with John. John verified the vehicle left the dealership this morning and was returned to the owner.

.
Writer called owner and left a voicemail message requesting feedback on the repairs. Writer asked owner to drive the vehicle today and call back with an update tomorrow. Writer left name and direct number for contact.

.
2.26.10 - Writer called owner and inquired about the vehicle. Owner said she drove the vehicle home last night and to work this morning and there are no problems. Writer offered owner a 7/100 CSC and she accepted.

Customer Assistance Inquiry Record (CAIR)#						19479184
VIN	1D8HN44H0	8B	Open Date	04/19/2010	Built Date	10/31/2007
Model Year	2008	Body	RTKH53	DODGE GRAND CARAVAN SE WAGON		
In Service Dt	12/17/2007	Mileage	70,000	Dealer Zone	63	DALLAS
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US	
Color	PW1	STONE WHITE CLEAR COAT				
Engine	EGV	3.3L V6 OHV ENGINE				
Transmission	DFF	4-SPEED AUTOMATIC VLP 41TE TRANS				
Dealer	49946	ANCIRA DODGE/GE FIN FS LKE				
Dealer Address	8811 INTERSTATE 35 S					
Dealer City	SAN ANTONIO			Dealer State	TX	Dealer Zip 78211
Owner					Contact Type	E-MAIL
Address					Home Phone	
	GALESBURG MI				Country	UNITED STATES

Corporate - Product Information - Default - Default - Default	Customer request for information on problem with vehicle
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***** EMAIL BRIEF DESCRIPTION CONTENT *****

Driving down the road Dash beeps all dash lights come on, headlights go out, radio goes off, and windshield wiper blades go, door locks/windows dont work. Dash looks as if you just had started the vehical.

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

This is a major safety issue, there are many consumer complaints, but none seem to have an awnswer on how to fix it. Or even what the issue is. If there is any information you could give me would greatly be appreciated, i love the van outside of this issue, my concern is of accident or fire.

Thanks

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

Dear :

Thank you for contacting the Dodge Customer Assistance Center regarding the dashboard on your 2008 Dodge Grand Caravan.

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

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

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

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

Thanks again for your email.

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

Customer Assistance Inquiry Record (CAIR)#						19592486
VIN	2A8HR54P4	8R	Open Date	06/01/2010	Built Date	05/12/2008
Model Year	2008	Body	RTYP53	CHRYSLER TOWN & COUNTRY TOURING WAGON		
In Service Dt	07/31/2008	Mileage	35,801	Dealer Zone	42	DETROIT
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PBL	MODERN BLUE PEARL COAT				
Engine	EGL	3.8L V6 OHV ENGINE				
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				
Dealer	68748	PARKWAY CHRYSLER-JEEP, INC				
Dealer Address	21560 HALL RD					
Dealer City	CLINTON TOWNSHIP	Dealer State	MI	Dealer Zip	48038	
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	MACOMB MI				Country	UNITED STATES

Corporate - Dealer Information - Default - Default - Default	Dealer inquiry
Product - Electrical - Electronic Vehicle Security - Intermittent or Inoperative - Default	Head lights, windshield wipers, hazards, turn signals, radio intermittent
Product - Brakes - Unknown - Noisy - Rear	Rear brakes whistling and popping
Corporate - Rental Vehicle - Default - Default - Default	
Dealer - By-Pass - Default - Default - Default	
Product - Air Conditioning / Heater - Unknown - Inoperative - Default	
Product - Electrical - Power/Engine Control Module - Intermittent or Inoperative - Default	

Why is the customer contacting Chrysler? Customer is calling about the electrical and brakes.

What are the customer s expectations? Customer is seeking rental assistance.

Customer states that her vehicle has had electrical issues and had it supposedly fixed in April at a dealership in Florida and the problem is still going on.

Customer states that the head lights, windshield wipers, hazard, turn signals, radio, some come on and some go off when there not suppose to.

Customer states that she pushes down harder on the pedal and hears a deep popping and whistling noise and the stop time is longer.

Customer needs a vehicle that is safe to drive.

Customer was advised that due to the nature of their rental request a call back is required and will take place by close of business today.

Preferred anytime call back number is cell.

Reassigned to 88R

Writer gave an address and a phone number for a dealership in her area.

***** CASE MANAGER TEAM *****

No Service Contract.

Vehicle is under basic 3/36 warranty.

Original Owner

1 New.

CONTACT UPDATE - Customer was contacted today at 8:43am MST.

Customer was provided with agent s name and brand number if the customer needs to re-contact the agent. No answer. Writer left detail message on VM.

Customer calls requesting to speak with ?LC752?
Customer/Caller transferred to extension # 66307
Customer called in wanting to speak with LC752 but didn't want to get transferred. Customer wants to document that she had her vehicle diagnosed at 68748.
Dealer called to speak with CM LC752, dealer states that he is trying to speed the process up a little bit. Writer transferred him over to LC752's voicemail after seeing if she was available.
Greg is calling from the dealer, Parkway Jeep. Greg is calling the agent back. Writer had a message sent to the agent. Writer tried to transfer the call to the agent at 66307, agent was busy.
Customer immediately stated that she did not want to be transferred to case manager as she states dealer 68748/Greg & she has been trying to get in contact with case manager and they allegedly have not received any call back. Vehicle is allegedly at dealer 68748. Writer had a note sent to Linda, case manager's supervisor, as per floor walker's suggestion. Writer informed customer that dealer/Greg and she would be contacted as soon as possible. Customer stated she is a proud owner of a Chrysler vehicle but is frustrated with the customer service she allegedly has not been given.
Writer changed dealer information to dealer 68748 in CAIR as it was not up-dated.
Writer contacted dealership 68748, writer was sent to VM in the Service Department.
Writer attempted again to contact Greg at dealership. Writer was sent to Greg VM. Writer left message on Greg VM.
Greg Johnson, SA states that the vehicle needs new rear brake pads and rear rotors.
Part\$ 179.38
Labor\$ 63.84
Total\$ 243.22
Writer warm transferred call to case manager.
Writer spoke with SA Greg. SA states the customer is also seeking assistance with repair. Writer advised Greg writer will not assist with rental. Writer advised SA writer will assist with the repair with customer co-pay \$50.00. SA states he will advise the customer of the offer.
As a one-time goodwill gesture, Chrysler will be making a policy adjustment for this repair of rear brake pads
. According to the dealer, the warranty costs of the repair are as follows:
Parts = \$179.38
Labor = \$63.84
With the concurrence of the Service Advisor, Greg, the customer will have a co-pay of \$50.00.
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 Larkin at 800-992-1997 extension # 66307. 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.

REASSIGNED TO BC/DLR 42 68748 06/03/10 17:02 O 19592486
*Contact Date:06/07/2010
DCX goodwill repair is documented on Repair Order#37345
CAIR RETURNED FROM DEALER ON 6/07/2010 AT 10:34:245 R 19592486
CLOSED LOOP UPDATE -Customer was advised from dealership, the vehicle has been finished and picked up. No follow up needed.

Customer Assistance Inquiry Record (CAIR)#						19612832
VIN	1D8HN44H4	8B [REDACTED]	Open Date	06/07/2010	Built Date	09/18/2007
Model Year	2008	Body	RTKH53	DODGE GRAND CARAVAN SE WAGON		
In Service Dt	10/10/2007	Mileage	60,000	Dealer Zone	74	DENVER
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US	
Color	PBL	MODERN BLUE PEARL COAT				
Engine	EGV	3.3L V6 OHV ENGINE				
Transmission	DFF	4-SPEED AUTOMATIC VLP 41TE TRANS				
Dealer	49968	FOREST LAKE CPDJ/WALDEN FLEET	SALES GROUP			
Dealer Address	321 19TH ST SW					
Dealer City	FOREST LAKE			Dealer State	MN	Dealer Zip 55025
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]			SUITE 100	Home Phone	[REDACTED]
	TULSA OK [REDACTED]				Country	UNITED STATES

Product - Electrical - Unknown - Other - Default	head lights
Recall - J29: RADIATOR CAP - Advise Owner/Incomplete Recall	

Why is the customer contacting Chrysler? Customer called in wanting to know if he is under recall.

What are the customer s expectations? Wants to know the correct information.

Customer calls seeking recall information. Advised the customer of incomplete recall j29 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)#						19626891	
VIN	2A8HR54P4	8R7	Open Date	06/10/2010	Built Date	05/12/2008	
Model Year	2008	Body	RTYP53	CHRYSLER TOWN & COUNTRY TOURING WAGON			
In Service Dt	07/31/2008	Mileage	36,094	Dealer Zone	42	DETROIT	
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US		
Color	PBL	MODERN BLUE PEARL COAT					
Engine	EGL	3.8L V6 OHV ENGINE					
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION					
Dealer	68748	PARKWAY CHRYSLER-JEEP, INC					
Dealer Address	21560 HALL RD						
Dealer City	CLINTON TOWNSHIP	Dealer State	MI	Dealer Zip	48038		
Owner					Contact Type	TELEPHONE	
Address					Home Phone		
	MACOMB MI				Country	UNITED STATES	
Corporate - Rental Vehicle - Default - Default - Default							
Product - Electrical - Body Control Module - Complete Failure - Default							

Why is the customer contacting Chrysler? Customer stated that she just had the same issue resolved on this vehicle for electrical issues and the vehicle is once again experiencing the same problem.

What are the customer's expectations? Customer is seeking Chrysler's assistance to finally resolve this issue. See CAIR#19592486.

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? Dealer#68748-->Greg Johnson

Reassigned to 88F

***** CASE MANAGER TEAM *****

Original owner, only vehicle, no CSC, oow 3/36 by 94 miles.

CONTACT UPDATE - Customer was contacted today at

Customer verified she is having issues with when she drives all the dash lights come on, radio shuts off, windows, wipers, lights and windows all lost power.

Customer states that the dealership had the vehicle last week for a short in the wire but the issue persists. Customer states that she had to pay for rental for four days last time the vehicle had to be diagnosed so she expects that her rental this time be paid for. Customer is concerned for the safety of her children.

Agent advised caller that she will take the vehicle in 6/14/10.

Follow up 6/14/10.

Greg Johnson SA is who customer works with at the dealership.

2nd attempt made to contact customer. Left VM message indicating another attempt will be made.

Customer was provided with agent's name and Brand number.

Customer calling very upset. Writer asked customer if she had taken vehicle in for diagnostic. Customer stated she has not and doesn't feel she should have to. States that her issue with vehicle is the same as last time and needs a rental vehicle while diagnostic is being done.

Writer advised customer that in order for Chrysler to consider goodwill rental she would need a diagnostic from dealer to let us know what needs to be repaired, and how long vehicle will be off road. Customer very angry still refusing to take vehicle into dealer. States that she is done with Chrysler and will seek other avenues to get satisfaction. Writer asked customer if she was going to take vehicle to dealer so we can consider assistance. Customer replied at first that she may take vehicle in WHEN she gets time, and then stated that she didn't have time for all of these problems, she needs a vehicle that is reliable. Customer ended call very angry, without any decision of diagnostic or assistance she is wanting.

2nd attempt made to contact customer. Customer states all she wanted was to find out if she could have a rental while her vehicle is being looked at and repaired. Customer states she already paid for 4 days last week but she can't afford that anymore. Customer states she only has 5 months until her lease is up and she really wants to know Chrysler is willing to attempt to make things right for her. Writer expressed empathy and informed customer the request will be issued to rental and a call will be placed to her by the end of business today. Customer is very frustrated as she states she just had the BCM repaired last week and now the same issue is occurring. States she only wants to know CJD is willing to assist her at this time.

Customer was advised that due to the nature of their rental request a call back is required and will take place by close of business today.

Preferred Morning/Midday call back number is [REDACTED]

Reassigned to 88R

***** CASE MANAGER TEAM *****

-oow by 94 miles

-no SC

-2 CDJ vehicles on household, both new

CONTACT UPDATE -

Writer contacted dealer at 7:56 pm ET. Writer left message for service department for a return call.

Writer contacted customer at 8 pm ET. Customer stated that she has been to the dealer multiple times for the same issue. Customer stated that she is having an electrical issue. Customer stated that the headlights go off, the windows lose powers, the signal switches don't work and the hazards don't work. Customer stated that this issue has been going on for 6 months. Customer stated that she had to pay for 4 days of rental last week. Writer informed customer that I would contact the dealer tomorrow and follow up with her as well.

Writer contacted dealer at 1:16 pm ET. Writer spoke with Greg(SA). SA stated that the customer is having an issue with the vehicle that the wipers turn on, warning lights come on, headlights stop working, the turn signals and hazards stop working, the a/c unit stops working, and the seat belt chime comes on. SA stated that the vehicle was at the dealer before for the same issue and they replaced the wiring harness on the sliding door because it was shorted out. SA stated that they thought it repaired the issue, but the customer called in and stated that she was still having the issue with the vehicle. SA stated that this is the first time the customer has been there because the previous dealer she was working with is closed. Writer informed SA that I would review over the information and contact him back.

Writer contacted dealer at 1:33 pm ET. Writer spoke with Greg(SA). Writer informed SA that I was going to authorize 5 days of rental for the customer. Writer informed SA that I will be following up with him on 6-22-10 to confirm that the vehicle has been diagnosed.

Customer seeking rental assistance because customer is having the issue with the vehicle.

Contacted Service Advisor, Greg at 68748 to discuss the customer's request for rental assistance. Confirmed customer's concern and with Service Manager concurrence, authorized 5 days of rental per guidelines in Warranty Bulletin D-04-26. Dates: 6-18-10 to 6-22-10 @ \$35 per day for a total of \$175.

As a one-time goodwill gesture, Chrysler will be making a policy adjustment for this rental based on customer loyalty to Chrysler.

DIRECT-TO-DEALER

ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER

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 De Shawna at 800-992-1997 extension # 66345. You may also contact us by email at: T2email@chrysler.com. This customer has not been informed of this decision. Please update and/or close CAIR when complete.

#####

Writer contacted dealer back because there was a previous PA in the system for goodwill assistance that had not been claimed. Greg(SA) stated that they claimed the PA and they have been paid. SA informed to close out PA because they have already been paid. Writer closed out PA. 2nd attempt made to contact customer on 6/17/10 at 2:13 pm ET. Left message indicating another attempt will be made. Customer was provided with agent s name and Brand number. Writer contacted dealer at 1:23 pm ET. Writer left message with Christine for a return call at [REDACTED] or a text message at [REDACTED].

Agent attempted to contact dealer Service Advisor(SA) 11:40 am ET, however,

SA not available. Left message for a return call at extension 66345 Text message received from dealer indicating the vehicle has been repaired. Writer informed the agent DC768.

3rd attempt made to contact customer on 6/25/10 at 12:30 pm ET. Left detailed message for a return call if required.

4th attempt made to contact customer on 6/28/10 at 12:26 pm ET. Left detailed message for a return call if required.

5th attempt made to contact customer on 7/1/10 at 1:19 pm ET. Left detailed message for a return call if required.

Writer contacted dealer at 1:21 pm ET. Writer spoke with Greg(SA). SA stated that the vehicle was completed. SA stated that the vehicle was picked up and the rental vehicle was returned.

CLOSED LOOP UPDATE - SA was contacted today at 1:21 pm ET.

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.

Pat from the dealer stated that she can not put the PA through. Caller stated that the deal was for 5 days of rental. Caller stated that it should be \$40 per day. Agent looked in GWA and noticed that the PA is for \$35 per day. Agent made the adjustment in the PA so the caller can submit the claim for \$40 per day.

Customer Assistance Inquiry Record (CAIR)#						19638930
VIN	1D8HN44H8	8B	Open Date	06/15/2010	Built Date	09/27/2007
Model Year	2008	Body	RTKH53	DODGE GRAND CARAVAN SE WAGON		
In Service Dt	10/27/2007	Mileage	40,000	Dealer Zone	63	DALLAS
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US	
Color	PRH	INFERNO RED CRYSTAL PEARL COAT				
Engine	EGV	3.3L V6 OHV ENGINE				
Transmission	DFF	4-SPEED AUTOMATIC VLP 41TE TRANS				
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	WACO TX				Country	UNITED STATES

Dealer - By-Pass - Default - Default - Default	fuse box and relay issue
Recall - H30: REMOTE KEYLESS ENTRY TRANSMITTER - Advise Owner/Incomplete Recall	n/a
Recall - J29: RADIATOR CAP - Advise Owner/Incomplete Recall	n/a

Customer states that vehicle is having issues with head lights working. CAC advised of open recalls on vehicle. Customer states the problem is an issue with the relay and fuse box. Customer is looking for goodwill and cost assistance for the repair of approx. \$500.

Customer can be reached at cell

Cusotmer stated that the fuse box is the issue with the head lights shutting off. Customer stated that the lights quite working after a rain storm. Customer is looking for assistance. on the repair.

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

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?41132

Reassigned to 88F

home phone incase no answer on cell phone.

***** CASE MANAGER TEAM *****

CONTACT UPDATE - 1st Contact attempt, phone number dialed, at 1:10 am.

null

Customer was advised to take vehicle into certified CDJ dealer to get it diagnosed, customer was also advised diagnosis fee would be his responsibility, and that upon finding it defective, assistance would be determined with a customer co-pay. Customer stated he will have Allen Samuels dealer give us a call when diagnosis is done.

2nd attempt made to contact customer on 6/21/10 at 4:40PM MST

Customer states that the issue is intermittent and when he took it to the dealer the headlights were working. Customer states that the dealer has had his vehicle and have been unable to duplicate. Customer was on his way to pick vehicle up now. Customer was advised that once the issue resurfaces, to contact the dealer. Writer informed customer that the case would be closed. Writer informed customer that if the dealer can duplicate the concern to have them call CAC or for him to call CAC to have the case reopened or for a new case to be created.

CLOSED LOOP UPDATE - customer was contacted today at 4:40PM 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.

Customer Assistance Inquiry Record (CAIR)#						19685270
VIN	2A8HR44H4	8R	Open Date	07/01/2010	Built Date	09/08/2007
Model Year	2008	Body	RTYH53 CHRYSLER TOWN & COUNTRY LX WAGON			
In Service Dt	10/21/2008	Mileage	35,500	Dealer Zone	42	DETROIT
Plant	R	WINDSOR ASSEMBLY PLANT		Market	U	US
Color	PRH	INFERNO RED CRYSTAL PEARL COAT				
Engine	EGV	3.3L V6 OHV ENGINE				
Transmission	DFF	4-SPEED AUTOMATIC VLP 41TE TRANS				
Dealer	58625	MONROE DODGE-CHRYSLER INC				
Dealer Address	15160 S MONROE ST					
Dealer City	MONROE	Dealer State	MI	Dealer Zip	48161	
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	IDA MI				Country	UNITED STATES

Product - Brakes - Pads/Shoes - Worn - Rear	
---	--

Briefly summarize why the customer is contacting Chrysler: Customer is calling about warranty extension on front brakes she states they were replaced about 6 months ago at an IRF but does not have receipt any longer. Writer informed customer to see if she can get a duplicate receipt from IRF because we do need that to consider reimbursement. Customer states vehicles rear brakes are now squeaking and has also had numerous problems with the vehicle including recall that have caused her to be out of a vehicle for days at a time.

Briefly summarize what the customer is expecting: Customer wants assistance on rear brake repairs and some type of financial compensation for not having her new vehicle while repair we being done.

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

CONTACT UPDATE - 1st Contact attempt, phone number dialed, at 4:39

Customer was not available.

Left a message indicating another attempt would be made.

2nd attempt made to contact customer on 07/02/10 at 3:42

Left message indicating another attempt will be made.

Customer was provided with agent's name and Brand number.

Agent verified that customer is having a concern with the rear brakes

after having to pay about \$300.00 for the front brakes 6 months ago.

Customer says the place that performed the brake repair is refusing to provide a duplicate receipt. Customer says that she does not have money to perform the repairs.

Customer says she is having lots of issues with the van in general.

Customer says that she was recently without the vehicle for a week, and that she is disappointed as her sales person could not tell her what could be done. Customer says she has changed servicing centers as well. Customer says that she has had the vehicle in for 3 different recalls,

and a wiring problem that caused the headlights to not work. Customer says the wiring concern was fixed.

Customer says that she is concerned that she is going to have a vehicle with a lot of problems and that the warranty is going out soon. Customer says she does not want to keep the vehicle if that is the case.

Customer seeking what can be done about her vehicle.

Customer calls requesting to speak with CS1132

Customer/Caller transferred to extension # 66396

Informed customer that before Chrysler considers offering any goodwill assistance outside of warranty, a diagnosis would need to be performed by an authorized Chrysler, Dodge, or Jeep dealer. Informed customer that any authorization for a Chrysler, Dodge, or Jeep dealer diagnosis would be at their discretion and expense. No commitment for goodwill assistance has been made at this time. Customer is seeking out of warranty assistance in the form of repairing rear brakes

Based on the information at hand, agent is considering the following: no copay

attempt made to contact customer on 07/09/10 at 12:15

Left message indicating another attempt will be made.

Customer was provided with agent's name and Brand number.

2nd attempt made to contact customer on 07/12/10 at 4:00

Left detailed message for a return call if required.

3rd attempt made to contact customer on 7/13/10 at 4:40

Left detailed message for a return call if required.

4th attempt made to contact customer on 07/14/10 at 4:19

Left detailed message for a return call if required.

5th attempt made to contact customer on 07/15/10 at 11:40

Left detailed message for a return call if required.

CLOSED LOOP UPDATE - no need for additional follow-up.

writer closing due to no contact with customer TP324

Customer called in to speak with case manager CS1132. Writer transferred customer to extension 66396

writer spoke with customer. customer is at dealer getting diagnosis.

customer will call back once the diagnosis is done.

writer called dealer to get diagnosis.

diagnosis: replace rear pads dirt got into brakes causing them to wear.

customer needs to replace the rear brake pads. advisor stated this is not a defect. chrysler can not assist.

**** 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.

due to the rear brakes not being defective chrysler can not assist.

attempt made to contact customer on 07/22/10 at 4:36

Left message indicating another attempt will be made.

Customer was provided with agent's name and Brand number.

writer will follow up 07/26/10

Customer calls requesting to speak with Clarissa

Customer/Caller transferred to extension # 66396

Writer also advised that a call back escalation notice will be sent to see if we can get a call back as immediate as possible but didn't make any promises.

attempt made to contact customer on 07/26/10 at 5:14

Left message indicating another attempt will be made.

Customer was provided with agent's name and Brand number.

attempt made to contact customer on 07/27/10 at 2:40

Left detailed message for a return call if required.

Customer calls requesting to speak with CS1132

Customer/Caller transferred to extension # 66396

customer is upset that her brand new vehicle has had all these problems

she feels like her vehicle is a defect. writer asked customer if there

were currently problems with the vehicle and there is not. writer asked

customer what else writer could do and she requested a sup

SUPERVISOR

Writer called the customer and left message.

3rd attempt made to contact customer on 07/28/10 at 3:15

Left detailed message for a return call if required.

Writer called the customer and left message again.
Writer advised that case will be closed until further notice.
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)#						19690028
VIN	2A8HR64X8	8R	Open Date	07/02/2010	Built Date	04/22/2008
Model Year	2008	Body	RTYS53	CHRYSLER TOWN & COUNTRY LIMITED WAGON		
In Service Dt	09/19/2008	Mileage	32,204	Dealer Zone	51	CHICAGO
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT				
Engine	EGQ	4.0L V6 SOHC ENGINE				
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				
Dealer	45016	DODGE OF ANTIOCH INC				
Dealer Address	105 ROUTE 173					
Dealer City	ANTIOCH	Dealer State	IL	Dealer Zip	60002	
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	BEACH PARK IL				Country	UNITED STATES
Corporate - Rental Vehicle - Default - Default - Default						

dealer(chris) calling for customer on assistance on rental. dealer state the headlamp ballast issue, customer cant run on regular headlights. Vehicle under warranty. CM can call today and ask to speak with dealer(carlos)

Customer was advised that due to the nature of their rental request a call back is required and will take place by close of business today.

Preferred Morning/Midday call back number is

Preferred Afternoon/Evening call back number is

Reassigned to 88R

***** CASE MANAGER TEAM *****

-still under warranty

-no SC

-only CDJ vehicle

CONTACT UPDATE -

Writer contacted dealer at 7:32 pm ET. Writer was informed that the service department was closed.

Dealer calling on behalf of customer

Writer contacted dealer at 6:10 pm ET. Writer spoke with Chris(SA). SA stated that the vehicle came in on 7/2 for the headlamps and low beams not working. SA stated that after doing the diagnosis, they determined that the HID ballast(68030815AA) was causing the issue. SA stated that the part was ordered on Friday and has not come in. SA stated that the customer is loyal to the dealer. Writer researched into part and found a current promise date of 8/4. SA stated that parts indicated that the part should be in tomorrow.

1st Contact attempt, phone number dialed,

at 6:22 pm ET.

Customer was not available.

Left a message indicating another attempt would be made.

Writer contacted dealer at 12:14 pm ET. Writer spoke with Carlos(SA). SA stated that the HID ballast came in yesterday. SA stated that they were able to repair the vehicle. SA stated that the customer was in a rental vehicle. SA stated that the customer got the rental vehicle on 7/2.

Writer informed SA that we would cover the rental from 7/2 to 7/9 @ \$35 per day.

Customer seeking rental assistance because the HID ballast was being

replaced.

Contacted Service Advisor, Carlos at 45016 to discuss the customer s request for rental assistance. Confirmed customer s concern and with Service Manager concurrence, authorized 7 days of rental per guidelines in Warranty Bulletin D-04-26.

As a one-time goodwill gesture, Chrysler will be making a policy adjustment for this repair based on part was on BO.

Dates:7/2 to 7/9 @ \$35 per day for a total of \$245.

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 De Shawna at 800-992-1997 extension # 66345. You may also contact us by email at:

T2email@chrysler.com. This customer has not been informed of this decision. Please update and/or close CAIR when complete.

#####

2nd attempt made to contact customer on 7/10 at 12:25 pm ET

Left message indicating another attempt will be made.

Customer was provided with agent s name and Brand number.

REASSIGNED TO BC/DLR 51 45016 07/10/10 12:28 O 19690028

*Contact Date:07/13/2010

Warranty repair has been documented on Repair Order#212087

CAIR RETURNED FROM DEALER ON 7/13/2010 AT 11:15:825 R 19690028

3rd attempt made to contact customer on 7/14 at 2:46 pm ET.

Left detailed message for a return call if required.

Writer contacted dealer at 10:40 am ET. Writer spoke with Carlos(SA). SA stated that the vehicle was completed. SA stated that the rental vehicle was returned. SA stated that the customer never got the rental vehicle.

4th attempt made to contact customer on 7/24 at 10:44 am ET.

Left detailed message for a return call if required.

Writer is closing PA due to customer did not get the rental vehicle authorized.

CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)#						19694995
VIN	2A8HR54P8	8R	Open Date	07/06/2010	Built Date	05/28/2008
Model Year	2008	Body	RTYP53	CHRYSLER TOWN & COUNTRY TOURING WAGON		
In Service Dt	10/16/2008	Mileage	25,524	Dealer Zone	42	DETROIT
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT				
Engine	EGL	3.8L V6 OHV ENGINE				
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				
Dealer	67230	AURORA CHRYSLER-PLYMOUTH-DODGE INC				
Dealer Address	161 WEST GARFIELD ROAD					
Dealer City	AURORA	Dealer State	OH	Dealer Zip	44202	
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	STREETSBORO OH				Country	UNITED STATES

Corporate - Rental Vehicle - Default - Default - Default	
Dealer - By-Pass - Default - Default - Default	
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	
Recall - K04: A/C DISCHARGE HOSE - Advise Owner/Incomplete Recall	

Briefly summarize why the customer is contacting Chrysler: Customer states that she needs a rental and will be taking her vehicle into the dealership as soon as that is approved because she states it is unacceptable that she not have a vehicle to drive, customer also has another case open: #19694078

Briefly summarize what the customer is expecting: Customer states that she would like a rental vehicle.

Customer was advised that due to the nature of their rental request a call back is required and will take place by close of business today.

Preferred Morning/Midday call back number is

Preferred Afternoon/Evening call back number is

Reassigned to 88R

***** CASE MANAGER TEAM *****

CONTACT UPDATE - 1st Contact attempt, phone number dialed, at 5:25 PM EST.

Writer contacted customer and explained to him that his vehicle's warranty does not cover rental or alternate transportation. Writer informed the customer that the vehicle would need to be checked out by an authorized dealer before any assistance for alternate transportation can be considered. Owner feels this is a recurring concern and stated that the electrical issues with the locks, headlights and back breaks light is still present. Owner has four kids and would like to be provided with a rental vehicle that she can relay on and fit her kids in. Writer will follow up with the dealer/customer tomorrow.

Customer calls seeking recall information. Advised the customer of incomplete recall K04 for this vehicle. Customer was advised to contact a Chrysler, Dodge, or Jeep dealer to schedule an appointment to complete recall repair.

Owner will be bringing her vehicle in tomorrow afternoon for diagnosis. Bob from the dealer is calling on behalf of the customer for a rental

vehicle. Bob advised customer that the vehicle is in for the same reason which is the fuses keep blowing for the power lock. Bob stated that they don't know yet what the issue is at this point they are trying to determine the problem. Writer transfer Bob to ext. 66080.

Writer called the dealer back in response to voicemail received from Bob-SA. This vehicle has been there since the first of the year, around 8 times.

Customer is seeking rental assistance while wiring issue (fuses keep blowing for the power lock) on the vehicle is corrected. Writer contacted Service Manager, Matt at 67230 to discuss the customer's request for rental assistance. Confirmed customer's concern and with Service Manager concurrence, authorized three days of rental per guidelines in Warranty Bulletin D-04-26.

This consumer is the original owner of the vehicle, warranty repair; purchase history (3), reoccurring concern, customer satisfaction, etc. As a one time goodwill gesture, Chrysler will offer this consumer three days of car rental assistance @ \$35.00 per day. Dates approved: 07/07/10 07/09/10.

#####

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 [REDACTED] extension #66080. 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.

#####

PA has been entered in GWA.

Dealer will also be taking care of recall K-04 for the A/C discharge hose.

REASSIGNED TO BC/DLR 42 67230 07/07/10 09:31 O 19694995

Writer spoke with Mrs. [REDACTED] is regards to her request for alternate transportation. Mrs. [REDACTED] is upset with the fact Chrysler has only authorized three days of rental assistance. Mrs. [REDACTED] is upset with the fact the dealer will not be able to work on/inspect the vehicle until later. Owner is upset she will not be getting a larger vehicle to fit her entire family. Owner feels writer is not providing her with good customer service nor meeting her expectations. Advised owner that if this offer is not in line with the expectations she has come to have from Chrysler then she can go ahead and rent a minivan on her own and Chrysler will reimburse up to \$40.00 for it. Owner states she purchased a \$40,000 vehicle and she has had it at the dealer a number of times for electrical and wiring issues. Owner states she is tired of keep bringing the vehicle into the dealer for service and recurring repairs. Owner is upset and states that her original request and expectation from Chrysler today is to get a new vehicle. Owner states she and her family are loyal to the brand and threatens with not purchasing anymore CDJ vehicle in the future. Owner wants this vehicle replaced. Advised owner that a request for replacement is to be send to our Qualifier Team for further assistance.

Writer spoke with Bob-SA and advised that the rental assistance offered is to be put on hold until the Qualifier Team reviews the customer's request.

Customer was advised that due to the nature of their request a call back is required and will take place within one business day.

Preferred call back number is [REDACTED]

Who has possession of the vehicle? Dealer.

Is this a request for Lemon Law, buy-back or replacement? Replacement. Reassigned to 88L

Steve -Sales Manager called to get further information on the situation. Writer informed Sales Manager about the customer's request to have this vehicle replaced. Advised that the case has not yet been assigned to a CM within the appropriate department. Advised to call back later this

going to be and then he can follow up with him directly. Advised Sales Manager that if the unit does not qualify for replacement then writer is willing to reconsider rental assistance for the customer.

***** QUALIFIER TEAM *****

CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED] at 2:53 PM.

Customer did not answer so writer left message stating we would follow up with them tomorrow.

Follow up 07/09/10.

Reassigned to I2R for follow-up.

Writer is removing follow up and adding dealer bypass I2R is handling car.

Writer will assign car to DCB4 for further handling.

Customer calls requesting to speak with BB878

Customer/Caller transferred to extension # 66002

Customer calling again, asking to speak to BB878.

Agent explained to caller that he is no longer the case manager for this case, it has been reassigned to the customer retention group and they will be calling her tomorrow.

Customer states the number [REDACTED] is still the best one to reach her.

****DJ Streat with ISG I2R Owner Retention Task Force Team is assisting with this CAIR. If the customer should call, please request them to contact DJ Streat at 888-542-7239, extension 465. Thank you.****

7/9/2010 12:32:24 PM: User Comment by DJ Streat: Spoke with the customer and she said that the vehicle has been in for multiple issues with the electrical fuses for the door locks are the light fuses, lift gate, brake and the automatic sliding door. Customer states that she has had ongoing issues with the electrical components of the vehicle. The car was totally turned off and the sliding door opened by itself. She said that the dealership is at a loss. She said that they brought in an electrical expert. She said that there are times when her doors will automatically pop open. The vehicle is currently at the dealership. Bob is the service mgr.

7/13/2010 2:35:16 PM: User Comment by DJ Streat: Spoke with Bob Kalman, service advisor, and he said that the vehicle is at the dealership right now. The car has been in for the last 6 months, from time to time, because the fuses keep blowing. He said that he tried putting a circuit breaker in the vehicle and the fuses would start blowing all over again. Bob said that they did consult with Star a couple of times. The vehicle is drivable but the doors will only lock manually. Brandi Wagoner is the DM. Kevin, is the Tech that has been handling the customer.

7/13/2010 3:01:04 PM: User Comment by DJ Streat: Spoke with Kevin Bock, dealer Tech and he said that he has consulted with the DM and Star and he said that he would still. He said that he did find a chaff wire two visits ago. Kevin said that he would like to put door motors in the vehicle Called Brandi (BM38), DM and she said that she would call the dealership and if necessary consult with the Tech Advisor from Chrysler and give them her blessing to do the repairs. Will follow up on tomorrow, July 14th.

***I2R Case Note: DS891 7/13/10

Called Matt Colura, Service Mgr. and he said that the vehicle has been at the dealership since last Tuesday as someone at the Cair center told them not to touch it as it was being bought back. I apologized to Matt and told him that the vehicle is not being bought back at this time BM38, DM and I were in agreement with the diagnosis and repair of the vehicle. He said that they should have it diagnosed by tomorrow, July 14th.

***I2R Case Note: DS891 7/15/10

Called the dealership and spoke with Kevin Bock, Dealer Tech and he said that he has replaced the fuse again. He said that his DM, BM38 will be there today. Spoke with BM38 and she said that she was on her way to the dealership and she has instructed the dealership to contact Star. BM38 will give me a call as soon as she has spoken with the dealership and investigated the issue.

***I2R Case Note: DS891 7/15/10

Called the customer and spoke with her and told her that the DM was going to be at the dealership today and the DM would be investigating what is

involved. Told the customer that we understood that she had been a loyal customer and we apologized for her inconvenience. Told the customer that we would take care of her to the very best of our ability.

***I2R Case Note: DS891 7/16/10

Spoke with the customer and told her that her vehicle should be ready on Wednesday, July 21st. The customer wanted to know if she could get a loaner. Called Matt Coloura, service manager and asked him about the loaner and he said that their dealership nor Enterprise was available. He said that the customer could call Steve, the sales manager on Saturday to see if there was anything available. Matt said that he would have a loaner vehicle available on Monday for the customer.

7/20/10 The customer's husband called and left a voice mail message.

Called Matt Coloura, Service Manager and he said that she was supposed to come in on Saturday and speak with Steve, GSM or Jay, Finance Manager to get a loaner and he says that they have not heard from the customer at all.

7/20/10 Called the customer back and got her voice mail. Left a message citing that I was returning the call to the husband. Told them that the dealership was in the process of repairing their vehicle. Told them if they did not have a loaner to please call me and let me know. Will follow up on tomorrow.

7/21/10 Spoke with the customer, Rick, and he said that he has had at least a month and a half or two months of problems with this vehicle. The customer says that he didn't want either the service contract or a payment reimbursement, he said that he wanted both the service contract and two payments reimbursed. He says that when they have replaced the fuse previously there has been a two week interval before the fuse blew again. I told the customer we could certainly monitor it. He said that he was serious. Called Matt Coloura, Service Manager at Aurora and he said that his mechanic's wife had to be rushed to the hospital this morning and so they were unable to replace the wiring harness. He said that he would call the customer and let him know. Will check on this again tomorrow.

7/26/10 CM and I spoke with the customer and she said that she accepted the Max Care Extended Warranty with the 6 year, 85,000 miles. The customer also wanted a payment reimbursement with the warranty. Told the customer that we would be unable to do both the extended warranty and the payment. The customer selected the extended warranty. Submitting the warranty for processing.

7/26/10 Emailed rw100 for approval to process Chrysler Service Contract.

Follow up on Service Contract approval on 7/28/10. CM

7/27/10 I received approval from rw100 to process Service Contract. I applied the Chrysler Service Contract Max Care 6 year/85,000 miles with a \$50.00 deductible. Contract code HMD685N. The customer accepted the final resolution of the Chrysler Service Contract and is neutral. Closing case and CAIR. CM

7/27/10 Customer is still in the test drive phase. CM _

7/30/10 Called the customer to see how the vehicle was running and she said that everything was running fine right now. Told her that she should be able to go on line and see the service contract that she has received compliments of Chrysler by the end of next week. I thanked the customer for being a loyal customer.

***If the customer calls again, please refer them to DJ Streat/I2R

Coordinator at 888-542-7239 extension 465.***

Customer Assistance Inquiry Record (CAIR)#						19703710
VIN	2A8HR54P1	8R	Open Date	07/08/2010	Built Date	07/03/2008
Model Year	2008	Body	RTYP53	CHRYSLER TOWN & COUNTRY TOURING WAGON		
In Service Dt	12/10/2008	Mileage	21,918	Dealer Zone	51	CHICAGO
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PW1	STONE WHITE CLEAR COAT				
Engine	EGL	3.8L V6 OHV ENGINE				
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				
Dealer	45222	GANDRUD DODGE CHRYSLER				
Dealer Address	2300 AUTO PLAZA WAY					
Dealer City	GREEN BAY	Dealer State	WI	Dealer Zip	54302	
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	GREEN BAY WI				Country	UNITED STATES
Dealer - By-Pass - Default - Default - Default Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default						

Briefly summarize why the customer is contacting Chrysler: Customer states that she is having major electrical issues. Customer states that she had the vehicle in the dealer this would be the third time for repairs.

Briefly summarize what the customer is expecting: Customer wants Chrysler to contact the dealer on her behalf to see why they can not find the problem and repair it.

Writer advised the customer that this would have to be assigned to a case manager.

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

If a CDJ dealer has diagnosed, what is the dealer name or code? 45222

Reassigned to 88F

***** CASE MANAGER TEAM *****

The writer contacted the SA Scott who states he has taken all the interior out of the vehicle and checked all the wiring. The SA states the dash lights and head lights will flash and the wipers will turn on for about 2-3 seconds and then stop. The SA states after the last repair the vehicle was fine for a week and now the customer states the windows, doors, head lights, radio, and basically everything electrical shut down and the engine kept running and the wipers wouldn't turn off. The writer requested the SA speak to SM Brandy about scheduling an appointment with the district technician to come out and assist with the diagnosis. The SA states he will inform his SM that the unresolved concern is being sent.

***** Below Corporate Resources Contacted *****

STAR

on 2010-07-09 @ 10:05

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 vehicle is having possible electrical problems.

Agent called dealer and left a message for Brandy, informed that CAIR was being sent. Please update this CAIR with resolution.

#####

CONTACT UPDATE - 1st Contact attempt, phone number dialed, 920-468-8301 at 8:07 AM MT.

Customer was not available.

Left a message indicating another attempt would be made. A child answered the phone and asked the writer to call back to talk to the customer at 5 pm.

***** START OF SUPPORT ESCALATION FROM STAR USA by T8954SM*****

Called dealer and spoke with Brandi, SM, offered Tech Assistance. Vehicle not in shop at this time.

***** END OF SUPPORT ESCALATION FROM STAR USA*****

REASSIGNED TO BC/DLR 51 45222 07/12/10 17:02 O 19703710

*Contact Date:07/13/2010

Service Manager at the dealership has updated the Cair# 19703710

An appointment has been set with the customer.

Customers vehicle will be in dealership for repairs 7/21/10 agm7

App t set-up 7/21/10-agm7 7/16/10

*Contact Date:07/22/2010

Service Manager at the dealership has closed the Cair# 19703710

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

Request was reviewed with DM.

CAIR RETURNED FROM DEALER ON 7/22/2010 AT 02:29:012 R 19703710

Customer Assistance Inquiry Record (CAIR)#						19705996
VIN	1D8HN44H4	8B	Open Date	07/09/2010	Built Date	09/18/2007
Model Year	2008	Body	RTKH53	DODGE GRAND CARAVAN SE WAGON		
In Service Dt	10/10/2007	Mileage	65,986	Dealer Zone		
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US	
Color	PBL	MODERN BLUE PEARL COAT				
Engine	EGV	3.3L V6 OHV ENGINE				
Transmission	DFF	4-SPEED AUTOMATIC VLP 41TE TRANS				
Owner				Contact Type	E-MAIL	
Address				Home Phone		
	BALDWIN PARK CA			Country	UNITED STATES	

Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Customer complaint of headlights flickering
Recall - J29: RADIATOR CAP - Advise Owner/Incomplete Recall	

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

RECALL Campaign K14 should include my vehicle.

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

CHRYSLER S RECALL CAMPAIGN NUMBER K14 has to do with a wire harness being

crushed by the sliding doors and causing an electrical short-circuit.

The

symptoms in my car are identical to the cars affected by this recall. My headlights flicker 'ON' and 'OFF' all by itself. In addition to this all

my

warning indicators lights in my dashboard instrument cluster appear for few

seconds while I m driving on the freeway or streets. I have friends who had

the same electrical problem and were covered by Chrysler s K14 Recall.

My

car is currently at Clippenger Dodge in West Covina, California and want to

charge me for an Electrical Diagnostic. Please Help :-)

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

Dear Cesar:

Thank you for contacting the Chrysler Customer Assistance Center regarding your 2008 Dodge Grand Caravan.

Our records indicate that the following recall campaign has not been performed by an authorized dealer:

J29 RADIATOR CAP

We suggest that you contact your local authorized Chrysler, Dodge, Jeep or Ram 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 to aid the process. Although not required, it is recommended to bring a copy of the recall notification with you to your dealer when you bring your vehicle in for this service.

If you wish to obtain further information, please contact the Chrysler Group Recall Assistance Center at 1-800-853-1403.

A review of our records indicates that your 2008 Dodge Grand Caravan is not involved in the K14 recall campaign. We identify the recall issue and

determine which vehicles in the assembly plant are involved. This is determined by the specific day(s) and time of day vehicles are built. We then recall all those vehicles built within that time frame.

You may 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.Dodge.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.

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

Customer Assistance Inquiry Record (CAIR)#						19722881
VIN	2A8HR54P8	8R	Open Date	07/14/2010	Built Date	08/06/2007
Model Year	2008	Body	RTYP53	CHRYSLER TOWN & COUNTRY TOURING WAGON		
In Service Dt	11/28/2007	Mileage	33,000	Dealer Zone	32	NEW YORK
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT				
Engine	EGL	3.8L V6 OHV ENGINE				
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				
Dealer	26405	FREEHOLD CHRYSLER JEEP, INC				
Dealer Address	4304 ROUTE 9 SOUTH					
Dealer City	FREEHOLD	Dealer State	NJ	Dealer Zip	07728	
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	STATEN ISLAND NY				Country	UNITED STATES

Product - Electrical - Horn - Intermittent or Inoperative - Default	Customer said the horn goes off by its self while driving.
Product - Electrical - Wipers / Washers - Other - Front	Customer said the wipers go on on their own.
Dealer - By-Pass - Default - Default - Default	

****Begin structured narrative T2 - Beginning Narrative
Briefly summarize why the customer is contacting Chrysler:
Customer said the wipers go on on their own and the horn goes off by its self while driving.
Briefly summarize what the customer is expecting:
Customer wants to claim lemon law.
****End structured narrative T2 - Beginning Narrative
Customer said when the horn and wipers go on the back up lights go on and the headlights go out. Customer said the issue happens intermittently. Customer has taken the vehicle back to the dealer 3 times. Each time the dealer has told her the problem is fixed but reoccurs.
Customer was advised that due to the nature of their request a call back is required and will take place within one business day.
Preferred Morning/Midday call back number is
Preferred Afternoon/Evening call back number is
Who has possession of the vehicle? Owner
Is this a request for Lemon Law, buy-back or replacement? Lemon Law
Reassigned to 88L
***Writer attempted to contact the customer but phone answered by a child. Another attempt will be made tomorrow.
*****QUALIFIER TEAM*****
VEHICLE DOES NOT QUALIFY PER STATE OF NY LEMON LAW.
Called owner and left message to inform that their vehicle does not qualify for Lemon Law, however, we still want to assist with their vehicle concern and they will be contacted within one business day by a case manager.
***** CASE MANAGER TEAM *****
CONTACT UPDATE - 1st Contact attempt, phone number dialed,
at 5:01
Customer was not available.

Left a message indicating another attempt would be made.
2nd attempt made to contact customer on 07/28/10 at 2:06
customer alleges they changed a module. and everything is working fine.
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)#						19829241
VIN	2A8HR44H7	8R	Open Date	08/12/2010	Built Date	08/02/2007
Model Year	2008	Body	RTYH53 CHRYSLER TOWN & COUNTRY LX WAGON			
In Service Dt	08/22/2008	Mileage	14,278	Dealer Zone	51	CHICAGO
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				
Engine	EGV	3.3L V6 OHV ENGINE				
Transmission	DFF	4-SPEED AUTOMATIC VLP 41TE TRANS				
Dealer	58364	BRYDEN MOTORS INC				
Dealer Address	548 BROAD STREET					
Dealer City	BELOIT	Dealer State	WI	Dealer Zip	53511	
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	MACHESNEY PARK IL				Country	UNITED STATES

Dealer - Service/Body Shop - Transaction - Other - Default	Customer states that the dealership dented his vehicle.
--	---

Customer states that he has taken the vehicle into the dealership 6 times for the headlights flashing. Customer states that he took the vehicle into the dealership for an oil change and the recalls. Customer states that he normally walks around the vehicle after any work has been completed. Customer states that when he took the vehicle into the dealership there was no dents in the vehicle. Customer states that when he looked at the vehicle after picking up the vehicle, there was a dent in the rear passenger quarter panel. Customer states that the dealership advised him that they will not be repairing the vehicle. Customer states that he spoke with SA Scott about the dent, and was advised that it didn't happen at the dealership. Customer states that the body shop advised him that the repair would cost \$1300. Writer advised customer that the deal complaints are handled internally and taken very seriously.

Customer Assistance Inquiry Record (CAIR)#						19853296
VIN	2A8HR54P3	8R	Open Date	08/19/2010	Built Date	11/09/2007
Model Year	2008	Body	RTYP53	CHRYSLER TOWN & COUNTRY TOURING WAGON		
In Service Dt	09/27/2008	Mileage	25,160	Dealer Zone	66	ORLANDO
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT				
Engine	EGL	3.8L V6 OHV ENGINE				
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				
Dealer	41939	THORNTON C-D INC				
Dealer Address	2354 FLORENCE BV					
Dealer City	FLORENCE	Dealer State	AL	Dealer Zip	35630	
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	FLORENCE AL				Country	UNITED STATES

Product - Electrical - Lamps and Switches - Defective - Default	Customer concerned about headlights going in and out/ rental assistance
Corporate - Excessive Contacts - Default - Default - Default	
Corporate - Rental Vehicle - Default - Default - Default	

Customer was advised that due to the nature of their rental request a call back is required and will take place by close of business today.

Preferred Morning/Midday call back number is

Customer contact Home number is

Reassigned to 88R

Explained to customer writer will escalate case to 88R and a case manager will contact customer before the day is over in regards to any good will assistance and rental assistance. Customer is in warranty.

Customer alleges that front head lights are going out and dealer states that could be five to six things wrong with the vehicle if that s the case then dealer states they will not cover repairs. Customer seeking good will or rental assistance from chrysler.

***** CASE MANAGER TEAM *****

-still under warranty

-no SC

-7 household vehicle,5 new,2 used

CONTACT UPDATE - 1st Contact attempt, phone number dialed, at 2:03 pm ET.

Customer stated that he is working with dealer 41939. Customer stated that the vehicle is currently at the dealer. Customer stated that the vehicle has been at the dealer since Monday. Customer stated that the headlights go out randomly. Customer stated that the SM advised him that it will be 5 or 6 different things that may be causing his issue. Customer stated that the dealer gave him a loaner vehicle yesterday. Customer stated that he would like the vehicle fixed. Customer stated that sometimes the headlights go out and will not come back on. Customer stated that the vehicle was at the dealer a year ago for the same issue. Writer informed customer that I will contact the dealer and after speaking with the dealer, I would contact him back.

Writer contacted dealer at 2:14 pm ET. Writer spoke with Sandra(SA). SA stated that the SM was out for lunch. SA stated that customer has been

complaining about the headlights shutting off and not coming back in. SA stated that the SM has been driving the vehicle home at night and has not been able to duplicate the issue. Writer informed SA that I would contact the SM back to obtain additional information.

Writer contacted dealer at 5:47 pm ET. Writer spoke with Jeff(SM). SM stated that they have not been able to duplicate the concern. SM stated that they have contacted STAR. SM stated that he has also contacted his rep. SM stated that his rep is getting in contact with Detroit to see if they have heard of this issue before. SM stated that the first time the customer complained about the issue was August of last year. SM stated that the customer stated that this has happen 3 times since last year. SM stated that he has driven the vehicle home every night and nothing has happened. SM stated that the vehicle has also been in a dark stall with the computer hooked up to it and nothing has happened. Writer informed SM that we can authorize rental for the customer until Tuesday. SM directed the call to Sandra(SA). Writer provided SA with all the rental information.

Customer seeking rental assistance because headlights will not work periodically.

Contacted Service Manager, Jeff 41939 to discuss the customer s request for rental assistance. Confirmed customer s concern and with Service Manager concurrence, authorized 4 days of rental per guidelines in Warranty Bulletin D-04-26.

As a one-time goodwill gesture, Chrysler will be making a policy adjustment for this repair based on customer loyalty to Chrysler.

Date:8/20 to 8/24 @ \$35 per day for a total of \$140

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 De Shawna at 800-992-1997 extension # 66345. You may also contact us by email at:

T2email@chrysler.com. This customer has not been informed of this decision. Please update and/or close CAIR when complete.

#####

REASSIGNED TO BC/DLR 66 41939 08/20/10 18:03 O 19853296

Writer contacted dealer at 6:03 pm ET. Writer informed customer that we have authorized rental assistance until Tuesday. Writer informed customer that we are allowing the dealer enough time to try and duplicate the concern. Writer informed customer the dealer has had the vehicle in a dark stall hooked up to a computer and nothing has happened. Customer stated that he informed the dealer that the issue does not happen all the time. Writer informed customer that if it is an intermittent issue it may be harder for the dealer to try and duplicate the concern. Writer informed customer that I will following up with him and the dealer on Tuesday.

Writer contacted dealer at 5:39 pm ET. Writer spoke with Sandra(SA). SA directed the call to Jeff(SM). SM stated that they have not been able to duplicate the concern. SM stated that they performed additional test and found that there was an issue with the TIPM. SM stated that they are replacing the TIPM. SM stated that the part will arrive tomorrow and the vehicle will be completed tomorrow. Writer informed SM that we will authorize one additional day of rental to allow time to get the customer s vehicle repaired.

Writer is adjusting PA to add one additional days of rental due to additional repairs need to be made to the vehicle. Date:8/25 @ \$35 per day for a total of \$35

Writer contacted customer at 6:36 pm ET. Writer informed customer that I contacted the dealer and spoke with Jeff(SM). Writer informed customer that the SM indicated that they were not able to find an issue, but did some additional test and found that there was an issue with the TIPM. Writer informed customer that the dealer should be receiving the part and the vehicle will be completed tomorrow. Writer informed customer that we have authorized one additional day of rental to allow the dealer time to repair the vehicle. Writer informed customer that I will be following up with the dealer tomorrow to confirm if the vehicle has been repaired.

Writer contacted dealer at 2:43 pm ET.

SM not available. Left message for a return call at extension 66345

SM follow-up. _

Writer contacted dealer at 3:05 pm ET. Writer spoke with Jeff(SM). SM stated that the vehicle was completed. SM stated that the rental vehicle was returned and the customer picked up the vehicle.

Customer's vehicle has been repaired and the rental vehicle was returned.

Please follow up with customer on the repairs.

Agent contacted customer, he stated that he would like a call back in fifteen minutes. Agent agreed.

Quality check- Agent contacted customer he stated that the vehicle is repaired and he is happy, customer thanked agent for the follow up.

CLOSED LOOP UPDATE - customer was contacted today at 8:15am 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.

Customer Assistance Inquiry Record (CAIR)#						19854602
VIN	2A8HR54PX	8R	Open Date	08/20/2010	Built Date	10/16/2007
Model Year	2008	Body	RTYP53	CHRYSLER TOWN & COUNTRY TOURING WAGON		
In Service Dt	06/11/2008	Mileage	23,867	Dealer Zone	42	DETROIT
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PW1	STONE WHITE CLEAR COAT				
Engine	EGL	3.8L V6 OHV ENGINE				
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				
Dealer	57889	DESKINS MOTOR CO INC				
Dealer Address	100 DESKINS DRIVE					
Dealer City	PIKEVILLE	Dealer State	KY	Dealer Zip	41501	
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	MEALLY KY				Country	UNITED STATES

Corporate - Rental Vehicle - Default - Default - Default	
Dealer - By-Pass - Default - Default - Default	
Product - Electrical - Horn - Intermittent or Inoperative - Default	
Product - Electrical - Wipers / Washers - Intermittent or Inoperative - Front	

****Begin structured narrative T2 - Beginning Narrative
 Briefly summarize why the customer is contacting Chrysler:
 Customer states that her horn, washers and wipers are going off on her vehicle intermittently.

Briefly summarize what the customer is expecting:
 She states that the vehicle is not currently drivable. Customer would like rental assistance. she states that this is the 3rd time this has happened.

****End structured narrative T2 - Beginning Narrative
 Customer was advised that due to the nature of their rental request a call back is required and will take place by close of business today. Preferred Morning/Midday call back number is [REDACTED]
 Preferred Afternoon/Evening call back number is [REDACTED]
 Reassigned to 88R

***** CASE MANAGER TEAM *****
 DEALER UPDATE - Dealer was contacted today at 6:42 PM EST.
 Writer attempted to speak with the service department to verify the status of this repair/diagnosis. The service department is now closed.
 Writer will try again tomorrow.

 CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED] at 6:43 PM EST.
 Writer advised owner that a decision on her rental request will be made as soon as the writer is able to discuss the request with the SM and obtain pertinent diagnosis information. Owner concurred.

 DEALER UPDATE - Dealer was contacted today at 12:33 PM EST.
 Writer called the dealer and spoke with Vicky-SA. Vicky indicated this vehicle is not at their dealership at the present time nor a repair order is open for this customer. Last time this dealer saw this customer was back in 07/2010.

CONTACT UPDATE - 2nd Contact attempt, phone number dialed, [REDACTED] at 12:37 PM EST.

Owner verified the vehicle is currently being serviced by dealer 44027.

Writer called the dealer this afternoon and was informed the service department was gone to lunch.

Writer left a message to Brian Smith-SA @ 12:43 PM EST requesting a call back.

Writer spoke with Brian @ 12:45 PM EST. Vehicle came in Friday. First time they have seen this vehicle. Gary-SA is also working with this customer. Dealer has been working on the customer electrical concerns but the water leak will not be looked at until tomorrow. SM-AI Bijou is on lunch and he will be back after 1 pm. Dealer has DSA empowerment. SM will have to make decision on rental under DSA. Writer will call the dealer back this afternoon to follow up.

Customer states that on 8/25 the dealer called them and said that the vehicle was fixed. Customer picked up the vehicle and today they opened the door and started backing up and states that the vehicle started turning on and off, lights flashing, windshield wipers going, and having the same issues. Customer feels unsafe with the vehicle and would like to see what can be done to get their vehicle repaired and get a rental while the vehicle is down.

Customer requesting to speak with their Case Manager. Call-back note completed and delivered to floor support for distribution to Case Manager.

Writer had double posted the narrative. Writer deleted doubled lines.

CONTACT UPDATE - 3rd. Contact attempt, phone number dialed, [REDACTED] at 11:56 AM EST.

Writer spoke with Mrs. Spriggs this morning. Owner states the vehicle is acting up again. Owner complains about a number of electrical concerns with the vehicle: dash lights flashing, windshield wipers going on and off, horn blowing, door locking up themselves, etc. Owner states she contacted 57889 Deskins Motor, Inc. and they cannot look at the vehicle until Thursday.

Advised owner that before we could look into possibly assisting with rental, a full diagnosis is required. However, based on the fact that this seems to be a recurring concern, writer is inclined to authorize reimbursement for a few days of rental assistance. This is not an acceptable alternative for the customer at this time. Owner would like to speak with someone else that could, as she claims, give her some satisfaction. Advised owner writer is the case manager assigned to the rental request. Owner wants a rental vehicle today and does not want to wait 4-6 week for reimbursement. Owner would like to speak with a supervisor. Advised owner that a supervisor will be in contact with her within 1-2 hours.

Customer Tim Bowen is calling on behalf of his mother [REDACTED].

Customer stated the dealer 44027 just keeps telling them they do not know what is wrong with the vehicle and they did not want the vehicle brought back. Customer stated something needs to be done about getting the vehicle repaired properly. Customer stated the best number to reach him on is [REDACTED].

A supervisor request has already been submitted for this customer.

Customer is not satisfied with the solutions provided, and requests for her vehicle to be viewed under the Kentucky state lemon law.

Customer was advised that due to the nature of their request a call back is required and will take place within one business day.

Preferred Morning/Day call back number is [REDACTED]

Preferred Afternoon/Evening call back number is [REDACTED]

Who has possession of the vehicle? Owner

Is this a request for Lemon Law, buy-back or replacement? Lemon law replacement

Reassigned to 88L

***** QUALIFIER TEAM *****

CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED] at 10:21 AM.

***** ATTENTION SERVICE DIRECTOR/MANAGER *****

This customer has contacted Customer Care seeking lemon law

doesn't appear to qualify for lemon law/Buyback/Replacement and the customer has been informed of such. They have also been told that we are interested in repairing the vehicle if a repair is required. Please use all available resources as required (Area Manager, Business Center or STAR) to bring this to a resolution.

RESEARCH RESULTS:

Explain why this vehicle either appears to qualify or not: Vehicle does not appear to qualify, Customer does not have the needed repairs for their complaint in the terms of protection.

Number of related repair attempts = 1.

Number of days out of service = 6.

Writer contacted customer and informed him the vehicle does not appear to qualify.

Customer is stating he just wants the vehicle repaired.

Writer informed customer we will send over an unresolved concern to his dealership seeking resolution for his concerns.

Writer is calling dealership to inform SM Bob Cair is being sent over so we have documentation showing we made ourselves available for repairs. Customer's concern is intermittent electrical issues with wipers and lights.

Writer is sending Cair 88D for further handling.

Reassigned to I2R for follow-up.

Latonya S. is handling the CAIR. If the customer calls, please direct them to 888-542-7239 x 520. Thank you.

9/1 Called Deskins and spoke with Bob (Service Manager) and he advised that the vehicle was dropped off on 8/30 but was scheduled for 9/2. They currently have the dash out trying to track down cause for concern. He stated three codes were found and STAR has not been contacted but will be. I inquired if the customer was currently in a rental and he advised no so a rental for authorized for up to 5 days at no more than \$35 a day. Spoke with the customer and she advised that the vehicle is currently being serviced for the 4th time for electric concerns and she fears if the vehicle is parked in the garage it will catch on fire. She stated the head lights flash, horn blows constantly, doors lock and unlock themselves, windshield wipers going off and on and the dash light flash. She stated this is their first brand new vehicle and they purchased it because the last vehicle was constantly having to be serviced and both her and her husband are ill and need the vehicle to make doctors appointments 2-3 times a week. She stated Deskins is 64 miles away and she was not provided with a loaner vehicle and really wishes Chrysler would just replace the vehicle.

I apologized to the customer for her experience and advised that a rental has been authorized for up to five days at no more than \$35 a day and advised her to contact Bob at Deskins to verify when the vehicle will be available for pickup. I advised her that her request for a replacement will be forwarded to Chrysler for review and asked that she allow 3-5 business days for a response. The customer stated okay and thanked me. I provided her with my contact information and hours of operation.

Called and e-mailed the CRM; waiting on a response. Follow-up set for 9/2. LS

9/1/2010 Please contact the customer review concern and handle on merits. G
PJ

Spoke to service and vehicle was brought in early and will be looked at tomorrow. This vehicle does not meet the qualifications for KY lemon law.. Will contact Dealer and customer tomorrow.

At this time fan was found to have bad resistor. The tech may not be able to look at vehicle today due to a funeral.

Vehicle first needs to be diagnosed.

Tried to call customer per WAM and no one available. The dealer will call with a diagnosis.

Spoke to customer and she hopes the dealer can find out what's going on. Let owner know that she will be notified as soon as the dealer diagnoses the vehicle.

9/3 The customer called and stated she spoke with a lady on 9/2 and inquired who that was. I advised her that was the DM (AMA11) and she is now directly handling the CAIR. The customer inquired if she could still contact me and was advised yes however the DM will be one who is updated

9-7-10 Spoke with Bob in service and a resistor has been ordered and SM has been communicating with star on this case. There has over 90 miles put on the vehicle and there has not been an issue. Will contact the dealer tomorrow to update file once again.

9/7 Customer called and stated the rental vehicle will expire on 9/8 at 10 AM and needs it to be extended; she also inquired about the status of the vehicle.

I advised her that I would forward her request; customer stated okay. LS Spoke to owner today at 3:55 pm and she is aware that if another day of _ rental is needed that it will not be a problem, also DM will call owner tomorrow when information from the dealer is received. Owner will be contacted again.

9-8-10 Spoke with the SM and over 200 miles were put on vehicle, wiring connectors were cleaned, corrosion was looked for - non found, and a resistor was replaced for the fan.

Vehicle is in normal working condition. The dealer will contact the customer to pick up vehicle. DM called customer and no one was home. A message was left on voice mail of details about the repairs and customer has DM s telephone number if needed.

Spoke to Mrs. Spriggs and vehicle is doing well. File closed. _

Customer Assistance Inquiry Record (CAIR)#						19862477
VIN	1D8HN54P0	8B [REDACTED]	Open Date	08/23/2010	Built Date	05/15/2008
Model Year	2008	Body	RTKP53	DODGE GRAND CARAVAN SXT WAGON		
In Service Dt	09/17/2008	Mileage	35,000	Dealer Zone	51	CHICAGO
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US	
Color	PRH	INFERNO RED CRYSTAL PEARL COAT				
Engine	EGL	3.8L V6 OHV ENGINE				
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				
Dealer	42819	5 CORNERS DODGE CHRYSLER JEEP				
Dealer Address	1292 WASHINGTON AVENUE			HIGHWAY 60		
Dealer City	CEDARBURG			Dealer State	WI	Dealer Zip 53012
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	[REDACTED]
	SLINGER WI [REDACTED]				Country	UNITED STATES

Product - Brakes - Unknown - Defective - Front	
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8/23/10 Writer contacted by Service Manager for review. Per SM vehicle has returned to dealership for several concerns including a door repair, transmission, A/C, brakes and headlights. Based on Service Manager review, writer to request Midwest Business Center Customer Relations place a CSC Contract #1100N with \$100.00 be placed on unit for customer goodwill. CCS

Customer Assistance Inquiry Record (CAIR)#						19866955
VIN	2A8HR64X3	8R	Open Date	08/24/2010	Built Date	04/04/2008
Model Year	2008	Body	RTYS53	CHRYSLER TOWN & COUNTRY LIMITED WAGON		
In Service Dt	05/11/2009	Mileage	25,644	Dealer Zone	71	LOS ANGELES
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PBG	CLEARWATER BLUE PEARL COAT				
Engine	EGQ	4.0L V6 SOHC ENGINE				
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				
Dealer	26743	RANCHO CHRYSLER JEEP DODGE				
Dealer Address	8010 BALBOA AVENUE					
Dealer City	SAN DIEGO	Dealer State	CA	Dealer Zip	92111	
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	SAN DIEGO CA				Country	UNITED STATES
Corporate - Rental Vehicle - Default - Default - Default						
Dealer - By-Pass - Default - Default - Default						
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default						

****Begin structured narrative T2 - Beginning Narrative

Briefly summarize why the customer is contacting Chrysler:

Electrical issues with the blinkers and horn.

Briefly summarize what the customer is expecting:

Rental.

****End structured narrative T2 - Beginning Narrative

service writer called in for the customer. He stated the customer is going to have a repair that will take a while and they were wondering if any rental could be provided for the customer considering the situation. The blinkers and horn are operating and they need to put on a harness.

Customer was advised that due to the nature of their rental request a call back is required and will take place by close of business today.

Preferred Morning/Midday call back number is

Preferred Afternoon/Evening call back number is

Reassigned to 88R

***** CASE MANAGER TEAM *****

-still under warranty

-no SC

-only CDJ vehicle

CONTACT UPDATE - 1st Contact attempt, phone number dialed,

at 8:11 pm ET.

Writer spoke with George(SA). SA stated that the customer had the vehicle at another dealer. SA stated that the horn, blinkers and headlights stopped working. SA stated that the other dealer ordered a harness, but the customer could not wait a week for them to get it in. SA stated that the customer brought the vehicle in to this, the inspected the vehicle and contacted STAR to get assistance on what needed to be replaced. SA stated that they need to remove the dash to replaced the harness. SA stated that they have the part in stock and it will be a 2 day repair. SA stated that he does not know when the customer will be brining the vehicle back in. Writer informed SA that we can look into rental assistance for the customer, but we need to confirm when the customer

will be brining the vehicle in. SA stated that he would contact the customer. Writer informed SA that I would contact him tomorrow. Dealer called in on behalf of the customer. Writer contacted dealer at 1:39 pm ET. Agent attempted to contact dealer Service Advisor (SA), however, SA not available. Left message for a return call at extension 66345. Writer contacted dealer at 11:29 pm ET. Agent attempted to contact dealer Service Advisor(SA), however, SA not available. Left message for a return call at extension 66345. Writer contacted dealer at 2:40 pm ET. Writer spoke with Marley(receptionist). Writer was informed that the customer has an appointment for Wednesday. Writer was informed George was out until Wednesday. Writer informed Marley that we are trying to get the rental authorized for the customer while the vehicle is in for repairs. Marley stated that she does not know all long the repairs will take. Agent attempted to contact dealer Service Advisor (SA), however, SA not available. Left message for a return call at extension 66345. Dealer 26743; [REDACTED] calling, states the cusotmer has already dropped off the vechile. Needs two days of rental. Writer informed caller that this information will be forwarded to the case manager. Writer contacted dealer at 7:12 pm ET. Writer spoke with George(SA). SA stated that the customer dropped off the vehicle today. SA stated that he only needs the rental until tomorrow because the tech should be completed. Writer informed SA that we can authorize the 2 days of rental. Customer seeking rental assistance because harness needs to be replaced. Contacted Service Advisor, George at 26743 to discuss the customer s request for rental assistance. Confirmed customer s concern and with Service Advisor concurrence, authorized 2 days of rental per guidelines in Warranty Bulletin D-04-26. As a one-time goodwill gesture, Chrysler will be making a policy adjustment for this rental based on vehicle still under warranty. Date:9/1 to 9/2 @ \$35 per day for a total of \$70. ##### 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 De Shawna at 800-992-1997 extension # 66345. You may also contact us by email at: T2email@chrysler.com. This customer has not been informed of this decision. Please update and/or close CAIR when complete. ##### REASSIGNED TO BC/DLR 71 26743 09/01/10 19:19 O 19866955 DGE 9/2 Dave M SM to update & close *Contact Date:09/06/2010 Service Manager at the dealership has closed the Cair# 19866955 DCX goodwill repair is documented on Repair Order#99541 CAIR RETURNED FROM DEALER ON 9/06/2010 AT 10:04:687 R 19866955

Customer Assistance Inquiry Record (CAIR)#						19868659
VIN	2A8HR64X3	8R	Open Date	08/25/2010	Built Date	01/04/2008
Model Year	2008	Body	RTYS53	CHRYSLER TOWN & COUNTRY LIMITED WAGON		
In Service Dt	03/28/2008	Mileage	26,000	Dealer Zone	35	WASHINGTON
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PKG	LIGHT SANDSTONE MET. CLEAR COAT				
Engine	EGQ	4.0L V6 SOHC ENGINE				
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				
Dealer	41646	MT EPHRAIM CHRYSLER DODGE				
Dealer Address	620 N BLACK HORSE PIKE					
Dealer City	MOUNT EPHRAIM	Dealer State	NJ	Dealer Zip	08059	
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	BARRINGTON NJ				Country	UNITED STATES

Corporate - Excessive Contacts - Default - Default - Default	
Dealer - By-Pass - Default - Default - Default	
Product - Unknown - Unknown - No Start - Default	
Recall - J29: RADIATOR CAP - Advise Owner/Incomplete Recall	

****Begin structured narrative T2 - Beginning Narrative

Briefly summarize why the customer is contacting Chrysler:

The customer states that he could not get his vehicle to start so he had it towed to dealership in Maryland. The customer then states that the dealership informed him that they tried to start the vehicle 10 times then brought it into the garage and it started so there was nothing they could do and for him to come pick up the vehicle. The customer wants to know why the dealership did not run a diagnostic test on the vehicle after they saw that it would not start.

Briefly summarize what the customer is expecting:

Customer states that he paid over \$600 to get home to NJ and wants to know what Chrysler can do to help him out about getting his vehicle fixed and possibly reimbursed for the expenses he has occurred. Customer would also like to be reimbursed for the rental.

****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? Dealer

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

Customer calls seeking recall information. Advised the customer of incomplete recall ?J29? for this vehicle. Customer was advised to contact a Chrysler, Dodge, or Jeep dealer to schedule an appointment to complete recall repair.

***** CASE MANAGER TEAM *****

Customer has bought 8 VINs all new.

CONTACT UPDATE - 1st Contact attempt, phone number dialed, at 11:41am.

Customer states he had to get a cab to the airport to get a rental. He

states the dealer tried it 5 times, the dealer pushed it into the dealer and it started and there was no codes and nothing they could do. He states he spent \$600.00. Had a rental for 4 days. States it cranks in the 'on' position intermittently. Sometimes the dash lights and headlights don't come on. Called Mt. Ephraim Chrysler Dodge and after being on hold for 4 minutes, writer hung up. Called MT EPHRAIM CHRYSLER. Spoke to a SA. He states the soonest he could look at it is Thursday afternoon. Called customer back and informed him of MT EPHRAIM CHRYSLER. Customer calls requesting to speak with SS1333, CM not available. Service technicians are saying they can not find anything wrong and the Owner is very concerned. All SM is out sick and has the information that is needed to be checked; however the technicians will not do anything. He said one thing is a Module that is corroded; technicians said there are lots on Modules and wants to know which one to check. Please call owner at [REDACTED] as soon as possible. Called customer. He is very upset that the SA is out sick and didn't leave a list of could be's. Called MT EPHRAIM CHRYSLER tried to speak to AI, but he was busy. Called and spoke to AI. He's feeling better and is back to work. Called customer and informed that they can take it back in for inspection.

Reassigned to I2R for follow-up.
*****CAIR HAS BEEN ASSIGNED TO MIKELYN BUYS (ISG I2R OWNER RETENTION TASK FORCE TEAM) FOR HANDLING 888-542-7239 x464*****

9/14/10: Left message with customer Mariann Barner on her cell number for customer [REDACTED] to call back regarding vehicle.

-Spoke to customer [REDACTED] to complete initial call; Customer states they were in Baltimore, MD when vehicle stalled in reverse and wouldn't restart, so they had Roadside Assistance tow vehicle to Don White's Timonium Dodge 64356. Customer doesn't understand why Dealer did not hook vehicle up to a Computer after several attempts to start vehicle. Customer states he spent \$300 for four days Rental and \$60 for a Taxi while vehicle was in for Service. Customer states vehicle was then brought into Mt Ephraim Chrysler on 9/13 for further diagnosis of the concern. Customer is seeking to be placed in a Rental/Loaner if vehicle needs to be kept overnight at Dealer. Customer is also seeking compensation for the Rental and Taxi charges. Apologized to customer for the inconvenience, as I can certainly understand his frustration. Advised customer that I'm here to do anything I can to assist with vehicle repair if a repair is required and will be his Case Manager within this process. Advised customer that I'll be glad to discuss a CRO with him in more detail once a repair has been performed and vehicle verified as repaired through test drive process. Also advised customer that I'll follow-up with him again once I've received a vehicle status update from Dealer, so we can proceed from there- customer understood and had a neutral disposition during the call. mb981

-Spoke to Bob O Neal, Service Manager at Don White's 64356; Vehicle was in for Service 8/23 for

A) Vehicle will crank, but not start- Started vehicle several times with no problems or fault codes found. B) RRT 09-045 C) RRT 09-039 D) J29 Recall...Dealer has no additional Service History on file for customer

-Spoke to Tom, Appointment Coordinator at Mt Ephraim Chrysler 41646 for Joe Gallichio, Service Manager to call back regarding vehicle. mb981 Joe from Mt Ephraim dealer calling, states PA is not going through. Writer states there is no PA showing in record. Writer referred caller to MB981 at 888-542-7239 x464.

Customer called in and discussed that the PA is invalid and cannot process, customer informed that the resources does not show any PA processed for this vehicle and was encouraged to wait for the PA to be authorized by Chrysler. Customer would like MB981 to contact Joe Gallichio at: 856-931-2780

9/16/10: Spoke to and reviewed Service History with Joe Gallichio, Service Manager at Mt Ephraim Chrysler; Vehicle was last in for Service 9/13 for A) Having problems starting vehicle at times- Unable to duplicate concern with no fault codes found. No repair performed. mb981

above; Customer is dissatisfied and seeking to be taken out of his Lease, as he feels confident no start concern is going to return. Customer states Al at Mt Ephraim even told him the issue will probably return, since it was not repaired.

Customer states Don White CJ is lying, as his wife is 100% sure Service Manager told her they were NOT able to start vehicle after several attempts, so they had to push vehicle into the Service Bay to hook it up to a machine for further diagnosis. Apologized to customer for the inconvenience, as I can certainly understand his frustration. Also advised customer that I m going to review Service Visit in question with Bob, Service Manager at Don White s again and will call him back from there, as I might have misunderstood Dealer s statement during our 9/15 Dealer interview- customer understood.

-Left voice mail for Bob, Service Manager at Don White CJ to me back regarding 8/23 Service Visit. mb981

9/16/10: Received voice mail from Bob, Service Manager at Don White CJ stating vehicle was started 12-15 times with no problems found and was driven into the shop for further assessment.

-Spoke to customer s Carl and Marianne Barner updating them on Service Manager s disposition per above. Apologized to customer for the inconvenience and any misunderstanding that may have occurred regarding Service Visit at Don White Dealer. Also requested customer call me 888-542-7239 x464 if the no start issue returns, so I can enlist Chrysler s personal involvement on the Service Visit, as I am here to do anything I can to assist with a repair and/or resolution- customer understood...CLOSING CAIR as unable to duplicate concern/customer had a neutral disposition at time of closing. mb981

9/16/10: Received call from Joe, Warranty Administrator at Mt Ephraim Dodge requesting Pre-Authorization for excessive diagnosis time that Chrysler declined-RO 70145. Joe states someone authorized additional diagnosis on vehicle, but he isn t sure who. Advised Joe that I don t handle Warranty claims, but I do see that Shaun Silcox (SS1333) spoke to Al, Service Advisor at Mt Ephraim last week regarding the vehicle assessment. Joe to try to reach Shaun at CCAC regarding the Pre-Authorization request and proceed from there. mb981

Customer call back requesting to leave a voicemail with CM SS1333. Writer connected customer to 66071.

Joe Warranty Administrator is calling stating that SS1333 approved 2 hours of diagnosis time, but it is not going through. Joe is stating that SS1333 will not call him back. Joe stated that he can be reached back at 856-931-2000 ext 50. Writer informed the customer that the case manager will check in on why it is not going through and contact him back. There was no PA created.

Joe from dealership calling to speak with the case manager. Joe states he is trying to get a PA authorized.

Writer informed the customer that his call would be documented and a note sent over for a call back as soon as possible.

As a one-time goodwill gesture, Chrysler will be making a policy adjustment for this repair based on ?describe the reason why this goodwill is being offered?. According to the dealer, the warranty costs of the repair are as follows:

Total- \$181.40

With the concurrence of the Service Manager, Jon, the customer will have a co-pay of ?\$\$\$?.

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 Shaun at 800-992-1997 extension # 66071. You may also contact us by email at:

T2email@chrysler.com. This customer has not been informed of this decision. Please update and/or close CAIR when complete.

#####

REASSIGNED TO BC/DLR 35 41646 09/22/10 16:13 O 19868659

*Contact Date:09/23/2010

Service Manager at the dealership has closed the Cair# 19868659

CAIR RETURNED FROM DEALER ON 9/23/2010 AT 04:17:074 R 19868659
06/10/11 CN146:
Called the customer, returning a voice mail message requesting a return
call, and left a voice mail message requesting he call back.

Customer Assistance Inquiry Record (CAIR)#						19954196
VIN	2A8HR54P9	8R	Open Date	09/17/2010	Built Date	08/22/2007
Model Year	2008	Body	RTYP53	CHRYSLER TOWN & COUNTRY TOURING WAGON		
In Service Dt	02/27/2008	Mileage	25,850	Dealer Zone	35	WASHINGTON
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT				
Engine	EGL	3.8L V6 OHV ENGINE				
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				
Dealer	26767	CROSSROADS CHRYSLER JEEP DODGE				
Dealer Address	4510 WHITEHILL BLVD					
Dealer City	PRINCE GEORGE	Dealer State	VA	Dealer Zip	23875	
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	CHESTER VA				Country	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Air bag light on
Product - Electrical - Electronic Stability Program - Intermittent/Inoperative - Default	Electrical problems dealer 26767 stated not safe to drive
Product - Brakes - Unknown - Brake/Parking Brake Lamp On/Flashing - Default	abs light on
Corporate - Rental Vehicle - Default - Default - Default	dealer 26767 requesting rental for customer
Corporate - Excessive Contacts - Default - Default - Default	
Dealer - By-Pass - Default - Default - Default	
Recall - J29: RADIATOR CAP - Advise Owner/Incomplete Recall	

****Begin structured narrative T2 - Beginning Narrative

Briefly summarize why the customer is contacting Chrysler:

Dealer Tracy 26767 stated a factory representative going to come out at another time to find out what is wrong with the vehicle, electrical locks, head lights, windshield wipers all not working not safe to drive.

Briefly summarize what the customer is expecting:

Dealer Tracy requesting rental for customer and it is 5:15pm now and their rental place closes at 5:45pm.

****End structured narrative T2 - Beginning Narrative

Customer was advised that due to the nature of their rental request a call back is required and will take place by close of business today.

Preferred Morning/Midday call back number is xxx-xxx-xxxx

Preferred Afternoon/Evening call back number is dealer Tracy 26767 requesting rental for customer and her rental places closes at 5:45pm and it is 5:15 pm now.

Reassigned to 88R

Writer explained the senior case manger will review case and call back as quick as they can latest 6pm ET.

Dealer Tracy stated also air bag light on and abs light on.

****Begin structured narrative T2 - Beginning Narrative

Briefly summarize why the customer is contacting Chrysler:

Briefly summarize what the customer is expecting:

****End structured narrative T2 - Beginning Narrative

Dealer Tracy wants to be called back direct line.

***** CASE MANAGER TEAM *****

-still under warranty

-active SC

-2 CDJ vehicle, 1 new, 1 used

CONTACT UPDATE- Agent attempted to contact dealer Service Advisor (SA), however,

SA not available. Left message for a return call at extension 66345

Customer called in stating that she has been waiting on a rental vehicle and now the rental place is closed and she still has not heard from anyone. Customer request a call back at this number

Briefly summarize why the customer is contacting Chrysler:

Customer called in stating that she took the car to a dealer. She was waiting for a call back but neither her, or the dealer ever received a call back. Customer states that she was going to call back but Chrysler was closed over the weekend. Customer stated that she wants to talk to her CM, agent# DC768. Writer was not able to get customer's CM. Customer stated that she would like a call back at [REDACTED], if she does not pick up from the other number.

Briefly summarize what the customer is expecting:

Customer wants a call back as soon as possible.

Customer states all warning lights on, none of the gauges work, turn signals don't work, windows won't go down. States that dealer has finally gotten vehicle to duplicate issue but unable to repair issue. Got diagnosis machine hooked to vehicle and machine stated computer communication issue.

SA Tracy called in requesting to speak with DC768. Writer informed Tracy that DC768 is currently unavailable but will be made aware of her phone call.

Customer called in seeking DC768. Agent transferred to case manager line 800-763-8422.

Tracy from dealer 26767 states that she needs to speak to case manager in order to assist the customer.

Dealer calls back with information previously requested.

Dealer transferred to agent working CAIR-transfer not completed

Customer requesting to speak with their Case Manager. Call-back note completed and delivered to floor support for distribution to Case Manager.

Writer contacted dealer at 4:32 pm ET. Writer spoke with Tracy (SA). SA stated that there is an electrical issue. SA stated that the door locks will not unlock. SA stated that the headlights flash on and off. SA stated that the wipers will go on and off. SA stated that the abs light is on. SA stated that the air bag light is on. SA stated that they did duplicate the concern, but when they hooked the vehicle to the diagnostic machine the issue went away. SA stated that there are 23 codes in the vehicle. SA stated that the vehicle is unsafe to drive. SA stated that there is a loss of communication. SA stated that they do not know what the issue is. SA stated that they have not done a diagnosis. SA stated that the dash is reading bust. SA stated that they are waiting on the DM to come out and look at the vehicle before anything is done. Writer informed SA that we can not provide rental assistance until the DM comes out and looks at the vehicle. Writer informed SA that I can send the case over as an unresolved concern and once the DM gets involved then at that point we can consider rental assistance. Writer informed SA that usually without a diagnosis we do not provide rental assistance. Writer informed SA that I will send over the case and then we can consider rental.

DIRECT-TO-DEALER

ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER

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

The unresolved concern is vehicle having a drivability issue.

Agent called dealer and spoke to Tracy, informed that CAIR was being sent. Please update this CAIR with resolution.

#####

DM NEEDS TO CONTACT DEALER AS SOON AS POSSIBLE IN REFERENCE TO CUSTOMER'S VEHICLE...

REASSIGNED TO BC/DLR 35 26767 09/20/10 16:52 O 19954196

*Contact Date: 09/23/2010

Assistant Service Manager at the dealership has updated the CAIR# 19954196

Writer contacted dealer at 2:26 pm ET. Writer spoke with Tracy (SA). SA stated that the DM came out on Tuesday. SA stated that he looked at the vehicle. SA stated that the DM has given the tech some areas to look at. SA stated that the DM advised that the tech that they need to check electrical issues. SA stated that she is waiting for the outcome from the tech. Writer asked SA if she spoke with the DM about a rental vehicle for the customer. SA stated that she would speak with him and go from there. Writer will follow up with dealer tomorrow.

*Contact Date:09/27/2010

Assistant Service Manager at the dealership has updated the CAIR# 19954196 The vehicle has been diagnosed.

Writer contacted dealer at 12:32 pm ET. Writer spoke with Tracy (SA). SA stated that they are still diagnosing the vehicle. SA stated that they are still going over the spots that the rep informed them to look at. Writer asked SA if she spoke with the rep about the rental request. SA stated that the rep indicated that we will not do anything until the issue is found. Writer informed SA that I will follow up with her on Wednesday to get a status update on the vehicle.

*Contact Date:09/28/2010

Customer request has been fulfilled.

CAIR RETURNED FROM DEALER ON 9/28/2010 AT 09:09:690 R 19954196

REASSIGNED TO BC/DLR 35 26767 10/05/10 12:41 O 19954196

Writer contacted dealer at 12:32 pm ET. Writer spoke with Lionel (SA). SA stated that the vehicle is being worked on. SA stated that they are still diagnosing the vehicle. SA stated that no repairs are being made to the vehicle. SA stated that no components have been changed on the vehicle. SM stated that the DM has been involved as well as the district field rep. SA stated that the DM advised him that the customer will have to drive the vehicle until an issue is found. SA stated that they will be test driving the vehicle to try and duplicate a concern.

Traci SA seeking goodwill rental. Writer provided 1.5 number and transferred to CM team. DC768 is CM

Customer calls requesting to speak with DC768

Customer/Caller transferred to extension # 66345

Tracy With crossroads s.a called in regarding the bill of the rental.

Writer contacted dealer at 11:43 am ET. Writer spoke with Lionel (SA). SA stated that they were able to find an issue with the vehicle. SA stated that they spoke with the DM. SA stated that they replaced the shift sensor. SA stated that the shift sensor was replaced because it was not showing the vehicle in park. SA stated that the vehicle was completed. SA stated that the customer was in a rental for 20 days. Writer informed SA that throughout my contact with the dealer no one mention that the customer was in a rental. SA stated that he informed writer. Writer informed SA that when I last spoke with Tracy (SA) I informed her that we would not cover rental until an issue was found. Writer informed SA that the maximum we would cover is 14 days. SA stated that he would cover the additional 6 days.

Customer seeking rental assistance because shift sensor needs to be replaced.

Contacted Service Advisor, Lionel at 26767 to discuss the customer s request for rental assistance. Confirmed customer s concern and with Service Advisor concurrence, authorized 14 days of rental per guidelines in Warranty Bulletin D-04-26.

As a one-time goodwill gesture, Chrysler will be making a policy adjustment for this repair based on vehicle still under warranty.

Date:9/17 to 10/1 @ \$35 per day for a total of \$490

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 De Shawna at 800-992-1997 extension # 66345. You may also contact us by email at:

T2email@chrysler.com. This customer has not been informed of this decision. Please update and/or close CAIR when complete.

#####

CLOSED LOOP UPDATE - no need for additional follow-up.

with vehicle.

Customer says the electrical problem is still going on. Customer says the problem has been happening from June. Customer says the dealer told her today they were going to contact Chrysler for technical help. Customer says she has the vehicle now and does not feel safe. Customer says the light go off and she can't see to drive at night. Customer says she will take the vehicle to the dealer tomorrow. Customer needs a rental again because the problem has not been resolved. Writer informed the customer the maximum rental days has been exceeded. (lines 140 to 142) Writer informed the customer the customer the case would be referred to the special case management team regarding her repeating electrical problem. Customer states she would like to be contacted about her case. Customer states the dealer is having issues diagnosing and repairing the issue. Customer requests that the case manager contact her at her home number, [REDACTED] and her cell number, [REDACTED].

Customer called to speak with SM, writer transferred customer to CM team.

***** CASE MANAGER TEAM *****

CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED] at 2:18 ET

Writer spoke with customer. Per customer the vehicle is at dealer 26767 now with the same electrical issue and while dealer fix the vehicle customer will need a rental. Writer will contact dealer now with customer concerns.

Writer call dealer 26767 SM Lynn (on a leave of absence) and spoke with SA Tracey. Writer advise SA of customer unresolved concerns regarding the electrical issues and customer request for a rental. Writer also discuss the issue with ASM Lionel. Per ASM dealer already assisted customer with several days of rental so dealer can not assist the customer further on a rental request and dealer does not have a loaner. Writer advise ASM that the case will be send to dealer now as an unresolved concern. ASM said dealer will do their best to try to resolve customer concerns.

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 electrical problems.

Agent called dealer and spoke to ASM Lionel, informed that CAIR was being sent. Please update this CAIR with resolution.

#####

REASSIGNED TO BC/DLR 35 26767 10/19/10 14:49 R 19954196

Writer call customer

Writer spoke with customer. Writer advise the case has been already send to dealer as an unresolved electrical concern. Writer also advise customer that Chrysler will not be able to assist the customer further with additional rental request because the 14 days rental goodwill assistance already has been provided and per dealer they also has assisted the customer with the rental as well. Customer did understand the situation now and will work together with dealer to have the vehicle fixed for good.

**** GOODWILL ASSISTANCE HAS BEEN DECLINED ****

Informed customer that Chrysler will not participate in the rental request because the customer already has received 14 days rental assistance from Chrysler.

Unless the customer offers new information, decision remains unchanged.

Pls provide update

Dealer has driven vehicle 100 miles unable to duplicate customer concern.

Dealer to return vehicle to customer in the morning.

*Contact Date:11/04/2010

Assistant Service Manager at the dealership has closed the Cair# 19954196

Customer request has been fulfilled.

CAIR RETURNED FROM DEALER ON 11/04/2010 AT 02:02:258 R 19954196

Customer Assistance Inquiry Record (CAIR)#						19971410
VIN	2A8HR54P1	8R	Open Date	09/22/2010	Built Date	07/03/2008
Model Year	2008	Body	RTYP53	CHRYSLER TOWN & COUNTRY TOURING WAGON		
In Service Dt	12/10/2008	Mileage	25,000	Dealer Zone	51	CHICAGO
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PW1	STONE WHITE CLEAR COAT				
Engine	EGL	3.8L V6 OHV ENGINE				
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				
Dealer	45222	GANDRUD DODGE CHRYSLER				
Dealer Address	2300 AUTO PLAZA WAY					
Dealer City	GREEN BAY	Dealer State	WI	Dealer Zip	54302	
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	GREEN BAY WI				Country	UNITED STATES

Corporate - Corporate Warranty Extension Letter - Minivan Brakes - Information Request - Default	
Corporate - Excessive Contacts - Default - Default - Default	
Dealer - By-Pass - Default - Default - Default	
Product - Electrical - Unknown - Other - Default	

Customer called in stating that nothing was solved yet for her electrical problem. Customer would like an answer for the following cair #19703710. Customer also is not please as she wanted to get the front brakes repaired back at 16,000 miles and only two months later at 25,000 the brakes needed repair and customer does not want to pay \$100.00 deductible. Customer is not satisfied with everything that is going on with vehicle. Agent will forward off to 88f.

Contact customer at [REDACTED].

***** CASE MANAGER TEAM *****

CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED] at 6:58 MST. CM spoke with Mrs. [REDACTED]. She restated the concerns documented above. The electrical issue has been addressed but dealership is unable to duplicate. Customer claims headlights and instrument panel goes off and on intermittently. Customer also Claims the breaks were addressed at 16 K miles, but dealer said they were OK and now at 25K they need to be replaced with a \$100.00 deductible. Customer also asked about a vehicle replacement, CM made customer aware that they concern can be addressed as a replacement if she wishes but with no guarantees. Customer prefers to proceed with a possible fix for electrical concerns and brakes at this point.

Customer provided a contact name for DLR# 45222, SA - Scott. She states the dealership has been helpful but unable to resolve the concerns.

CM contacted Dealer # 45222. Spoke with SM - Christina, she is aware of the electrical concerns and states the dealership has addressed several concerns and performed several repairs with input from STAR, However, they have not been able to duplicate the issues. They will also be performing a brake repair with a \$100.00 deductible. CM informed SM - Christina, that the customer will be contacted again and the cair May be sent to the dealer as an unresolved concern.

SM - Christina has no record of the brake concern being brought up at 16K miles.

Customer called seeking case manager. Agent transferred to the case

management line.

Customer requesting update on cair, writer informed customer CM spoke with SM on Friday cair is still in review no further updates. Writer will send CM call back message to contact customer on her cell [REDACTED] if not available please leave message with current update.

CONTACT UPDATE - Contact attempt, phone number dialed, cell [REDACTED] at 10:27 MST. Mrs. [REDACTED] was not available.

Left a message indicating another attempt would be made.

*NOTE: this CAIR to be sent to the dealership as an unresolved concern.

CM will follow up with the customer about the brakes. The brakes to be repaired by dealer with \$100.00 co-pay, chrysler will assist with a \$50.00 reimbursement due to brake issue began at 16K miles as per the customer.

Customer is calling back on her case. Customer says she will wait for the agent to call her back.

Customer called requesting to speak with Raymond

Customer was not transferred to extension # 66061 as agent was not available. Customer says she will wait for a call back from the agent.

Customer calls requesting to speak with RM1225

Customer/Caller transferred to extension # 66061

CONTACT UPDATE - Mrs. [REDACTED] called back and CM informed Mrs. [REDACTED] that chrysler will offer a reimbursement of \$50.00 for front brake work. CM also advised the customer to contact her dealership if the intermittent electrical issue occurs again. CM explained to the customer that the concern needs to be duplicated before the dealership can diagnose it properly. customer understood.

** CM recommends a \$50.00 reimbursement for Front Brake repairs.**

Advised customer to submit original repair order & proof of payment to:
Chrysler Customer Assistance Center

PO Box 21-8004

Auburn Hills, MI 48321

Advised customer to make a copy of these documents for their records.

Asked the customer to include a brief letter of explanation & request, including their name, address, phone number, VIN, & reference number (CAIR). Advised customer the goodwill offer is dependent upon verification of all documents requested.

Writer has reviewed CAIR notes and customer has been instructed to send in documentation on 09/27/10.

Customer Assistance Inquiry Record (CAIR)#						19982610
VIN	2A8HR54P9	8R	Open Date	09/27/2010	Built Date	08/20/2007
Model Year	2008	Body	RTYP53	CHRYSLER TOWN & COUNTRY TOURING WAGON		
In Service Dt	09/07/2007	Mileage	44,000	Dealer Zone	42	DETROIT
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				
Engine	EGL	3.8L V6 OHV ENGINE				
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				
Dealer	23333	DAVE DENNIS CHRYSLER, JEEP, DODGE				
Dealer Address	4232 COLONEL GLENN HWY					
Dealer City	DAYTON	Dealer State	OH	Dealer Zip	45431	
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	DAYTON OH				Country	UNITED STATES

Product - Electrical - Unknown - Defective - Default	
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****Begin structured narrative T2 - Beginning Narrative
 Briefly summarize why the customer is contacting Chrysler:
 Briefly summarize what the customer is expecting:
 ****End structured narrative T2 - Beginning Narrative
 Customer called to state that her vehicle is having issue with the headlights. Customer states that the headlights will turn off at night while driving. Writer advised customer to contact a dealership and have them duplicate the problem.
 Customer called in stating they previously called in earlier today not pleased with the information they received.
 Customer requested contact information for NHTSA.

Customer Assistance Inquiry Record (CAIR)#						19984770
VIN	2D8HN54P8	8R	Open Date	09/27/2010	Built Date	07/31/2007
Model Year	2008	Body	RTKP53	DODGE GRAND CARAVAN SXT WAGON		
In Service Dt	09/17/2007	Mileage	58,807	Dealer Zone	35	WASHINGTON
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PBL	MODERN BLUE PEARL COAT				
Engine	EGL	3.8L V6 OHV ENGINE				
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				
Dealer	43232	JEFF D'AMBROSIO CHRYSLER JEEP		DODGE		
Dealer Address	1221 E LANCASTER AVE					
Dealer City	DOWNINGTOWN		Dealer State	PA	Dealer Zip	19335
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	DOWNINGTOWN PA				Country	UNITED STATES
<hr/> Product - Electrical - Park Assist System - Intermittent or Inoperative - Default						

Briefly summarize why the customer is contacting Chrysler: Caller was calling with an unresolved issue with her headlights.

Briefly summarize what the customer is expecting: Caller was hoping we could intercede on her behalf with the dealership. She states that this is an ongoing issue and she hopes that we can assist the dealer get the problem solved.

This CAIR is linked to CAIR #10899424. Writer updated COIN for the caller and provided the CAIR # for future reference. Writer inform the caller that they should be receiving a call back by EOB tomorrow.

***** CASE MANAGER TEAM *****

CONTACT UPDATE - 1st Contact attempt, phone number dialed, at 7:44.

Writer called the customer and she stated the lights on her vehicle blink on and off intermittently. Customer stated she is going to take her vehicle to the dealer today.

Writer called dealer 43232 and spoke to Warranty administrator Denise, she stated she put the information on the issue and the customers request to escalate in so anyone the customer talks to will be able to assist her.

Writer will follow up with the customer and the dealer later this week.

Vehicle is 22600 miles OOW

ISD: 09/17/2007

Second owner of vehicle

1 used vehicle in ownership history

No CSC on file.

2nd attempt made to contact customer on at 10:13am MST.

Vehicle owner states that the dealership has the vehicle, states she was contacted on Wednesday. Owner states there is no complete diagnosis at this point.

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 Light malfunction unresolved, vehicle currently at the dealership

Please update this CAIR with resolution.

#####

REASSIGNED TO BC/DLR 35 43232 10/01/10 12:19 O 19984770

*Contact Date:10/01/2010

Warranty Administration at the dealership has updated the Cair# 19984770

The vehicle has been diagnosed.

10/5/10 - The Dealership reports that the vehicle was repaired today and they are waiting for the customer to pick up the vehicle. res22

10/8/10 - The Dealership reports that the last repair attempt did not resolve the customer s complaint and they are still working with STAR to obtain dignosis assistance. res22 _

10/14/10 - Dealer reports that the tech advisor was in the Dealership working with them to verify and diagnose concern. They are currently working on the vehicle. res22 _

10/14/10 - Dealer reports that they have installed a instrument cluster and are test driving the vehicle to verify repairs. res22

10/18/10 - Dealer Reports the vehicle driven over the weekend and is repaired. The customer was notified to pick up the vehicle. res22

*Contact Date:10/19/2010

DCX goodwill repair is documented on Repair Order#520847

CAIR RETURNED FROM DEALER ON 10/19/2010 AT 09:08:849 R 19984770

CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)#	19990082
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VIN	1D8HN44H8	8B [REDACTED]	Open Date	09/28/2010	Built Date	09/27/2007
Model Year	2008	Body	RTKH53	DODGE GRAND CARAVAN SE WAGON		
In Service Dt	10/27/2007	Mileage	49,513	Dealer Zone	63	DALLAS
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US	
Color	PRH	INFERNO RED CRYSTAL PEARL COAT				
Engine	EGV	3.3L V6 OHV ENGINE				
Transmission	DFE	4-SPEED AUTOMATIC VLP 41TE TRANS				

Owner	[REDACTED]	Contact Type	LETTER
Address	[REDACTED]	Home Phone	[REDACTED]
	WACO TX [REDACTED]	Country	UNITED STATES

Corporate - Recall - Default - Default - Default	TIPM module. headlight
Corporate - Reimbursement - Default - Default - Default	

Customer called in inquiring about open recalls on their vehicle.
 Customer is having trouble with head lights modules. Customer took to dealership and 4 fault codes were foun, 1 for each headlight beam. Was advised was a defective TIPM. Customer was advised to call back in if he experienced more problems with headlight beams. Referece number 19638930. Repairs Parts:\$289.80 Labor:\$189.90 Shop Supplies:\$18.99 tax:\$25.48 Total charged of \$524.17.
 CAC updated COIN information. CAC advised customer that there are no outstanding recalls that need to be completed on their vehicle. Customer states that Chrysler should be responsible for the repair.
 *****END OF CUSTOMER CONTACT*****
 Customer was advised due to the nature of their contact a call back is required and will take place within 1-2 business days.
 Preferred call back number is [REDACTED]
 Who has possession of vehicle? Customer
 Has the vehicle been diagnosed by a CDJ ? ALLEN SAMUELS DODGE CHRYSLER JEEP
 254-772-1000 SA: Michael.
 If a CDJ has diagnosed, what is the dealer name or code?
 Reassigned to 88f
 *****END OF RATIONALE FOR ESCALATION*****
 * * * * * CASE MANAGER TEAM * * * * *
 Customer second owner, 2 CDJR, 2 used, 2 current in household, OOW by 13,511 miles but still in by time.
 No SC.
 Agent attempted to contact dealer Service Manager Tim, however, SM not available. Left message for a return call at extension 66301.
 CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED] at 1:54 pm EST.
 Customer was not available.
 Left a message indicating another attempt would be made.
 Unable to reach customer by telephone, left message with text back number so customer can return text indicating their availability.
 Left message was gathering information from the dealership.

Writer contacted dealership spoke to SM Tim which states he will gather the information and call case manager back.

Writer contacted customer that was still working on the case and once I get the information I would do the follow up. Customer understood.

Writer contacted dealership spoke to SM Tim states customer is not loyal to the dealership. SM Tim states that if customer does his 30,000 mile maintain at his dealership he would assist customer.

Writer will authorize reimbursement in the amount of \$324.17 per repair is done within 30 days and at a CDJR dealership.

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 19990082. Advised customer the goodwill offer is dependent upon verification of all documents requested.

Attempt made to contact customer on 10/6/2010 at 6:16 pm EST.

Left message indicating reimbursement information.

Customer was provided with agent s name and Brand number.

Reassigned to 86Y.

Caller asking to verify mailing address for documentation. Writer informed dealer of address and readvised what documentation needs to be sent. Customer will be sending in documentation for verification.

POSTMARK DATE: 100710; DATE RECEIVED: 101210

Agent reviewed letter, documents, receipts and previous CAIR(s).

Agent updated the screen date, current mileage and servicing dealer.

Previous Agent Promise

Customer submitted documents for request for goodwill reimbursement for repair to the defective headlamps on their 2008 Dodge Grand Caravan, (on line 46-47 above) reimbursement in the amount of (\$324.17).

Customer s proof of payment is: Mastercard receipt

Date of repair: September 28, 2010

Labor \$189.90

Parts \$289.80

Tax \$25.48

Misc. Charges \$18.99

Total \$524.17

Writer is submitting check for approval in the amount of \$324.17.

Customer Assistance Inquiry Record (CAIR)#						19993046
VIN	2A8HR54P3	8R	Open Date	09/29/2010	Built Date	11/19/2007
Model Year	2008	Body	RTYP53	CHRYSLER TOWN & COUNTRY TOURING WAGON		
In Service Dt	12/31/2007	Mileage	28,144	Dealer Zone	35	WASHINGTON
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PBG	CLEARWATER BLUE PEARL COAT				
Engine	EGL	3.8L V6 OHV ENGINE				
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				
Dealer	68607	FRED FREDERICK CHRYSLER EASTON INC				
Dealer Address	8562 OCEAN GATEWAY					
Dealer City	EASTON	Dealer State	MD	Dealer Zip	21601	
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	CAMBRIDGE MD				Country	UNITED STATES

Product - Electrical - Unknown - Complete Failure - Default	
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****Begin structured narrative T2 - Beginning Narrative
 Briefly summarize why the customer is contacting Chrysler:
 Briefly summarize what the customer is expecting:
 ****End structured narrative T2 - Beginning Narrative
 Briefly summarize why the customer is contacting Chrysler:
 Customer calling in regards to the electrical system for her car.
 Briefly summarize what the customer is expecting:
 Customer would like chrysler to resolve her problem for her.
 Customer stating that all the electrical in her car is going out.
 Customer states that her head lights and blinkers and brake lights dont
 work. Customer is also stating that the radio, air and heating, and her
 power locks and windows are also not working. Writer informed customer
 that she would need to see the dealership for the repairs.

Customer Assistance Inquiry Record (CAIR)#						20000774
VIN	2A8HR54P2	8R	Open Date	10/01/2010	Built Date	08/10/2007
Model Year	2008	Body	RTYP53	CHRYSLER TOWN & COUNTRY TOURING WAGON		
In Service Dt	09/08/2007	Mileage	48,935	Dealer Zone	74	DENVER
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PW1	STONE WHITE CLEAR COAT				
Engine	EGL	3.8L V6 OHV ENGINE				
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				
Dealer	60062	LITHIA CHRYSLER DODGE OF MISSOULA				
Dealer Address	5001 GRIZZLY COURT					
Dealer City	MISSOULA	Dealer State	MT	Dealer Zip	59802	
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	MISSOULA MT				Country	UNITED STATES

Product - Electrical - Remote/Key Fob - Default - Default	alarm
Product - Air Conditioning / Heater - Auto Temp Control System - Inadequate Cooling - Default	
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	
Product - Electrical - Radio/Spkrs/Clock/Antenna - Intermittent or Inoperative - Default	
Product - Electrical - Reverse Camera - Intermittent or Inoperative - Default	
Product - Electrical - Wipers / Washers - Intermittent or Inoperative - Rear	
Recall - J29: RADIATOR CAP - Advise Owner/Incomplete Recall	
Recall - K04: A/C DISCHARGE HOSE - Advise Owner/Incomplete Recall	

****Begin structured narrative T2 - Beginning Narrative
Briefly summarize why the customer is contacting Chrysler:
Customer states that he has several electrical issues. Customer states that these happen radomly and not nessary all at the same time.
Customer states that the issues that he is having are:
headlights don t come on
radio will not come on
air conditioner will not power up
backup camera won t turn on
vehicle is not on and the back windshield wiper come on and customer can t get it to stop
vehicle alarm went off
Briefly summarize what the customer is expecting:
Customer is seeking assistance in having thies issues repaired.
****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 c
Preferred Afternoon/Evening call back number is c
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? Lithia
Reassigned to 88F
Advised the customer of non completed recalls #J29 and #K04 for this vehicle. Customer was advised to contact a Chrysler, Dodge, or Jeep dealer to schedule an appointment to complete recall repair.
***** CASE MANAGER TEAM *****
Original Owner, Owed 4, Currently Owns 2, No Service Contract

OOW by 10,000 miles and 1 month.

Agent attempted to contact dealer Service Manager Tod, however, SM not available. Left message for a return call at extension 66147

CONTACT UPDATE - 1st Contact attempt, phone number dialed,

[REDACTED] at 12:09 PM ET.

Customer was not available.

Left a message indicating another attempt would be made.

CONTACT UPDATE - Writer attempted to contact customer on [REDACTED] at 3:00 PM ET.

Customer stated that he feels that having all these electrical issues with his vehicle after purchasing his vehicle the customer stated that he feels that he purchased a lemon and that he has had electrical issues with his vehicle starting at 6 months after owning his vehicle. Customer stated that his wife does not feel safe in this vehicle and feels that spending the extra money to get an extended warranty for issues that he feels he did not cause is not going to fix the problem.

Customer was advised that due to the nature of their request a call back is required and will take place within one business day.

Preferred Morning/Midday call back number is [REDACTED]

Preferred Afternoon/Evening call back number is [REDACTED]

Who has possession of the vehicle? Owner

Is this a request for Lemon Law, buy-back or replacement? replacement

Reassigned to 88L

Customer stated that they had more problems with the vehicle and the vehicle is at the dealer for a module that has already been replaced.

Customer stated that they do not want the vehicle anymore. Writer advised the customer to wait for the CM to contact them.

***** QUALIFIER TEAM *****

CONTACT UPDATE - 1st Contact attempt, phone number dialed,

[REDACTED].

***** ATTENTION SERVICE DIRECTOR/MANAGER *****

This customer has contacted Customer Care seeking lemon law buyback/replacement. Preliminary research has determined this vehicle doesn't appear to qualify for lemon law/Buyback/Replacement and the customer has been informed of such. They have also been told that we are interested in repairing the vehicle if a repair is required.

Please use all available resources as required (Area Manager, Business Center or STAR) to bring this to a resolution.

RESEARCH RESULTS:

Explain why this vehicle either appears to qualify or not: vehicle does not appear to qualify per terms of protection.

Number of related repair attempts = 0

Number of days out of service = 0

Customer was called and left VM.

Vehicle owner requesting DH672. Writer transferred to case management team.

Customer returning call from case manager. Writer informed customer that case manager will have to call back. Customer understood.

Customer called to speak with CM, writer transferred to extension 66163.

2nd attempt made to contact customer [REDACTED]. Writer informed that the customer did not appear to qualify. Customer needs case to be sent to dealer as an unresolved concern.

Writer called the dealership informed SM of information above.

DIRECT-TO-DEALER

ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER

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

The unresolved concern is electrical issues.

Agent called dealer and spoke to SM, informed that CAIR was being sent. Please update this CAIR with resolution.

#####

REASSIGNED TO BC/DLR 74 60062 10/12/10 11:26 O 20000774

Customer requested to speak with case manager in regards to case and update, writer advised customer case manager would be made aware.

*Contact Date:10/14/2010

Dealer goodwill repair is documented on Repair Order#219507

Request was reviewed with DM.

CONTACT UPDATE - 1st Contact attempt, phone number dialed,
[REDACTED] at 8:09.
Customer was not available.
Left a message indicating another attempt would be made.
Per dealer documentation repair is complete. Writer closing.
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)#						20082936	
VIN	1D4GP24R8	4B	Open Date	10/26/2010	Built Date	09/09/2003	
Model Year	2004	Body	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON			
In Service Dt	09/19/2003	Mileage	53,402	Dealer Zone	63	DALLAS	
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH		Market	U	US	
Dealer	44851	DRIVEWAY DODGE CHRYSLER JEEP					
Dealer Address	8434 GATEWAY BLVD E						
Dealer City	EL PASO			Dealer State	TX	Dealer Zip	79907
Owner						Contact Type	TELEPHONE
Address						Home Phone	
	EL PASO TX					Country	UNITED STATES

Product - Electrical - Lamps and Switches - Complete Failure - Default	headlights
Corporate - Excessive Contacts - Default - Default - Default	

****Begin structured narrative T2 - Beginning Narrative

Briefly summarize why the customer is contacting Chrysler:
 Customers headlights both just went out but when customer checked the blinker and break lights all worked just fine and the headlights werent burnt out. When the customer looked for a fuse he couldnt find one.

Briefly summarize what the customer is expecting:
 The customer would like help getting this problem fixed.

****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?44851

Reassigned to 88F

***** CASE MANAGER TEAM *****

Writer reviewed customer loyalty: Customer is 2nd owner of the vehicle, only vehicle owned, only vehicle in household. Customer is 17264 miles and 4 years 1 month out of original warranty. Customer is out of powertrain warranty by 1 month and still covered by mileage. There are no Chrysler service contracts attached to the vehicle. According to Dealer Connect there are no TSB s or Recalls listed indicating this to be an issue.

CONTACT UPDATE - 1st Contact attempt, phone number dialed at 3:30 pm EST.

Customer was not available.

Left a message indicating another attempt would be made 10/28/10.

Next Agent Please inform customer of the following information:

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

warranty assistance in the form of the repair of the headlights.
Based on the information at hand, agent is considering the following:
Unknown without a diagnosis.

Customer calls requesting to speak with LD339

Customer was advised that CM LD339 is unavailable to take his call at this time. Customer did not want to leave voice message. Writer did advise customer of line 29 threw 38. Customer states he will be taking the vehicle to VIVA Dodge #44851 10/28/10 and will give CAIR# to the SM. 9152744977

MR [REDACTED] requesting to speak with their LD339. Diagnosis has been completed. Transferred to CM.

Customer Martin Castillo calling to speak with case manager DD550. Customer states the front control module needs to be replaced. Customer states he would like a call back as soon as possible.

Writer informed the customer the case manager will be calling the SM at the dealership to confirm diagnosis and then will contact the customer at [REDACTED].

Service Advisor (SA) Jessie stated the customers problem is the front control module which they had ordered and will arrive Friday 11/05/10. Warranty cost are as follows:

Parts \$195.00

Labor \$174.00

Total \$374.00

Writer left message for the customer to call regarding the co-pay he will need to pay the dealer. Writer is considering a \$100.00 co-pay.

Customer calls requesting to speak with Denise

Customer/Caller warm transferred to extension # 66089

REASSIGNED TO BC/DLR 63 44851 11/04/10 17:23 O 20082936

Mr. [REDACTED] called to let writer know his vehicle is finished and the dealership called to inform him he can pick it up. Mr. [REDACTED] is very happy with all of the help he has received from Chrysler and the dealer. Customer stated that he wanted to speak with his case manager about this situation. Writer attempted to contact the CM at extension 66089, however, CM was not available. Writer advised the customer that a note will be delivered to the CM for the CM to contact the customer back as soon as possible. Customer stated that he is being charged by the dealership for this repair instead of the \$100.00 co-pay that was agreed. Customer stated that he would like the CM to contact the dealership to find out more information as to what is going on and would like a call back with a resolution.

SA Jessie called from dealership. Writer advised Jessie the CM was unavailable at this time. Writer advised Jessie it went to the CM voice mail. Writer advised Jessie the CM will call them back as soon as they can.

SA Jessie called from dealership. Writer transferred customer to CM ext to leave voice mail.

Customer states that work is done. Writer advised customer that CM will contact dealer and will follow up with him after. Customer understood.

Writer called Jessie to confirm that Chrysler is covering the repairs for the customer and he will pay a \$100.00 co-pay. Jessie stated his Service Manager is out of the office and he can not see the D2D. All information has been confirmed and the customer can pick up his vehicle today.

Writer call Mr. [REDACTED] and apologized for the mix up and explain the problem. Writer informed customer Jessie knows of the co-pay and will go pick up his vehicle.

REASSIGNED TO BC/DLR 63 44851 11/09/10 11:32 R 20082936

*Contact Date:11/09/2010

DCX goodwill repair is documented on Repair Order#154283

CAIR RETURNED FROM DEALER ON 11/09/2010 AT 11:35:747 R 20082936

Jesse calls from the dealer stating his is unable to submit this claim and does not see a cair in the system. Writer saw that case has not been reassigned, so writer reassigned the case, SA Jesse states the claim went through and thanked writer for assistance.

Customer Assistance Inquiry Record (CAIR)#						20092688
VIN	2D8HN54P4	8R	Open Date	10/28/2010	Built Date	09/10/2007
Model Year	2008	Body	RTKP53	DODGE GRAND CARAVAN SXT WAGON		
In Service Dt	09/10/2007	Mileage	36,105	Dealer Zone	32	NEW YORK
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PKG	LIGHT SANDSTONE MET. CLEAR COAT				
Engine	EGL	3.8L V6 OHV ENGINE				
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				
Dealer	44796	CENTRAL DODGE OF RAYNHAM				
Dealer Address	191 NEW STATE HIGHWAY					
Dealer City	RAYNHAM	Dealer State	MA	Dealer Zip	02767	
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	DALLASTOWN PA				Country	UNITED STATES

Product - Electrical - Lamps and Switches - Other - Default	headlights
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Customer is experiencing problems with the headlights and wanted to know if there was a recall. The agent advised that there was a recall for the power sliding door but not the headlights. The customer states she is at 36100 miles. The agent advised that the dealership may be willing to make an exception for the 100 miles over warranty, but if not the agent advised calling this number and seeking goodwill assistance.

Customer Assistance Inquiry Record (CAIR)#						20094161
VIN	2D8HN54P8	8R	Open Date	10/29/2010	Built Date	08/03/2007
Model Year	2008	Body	RTKP53 DODGE GRAND CARAVAN SXT WAGON			
In Service Dt	05/21/2008	Mileage	41,000	Dealer Zone	74	DENVER
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT				
Engine	EGL	3.8L V6 OHV ENGINE				
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				
Dealer	67063	LOCKWOOD MOTORS INC				
Dealer Address	1310 EAST COLLEGE DRIVE					
Dealer City	MARSHALL	Dealer State	MN	Dealer Zip	56258	
Owner		Contact Type	TELEPHONE			
Address		Home Phone				
	TRACY MN	Country	UNITED STATES			
Recall - K14: POWER SLIDING DOOR - Advise Owner/Incomplete Recall						
Referral - Chrysler Credit - Default - Default - Default						

Customer called in and reported that he needs to end the lease, he need to get rid of the vehicle because it is giving him a lot of problems, the headlights keep turning off, 4 times in this week alone, power window not working, the AC stops working. Customer reported that the lease was supposed to end 09/01/2011, and he needs to end the lease so he can end the problems with this vehicle. Customer was provided with: Chrysler Financial Services Phone: (800) 556-8172 for further assistance

Customer Assistance Inquiry Record (CAIR)#						20095884
VIN	2A8HR44H1	8R	Open Date	10/29/2010	Built Date	10/18/2007
Model Year	2008	Body	RTYH53	CHRYSLER TOWN & COUNTRY LX WAGON		
In Service Dt	10/19/2007	Mileage	56,260	Dealer Zone	71	LOS ANGELES
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PRH	INFERNO RED CRYSTAL PEARL COAT				
Engine	EGV	3.3L V6 OHV ENGINE				
Transmission	DFF	4-SPEED AUTOMATIC VLP 41TE TRANS				
Dealer	67342	HANIGAN CHRYSLER JEEP DODGE, INC.				
Dealer Address	180 EAST LANE					
Dealer City	ONTARIO	Dealer State	OR	Dealer Zip	97914	
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	ONTARIO OR				Country	UNITED STATES

Corporate - Excessive Contacts - Default - Default - Default	(7)
Corporate - Dealer Information - Default - Default - Default	Corrected servicing dealer to 67342 - DSAP1.
Product - Electrical - Horn - Other - Default	NARRATIVE indicates horn sounds by itself.
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	NARRATIVE indicates that headlights will go out while driving.
Product - Drivability - Unknown - No Start - Default	NARRATIVE indicates vehicle will not start at times.
Product - Electrical - Wipers / Washers - Other - Unknown	NARRATIVE indicates wipers will go on by themselves.
Recall - J29: RADIATOR CAP - Advise Owner/Incomplete Recall	Radiator Cap.
Corporate - CNA Change - Default - Default - Default	Updated phone numbers in COIN and AW.
Corporate - Complaint Contact - Default - Default - Default	

Customer called in upset that her van is not working properly. Customer has had the van in the dealership 3x and they still can't figure it out. Customer is 71 yrs old and thought this van would last her the rest of her life. Last time it was in the shop for 2 weeks. Customer will be driving and the horn will start going off, the wiper blades start going and water fluid shooting out. Customer has had to be escorted home 2x by the highway patrol because while she is driving her headlights will all of a sudden go out. Sometimes her van won't even start. Customer said she has had problems in the first 10 days she bought it. Customer has owned 3 Dodge and this Chrysler van. Customer would like someone to look into this since the dealership can't fix it and obviously there's a problem. The best number to reach customer at is [REDACTED]. Agent stated that all customer's issues will be documented and told customer of open recall. Customer said that if she has to she will call her attorney. Agent will re-assign.

***** CASE MANAGER TEAM *****

CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED] at 2:18 PM EST

Customer was not available.

Left a message indicating another attempt would be made.

Unable to reach customer by telephone, left message with text back number so customer can return text indicating their availability.

NEXT AGENT ----- If the customer calls back can you ask her the following, and also can you ask the customer what her expectations are,

thanks.

Who has possession of the vehicle? (Owner/Dealer/IRF)

Has the vehicle been diagnosed by a CDJ dealer? (Yes/No)

If a CDJ dealer has diagnosed, what is the dealer name or code?

customer called in and states someone called them so I transferred to 800-763-8422

Vehicle is at Hanagon in Onterio OR., vehicle has been at the dealership for 3 weeks.

Customer called in to speak with the case manager.

Who has possession of the vehicle? Dealer

If a CDJ dealer has diagnosed, what is the dealer name or code?67342

Vehicle has not been diagnosed.

Writer transferred the caller to the CMs VM.

Customer called in requesting to speak to her Case Manager. Writer transferred

Ms. [REDACTED] calling flr LD357 and that attempted transfer went to

VM. Preferred is [REDACTED]. Corrected servicing dealer information

to 67342 - DSAP1. Call-back note completed and delivered to floor

support for distribution to Case Manager.

Updated phone numbers in COIN and AW.

Dealer Contact - Writer spoke with Service Manager John, SM states that the vehicle has been at the dealer for the week and its a intermittent electrical issues. TIPM needs to be replaced, Service Manager will call back with warranty pricing information.

Agent attempted to contact dealer Service Manager John, however,

SM not available. Left message for a return call at extension 66021

Agent attempted to contact dealer Service Manager John, however, SM not

available. Left message for a return call at extension 66021

Attempt made to contact customer on 11-16 at 5:35 PM EST

Customer states that the dealer repaired her vehicle with a \$100 co-pay.

Customer states that she was happy with the repairs and that she was out

of the vehicle for nearly 1 month. Writer offered customer a 2 year 8

oil change service contract due to the customers inconvenience.

CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)#						20104156	
VIN	2A8HR54P8	8R	Open Date	11/02/2010	Built Date	06/16/2008	
Model Year	2008	Body	RTYP53	CHRYSLER TOWN & COUNTRY TOURING WAGON			
In Service Dt	09/23/2008	Mileage	27,000	Dealer Zone	42	DETROIT	
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US		
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	EGL	3.8L V6 OHV ENGINE					
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION					
Dealer	26334	SOUTHFIELD CHRYSLER PLYMOUTH JEEP			EAGLE		
Dealer Address	28100 TELEGRAPH ROAD						
Dealer City	SOUTHFIELD			Dealer State	MI	Dealer Zip	48034
Owner					Contact Type	LETTER	
Address					Home Phone		
	SOUTHFIELD MI				Country	UNITED STATES	
Product - Brakes - Pads/Shoes - Other - Front							

Briefly summarize why the customer is contacting Chrysler: Caller is very upset that she feels that the dealership requested the caller to pay \$100 deductible for repairs to the front brakes that should have been repaired properly the first time.

Briefly summarize what the customer is expecting: Caller is requesting for Chrysler to waive the \$100 deductible for the repairs on the brakes. 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 a Case Manager.

Contact information:

Preferred Morning/Midday call back number is

Preferred Afternoon/Evening call back number is

Who has possession of the vehicle? Dealership

Has the vehicle been diagnosed by a CDJ dealer? Yes

If a CDJ dealer has diagnosed, what is the dealer name or code? 26334

Reassigned to 88F

***** CASE MANAGER TEAM *****

CONTACT UPDATE - 1st Contact attempt, phone number dialed, at 7:27 AM. Called customer. Customer stated that the dealership told her that the brakes were going to be replaced and she would have a lifetime guarantee. Customer stated that the last time the vehicle was taken in for the front brakes they resurfaced the rotors. Customer stated that she already paid the \$100 to replace the front brake pads and rotors. Customer stated that she started taking the vehicle in 12K miles ago for the brake issues. Customer stated Tom at dealer code 26334 was her advisor.

CONTACT UPDATE - Contact attempt, phone number dialed, at 12:17 PM. Called dealership and spoke to SA Tom. SA stated that on 1/8/10 at 16K they goodwill front brakes with a \$50 co-pay. On 5/18/10 at 20K the dealership covered the rear pads under warranty. SA stated the rears were redone for no charge and the customer was charged \$100 to have the front pads and rotors replaced under the X25 extended warranty.

CONTACT UPDATE - Contact attempt, phone number dialed, at 12:26 PM. Called customer. Customer stated she wants it

documented that since she has picked up her vehicle she noticed that the headlights have gone out and the dealership also pointed out that she has a crack in the front of her vehicle on the bumper.

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.

**** Agent will reimburse \$100.00 for front brake repairs only****

CONTACT UPDATE - 1st Contact attempt, phone number dialed, () at (12:30pm). Customer was not available. Left message with writer s name, phone number as well as extension. If customer does not contact writer another attempt will be made.

**** TIER 2 AGENT ***.

CONTACT UPDATE - 2nd Contact attempt, phone number dialed, () at (1:20pm). Customer was not available. Left message with writer s name, phone number as well as extension. If customer does not contact writer another attempt will be made.

Writer also left the address and fax number with the CAIR# in case the customer needs it again.

CONTACT UPDATE - 3rd Contact attempt, phone number dialed, () at (12:35pm). Customer was not available. Left message with writer s name, phone number as well as extension. When customer contacts writer will advise that CAIR has been closed until reimbursement documentation is attached. Writer left the address and fax # with CAIR# for reference if needed by the customer again.

Customer faxed in paid receipt per decision writer reimbursed \$100 check sent on 12/28/10.

POSTMARK DATE: 122710; DATE RECEIVED: 011111

Customer Assistance Inquiry Record (CAIR)#**20111663**

VIN	2D8HN54P2	8R	Open Date	11/04/2010	Built Date	11/26/2007
Model Year	2008	Body	RTKP53	DODGE GRAND CARAVAN SXT WAGON		
In Service Dt	03/10/2008	Mileage	23,311	Dealer Zone	74	DENVER
Plant	R	WINDSOR ASSEMBLY PLANT		Market	U	US
Color	PBD	MARATHON BLUE PEARL COAT				
Engine	EGL	3.8L V6 OHV ENGINE				
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				

Owner		Contact Type	TELEPHONE
Address		Home Phone	
	ATKINSON NE	Country	UNITED STATES

Corporate - Reimbursement - Default - Default - Default	Headlight reimbursement
Corporate - Excessive Contacts - Default - Default - Default	
Product - Electrical - Lamps and Switches - Defective - Default	
Recall - K14: POWER SLIDING DOOR - Advise Owner/Incomplete Recall	

Briefly summarize why the customer is contacting Chrysler:

Customer states that headlights are dim. Customer states she has hit the curb causing damage to the front end because of lights being so dim.

Customer states that she took vehicle to a second dealership called Corn Husker Auto. Customer states that she spoke with Kurt at the current dealership and she is not sure if he is the service manager.

Briefly summarize what the customer is expecting:

Customer is seeking that Chrysler replace the dim lights with High intensity bulbs.

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

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? 44960 Reassigned to 88F

***** CASE MANAGER TEAM *****

Original Owner.

ISD: 03/10/08

1 CJD Vehicle, current owner.

No Service Contract on file.

DEALER CONTACT - 44960 (JOHNNY DCJ) at 9:59 AM EST.

Writer spoke with SA (Kurt) who advised he could not find anything wrong with the headlights. SA advised he did some research and found some Dodge pick up s with a problem, but not on the Grand Caravan s. SA advised he has checked with his parts department and they have ordered 'Ultra white' bulbs made by (Sylvania). SA advised he will put the bulbs in for the customer at cost.

CONTACT UPDATE - 1st Contact attempt, phone number dialed, at 11:28 PM EST.

Writer spoke with customer who reiterated her concern. Customer states she would like Chrysler to cover the cost of the new high intensity bulbs, because she believes that this is a known issue with the headlights being too dim. Customer states she has ran over two racoons and a curb.

DEALER CONTACT - at 11:38 AM EST.

Writer spoke with SA (Kurt) who advised the bulbs should be around \$19.20 a piece, however they are on special order, so the price may vary a little bit if there is an extra handling cost.

CONTACT UPDATE - 1st Contact attempt, phone number dialed,

██████████ at 11:44 AM EST

Writer spoke with customer and advised her that Chrysler will reimburse her for the cost of the new bulbs for her vehicle. Writer informed customer to schedule an appointment with the dealership to take care of her recall, and the bulbs at the same time, and then contact writer back once the repairs are completed, to get reimbursement information.

***** CASE MANAGER TEAM *****

CONTACT UPDATE - 1st Contact attempt, phone number dialed,

██████████ at 12:18 pm EST

Customer was not available.

Left a message indicating another attempt would be made on Monday the 21st.

2nd attempt made to contact customer on 11/29/10 at 5:12 PM EST.

Writer spoke with customer and advised her writer will reimburse her for the full cost of the bulbs for her vehicle.

Advised customer to submit original repair order & proof of payment to:

Chrysler Customer Assistance Center

PO Box 21-8004

Auburn Hills, MI 48321

Advised customer to make a copy of these documents for their records.

Asked the customer to include a brief letter of explanation & request, including their name, address, phone number, VIN, & reference number (CAIR). Advised customer the goodwill offer is dependent upon verification of all documents requested.

Customer requested to speak with CM. Agent transferred customer General CM line 1-800-763-8422.

Customer calling in to speak with case manager. Transferred through for further assistance.

Customer stating bulbs that dealer ordered do not fit. Customer states she would like to speak with MD1046. Writer transferred the call to extension 66319.

Customer stated that they are having issues with the head lights and they don't have the bulb that fits the vehicle.

Customer requested to speak with MD1046.

Writer warm transferred the customer to the agent.

Writer spoke with customer who states the bulbs that the dealership ordered don't work in her vehicle, and that there are no high intensity bulbs that will work in her vehicle. Customer states that she has relatives that own other Dodge model vehicles and their lights are fine, but the customer states that there is very little difference between her regular beam and high beam lights on the vehicle. Customer states she is going to slap Chrysler with a law suit for the cost of the repairs to her vehicle from hitting raccoons. Writer informed customer I will look into this issue further for the customer to see if we can come up with a solution to this problem.

DEALER CONTACT- at 10:17 PM EST.

Writer spoke with SW (Kurt) who states he got the High Intensity bulbs in and they don't work on the customer's vehicle. SW states he has contacted NAPA and other after market vendors and they don't make any after market high intensity bulbs for this customer's vehicle. Writer asked SW if there are any factory bulbs available we can switch her vehicle out with so Chrysler can make sure that her vehicle is working as designed with new bulbs. SW stated he will do this, writer will need to run this by the customer and will be getting back in touch with the dealer.

CONTACT UPDATE - 1st Contact attempt, phone number dialed,

██████████ at 10:36 AM EST.

Customer was not available.

Left a message indicating Chrysler will replace the bulbs with some new factory bulbs, but at this time there are not any other bulbs for the vehicle factory/ or after market that are high intensity.

Customer calls requesting to speak with MD1046. The Customer/Caller would like a call back as soon as possible at phone. Another number the Customer can be reached at is ██████████.

Writer informed the Customer/Caller that the CM is unavailable

Customer is requesting to speak with their Case Manager as she is returning CM's call. Call-back note completed and delivered to floor support for distribution to Case Manager. Writer tried CM's extension;

to return her call. Customer states CM needs to try her home number first and then her cell. Customer states her home number is, [REDACTED], and her cell is, [REDACTED].

Customer calls requesting case manager. Writer transferred the call to the CM.

Customer calls requesting to speak with MD1046

Customer/Caller transferred to extension # 66319

2nd attempt made to contact customer on 12/03/10 at 5:32 PM EST.

Writer spoke with customer who stated she is not happy that Chrysler will not help her out. Customer states that she feels that it is sad that Dodge is willing to lose a customer over head lights. Customer stated that she feels that there should be a recall for the headlights and that the manufacturer should be made aware of this. Writer informed customer that all of this will be documented, and will be available for Chrysler to look at to determine the need to review the manufacturing process for the headlights. Due to the inconvenience, Chrysler will offer customer a 1 year 4 Essential Care service contract.

CLOSED LOOP UPDATE - no need for additional follow-up.

Writer has filled out and completed a (Service Contract Request) form and has submitted it to reimbursement.

The customer states that she talked to another dealership and they stated that the dealer told her there would be an aftermarket wiring part that would fix her problem. The customer requested to speak to MD1046. Writer transferred the customer.

CAIR 20215212 was opened and assigned to LD339. The issue is the same as the customer has been experiencing in this CAIR. Per Chrysler guidelines writer is reopening and reassigning this CAIR to MD1046.

DEALER CONTACT - Woodhouse CJD (68280) Phone:402-426-4126 at 1:06 PM EST.

Writer spoke with (Tyler Bower) with Chevy store. This dealership sales CJD and Chevy products. Tyler states that customer came to him wanting to purchase another Chevy product and trade in the Van. SA Tyler states that his dealership works with a company that can change out the the transistors / transformers for the vehicle so it will run a brighter bulb. SA states that they do this all the time for farmers, and other people out in the country all the time. SA advised that the total cost for both bulbs and transistors will be \$349.00. Writer spoke with MC1118 and stated that customer should have a co-pay of \$50.00 towards the cost for the new bulbs. SA stated he will call writer back with information to see about accepting a PA for this.

Dealership calling requesting to be transferred to ext# 66319.

Call back from SA (Tyler) who stated that the customer will need to drive 2 hours each way to get her vehicle repaired. SA stated that their dealership will set customer up with a rental vehicle, if Chrysler will reimburse at 100%. (\$373.43) Writer agreed to this, and thanked SA for taking care of the customer on their end. SA stated he will contact the customer and schedule with her a time to bring the vehicle to them.

Writer will contact customer and advise her of the reimbursement process.

CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED] at 1:34 PM EST.

Writer spoke with customer and advised her of this decision. Writer had previously provided customer with mail in reimbursement address from when writer had agreed to reimburse her the first time. Customer states she does not know how to use a scanner, so unless her son comes into town soon, she will just mail the documents. Writer advised customer that if she needs further assistance to call back and we will assist her through the reimbursement process.

*****TIER 2 AGENT*****

Customer was contacted on 12/09/2010 and was advised to send in documentation for reimbursement. If documentation is not received by 12/16/2010 writer will follow up with customer.

***** Below Customer Contacted for Documentation Request *****

[REDACTED] on 2010-12-16 @ 08:57

Customer called and requested the email address for her CM to send in documentation for consideration for reimbursement. Writer sent link so documents could be submitted.

***** Customer Document Received *****

TIER 2

verify the proof of payment. Spoke with Mike who took down some information and stated he would have to look into this a bit further and will call us back. Agent provided contact information Mike Carlson from Woodhouse Auto called in and verified payment cheque number 3286 in the amount of \$373.43.

Previous Agent Promise

Customer submitted documents for request for reimbursement for repair to the (headlights) on their vehicle, (on lines 152-153 in CAIR 20111663) reimbursement in the amount of (\$373.43).

Customer s proof of payment is: Check (verified by IRF)

Date of repair: 12/09/2010

Labor \$0

Parts \$0

Tax \$24.43

Misc. Charges \$349.00

Total \$373.43

Writer is submitting check for approval in the amount of \$373.43 as per the previous agent promise

TIER 2

CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED] at 4:22pm EST

Customer answered. Agent advised we are submitting a reimbursement for \$373.43, provided mailing time and verified the mailing address

Approved!

Customer Assistance Inquiry Record (CAIR)#						20123241
VIN	2D8HN44H9	8R	Open Date	11/08/2010	Built Date	09/24/2007
Model Year	2008	Body	RTKH53	DODGE GRAND CARAVAN SE WAGON		
In Service Dt	07/12/2008	Mileage	51,612	Dealer Zone	66	ORLANDO
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT				
Engine	EGV	3.3L V6 OHV ENGINE				
Transmission	DFF	4-SPEED AUTOMATIC VLP 41TE TRANS				
Dealer	26355	EMPIRE CHRYSLER DODGE JEEP				
Dealer Address	2000 US 421 B					
Dealer City	WILKESBORO	Dealer State	NC	Dealer Zip	28697	
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	FERGUSON NC				Country	UNITED STATES

Product - Air Conditioning / Heater - Blower Motor - Inoperative - Default	Blower motor inquiry
Product - Electrical - Radio/Spkrs/Clock/Antenna - Intermittent or Inoperative - Default	

Briefly summarize why the customer is contacting Chrysler: Because she has intermittent problems with the radio and the clock and the blower motor and has been to the dealer 26355 on 11-08-2010 and has been told that they can not find the problem and they can not duplicate it, therefore they can not fix it.

Briefly summarize what the customer is expecting: Asking Chrysler to escalate the case as an unresolved issue for further review.

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 xxx-xxx-xxxx

Who has possession of the vehicle? Owner

Has the vehicle been diagnosed by a CDJ dealer? Yes (But not resolved)

If a CDJ dealer has diagnosed, what is the dealer name or code? 26355

Reassigned to 88I

***** CASE MANAGER TEAM *****

Writer contacted Service Manager (SM) Debbie informing her of customer's concern. SM Debbie stated they have been unable to duplicate concerns customer described. SM Debbie stated the customer is welcome to take vehicle to any authorized CDRJ dealer they choose.

CONTACT UPDATE - 1st Contact attempt, phone number dialed, at 9:55 AM MT.

Customer states she knows issue is very intermittent. Customer states the headlights go out and one time all the electrical went out. Customer states the headlights have gone off 4 times on her at night.

Customer states she wanted make sure her complaint has been documented.

Writer informed customer if the issue can be diagnosed by an authorized CDRJ dealer to call back and Dodge would like to see about assisting with the repair.

CLOSED LOOP UPDATE - no need for additional follow-up.

For owner retention, Area mgr has authorized a replacement offer. cag7

Customer Assistance Inquiry Record (CAIR)#	20133079
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VIN	2D8HN54P0	8R [REDACTED]	Open Date	11/10/2010	Built Date	08/14/2007
Model Year	2008	Body	RTKP53	DODGE GRAND CARAVAN SXT WAGON		
In Service Dt	06/11/2008	Mileage	48,000	Dealer Zone	66	ORLANDO
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PW1	STONE WHITE CLEAR COAT				
Engine	EGL	3.8L V6 OHV ENGINE				
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				
Dealer	42346	BOB WILLIAMS D-C-P-J				
Dealer Address	2500 NEW CALHOUN RD N E					
Dealer City	ROME	Dealer State	GA	Dealer Zip	30161	
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	
	TAYLORSVILLE GA [REDACTED]				Country	UNITED STATES

Product - Electrical - Unknown - Intermittent or Inoperative - Default	The headlights flash,, horn blows, signals go on and off.
Recall - K14: POWER SLIDING DOOR - Advise Owner/Incomplete Recall	Writer advised customer of the open recall K14 on the vehicle.
Dealer - Service/Body Shop - Transaction - Satisfactory Repairs - Default	

****Begin structured narrative T2 - Beginning Narrative
Briefly summarize why the customer is contacting Chrysler:
The customer is calling seeking to see what Chrysler can do for assistance out of the warranty period with the repair. The vehicle has yet to be diagnosed.
Briefly summarize what the customer is expecting:
The customer is seeking any assistance with the cost of the repair of the vehicle. The customer doesn't know what part it is due to lack of diagnosis.
****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 anytime call back number is [REDACTED]
Preferred anytime call back number is [REDACTED]
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? 42346
Reassigned to 88F
***** CASE MANAGER TEAM *****
Customer original owner, 1 CDJR, 1 new, 1 current in household, OOW by 12,000 miles but still in by time.
Expired Alter transportation SC.
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED] at 10:32 am EST.
Writer advised customer that before any goodwill would be considered would need a full diagnosis on the vehicle. Customer understand and will be taken the vehicle in.
Customer calls seeking recall information. Advised the customer of incomplete recall #K14 for this vehicle. Customer was advised to contact a Chrysler, Dodge, or Jeep dealer to schedule an appointment

to complete recall repair.

Attempt made to contact customer on 11/17/2010 at 11:21 am EST.

Left message indicating another attempt will be made.

Customer was provided with agent s name and Brand number.

Unable to reach customer by telephone, left message with text back number so customer can return text indicating their availability.

Left message wanted to know if the vehicle has been in for a diagnosis yet.

Writer contacted customer. Customer states the repair has been repair and the first time they charge him a \$25.00 co-pay and then it did it again so he had taken back in and they fixed it again. Customer states that everything is OK now. Customer states the dealership has been great. Writer advised customer would be closing the case today but will document the dealership has been great.

CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)#	20160201
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VIN	1D8HN54P9 8B [REDACTED]	Open Date	11/18/2010	Built Date	09/26/2007
Model Year	2008	Body	RTKP53	DODGE GRAND CARAVAN SXT WAGON	
In Service Dt	12/27/2007	Mileage	50,000	Dealer Zone	35 WASHINGTON
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT			
Engine	EGL	3.8L V6 OHV ENGINE			
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION			

Owner	[REDACTED]	Contact Type	TELEPHONE
Address	[REDACTED]	Home Phone	[REDACTED]
	BELLE HAVEN VA [REDACTED]	Country	UNITED STATES

Product - Electrical - Unknown - Other - Default	Full car electrical issues
Corporate - Reimbursement - Default - Default - Default	cover the cost of the repair

Spoke with Stephanie
 Caller stated that last Saturday, her vehicle started acting up. Caller stated that she was sitting in the vehicle and all of a sudden the horn started beeping, the windshield wipers went on. Suddenly it stopped and then the wipers went on full blast and then turned off five minutes later. Later, the windshield washer fluid started spraying until it completely ran out of fluid. While driving down the highway, the headlights turned off without warning and the horn started beeping. Caller was very concerned with this issue and went to her dealer. While she was there, caller went in to have a recall repaired, and the dealer thought this issue may have been linked to the door recall; however, this did not resolve the issue. The dealer believes it may be that modules need to be updated in her electronic system. Caller is very unsatisfied with the service at the dealership and is very concerned with the safety of her vehicle. Caller is requesting goodwill assistance to cover the cost of the repair after it is diagnosed, and is seeking assistance getting the vehicle repaired. Caller can be contacted any time during the day [REDACTED].

***** CASE MANAGER TEAM *****

Original Owner
 Only CJDR Vehicle
 OOW by 14,000 miles
 No CSC

TP344 IS NOT THE CASE MANAGER

Writer spoke with SM, Jeff who states the customer was in on the 16th. Customer came in for the washers spraying even when the vehicle was off. They performed two recalls on the vehicle as well. Jeff was advised of lines 3-8. Jeff states that when the vehicle was in it was operating fine. So they updated the modules. Jeff states the customer lives far away and it's about an hour and a half drive from her home to his dealership. In addition, there is a \$20.00 fee she has to pay to cross a bridge as well. Jeff suggests seeing if there is a closer dealer that is cheaper for her to go too. Jeff would love to help but is worried he is too far.

CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED] at 3:15

Customer was not available.

Left a message indicating another attempt would be made.

Unable to reach customer by telephone, left message with text back number so customer can return text indicating their availability.

Customer called for the CM. Writer tried CM's ext and got voice mail.

Writer transferred customer to voice mail at customer's request.

Mrs. [REDACTED] called in requesting to speak with KL330. Writer informed customer that KL330 is currently unavailable but will be made aware of her phone call.

2nd attempt made to contact customer on 11/2/10 at 5:42am.

Customer states that the headlights will intermittently turn themselves off while driving and will go on and off along with the windshield wipers turning on and off intermittently on their own. Customer states that she has been to Hall dealer # 26769 for diagnosis which is about 1 and hours from her residence and was not able to get a diagnosis in a 6 hour period. Customer states that she would rather not go back to Hall dealer # 26769. Customer would rather take the vehicle to Southern dealer # 45497.

Customer is seeking good will assistance on the cost of the repairs.

Customer states that there was some indication that the issue could have been caused due to a recall on the power sliding door on other similar vehicles.

Customer is frustrated with the situation and would like to have a supervisor research her issue further and provide her with a diagnosis at no cost on her intermittent issue until it is diagnosed.

Customer would like to have a return call by a supervisor after 2pm est.

Writer informed customer that a supervisor would call her back after 2pm est 11/23/10.

***** SUPERVISOR *****

Writer called the customer and left message.

Customer will be responsible for any and all costs until Chrysler can verify issue is recall or defect.

If defect, Chrysler may look into assistance. No guarantees will be made at this time.

3rd attempt made to contact customer on 11/24/10 at 3:23pm.

Left detailed message for a return call if required.

Unable to reach customer by telephone, left message with text back number so customer can return text indicating their availability.

4th attempt made to contact customer on 11/26/10 at 2:14pm.

Left detailed message for a return call if required.

Unable to reach customer by telephone, left message with text back number so customer can return text indicating their availability.

Caller requested to speak with supervisor ZB37, call was transferred to the case management office for further assistance.

5th attempt made to contact customer on 11/29/10 at 2:13pm.

Customer states that she wants someone to approve a repair to be completed before a diagnosis or duplication takes place. Customer states that she wants a guarantee that if she pays for a repair that it will definitely repair the issue rather than hopefully a repair will resolve the issue. Customer still wants Supervisor ZB37 to call her back regarding her issue.

Writer informed customer that ZB37 will give her a call back as soon as he is available and definitely by the COB 11/29/10.

Customer called in seeking their case manager. Customer was transferred over to our case manager line.

Stephanie is the caller. Customer is calling back on her case. Customer says she does not want to talk to the case manager. Customer wants to talk to the supervisor she talked to before. Writer noted the supervisor who called the customer.

Customer calls requesting to speak with Zack

Customer/Caller transferred to extension # 66017

Writer called the customer and left message.

Customer Assistance Inquiry Record (CAIR)#						20169266	
VIN	2D8HN44HX	8R	Open Date	11/22/2010	Built Date	09/05/2007	
Model Year	2008	Body	RTKH53	DODGE GRAND CARAVAN SE WAGON			
In Service Dt	08/29/2008	Mileage	69,606	Dealer Zone	63	DALLAS	
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US		
Color	PRH	INFERNO RED CRYSTAL PEARL COAT					
Engine	EGV	3.3L V6 OHV ENGINE					
Transmission	DFF	4-SPEED AUTOMATIC VLP 41TE TRANS					
Owner					Contact Type	TELEPHONE	
Address					Home Phone		
	SOMERSET TX				Country	UNITED STATES	

Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	electrical issues
Recall - H30: REMOTE KEYLESS ENTRY TRANSMITTER - Advise Owner/Incomplete Recall	
Recall - K14: POWER SLIDING DOOR - Advise Owner/Incomplete Recall	

Customer is calling about electrical problems, the dashboard lights come the, headlights flash. Caller states the dealership thinks the wire under the dash board or it could be a module. \$500 to \$2000 to repair. Customer is seeking assistance from Chrysler to cover the cost to repair. Customer feels this is not regular wear and tear. Customer can be reached at 210-326-5025. Dealer Code: 45447, Dealer Phone : .

*****END OF CUSTOMER NARRATIVE***

ESCALATING TO 88F for possible assistance

*****END OF ESCALATING NARRATIVE****

***** CASE MANAGER TEAM *****

Currently owns 1 CJD vehicle

Previously owned 1 CJD vehicle

Original owner of this vehicle

OOW by 29k miles

CONTACT UPDATE - 1st Contact attempt, phone number dialed, at 12:30 EST

Agent spoke with the customer regarding his concerns. Agent informed the customer that I spoke with SA J.R. and the vehicle has not been fully diagnosed. I informed the customer that once i have the diagnosis from the dealer I will contact him with an update.

Customer said he would be willing to pay labor

Agent spoke with JR who stated he is still diagnosing the vehicle. The customer was advised that I will contact them when an update is available.

Writer spoke with SM Rowel who stated the vehicle is still being diagnosed

Customer was informed I will follow up with them next week when an update is available

Harness connection is rusted, part was disconnected and clean. Some connection is occurring but still testing

CONTACT UPDATE - 1st Contact attempt, phone number dialed, at 4:30 EST

Agent spoke with customer and informed him of lines 29-30

JR called in from the dealership. He states they repaired the harness.

The customer s issue has been resolved.

The warranty pricing was

Parts-no parts

Labor-\$217.20

He was calling in to give us this information so that a goodwill decision can be made.

Servoce advisor J.R called in to chekc status of case. Writer tried to

get a hold of case manager SM1368 at extension 66338 but was unsuccessful.

call back note sent to be distributed to case manager .

Milage on PA is 59292

As a one-time goodwill gesture, Chrysler will be making a policy adjustment for this repair based on ?describe the reason why this goodwill is being offered?. According to the dealer, the warranty costs of the repair are as follows:

Parts/Labor = \$217.20

With the concurrence of the Service Manager, JR

the customer will have a co-pay of \$25.00

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 Steve at 800-992-1997 extension #66338. 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.

#####

REASSIGNED TO BC/DLR 63 45447 12/01/10 14:27 O 20169266

*Contact Date:12/02/2010

DCX goodwill repair is documented on Repair Order#164509

CAIR RETURNED FROM DEALER ON 12/02/2010 AT 01:33:33Z R 20169266

CLOSED LOOP UPDATE - customer was contacted today at 2:45 EST

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)#	20206209
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VIN	2A8HR44H4	8R	Open Date	12/06/2010	Built Date	08/16/2007
Model Year	2008	Body	RTYH53 CHRYSLER TOWN & COUNTRY LX WAGON			
In Service Dt	01/02/2008	Mileage	45,000	Dealer Zone	42	DETROIT
Plant	R	WINDSOR ASSEMBLY PLANT		Market	U	US
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT				
Engine	EGV	3.3L V6 OHV ENGINE				
Transmission	DFF	4-SPEED AUTOMATIC VLP 41TE TRANS				
Dealer	44200	GOETZMAN CHRYSLER PLYMOUTH DODGE			INC	
Dealer Address	500 HARCOURT ROAD					
Dealer City	MOUNT VERNON			Dealer State	OH	Dealer Zip 43050
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	MOUNT VERNON OH				Country	UNITED STATES

Corporate - Excessive Contacts - Default - Default - Default	7
Corporate - Complaint Contact - Default - Default - Default	headlights stopped working
Recall - H30: REMOTE KEYLESS ENTRY TRANSMITTER - Advise Owner/Incomplete Recall	

Customer called in stating that his power towards the headlights has to be replaced and it will cost approximately \$550.00. Customer feels this is too early for something like this to happen, his headlights just stop working. Customer would like a call back at [REDACTED]. Agent will re-assign.

***** CASE MANAGER TEAM - District 88M *****

CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED] at 8:12

The writer spoke with the customer. The vehicle was diagnosed at an IRF and they said he needs a new TIPM.

Informed customer that before Chrysler considers offering any goodwill assistance outside of warranty, a diagnosis would need to be performed by an authorized Chrysler, Dodge, or Jeep dealer. Informed customer that any authorization for a Chrysler, Dodge, or Jeep dealer diagnosis would be at their discretion and expense. No commitment for goodwill assistance has been made at this time. Customer is seeking out of warranty assistance in the form of repairing the head light concern. Based on the information at hand, agent is considering the following:

\$250 co-pay

The writer spoke with SM ed he will call after the diagnosis but most likely he won't do the repair at warranty rates as the customer has only ever been there for a recall.

CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED] at 10:04

Customer was not available.

Left a message indicating another attempt would be made.

Customer requesting to speak with their Case Manager. Call-back note completed and delivered to floor support for distribution to Case Manager.

Customer is calling to speak with case manager. Writer dialed ext.66146

and case manager not available. Writer informed customer that the case manager is waiting for the diagnosis results. Writer informed customer that he or SM can call the case manager as soon as the diagnosis is done so he can move forward with the case.

DM, reviewed case with SM Ed, DM DECLINES GOODWILL ASSISTANCE, 2nd owner, no service contract and no dealer loyalty.

CONTACT UPDATE - 1st Contact attempt, phone number dialed,

██████████. Left message.

Mr. ██████████ called in requesting to speak with BU18. Writer informed customer that BU18 is currently unavailable but will be made aware of their phone call.

CONTACT UPDATE - 1st Contact attempt, phone number dialed,

██████████. Left message.

CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)#**20255664**

VIN	2A8HR54PX	8R	Open Date	12/22/2010	Built Date	08/14/2007
Model Year	2008	Body	RTYP53	CHRYSLER TOWN & COUNTRY TOURING WAGON		
In Service Dt	08/22/2007	Mileage	39,917	Dealer Zone	71	LOS ANGELES
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT				
Engine	EGL	3.8L V6 OHV ENGINE				
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				

Owner		Contact Type	LETTER
Address		Home Phone	
	DANVILLE CA	Country	UNITED STATES

Product - Electrical - Lamps and Switches - Other - Default	Head lights acting up.
Corporate - Reimbursement - Status Request - Default - Default	TIPM reimbursement
Corporate - Reimbursement - Default - Default - Default	
Dealer - Parts - Transaction - Parts N/A / Backordered - Default	
Product - Electrical - Power/Engine Control Module - Other - Default	

****Begin structured narrative T2 - Beginning Narrative

Briefly summarize why the customer is contacting Chrysler:

Customer states his head lights are acting up and have been for a while.

Briefly summarize what the customer is expecting:

Assistance from Chrysler.

****End structured narrative T2 - Beginning Narrative

Customer advised a call back is required and will take place

within one business day by COB their time

Preferred Morning/Midday call back number is 9

Preferred Afternoon/Evening call back number is

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? 60385

Reassigned to 88F

***** CASE MANAGER TEAM - District ? V ? *****

CONTACT UPDATE - 1st Contact attempt, phone number dialed,

Writer spoke with customer. Per customer dealer 60385 saw the vehicle

about a week ago and the cost is about \$750.00. Writer will contact

dealer and after that Writer will call customer back. No commitment for

goodwill assistance has been made at this time.

Writer call dealer 60385 SM Hank. Writer was put on hold.

Writer spoke with SA Cooper. Per SA the last time dealer saw the vehicle

was on 11/16/10 and all issues were address. Dealer will contact Writer

as soon as customer bring the vehicle back for the diagnose.

Writer call customer

Writer advise customer of line 22-25 above. Per customer there is a big

misunderstanding because the vehicle has been at the dealer for a week

and yesterday customer was advise the IPCM needs to be replace. Customer

will contact dealer now to clarified the issue and will have dealer

contact Writer will the results.

Dealer doesn t not accept pa s but they can do the work at warranty

prices for the repair but the customer will have to pay up front and get

reimbursed from chrysler

parts \$ 211.40 92.33 total 303.73

labor \$no prices on the labor as of yet

Writer call dealer SM Hank. Writer was put on hold.

Writer spoke with SM Hank. Per SM customer is not a good customer to

dealer but according to the SM the vehicle TIPM needs to be fix and

customer paid is \$721.00 and on 12/22/10 customer order the repair with SA Ryan and dealer will not participate with warranty costs.

2nd attempt made to contact customer. Left message.

Writer spoke with customer wife that advise to call later this afternoon or tomorrow morning.

Writer call customer

Writer spoke with customer and advise that Chrysler has approved \$500.00 reimbursement for the repair of the TIPM and customer has the option to send request by the e-Reimbursement process (faster) or by mail. Customer said he will do request by mail because he does not have the capability to scan documents.

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 20255664. Advised customer the goodwill offer is dependent upon verification of all documents requested.

Per customer as soon as the vehicle is fix then he will mail request.

Customer was contacted on 12/27/2010 and was advised to send in documentation for reimbursement. If documentation is not received by 1/03/2011 writer will follow up with customer.

TIER 2

CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED]
at 12:02pm EST

Customer s wife answered. Customer stated that reimbursement documents have NOT been sent in. The vehicle is at the dealer now, they are waiting for the part in order to fix the vehicle. Agent advised we will followup in a week to see if the vehicle is fixed at that time.

TIER 2

CONTACT UPDATE - 2nd Contact attempt, phone number dialed, [REDACTED]
at 12:10pm EST.

Customer answered, and states they are still waiting for the part. It will be a month on wednesday that they have had the car. The dealer said the backorder had been cancelled, which meant the part was on its way.

TIER 2

CONTACT UPDATE - 3rd Contact attempt, phone number dialed, [REDACTED]
at 1:57pm EST

Customer picked up the phone and hung up, agent tried again and received a weird noise similar to fax.

CLOSING CAIR

No documentation attached after 15 days, so agent is closing CAIR. Once documentation has been attached to the CAIR it will then be reopened and reimbursement will be reviewed.

POSTMARK DATE: 011511; DATE RECEIVED: 011811

Documents attached.

Previous Agent Promise

Customer submitted documents for request for reimbursement for repair to the (TIPM) on their vehicle, (on lines 46-47 in CAIR 20255664) reimbursement in the amount of (\$500.00).

Customer s proof of payment is: Mastercard (Authorization #42152Z)

Date of repair: 01/14/2011

Labor \$403.20

Parts \$303.73

Tax \$29.61

Misc. Charges \$0

Total \$736.54

Writer is submitting check for approval in the amount of \$500.00 as per the previous agent promise

TIER 2

CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED]
at 12:21pm EST

Customer was not available. Agent advised we are submitting a reimbursement and provided mailing time. Advised we will send it to the address listed on their letter (read off the address)

Approved

Customer Assistance Inquiry Record (CAIR)#						20256053	
VIN	2C8GP44R7	4R	Open Date	12/22/2010	Built Date	12/04/2003	
Model Year	2004	Body	RSYH53	CHRYSLER TOWN & COUNTRY LX FWD LWB			
In Service Dt	05/23/2005	Mileage	59,000	Dealer Zone	32	NEW YORK	
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US		
Dealer	67617	DECOZEN CHRYSLER JEEP CORP					
Dealer Address	665 BLOOMFIELD AVENUE						
Dealer City	MONTCLAIR	Dealer State	NJ	Dealer Zip	07042		
Owner						Contact Type	TELEPHONE
Address						Home Phone	
	BELLEVILLE NJ					Country	UNITED STATES
Product - Electrical - Alternator/Voltage Regulator - Intermittent or Inoperative - Default				lights flickering, diagnosed as alternator.			

Customer has taken the vehicle to the dealership due to the headlights flickering. Dealership has diagnosed that the alternator requires replacement. Dealership also informed customer that in order to do the warranty repair on alternator the would also have to have a tune up at her cost for \$739.00. Customer has also been charged for diagnostic at \$133 with tax. Customer felt this was an unreasonable price for the tune up and wanted to take it elsewhere to have that service performed and bring it back to the dealership for warranty repair on alternator. Dealership told customer that if she didn't pay to have tune up done at the dealership they would not perform the warranty work. Also informed client she had to pay for diagnostic because she was refusing dealership warranty service. Customer reiterated she was happy to have them perform the warranty work and simply wanted to have the non-warrantied part of the repair done at a more affordable shop. Customer feels the dealership is trying to take advantage of her and is seeking assistance either having the required warrantied repair work completed or financial assistance with non-warrantied parts of repair.

Best Contact Number:

Reassigned to 88F

Customer called in for an update. Agent advised customer her issue has been escalated to the CM Team and her CM is in the process of investigating the issue and will be in contact with the customer shortly.

The customer call in with a status update. The Caller stated that the stated that they will not perform the warranty work because the customer will need a tune up for 790 dollars and will not do any warranty work till that s performed. The Customer would like to know if she needs to pay for the diagnostic fee. The Customer would like to know if the issue is going to be covered under warranty.

Writer informed the Customer that if the issue is not covered under the Service Contract then she would have to pay for the repair.

Writer informed the Customer that the Case Manager will call her by the end of business today.

Writer transferred the Customer to Service Contracts further assistance.

***** CASE MANAGER TEAM - District 88T *****

CONTACT UPDATE - 1st Contact attempt, phone number dialed,

. Left message. Writer provided service contacts number and invited customer to call with any questions. Writer advised that a follow up will occur 12/24/2010.

Customer requests case manager; transferred to the case management team for further assistance.

Customer calls requesting to speak with KH494-Customer/Caller transferred to extension # 66216

2nd attempt made to contact customer at phone# 973-981-0383 at 8:30 MT; customer not available. Left message for customer to call back.

Writer called customer also on phone # [REDACTED] at 8:35 MT; no one available. Left message.

Customer called to speak with her case manager, KH494. Customer transferred to the case management line.

Customer calls requesting to speak with KH494

Customer/Caller transferred to extension # 66216

Customer called back & said that the Service Advisor Paul told her the tune-up is necessary before the alternator could be repaired. Writer will call dealer 67617 (DeCozen) to follow-up with the Service Manager.

CONTACT UPDATE

Case Manager called SM at DECOZEN CJD at phone# 973-744-2000 at 4:40 MT. Service Department not open; writer left message and will call again 12/28/10.

Contact Update

Case Manager (CM) called for SM Jaime, at 4:)) MT, but she has left for the day. Writer was transferred to the service department, and writer was informed that Service Advisor (SW) Paul was working with this customer's vehicle, and he had left for the day. CM left a message for a return call with last eight VIN, Brand phone#, and case number. Writer will follow-up tomorrow with SM and SA tomorrow about customer's allegations. CM left a message with the SM Jaime's voicemail as well.

Customer Contact Update

Writer called customer, 973 450 8505 at 4:05 MT. Writer left a voicemail message.

Case Manager called SM at DECOZEN CJD at phone# [REDACTED] 0 at 3:25 MT. Message left.

Case Manager called SM Jamie, at phone# [REDACTED] at 3:50 MT.

SM said that since the problems happened at the dealership, they would take care of the cost. SM said customer was there at the time we were speaking. SM stated that the alternator and tune-up had to be done at the same time, but not necessarily there.

Contact Update

Writer called customer, [REDACTED] at 4:10 MT, to confirm repairs. Left message.

CLOSED LOOP UPDATE - customer contacted today at 3:45 MT phone# [REDACTED] to confirm repairs. Customer stated all is okay and 'thank you.'

CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)#						20261375	
VIN	2D8HN44HX	8R	Open Date	12/27/2010	Built Date	09/05/2007	
Model Year	2008	Body	RTKH53	DODGE GRAND CARAVAN SE WAGON			
In Service Dt	08/29/2008	Mileage	71,383	Dealer Zone	63	DALLAS	
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US		
Color	PRH	INFERNO RED CRYSTAL PEARL COAT					
Engine	EGV	3.3L V6 OHV ENGINE					
Transmission	DFF	4-SPEED AUTOMATIC VLP 41TE TRANS					
Owner					Contact Type	TELEPHONE	
Address					Home Phone		
	SOMERSET TX				Country	UNITED STATES	
Product - Electrical - Engine Wiring - Intermittent or Inoperative - Default							
Recall - H30: REMOTE KEYLESS ENTRY TRANSMITTER - Advise Owner/Incomplete Recall							

Briefly summarize why the customer is contacting Chrysler: Customer is having problems with electrical issues. Customer temperature gauge says vehicle overheating but the engine is not overheating.
 Briefly summarize what the customer is expecting: Customer would like Chrysler to assist with attempting to repair vehicle.
 Customer advised 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? Dealer
 Has the vehicle been diagnosed by a CDJ dealer? No, dealer can not find what is causing the issue.
 If a CDJ dealer has diagnosed, what is the dealer name or code? 45447
 Reassigned to 88K

Writer was informed of open recall.

***** CASE MANAGER TEAM - District 88N*****

Writer called dealer and spoke to service advisor J.R. who confirms that the temperature gauge is inaccurate in recording the correct temperature and the head lights start blinking. They were able to duplicate it and resolve it on 12/1/10 as they found a connector and lift gate issue. Customer contacted them and informed that he was still having this temperature gauge issue. JR states that they need to be able to duplicate it. Writer advised that the CAIR would be assigned to their dealer code for further handling.

CONTACT UPDATE - 1st Contact attempt, phone number dialed,

Writer left a voice mail message informing customer that the case will be assigned to the dealer as an unresolved concern in an effort to ensure the dealer is utilizing all available resources to resolve their concern.

Writer provided contact information if a call back is required.

REASSIGNED TO BC/DLR 63 45447 12/28/10 11:45 O 20261375

*Contact Date:12/28/2010

Service Manager at the dealership has updated the Cair# 20261375

An appointment has been set with the customer.

*Contact Date:01/03/2011

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

CAIR RETURNED FROM DEALER ON 1/03/2011 AT 08:26:759 R 20261375

CLOSED LOOP UPDATE - Customer confirms that the dealer was unable to duplicate the issue. Customer states that he cannot leave the vehicle with the dealership unless a rental was provided. Writer advised customer that a rental vehicle will not be considered unless the dealer can

determine the root cause of issue. Writer explained that loaner vehicles are based on the dealers availability. Writer informed customer that the issue will be documented, and if/when a dealer is able to duplicate the concern, he can call back for further review. Writer advised that this information may serve useful in making a decision when the root cause of the issue is identified. Customer understands and thanked writer for the call back.

Customer Assistance Inquiry Record (CAIR)#						20308779	
VIN	2A8HR54P9	8R	Open Date	01/11/2011	Built Date	10/15/2007	
Model Year	2008	Body	RTYP53	CHRYSLER TOWN & COUNTRY TOURING WAGON			
In Service Dt	03/28/2008	Mileage	73,000	Dealer Zone	66	ORLANDO	
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US		
Color	PRH	INFERNO RED CRYSTAL PEARL COAT					
Engine	EGL	3.8L V6 OHV ENGINE					
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION					
Dealer	43812	SUMTER CHRYSLER JEEP DODGE					
Dealer Address	2662 BROAD STREET EXTENSION						
Dealer City	SUMTER	Dealer State	SC	Dealer Zip	29150		
Owner					Contact Type	TELEPHONE	
Address					Home Phone		
	BENNETTSVILLE SC				Country	UNITED STATES	
Product - Electrical - Unknown - Intermittent or Inoperative - Default				Vehicle having electrical issues.			
Corporate - Survey By-Pass - Default - Default - Default							

****Begin structured narrative T2 - Beginning Narrative
 Briefly summarize why the customer is contacting Chrysler:
 Customer calling because the vehicle is going off the horn, wipers and headlights started going wacky.
 Briefly summarize what the customer is expecting:
 Customer stated this is happening mostly when going over 70 mph or when entering the vehicle. Customer requesting assistance with the diagnoses and repair.
 ****End structured narrative T2 - Beginning Narrative
 Customer advised 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] cell
 Who has possession of the vehicle? Owner
 Has the vehicle been diagnosed by a CDJ dealer? No not
 If a CDJ dealer has diagnosed, what is the dealer name or code? [REDACTED], [REDACTED].
 Reassigned to 88F

***** CASE MANAGER TEAM - District M *****
 CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED]. Customer was not available and message was left with the cair and call back number and that another attempt will be made to reach him.
 Customer was contacted at 11:59 on [REDACTED]. Customer was not available and message was left with the cair and call back number.
 Customer states he was working and didn't hear the phone.
 Customer calls requesting to speak with Elise
 Customer/Caller warm transferred to case manager extension # 66111
 Writer spoke with customer. Writer advised will need diagnosis from CDJR dealer at his expense to look at providing goodwill oow assistance.
 Customer states car was parked and when the key fob was pressed to unlock the vehicle all the lights went off, horn was blowing, wipers started going and washer fluid spraying, and then the vehicle would not start.
 Customer states the AC has now gone out after the last repair for the computer flash. Customer states the wipers will go on and the fluid will fly out and he is going through wiper blades constantly. Customer states

the rear wipers are going crazy, horn blowing and lights blinking and he now has the AC concern. Customer does all his service work with dealer 68679 and will be going back down there in April. Writer advised would like to provide assistance for this repair and writer will be able to work with dealer in NY. Customer states he would prefer to wait until April and do the work with Griffin. Writer advised that this case will be put on hold and asked that the customer contact the CAC about 1 week prior to taking the vehicle to dealer and a new case will be opened. Customer understands and he does have a great sense of humor about the concern. Writer advised will be more than happy to be the case manager and work with him in April. Caller requesting to speak with Case Manager.

Customer Assistance Inquiry Record (CAIR)#						20339732
VIN	2A8HR54PX	8R	Open Date	01/20/2011	Built Date	09/18/2007
Model Year	2008	Body	RTYP53	CHRYSLER TOWN & COUNTRY TOURING WAGON		
In Service Dt	11/15/2007	Mileage	27,800	Dealer Zone	63	DALLAS
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PBG	CLEARWATER BLUE PEARL COAT				
Engine	EGL	3.8L V6 OHV ENGINE				
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				
Dealer	60312	BRENNAN DODGE, LLC				
Dealer Address	1371 N SERVICE RD E					
Dealer City	RUSTON	Dealer State	LA	Dealer Zip	71270	
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	DOWNSVILLE LA				Country	UNITED STATES
Corporate - Recall - Default - Default - Default						

Customer calls to speak with their Case Manager at 1-800-763-8422 to speak with HP570.

Customer has his vehicle at a dealership for 1 month and his lights do not work.

Transferred customer to HP570.

Reassign to 88F.

***** CASE MANAGER TEAM - District T*****

CONTACT UPDATE - 1st Contact attempt, phone number dialed, customer reported that the van is having issues with electrical system since November, vehicle has been in the shop for a month. talked to the dealer, but they cannot determine the problem, headlights go on and off intermittently, gauges are messed up, tail lights go off.

Called Dealer Code: 60312 at and spoke to Amy, she reported that SM is with customer. Left a message for SM-Charlie..

Called Dealer Code: 60312 at and spoke to Charlie who reported that he had been able to duplicate the problem, but had not been able to address it. He stated that they contacted STAR but the guidelines were not very helpful because problem still persist. SM will work with the Business center to see if they can have the data recorder/ Blackbox installed in this vehicle on 1/24/11.

Called customer and informed them of the latter.

Called Dealer Code: 60312 at and spoke to Charlie, he reported that he will the data recorder in 2 days. Called customer and provided him this information. Writer will follow up on 1/28/11.

Called Dealer Code: 60312 at and spoke to Charlie, he reported that the data recorder was installed and they have identified the problem; and will do the repairs on 2/1/11. Writer contacted customer and provided him the information above.

Called Dealer Code: 60312 at and spoke to Charlie, he stated that he is waiting on a part: ETA is 2/2/11.

Called customer at and provided the above information.

Called customer at, he reported that he had not heard from dealer yet.

Called Dealer Code: 60312 at and left a message for Charlie and parts dept.

Called dealer, SM-Charlie, he reported that the warehouse for the part is closed due to bad weather, he does not know when exactly the warehouse will open and when the part will be delivered, writer will follow up with dealer on 2/7/11. Called customer at [REDACTED], and provided him the above information.

Called Dealer Code: 60312 at [REDACTED], he stated that the parts have been delivered and the repairs should be done tomorrow.

Called customer at [REDACTED], she stated that the dealer had not notified her of the part delivery, writer provided dealer contact and advised customer to contact dealer and schedule to come in for the repairs to be completed.

Called customer at [REDACTED], he stated that they are waiting the call from the dealer and they want writer to follow up with him tomorrow.

Called customer at [REDACTED], she reported that the dealer the dealer completed the reported, and the dealer is still reading the recording from the data box.

Called Dealer Code: 60312 at:318-251-9874, and spoke to Charlie, he stated that the vehicle is ready for pick up. He stated that the vehicle is not acting up as when it was brought in. He also stated that the recalls are compelted.

Called customer at [REDACTED], and provided him the latter information.

Called customer at [REDACTED], stated the vehicle is running fine, and will observe it for a little while, customer aware that he is welcome to call if he is still having complications with the vehicle.

CLOSED LOOP UPDATE - no need for additional follow-up.

The customer is having the same problem the vehicle is back at the dealer. The customer is asking for a rental while the vehicle is in the shop. Last time the vehicle was in the shop for 8 weeks. Please call the customer at [REDACTED]. Writer sent a pink slip to the CM

Called Dealer Code: 60312 at [REDACTED] and spoke to Charlie, he stated that the vehicle is back in the shop, they are looking at what the issue is. Writer inquired if dealer will set customer with rental vehicle, he stated that he will look at what needs to be done and will give customer a call.

Called customer and provided the above information.

Called Dealer Code: 60312 at [REDACTED] and spoke to Charlie, he stated that they are still looking into the vehicle and had not determined what exactly is the point of failure. Dealer stated that they are getting a rental vehicle returned today, and plans to put the customer on the same vehicle today. Called customer and provided this information. had been working with STAR for 2 days, but there is still no diagnosis yet, he further mentioned that customer had been set up with rental vehicle. Writer will follow up with SM-Charlie on 3/1/11.

Called customer at [REDACTED] and provided her the latter information.

Called Dealer Code: 60312 at:318-251-9874, and left a message for SM-Charlie,

Called Dealer Code: 60312 at:318-251-9874, and spoke to SM-Charlie, he stated that customer picked the vehicle up yesterday evening. He inquired if Chrysler is paying for rental vehicle, writer commented that according to the previous conversation, dealer would DSA the rental assistance, Charlie-SM ended call. Called customer at: [REDACTED], she stated that the vehicle is running fine so far. Writer advised custoemr to call back as and when she experieinces any complications with the vehicle.

CLOSED LOOP UPDATE - no need for additional follow-up.

The customer called looking for TM1028, the writer transferred.

Customer called in and stated that the vehicle is still having issues, the head lights, windshield wipers are off. He stated that the SM-Charlie had ordered the part and will have it delivered tomorrow. Customer stated that he will take the vehicle in for the control module repairs on 3/3/11.

Called Dealer Code: 60312 at:318-251-9874, and spoke to SM-Charlie, He stated that the customer was on rental for 4 days at \$30/day. He went on to mention that customer will bring the vehicle back on 3/7/2011 to have the ECM installed, Charlie discussed that he does not have a lot of information as to what happened to the ECM that was recently installed, he will have to pull up the ticket and look at it. Writer will follow up on 3/7/2011.

Caller requesting to speak with Case Manager. CM not available unable to

older case and it is closed. Requesting call back at [REDACTED] for case 20339732 - noted passed to CM TK329.

Writer missed the follow up date because the CAIR was mistakenly closed by another agent.

Writer called dealership and spoke to SM-Charlie, he stated that he had not been able to find a fix for this vehicle issues. He further mentioned that customer traded the vehicle in and purchased a new mini van over the weekend.

Called customer, she stated that the dealer was not able to find a fix for the vehicle and they were worried about keeping the vehicle and having more complications in future. Customer stated that she traded this vehicle in and purchased a new vehicle on 3/12/2011. Customer inquired if there is anything Chrysler can do to help with any financial assistance.

Writer advised customer to contact:

National Customer Rebate / Incentives HOTLINE INQUIRES:

Phone: (800) 227-0757 (Speed Dial #504) M-F 8am-8pm ET

Customer Assistance Inquiry Record (CAIR)#						20351315
VIN	2A8HR44H8	8R	Open Date	01/24/2011	Built Date	08/01/2007
Model Year	2008	Body	RTYH53 CHRYSLER TOWN & COUNTRY LX WAGON			
In Service Dt	06/20/2008	Mileage	28,710	Dealer Zone	32	NEW YORK
Plant	R	WINDSOR ASSEMBLY PLANT		Market	U	US
Color	PBL	MODERN BLUE PEARL COAT				
Engine	EGV	3.3L V6 OHV ENGINE				
Transmission	DFF	4-SPEED AUTOMATIC VLP 41TE TRANS				
Dealer	68822	PINE BELT CHRYSLER JEEP, INC.				
Dealer Address	1400 ROUTE 88					
Dealer City	LAKEWOOD	Dealer State	NJ	Dealer Zip	08701	
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	LAKEWOOD NJ				Country	UNITED STATES
Product - Electrical - Lamps and Switches - Other - Default				Indicator lights are blinking		
Corporate - Excessive Contacts - Default - Default - Default						

Briefly summarize why the customer is contacting Chrysler:
 Customer has a problem with his indicator light on the dashboard.
 Briefly summarize what the customer is expecting:
 Customer seeking some type of resolution
 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 a Case Manager.
 Contact information:
 Primary call back number is
 Secondary call back number is
 Who has possession of the vehicle? Customer
 Has the vehicle been diagnosed by a CDJ dealer? Yes
 If a CDJ dealer has diagnosed, what is the dealer name or code? PINE BELT CHRYSLER JEEP, INC
 Reassigned to 88F

Notes
 Customer is calling because his vehicle has been in the dealership for repairs on the indicator lights. Indicator lights start to blink when it is cold outside. Dealership has replaced the knob that works the highlights and interior lights. Dealership is unable to come to a resolution to the problem. The customer is seeking assistance from Chrysler to help resolve this issue and find a permitted fix for this.
 ***** CASE MANAGER TEAM - District M *****
 Total vehicles:1, Current:1, New:1, Used:0, Household: 0
 No SC, With in Basic Warranty by 5 Months or 7,290 Miles, Powertrain unlimited months/miles.
 Writer contacted dealer#68822 and requested to speak to Service Manager Jim, he was not available, requested to be transferred to the service department and no one answered the phone, Writer left a voice mail.
 Writer spoke to customer at he stated that the dealership has been working with him to find out the problem but it is still happening the last time he was at the dealership was 2 Weeks ago but his concern is still happening, he states that his head lights start flashing or sometimes they go off he has noticed that is when its cold and he has his phone plugged, the heater going on and the lights inside are bright,

if his headlights go off he would have to either dim the light inside and they would go back on.

CONTACT UPDATE - per lines 30-37 the customer was contacted by YH66. Writer attempted to contact dealer#68822 but only get busy signal or a voice mail because the receptionist is on the phone.

Writer send a text to dealer

Writer spoke to customer at [REDACTED] and he stated that he will take it to the dealership on 02-04-11 and wanted writer to call the dealership and let them know

Writer contacted dealership and set up an appointment for 02-04-11 to have his vehicle inspected.

Writer contacted dealer#68822 and requested to speak to SM Jim, he was not available and called back and only got the voice mail for the Service department. Writer will try again later.

Writer contacted dealer#68822 and requested to speak to SM Jim, he was not available and requested to speak to SA Brian who helped the customer, Writer was told that the one who worked on the vehicle was Technician Carlos and he will contact writer back.

Writer contacted customer at [REDACTED] Writer spoke to customer who stated he took vehicle to the dealership on Wednesday 02/02/11 they replaced the battery and alternator but found that it continued to do it so they kept the vehicle and gave him a loner on Friday and they still have the vehicle.

Writer contacted dealer#68822 and requested to speak to SM Jim and it went to voice mail, call back and requested to speak to Service department and it went to voice mail again, Writer left voice mail for SM requested a call back and provided call back# cair#, vin# and customer info.

Writer contacted dealer#68822 and requested to speak to SM Jim, not available, called back and requested to speak to service and a voice mail came on.

Writer contacted dealer#68822 and requested to speak to SM Jim, not available and spoke to the Service person and she stated customer picked up vehicle on Friday.

Writer contacted customer at [REDACTED] Repairs where completed and customer is happy with it.

Customer wanted to know how much longer he has to extend his Basic warranty, Writer explained that he can't extend the basic warranty but he has the option or purchasing a Maximum service contract through the dealership or our SC department.

CLOSED LOOP UPDATE - customer contacted today to confirm repairs.

Customer called to speak with case manager about problem is still reoccurring. Customer has made appointment for Tuesday February 22, 2011 at 9am with dealer 68822. Customer phone number is [REDACTED]. Reopened and reassigned YH66.

Briefly summarize why the customer is contacting Chrysler:

Customer states that the issue has not been resolved. Customer calls to speak with their Case Manager. Customer is transferred to 1-800-763-8422.

Customer also states that he is extremely satisfied with the service from dealer 68822.

Customer called for CM, CM was unavailable customer left with VM.

Writer contacted customer at [REDACTED] Left message with cair# and call back number and advised him that we will contact the dealership and find out what is going on.

Customer calls requesting to speak with Yessica

Customer/Caller transferred to extension # 66386 voicemail

Writer contacted dealer#68822 and requested to speak to SM Jim, he was not available and spoke to Brian who stated that vehicle is still doing the same thing and customer picked up vehicle yesterday but they are still going to be in contact with Star again to keep trying to find a solution for him.

Caller requested to speak with their Case Manager. Case Manager was not available. Caller requested to leave a voice mail and was transferred to ext: 66386

Customer states you were working with the Dealer and really wanted to speak with CM on this at [REDACTED]. Customer really needs to know what the Dealer is telling you.

Writer contacted dealer#68822 and requested to speak to SM Jim, he is on a meeting and spoke to SA Brian, he stated that customer has not set up the appointment yet.

Writer contacted customer at [REDACTED] he stated that he has been having this problem since he has had the vehicle this has been an intermittent problem. Customer requested to get a different vehicle because this issue has not been resolved and he states is a safety concern.

Customer informed a call back is required and will take place within one business day.

Preferred Morning/Midday call back number is [REDACTED]

Preferred Afternoon/Evening call back number is [REDACTED]

Who has possession of the vehicle? owner

Is this a request for Lemon Law, buy-back or replacement? replacement.

Reassigned to 88L

***** QUALIFIER TEAM *****

CONTACT UPDATE - 1st Contact attempt, phone number dialed, 917-324-7314.

***** ATTENTION SERVICE DIRECTOR/MANAGER *****

This customer has contacted Customer Care seeking lemon law buyback/replacement. Preliminary research has determined this vehicle doesn't appear to qualify for lemon law/Buyback/Replacement and the customer has been informed of such. They have also been told that we are interested in repairing the vehicle if a repair is required. Please use all available resources as required (Area Manager, Business Center or STAR) to bring this to a resolution.

RESEARCH RESULTS:

Explain why this vehicle either appears to qualify or not: Vehicle does not appear to qualify, Customer has no repairs in the terms of protection.

Number of related repair attempts = 0.

Number of days out of service = 0.

Writer is calling customer to inform them of the above information.

Customer is stating that he does not feel the vehicle can be fixed.

Writer informed customer that Chrysler feels we do have the resources to resolve his concern and we would like to escalate his case up to seek resolution.

Writer informed customer we will forward their case back to their case manager for further handling.

Writer called dealership and informed SM Jim car will be sent over so we have documentation showing we made ourselves available for repairs.

Customer's concern is indicator lights writer is sending car back to YH66 for handling.

Customer called to speak with their case manager.

Writer transferred to YH66

Writer spoke to customer and explained that at this time we would need him to set up an appointment at the dealership so we can continue to work on this and getting it resolved for him, Customer will contact dealership to set up an appointment.

DIRECT-TO-DEALER

ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER

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

The unresolved concern is The headlight would start flickering when the lights are on, the radio, A/C or heater, cell phone plugged in and he has been driving for 30 minutes or so, and even if he turns off things after that the head lights would flicker or turn off.

Agent called dealer and spoke to SM Jim informed that CAIR was being sent. Please update this CAIR with resolution.

#####

REASSIGNED TO BC/DLR 32 68822 03/02/11 11:57 R 20351315

Spoke to SM Jim, dealer is looking into this issue.

Spoke to SM Jim, vehicle is currently being repaired.

Writer contacted dealer#68822 and requested to speak to SM Jim, SA Brian stated that they were instructed by Star to replace the cluster and they did they drove it for 3 days and the issue did not occur again.

the vehicle yesterday and he drove it and it did not happen again, Writer advised that we would close case and if he had any further concerns to give us a call back, Customer requested to keep the case open for another week just to make sure, Writer will follow up with customer on 03-23-11 Spoke to SM Jim, this vehicle has been repaired.

Writer contacted customer at [REDACTED] Writer spoke to customer who stated he has not had any further concerns with the vehicle that the problem did not persist, Writer advised that we are happy to hear that and that at this time we are closing the case, Customer agreed.

CLOSED LOOP UPDATE - customer contacted today to confirm repairs.

Customer Assistance Inquiry Record (CAIR)#						20369327
VIN	1D8HN44H4	8B [REDACTED]	Open Date	01/29/2011	Built Date	12/10/2007
Model Year	2008	Body	RTKH53	DODGE GRAND CARAVAN SE WAGON		
In Service Dt	12/13/2007	Mileage	92,763	Dealer Zone	51	CHICAGO
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT				
Engine	EGV	3.3L V6 OHV ENGINE				
Transmission	DFF	4-SPEED AUTOMATIC VLP 41TE TRANS				
Dealer	42819	5 CORNERS DODGE CHRYSLER JEEP				
Dealer Address	1292 WASHINGTON AVENUE			HIGHWAY 60		
Dealer City	CEDARBURG	Dealer State	WI	Dealer Zip	53012	
Owner	[REDACTED]			Contact Type	TELEPHONE	
Address	[REDACTED]			Home Phone	[REDACTED]	
	CAMPBELLSPORT WI [REDACTED]			Country	UNITED STATES	

Product - Air Conditioning / Heater - Blower Motor - Defective - Default	3rd dealer visit
Corporate - E-Reimbursement - Default - Default - Default	

The customer called because he is on his way to the dealership for the 3rd time for the same problem. The customer is stating that the blower motor is turning on and off intermittently. The customer has had this in the vehicle for this problem 3 times. The customer has paid for all of these repairs on the vehicle and is looking for assistance in the matter. The customer is stating that the dealer has told him that the clockspring is in need of replacement. The customer is stating that he has had enough of the electrical issues inclusive of this vehicle at this time. Customer advised 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]
 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? 42819
 Reassigned to 88F

The customer is stating that he is on his way to the dealership right now and it will not be looked at till 02/01/2011. The vehicle will be at code 42819, for the dealership to work on the vehicle.

***** CASE MANAGER TEAM - District V *****

CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED]. Customer states that the issue currently is the clockspring. Customer states that the ESP light, BAS light is on, electronic control light on. Customer took the vehicle to dealer. Customer was driving at 70 MPH lights turn off while driving. Radio display would not display or play. Blotches on radio move around. The blower motor works sometime and sometimes night. Dealer advised the customer to replace the ECM and that would fix blower motor. Customer did not get out of lot and the blower motor died. Dealer put in a new blower motor at dealer cost. Customer states that dealer scanned the blower motor and it showed an overcurrent code. Customer states that a

power steering pump was put in a month ago. Agent will call dealer 02/01/11.

Agent contacted dealer and spoke with SA Randy about case. SA states that there was interference with radio and blower motor not working. SA replaced the battery and tested vehicle and no codes have showed yet. SA stated that they also re-flashed the system. SA states that wants to test the vehicle again tomorrow morning when it is cold to see issue pops up again.

Agent contacted the customer at [REDACTED]. Left message. Agent attempted to contact dealer and spoke with SA Randy and he states that the vehicle was tested this morning in the cold and the vehicle is working fine. SA states that the customer is picking up the vehicle this afternoon.

Agent contacted the customer at [REDACTED]. Agent left a message. Customer returning case manager JW870 phone call. Writer was able to conference customer with case manager.

***** Below Customer Contacted for Documentation Request *****

letzgofishing2@yahoo.com on 2011-02-08 @ 17:17

Customer called in to talk to agent. Customer still having issues with radio and still showing blotches. Customer states that the blower motor is working great. Customer states that he had repair done prior to recall coming out for K19 and he is sending over documents for reimbursement. CLOSED LOOP UPDATE - no need for additional follow-up. Document delay

***** Below Customer Contacted for Documentation Request *****

letzgofishing2@yahoo.com on 2011-02-21 @ 16:00

Customer calls to speak with their Case Manager JW870 on ext. 66384. Customer said he had the information to send in now so writer resent the link. Customer said he is still having problems and wanted to speak to his case manager. Writer could not reach the case manager on the phone or find her in chat. Writer transferred the customer to the case managers voice mail and sent a note.

Mr. Duffus was the one who called.

Floor support advised JW870 is no longer a case manager so case was reassigned to 88F.

***** Customer Document Received *****

Customer Document Reviewed.

Writer spoke to the customer and advised that the check has been approved and should be to him in 7-10 business days.

Dan Duffus, customer s husband, called and stated that the issue with the headlights has come back. The customer states he is making another request for Chrysler to assist him with the repairs. The agent advised that since the issue has come back another case will be files requesting assistance. The agent advised that a case manager will follow up within one business day.

Customer Assistance Inquiry Record (CAIR)#						20375589
VIN	2A8HR64X4	8R	Open Date	02/01/2011	Built Date	03/06/2008
Model Year	2008	Body	RTYS53	CHRYSLER TOWN & COUNTRY LIMITED WAGON		
In Service Dt	05/22/2008	Mileage	39,285	Dealer Zone	42	DETROIT
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT				
Engine	EGQ	4.0L V6 SOHC ENGINE				
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				
Dealer	23355	CROSS MOTORS CORPORATION				
Dealer Address	1501 GARDINER LANE					
Dealer City	LOUISVILLE	Dealer State	KY	Dealer Zip	40232	
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	PROSPECT KY				Country	UNITED STATES

Product - Electrical - Unknown - Intermittent or Inoperative - Default	the customers head lights intermittently go off one side or the other
Corporate - E-Reimbursement - Default - Default - Default	
Recall - K25: HEATING, VENTILATION & AC DRAIN TUBE GROMMET - Advise Owner/Incomplete Recall	

Briefly summarize why the customer is contacting Chrysler: The customer stated she has had her vehicle to 3 different dealers and her head lights are still not working. The customers head lights intermittently go off one side or the other. The customer just paid dealer 23355 \$225.00 to repair and they are still not working.

Briefly summarize what the customer is expecting: The customer wants her head light fixed and she stated she should not have to keep paying for the repairs.

Customer advised 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? Dealer
Has the vehicle been diagnosed by a CDJ dealer? Yes
If a CDJ dealer has diagnosed, what is the dealer name or code? 23355
Contact at the dealer is Janit
Reassigned to 88F
***** CASE MANAGER TEAM - District 88N *****
Original owner, currently owns 1 CDJ, 0 previously owned, household = 1, no service contract, 1 possible related repair completed 8/18/08 under warranty claim # 019170.
Vehicle is in 3/36 warranty by time however out by 3285 miles
CONTACT UPDATE - 1st Contact attempt, phone number dialed,
. Customer requested writer to call back in 5 minutes.
Writer stated unsure of time for return call.
Agent attempted to contact dealer Service Manager Scott, however, SM not available. Left message for a return call at extension 66385.
Advised customer dealer will be calling back with additional information.
Writer informed customer writer would contact her back after speaking with dealer for next step of resolution.
Customer calls requesting to speak with SF350-Customer/Caller transferred

to extension # 66385

Returned call to Janet Reynolds, service advisor for dealer 23355.

Customer's vehicle has been repaired at no charge. Moisture was building in headlight assembly. Concern has been addressed. Customer was wanting additional assurance that if problem occurs again assistance would be available.

Spoke to customer regarding additional warranties requested. Advised customer that case is fully documented and a permanent record. No additional guarantee or promise for assistance for headlight concern was given to customer. Writer requested customer to send in repair order and paid receipt for reimbursement consideration.

Informed customer that before Chrysler considers offering any goodwill assistance outside of warranty, a diagnosis would need to be performed by an authorized Chrysler, Dodge, or Jeep dealer. Informed customer that any authorization for a Chrysler, Dodge, or Jeep dealer diagnosis would be at their discretion and expense. No commitment for goodwill assistance has been made at this time. Customer is seeking out of warranty assistance in the form of financial assistance?

***** Below Customer Contacted for Documentation Request *****

nforsha@insightbb.com on 2011-02-04 @ 11:09

***** Customer Document Received *****

Customer Document Reviewed.

****Begin structured narrative T2 - eReimbursement

What has the customer requested?

Financial reimbursement for repair of headlight concern

If this is a Recall or Extended Warranty, enter the campaign number.

no

If this is for a previously made goodwill decision, what is that CAIR #?

no

Enter the Mileage at the time of the repair.

39,285

Enter the Date when the repairs were completed.

01/27/11

What is the total cost of the Parts to be reimbursed?

\$189.00

What is the total cost of the Labor to be reimbursed?

\$48.00

What is the total Tax to be reimbursed?

\$11.60 Plus \$4.56 Misc charge

What is the total amount being reimbursed?

\$253.17

****End structured narrative T2 - eReimbursement

Reimbursement request processed. Check approved.

Advised customer reimbursement has been approved and check will be received within 7 to 10 business days.

CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)#						20388013
VIN	1C8GP45R4	4B	Open Date	02/08/2011	Built Date	10/27/2003
Model Year	2004	Body	RSYH52	CHRYSLER TOWN & COUNTRY FWD SWB WAGON		
In Service Dt	10/30/2003	Mileage	210,603	Dealer Zone		
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH		Market	U	US
Owner					Contact Type	E-MAIL
Address					Home Phone	
	ROCKWOOD TN				Country	UNITED STATES

Product - Electrical - Unknown - Defective - Default	Multiple Failures
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***** EMAIL BRIEF DESCRIPTION CONTENT *****

headlights wont come on

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

i was told that my ipm and fcm has caused a short in one and shorted out the other,my integrated power mod,and the front control module these modules connect directly to one another if one goes bad the other one will as well,then they have to be repaired and then reflashed and programed to which the cost is very expensive,are there any recalls for this on my 2004 chrysler town and country van

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

Dear Robert:

Thank you for contacting the Chrysler Customer Assistance Center.

A review of our records indicates that your Town and Country does not currently require service for any recall campaigns.

In determining if a vehicle is affected by a recall, we first 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 (recalls generally occur on limited numbers of vehicles). Customers are notified by U.S. mail and also often through the print and/or broadcast media. 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 Owners page: <http://www.--.com/en/owners> and enter your Vehicle Identification Number (VIN) where appropriate. I reviewed your records to see if any cost assistance would be available to you, however you are outside of your 36 Months or 36,000 Mile Basic Warranty by time and mileage, and no Extended Warranty or Service Contracts have been purchased.

I apologize I can t be of further assistance, however I do truly thank you for your email.

Sincerely,

Ashley

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

Customer Assistance Inquiry Record (CAIR)#						20394573	
VIN	2D8HN54P1	8R	Open Date	02/08/2011	Built Date	08/29/2007	
Model Year	2008	Body	RTKP53	DODGE GRAND CARAVAN SXT WAGON			
In Service Dt	09/10/2007	Mileage	56,518	Dealer Zone	35	WASHINGTON	
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US		
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	EGL	3.8L V6 OHV ENGINE					
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION					
Dealer	45102	NEW HOLLAND DODGE CHRYSLER JEEP					
Dealer Address	508 W MAIN ST						
Dealer City	NEW HOLLAND			Dealer State	PA	Dealer Zip	17557
Owner					Contact Type	TELEPHONE	
Address					Home Phone		
	HANOVER TOWNSHIP PA				Country	UNITED STATES	
Corporate - Recall - Default - Default - Default						recall inquiry	

Customer called in asking if there is a recall for the headlights as they shut off once in a while. Writer stated there is no recall for that issue.

Customer Assistance Inquiry Record (CAIR)#						20396727	
VIN	2D4GP44L1	4R	Open Date	02/10/2011	Built Date	12/18/2003	
Model Year	2004	Body	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
In Service Dt	06/25/2004	Mileage	26,975	Dealer Zone	32	NEW YORK	
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US		
Dealer	66429	GOLDSTEIN CHRY-PLYM-JEEP					
Dealer Address	611-613 LOUDONVILLE RD						
Dealer City	LATHAM	Dealer State	NY	Dealer Zip	12110		
Owner						Contact Type	E-MAIL
Address						Home Phone	
	MECHANICVILLE NY					Country	UNITED STATES

Product - Electrical - Body Control Module - Complete Failure - Default	
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***** EMAIL BRIEF DESCRIPTION CONTENT *****

defective Body Control module on a vehicle with such low mileage

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

I have a 2004 Dodge Grand Caravan with a VMI handicap center ramp conversion. I have MS and can't walk very well. The reason I am contacting

you is because of the headlights and the battery going dead overnight. I took it to the dealer to have them check it out and they said it was a bad headlight switch, that cost me 100 dollars for the diagnosis. They said it

would be 180 dollars to replace the switch, after waiting almost 2 months because the switch was on back order I finally got to bring it in. Then they found out that it wasn't the switch that was bad it was the body control module, I was there 8 hours that day waiting for them to find the problem, luckily they didn't charge me anything but told me it was going to

cost 600 dollars to fix that body control module. I asked if it was a warranty item and they said no. I found it hard to believe that an electronic part would go bad on a vehicle with such low mileage so I'm asking you please is there anything you could do to please help me in fixing this problem, I would surely think that the electronics would last a lot longer is it possible it had a defective micro chip on it. If there is

anything you could please do to help fix it and restore my confidence in your products it would be greatly appreciated. I really can't afford that much money at this time and it's really hard to keep putting the battery charger on it every night. Can you please help. Thank You Thomas Staniak

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

Dear Thomas :

Thank you for contacting the Dodge Customer Assistance Center in regards to your 2004 Grand Caravan.

I am sorry to learn of the electrical issues you have experienced and appreciate the time and effort you took to bring this matter to my attention.

Your email was reviewed 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, Thomas.

Sincerely,

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

Forwarding 88F Customer seeking goodwill assistance with repairs

Hi Jeff, I would just like to say thank you for reviewing my request and forwarding it to the appropriate area, I m hopeful for a good out come, if there is any other information needed please feel free to contact me. Thanks again for looking into this matter.

Thomas. (Teds my nickname in case you were wondering why my email has Ted in it.)

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

Dear Thomas :

Thank you for your response.

I have updated your file to reflect the information you provided in your latest email message. Your Case Manager will contact you soon.

Thanks again for your email.

Sincerely,

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

* * * * * CASE MANAGER TEAM - District U * * * * *

CONTACT UPDATE - 1st Contact attempt, phone number dialed,

[REDACTED]
The customer stated that they were working with dealer 66429. The writer called dealer 66429 and spoke with the Service Manager (SM) (Ed), the SM stated that goodwill can be offered. The writer spoke with the Service Advisor (SA) (Bryan) is to provide the writer with pricing.

The writer contacted the customer again and stated the dealership was willing to reduce the price of the repair and the customer will be contacted when a decision is reached.

Hi Jeff, I spoke with Travis last Friday about my case and he said he would contact the dealer which he did, he said that someone would call me Saturday with what I would have to pay for some kind of copay. As of this time no one has contacted me and when I tried the number he called me from Chrysler recording said it was a non working number, so what do I do now? If someone could please look into this it would be greatly appreciated.

Thank you

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

Dear Thomas :

Thank you for your reply.

I have updated your file to reflect the information you provided in your latest email message.

Your Case Manager will contact you shortly once a decision can be reached pertaining to your request.

Thanks again for your email, Thomas.

Sincerely,

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

Writer called customer at [REDACTED]. Customer states he hasn t heard from anyone regarding the issue. Writer advised a call will be made to the dealer to try to get pricing information so a goodwill co-pay can be determined.

Writer called dealer 66429, to speak with SM. SM has gone. Writer spoke with SA, Bryan. SA states warranty pricing is:

parts 344.40

labor 62.32

SA states customer paid \$100.00 for the diagnosis. Writer advised that as customer already paid for the diagnosis another \$100.00 will be fine for the co-pay. Writer advised the customer will be informed to contact the dealer to accept the offer. Writer advised PA and CAIR will be sent over.

Writer called customer at 518-275-9124. Writer advised customer the co-pay will be \$200.00 but the diagnosis will be considered part of the co-pay so, customer will just need to pay an additional \$100.00. Customer happy with offer. Writer advised he will just need to call the dealer so they can order the part. Writer advised a follow up call will be made after the repair is complete.

As a one-time goodwill gesture, Chrysler will be making a policy adjustment for this repair based on low mileage and customer satisfaction.

According to the dealer, the warranty costs of the repair are as follows:

Parts = \$344.40

Labor = \$62.32

Co-pay = \$200.00 minus \$100.00 already

Pre Authorization (PA) amount = \$306.72

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 K.C. at 800-763-8422

You may also contact us by email at:

kg364@chrysler.com. This customer has been informed

of this decision. Please update and/or close CAIR when complete.

#####

REASSIGNED TO BC/DLR 32 66429 02/17/11 18:12 O 20396727

t7906gl AM spoke w/sm Ed and owner was contacted. Parts are on order and when they arrive repairs will be completed as outline in the cair narrative.

Writer called customer at [REDACTED]. Customer states the repair has been completed today and the issue is resolved.

CLOSED LOOP UPDATE - customer contacted today to confirm repairs.

Customer Assistance Inquiry Record (CAIR)#						20399651
VIN	1D8HN44H2	8B [REDACTED]	Open Date	02/09/2011	Built Date	10/09/2007
Model Year	2008	Body	RTKH53	DODGE GRAND CARAVAN SE WAGON		
In Service Dt	11/08/2007	Mileage	48,000	Dealer Zone	66	ORLANDO
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US	
Color	PKG	LIGHT SANDSTONE MET. CLEAR COAT				
Engine	EGV	3.3L V6 OHV ENGINE				
Transmission	DFF	4-SPEED AUTOMATIC VLP 41TE TRANS				
Dealer	66732	GALEANA CHRYSLER JEEP INC				
Dealer Address	14375 S TAMIAMI TRAIL					
Dealer City	FT MYERS	Dealer State	FL	Dealer Zip	33912	
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	[REDACTED]
	FORT MYERS FL [REDACTED]				Country	UNITED STATES

Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	
Recall - K25: HEATING, VENTILATION & AC DRAIN TUBE GROMMET - Advise Owner/Incomplete Recall	

****Begin structured narrative T2 - Beginning Narrative
Briefly summarize why the customer is contacting Chrysler:
Owner s father called and states the headlights on this vehicle will flicker and sometimes go out.
Briefly summarize what the customer is expecting:
Caller would like assistance from Chrysler with the cost of the repair.
****End structured narrative T2 - Beginning Narrative
Caller states the vehicle was at the dealership to have recall K25 performed however he did not pay the diagnostic fee and have this issue diagnosed.
Customer advised 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]
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? 66732 is the dealer who performed the recall and advised the customer to call us.
Reassigned to 88F
Customer calls seeking recall information. Advised the customer of incomplete recall K25 for this vehicle. Customer was advised to contact a Chrysler, Dodge, or Jeep dealer to schedule an appointment to complete recall repair.
***** CASE MANAGER TEAM - District ? M ? *****
CONTACT UPDATE - Writer spoke with customers son, stated he his father is not available right now. Stated I would contact him back.
Writer spoke with customer stated his head lights are flickering, he took it to the dealership, they want 100.00 to diagnose the problem. Customer stated he then took it to his mechanic and he diagnosed it and has ordered the part from Chrysler. Customer is having his vehicle repaired by his mechanic. Stated I would go ahead and close the case. Customer was

okay with this. Customer understood.
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)#						20436309
VIN	2A8HR54P0	8R	Open Date	02/21/2011	Built Date	10/13/2007
Model Year	2008	Body	RTYP53	CHRYSLER TOWN & COUNTRY TOURING WAGON		
In Service Dt	11/20/2007	Mileage	22,000	Dealer Zone	71	LOS ANGELES
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PBG	CLEARWATER BLUE PEARL COAT				
Engine	EGL	3.8L V6 OHV ENGINE				
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				
Dealer	60346	TUCSON CHRYSLER JEEP				
Dealer Address	7800 E 22ND ST					
Dealer City	TUCSON	Dealer State	AZ	Dealer Zip	85710	
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	TUCSON AZ				Country	UNITED STATES

Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Headlights flashing randomly
Dealer - Loaner Vehicle - Unknown - Declined to Provide - Default	
Product - Electrical - Speedo/Gauges/Ometer/EIC - Intermittent or Inoperative - Default	
Product - Electrical - Wipers / Washers - Intermittent or Inoperative - Front	

Customer states that her vehicle has an unknown electrical problem that has been causing the wipers, gauges, and headlights to act erratically. Customer says she has brought the vehicle into dealer multiple times for service, they ve replaced a module (multiple times), but the issue has still not been resolved. Customer says that she has exceeded her warranty and is worried, because she doesn t have the money to keep dealing with this problem.

Customer is seeking coverage for a repair that will permanently resolve the issue.

(Customer also states that the dealer has given her a difficult time with providing a loaner vehicle even though she says she has purchased additional coverage for vehicle. *No service contract shows in her file though*)

Customer advised a call back is required and will take place within one business day by COB their time

Preferred call back number is

Preferred call back number is

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? 60346

Reassigned to 88F

***** CASE MANAGER TEAM - District 880 *****

Per vehicle history, household customer has owned 7 Chrysler vehicles, 6 new 1 used. Currently the customer owns 3, 2 new 1 used, this vehicle new. No CGSC.

Writer contacted dealership 60346 and spoke with SA Brian. SA stated that the SM Dave Long has been following this case very closely. Writer asked to speak with the SM and SA stated that he was unavailable at this time, but provided the writer with SM direct line to contact him.

CONTACT UPDATE - 1st Contact attempt, phone number dialed,

Writer spoke with the customer. Customer stated that this has been an ongoing issue with the vehicle since she purchased it.

Customer stated that this is the 4th time she has had it at the dealership. Customer stated that they have replace modules on the vehicle, but the repairs do not fix the issue for long. Customer stated that she went to pick up the vehicle on Saturday and when the SA got in the car and started it the issue happened again. Writer stated that the dealership has been contacted to gather further information. Writer stated that the SM is involved with this issue and writer will contact him to gather more information. Writer will follow up with the customer after the SM has been contacted.

CLOSED LOOP UPDATE - customer contacted today to confirm repairs.

Customer Assistance Inquiry Record (CAIR)#						20443361
VIN	2A8HR44H3	8R	Open Date	02/22/2011	Built Date	09/10/2007
Model Year	2008	Body	RTYH53 CHRYSLER TOWN & COUNTRY LX WAGON			
In Service Dt	02/12/2008	Mileage	35,000	Dealer Zone	71	LOS ANGELES
Plant	R	WINDSOR ASSEMBLY PLANT		Market	U	US
Color	PBG	CLEARWATER BLUE PEARL COAT				
Engine	EGV	3.3L V6 OHV ENGINE				
Transmission	DFE	4-SPEED AUTOMATIC VLP 41TE TRANS				
Dealer	08564	NORMANDIN CHRYSLER-JEEP				
Dealer Address	900 CAPITOL EXPRESSWAY AUTO MALL					
Dealer City	SAN JOSE			Dealer State	CA	Dealer Zip 95136
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	GILROY CA				Country	UNITED STATES

Product - Electrical - Unknown - Burned Out - Default	
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****Begin structured narrative T2 - Beginning Narrative
 Briefly summarize why the customer is contacting Chrysler:
 Briefly summarize what the customer is expecting:
 ****End structured narrative T2 - Beginning Narrative
 Customer states the headlights go out. Customer states that theyve had it in there several times while under warranty but they were unable to remedy this and it is still happening. Customer is wondering if we can offer any solutions or extend the warranty. customer call back number.
 ***** CASE MANAGER TEAM - District O *****
 CONTACT UPDATE - 1st Contact attempt, phone number dialed, .
 Customer was not available.
 Agent left a message with call back number and CAIR number.
 OOW by 2 weeks, in warranty by mileage.
 Original owner, purchased 1, owns 1.
 No SC.
 Customer called to reach HB236. Case manager was not available and customer did not want to leave message. Writer was unable to reach alternate case manager so customer requested Case Manager call him back as soon as possible. Writer sent message through floor support requesting a call back as soon as possible.
 Customer calls requesting to speak with HB236
 Customer/Caller transferred to extension # 66387 for customer to leave voicemail.
 Agent called the customer, and spoke to Mrs. Palm. She stated that the headlights go out intermittently. She stated that there is only one immediate remedy to the problem, and this is to turn off the vehicle, and turn it back on. She stated that this happens very intermittently, and that the last time the vehicle was brought to the dealer for this they thought the problem was resolved. Agent advised that customer will need to get a diagnosis from an authorized CDJ dealer. Agent advised that the vehicle may need to be left at the dealer for a few days to duplicate this problem. Agent advised that the customer will need to have a diagnosis before any decision can be made. Agent advised that customer will be responsible for the diagnostic fee if Chrysler decides not to

participate for whatever reason. Some of the reasons for not participating are wear and tear, neglect, abuse. Agent advised that if Chrysler decides to participate that the diagnostic fee will be incorporated into the customer's co-payment for the repairs. Customer understood, and will call the dealer next week. She stated that the dealer stated that they may assist with goodwill, but they won't know until the customer brings the vehicle in.

Agent called the customer to see if the vehicle has been brought to the dealer for a diagnosis. Agent left the call back number 800-763-8422, and CAIR number.

Agent received message from the customer that he gave up on this issue and traded in the vehicle at dealer 08654.

CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)#	20464081
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VIN	2D8HN54P6	8R	Open Date	02/25/2011	Built Date	08/30/2007
Model Year	2008	Body	RTKP53	DODGE GRAND CARAVAN SXT WAGON		
In Service Dt	09/06/2007	Mileage	36,000	Dealer Zone	71	LOS ANGELES
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PW1	STONE WHITE CLEAR COAT				
Engine	EGL	3.8L V6 OHV ENGINE				
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				

Dealer	45358	STEVENS CREEK CHRYSLER JEEP DODGE				
Dealer Address	4100 STEVENS CREEK BLVD					
Dealer City	SAN JOSE	Dealer State	CA	Dealer Zip	95129	

Owner		Contact Type	FAX
Address		Home Phone	
	SAN JOSE CA	Country	UNITED STATES

Product - Air Conditioning / Heater - Blower Motor - Defective - Default	Blower not working
Corporate - Lemon Law - Default - Default - Default	Customer seeking Lemon Law.
Recall - K25: HEATING, VENTILATION & AC DRAIN TUBE GROMMET - Advise Owner/Incomplete Recall	HEATING, VENTILATION & AC DRAIN TUBE GROMMET
Corporate - Complaint Contact - Default - Default - Default	Head lights & Blower not working properly
Dealer - By-Pass - Default - Default - Default	

Briefly summarize why the customer is contacting Chrysler:
 Customer stated that she was never given a conclusion on her case which is now closed (20344078). Customer states that she has been having a re-occurring issue on her vehicle where her headlights would randomly go off while she is driving at night, which is a safety issue.

Briefly summarize what the customer is expecting:

Customer is seeking Lemon Law.

Customer informed a call back is required and will take place within one business day.

Preferred Morning/Midday call back number is (cell phone)

Preferred Afternoon/Evening call back number is

Who has possession of the vehicle? Owner

Is this a request for Lemon Law, buy-back or replacement? Lemon Law

Reassigned to 88L

***** QUALIFIER TEAM *****

CONTACT UPDATE - 1st Contact attempt, phone number dialed,

Owner is seeking relief under the California state lemon law.

1. What does the customer allege is wrong with the vehicle? Blower motor, Electrical.

2. Was the vehicle purchased new or used? Used.

3. If used, what number owner is the customer and what was the mileage? 2nd, 30,793 Miles.

4. Is customer claiming # of repair attempts or # of days out of service? Unsure.

5. Does the condition described by the customer still exist? Yes.

The only thing the customer has been told is their file will be reviewed and/or handled by the local Business Center and Dealer, and if the condition still exists, to take their vehicle to the dealer regardless

of this request. Reassigned to the West Business Center (TMT).

030111 reassigned to am peg to review and respond to owners request for

lemon law relief tmt

3/3/2011 Telephoned owner, no answer, left message PEG t8993pg

3/5/2011 Telephoned owner and spoke briefly. Owner is on vacation in Arizona. Owner advised me that she had sent a letter and copies of her service history to corp headquarters. She was very aggravated that I was not furnished a copy of her correspondence. I advised her that I would try to get ahold of her correspondence. We agreed to try to speak again on Monday March 14th. PEG

3/11/2011 Images downloaded to first CAIR

3/15/2011 Telephoned owner, no answer, left message. PEG

3/18/2011 Telephoned owner and reviewed issues. Offered CSC as a _ resolution. Owner advised me that she thought she had a service contract. I advised her that I did not see a CSC in the system and would be willing to offer her a CSC contract. She was going to check her paperwork over the weekend to see what kind of contract she had. I was going to research offerings on our side to suit her. PEG Area Manager

3/21/2011 Telephoned owner, owner has a non Chrysler contract and at this point is not interested in a CSC unless she can get a partial refund on her contract. Owner wants us to buy back the vehicle or facilitate a trade.

Advised customer that we do not do trades. Customer could not understand why. Customer to email me a repair bill for reimbursement and if she can get some` her contract reimbursed, she may accept a CSC plan. PEG t8993pg

3/25/2011 Have not received pdf email from customer. Needs follow up. PEG

3/27/2011 Received email from customer regarding transferability and responded. PEG

3/31/2011 Telephoned owner, no answer, left message. PEG

4/1/2011 Owner called back, missed call. PEG

4/1/2011 Telephoned owner, offered CSC plan MX785N to resolve lemon law dispute. Owner accepted. Advised she should receive plan provisions in the mail in ten working days. PEG t8993pg Area Manager

4/1/2011 Sent plan processing request to Tina in the BC. PEG
Contract created. Contract number is 35559514.

4/4/2011 Creating check request to reimburse owner for repairs on 2/4/2011 to address driveability and stalling concerns. Check amount is \$294.17 PEG

4/4/2011 Supporting documentation sent to Auburn Hills. PEG

POSTMARK DATE: 040411; DATE RECEIVED: 041511

Customer Assistance Inquiry Record (CAIR)#						20552880	
VIN	2A8HR64X2	8R	Open Date	03/16/2011	Built Date	04/24/2008	
Model Year	2008	Body	RTYS53	CHRYSLER TOWN & COUNTRY LIMITED WAGON			
In Service Dt	09/26/2008	Mileage	46,000	Dealer Zone	63	DALLAS	
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US		
Color	PBG	CLEARWATER BLUE PEARL COAT					
Engine	EGQ	4.0L V6 SOHC ENGINE					
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION					
Dealer	23871	RON CARTER CHRYSLER-JEEP-DODGE OF	TEXAS CITY				
Dealer Address	2601 PALMER HWY						
Dealer City	TEXAS CITY			Dealer State	TX	Dealer Zip	77590
Owner					Contact Type	TELEPHONE	
Address					Home Phone		
	GALVESTON TX 7				Country	UNITED STATES	
Product - Electrical - Lamps and Switches - Burned Out - Default				Low Beam Headlight and Vallast completely burned out.			

Customer stated that before his Warranty ended he took the vehicle in because of the head light kept going in and out every time it rained or got water on it.

Customer stated that at that time the Dealership could not find anything wrong.

Customer stated that now the Headlight is completely burnt out and he is out of Warranty.

Customer stated that the Dealership told him the Low Beam Headlight and the Vallast need to be replaced.

Customer is seeking out of Warranty assistance for the cost of repair.

Agent made no promises.

No commitment for goodwill assistance has been made at this time.

Customer is seeking out of Warranty assistance in hopes that Chrysler will cover the cost of the Low Beam Headlight and Vallast repair.

Customer Contact: [REDACTED]

Ron Carter Chrysler

Service Advisor: Wes

Reassign to 88f

Customer Contact: [REDACTED]

**** CASE MANAGER TEAM - District 88U *****

Customer loyalty

original owner - purchased 09/26/08

Vehicles: Total 3. Current 2. New -3. Used 0. Household 0.

Service Contract none

Factory warranty basic out by 10000 miles

CONTACT UPDATE - Attempted to contact customer at 409 763-3327, call went to voice mail, left message.

Attempted to call [REDACTED], call was answered but disconnected.

2nd attempt made to contact customer . Left message.

Contacted dealer, [REDACTED], spoke with Wes. He will call back with information on this repair.

Service Manager (SM), Dorina.

Contacted dealer, [REDACTED], Service Manager (SM), Dorina Boyd.

SM states that she is willing to do this repair under warranty pricing.

Spoke with Wes Shelton, Service Advisor (SA).
Warranty prices:
\$151.00 parts
\$111.30 labor
\$125.00 co-pay
Customer has the vehicle now and he will have to call for an appointment.
Attempted to contact customer at [REDACTED]. Left message.
Contacted customer at [REDACTED]. Husband is contact.
Customer e-mail from COIN. mkelver@utmb.edu
States that he had taken this in before the warranty was up with this problem they have never been able to find the problem. Now that they have found the problem, the vehicle is no longer under the warranty.
Customer states that the right headlamp was also having problems and they had to replace the harness.
Writer gave customer the offer for assistance with co-pay of \$125.00.
Customer asked for a lower co-pay, as he only had to pay \$50.00 the last repair.
Writer explained that with a co-pay of \$50.00, we would not be able to assist in the future with any repairs. Customer then accepted the \$125.00 co-pay.
Writer discussed with customer checking into getting a service contract.
Customer to contact the dealer for an appointment.
As a one-time goodwill gesture, Chrysler will be making a policy adjustment for this repair based on customer satisfaction. According to the dealer, the warranty costs of the repair are as follows:
Parts = \$151.00
Labor = \$111.30
Total = \$262.30
Co-pay = \$125.00
Amount Pre-authorized (PA) = \$137.30
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 Kathy at 800-763-8422
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.

REASSIGNED TO BC/DLR 63 23871 03/28/11 18:45 O 20552880
3-30-11 am/sm.
veh repaired and gone as of 3-30-11. slb _
CUSTOMER [REDACTED] Called customer to confirm repairs were completed. Left Message.
CLOSED LOOP UPDATE - no need for additional follow-up.
Caller requesting to speak with Case Manager.
Message left for case manager from dealer 23871, Wes asking for a call back to 409 948 3131.
PA was created for a repair done for the bulb and they installed the bulb on the vehicle but the ballast has a short in this as well, asking if the ballast can be covered.
Contacted dealer, 23871, Service Manager (SM), Dorina Boyd.
SM states the additional repair price is \$288.70 total.
Parts: \$252.00, Labor: \$36.70.
Writer adjusted the PA to \$426.00, the repair was done, customer paid the \$125.00 co-pay.
Updated mileage on PA to 53978.

Customer Assistance Inquiry Record (CAIR)#						20597656	
VIN	1D8HN44H4	8B	Open Date	03/24/2011	Built Date	12/10/2007	
Model Year	2008	Body	RTKH53		DODGE GRAND CARAVAN SE WAGON		
In Service Dt	12/13/2007	Mileage	95,261	Dealer Zone	51	CHICAGO	
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH		Market	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	EGV	3.3L V6 OHV ENGINE					
Transmission	DFF	4-SPEED AUTOMATIC VLP 41TE TRANS					
Dealer	42819	5 CORNERS DODGE CHRYSLER JEEP					
Dealer Address	1292 WASHINGTON AVENUE				HIGHWAY 60		
Dealer City	CEDARBURG			Dealer State	WI	Dealer Zip	53012
Owner					Contact Type	TELEPHONE	
Address					Home Phone		
	CAMPBELLSPORT W				Country	UNITED STATES	

Product - Electrical - Lamps and Switches - Defective - Default	Headlights go off when driving
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****Begin structured narrative T2 - Beginning Narrative
 Briefly summarize why the customer is contacting Chrysler:
 Customer says the headlights go off when driving
 Briefly summarize what the customer is expecting:
 Customer says he wants them fixed correctly
 ****End structured narrative T2 - Beginning Narrative
 Customer called back on a CAIR 20470366. Writer noted the CAIR was closed. Writer could not reopen the CAIR because the check had not been issued for reimbursement. Writer could not assign to the case manager as the case manager is not a case manager anymore. Customer says the repair performed did not fix the problem and his headlights went off on him again while driving.
 Customer advised 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 xxx-xxx-xxxx
 Customer email address for case updates:
 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? 42819
 Reassigned to 88F
 ***** CASE MANAGER TEAM - District ? P ? *****
 See case 20369327
 Second Owner
 Only Vehicle
 OOW 59261 Miles and 4 months
 Dealer Contact: Writer spoke with Service Manager Randy states that it would cost around \$200 warranty Amount \$400 customer pay. Willing to accept PA. Recommends \$ 50 copay
 Randy will email writer with cost information.
 CONTACT UPDATE - 1st Contact attempt, phone number dialed, 920-212-0553. Writer advised customer that information is needed before a

final decision can be made. Customer states that he should have been reimbursed for battery replacement. Writer advised customer that it is not notated that he would be reimbursed for the battery replacement. Customer understood. Writer will follow up 3/29.

Dealer Contact: Ross Service Advisor states that repair was done 3/28. Repair order still open only pricing is for parts \$211.00 TIPM. Writer asked that Randy be in contact to discuss what the status is on the repair and costs. Writer will contact customer and check status. Customer states that he was told to pick up the vehicle and the cost details would be figured out later. Customer picked up the vehicle on 3/26. Customer states that dealer Service Manager left him a message stating that he will be out of the office until Friday. Dealer has SUPDSA. Customer would like Chrysler to reimburse him for the battery that was replaced that did not fix the problem. Writer will contact Service Manager Randy 4/1 to find out what is going on. Writer will follow up with customer after.

writer contacted service manager Randy to find out if there is any update on the repairs to the vehicle, writer left a message for a return call back to case manager or to 66214.

2nd attempt made to contact customer. writer contacted customer to find out if the repairs were done on the vehicle or not. write rleft a message Customer wanted to speak to the case manager regarding the case number. The agent transferred the customer to 800-763-8422.

Caller requesting to speak with Case Manager.

Dealer Contact: Randy states that he wanted customer to drive the vehicle.

Dealer calls/emails back with information previously requested.

Warranty parts \$ 211.00

Warranty labor \$ 79.80

Total \$ 290.80

Service Manager Randy recommends a \$50 copay.

As a one-time goodwill gesture, Chrysler will be making a policy adjustment for this repair based on previous repair attempts to repair issue.

According to the dealer, the warranty costs of the repair are as follows:

Parts = \$ 211.00

Labor = \$ 79.80

Total = \$ 290.80

Co-pay = \$50.00 approved by G829

Amount Pre-authorized (PA) = \$ 240.80

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 Traci at 800-763-8422

You may also contact us by email at:

TH522@chrysler.com. This customer has not been informed of this decision. Please update and/or close CAIR when complete.

#####

REASSIGNED TO BC/DLR 51 42819 04/01/11 13:29 O 20597656

writer received call from Randy at the dealership and customer agreed to the amount.

Dealer to update 4/11/11

4/11/11 Writer contacted SM Randy for update. SM out of office, will recontact writer 4/12/11. CCS

4/15/11 Writer contacted SM Randy for update. Per SM repair completed RO#286233 on 4/1/11 at 95963 miles. CCS

Writer spoke with the customer, he says the vehicle is repaired as of today he stated the radio display is intermitten but his main concern was taken care of.

CLOSED LOOP UPDATE - customer contacted today to confirm repairs.

Customer Assistance Inquiry Record (CAIR)#						20714058
VIN	2A8HR54P4	8R	Open Date	04/18/2011	Built Date	09/28/2007
Model Year	2008	Body	RTYP53	CHRYSLER TOWN & COUNTRY TOURING WAGON		
In Service Dt	10/20/2007	Mileage	47,882	Dealer Zone	74	DENVER
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PBG	CLEARWATER BLUE PEARL COAT				
Engine	EGL	3.8L V6 OHV ENGINE				
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				
Dealer	43942	MINOT CHRYSLER CENTER INC				
Dealer Address	3615 SOUTH BROADWAY					
Dealer City	MINOT	Dealer State	ND	Dealer Zip	58701	
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	MINOT ND				Country	UNITED STATES

Product - Electrical - Horn - Noisy/Static Interference - Default	Horn going off by it's self.
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Interior lights going on and off by it's self
Product - Electrical - Wipers / Washers - Intermittent or Inoperative - Front	windshield wipers going off on there own

****Begin structured narrative T2 - Beginning Narrative

Briefly summarize why the customer is contacting Chrysler:

Customer contacted writer and left voice message as writer was previous CAIR manager several months ago. Customer went several months without problem, and then called and left message stating that the vehicle still has demons in it, and that the horn, windshield wipers, interior lights, etc just started going on by themselves. Customer states that he s had enough, and that he would be taking his vehicle back to the dealership.

Briefly summarize what the customer is expecting:

Customer wants his vehicle fixed properly.

****End structured narrative T2 - Beginning Narrative

Customer advised a call back is required and will take place

within one business day by COB their time

Preferred Morning/Midday call back number is Home:

Preferred Afternoon/Evening call back number is Customer

Cell:701-340-4461 / Wife:

Customer email address for case updates: N/A

Who has possession of the vehicle? Owner

Has the vehicle been diagnosed by a CDJ dealer? Unknown

If a CDJ dealer has diagnosed, what is the dealer name or code? N/A

Reassigned to 88F

***** CASE MANAGER TEAM - District 88N *****

CONTACT UPDATE - 1st Contact attempt, phone number dialed,

Customer stated he was at the dealership yesterday and the dealership found some codes. Customer stated the vehicle will be going back to the dealership in a week from Wednesday. Customer stated he is surprised that the vehicle has depreciated so much and doesn t think he should have to pay for any other repairs on the vehicle. Customer stated he had seven people in his vehicle and was turning a corner and the vehicle shut off. Customer stated his wife got out of the vehicle and the horn went off steadily honking. Customer stated he was able to start the

vehicle but the horn did not shut off. Customer stated the headlights on the vehicle were also flashing. Customer stated he turned the vehicle off and yanked on the negative battery cable and the horn stopped working. Customer stated the engine light was on the next few times he started the vehicle and the dealership was able to clear the code. Customer stated he could have been in the wrong part of Chicago or D.C. when the vehicle died. Customer stated he is scared for his safety. Customer stated the vehicle has 50920 miles. Customer stated he wants the vehicle bought back. Customer stated that he would buy another Chrysler at this point. Customer stated they video taped the vehicle while it was acting up and they will put the videos on youtube if Chrysler cannot resolve his issues. Agent gave customer the 18007638422 number as well as agents extension.

Customer was advised that due to the nature of their request a call back is required and will take place within one business day.

Preferred call back number is [REDACTED].

Who has possession of the vehicle? Customer

Is this a request for Lemon Law, buy-back or replacement? Buy-back

Reassigned to 88L

***** QUALIFIER TEAM *****

***** ATTENTION SERVICE DIRECTOR/MANAGER *****

This customer has contacted Customer Care seeking lemon law buyback/replacement. Preliminary research has determined this vehicle doesn't appear to qualify for lemon law/Buyback/Replacement and the customer has been informed of such. They have also been told that we are interested in repairing the vehicle if a repair is required. Please use all available resources as required (Area Manager, Business Center or STAR) to bring this to a resolution.

RESEARCH RESULTS:

Explain why this vehicle either appears to qualify or not: Vehicle does not appear to qualify per terms of protection. No repairs to concern with in terms.

Number of related repair attempts = 0

Number of days out of service = 0

CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED]. Customer was informed. Customer believes that Chrysler should be responsible for this repair due to them having dealt with the problem for so long. Customer states that if its possible to get a warranty. Gary Fiddler, service manager. Customer states that he feels like he has been chasing a ghost with these problems. Customer wants assistance with rental as well. Sending back to HP570.

SM Art informed of the customers situation.

2nd attempt made to contact customer at [REDACTED]. Left message.

Called customer at [REDACTED]. Customer stated that he is working with Scott at the dealer and Greg is the service manager. Customer stated he expects Chrysler to pay for 100% of the cost of repairs.

AM was contacted by SM Kurt Hauf at dealer code 43942. AM reviewed case with TA RRV5 and it based on what tech has found repairs required include replacing wiring harness along with TIPM. Based on vehicle history Chrysler has assisted customer on a number of oow repairs. To date customer has had nearly \$1,500 in repairs made on vehicle while customer has paid a total of \$250 of the \$1,500. Early indication is the warranty cost to replace the wiring harness and TIPM will be between \$850 to \$900. AM and SM agree that customer should participate \$250 towards repairs. SM Kurt to call CAIR Manager when he finalizes warranty cost of parts and labor.

Called dealer at [REDACTED]. Left voicemail for service manager Kurt for a return call.

Called dealer at [REDACTED]. Agent spoke with service manager Kurt. SM stated he would call or email agent the warranty pricing for the repairs.

Called dealer at [REDACTED]. Agent spoke with service manager Kurt. SM stated he would call agent back in about 10 minutes with warranty pricing.

Called dealer at [REDACTED]. Agent left message with David in service to have service manager Kurt call back with warranty pricing.

Called dealer at [REDACTED]. Agent left message for service manager Kurt to call back with warranty pricing.

Called dealer at [REDACTED]. Agent spoke with warranty administrator

would have to call back or have the service manager call back.
Called customer at [REDACTED]. Customer stated the repairs are completed and the dealership put a TIPM in his vehicle. Customer stated his vehicle seems to be fixed now. Customer inquired about a service contract. Agent advised customer that he can get information from the Chrysler website and they need to be purchased at a dealership. Agent advised customer that we can also give him information. Customer stated he will look into one with the dealership.
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)#						20722910
VIN	2A8HR54P8	8R	Open Date	04/20/2011	Built Date	08/22/2007
Model Year	2008	Body	RTYP53	CHRYSLER TOWN & COUNTRY TOURING WAGON		
In Service Dt	10/27/2007	Mileage	40,000	Dealer Zone	66	ORLANDO
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				
Engine	EGL	3.8L V6 OHV ENGINE				
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				
Dealer	26534	RICK HENDRICK JEEP-CHRY				
Dealer Address	8333 RIVERS AVENUE					
Dealer City	NORTH CHARLESTON	Dealer State	SC	Dealer Zip	29406	
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	GOOSE CREEK SC				Country	UNITED STATES

Product - Body / Trim / Paint Finish - Unknown - Other - Unknown	Totally Integrated Power Module replacement. Seeking cost assistance.
Corporate - Survey By-Pass - Default - Default - Default	
Dealer - By-Pass - Default - Default - Default	

****Begin structured narrative T2 - Beginning Narrative
Briefly summarize why the customer is contacting Chrysler:
Electrical issues, causing the Totally Integrated Power Module to need replaced.
Briefly summarize what the customer is expecting:
Customer seeking cost assistance for the Totally Integrated Power Module.
****End structured narrative T2 - Beginning Narrative
Customer stated that a few months ago his vehicle starting going out of control with everything electrical.
Customer stated that the horn would not stop sounding until the battery was removed.
Customer stated that the headlights would go off and on.
Customer stated that the Dealership could not find anything wrong after Diagnostics were done so they reset the computer.
Customer stated that now, the Totally Integrated Power Module (TIPM) needs to be replaced as per Dealership diagnostics.
Customer stated that the cost would be \$525.00, for labor and parts.
Customer stated that he loves the Chrysler Town & Countries and would love to keep his relationship with Chrysler.
Customer has owned three Chrysler Vans.
Customer is seeking cost assistance for the TIPM.
Agent made no promises or commitments.
Customer Contact:
Alternate Contact: N/A
Email: markvanaelst@gmail.com
Rick Hendrick Chrysler (26534): 843-569-2700
Reassign to 88F.
***** CASE MANAGER TEAM - District 88N *****
Original owner, 3 CJD Vehicles, 2 New, 1 Used.
Vehicle Oow: By 6 months, and 4,000 miles
No Chrysler SC on file

Vehicle ISD: 10/27/07

Contacted dealer: 26534 and spoke with Service Manager (David) who stated he will DSA the part and have customer pay the labor. SM was not able to provide pricing information at this time.

CONTACT UPDATE - 1st Contact attempt, phone number dialed,

Writer spoke with customer and advised him of the DSA goodwill decision. Writer informed customer that the dealership will cover the part, and he will be responsible for labor. Customer was pleased with this decision, and stated he will contact the dealership to make repair arrangements. Writer provided customer with writers name, contact information, and case number.

As a one-time goodwill gesture, Chrysler/Dealer will provide assistance for the

repair to the TIPM. Chrysler will cover the cost of the part, and customer will be responsible for the labor.

Customer will be responsible for a co-pay to be determined by dealership.

This goodwill is being offered because: Customer is not far out of his warranty coverage period, and has loyalty with Chrysler and the dealership.

DIRECT-TO-DEALER

ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER

The CAC is sending this CAIR because of a goodwill policy decision that was made on behalf of this customer. You have indicated you will be using your DSA to assist this customer. The customer has been informed of this decision. Update and/or close CAIR when complete.

If you need to speak with the agent about this CAIR, please call 1-800-992-1997, Agent extension is 66319 or you may email us at T2email@chrysler.com

#

REASSIGNED TO BC/DLR 66 26534 04/21/11 11:22 O 20722910

*Contact Date:05/02/2011

Repair is not covered by warranty and explanation has been provided to customer.

CAIR RETURNED FROM DEALER ON 5/02/2011 AT 03:37:662 R 20722910

Writer contacted dealer and spoke with Service Advisor 'Marilyn' who stated that Service Manager 'David' is not available. SA took writers contact information, and left a message for a return call from SM 'David' when he returns from lunch.

Spoke with Service Manager 'David' who stated that as far as he knows, the plan is still for the customer to pay the cost of labor, and the dealership will cover the part. SM states the customer has not yet made an appointment, but have been advised of this goodwill offer.

Writer spoke with customer who states that he is working with his wife to work out the logistics to get the vehicle in to have the repair completed. Writer will follow up early next week.

Phone:

2nd attempt made to contact customer. Left message.

Spoke with Service Advisor 'Jessica' who states that she is the advisor handling this customer, and they have not yet called to schedule an appointment to have the repair completed.

DIRECT-TO-DEALER

ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER

You have indicated that your dealer will be making an offer to this customer

and you will be following up with them for the repair.

#####

REASSIGNED TO BC/DLR 66 26534 05/10/11 14:46 O 20722910

*Contact Date:05/12/2011

Service / Parts Director at the dealership has updated the Cair# 20722910 An appointment has been set with the customer.

*Contact Date:05/24/2011

Service / Parts Director at the dealership has updated the Cair# 20722910 Dealer attempting to contact customer.

*Contact Date:05/30/2011

Service / Parts Director at the dealership has closed the Cair# 20722910

closed pending further contact from the customer.

CAIR RETURNED FROM DEALER ON 5/30/2011 AT 11:17:530 R 20722910

Customer Assistance Inquiry Record (CAIR)#						20730142
VIN	2A8HR64X2	8R	Open Date	04/22/2011	Built Date	02/28/2008
Model Year	2008	Body	RTYS53 CHRYSLER TOWN & COUNTRY LIMITED WAGON			
In Service Dt	11/15/2008	Mileage	54,090	Dealer Zone	32	NEW YORK
Plant	R	WINDSOR ASSEMBLY PLANT		Market	U	US
Color	PW1	STONE WHITE CLEAR COAT				
Engine	EGQ	4.0L V6 SOHC ENGINE				
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				
Dealer	44961	FLEMINGTON DODGE-CHRY-JEEP				
Dealer Address	204 US ROUTE 202					
Dealer City	FLEMINGTON	Dealer State	NJ	Dealer Zip	08822	
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	BOUND BROOK NJ				Country	UNITED STATES

Corporate - Excessive Contacts - Default - Default - Default	5 or more
Corporate - Rental Vehicle - Default - Default - Default	Customer requesting rental vehicle
Dealer - Service/Body Shop - Personnel - Discourteous/ Rude - Service Management	Customer states SM yelled and swore at them
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Dashboard lights/horn/head lights not working
Product - Electrical - Power/Engine Control Module - Defective - Default	TPIM module needs to be replaced.
Corporate - Survey By-Pass - Default - Default - Default	waiting on customer to get repair completed

Briefly summarize why the customer is contacting Chrysler:
 Customer states her vehicle was returned to her today from the dealership and it still is not working and they will not look at it again.

Briefly summarize what the customer is expecting:
 Customer states that she feels the vehicle is dangerous to be driving in with her kids and wants a rental vehicle until the issue can be resolved. Customer was advised that due to the nature of their rental request a call back is required and will take place by close of business today. Preferred Morning/Midday call back number is [REDACTED] Preferred Afternoon/Evening call back number is [REDACTED] Customer email address for case updates: [REDACTED] Reassigned to 88R

Briefly summarize why the customer is contacting Chrysler:
 Customer called to file a complain against the dealership service manager. Customer states that her sister went to pick up the vehicle and when she drove it away the head lights, horn, and dash board lights still were not working. Customer states that her sister went back into the dealership and the SM yelled at her and swore at her in front of her children. Customer states that her sister is all shook up and they may be consulting a lawyer to press charges against the dealership.

Briefly summarize what the customer is expecting:
 Customer states she wants the \$600 back that she paid the dealership to fix her vehicle and she wants to have it fixed by Chrysler. Customer advised 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]

Customer email address for case updates: [REDACTED]
Who has possession of the vehicle? (Owner/Dealer/IRF) Owner
Has the vehicle been diagnosed by a CDJ dealer? (Yes/No) Yes
If a CDJ dealer has diagnosed, what is the dealer name or code? 66932
Assigned to 88F

***** CASE MANAGER TEAM - District 88w rental *****

CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED]
The customer is very frustrated with the SM at the dealership and does not want to work with the dealer any longer. The customer feels that he was rude and yelling at her sister in front of the kids. The customer wants Chrysler to help resolve the concerns, however she will not go back to the dealership. The writer has offered the customer to go to another dealership to help resolve her issues, however the cost of the repairs and diagnoses would be her responsibility. The customer feels that this is a safety issue and needs to be addressed. The customer states that the horn and lights do not work, the customer states she will only work with the district manager. The writer tried to explain to the customer that would be fine, however we would need to work with the dealer and the SM at Fullerton to resolve the issues, due to she has paid the dealer to do a repair. The dealer would need to address the issues or take it to another dealer to have a diagnoses completed. The customer then stated she was going to sue the dealership and contact the area manager to have them address the issues with the SM being rude. The writer tried to inform the customer that we want to make sure we can resolve her issues and concerns on the vehicle. However the customer stated she has spoken to her attorney, then hung up.

Writer has spoken to the TL AR931 and has forwarded the CAIR to have addresses by business center. Please advise if the area manager will take over case and address the issues or what the writer should do about the customers issues and concerns.

Caller states he is calling on behalf of his sister in law as she was just speaking with the case manager and the call was disconnected due to being on a cell phone. Caller states that the customer took the vehicle back to the dealership and they advised that the customer would need to pay another \$200.00 for a repair. Caller states that is unacceptable. Writer transferred caller to the case manager team for further assistance.

Caller requesting to speak with Case Manager. Writer informed Victor, Brother-in-law, that CC1004 leaves at 6:30ET daily. Victor states that customer did not hang-up on CC1004, but their cell died. Victor states that customer would like to work with dealer 23113 in resolving concern. Victor states that customer requests a rental vehicle while vehicle is not driveable.

CONTACT UPDATE - 2nd Contact attempt, phone number dialed, [REDACTED]
Left message, another attempt will be made within 48 hrs, the writer also left the contact number of the case management line 800-763-8422 (extension # 66344) along with hours of operation 10:00 am - 6:30 pm EST. Status update provided via email to the following email address: tonimarzilli@gmail.com

Hello Ms. Marzilli, this email is being sent to inform you, your case manager is seeking information as to the concerns with your vehicle. My hours of operation M-F 10:00am to 6:30pm EST. Case Management contact Phone number 1-800-763-8422 Ext.66344. Thanks, Chad
End of Status Update

Dealership customer would like to work with DLR# 23113 Team Walsh
Jeep-Chrysler-Dodge.

Writer needs to verify if the customer has taken the vehicle to them at this time.

CONTACT UPDATE - 3rd Contact attempt, phone number dialed, [REDACTED]
Left message, another attempt will be made within 48 hrs, the writer also left the contact number of the case management line 800-763-8422 (extension # 66344) along with hours of operation 10:00 am -6:30 pm EST

CONTACT UPDATE - 4th Contact attempt, phone number dialed, [REDACTED]
Writer left a detailed message this is to follow up on the repair and one more attempt will be made to follow up before closing case. Left message, another attempt will be made within 48 hrs, the writer also left the contact number of the case management line 800-763-8422 (extension # 66344) along with hours of operation 10:00 am - 6:30 pm EST.

Left detailed message advising that as there has been no contact or returned call the case will be closed.

Customer calls to speak with their Case Manager.

Customer calls to speak with their Case Manager. Warm transferred the customer to CM CC1004

Writer received an inbound call from the customer, the customer stated that the reason she never returned any calls, was because she is seeking legal advise on a legal action towards the dealership. The customer feels she was very miss treated at the dealership, and felt threatened. The customer went over her concerns again with the writer to clarify the issues. The horn, turn signals, head lights, tire pressure sensor, switch for AUX head lights. The customer states that the dealership advised her to bring the vehicle in while the concerns are present to diagnose the issues. The customer stated that the vehicle then overheated, the customer took the vehicle back to the dealership and was advised that everything checks out good. They could not find anything wrong, at that time they also found a module that could be causing the issues with the horn lights and tire pressure lights coming on. The customer paid \$ 300.00 for the repairs and was advised the issues have been resolved, the customer then drove away from the dealership and found the problems was not resolved, the horn did not work and the lights started flashing, tire pressure sensor came on. The customer then went back to the dealership and spoke to Collin the SA about the issues, they did test the vehicle and found another module needed to be replaced. The cost would be around \$ 188.00, the customer was loud and raising her voice and the SM Rich came out. The customer alleges that the SM Rich started yelling at her and told her to get out of the dealership, that he would cover the cost of the part, the customer stated she does not need to pay for it, she just wants the vehicle fixed right. The customer started to question the repairs and why they could not fix the vehicle, the SM asked the customer to leave before they call the police. The customer stated the SM told her not to question his top technician, the customer stated that the SM then told her she was not welcome at their dealership and not to come back. The customer then called the GM Tom and has left a message for a return call, the customer states she has never been contacted. The customer would like to have the issues resolved, the writer advised the customer that a call to the dealer to see if they are willing to look at the vehicle and do the repairs to try and fix the vehicle. If the dealer is not willing to work with her she will need to get a second opinion at her expense. The writer advised the customer that a call back would be after the writer is able to speak with the SM Rich.

Customer would like to be contacted at [REDACTED]

DEALER CONTACT: Writer attempted to contact the dealer #66932 and requested to speak with the Service Manager (SM) Rich.

Writer left message for SM with VIN#,CAIR#, extension# 66344 and email cc1004@chrysler.com

Caller requesting to speak with Case Manager.

Writer received an inbound call from the SM Rich, the SM has stated that the customer is not welcome at the dealership any longer. The SM stated that the customer came in yelling at the service department and being loud, the SM came out and asked the customer to come into his office to discuss the issues. The SM offered to the customer to cover the parts cost if she would cover the labor cost for the repairs, the SM verified the multifunction module was replaced on the prior repair attempt. However they had found the TIPM needed to be replaced now, so the SM offered to assist with the repair if she was willing to participate in the repairs cost of the labor. The SM stated that is when the customer started to yell at him and saying the dealer doesn t know what they are doing. The SM states she was asked to stop yelling and cursing at the tech and SM, the SM then advised the customer to leave before they call the police to have her removed from the dealership. For this the SM is not willing to work with the customer and the customer is not welcome into the dealership at this time.

horn, turn signals, head lights, tire pressure sensor, switch for AUX head lights (module needed TIPM to resolve issue)

CONTACT UPDATE - Contact attempt, phone number dialed, [REDACTED]

The writer has spoken to the customer and informed her that the

parts if she covered labor, the customer alleges that they never offered that. The customer stated that they just told her to leave, that she never was told anything. The writer informed the customer that the dealership stated that the customer had declined the offer and at this time and not willing to work on the vehicle. The customer states she did not want to go back to that dealer any way and has contacted her attorney to file a law suit, the writer informed the customer that at this time it would be up to her to seek a second opinion. The writer offered to contact another dealer for the customer and she declined, however the writer did provide two number and dealers for the customer to contact to have address her concerns. (customer will contact dealer for repair)
McDonagh Chrysler East brunswick, NJ
Team Welsh Far hills, NJ

Caller requesting to speak with Case Manager.

Writer has received a voice message from the customer, the customer states that she has taken the vehicle to another dealership and they have found a problem with the vehicle. The customer stated in the message she is going to contact the better business bureau in regards to the treatment she received at Fullerton Chrysler DL #66932.

CONTACT UPDATE - 1st Contact attempt, phone number dialed [REDACTED]

The customer stated that she took her vehicle to Flemington Dodge Chrysler, DL# 44961 908-782-7500 SM Chris or SA Rob. The customer stated that she was advised that the TIPM module has been broken, the customer claims that Fullerton s dealership has broken the TIPM and just did not tell her. The customer feels that is why they offered to pay for some of the cost or the repairs. The customer is very upset with the dealership and wants them to pay for the repairs and would like the writer to contact them to make them pay for the repairs, the writer has advised the customer that this is a workmanship issue that she would need to work with the dealer to resolve, the customer stated that she has tried to contact the dealer and they will not return her calls. The writer offered to contact the dealerships and advise the Owner the customer would like a call back to discuss the situation, the writer also advised the customer that Chrysler can not make the dealer call her back, only to pass the information along to them. The dealership has the right to decline contacting her back. The customer stated she wanted to speak with the owner Tom not the SM, the customer has left a couple message with the owner Tom and he has not returned her calls. The writer asked the customer what it is she is requesting of the writer to assist her with at this time, the customer would like the writer to contact Fullerton s and advise the owner she would like to be contacted, also she would like Flemington s to be contacted. The writer advised the customer that a call to Fullerton s to inform the owner she would like the call back, also the writer will contact Flemington and see if they would be able to assist her with the cost of the repairs. Then the writer will follow up with the customer with an update of the situations. The customer did understand.
DEALER CONTACT: Writer attempted to contact the dealer #66932 and requested to speak with the Owner Tom Difore. Writer left message for Owner Tom with VIN#,CAIR#, extension# 66344.

Customer is Ms Rita Marzilli, best contact number is [REDACTED]

DEALER CONTACT:# 908-782-7500: Writer attempted to contact the dealer # 44961 and requested to speak with the Service Manager (SM) Chris, the SM has verified the issue is the TIPM module and they have found that the module has been broken. The SM can t say that Fullerton s has broken it, however has verified that it could not have broken like that from a defect. The SM stated that the customer could not have caused the damage to the TIPM or been able to prevent the damage, the SM does feel that if Chrysler could assist it would make the customer satisfied. The SM will gather the warranty pricing and email them to the writer. Writer has provided the SM with email address. The writer will then contact the SM to discuss the offer of assistance.

Writer has received an email back from Lance the warranty administrator.

Part: \$ 396.30

Labor: \$ 169.32

DEALER CONTACT:# 908-782-7500: Writer attempted to contact the dealer #44961 and requested to speak with the Service Manager (SM) Chris, the writer has left a detailed message for the SM to call back and discuss

CONTACT UPDATE - 2nd Contact attempt, phone number dialed, [REDACTED]

Ms Rita Marzilli.

Left message.

DEALER CONTACT:# 908-782-7500: Writer attempted to contact the dealer #44961 and requested to speak with the Service Manager (SM) Chris, the writer has discussed the repairs with the SM. The SM Chris feels that with the issues surrounding the customers concerns and they way this case has been handled. That a \$ 0 co-pay would be recommended, the writer does agree that due to customer relations that Chrysler could assist and this may retain a customer for the dealership as well. The SM Chris will contact the customer and set up the appointment with her, the writer will create the RA in the amount of \$ 565.62 and send the CAIR over to have the repairs documented.

As a one-time goodwill gesture, Chrysler will be making a policy adjustment for this repair based on customer satisfaction and retaining a customer for the dealership.

According to the dealer, the warranty costs of the repair are as follows:

Parts = \$ 396.30

Labor = \$ 169.32

Total = \$ 565.62

Co-pay = \$ 0

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.

If you need assistance with claim payment, please refer to

Warranty Bulletin D-11-19.

This customer has not been informed of this decision.

Please update and/or close CAIR when complete.

#####

CONTACT UPDATE - 3rd Contact attempt, phone number dialed, [REDACTED]

Ms [REDACTED].

Writer was not able to leave a voice message, inform customer that Chrysler will assist and cover the repairs as a onetime goodwill offer.

Customer will need to contact the SM Chris to set up the appointment.

REASSIGNED TO BC/DLR 32 44961 05/23/11 11:45 R 20730142

*Contact Date:05/26/2011

After repeated attempts the dealer was unable to contact this customer.CAIR closed pending further contact from the customer.

CAIR RETURNED FROM DEALER ON 5/26/2011 AT 08:47:199 R 20730142

CONTACT UPDATE - Contact attempt, phone number dialed, [REDACTED]
(home) 732-912-8326 (cell)

The customer stated that she was not sure if the repairs would be assisted or not, the writer has advised the customer that a message was left informing her of the offer and assistance. The customer stated that she will take her vehicle in on Tuesday for the repairs, the writer will follow up next week to verify the repairs have been completed.

DEALER CONTACT: Writer attempted to contact the dealer #44961 and requested to speak with the

Service Manager (SM) Chris, the writer has informed the SM that the customer alleges she was coming into the dealership today to have the TPIM replaced. The writer advised the SM that the writer spoke to the customer on 5/26/11 and verified she was going to be in contact with them to set the appointment. The RA is in the system for the repairs, the writer will send the CAIR over to the dealer to have the repairs documented.

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.

Customer Care is sending this file to your dealership because a joint goodwill policy decision has been made on behalf of our mutual customer.

Agent called dealer and spoke to Chris, informed that CAIR was being sent. Please update this CAIR with resolution.

#####

Status update provided via email to the following email address:

[REDACTED]
Hello Ms Rita Marzilli, this is your case manager Chad. I just wanted to follow up with you on your concerns, I have spoken to Chris the Service Manager and advised him you would be contacting them to set up the appointment for the repairs, if you have any questions or concerns please contact me at 800-763-8422 ex 66344. I will follow up with you once I hear from Chris that the repairs was completed. Thanks for being part of the Chrysler family, Chad

End of Status Update

REASSIGNED TO BC/DLR 32 44961 05/31/11 12:36 R 20730142

DEALER CONTACT: Writer attempted to contact the dealer #44961 and requested to speak with the Service Manager (SM) Chris, the SM has verified that they do not show the repairs have been completed.

CONTACT UPDATE - Contact attempt, phone number dialed, [REDACTED] (cell)

Writer was not able to leave a voice message.

Status update provided via email to the following email address:

[REDACTED]
Ms [REDACTED], I m sending you this email because I have not been able to leave a voice message for you on you cell phone. I have contacted the dealership and was advised that you have not been able to bring the vehicle is at this time. I m seeking an update from you as to when you may be contacting the dealer to set the appointment for the repairs, this case and offer is only good for 30 days from 5/23/11 please contact as soon as you are available. I want to make sure we can resolve your concerns.

Note: This is a system generated message. Please do not reply.

Thanks,

Chad

800-763-8422 ex 66344

End of Status Update

*Contact Date:06/09/2011

DCX goodwill repair is documented on Repair Order#206120

Request was reviewed with DM.

CAIR RETURNED FROM DEALER ON 6/09/2011 AT 10:08:436 R 20730142

DEALER CONTACT: Writer attempted to contact the dealer #44961 and requested to speak with the Service Manager (SM) Chris. Writer has left a message for a return call to discuss the status on the repairs to the vehicle.

DEALER CONTACT: Writer attempted to contact the dealer #44961 and requested to speak with the Service Manager (SM) Chris, the writer spoke to George which he has verified that the customer still has not came in to have the repairs taken care of.

As to no return call or contact with the customer as to the repairs being completed, the writer is placing the CAIR on hold.

Customer Assistance Inquiry Record (CAIR)#						20766582
VIN	2A8HR54P7	8R	Open Date	05/04/2011	Built Date	05/28/2008
Model Year	2008	Body	RTYP53	CHRYSLER TOWN & COUNTRY TOURING WAGON		
In Service Dt	06/10/2008	Mileage	45,634	Dealer Zone	51	CHICAGO
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PBL	MODERN BLUE PEARL COAT				
Engine	EGL	3.8L V6 OHV ENGINE				
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				
Dealer	45203	KEN WISE-CHRYSLER-DODGE-JEEP, INC.				
Dealer Address	908 NORTH THIRD AVE.					
Dealer City	MARSHALLTOWN	Dealer State	IA	Dealer Zip	50158	
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	MARSHALLTOWN IA				Country	UNITED STATES

Dealer - Parts - Transaction - Parts N/A / Backordered - Default	D2D OR 20327 (0MAY27) PRT 68043222AB SND DLR 09529
Product - Electrical - Body Control Module - Intermittent or Inoperative - Default	Ghost electrical issue.
Product - Electrical - Unknown - Other - Default	electrical issue
Dealer - By-Pass - Default - Default - Default	

Briefly summarize why the customer is contacting Chrysler:
Randy called back today because he had a previous claim with Chrysler (20404853) that has not been resolved

Customer states that the headlights and wipers turn on and off on there own, DVD player flickers ect ..

Briefly summarize what the customer is expecting:

Customer is seeking assistance from Chrysler in having these issues resolved

Agent open new claim and linked the cairs together

No promises or guarantees have been made at this time

Agent verified customer information and updated COIN

Customer advised 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

Customer email address for case updates:

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?45203

Reassigned to 88F

***** CASE MANAGER TEAM - District P *****

2-new

2-used

OOW by time/miles

CSC-no

CONTACT UPDATE - 1st Contact attempt, phone number dialed,

Writer spoke with the customer, he says he took the vehicle in to the dealership in January and then February, he says there is a door ding and then the windshield wipers go on and off, the dvd system will go on and off, the power windows go on and off, this stuff all

happens intermitten. Customer had the diagnosis done at 45203 he says the dealership is telling him that they cant reproduce the concern, they can read the stored codes, but its going to take alot of labor for them to properly diagnosed. Customer stated he is concerned to drive the vehicle due to the electrical issues.

Customer is seeking assistance on getting the issue diagnosed and fixed, cost assistance is possible. The customer is getting sick of being nickel and dimed to have it diagnosed.

Customer stated that he put a brand new battery in the vehicle on Tuesday of last week. Issues are still there. Customer states he can bring the vehicle in today. He states that David the sales manager, mentioned he would be able to get the customer a loaner vehicle.

Writer contacted the dealership 45203 and spoke with the service manager, Mike, he says he can get the customer in on Friday 5/6, he says the vehicle has been in several times but no issues were found, the issue is intermitten. Writer informed Mike that the writer is authorizing the tear down if needed to perform the diagnosis. There is an open STAR case open, writer will send a TAPS case once the vehicle is in the shop on Friday. Writer contacted the dealership and spoke with the service advisor, Mike was out with a customer, writer asked if the customer had brought the vehicle in today, he stated they had, writer informed him the TAPS case is going to be opened.

***** Below Corporate Resources Contacted *****

TAPS

on 2011-05-06 @ 11:37

Writer contacted the customer and left him a voicemail, informed him that the writer knew the vehicle is in the dealership and writer wanted to make sure he is in a loaner vehicle. Writer will follow up on monday 5/9

***** START OF SUPPORT ESCALATION FROM STAR USA by T0476KS*****

Dealer has been contacted - working towards resolution- issue hard to duplicate. An added info from the owner as to what is working and or being used at the time is required.

***** END OF SUPPORT ESCALATION FROM STAR USA*****

Writer contacted the dealership and spoke with the service advisor, Norman, he says the service manager is off today. He says the customer took the vehicle but they are going to schedule him a day next week to have im come back in to continue to diagnose the intermitten issue.

Writer contacted the customer and left a voicemail asking him to contact the write to further discuss the case.

Writer contacted the customer and left a voicemail asking him to return the case managers call.

Follow up left on voicemail of 5/16

Writer spoke with the customer, he says the dealership wants a certain mechanic to look at the vehicle so they asked him to bring the vehicle back in on monday to have that tech look at his vehicle.

Customers home # [REDACTED] am is best time to contact.

Follow up on 5/17

Writer contacted the customer to follow up with him on the diagnosis.

Writer left a voicemail. 5/18

2nd attempt made to contact customer, the phone was picked up and then disconnected. writer will attempt another contact tomorrow 5/19

3rd attempt made to contact customer. Left message.

Writer spoke with the customer, he says he attempted to bring it in on Monday and they told him to bring the vehicle back again on the next Monday 5/23. Writer will follow up with him on that day and also informed him that if the dealership cant get him in on that day then the writer is going to have him go to another dealership, customer is willing to do that.

CONTACT UPDATE - Writer contacted Mr. [REDACTED] e to follow up to see if the vehicle has been dropped off yet to have the diagnosis completed. Mr. Price states that his wife Mrs. [REDACTED] has dropped off the vehicle this morning. Writer informed Mr. [REDACTED] that a follow up call will be made once the vehicle has been diagnosed.

CONTACT UPDATE - Writer contacted Service Manager (SM) Mike to inform him if he could follow up once the vehicle has been diagnosed. SM Mike states that he will follow up with us as soon as the diagnosis has been completed.

Writer contacted the dealership and spoke with Mike, the service manager,

today and to follow up tomorrow.

Writer contacted the customer to follow up with him, writer left a voicemail and will follow up with him on Thursday 5/26

Writer contacted the dealership and requested to speak with the service manager, Mike, he was on lunch, writer left a note with Norm to have Mike call the writer.

Writer spoke with the customer, informed him that the writer is still working his case and is waiting to speak with the service manager, he says he spoke with the dealership and was informed he needs two wiring harness for the vehicle and they are national backorder. Writer informed him that they would attempt to expedite the part but most likely the case will be escalated up for further assistance on the backorder part concern, writer will attempt to follow up but will follow up with the customer on Tuesday 5/31

Writer spoke with the service manager, Mike, he says they have it on order and its on national b/o.

ON # 20327 (0MAY27)

PART # 68043222AB

ETA IS 08/25/11

DAILY SHIPPING

***** Below Corporate Resources Contacted *****

PARTS EXPEDITING

on 2011-05-31 @ 12:41

WITTROCK MOTOR COMPA CARROLL 09529 IA USA (712)792-9611 Writer spoke with parts manager, Travis, he says the part is available and he is willing to a D2D, he put it on hold.

Writer contacted the dealership back and left a note for Mike, the service manager that the writer did find a part and is going to set up a D2D for the wiring.

Writer contacted the customer to to inform him that the writer did locate a part and did parts expedite but nothing is guaranteed. Writer will follow up on Thursday to see if the parts had come in. Customer was ok with that.

***** START OF SUPPORT ESCALATION FROM PARTS EXPEDITING by T3294AK*****

per jb1549 - escalation closed

***** END OF SUPPORT ESCALATION FROM PARTS EXPEDITING*****

***** Below Corporate Resources Contacted *****

PARTS EXPEDITING

on 2011-06-01 @ 16:54

****Begin structured narrative T2 - PARTS STRUCTURED NARR

Is the vehicle off-road or drivable?

driveable

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

45203 Dealer Name : KEN WISE-CHRYSLER-DODGE-JEEP, INC Dealer

What is the phone number of the dealer?

Phone : 641-752-3636

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

two wiring harness

What is the part number?

PART # 68043222AB

What is the order number?

ON # 20327 (0MAY27)

What date was the part ordered?

5/27

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

DAILY SHIPPING

The ETA of the part:

ETA IS 08/25/11

Is this part available on dealer locate?

yes

****End structured narrative T2 - PARTS STRUCTURED NARR

****Begin structured narrative Parts Question

Is this repair being covered by Chrysler by warranty or service contract?

unknown

****End structured narrative Parts Question

Writer contacted the customer and left him a voicemail informing him the

on 6/7 but will follow up sooner if there is any updated information .
Agent attempted to contact dealer Service Manager (SM), however,
SM not available. Left message for a return call at extension 66207
[REDACTED] Writer contacted the customer and left a voicemail asking
him to contact the case manager back to further discuss the case.
Writer contacted the dealership and spoke with the service manager Mike,
he says the part has still not come in, writer informed him the case
would be escalated and if needed the writer will follow back up with him
once there is new information.

Reassigning to 88w as the parts have not arrived on the D2D

Dealer code 45203, part # 68043222AB, order # 20327

GPOP showing part was shipped 6/10/11.

I called dealer parts manager Mike who states the part came in yesterday.

Dealer will call owner and schedule him in.

Writer received the customers voicemail stating he was still having
issues with the vehicle, writer contacted the customer back and left a
voicemail asking him to contact the writer back to further discuss the
case.

Customer Assistance Inquiry Record (CAIR)#						20801639
VIN	2D8HN54P6	8R	Open Date	05/10/2011	Built Date	11/13/2007
Model Year	2008	Body	RTKP53	DODGE GRAND CARAVAN SXT WAGON		
In Service Dt	02/18/2008	Mileage	36,600	Dealer Zone	71	LOS ANGELES
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PBL	MODERN BLUE PEARL COAT				
Engine	EGL	3.8L V6 OHV ENGINE				
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				
Dealer	25034	DISHMAN DODGE				
Dealer Address	EAST 7700 SPRAGUE AVENUE					
Dealer City	SPOKANE	Dealer State	WA	Dealer Zip	99212	
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	SPOKANE VALLEY WA				Country	UNITED STATES

Product - Electrical - Unknown - Other - Default	Customer stated the whole electrical system is involved
Corporate - Lemon Law - Default - Default - Default	
Dealer - By-Pass - Default - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer stated the dealership suggested he call Chrysler for assistance with this problem. Customer stated the dealership cannot figure out what is happening with this vehicle. Customer stated the whole electrical system is involved. Customer stated the wipers start and cannot be turned off, the whole electrical system shuts down, the lights on the dash all come on, there are no head light, no turn signals and then the radio shuts down. Customer stated this is very unsafe for his wife and child. Customer stated this started around August of last year and the vehicle has been to the dealership 5 or 6 times in the past 7 months.

Briefly summarize what the customer is expecting: Assistance to figure out what is wrong with the vehicle or replace this vehicle. Agent advised documentation would be sent to case management for review. Customer advised 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
Customer email address for case updates:
Who has possession of the vehicle? Owner
Has the vehicle been diagnosed by a CDJ dealer? No unable to duplicate
If a CDJ dealer has diagnosed, what is the dealer name or code? 25034
Reassigned to 88F

***** CASE MANAGER TEAM - District 88 O *****

Owned 3

New 2

Used 1

Current 1

Household 3

Out of Warranty by 3 months, 600 miles.

No SC

CONTACT UPDATE - 1st Contact attempt, phone number dialed,

Agent spoke to customer, customer stated that their issue seems to never be resolved. Agent advised customer that a call to the dealership will be made, and then agent will call customer back either today or tomorrow. Agent spoke to SM Bob at dealer 25034 and advised him of customers situation, and how this case will be reassigned to him.

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 electrical being intermittent.

Agent called dealer and spoke to Bob, informed that CAIR was being sent. Please update this CAIR with resolution.

#####

REASSIGNED TO BC/DLR 71 25034 05/11/11 13:35 O 20801639

REASSIGNED TO BC/DLR 71 25034 05/13/11 17:47 O 20801639

5-16-11 DM was at dealership this date and followed up on status.

Technican found an active brake retionality code in the system. They performed a flash and cleared the code _

This seems to have resolved the issue. Customer is going to pick up vehicle and drive for a few days to see if everything s ok. Work performed on RO #245434.TLP1

Caller called in to talk to the case manager.

Agent transferred the caller to the CM department.

Customer calls to speak with their Case Manager. Agent verified the name and transferred the call to their case manager at ex 66219. Agent also supplied the customer with the extension when they asked for it.

Agent spoke to customer, customer stated that the vehicle did it again, so they are taking it back to dealership tonight. Customer is now requesting buy back. Agent advised customer that this will be reassigned to that department for further review, so they can determine if it qualifies. Customer understood.

Reassigning to 88L

***** QUALIFIER TEAM *****

CONTACT UPDATE - 1st Contact attempt, phone number dialed, 509-710-5307.

***** ATTENTION SERVICE DIRECTOR/MANAGER *****

This customer has contacted Customer Care seeking lemon law buyback/replacement. Preliminary research has determined this vehicle s warranty history merits further review, however the customer has NOT been informed of such. They have been told that a file is being sent to the dealer with a copy to the Business Center. This CAIR is being assigned to your dealership for further handling and review with your Area Manager and/or Business Center in an attempt to resolve customer s concern and address their claim of lemon law/buyback/replacement.

RESEARCH RESULTS:

Explain why this vehicle either appears to qualify or not: Case appears it needs to be sent to our BC for further review.

Number of related repair attempts = 6

Number of days out of service = 31

Writer informed customer that their case will need to be further reviewed by the business center. Writer let customer know that they will be receiving a call with more information from that business center. Writer let customer know that we do not know a time frame when they will be calling.

Writer informed Richard CSM that we will be sending this case over for further review by the business center. Writer let SM know that we just ask they do not close the case so it can be reviewed. Writer let SM know if they have any questions to contact their DM or business center.

REASSIGNED TO BC/DLR 71 25034 05/19/11 15:10 O 20801639

5-26-11 Customer now has her vehicle back. After extensive diagnosis, technician finally found two wires in a harness under one of the rear stow-and-go seats that was contacting the metal seat frame,which caused the wire insulation to rub bare. Only when knealing on top of the carpet at this specific location would the customers electrical issue occur.

Dealer was finally able to verify her compaint after discovering this cause. Tech has repaired the wiring and problem is now corrected.TLP1

Customer Assistance Inquiry Record (CAIR)#						20872364
VIN	2D8HN54P0	8R	Open Date	05/23/2011	Built Date	08/14/2007
Model Year	2008	Body	RTKP53	DODGE GRAND CARAVAN SXT WAGON		
In Service Dt	08/24/2007	Mileage	60,000	Dealer Zone	42	DETROIT
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PRH	INFERNO RED CRYSTAL PEARL COAT				
Engine	EGL	3.8L V6 OHV ENGINE				
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				
Dealer	23401	O'DANIEL MOTOR SALES INC				
Dealer Address	5611 ILLINOIS ROAD					
Dealer City	FORT WAYNE			Dealer State	IN	Dealer Zip 46801
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	FORT WAYNE IN				Country	UNITED STATES

Product - Electrical - Unknown - Defective - Default	customer alleged dashboard light are not working properly
Product - Air Conditioning / Heater - Unknown - Inadequate Cooling - Default	customer alleged the A/C is not cool enough
Dealer - Service/Body Shop - Transaction - Problem Not Resolved - Default	

Ongoing issues with vehicle electrical/ignition systems.
Customer informed a call back is required and will take place within one business day.
Preferred call back number is (work)

Who has possession of the vehicle? (Owner/Dealer/IRF) Owner
Is this a request for Lemon Law, buy-back or replacement? Replacement
Reassigned to 88L

***** QUALIFIER TEAM *****

***** ATTENTION SERVICE DIRECTOR/MANAGER *****

This customer has contacted Customer Care seeking lemon law buyback/replacement. Preliminary research has determined this vehicle doesn't appear to qualify for lemon law/Buyback/Replacement and the customer has been informed of such. They have also been told that we are interested in repairing the vehicle if a repair is required. Please use all available resources as required (Area Manager, Business Center or STAR) to bring this to a resolution.

RESEARCH RESULTS:

Explain why this vehicle either appears to qualify or not: Vehicle does not appear to qualify per terms of protection, vehicle was purchased outside the terms.

Number of related repair attempts = 0

Number of days out of service = 0

CONTACT UPDATE - 1st Contact attempt, phone number dialed, , called customer and informed.

, Writer called Jason and informed of the above as well via VM.

***** CASE MANAGER TEAM - District V *****

2nd owner, 1CJD, 2other CJD (Used) in the past, 9months/24K miles oow, No SC.

CONTACT UPDATE - 1st Contact attempt, phone number dialed, 260 435 5135.

Customer states since they have had the car, they've had repeated concerns with it. Since 07/2008 they have had trouble with the A/C unit, they will have it on the regular high mode, the air was not cold and all of a sudden it will go on high and then there will be only a very minimal air. Customer states they have been to O Daniel because the previous dealer could not duplicate. Customer states a couple of other times, they put the keyfob and all of a sudden it will start the van. Customer said they have been going on with this for a long time.

Customer said at this time, she notices that they still have pressure but the Air is not cool. Customer said recently, she went to start the car and all of the dashboard lights were not working. She contacted Jason at O Daniel but was told to take the car in on Thursday. Customer states she insisted on getting the car in right away because if she turns it off, it will not happen again. She went to the dealer but while Jason was working on the car, all of a sudden, customer states the lights came back on. Then Jason told her that the key fob may be loose and it seems like there was something wrong with the ignition that will start the car but not the turn on the lights.

Customer states she was then advised to contact Chrysler. Customer states she hopes she will not be charged for this repair and they have been trying to resolve this for a long while.

Writer called SA Jason who said the customer came in complaining that the A/C is not working, turn signal, radio, wiper blade, nothing working at all. Jason said he was in the process of taking a look, as he was reaching the key, all the functions came back on. Jason said once they got it to work, he was not able to duplicate anything; this seems to be an intermittent problem and he needs to catch it while it's acting up. Jason states he thinks it may be the ignition switch starting to go bad but he needs to be able to confirm it and so far he's not been able to duplicate.

Writer asked Jason if this can be related to the recall K25 and Jason said definitely, it's not related.

DIRECT-TO-DEALER

ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER

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

The unresolved concern is dashboard light and A/C are not working properly.

Agent called dealer and left message in the Service Department mailbox, informed that CAIR

was being sent. Please update this CAIR with resolution.

#####

REASSIGNED TO BC/DLR 42 23401 05/31/11 14:34 O 20872364 seeking resolution.

Received vm from customer inquiring about the outcome.

CONTACT UPDATE. Contact attempt, phone number dialed, (cell). Left message advising customer that the file has been escalated to BC/Dlr so that we can make sure the dealer is getting all appropriate technical support in this concern. Advised customer to stay in touch with Dlr service manager or SA Jason.

Service Manager contacted customer today 6-7-11 and customer stated to him that vehicle operating as normal for approx. 2 weeks now. Dealer advised customer to bring vehicle in if concerns are occurring again so that they can duplicate, diagnose, and determine proper fix. This case can be closed since dealer could not duplicate customer complaint and vehicle operating as normal currently. need to have case closed.

Received VM left Friday from customer alleging that the van acted up again last week-end, the air was still cool and there was no pressure. Customer said this was after hours and they could not report to the dealer as they were on their way to a funeral. Customer requested a call back.

Called Dealer 23401; SM Randy not available. Spoke with SA Jason who said he also received a VM from customer saying that the van acted up while on a road trip, the A/C stopped circulating air. SA Jason said however, initially, the vehicle did not come in recently because it was operating

duplicate the concern.

Writer called customer at [REDACTED]. Customer said after the occurrence last week, the A/C was working fine and this morning again, there was like fog blowing out of the A/C vents; this happened during the 30 min drive to work. Customer said she is tired with this vehicle and she is not getting any resolution.

Advised customer that writer understands her frustration and would like the dealer to be able to duplicate the concern so that we can offer technical support if needed. Customer said she just wants a vehicle in good working condition and wanted Dodge to replace the A/C system.

Advised customer

that it is not recommended to replace parts here and there when there is not a diagnosis.

Asked customer if she is willing to drop the car to the dealer maybe for one or 2 days for them to attempt to duplicate. Customer said this was already done once ago, dealer said the car was fixed but nothing is resolved.

Customer said she has contacted the media and an attorney and she wants to get contact information of Chrysler CEO.

Gave customer address for Chrysler Care

PO Box 21-8004

Auburn Hills, MI 48321

Advised customer that if she can, she should try to drop the vehicle at the shop so that dealer can again try to duplicate the concern.

Reassigning to 88W.

***** CASE MANAGER TEAM - District 88W *****

Agent attempted to contact dealer Service Manager Randy (SM), however, SM not available. Left message for a return call at extension 66013

Per 88W guidelines, CAIR is not older than 30 days. Writer is reassigning CAIR back to the original case manager to utilize all available resources, and to continue working on a resolution with the customer/dealership.

Writer closing case due to issue not duplicate and as per lines 113-118, customer is not likely to take the car back to the shop.

CLOSED LOOP UPDATE - no need for additional follow-up.

Received VM from customer stating that the front head lights do not work, the fog lights flash 4 times and then will go off; customer states she is tired of this vehicle and requested a call back.

Customer Assistance Inquiry Record (CAIR)#						21006508
VIN	2A8HR44H0	8R	Open Date	06/20/2011	Built Date	08/15/2007
Model Year	2008	Body	RTYH53	CHRYSLER TOWN & COUNTRY LX WAGON		
In Service Dt	08/20/2007	Mileage	58,086	Dealer Zone	32	NEW YORK
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PBL	MODERN BLUE PEARL COAT				
Engine	EGV	3.3L V6 OHV ENGINE				
Transmission	DFF	4-SPEED AUTOMATIC VLP 41TE TRANS				
Dealer	42295	BALD HILL DODGE CHRYSLER				
Dealer Address	1035 BALD HILL RD					
Dealer City	WARWICK	Dealer State	RI	Dealer Zip	02886	
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	E GREENWICH R				Country	UNITED STATES

Recall - K25: HEATING, VENTILATION & AC DRAIN TUBE GROMMET - Advise Owner/Incomplete Recall	Owner advised
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	The headlights were going on and off
Product - Electrical - Horn - Intermittent or Inoperative - Default	The horn was going off for no reason
Product - Electrical - Power Door Lock / Deck Lid - Intermittent or Inoperative - Unknown	The locks were going off and on
Product - Electrical - Wipers / Washers - Other - Unknown	Windshield wipers were going off and on
Corporate - Rental Vehicle - Default - Default - Default	rental request

****Begin structured narrative T2 - Beginning Narrative

Briefly summarize why the customer is contacting Chrysler:

Customer called in stating that the key was not in the ignition and the following items were going off and on, on their own: Windshield wipers, the headlights, the horn and the locks were going off and on. The customer took the vehicle to Pep Boys advised the customer that the horn was shortened out causing everything else to short. The pep boys disconnected the horn and everything else has been still going on and off.

Briefly summarize what the customer is expecting:

The customer is seeking a rental due to the customer has 4 kids and requires to get them to school while the vehicle is getting repaired

****End structured narrative T2 - Beginning Narrative

Customer was advised that due to the nature of their rental request a call back is required and will take place by close of business today.

Preferred Morning/Midday call back number is

Preferred Afternoon/Evening call back number is

Customer email address for case updates:

Reassigned to 88R

Has customer had previous history with current issue? N

Customer has a history of diagnosis for an intermittent problem? N

Has had repair history at Chrysler dealer? Y

Was this vehicle purchased new or used by this customer? Y used

If yes, number in household 1

Customer has maintained vehicle as per Chrysler Maintenance Schedule? Y

Has a Mechanical Chrysler Group Service Contract? N
Warranty Coverage Code? 336
First Owner? Y/N
Second Owner? Y
Basic Warranty Component? Y
Within 3 years or 36,000 miles? Y/N
Within 2 years or 24,000 miles? Y
Status update provided via email to the following email address:
[REDACTED]

Dear Mr. Snow:
VIN: 2A8HR44H08R [REDACTED]
Vehicle Description: 2008 CHRYSLER TOWN & COUNTRY LX WAGON
My name is Sherri and I have been assigned as your Case Manager. Here is some information that will be helpful for you to have:
Your Case number: 21006508
Chrysler Case Management telephone number: 800-763-8422
My direct extension: 66251
My work hours: 9 am-5:30pm Eastern Time Monday-Friday
I will contact you within one business day by telephone to review your case with you.
Note: This is a system generated message. Please do not reply.
Sincerely,
Sherri
Customer Care
End of Status Update

***** CASE MANAGER TEAM - District T *****

2nd owner, 1 vehicle, oow
*** rental declined per KM674***
CONTACT UPDATE - 1st Contact attempt, phone number dialed,
[REDACTED]. Left message. Dialed 401-398-2726. Customer was not available and writer was unable to leave a message.
Status update provided via email to the following email address:
[REDACTED]

Dear Mr. Snow:
VIN: 2A8HR44H08R [REDACTED]
Vehicle Description: 2008 CHRYSLER TOWN & COUNTRY LX WAGON
My name is Sherri and I have been assigned as your Case Manager. Here is some information that will be helpful for you to have:
Your Case number: 21006508
Chrysler Case Management telephone number: 800-763-8422
My direct extension: 66251
My work hours: 9 am-5:30pm Eastern Time Monday-Friday
I will contact you within one business day by telephone to review your case with you.
Note: This is a system generated message. Please do not reply.
Sincerely,
Sherri
Customer Care
End of Status Update

Customer left message on voicemail with correct email address of
[REDACTED].

WRITER CONTACTED CUSTOMER at [REDACTED]. Customer stated that this issue has happened 3 times and one of the times locked one of his kids in the vehicle. Writer explained the process of the diagnosis being customer's responsibility and that he would need to get it to a CDJ dealer. Writer told customer that rental is not provided and cannot be provided during diagnosis. Customer stated that he will try to make an appointment next week. Writer told customer that he will get a call on Friday 6/24 to confirm the date.

WRITER CONTACTED CUSTOMER at [REDACTED]. Customer was not available. Left message that writer will call on 6/29.

2nd attempt made to contact customer. Left message.

3rd attempt made to contact customer. Left message.

4th attempt made to contact customer. Left message writer advised that last attempt will be made 7/6/2011 and case will close at that time.

SM Mark at BALD HILL DODGE CHRYSLER states the customer has not made it in.

5th attempt made to contact customer. Left message. Writer advised that

CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)#						21057979
VIN	2D8HN54P0	8R	Open Date	06/30/2011	Built Date	08/14/2007
Model Year	2008	Body	RTKP53	DODGE GRAND CARAVAN SXT WAGON		
In Service Dt	08/24/2007	Mileage	65,000	Dealer Zone	42	DETROIT
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PRH	INFERNO RED CRYSTAL PEARL COAT				
Engine	EGL	3.8L V6 OHV ENGINE				
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				
Dealer	23401	O'DANIEL MOTOR SALES INC				
Dealer Address	5611 ILLINOIS ROAD					
Dealer City	FORT WAYNE			Dealer State	IN	Dealer Zip 46801
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	FORT WAYNE IN				Country	UNITED STATES

Product - Electrical - Lamps and Switches - Defective - Default	Customer states head lights are not working
Dealer - Parts - Transaction - Parts N/A / Backordered - Default	D2D Request, PN-RL049720AT, ON-90707, sending Dlr 23432
Product - Electrical - Unknown - Defective - Default	TIPM needs replacement

****Begin structured narrative T2 - Beginning Narrative

Briefly summarize why the customer is contacting Chrysler:

See CAIR#: 20872364

Writer received VM from customer stating she is still having issues with the vehicle; now the head lights and fog lights are not working.

Briefly summarize what the customer is expecting:

Wants assistance to get this issue resolved.

****End structured narrative T2 - Beginning Narrative

Preferred call back number is (cell) or ext 5135 (work)

CONTACT UPDATE - 1st Contact attempt, phone number dialed, work: 5 (work)

Customer said she has no head lights and now she is to avoid driving in the evening because there is no light. Writer expressed empathy. Customer said appointment is set up with Jason, SA at Dlr 23401 on 07/06/11.

Writer will follow up.

Customer asked about financial assistance. Advised customer that no commitment can be made as of now but agent will review upon on diagnosis.

Customer asked about the A/C; customer said since last time it blew fog, it didn't do it again. Customer said this seems to be an intermittent problem.

Caller Service Manager Randy Dealer 23401 requesting to speak with Case Manager.

Case Manager not available, but stated he will make a call to SM Randy his next call. Writer supplied Case Manager Email. Service Manager

Randy requests phone call at his personal cell:

*2nd owner, 1CJD, 2other CJD (Used) in the past, 9months/24K miles oow, No

SC*

Writer called back SM Randy who asked agent who is responsible for the diagnostic fee. Advised SM Randy that no commitment has been made so far

and customer will be responsible. However, writer advised SM Randy that we could roll the diagnosis fee into the customer's co-pay for this repair. SM Randy said he has no problem with that but it can turn out that the repair is due to a workmanship or neglect, in which case Chrysler will not get involved. Writer and SM Randy agreed that at this point, it will be wise to tell the customer that she is responsible for the diagnostic fee. SM Randy said the diagnostic fee is \$97.29 but can be a little more depending on the time spent by the technician for the diagnosis.

Called customer at [REDACTED] (work). Left message.
Writer wants to remind customer that she will be responsible for the diagnosis.

Customer: Carolyn requesting to speak with Case Manager.

Mrs GLOVER called in. Informed customer of the diagnosis fee that is her responsibility, however considering their history, writer is willing to roll the diagnostic fee into what will be their co-pay. Customer got her husband on a conference call with writer. Writer advised Mr [REDACTED] of the same. Customer agreed to pay for the diagnosis and Mr [REDACTED] said he will call SM Randy to give them the approval.

Received VM from Jany Dlr 23401 stating car has been diagnosed.

Writer called SM Randy who said the TIPM has failed, this is an electrical failure and there is no abuse from customer. Customer pay rate for such a repair is \$422.00

SM Randy said this is the repair for the lights issue but will certainly not fix the customer's complaint regarding the A/C, complaint that has never been duplicated.

Warranty rate:

Part \$211.40

Labor: \$79.75

Total: \$291.15

Diagnosis fee already paid by the customer was \$77.83

SM Randy said The TIPM is on back order, no ETA, they found one available at Dlr but there will be extra charge for the shipping. Informed SM Randy that we can assist in the shipping cost.

Part # RL049720AT

Other Dealer 23432 YARK CHRYSLER-JEEP-DODGE

Writer and SM Randy agreed that we are going to roll the diagnostic fee into the customer's \$150.00 co-pay so that the customer will only be responsible for the difference. Customer's co-pay will be \$72.17

Writer will submit D2D Request, PN-RL049720AT, sending Dlr 23432.

Writer does not have the Order number.

Attempted to call customer at [REDACTED]. Left message that writer will callback tomorrow.

Writer called SM Randy and asked for the order number. Randy said the Request number is M103043.

Writer was not sure if this is the Order number. SM Randy connected agent with Roger, parts manager. Roger said yesterday, he did not place the order because he was advised by the service department that the customer said they first want to make sure Chrysler will be participating in the repairs. Roger said today, SM Randy advised him that Chrysler will be participating, therefore he can now go ahead and place the order.

Part manager Roger also said that he was informed that the other dealer will not release this part for them. Roger said the Order # 90707

Writer checked GPOP.

Called Dlr 23432 YARK CHRYSLER-JEEP-D TOLEDO OH USA

[REDACTED]. Spoke with Wendy in the parts department. Wendy confirmed they have the part and are willing to release it. Gave Wendy writer's contact information as well as the Dlr 23401 contact information for Parts Manager Roger. Informed Wendy that agent will initiate a manual D2D request for this part.

Writer called Dlr 23401 to speak with Parts Manager Roger. Not available.

Left message that writer spoke with Wendy at the Dlr 23432 YARK CJD, they are willing to release the part and writer will initiate a manual D2D request for this part.

***** Below Corporate Resources Contacted *****

PARTS EXPEDITING

on 2011-07-07 @ 10:37

Received Vm from Wendy requesting a call back at [REDACTED]

does not know how to initiate the manual D2D. Informed Wendy that someone from Expediting will be contacting them.

Called customer at [REDACTED] (work). Left message.

Customer: Carolyn requesting to speak with Case Manager.

Called customer at [REDACTED] (work). Informed customer about the D2D process that is being done in order to get the part and informed customer about the co-pay that will be \$150.00 minus the diagnosis fee (\$77.83). Customer appreciated.

Customer said she is just concerned that the A/C problem has not been taken care of; last time on 06/09/2011 the A/C stopped working and then came back up. Informed customer that this needs to be duplicated by the dealer before we are able to move forward. Agent will follow up regarding the Parts.

* * * * *District 88W* * * * *

Part #RL049720AT, Order #90707, Dealer Code 23401. Special Handling. Per GPOP, order was shipped D2D on 7/09/2011.

Writer called Roger, parts manager to check if he has received any update from Mopar. Left message.

Received VM left yesterday by Roger stating that part came in from the other dealer.

Writer called Dlr and spoke with SM Randy who confirmed information.

Writer and SM Randy agreed that customer s co-pay will be \$72.17 as per line 70.

Called customer at [REDACTED] (work). Left message advising customer to contact Dlr for the repairs.

As a one-time goodwill gesture, Chrysler will be making a policy adjustment for this repair based on customer satisfaction. According to the dealer, the warranty costs of the repair are as follows:

Part \$211.40

Labor: \$79.75

Total: \$291.15

Co-pay = \$72.17

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. If you need assistance with claim payment, please refer to

Warranty Bulletin D-11-19.

This customer has been informed of this decision.

Please update and/or close CAIR when complete.

#####

CAIR to be reassigned to DLR 23401

REASSIGNED TO BC/DLR 42 23401 07/12/11 17:22 O 21057979

tipm replaced, claim paid, closing cair.

CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)#						21129611
VIN	1D8HN54P6	8B	Open Date	07/19/2011	Built Date	11/09/2007
Model Year	2008	Body	RTKP53	DODGE GRAND CARAVAN SXT WAGON		
In Service Dt	01/21/2008	Mileage	51,000	Dealer Zone	42	DETROIT
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT				
Engine	EGL	3.8L V6 OHV ENGINE				
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				
Dealer	52488	BUTTON MOTORS INC				
Dealer Address	1400 E BOULEVARD					
Dealer City	KOKOMO	Dealer State	IN	Dealer Zip	46902	
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	RUSSIAVILLE IN				Country	UNITED STATES

Product - Electrical - Power/Engine Control Module - Defective - Default	TIPM needs replacement
Corporate - Goodwill Escalation Matrix - Escalated - Default - Default	seeking financial assistance

Caller:
 Agent made no promises or commitments.
 Briefly summarize why the customer was calling:
 MR seeking assistance with parts & cost of repairs for TIPM and headlight switch. Estimated between \$400-\$700.
 Briefly summarize why the customer is expecting from Chrysler:
 MR seeking assistance with parts & cost of repairs for TIPM and headlight switch. Estimated between \$400-\$700. Waiting on parts to come in to do the repair.
 Has customer had previous history with current issue? no
 Customer has a history of diagnosis for an intermittent problem? no
 Has had repair history at Chrysler dealership(s)? yes
 Was this vehicle purchased new by this customer? no
 Customer has a history of purchasing Chrysler vehicles? yes
 If yes, number in household? 3
 Customer claims to maintain vehicle as per maintenance schedule? yes
 Has a mechanical Chrysler Group Service Contract? no
 Warranty coverage code? 801
 Ownership status? second
 Basic warranty component? yes
 Powertrain warranty component? no
 Service contract or Mopar warranty component? no
 Within 3 years or 36,000 miles? no
 Within 2 years or 24,000 miles? yes
 Within 1 year or 12,000 miles? no
 Customer advised 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

If a CDJ dealer has diagnosed, what is the dealer name or code? 52488
Reassigned to 88F

***** CASE MANAGER TEAM - District ? V ? *****

CONTACT UPDATE - 1st Contact attempt, phone number dialed,

Writer spoke with Mr. [REDACTED] and discussed his case. Owner states he is seeking assistance in getting the TIPM replaced. Owner is working with Mark-SA and he claims the SA stated this issue is a common concern on these vehicles and is due to a defect. Writer advised customer there are no outstanding recalls on the vehicle for this issue. Owner states he is on his way to the dealership as he was informed the part is now available. Customer has been driving the vehicle during the day but he has no headlights and therefore cannot drive vehicle at night. Advised owner that writer will need to discuss this information and the diagnosis with the SM before making a final decision.

This customer is the second owner of this three-year old vehicle, 51000 miles, purchase history (3), vehicle is outside basic and Powertrain warranty, customer is loyal to the dealership, etc.

Writer spoke with Mark -SA and he confirmed there is a short circuit causing the headlight to fail. Dealer is recommending replacing the TIPM. Part has arrived and the customer is on his way to the dealership. Writer spoke with Tim-SM and he is inclined to assist customer with this repair minus a \$150.00. Warranty rates will be provided tomorrow morning.

As a one-time goodwill gesture, Chrysler will be making a policy adjustment for this repair based on customer satisfaction and customer loyalty. According to the dealer, the warranty costs of the repair are as follows:

Parts = \$249.41

Labor = \$179.13

Tax \$17.46

Total = \$446.00

Co-pay = \$150.00

Amount Pre-authorized (RA) = \$296.00

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 requested within GWA. If you need additional assistance with this RA, you may contact Nahum at 800-763-8422. You may also contact us by email at: NS705@chrysler.com. This customer has been informed of this decision. Please update and/or close CAIR when complete.

#####

RA has been requested in GWA.

Owner agreed to proceed forward with this offer, cover for the co pay of \$150.00 and authorize the repairs. Advised owner to contact the dealership and coordinate repairs with them directly. Owner happy with assistance.

REASSIGNED TO BC/DLR 42 52488 07/21/11 09:47 O 21129611

CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)#**21174335**

VIN	2A8HR54P3	8R	Open Date	07/29/2011	Built Date	08/23/2007
Model Year	2008	Body	RTYP53	CHRYSLER TOWN & COUNTRY TOURING WAGON		
In Service Dt	10/04/2007	Mileage	50,000	Dealer Zone	70	
Plant	R	WINDSOR ASSEMBLY PLANT		Market	U	US
Color	PW1	STONE WHITE CLEAR COAT				
Engine	EGL	3.8L V6 OHV ENGINE				
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				

Owner		Contact Type	TELEPHONE
Address		Home Phone	
	SAINT GEORGE UT	Country	UNITED STATES

Recall - K25: HEATING, VENTILATION & AC DRAIN TUBE GROMMET - Advise Owner/Incomplete Recall	Waiting on recall part.
Product - Electrical - Unknown - Intermittent or Inoperative - Default	fuse box (tipm) needs replaced
Corporate - Goodwill Escalation Matrix - Escalated - Default - Default	goodwill escalation

******Begin structured narrative T2 - Beginning Narrative**

Briefly summarize why the customer is contacting Chrysler:

Briefly summarize what the customer is expecting:

******End structured narrative T2 - Beginning Narrative**

Briefly summarize why the customer is contacting Chrysler: Customer states while driving down the road, the horn starts blowing, the windshield wipers turn on, windshield wiper fluid comes out, and the headlights come on and off intermittently. Customer also states the power sliding door is not working properly on her vehicle. The door closes about of the way and then jerks back open as if something is in the way of it.

Customer states the dealer says the fuse box (tipm) needs to be replaced and the cost of doing so will be about \$500.

Agent also informed customer of incomplete recall on her vehicle.

Briefly summarize what the customer is expecting: Customer is requesting assistance with the repair of her vehicle as it is a safety issue and she is afraid to drive it on the interstate.

:

Has customer had previous history with current issue? N

Customer has a history of diagnosis for an intermittent problem? Y

Has had repair history at Chrysler dealership(s)? N

Was this vehicle purchased new by this customer? N

Customer has a history of purchasing Chrysler vehicles? Y

If yes, number in household? 1

Customer claims to maintain vehicle as per maintenance schedule? Y

Has a mechanical Chrysler Group Service Contract? N

Warranty coverage code? 801

Ownership status? Second

Basic warranty component? Y

Powertrain warranty component? N

Service contract or Mopar warranty component? N

Within 3 years or 36,000 miles? N

Within 2 years or 24,000 miles? Y

Within 1 year or 12,000 miles? N

Customer advised 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? Y
If a CDJ dealer has diagnosed, what is the dealer name or code? 45467
Reassigned to 88f
Status update provided via email to the following email address:

[REDACTED]
My name is Henry, and I have been assigned as your Case Manager. Here is some information that will be helpful for you to have:

Your Case number: 21174335

Chrysler Case Management telephone number: 800-763-8422

My direct extension: 66118

My work hours: 9 am to 6 pm Mountain Time Monday-Friday

I will contact you within one business day by telephone to review your case with you.

End of Status Update

Second owner.

4 used vehicles purchased, 3 currently owned.

BASIC/POWERTRAIN 36 Months or 36,000 Miles 0 October 4, 2010 Expired

***** CASE MANAGER TEAM - District O *****

CONTACT UPDATE - 1st Contact attempt, phone number dialed,

[REDACTED]
Spoke to Ms. [REDACTED].

Customer alleges that they are still waiting on a recall part for recall K25. Customer alleges that the dealer quoted her a customer price of \$510.00 for parts and labor. Customer alleges that an IRF, Executive car sales, can do the repair for less. Writer advised customer that the dealer will have to be contacted and they will have an up date on 8/3/11. STEPHEN WADE AUTO CENTER 435-634-4500.

Dealer has phone issues and could not transfer, and advised writer to call back at: 800-825-7793, and ask for Tom Foote, who may be able to assist.

Tom Foote, STEPHEN WADE AUTO CENTER 800-825-7793.

Spoke to Jerry, service advisor.

Dealer confirmed that the Jason, service advisor is handling the case.

Jerry stated that Kenny Poulson is the service manager.

Agent attempted to contact dealer Service Manager (SM), however, SM not available. Left message for a return call at extension 66118.

Dealer confirmed that the recall part is on backorder. Writer left message for service manger.

Agent did transfer Service manger Kenny from dealership to EXT 66118

Dealer states that the TIPM.

service manager Kenny, stated that the first step in the diagnosis is to replace the TIPM, and that may not fix the issue, but will lead them to the diagnosis. Dealer stated that he would send the warranty pricing information, and their thoughts on goodwill for this customer via email. STEPHEN WADE AUTO CENTER 435-634-4500.

Jason, service advisor, stated that the customer declined the repair on the TIPM, so they cannot complete the diagnosis. Writer advised dealer that the customer will be contacted and the case will be closed.

[REDACTED]
Left message indicating case closure, due to no CDJR dealer diagnosis.

[REDACTED]
Spoke to Mrs. Alldredge.

CLOSED LOOP UPDATE - customer contacted today to confirm repairs.

Customer stated that she was suprised at how much the dealer wanted to charge to complete the diagnosis, and went to an IRF for the repair.

Customer stated that she will contact CAC if there are any other issues.

Customer Assistance Inquiry Record (CAIR)#						21226172
VIN	2A8HR64X4	8R	Open Date	08/11/2011	Built Date	02/21/2008
Model Year	2008	Body	RTYS53	CHRYSLER TOWN & COUNTRY LIMITED WAGON		
In Service Dt	03/31/2008	Mileage	42,000	Dealer Zone	32	NEW YORK
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PHF	DEEP CRIMSON CRYSTAL PEARL COAT				
Engine	EGQ	4.0L V6 SOHC ENGINE				
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				
Dealer	44618	BURDICK DODGE CHRYSLER JEEP				
Dealer Address	5885 E CIRCLE DR					
Dealer City	CICERO	Dealer State	NY	Dealer Zip	13039	
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	PULASKI NY				Country	UNITED STATES

Product - Electrical - Lamps and Switches - Defective - Default	headlights went out
Product - Body / Trim / Paint Finish - Seat Tracks / Frames - Inoperative - Rear	need the rear seat frame replaced
Corporate - Goodwill Escalation Matrix - Escalated - Default - Default	qualifies

Briefly summarize why the customer is contacting Chrysler: Customer called because the headlights went out. The dealership stated that the bulb cost \$300.00. Caller asked her father to get the bulb because he works at a place that is cheaper at \$80.00. Then the dealership stated it is a computer part for \$500.00 and when the caller paid that they now stated that this is not the problem. Now the dealership stated that the ballast is the problem and will now cost \$300.00. Customer stated that vehicle is at the dealership now and she is waiting to find out that is not the problem and she is tired of driving 30 miles back and forth and the dealership hasn't a clue as to what the problem is. Caller stated that they need their vehicle. Caller also stated that her rear seats are also a problem and will cost around \$700.00 to replace the whole underneath. Customer cannot believe that the dealership doesn't know their job. Caller also stated that they had to pay for a failed inspection.

Briefly summarize what the customer is expecting: Customer is seeking assistance from Chrysler for the repair to the headlight and the rear seats.

Has customer had previous history with current issue? Y / N-yes

Customer has a history of diagnosis for an intermittent problem? Y / N-no

Has had repair history at Chrysler dealership(s)? Y / N-Yes

Was this vehicle purchased new by this customer? Y / N-no

Customer has a history of purchasing Chrysler vehicles? Y / N-yes

If yes, number in household?-4

Customer claims to maintain vehicle as per maintenance schedule? Y / N-yes

Has a mechanical Chrysler Group Service Contract? Y / N-no

Any recall work done by the customer?-yes

Warranty coverage code? 801

Ownership status?

Basic warranty component? Y / N-yes

Powertrain warranty component? Y / N-no

Service contract or Mopar warranty component? Y / N-no
Within 3 years or 36,000 miles? Y / N-no
Within 2 years or 24,000 miles? Y / N-yes
Within 1 year or 12,000 miles? Y / N-no
Customer advised a call back is required and will take place
within one business day by COB their time
Preferred call back number is 315-408-2077
Customer email address for case updates: none
Who has possession of the vehicle? (Dealer)
Has the vehicle been diagnosed by a CDJ dealer? (Yes)maybe,dealership has
the vehicle
If a CDJ dealer has diagnosed, what is the dealer name or code? 44618
Reassigned to 88F
***** CASE MANAGER TEAM - District T *****
Debbie ext 66266
BASIC 36 Months or 36,000 Miles 0 March 31, 2011 Expired (Time)
POWERTRAIN 36 Months or 36,000 Miles 0 March 31, 2011 Expired (Time)
PERFORATION 60 Months or 100,000 Miles 0 March 31, 2013 20 Months or
58,000 Miles
Called Rob sm left message to call writer back.
CONTACT UPDATE - 1st Contact attempt, phone number dialed,
[REDACTED] Left message.
DCC VIN S OWNED: 3 CURRENTLY OWNS: 2 Purchsed used
Rob service manager stated replaced balist to lights.
Customer upset because had to go to dealership 4 different times to find
out what is wrong with lights. Customer wants it known had to spend
\$100.00 going back and forth to find out it was the balist. While
customer there had rear seats fixed also because they where in a down
position and was not safe for children to be buckled in which cost
\$700.00. customer took vehicle to a family reunion and had to drive 5
hours with no DVD because DVD needed to be reconfigured. Customer is
upset because now has to go back to dealership again. Customer wants it
known should not have to go back so many times for repairs dealership
should be able to fix.
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)#						21249989
VIN	1D8HN44H7	8B	Open Date	08/17/2011	Built Date	09/26/2007
Model Year	2008	Body	RTKH53	DODGE GRAND CARAVAN SE WAGON		
In Service Dt	11/10/2007	Mileage	49,000	Dealer Zone	35	WASHINGTON
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US	
Color	PBL	MODERN BLUE PEARL COAT				
Engine	EGV	3.3L V6 OHV ENGINE				
Transmission	DFE	4-SPEED AUTOMATIC VLP 41TE TRANS				
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	HENRICO VA				Country	UNITED STATES

Corporate - Technical Assistance - Default - Default - Default	customer stated the headlights keep going out
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	head lights flicker on and off

Briefly summarize why the customer is contacting Chrysler: Customer stated the head lights are flickering and took the vehicle to a mechanic who could not locate the problem. Customer stated the vehicle was taken to the dealership for diagnostics and they cannot locate the problem. Customer stated she has babies and cannot be driving around without headlights. Customer stated the dealership suggested they contacted Dodge and they did not know what to do. Customer stated she was told it is not the headlights.

Briefly summarize what the customer is expecting: Assistance with locating the problem with the headlights. Customer stated the A/C will be on and then all of a sudden go out and will not come back on and does not know if this has anything to do with this or not and this is becoming more frequent.

Agent advised documentation would be sent to case management for review.

Customer advised 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] until 4:30

Preferred Afternoon/Evening call back number is 8 [REDACTED]

Customer email address for case updates: [REDACTED]

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? 60376

Reassigned to 88F

Status update provided via email to the following email address:

[REDACTED]

My name is Steve and I have been assigned as your Case Manager. Here is some information that will be helpful for you to have,

your Case number: 21249989

Chrysler Case Management telephone number: 800-763-8422

My direct extension: 66138

My work hours: 8 am to 4 pm Eastern Time Monday-Friday I will contact you within one business day by telephone to review your case with you.

Note: This is a system generated message. Please do not reply.

Sincerely,

Steve

End of Status Update

***** CASE MANAGER TEAM - District P *****

Writer called and spoke with SM John who states that he has not seen the vehicle since 02/2011 and the customer did not have any complaints for the headlights. Writer understood.

CONTACT UPDATE - 1st Contact attempt, phone number dialed,

██████████ at 9:10 Am,

Writer called and spoke with customer who states that she did make a complaint on the headlights.

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

Customer states that she will call and make an appointment and call back.

Writer understood.

Writer called and left message indicating that the next attempt will be made on 8.22.2011.

Writer received call from customer who states that she has not got the vehicle into the dealer just yet. Customer states that she will call and make an appointment.

Writer called and left message indicating that the next attempt will be made at a later time.

Writer called and spoke with customer who states that her friends boyfriend has a dealer and thats where she will be taking it for repairs at this time. Writer informed customer that the case would be closed and if she would like to proceed with Chrysler to call back.

CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)#						21283952
VIN	1C4GP45R6	4B [REDACTED]	Open Date	08/26/2011	Built Date	10/29/2003
Model Year	2004	Body	RSYH52	CHRYSLER TOWN & COUNTRY FWD SWB WAGON		
In Service Dt	11/24/2003	Mileage	183,431	Dealer Zone	66	ORLANDO
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US	
Dealer	44167	CARL GREGORY CHRYSLER DODGE JEEP	OF ALBANY INC			
Dealer Address	701 E OGLETHORPE BLVD					
Dealer City	ALBANY	Dealer State	GA	Dealer Zip	31705	
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	
	LESLIE GA [REDACTED]				Country	UNITED STATES

Corporate - Complaint Contact - Default - Default - Default	Customer seeking assistance.
Product - Electrical - Unknown - Complete Failure - Default	Customer's head lights would not turn on.

Customer brought the vehicle in for a second time for burnt out Modem causing the headlights to come on and off, or the the headlights would not come on at all. Customer brought vehicle in to be repaired for a second time and the original modem was covered under warranty. The dealership is now saying that the modem caused another part to burn out, but it would not be covered then. The customer is seeking assistance as they already spent \$2300.00 on repairs for this issue.

If customer is not available, please ask to speak to Mark.

Customer advised 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]

Customer email address for case updates: customer declined

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? 68002 ask for Patti Watson (SA)

Reassigned to 88F

***** CASE MANAGER TEAM - District M *****

OOW by 4 yrs 10 months/134K Miles

1/1 used 2nd owner

No SC

Spoke with SM Bill at 68002 and he stated that he has not seen vehicle since 2004. SM did not recognize the name of SA Patti Watson on line 16-17.

CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED]. Customer does not speak english very well, so he had me speak with his employee Mark. Writer advised that the vehicle is outside of warranty by 134K miles and would not be able to assist with the cost of the repairs, but will contact the dealership to see what they found.

Provided customer with CM contact information.

Mark stated that the dealership is Carl Gregory and the phone number is [REDACTED]. Writer attempted to contact the dealership and the phone just rang and then went back to the menu to start over. disconnected call.

Customer Mark called for an update on this case. Writer indicated the case manager had tried to contact the dealer however no one answered. Writer indicated he would be contacted when we had any information for him.

Mark Bryant called on behalf of the customer concerning the case. Agent provided Mark the case # and transferred him to the general case management line for any assistance.

Mark Bryant called on behalf of the customer concerning the case. Writer indicated there are no new updates since he called yesterday. Writer provided the direct case management phone number and case manager s extension then transferred caller to VM.

Customer Mark called for an update on this case. Writer transferred the customer to voice mail.

Caller MARK (customer s employee) requesting to speak with Case Manager. He said he had called the dealer himself 3 times and said they were waiting to hear from the CM. Writer told him a request would go to the CM to call the dealer.

Caller Mr Mark asking for the case manager JH1298.

Writer tried to transfer the call to the case manager and she was not available.

Writer sent a note through one of the floor support team members MC1157 to the case manager group for a call back to customer.

Writer spoke with SM Bill at dealer 68002 who advised writer the last time the vehicle was at the dealership was in November 2004 at 43,000 miles and it was a fleet vehicle at that time.

Writer contacted SM Clay and was advised he was in a class all morning and was currently getting lunch. Writer requested for SM Clay to contact writer back when he gets back from lunch.

Writer spoke with SM Clay who advised writer the vehicle has 183,431 miles and has been at the dealership since 08/19/11. SM Clay stated on 12/17/10 at 178,424 miles they replaced the BCM and a bad relay. Writer inquired about the customer s claim that the BCM failure caused the failure of another part that is not covered. SM Clay stated the BCM has failed again and they have determined that the failure was caused by the failure of the PDC box. SM Clay stated the BCM repair will be covered under the Mopar parts 12/12 warranty, however the customer will be responsible for approximately \$620 to replace the PDC. SM Clay stated based on the age and mileage of the vehicle this can be considered normal wear and tear.

*** GOODWILL ASSISTANCE HAS BEEN DECLINED ***

Chrysler will not participate in the repair.

The vehicle warranty has expired by time and/or mileage.

Unless the customer offers new information, decision remains unchanged.

Approved by MM1448.

Vehicle is outside 3/36 warranty by 4 years/10 months and 147,431 miles.

Customer is the second owner.

Writer contacted customer on [REDACTED]. Writer was advised writer had the wrong number.

Customer calls to speak with their Case Manager. Agent advised of lines 83-84. Customer states that is the correct phone number. Agent transferred.

Customers friend Mark calls to speak with their Case Manager.

Writer verified phone number [REDACTED] before 3:00 PM.

Writer contacted customer on [REDACTED]. Line rang for approximately one minute with no response before ringing to a fast busy signal.

Briefly summarize why the customer is contacting Chrysler:

Briefly summarize what the customer is expecting:

Customer called to speak to CM supervisor. Agent transferred customer to CM

1-800-763-8422

Customer calls to speak with their Case Manager.

Writer contacted customer on [REDACTED]. The number provided is for a store of some sort and writer was advised the customer was not currently at the store.

Writer contacted customer on [REDACTED]. Writer spoke with Mark Bryant and advised of the information from SM Clay regarding the failure of the BCM and the PDC box. Writer also advised customer because of how far OOW

and thanked writer for calling.
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)#**21286143**

VIN	2A8HR54P2	8R	Open Date	08/28/2011	Built Date	04/07/2008
Model Year	2008	Body	RTYP53	CHRYSLER TOWN & COUNTRY TOURING WAGON		
In Service Dt	11/29/2008	Mileage	52,000	Dealer Zone	66	ORLANDO
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				
Engine	EGL	3.8L V6 OHV ENGINE				
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				

Owner		Contact Type	E-MAIL
Address		Home Phone	
	CORAL SPRINGS FL	Country	UNITED STATES

Product - Steering - Unknown - Noisy - Default	Clicking sound on steering
Product - Transmission / Transaxle - Unknown - Noisy - Default	Clunking sound
Product - Air Conditioning / Heater - Unknown - Defective - Default	Door Vents Inoperative
Product - Electrical - Power Windows - Intermittent or Inoperative - F. Door-Driver	Driver's Window Inoperative
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Inoperative Headlights
Product - Body / Trim / Paint Finish - Unknown - Water Damage, Mildew - Unknown	Water accumulation due to front driver window being inoperative
Recall - K14: POWER SLIDING DOOR - Advise Owner/Incomplete Recall	
Recall - K25: HEATING, VENTILATION & AC DRAIN TUBE GROMMET - Advise Owner/Incomplete Recall	

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

Service Issues

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

While under warranty, I ask to have some issues addressed. The service center that I previously use and purchased 3 new Chrysler vehicles from 2001 to 2008 was close. I was basically force to go to Arrigo. Several of the issues I was told did not exist. They checked them and told me basically nothing was wrong. I still have the issues. Trans mission clunks during some shifts. The automatic head lights that intermittently did not work, don t work at all. Drivers window sometimes goes up and down by itself, after a rain, the water accumulates under the driver s door so that when I open the door I get a waterfall on my feet. One of the overhead compartment doors doesn t latch. They told me they ordered the part, well that was a year ago and I had to tape it up. They never let me know if it came in. Now I have a new problem in my 2 and a half year old car that s out of warranty because of mileage, the doors that control the airflow for the climate control are not moving so basically all the cold air flows to my feet and dribbles out the top vents. I can t even turn on the defogger unless I m defogging my feet. That should have lasted more that 2.5 years despite the 52,000 miles. I m just very disconcerted with the service I got under warranty. They disassembled the driver s side dash to fix a clicking noise in the steering, never put it back together properly, and told me nothing was wrong. They left some clips and pins sticking out and my microphone hanging. I don t want to go back to them for service and they are the closest dealer. Maroone always provided me a courtesy vehicle. I thought it was great customer service, I bought 3 new cars in 7 years from them so as a businessman, I would have done the same thing. I had to lease a vehicle every time I bought it to Arrigo. Maybe

they should Have looked into the fact that I was a true Chrysler customer and purchase a new vehicle every 3 years or so. I was basically living with all the little issues and not worrying about them until the climate control issue. I d really like all the stuff addressed but since its now out of warranty what do I do? It s only out of warranty due to miles. I drive a lot of highway miles. That s not fair.

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

Customer advised 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]

Customer email address for case updates: [REDACTED]

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? 45426

Has customer had previous history with current issue? YES

Customer has a history of diagnosis for an intermittent problem? YES

Has had repair history at Chrysler dealership(s)? YES

Was this vehicle purchased new by this customer? YES

Customer has a history of purchasing Chrysler vehicles? YES

If yes, number in household? 1 NEW

1 USED

Customer has maintained vehicle as per Chrysler Maintenance Schedule? YES

Has a Mechanical Chrysler Group Service Contract? NO

Warranty Coverage Code? 799

Customer Status? ORIGINAL OWNER

Basic Warranty Component? YES

Powertrain Warranty Component? NO

Within 3 years or 36,000 miles? YES

Within 2 years or 24,000 miles? NO

Within 1 year or 12000 miles? NO

Reassigned to 88F

Dear Gene:

Thank you for contacting the Chrysler Customer Assistance Center regarding your 2008 CHRYSLER TOWN & COUNTRY TOURING WAGON.

We regret the fact that you have experienced multiple issues with your vehicle.

Due to the nature of your email, your concerns have been escalated. A case manager will contact you by phone in one business day.

Thanks again for your email.

Sincerely,

Alex

Customer Service Representative

Chrysler Customer Assistance Center

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

Status update provided via email to the following email address:

[REDACTED]

Case # 21286143 VIN: 2A8HR54P28R [REDACTED] Vehicle description: 2008 CHRYSLER TOWN & COUNTRY TOURING WAGON

My name is Janesca and I have been assigned as your case manger. Here is some information that will be helpful for you to have:

Your case number: 21286143

Chrysler Case Management telephone number: 800-763-8422.

My direct extension: 66143

My work hours: 7:30-4:00 Mountain Time Monday-Friday.

I will contact your within one business day by telephone to review your case with you.

Note: This is a system generated message. Please do not reply.

Sincerely,

Janesca

Customer Care.

End of Status Update

CONTACT UPDATE - 1st Contact attempt, phone number dialed,

954.873.5168, left message

2nd attempt made to contact customer. [REDACTED], Left message. and case number.

3rd attempt made to contact customer. [REDACTED] Left message.

4th attempt made to contact customer. phone would just ring.

CLOSED LOOP UPDATE - no need for additional follow-up.
