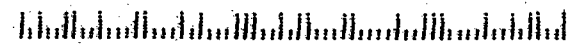


INFORMATION Redacted PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C . 552(B)(6)

Chrysler Customer Service
P.O. Box 21-8004
Auburn Hills, Michigan

48321-8004

48321-8004



From: [REDACTED]
To: customerassist@chrysler.com
Date: Tue Apr 01 20:15:50 EDT 2008
Subject: Chrysler LLC Customer Assistance
Form Selected:

Category: US Customer Service
Brief Description:

There is an electrical issue with my van that the dealership cannot fix.

Comments:

For the past 10,000 miles, my van has been experiencing an electrical issue that the dealership cannot fix. The dealership manager stated that all parts that should be effecting this issue have been replaced and they do not know what else to do. The issue is the following: While driving or parked, the dash lights flicker, my head lights flicker, the dials go up and down (not relative to its function), the air will turn on (when the air is turned off), the passenger airbag light will turn on and off (so I don't know when it is really functional), the radio will turn off while listening to it, the gas gauge is not accurate, etc. The issues started when the vehicle still had the original warranty on it (even though we still have the extended warranty in effect.) How do we correct this issue? Please help.

Thank you!!!

Sender Information:

Title:
First Name:
Middle Initial:
Last Name:



From: customerassist@chrysler.com
To: [REDACTED]
Date: Wed Apr 02 16:08:41 EDT 2008
Subject: Re: Chrysler LLC Customer Assistance
Dear [REDACTED]

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

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

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

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

As you have been working with an authorized dealership but the problem not yet resolved, seeking a second opinion from a different dealer may be a viable option. Given below are the few authorized Chrysler Dealers in your vicinity:

Darner Chrysler Jeep
837 West Main Street
Mesa, AZ 85201-7194
Phone: 480-969-7311

Earnhardt's Chrysler Jeep
577 E Baseline Rd
Tempe, AZ 85283-1252
Phone: 480-345-7700

Power Chrysler Jeep
6460 E McDowell Rd
Scottsdale, AZ 85257
Phone: 480-994-4999

Thank you again for your email. We appreciate you and your business.

Sincerely,

Sam Johnson
Customer Service Representative
Chrysler Customer Assistance Center

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

REFERENCE NUMBER: 17378138

EMAIL CASE NUMBER: 1985654

REPLY LINK:

http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM5621908I25261L0K
M&

Original Message Follows:

US Customer Service - Chrysler Brand Site

Brief Description:

There is an electrical issue with my van that the dealership cannot fix.

Comments:

For the past 10,000 miles, my van has been experiencing an electrical issue that the dealership cannot fix. The dealership manager stated that all parts that should be effecting this issue have been replaced and they do not know what else to do. The issue is the following: While driving or parked, the dash lights flicker, my head lights flicker, the dials go up and down (not relative to its function), the air will turn on (when the air is turned off), the passenger airbag light will turn on and off (so I don't know when it is really functional), the radio will turn off while listening to it, the gas gauge is not accurate, etc. The issues started when the vehicle still had the original warranty on it (even though we still have the extended warranty in effect.) How do we correct this issue? Please help. Thank you!!!

VIN:

5R [REDACTED]

Mileage:

41100

Servicing Dealer:

Superstition Springs Chrysler-Jeep

Title:

First Name:

Middle [REDACTED]

Last Name [REDACTED]

Address [REDACTED]

Address 2:

City:

Mesa

State:

AZ

Zip:

Email: [REDACTED]

Work Phone [REDACTED]

From: [REDACTED]
To: customerassist@chrysler.com
Date: Tue Apr 08 17:11:43 EDT 2008
Subject: Chrysler LLC Customer Assistance
Form Selected:

Category: US Customer Service
Brief Description:

Excessive amount of service
Comments:

This vehicle has about 54000 miles on it. I have had to have the Rack (steering) replaced, tires replaced, the headlamp switch doesn't always work, the passenger sliding door doesn't open by itself any more, it needs new rear brakes, and both wireless headsets are now broken. Also sometimes the check engine light comes on the goes off. I have had the vehicle a year and a half, this many problems seems excessive to me. Also the Dealer promised to replace the winshield, but still hasn't. It has three cracks in it. I had a Fort Winstar with over 100k miles on it and it didn't have anything near as many problems. Is this amount of problems usual for one of your products?

Sender Information:

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

From: [REDACTED]
To: customerassist@chrysler.com
Date: Wed Apr 09 08:18:27 EDT 2008
Subject: Re: Chrysler LLC Customer Assistance (KMM5635080I25261L0KM)
Actually I've already had that taken care of yesterday. But that doesn't answer anything that my message was about.
-----Original Message-----
From: customerassist <customerassist@chrysler.com>
To: <michael.boschet@gmail.com>

Sent: 4/9/2008 8:02:33 AM
Subject: Re: Chrysler LLC Customer Assistance (KMM5635080I25261L0KM)

Dear Michael:

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

In response to your email we would like to inform you that our records indicate your vehicle is involved in the factory recall campaign listed below.

Recall Campaign # G09 05 RS Impact Sensor

Please contact your local authorized Chrysler, Dodge, or Jeep® dealer to make arrangements for an inspection and to arrange for these repairs. The recall services are performed free of charge.

Thanks again for your email, we value you and your business.

Sincerely,

Eric Parker

Customer Service Representative
Chrysler Customer Assistance Center

For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER: 17398771
EMAIL CASE NUMBER: 1990261
REPLY LINK:
http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM5635080I25261L0KM&

Original Message Follows:

US Customer Service - Chrysler Brand Site

Brief Description:

Excessive amount of service

Comments:

This vehicle has about 54000 miles on it. I have had to have the Rack (steering) replaced, tires replaced, the headlamp switch doesn't always work, the passenger sliding door doesn't open by itself any more, it needs

new rear brakes, and both wireless headsets are now broken. Also sometimes the check engine light comes on the goes off. I have had the vehicle a year and a half, this many problems seems excessive to me. Also the Dealer promised to replace the winshield, but still hasn't. It has three cracks in it. I had a Fort Winstar with over 100k miles on it and it didn't have anything near as many problems. Is this amount of problems usual for one of your products?

VIN:

5F

Mileage:

54000

Servicing Dealer:

Glenbrook Dodge

Title:

Mr.

First Name:

Middle

Last Name

Address

Address 2:

City:

Fort Wayne

State:

IN

Zip:

Email:

Work Phone

From: customerassist@chrysler.com
To: [REDACTED]
Date: Wed Apr 09 08:02:27 EDT 2008
Subject: Re: Chrysler LLC Customer Assistance
Dear Michael:

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

In response to your email we would like to inform you that our records indicate your vehicle is involved in the factory recall campaign listed below.

Recall Campaign # G09 05 RS Impact Sensor

Please contact your local authorized Chrysler, Dodge, or Jeep® dealer to make arrangements for an inspection and to arrange for these repairs. The recall services are performed free of charge.

Thanks again for your email, we value you and your business.

Sincerely,

Eric Parker

Customer Service Representative
Chrysler Customer Assistance Center

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

REFERENCE NUMBER: 17398771

EMAIL CASE NUMBER: 1990261

REPLY LINK:

http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM5635080I25261L0K
M&

Original Message Follows:

US Customer Service - Chrysler Brand Site

Brief Description:

Excessive amount of service

Comments:

This vehicle has about 54000 miles on it. I have had to have the Rack (steering) replaced, tires replaced, the headlamp switch doesn't always work, the passenger sliding door doesn't open by itself any more, it needs new rear brakes, and both wireless headsets are now broken. Also sometimes the check engine light comes on the goes off. I have had the vehicle a year and a half, this many problems seems excessive to me. Also the Dealer promised to replace the winshield, but still hasn't. It has three cracks in it. I had a Fort Winstar with over 100k miles on it and it didn't have anything near as many problems. Is this amount of problems usual for one of your products?

VIN:

5R [REDACTED]

Mileage:

54000

Servicing Dealer:

Glenbrook Dodge

Title:

Mr.

First Name:

Middle

Last Name

Address

Address 2:

City:

Fort Wayne

State:

IN

Zip:

Email:

Work Phone

From: customerassist@chrysler.com
To: [REDACTED]
Date: Wed Apr 09 09:44:16 EDT 2008
Subject: Re: Chrysler LLC Customer Assistance (KMM5635080I25261L0KM)
Dear Michael:

Thank you for contacting the Chrysler Customer Assistance Center.

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

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

Thanks again for your email.

Sincerely,

Eric Parker

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: 1990261

REPLY LINK:

http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM5635327I25261L0KM
M&

Original Message Follows:

Actually I've already had that taken care of yesterday. But that doesn't answer anything that my message was about.

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

From: customerassist <customerassist@chrysler.com>

To: [REDACTED]

Sent: 4/9/2008 8:02:33 AM

Subject: Re: Chrysler LLC Customer Assistance (KMM5635080I25261L0KM)

Dear Michael:

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

In response to your email we would like to inform you that our records indicate your vehicle is involved in the factory recall campaign listed below.

Recall Campaign # G09 05 RS Impact Sensor

Please contact your local authorized Chrysler, Dodge, or Jeep® dealer to make arrangements for an inspection and to arrange for these repairs. The recall services are performed free of charge.

Thanks again for your email, we value you and your business.

Sincerely,

Eric Parker

Customer Service Representative
Chrysler Customer Assistance Center

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

REFERENCE NUMBER: 17398771

EMAIL CASE NUMBER: 1990261

REPLY LINK:

http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM5635080I25261L0KM&

Original Message Follows:

US Customer Service - Chrysler Brand Site

Brief Description:

Excessive amount of service

Comments:

This vehicle has about 54000 miles on it. I have had to have the Rack (steering) replaced, tires replaced, the headlamp switch doesn't always work, the passenger sliding door doesn't open by itself any more, it needs

new rear brakes, and both wireless headsets are now broken. Also sometimes

the check engine light comes on the goes off. I have had the vehicle a year and a half, this many problems seems excessive to me. Also the Dealer

promised to replace the winshield, but still hasn't. It has three cracks

in it. I had a Fort Winstar with over 100k miles on it and it didn't have

anything near as many problems. Is this amount of problems usual for one of your products?

VIN:

5R [REDACTED]

Mileage:

54000

Servicing Dealer:

Glenbrook Dodge

Title:

Mr.

First Name:

Middle

Last Name

Address

Address 2:

City:

Fort Wayne

State:

IN

Zip:

Email:

Work Phone

From: [REDACTED]
To: customerassist@chrysler.com
Date: Thu Apr 10 10:09:27 EDT 2008
Subject: Chrysler LLC Customer Assistance
Form Selected:

Category: US Customer Service
Brief Description:

MULTIPLE MAJOR ISSUES IN 3 YR OLD CAR

Comments:

Where Do I begin...

Let's start at about November of 2004, when I would turn the headlights on and they would turn on and off when they felt like it, or flash constantly. Then, the A/C had a leak in the rear in 05/2005. Not to mention the leak again in 10/2005 but then it was the heater coil. Next would be the A/C again in 2006 which needed to be fixed again. Then we enter 2007, with burning oil. Replaced many things including intake manifold gasket. Of course it took 6 months to diagnose the problem and then yet again we have another oil leak. Fixed again in 12/2007. February 2008 began using fuel rapidly. Once again in the shop for another week for a leak detection pump, etc. Now we are in April of 2008 with yet another problem, I now have a leaking powersteering line or pump or both. Please feel free to check the records on this car for accuracy, for there are only 35,000 miles on the vehicle and it is only 3 years old. Not to mention the annoying rattle under the car for the past 3 years when the car is run at about 1200 RPM that no one can seem to tell me what it is. Please help me. This should not be happening to a 3 yr old vehicle or any vehicle for that matter. Thank you for your time.

[REDACTED]

Sender Information:

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

From: customerassist@chrysler.com
To: [REDACTED]
Date: Thu Apr 10 13:30:30 EDT 2008
Subject: Re: Chrysler LLC Customer Assistance
Dear [REDACTED]

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

We regret for the inconvenience you have been experiencing. After checking our previous records we request you to please call the Customer Assistance Center at 1-800-992-1997 between 8:00 a.m. and 5:00 p.m. Monday through Friday. It is necessary to discuss this issue with you directly. Before calling the Customer Assistance Center, please have the following information handy:

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

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

Thanks again for your email.

Sincerely,

Nick Tyler
Customer Service Representative
Chrysler Customer Assistance Center

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

REFERENCE NUMBER: 17404986

EMAIL CASE NUMBER: 1991498

REPLY LINK:

http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM5638581I25261L0K
M&

Original Message Follows:

US Customer Service - Dodge Brand Site

Brief Description:

MULTIPLE MAJOR ISSUES IN 3 YR OLD CAR

Comments:

Where Do I begin... Let's start at about November of 2004, when I would turn the headlights on and they would turn on and off when they felt like it, or flash constantly. Then, the A/C had a leak in the rear in 05/2005. Not to mention the leak again in 10/2005 but then it was the

heater coil. Next would be the A/C again in 2006 which needed to be fixed again. Then we enter 2007, with burning oil. Replaced many things including intake manifold gasket. Of course it took 6 months to diagnose the problem and then yet again we have another oil leak. Fixed again in 12/2007. February 2008 began using fuel rapidly. Once again in the shop for another week for a leak detection pump, etc. Now we are in April of 2008 with yet another problem, I now have a leaking powersteering line or pump or both. Please feel free to check the records on this car for accuracy, for there are only 35,000 miles on the vehicle and it is only 3 years old. Not to mention the annoying rattle under the car for the past 3 years when the car is run at about 1200 RPM that no one can seem to tell me what it is. Please help me. This should not be happening to a 3 yr old vehicle or any vehicle for that matter. Thank you for your time. Melissa Graves

VIN:

5F [REDACTED]

Mileage:

35272

Servicing Dealer:

IMPERIAL CHRYSLER JEEP

Title:

Mrs.

First Name:

Middle

Last Name

Address

Address 2:

City:

BLACKSTONE

State:

MA

Zip:

Email:

Work Phone

From: [REDACTED]
To: customerassist@chrysler.com
Date: Mon Apr 14 20:10:30 EDT 2008
Subject: Chrysler LLC Customer Assistance
Form Selected:

Category: US Customer Service
Brief Description:

Having severe mechanical issues with 2005 Dodge Caravan Dealership is not responsive

Comments:

This vehicle was purchased in March 2006 from the dealer and has been nothing but problems ever since. It was a pre-owned vehicle with 25,000 miles. It has been in the shop 3 times just for airbag issues alone without resolution from the dealer. I have now been driving without airbags since August 2006. Additionally the car will just "shut down" while driving. I have contacted the dealer with this issue and have been told "it only happens once and will never happen again, don't worry about it". I do not find this an acceptable response, especially since it HAS happened again! Among other problems with this vehicle are bushings, tire-rod and wiring problems. Often I will have to turn the headlights on 3-4 times before they actually go on. I am at my wits end... no one can seem to figure out what is wrong with this vehicle. I am trying to get the name of the factory representative in Syracuse NY. Is there any way you can point me in the right direction? Anything you can do to help would be greatly appreciated. Please provide me with the name and contact information of someone at Chrysler who can help me resolve these issues.

Sender Information:

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

From: customerassist@chrysler.com
To: [REDACTED]
Date: Tue Apr 15 12:26:55 EDT 2008
Subject: Re: Chrysler LLC Customer Assistance
Dear Cerio,

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

We appreciate the time and effort you took to write to us.

In response to your email regarding the issue with your vehicle, we regret that you are still experiencing problems and understand how frustrating you would feel; however, we realize our reputation depends in part on the quality of service provided by our dealers. Because dealers are independently owned businesses, they are responsible for addressing concerns directly related to their sales and service activities, as well as their personnel. Although we do not have the authority to resolve concerns related to dealer workmanship, service scheduling, or repair pricing, you may want to pursue the matter directly with dealership management for further resolution.

We suggest you seek a second opinion from another authorized dealership. Below mentioned are the dealerships in your vicinity:

Val's Motors
2.7 Miles Away
756 STATE FAIR BLVD
SYRACUSE, NY 13209-1314
315-487-6211

Sam Dells Dodge
4.2 Miles Away
1011 WEST GENESEE STREET
SYRACUSE, NY 13204-2244
315-472-6633

If your concerns are still not resolved after consulting another dealer, please contact our office at 1-800-992-1997, 8:00 a.m. to 5:00 p.m., Monday through Friday, to speak with one of our trained Customer Service Representatives.

Thanks again for your email.

Sincerely,

Loreen Kennedy
Customer Service Representative
Chrysler Customer Assistance Center

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

REFERENCE NUMBER: 17417001

EMAIL CASE NUMBER: 1994544

REPLY LINK:

http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM5648619I25261L0K
M&

Original Message Follows:

US Customer Service - Chrysler Brand Site

Brief Description:

Having severe mechanical issues with 2005 Dodge Caravan Dealership is not responsive

Comments:

This vehicle was purchased in March 2006 from the dealer and has been nothing but problems ever since. It was a pre-owned vehicle with 25,000 miles. It has been in the shop 3 times just for airbag issues alone without resolution from the dealer. I have now been driving without airbags since August 2006. Additionally the car will just "shut down" while driving. I have contacted the dealer with this issue and have been told "it only happens once and will never happen again, don't worry about it". I do not find this an acceptable response, especially since it HAS happened again! Among other problems with this vehicle are bushings, tire-rod and wiring problems. Often I will have to turn the headlights on 3-4 times before they actually go on. I am at my wits end... no one can seem to figure out what is wrong with this vehicle. I am trying to get the name of the factory representative in Syracuse NY. Is there any way you can point me in the right direction? Anything you can do to help would be greatly appreciated. Please provide me with the name and contact information of someone at Chrysler who can help me resolve these issues.

VIN:

5R [REDACTED]

Mileage:

40161

Servicing Dealer:

Val's Summit

Title:

Ms.

First Name:

Middle [REDACTED]

Last Name [REDACTED]

Address [REDACTED]

Address 2:

City:

Liverpool

State:

NY

Zip:

Email: [REDACTED]

Work Phone: [REDACTED]

From: replyform@chrysler.com
To: customerassist@chrysler.com
Date: Tue Apr 15 20:04:53 EDT 2008
Subject: Reply to Chrysler LLC (KMM5648619I25261L0KM)
Reply Comments:

REFERENCE NUMBER: 17417001
EMAIL CASE NUMBER: 1994544


Thank

you for your quick response but I guess I am a little confused. Your email states that Chrysler "does not have the authority to resolve concerns related to dealer workmanship..." This car was under recall (G09) for the issues regarding the airbags. Are the dealerships using the "Chrysler" name not held to any standards to perform the proper work from your recalls? How can that be? How can Chrysler send out a recall to all of its customers but then not hold the dealership that is addressing that recall responsible for fixing the issue properly? Forgive me, but that does not seem logical. If a dealership can not properly service Dodge vehicles...they should not be allowed to use the "Chrysler/Dodge" trademark. I guess my next question is who is responsible for paying for any airbag related issues that were not fixed when this vehicle was recalled? Please let me know where to go from here. Thank you

From: customerassist@chrysler.com
To: [REDACTED]
Date: Wed Apr 16 09:14:12 EDT 2008
Subject: Re: Reply to Chrysler LLC (KMM5648619I25261L0KM)
Dear Cerio,

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

We appreciate the time and effort you took to write to us.

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

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

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

If we can be of any assistance to you in the future, please feel free to contact us.

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

Sincerely,

Loreen Kennedy
Customer Service Representative
Chrysler Customer Assistance Center

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

REFERENCE NUMBER: 17417001

EMAIL CASE NUMBER: 1994544

REPLY LINK:

http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM5651146I25261L0KM&

Original Message Follows:

Comments:

REFERENCE NUMBER: 17417001 EMAIL CASE NUMBER: 1994544 Loreen, Thank you for your quick response but I guess I am a little confused. Your email states that Chrysler "does not have the authority to resolve concerns

related to dealer workmanship..." This car was under recall (G09) for the issues regarding the airbags. Are the dealerships using the "Chrysler" name not held to any standards to perform the proper work from your recalls? How can that be? How can Chrysler send out a recall to all of its customers but then not hold the dealership that is addressing that recall responsible for fixing the issue properly? Forgive me, but that does not seem logical. If a dealership can not properly service Dodge vehicles...they should not be allowed to use the "Chrysler/Dodge" trademark. I guess my next question is who is responsible for paying for any airbag related issues that were not fixed when this vehicle was recalled? Please let me know where to go from here. Thank you

From: [REDACTED]
To: customerassist@chrysler.com
Date: Tue Apr 29 18:53:50 EDT 2008
Subject: Chrysler LLC Customer Assistance
Form Selected:

Category: US Customer Service
Brief Description:

SECOND REQUEST FOR RESPONSE

Comments:

SECOND TIME SENT

Dear Sir,

I have an problem with my 2006 Dodge Grand Caravan that I am not sure who to turn to at this point. Since even before March of 2007 I have had a very intermittant problem with my headlights going off in a manner consistant with an electical shortage. Although it is intermittant and has happened approximately 4 to 5 time since I purchased the Van in July of 06 it does occasionally happen. Once the headlights just shut completely off while driving at night in the dark. I have told the service technicians at East Tulsa Dodge repeatedly about this problem every time that I have taken the van in for service along with a couple of other issues. I have even submitted this to there e-mail

"service@easttulsadodge.com" in March of 07 the problems occuring which included the headlite problem. In December of 07 when the van was in for service they finally found acknowledged a problem found with the rack and pinion and ordered the part to repair it. When the van was due to be serviced again in March 08, just prior to the expiration of the 36,000 mile warranty, I was still awaiting the rack and pinion part to come in (3 months after the fact). I held off on service until it arrived (just after the 36000 had expired). Duing this vist, I told them that I would leave the van as long as necessary and that I wanted the problem with the headlite found so that it could be corrected. The accessment that I was given at that time was "Moisture in pass side headlite . . . advise needs L/F headlite assy Customer to return for replacement est. 234.50 plus tax on part". Since the technician told me that I would have to pay for it and that it would not be covered by warranty, I called a 800 number given to me by the technician at East Tulsa Dodge. There I spoke with Jason and was told that since the issue has been going on for so long and that the van's warranty had just expired that Dodge would pay for the repair, minus a \$25.00 deductible. He told me to pay for the repair to be done, and then fax a copy of the receipt to 1-865-425-1592 to the attention of Jason at Pole #5 and to include reference #17393578. Shortly after that call (the next week) I took the van in to see if the part had to be ordered and while I was there the parts department salesman as well as the service technician both told me that the headlite taking on moisture was probably not the issue causing the headlights to go on and off intermittantly and that that was a different problem. That they have never found what that acutal cause of that malfunction was. All they could tell me was that they had heard of the problem before but did not know what caused it, and offered up suggestions on what I might look for should it occur again to help them segregate where the problem might be. I am now at a catch 22 with this problem. I do not know what to do next. I do not want Dodge to pay for just

anything the service technician want to sell me. I do think Dodge should be responsible for whatever the problem with the headlights going on and off is as I have had this problem since I first bought the vehicle and I have repeatedly notified the technicians at the dealership of the problem every time I have taken in for service (twice in the form of e-mail). I know this is an intermittent problem, however, to me it borders on a recall and/or safety issue and it should be covered under their warranty. Please feel free to contact me to discuss the issue and/or to let me know what I can do. You may contact me at the phone number listed or by e-mail also. I will await your reply. Other than this issue, I have nothing but praise for Dodge. Please help keep me a loyal Dodge customer.

Respectfully,

[REDACTED]

Sender Information:

Title: Mr.

First Name:

Middle Initial:

Last Name:

[REDACTED]

From: customerassist@chrysler.com
To: [REDACTED]
Date: Wed Apr 30 13:59:26 EDT 2008
Subject: Re: Chrysler LLC Customer Assistance
Dear Charles:

Thank you for contacting the Chrysler Customer Assistance Center regarding your 2006 Dodge Grand Caravan.

We regret for the inconvenience this has caused to you. We certainly understand and appreciate the time and effort you took to bring this matter to our attention. As it is necessary to discuss this issue with you directly. Please call the Customer Assistance Center at 1-800-992-1997 between 8:00 a.m. and 5:00 p.m. Monday through Friday (in all Continental Time Zones).

When calling the Customer Assistance Center, please have your Reference (17463329) number and the following information handy:

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

We have Customer Service Representatives available to address the your questions and concerns.

Thanks again for your email.

Sincerely,

Nick Tyler
Customer Service Representative
Chrysler Customer Assistance Center

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

REFERENCE NUMBER: 17463329

EMAIL CASE NUMBER: 2004412

REPLY LINK:

http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM5679018I25261L0KM&

Original Message Follows:

US Customer Service - Dodge Brand Site

Brief Description:

SECOND REQUEST FOR RESPONSE

Comments:

SECOND TIME SENT Dear Sir, I have an problem with my 2006 Dodge Grand

Caravan that I am not sure who to turn to at this point. Since even before March of 2007 I have had a very intermittent problem with my headlights going off in a manner consistent with an electrical shortage. Although it is intermittent and has happened approximately 4 to 5 times since I purchased the Van in July of 06 it does occasionally happen. Once the headlights just shut completely off while driving at night in the dark. I have told the service technicians at East Tulsa Dodge repeatedly about this problem every time that I have taken the van in for service along with a couple of other issues. I have even submitted this to their e-mail

"service@easttulsadodge.com" in March of 07 the problems occurring which included the headlight problem. In December of 07 when the van was in for service they finally found and acknowledged a problem found with the rack and pinion and ordered the part to repair it. When the van was due to be serviced again in March 08, just prior to the expiration of the 36,000 mile warranty, I was still awaiting the rack and pinion part to come in (3 months after the fact). I held off on service until it arrived (just after the 36000 had expired). During this visit, I told them that I would leave the van as long as necessary and that I wanted the problem with the headlight fixed so that it could be corrected. The assessment that I was given at that time was "Moisture in passenger side headlight . . . advise needs L/F headlight assembly Customer to return for replacement est. 234.50 plus tax on part". Since the technician told me that I would have to pay for it and that it would not be covered by warranty, I called a 800 number given to me by the technician at East Tulsa Dodge. There I spoke with Jason and was told that since the issue has been going on for so long and that the van's warranty had just expired that Dodge would pay for the repair, minus a \$25.00 deductible. He told me to pay for the repair to be done, and then fax a copy of the receipt to 1-865-425-1592 to the attention of Jason at Pole #5 and to include reference #17393578. Shortly after that call (the next week) I took the van in to see if the part had to be ordered and while I was there the parts department salesman as well as the service technician both told me that the headlight taking on moisture was probably not the issue causing the headlights to go on and off intermittently and that that was a different problem. That they have never found what that actual cause of that malfunction was. All they could tell me was that they had heard of the problem before but did not know what caused it, and offered up suggestions on what I might look for should it occur again to help them segregate where the problem might be. I am now at a catch 22 with this problem. I do not know what to do next. I do not want Dodge to pay for just anything the service technician wants to sell me. I do think Dodge should be responsible for whatever the problem with the headlights going on and off is as I have had this problem since I first bought the vehicle and I have repeatedly notified the technicians at the dealership of the problem every time I have taken it in for service (twice in the form of e-mail). I know this is an intermittent problem, however, to me it borders on a recall and/or safety issue and it should be covered under their warranty. Please feel free to contact me to discuss the issue and/or to let me know what I can do. You may contact me at the phone number listed or by e-mail also. I will await your reply. Other than this issue, I have nothing but praise for Dodge. Please help keep me a loyal Dodge customer. Respectfully,

VIN:

6R [REDACTED]

Mileage:

39403

Servicing Dealer:

East Tulsa Dodge - Tulsa OK

Title:

Mr.

First Name:

Middle

Last Name

Address

Address 2:

City:

Tulsa

State:

OK

Zip:

Email:

Home Phone

SSZ1600T
CMD:

Customer Assistance System
Check Screen

05/19/08 B06T0FD7
16:27:26
Password:

=====

AC:	CAIR: 17521252 83	Check #:	St: A Ck 01 OF 01
Vin: 1C4GP45R25B	Cust:		Category: P Mail: X
Payee:			

Address:

Address2:

City/ST/Zip: KANSAS CITY

MO

Country: USA

Submitted :

Warr. Total: 607.64

Approved :

83

CAIR Total: 0.00

Sent to CAP :

Cumm. Total: 607.64

ISSUE Date :

Void :

Current Check Total: 379.94

Reason Code Description 01 of 01

Emotion Amount

Defective EGR System

3 379.94

0.00

0.00

=====

F13=InfoLkup	F14=Primary	F15=	F16=VIN/CAIR	F17=	F18=AltFkey
F19=Reprchse	F20=	F21=	F22=	F23=	F24=Print

Under limit; Check has been approved

3

REPORT: RSSI04B CHRYSLER LLC PAGE: 5
PROGRAM: CSSI620Z-v01 Servicenet 2.0 PROGRAM DATE: 03/29/08
PART 01 OF 01 BILLING MONTH 03/08 TIME: 12:36

REPAIR INFORMATION

FMC/FLEET CODE : 28757

KANSAS CITY MO

SERVICE DLR CODE : 66556
BEAVERTON CHRYSLER DODGE
10760 S W CANYON ROAD
BEAVERTON OR 970051898
PHONE : 503-646-0516

AUTHORIZATION # RO # CHRY INVOICE VIN MILEAGE REPAIR DATE
A88812 069866 W 000784894 1C4GP45R25B 42,397 2008-03-07

DRIVER NAME/PIN # CLIENT #/SERVICE ID/CARD # UNIT #
28757 503455

REPAIR PROVIDED : REPL. EGR VALVE, H/LAMP SWITCH, LF DOOR MLDG, NREPLACE AND BA
LANCE BOTH FRONT TIRES

PART NUMBER	VMRS CODE	PART DESC.	QTY	PRICE
04861662AE		VALVE	1	94.06
0ZL671DVAC		SWITCH	1	63.38
0WW05CD7AA		MLDG	1	54.60
0402020047		TIRES	2	176.32
NPN		MATERIALS	1	23.00

LOP	LOP DESCRIPTION	ATA CODE	LBR AMT
25014510	Emission control Emission control Valve, exhaust gas 3.3-3.8 liter engine	043-001-023-03	178.00
08803601	Electrical Switches/Modules Switch, headlamp an	034-001-007-03	44.50
23021109	Body Exterior-Grille/Mol Molding, door body Front door-Right or left	002-031-009-03	89.00
27020300	Retail Service Tire Rotation/Balan Tire(s) Replace Service Net Claims Only	017-001-002-06	30.00
27030100	Retail Service Alignment Two or Four Wheel A Service Net Claims Only	015-004-000-27	59.95

TOTAL TAX: 0.00 TOTAL GROSS: 812.81 TOTAL CLAIM: 812.81

PLEASE REMIT TO : CHRYSLER LLC, P.O. BOX 98245, CHICAGO, IL 60693-8173

\$ 379.94

CAIR Details

CAIR ID: 17540727

CAIR Summary

CAIR#:	17540727	Status:	CLOSED
CAIR Type:	CUSTOMER	Contact Type:	TELEPHONE
VIN:	1D4GP24R8 5B [REDACTED]	Last Updated By:	JNB3 87
Mileage:	49613	Last Updated Date:	05/27/2008
Curr Resp:	JNB3 87		

Reason Code	Narrative	Zone	Date	NIC
Electrical Inquiry		87	05/27/2008	JNB3

Contact Information

Vehicle Owner:	[REDACTED]	Servicing Dealer:	CUTTER DODGE-CHRY-JEEP OF PEARL CI
	TROY		905 KAMEHAMEHA HWY
	MI [REDACTED]		PEARL CITY
			HI 96782 2501

Vehicle Co-owner:

Representative:

CAIR Narrative	Zone	Date	NIC
Fleet customer requests policy assistance for out of warranty repair of win	87	05/27/2008 9:15:04	JNB3
dow regulator and headlamp switch for fleet van. As a gesture of goodwill,	87	05/27/2008 9:15:04	JNB3
Chrysler will reimburse the customer for parts only for this repair, not t	87	05/27/2008 9:15:04	JNB3
o exceed \$220.66.	87	05/27/2008 9:15:04	JNB3

Print Close

REPORT: RSSI04B CHRYSLER LLC PAGE: 46
PROGRAM: CSSI620Z-v01 Servicenet 2.0 PROGRAM DATE: 04/26/08
PART 01 OF 01 BILLING MONTH 04/08 TIME: 13:04
R E P A I R I N F O R M A T I O N

FMC/FLEET CODE : 28785

VPSI/VPNJ

MI

SERVICE DLR CODE : 44797
CUTTER DODGE-CHRY-JEEP OF P
905 KAMEHAMEHA HWY
PEARL CITY HI 967822501
PHONE : 808-564-9640

AUTHORIZATION # RO # CHRY INVOICE VIN MILEAGE REPAIR DATE
HQ480781 007009 W 000794610 1D4GP24R85B 49,613 2008-04-09

DRIVER NAME/PIN # CLIENT #/SERVICE ID/CARD # UNIT #
HI22613 HI22613

REPAIR PROVIDED : DRVIER POWER WINDOW INOP, H/LITE DON'T COME ON WHEN TURNED
TO ON POSITION; REPLACE REGULATOR AND HEADLAMP SWITCH

PART NUMBER	VMRS CODE	PART DESC.	QTY	PRICE
04894527AA	002018011	REGULATOR	1	158.75
0ZL671DVAC		SWITCH	1	61.91
NPN		HAZ WASTE	1	25.00

LOP	LOP DESCRIPTION	ATA CODE	LBR AMT
23341009	Body Window Regulator Regulator, front do 4D sedan-Van-Wagon-Electric-Ri	002-018-011-03	240.00
08803601	Electrical Switches/Modules Switch, headlamp an	034-001-007-03	204.00

TOTAL TAX: 32.49 TOTAL GROSS: 722.15 TOTAL CLAIM: 722.15

PLEASE REMIT TO : CHRYSLER LLC, P.O. BOX 98245, CHICAGO, IL 60693-8173

Parts Only
\$220.66 total

CAIR 17540727

From: [REDACTED]
To: customerassistre@chrysler.com
Date: Fri May 30 11:25:21 EDT 2008
Subject: Chrysler LLC Customer Assistance
Form Selected:

Category: Recall Information
Brief Description:

my head lights keep going out on my 2005 Caravan, after looking up on line I find that a lot of people are having this problem. Part # fp-55102969-ab Block Non 8015009, why is this not covered under warranty when it is a on going issue?

Comments:

Dodge Dealer informed me that it is not covered under warranty. Yet this is a on going Issue people are having with the Caravan. Also the fact that you recalled 2000-2001 Caravans for the same reason. I do not feel I should have to pay \$300.00 to fix a problem you know is going on. The Dealer ship informed me that they could replace some part but they could not garanttee that it would fix it. It is costing me \$100.00 to have them do nothing to my Van.

Sender Information:

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

From: customerassistre@chrysler.com
To: [REDACTED]
Date: Fri May 30 15:06:14 EDT 2008
Subject: Re: Chrysler LLC Customer Assistance
Dear Debra:

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

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

In response to your email, we would like to inform you that we identify the recall issue and determine which vehicles in the assembly plant are involved. This is determined by the specific day(s) and time of day vehicles are built. We then recall all those vehicles built within that time frame.

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

Thanks again for your email.

Sincerely,

Paul Santiago
Customer Service Representative
Chrysler Customer Assistance Center

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

REFERENCE NUMBER: 17553904

EMAIL CASE NUMBER: 2024037

REPLY LINK:

http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM5739768I25261L0K
M&

Original Message Follows:

Recall Information - Dodge Brand Site

Brief Description:

my head lights keep going out on my 2005 Caravan, after looking up on line I find that a lot of people are having this problem. Part # fp-55102969-ab Block Non 8015009, why is this not covered under warranty when it is a on going issue?

Comments:

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VIN:

5B

Mileage:

79500

Servicing Dealer:

K & M Doge

Title:

Mrs.

First Name:

Middle

Last Name

Address

Address 2:

City:

Grand Rapids

State:

MI

Zip:

Email:

Home Phone

17555751

~~16808891~~

May 20, 2008

open new file

Chrysler, LLC
P.O. Box 21-8007
Auburn Hills, MI 48321-8007

Re: [REDACTED]
2005 Town & Country Minivan
VIN No.: 2C4GP44R65R [REDACTED]
Our File No.: 414628

Dear Ladies and Gentlemen:

[REDACTED] recently consulted with Welch, Gold and Siegel, regarding her car as noted above, which she purchased in August or September of 2005.

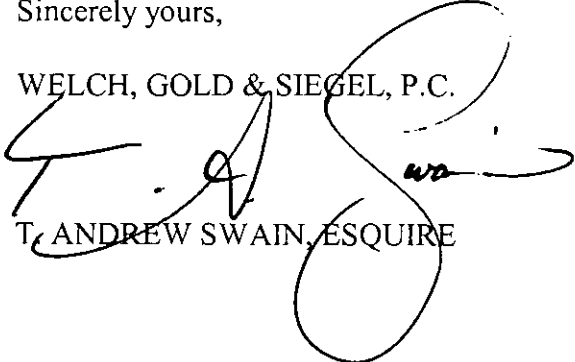
On many occasions, the lights in her dashboard along with her headlights and radio will blink for one second, go dark for a minute and then come back on. Sometimes the lights will blink repeatedly for approximately one minute. The dealer, Monroeville Dodge, has attempted to alleviate this problem but without success. This is a problem that has occurred with this model before as noted in the database of the National Highway Transportation Safety Administration.

This is to request that you send a representative to the dealer so that he or she can examine Ms. [REDACTED] car to determine the problem.

Thank you for your prompt attention to this matter.

Sincerely yours,

WELCH, GOLD & SIEGEL, P.C.


T. ANDREW SWAIN, ESQUIRE

TAS/dcg

cc: Beddalyn Odom Smith, P.O. Box 5380, Pittsburgh, PA 15206-0380
DaimlerChrysler Corporation, 1000 Chrysler Drive, Auburn Hills, MI 48326
Chrysler Service Contracts, P.O. Box 2700, Troy, MI 48007
Chrysler Service Contracts, 3851 Hamlin Road, Rochester Hills, MI 48309

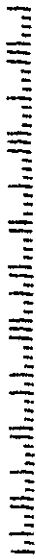
**Welch
& Gold
Siegel, P.C.**

1240 Lawyers Building • 428 Forbes Avenue
Pittsburgh, Pennsylvania 15219

Chrysler, LLC
P.O. Box 21-8007
Auburn Hills, MI 48321-8007



48321-8007





Attorneys at Law

5/22

17555751

RECEIVED

JUL 17 REC'D

May 20, 2008

SPECIAL INVESTIGATIONS

Chrysler, LLC
P.O. Box 21-8007
Auburn Hills, MI 48321-8007

Re: [REDACTED]
2005 Town & Country Minivan
VIN No.: 2C4GP44R65R [REDACTED]
Our File No.: 414628

Dear Ladies and Gentlemen:

[REDACTED] recently consulted with Welch, Gold and Siegel, regarding her car as noted above, which she purchased in August or September of 2005.

On many occasions, the lights in her dashboard along with her headlights and radio will blink for one second, go dark for a minute and then come back on. Sometimes the lights will blink repeatedly for approximately one minute. The dealer, Monroeville Dodge, has attempted to alleviate this problem but without success. This is a problem that has occurred with this model before as noted in the database of the National Highway Transportation Safety Administration.

This is to request that you send a representative to the dealer so that he or she can examine Ms. [REDACTED] car to determine the problem.

Thank you for your prompt attention to this matter.

Sincerely yours,

WELCH, GOLD & SIEGEL, P.C.

T. ANDREW SWAIN, ESQUIRE

TAS/dcg

cc: [REDACTED] Pittsburgh, PA [REDACTED]
DaimlerChrysler Corporation, 1000 Chrysler Drive, Auburn Hills, MI 48326

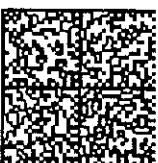
Chrysler Service Contracts, P.O. Box 2700, Troy, MI 48007
Chrysler Service Contracts, 3851 Hamlin Road, Rochester Hills, MI 48309

Welch, Gold & Siegel, P.C.
1240 Lawyers Building
428 Forbes Avenue
Pittsburgh, PA 15219
Telephone: 1-800-375-3089
Telephone: (412) 391-7339
Fax: (412) 391-8232

Welch & Gold Siegel, P.C.

1240 Lawyers Building • 428 Forbes Avenue
Pittsburgh, Pennsylvania 15219

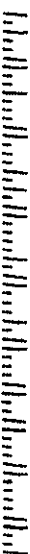
DaimlerChrysler Corporation
1000-Chrysler Drive
Auburn Hills, MI 48326



UNITED STATES POSTAGE
 PITNEY BOWES
02 1P \$000.420
0004194095 MAY 22, 2008
MAILED FROM ZIP CODE 15201

431 vcc-08

443326+2766



From: [REDACTED]
To: customerassistre@chrysler.com
Date: Tue Jun 03 09:45:05 EDT 2008
Subject: Chrysler LLC Customer Assistance
Form Selected:

Category: Recall Information
Brief Description:

Headlights on my 2005 Town and County turn off
Comments:

To whom this may concern;

Recently my 2005 Town and County's headlights would intermittently just shut off while driving creating an extremely unsafe condition. On more than one occasion, my wife would be driving the van at night at high speeds and the headlights would go out causing her to immediately stop and turn the switch off and on until the lights came back on so she could continue driving. Luckily, nobody was hurt. For two weeks, we did not drive the van at night for fear of injuring ourselves or someone else. We took the van to Carmack Car Capital in Danville Illinois and they replaced the headlamp switch which cost us \$178.11. I asked the technician if there had been a safety recall for this problem and he said there has not been one issued. I would like to request your company consider recalling vans that use this same switch since there is a very real possibility of someone getting injured or killed when their lights fail when driving at high speeds. I would also request reimbursement of the cost I was charged to replace this switch. A headlamp switch is not a normal maintenance item and should not fail for any reason. I understand I am outside my warranty period, but with an item that is so important to the safe operation of the vehicle, I would not think I should be responsible for this cost. I can be reached at [REDACTED] M-F (7:30 to 4 central time) or you can e-mail this address or my home e-mail at d53steeler@att.net. Thank you for your time and assistance.

[REDACTED]
Sender Information:

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

From: customerassistre@chrysler.com
To: [REDACTED]
Date: Wed Jun 04 09:00:15 EDT 2008
Subject: Re: Chrysler LLC Customer Assistance
Dear David:

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

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

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

Furthermore, we would like to inform you that letters are the most efficient way to submit requests for reimbursement consideration on service repair costs.

Your letter should include the following items (where applicable) in order for us to resolve your issue as soon as possible:

Your name
Your address
Vehicle owner name (if different)
Vehicle owner address (if different)
Day and evening phone numbers (we call you to confirm receipt of your information)
Vehicle Identification Number (VIN)
Name of dealership where vehicle was purchased
Date of purchase
Description of the problem
The vehicle mileage at the time the problem began
The action you're requesting

Please note that we need original receipts from the company that provided the service, and proof of payment, in order to reimburse. If you do not have the original, contact the service provider for a duplicate. Copies are usually not acceptable.

Furthermore, provide the above information in document form, attach the receipts and send it to:

Chrysler Customer Assistance Center
P.O. Box 4639
Oak Ridge, TN 37831

After we read your letter, we will try to contact you by phone to provide you with a prompt response.

Also, our records indicate that your vehicle is involved in the factory recall campaigns listed below:

Recall Campaign # F01 REAR A/C AND HEATER TUBE CORROSION
G09 05 RS IMPACT SENSOR

Please contact your local authorized Jeep dealer to arrange for an inspection and for the repairs. The recall services are performed free of charge.

Thanks again for your email. We value your continued business with us.

Sincerely,

Mike Hanes
Customer Service Representative
Chrysler Customer Assistance Center

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

REFERENCE NUMBER: 17562439

EMAIL CASE NUMBER: 2026045

REPLY LINK:

http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM5747406I25261L0K
M&

Original Message Follows:

Recall Information - Chrysler Brand Site

Brief Description:

Headlights on my 2005 Town and County turn off

Comments:

To whom this may concern; Recently my 2005 Town and County's headlights would intermittently just shut off while driving creating an extremely unsafe condition. On more than one occasion, my wife would be driving the van at night at high speeds and the headlights would go out causing her to immediately stop and turn the switch off and on until the lights came back on so she could continue driving. Luckily, nobody was hurt. For two weeks, we did not drive the van at night for fear of injuring ourselves or someone else. We took the van to Carmack Car Capital in Danville Illinois and they replaced the headlamp switch which cost us \$178.11. I asked the technician if there had been a safety recall for this problem and he said there has not been one issued. I would like to request your company consider recalling vans that use this same switch since there is a very real possibility of someone getting injured or killed when their lights fail when driving at high speeds. I would also request reimbursement of the cost I was charged to replace this switch. A headlamp switch is not a normal maintenance item and should not fail for any reason. I understand I am outside my warranty period, but with an item that is so important to the safe operation of the vehicle, I would not think I should be responsible for this cost. I can be reached at [REDACTED] M-F (7:30 to 4 central time) or you can e-mail this address or my home e-mail at d53steeler@att.net. Thank you for your time and assistance. [REDACTED]

VIN:

5R [REDACTED]

Mileage:

70000

Servicing Dealer:

Carmack Car Capital, Danville, IL

Title:

Mr.

First Name:

Middle

Last Name

Address

Address 2:

City:

Oakwood

State:

IL

Zip:

Email:

Home Phone

From: customerassist@chrysler.com
To: [REDACTED]
Date: Wed Jun 04 14:48:44 EDT 2008
Subject: Re: Chrysler LLC Customer Assistance
Dear [REDACTED]

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

We apologize for the inconvenience caused to you.

In response to your email regarding the headlight lamp and the windshield problem, we would like to inform you that a review of our records indicates that your vehicle does not currently require service for any recall campaigns. If your vehicle is involved in a future recall campaign, you will be notified promptly by mail. We suggest that you perform the repair services and preserve the repair receipts. If in future your vehicle is involved in the same recall campaign, you will be reimbursed.

You can also access the self-service recall site on the internet to check on your vehicle's involvement in all recalls that are published. Simply go to one of our brand site: www.Dodge.com and click on "For Owners" at the top of the home page and then enter the last eight digits of your Vehicle Identification Number (VIN).

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

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: 17565586

EMAIL CASE NUMBER: 2026665

REPLY LINK:

http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM5748597I25261L0KM&

Original Message Follows:

US Customer Service - Dodge Brand Site

Brief Description:

Recall inquiry

Comments:

Many problems! Automatic door not working and water leaks. Today had to have headlight lamps and windshield wiper motor replaced- did not function properly.

VIN:

5R [REDACTED]

Mileage:

54000

Servicing Dealer:

Carmax

Title:

Mrs.

First Name:

Middle

Last Name

Address

Address 2:

City:

Cartersville

State:

GA

Zip:

Email:

Home Phone

From: [REDACTED]
To: DCFSasist@chrysler.com
Date: Wed Jun 11 16:56:23 EDT 2008
Subject: Contact Us@ChryslerFinancial
Email Request:

Brief Description: Contact Us: Current Chrysler Financial Customer:
Lease: Other

Comments: I am leasing a 2007 Dodge Grand Caravan and I have had nothing but problems since we leased it. We leased it back in June of 2007 and we now have two more years left on our lease. We have taken it a total of three times to the dealership for transmission problems. The transmission felt like it was going to drop out from underneath you. We just had it in the shop last month for electrical problems. The dash lights would stay on and you couldn't shut them off. The headlights kept going on and off by themselves and I had an appointment to get it checked and the day before my appointment I tried to start the van and it wouldn't start. The lights ended up wearing the battery down and I had to have the van towed. The dashboard still acts up and I have trouble shutting the dashboard lights off. Sometimes it takes a couple of times just to get them to shut off. I washed it a week before the appointment and the paint was starting to peel off towards the back side of the van. The dealership told me that this was due to tar on the van. They washed it and scraped it off and just left it so it can rust. We have had tar on our other vehicles before and this has never happened. Then they told my husband a different story that it looked like someone took their fingernail and scraped the paint off. A couple of days ago I put my daughter in her carseat and went to push the button to shut the door on the side of the van and it wouldn't work. I tried the other door and it wouldn't work. I had to do it manually which really was a pain in the butt. It works now but I am sure it is going to go out again. Another electrical problem I am sure. We have an appointment this Monday at Spitzer Dodge to have it checked out. I know this van is under warranty but it is such a pain to have to take it back to the dealership all the time. I have three children and we traded our old van in to get something reliable because my husband is a truck driver and is gone all week long and is home only on the weekends. This van has been nothing but problems and the dealership had it overnight and wouldn't give me a rental car. I had to rely on other people to try to give us a ride. Why we leased this van was for something dependable and when it is down I have nothing else to drive. We pay \$502.39 a month for this van and it has been nothing but problems for the past year. We have another two years with this van. We can trade it in but we were told we will have a high payment and we will owe onto our trade 502.39 times the two years left on the lease. It isn't worth it. I am talking to you personally to see if you will let us out of our lease. Thank you.

Relationship: Current Chrysler Financial Customer
Category: Lease
Sub Category: Other

Sender Information:

Title: [REDACTED]
First Name: [REDACTED]
Middle Initial: [REDACTED]
Last Name: [REDACTED]
Account Number: [REDACTED]
VIN: 7F [REDACTED]

From: replyform_dcs@chrysler.com

To: [REDACTED]

Date: Thu Jun 12 17:03:19 EDT 2008

Subject: Re: Contact Us@ChryslerFinancial

Thank you for your email to the Chrysler Financial Customer Assistance Center.

I hope you can appreciate the fact that Chrysler Financial is a separate entity from the vehicle manufacturer, Chrysler Motors. In order to have your concerns properly addressed it will be necessary for you to contact Chrysler Motors at 800-763-8422.

As your dedicated finance partner, we appreciate the opportunity to serve you. Should you have any questions about this email or your account in general, please contact our Customer Service Center at (800) 556-8172.

NOTE: Please do not use the 'Reply' function of your email. If you have a need to respond to this, 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:

TRACKING NUMBER: KMM5764825I25261L0KM

REPLY LINK:

http://www.chryslerfinancial.com/email_reply.jsp?Tracking_ID=KMM5764825I25261L0KM&WebFormName=contactUs

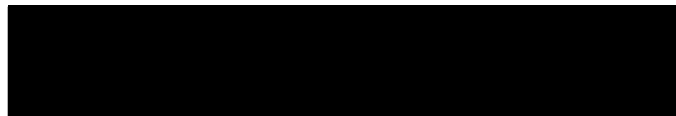
RECEIVED DATE:

6/18/08

POSTED DATE:

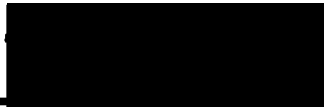
6/13/08

LAST NAME:



VIN (LAST 8 DIGITS)

5R



CAIR #

00000000

NON – SCANABLE ITEMS:

NO

JACK CAR CAPITAL
24 MILLION
ANDOLE, IL 61832
217-443-6803

TERMINAL ID.:

MERCHANT #:

647-718281.02-5511

ECHECK

ACCOUNT: ***9014

CHECK: 7575

SALE

BATCH: 000021

INU: 000117

MAY 31, 08

16:22

AUTH: 566859

IRN: [REDACTED]

AUTH NUM 566-859

DESCRIPTION

TOTAL

\$118.11

I AUTHORIZE THE MERCHANT TO
CONVERT MY CHECK TO AN ELECTRONIC
FUNDS TRANSFER OR PAPER DRAFT,
AND TO DEBIT MY ACCOUNT FOR THE
AMOUNT OF THE TRANSACTION.

IN THE EVENT THAT MY DRAFT OR EFT IS
UNPAID, I AGREE THAT A FEE OF \$25.00
OR AS ALLOWABLE BY LAW, MAY BE
CHARGED TO MY ACCOUNT VIA DRAFT OR EFT.

DIRECT INQUIRIES TO:
GLOBAL PAYMENTS, INC.
1-800-364-5855

THANK YOU
PLEASE SIGN

06-91

EXP-3-12

7575

30 MAR 2008

PAY TO THE
ORDER OF

CANMACK

\$118.11

One Hundred Eighteen and 11/100

DOLLARS



Security features
are included.
Details on back.

UNITED SERVICES FEDERAL CREDIT UNION
1716 SPIELBUSCH, ROOM 405
TOLEDO, OH 43624

ELECTRONICALLY
PRESENTED

ELECTRONICALLY
PRESENTED

EL

FOR

CARMACK CAR CAPITAL
3724 N. VERMILLION
DANVILLE, IL. 61832
217-443-6803

TERMINAL ID.:

MERCHANT #:

947-718281.02-5511

ECHECK

ACCOUNT: ****9014

CHECK: 7563

SALE

BATCH: 000017

INV: 000099

May 24, 08

14:04

AUTH: 721726

IRN: 721-726ECIF080524140422

AUTH NUM 721-726

DESCRIPTION

TOTAL

\$60.00

I AUTHORIZE THE MERCHANT TO
CONVERT MY CHECK TO AN ELECTRONIC
FUNDS TRANSFER OR PAPER DRAFT,
AND TO DEBIT MY ACCOUNT FOR THE
AMOUNT OF THE TRANSACTION.

IN THE EVENT THAT MY DRAFT OR EFT IS
UNPAID, I AGREE THAT A FEE OF \$25.00
OR AS ALLOWABLE BY LAW, MAY BE
CHARGED TO MY ACCOUNT VIA DRAFT OR EFT.

DIRECT INQUIRIES TO:
GLOBAL PAYMENTS, INC.
1-800-364-5855

THANK YOU
PLEASE COME AGAIN

CUSTOMER COPY

06-91

7563

56-8267/2412

23 may 20 08

PAY TO THE
ORDER OF

Connack

\$ 60.00

Sixty dollars & 0/100

DOLLARS



Security features
are included.
Details on back.

UNITED SERVICES FEDERAL CREDIT UNION
1716 SPIELBUSCH, ROOM 405
TOLEDO, OH 43624

PRESENTED

**ELECTRONICALLY
PRESENTED**

**ELECTRONICALLY
PRESENTED**

FOR

CUSTOMER #: 58546

199538

INVOICE

PAGE 1



CARMACK CAR Capitol

 3722-3724 N. Vermilion
 Danville, IL 61832
 Danville - 443-6803

OAKWOOD, IL

HOME:

BUS:

CELL:

SERVICE ADVISOR: 67 JAMES GLITHERO

COLOR	YEAR	MAKE/MODEL		VIN	LICENSE	MILEAGE IN/ OUT		TAG
GOLD	05	CHRYSLER TOWN AND CO		2C4GP44R65R		69379/69379		
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED		PO NO.	RATE	PAYMENT	INV. DATE
01JAN01 DD			12:00 23MAY08			0.00	CHECK	23MAY08

R.O. OPENED	READY	OPTIONS:
23MAY08	23MAY08	

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

A CUSTOMER STATES HEADLIGHTS WORK INTERMITTEN SHUT OFF RANDOMLY

340 PERFORM DIAGNOSIS. FAILURE OF HEADLAMP

SWITCH. ORDERED REPLACEMENT. EST TO REPLACE

\$184.00 (DIAG WILL APPLY)

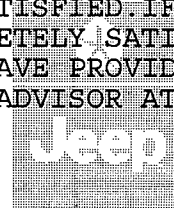
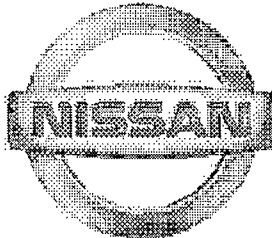
39 CPC

60.00

60.00

PARTS: 0.00 LABOR: 60.00 OTHER: 0.00 TOTAL LINE A: 60.00

WE AT CARMACK CAR CAPITOL KNOW THAT OUR
 WORK IS NOT FINISHED UNTIL OUR CUSTOMER IS
 COMPLETELY SATISFIED. IF, FOR ANY REASON, YOU
 ARE NOT COMPLETELY SATISFIED WITH ANY
 SERVICES WE HAVE PROVIDED, PLEASE CONTACT
 YOUR SERVICE ADVISOR AT 443-6803
 THANK YOU!



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

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.
 Seller 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	60.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	60.00
LESS DISCOUNTS	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	60.00

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

CUSTOMER SIGNATURE

CUSTOMER COPY

CUSTOMER #: 58546

199711

INVOICE

PAGE 1



CARMACK
CAR
Capitol

3722-3724 N. Vermilion
Danville, IL 61832
Danville - 443-6803

OAKWOOD, IL
HOME
BUS: CELL:

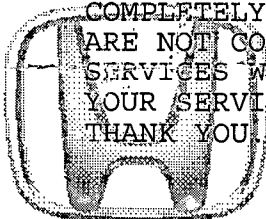
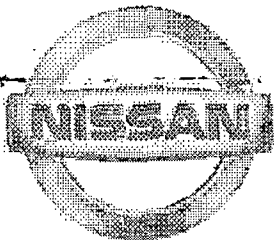
SERVICE ADVISOR: 67 JAMES GLITHERO

COLOR	YEAR	MAKE/MODEL		VIN		LICENSE	MILEAGE IN/ OUT		TAG
GOLD	05	CHRYSLER TOWN AND CO		2C4GP44R65R			69599/69599		
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED		PO NO.	RATE	PAYMENT	INV. DATE	
01JAN01 DD			15:00 30MAY08			0.00	CHECK	30MAY08	

R.O. OPENED	READY	OPTIONS:
30MAY08	30MAY08	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A CUSTOMER REQUESTS REPLACEMENT OF HEADLAMP SWITCH AS PER ESTIMATE (SOP IN)							
100			COMPLETED				
			39 CPC			60.80	60.80
1	ZL671J8AC	08053003	SWITCH-LIGHTING CONTROL		53.19	53.19	53.19
PARTS:	53.19	LABOR:	60.80	OTHER:	0.00	TOTAL LINE A:	113.99

WE AT CARMACK CAR CAPITOL KNOW THAT OUR
WORK IS NOT FINISHED UNTIL OUR CUSTOMER IS
COMPLETELY SATISFIED. IF, FOR ANY REASON, YOU
ARE NOT COMPLETELY SATISFIED WITH ANY
SERVICES WE HAVE PROVIDED, PLEASE CONTACT
YOUR SERVICE ADVISOR AT 443-6803
THANK YOU.



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

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. Seller 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	60.80
PARTS AMOUNT	53.19
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	113.99
LESS DISCOUNTS	0.00
SALES TAX	4.12
PLEASE PAY THIS AMOUNT	118.11

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

CUSTOMER SIGNATURE

CUSTOMER COPY

Chrysler Customer Assistance Center
P.O. Box 4639
Oak Ridge, TN 37831

To whom this may concern;

Recently my 2005 Town and County's headlights would intermittently just shut off while driving creating an extremely unsafe condition. On more than one occasion, my wife would be driving the van at night at high speeds and the headlights would go out causing her to immediately stop and turn the switch off and on until the lights came back on so she could continue driving. Luckily, nobody was hurt. For two weeks, we did not drive the van at night for fear of injuring ourselves or someone else.

We took the van to Carmack Car Capital in Danville Illinois and they replaced the headlamp switch which cost us \$178.11. I asked the technician if there had been a safety recall for this problem and he said there has not been one issued. I would like to request your company consider recalling vans that use this same switch since there is a very real possibility of someone getting injured or killed when their lights fail when driving at high speeds. I would also request reimbursement of the cost I was charged to replace this switch. A headlamp switch is not a normal maintenance item and should not fail for any reason. I understand I am outside my warranty period, but with an item that is so important to the safe operation of the vehicle, I would not think I should be responsible for this cost.

I can be reached at [REDACTED] M-F (7:30 to 4 central time) or you can e-mail this address or my home e-mail at [REDACTED] I hope we can come to successful resolution to this issue and I can continue my commitment to Chrysler vehicles. Thank you for your time and assistance.

[REDACTED]
Oakwood, IL [REDACTED]

[REDACTED]
[REDACTED]h)

VIN=2C4GP44R65R [REDACTED]

Purchased- Frank Boucher Chrysler

10155 Washington Ave

Sturtevant, WI 53177

(262) 886-0300

Date of purchase- July 2004?

Problem- Headlights would go out while driving creating serious safety issues.

Mileage when problem started= 69,000

Action requested- reimbursement of \$178.11.

Oakwood, IL



CHRYSLER CUSTOMER ASSISTANCE CENTER
P.O. BOX 4639
OAK RIDGE, TN 37831

379 NEE 1 408C 00 06/13/08
NOTIFY SENDER OF NEW ADDRESS
: CHRYSLER
PO BOX 218007
AUBURN HILLS MI 48321-8007
DC: 40321000707 *2959 06003 13 25

37831+4639-39 B02
48321@8007



From: [REDACTED]
To: customerassistre@chrysler.com
Date: Thu Jun 26 16:08:58 EDT 2008
Subject: Chrysler LLC Customer Assistance
Form Selected:

Category: Recall Information
Brief Description:

Difficulty turning on headlights and when on turn off while driving
Comments:

Purchased in July 2005, I've had some significant issues with this vehicle that dealerships can't help unless I pay extraordinary costs and I hope this is not the new standard.

A Dodge customer since 1987, I am ready to leave for another company. There's too much to the history but here's a sample.

When the switch is turned, the headlights do not come on. I bring it in in 2005 and 2006. Switch is changed, problem still exists. I deploy for most of 2007. I return and have the same problems. They want to charge me to analyze the problem. They also want to charge me nearly \$600 for a tune up explaining I have "special plugs."

I go to another dealer in Macon, Georgia (Five Star Dodge). They check the lights but can't figure it out either.

Problem -- my lights won't come on without constant back and forth of the switch and at times they turn off while driving (it's happened no less than six times in the last four months).

This vehicle has other problems but this is my greatest concern and \$600 tune ups is not the answer.

Please help.

Thank you,

[REDACTED]
Sender Information:

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

From: customerassistre@chrysler.com
To: [REDACTED]
Date: Fri Jun 27 07:29:08 EDT 2008
Subject: Re: Chrysler LLC Customer Assistance
Dear [REDACTED]

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

We regret for the inconvenience you have been experiencing. However, to assist you at the earliest we suggest that you call the Customer Assistance Center at 1-800-992-1997 between 8:00 a.m. and 5:00 p.m. Monday through Friday (in all Continental Time Zones).

When calling the Customer Assistance Center, please have the following information handy:

- ? Vehicle Identification Number (VIN)
- ? Date of last contact at dealership
- ? Current vehicle mileage
- ? An explanation of the problem

We have Customer Service Representatives available to address your questions and concerns.

Thanks again for your email.

Sincerely,

Nick Tyler
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: 2041622

REPLY LINK:

http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM5793654I25261L0KM&

Original Message Follows:

Recall Information - Dodge Brand Site

Brief Description:

Difficulty turning on headlights and when on turn off while driving

Comments:

Purchased in July 2005, I've had some significant issues with this vehicle that dealerships can't help unless I pay extraordinary costs and I hope this is not the new standard. A Dodge customer since 1987, I am ready to leave for another company. There's too much to the history but here's a sample. When the switch is turned, the headlights do not come on. I bring it in in 2005 and 2006. Switch is changed, problem still exists. I deploy for most of 2007. I return and have the same problems. They want

to charge me to analyze the problem. They also want to charge me nearly \$600 for a tune up explaining I have "special plugs." I go to another dealer in Macon, Georgia (Five Star Dodge). They check the lights but can't figure it out either. Problem -- my lights won't come on without constant back and forth of the switch and at times they turn off while driving (it's happened no less than six times in the last four months). This vehicle has other problems but this is my greatest concern and \$600 tune ups is not the answer. Please help. Thank you, Col. [REDACTED]

[REDACTED]

VIN:

5E [REDACTED]

Mileage:

69780

Servicing Dealer:

Butler Chrysler, Warner Robins, Ga

Title:

Mr.

First Name:

Middle

Last Name

Address

Address 2:

City:

Warner Robins

State:

GA

Zip:

Email:

Work Phone

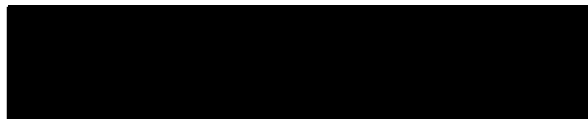
RECEIVED DATE:

6/18/08

POSTED DATE:

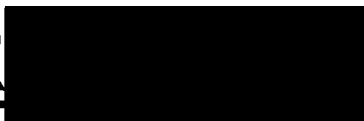
5/27/08

LAST NAME:



VIN (LAST 8 DIGITS)

5R



CAIR #

00000000

NON – SCANABLE ITEMS:

NO

Chrysler LLC
P.O. Box 21-8004
Auburn Hill, MI 48321-8004

Re: 2005 Chrysler Town and Country VIN# 2C4GP54L65R [REDACTED]

June 6, 2008

I sent the enclosed letter to Halpert Chrysler Jeep, Inc. regarding a warranty issue I had on the above 2005 Town and Country and it was returned as undeliverable. Please review the letter I originally sent to Halpert Chrysler Jeep, Inc. and advise me of your position. I appreciate your consideration in this regard.

Very truly yours,

[REDACTED]

Rocky River, OH [REDACTED]

Tel: [REDACTED]

May 23, 2008

Halpert Chrysler Jeep, Inc.
36845 Euclid Ave
Willoughby, OH 44094
Attn: Mr. Halpert

Re: 2005 Chrysler Town and Country VIN# 2C4GP54L65R [REDACTED]

May 23, 2008

Dear Mr. Halpert

I purchased the above 2005 Chrysler Town and Country in April of 2005 from your dealership at which time I had a three year, 36,000 mile warranty. We began to have issues with headlights in the spring of 2006 where the headlights would not turn on although it was only at intermittent times. I brought the van in to be serviced to your dealership on 03/23/06 for this issue as well as a recall item related to the air conditioning. The van was well within the warranty period as it was less than a year from purchase and it only had 10,971 miles on it.

The recall repair was performed but nothing was done regarding the light switch problem because the technician was "unable to duplicate the problem" according to the invoice. The issue never completely went away, however, although it was only sporadic.

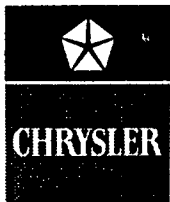
I recently took the van to Spitzer Lakewood for another unrelated issue and they discovered that the light switch was faulty and replaced it. Although the warranty had expired by approximately a week, they were kind enough to waive the labor charge but charged me \$26.94 for the part.

I believe I am entitled to a refund for the part from Halpert Chrysler for not originally doing what Spitzer Lakewood did for me which was to replace the switch while it was in the warranty period. If I don't receive a refund, I will approach the Chrysler corporate office, the Ohio Attorney General's office or file a complaint until I get satisfaction. I wanted to address the matter with you first, however, because I found the sales experience a pleasant one and I think I owe you the opportunity to make it right first. Thank you for your attention to this matter. I have enclosed the relevant invoices for your review.

Very truly yours,

[REDACTED]
Rocky River, OH [REDACTED]

Tel: [REDACTED]



HALPERT

CHRYSLER JEEP, INC.

36845 EUCLID AVENUE WILLOUGHBY, OHIO 44094 (440) 946-5700
www.halpertauto.com Email: sales@halpertchrysler.com

Easy to get to...
Easy to deal with!

WRO

R/O		VIN		DATE IN	
25224		2 C 4 G P 5 4 L 6 5 R		03/23/06	
YEAR	MAKE	MODEL	COLOR	TIME IN	
2005	CHRYSLER	T & C LXI	GRAY BLUE	12:21	
MILES IN	MILES OUT	FIRST USE	DISC.	CLOSED	
10971	10972	04/05/05	DFK9333	03/23/06	
SEE ALSO			H:	WRITER	
64124				6557LS	

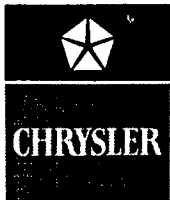
(1) AT TIMES AT NITE HEAD LIGHTS WONT TURN ON
HAVE TO FLIP SWITCH 6 TIMES? SWITCH FAILS
HD LITE SW AT TIMES WONT TURN ON REPLACE SWIT
(Tech:06) A

Warranty Claim
08803601 14 ERRAT T06 3
(F) ZL671DVAC (SWITCH) 1
.....(Warranty).....

HL
Switch
BAD

When service work is performed by HALPERT CHRYSLER-JEEP, INC. and the vehicle is operated under normal use, the work performed, which may include parts and labor, will be covered from defects for ninety (90) days or 4,000 miles from the day of completion, whichever may come first. In the event there should be a defect in the specified work done during this coverage period, it will be the customer's obligation to bring the vehicle back to the service department of HALPERT CHRYSLER-JEEP, Inc. for this work to be done as no outside expenditures will be reimbursed. Effective January 1, 1992, the genuine Mopar Parts and Accessories Replacement Warranty was lengthened from 90 days or 4,000 miles to 12 months or 12,000 miles. See dealer for complete details. Some restrictions and exclusions apply. All parts replaced during the repair will be offered for your inspection. Please retain your copies of the receipted repair orders and the repair cost estimates.

Next Service JUN '06 Lube-Oil-Filter		W/C	INT.	CUSTOMER	
DISCLAIMER OF WARRANTIES Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either expressed or implied, including any implied warranty of merchantability of fitness for a particular purpose, and neither assumes nor authorizes any 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.		TERMS No returns on electrical or special order items. A restocking charge will be applied on all merchandise returned for credit or refund. No returns after 10 days or without this invoice. Returned items must be unopened and in original package.		Labor	.00
X CUSTOMER'S SIGNATURE				Parts	.00
Page 1 of 1 Job 65				Sublet	.00
25224 Customer Copy				Waste Dispos	.00
Labor Rate 62.30				Oil/Grease	.00
				Sub Total	.00
				Tax	.00
				Total	.00



HALPERT

CHRYSLER JEEP, INC.

36845 EUCLID AVENUE WILLOUGHBY, OHIO 44094 (440) 946-5700
www.halpertauto.com Email: sales@halpertchrysler.com

Easy to get to...
Easy to deal with!

WRO

R/O		VIN		DATE IN	
25223		2 C 4 G P 5 4 L 6 5 R		03/23/06	
YEAR	MAKE	MODEL	COLOR	TIME IN	
2005	CHRYSLER	T & C LXI	GRAY BLUE	11:59	
MILES IN	MILES OUT	FIRST USE	LIC.	CLOSED	
10971	10972	04/05/05	DFK9333	03/23/06	
SEE ALSO				WRITER	
64124				6557LS	

- (1) RRT 05-005 MIL ILLUM FOR P0135 02 SENSOR 1/1
HEATER PERFORMANCE
RE PROGRAM PCM 08-19-42-96 FC 15 =0.8
RAPID RESPONSE TRANSMITTAL
(Tech:06) A
Warranty Claim
08194296 RR 05005 T06 8
..... (Warranty)
- (2) HD LIGHTS INOP WONT TURN ON AT TIMES HAVE
TO FLIP SWITCH 6 TIMES
(Tech:00) A
Warranty Claim
..... (Warranty)

RRT
05-005

When service work is performed by HALPERT CHRYSLER-JEEP, INC. and the vehicle is operated under normal use, the work performed, which may include parts and labor, will be covered from defects for ninety (90) days or 4,000 miles from the day of completion, whichever may come first. In the event there should be a defect in the specified work done during this coverage period, it will be the customer's obligation to bring the vehicle back to the service department of HALPERT CHRYSLER-JEEP, Inc. for this work to be done as no outside expenditures will be reimbursed. Effective January 1, 1992, the genuine Mopar Parts and Accessories Replacement Warranty was lengthened from 90 days or 4,000 miles to 12 months or 12,000 miles. See dealer for complete details. Some restrictions and exclusions apply. All parts replaced during the repair will be offered for your inspection. Please retain your copies of the receipted repair orders and the repair cost estimates.

Next Service JUN '06 Lube-Oil-Filter		W/C	INT.	CUSTOMER	
DISCLAIMER OF WARRANTIES Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either expressed or implied, including any implied warranty of merchantability of fitness for a particular purpose, and neither assumes nor authorizes any 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.		TERMS No returns on electrical or special order items. A restocking charge will be applied on all merchandise returned for credit or refund. No returns after 10 days or without this invoice. Returned items must be unopened and in original package.		Labor	.00
X CUSTOMER'S SIGNATURE				Parts	.00
Page 1 of 1 Job 365				Sublet	.00
25223 Customer Copy				Waste Dispos	.00
Labor Rate 62.30				Oil/Grease	.00
				Sub Total	.00
				Tax	
				Total	.00



SPITZER LAKEWOOD

13815 Detroit Avenue, Lakewood, Ohio 44107
(216) 521-1000 Fax: (216) 521-7650



YOUR ONE-STOP EXPERTS FOR FACTORY & MAINTENANCE REPAIRS ON
ALL CHRYSLER CORPORATION VEHICLES

CUSTOMER NO.	27219	ADVISOR	KIMBERLY A BOUTELL	296	TAG NO.		INVOICE DATE	04/26/08	INVOICE NO.	CHCS95660
		LABOR RATE		LICENSE NO.		MILEAGE	34,632	COLOR	MAGNESIUM/	STOCK NO.
		YEAR / MAKE / MODEL	05/CHRYSLER/TOWN & COUNTRY/4 DOOR ST				DELIVERY DATE		DELIVERY MILES	
		VEHICLE I.D. NO.	2 C 4 G P 5 4 L 6 5 R				SELLING DEALER NO.		PRODUCTION DATE	
		F.T.E. NO.		P.O. NO.			R.O. DATE	04/12/08		
		BUSINESS PHONE								MO: 34632
		COMMENTS								

LABOR & PARTS-----
1 02GHZ SUSPENSION TECH(S) 761 WARRANTY

CUSTOMER STATES THAT WHEN CAR IS COASTING THE BACK PART OF THE VEHICLE IS VIBRATING AND MAKING A NOISE
INSPECTED ALL REAR SUSPENSION AND FOUND THE REAR BRAKES NEEDED TO BE CLEANED, CLEANED REAR BRAKES AND ADJUSTED EXHAUST, INSPECTED ALL REAR SUSPENSION AND COULD NOT FIND ANYTHING LOOSE OR BINDING, NO FURTHER REPAIRS NEED TO BE MADE

Thank you for this opportunity to serve you. It is our aim to perform all the repairs requested on this repair order to your complete satisfaction. If our service was satisfactory tell your friends, if not, please tell us immediately.

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

2 08GHZ08 EXTERIOR LAMPS TECH(S) 761 WARRANTY
SOMETIMES YOU HAVE TO WIGGLE THE SWITCH TO GET HEADLIGHTS TO COME ON
INSPECTED AND FOUND THAT THE MULTIFUNCTION SWITCH WAS DEFECTIVE, REPLACED SWITCH AND RETESTED OK NOW

ALL PARTS SOLD OR USED ARE SUBJECT TO THE MAGNUSON-MOSS ACT AND THE MERCHANDISE PURCHASED IS UNDER LIMITED WARRANTY BY THE MANUFACTURER. THE TERMS OF THIS WARRANTY ARE AVAILABLE FOR YOUR INSPECTION.

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-	
JOB # 2 1 ZL671DV-AC SWITCH LI 8053003	
JOB # 2 TOTAL PARTS	0.00
JOB # 2 TOTAL LABOR & PARTS	0.00

WORK PERFORMED ON THIS REPAIR ORDER IS GUARANTEED FOR 12 MONTHS OR 12,000 MILES, WHICHEVER OCCURS FIRST.

MISC-----CODE-----DESCRIPTION-----CONTROL NO-----		
JOB # 2 DSA DSA	95660	25.00
TOTAL - MISC		25.00

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



SPITZER LAKEWOOD

13815 Detroit Avenue, Lakewood, Ohio 44107
(216) 521-1000 Fax: (216) 521-7650



YOUR ONE-STOP EXPERTS FOR FACTORY & MAINTENANCE REPAIRS ON
ALL CHRYSLER CORPORATION VEHICLES

CUSTOMER NO. 27219	ADVISOR KIMBERLY A BOUTELL	296	TAG NO.	INVOICE DATE 04/26/08	INVOICE NO. CHCS95660
ROCKY RIVER, OH	LABOR RATE	LICENSE NO.	MILEAGE 34,632	COLOR MAGNESIUM/	STOCK NO.
	YEAR / MAKE / MODEL 05/CHRYSLER/TOWN & COUNTRY/4 DOOR ST			DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 2 C 4 G P 5 4 L 6 5 R			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.			P.O. NO.	R.O. DATE 04/12/08
BUSINESS PHONE	COMMENTS				MO: 34632

TOTALS

* [] CASH [] CHECK CK NO. [] *
* [] VISA [] MASTERCARD [] CHARGE *
* RECEIVED BY..... *Pro* *

TOTAL LABOR.... 0.00
TOTAL PARTS.... 0.00
TOTAL SUBLET... 0.00
TOTAL G.O.G.... 0.00
TOTAL MISC CHG. 25.00
TOTAL MISC DISC 0.00
TOTAL TAX..... 1.94
TOTAL INVOICE \$ 26.94

Thank you for this opportunity to serve you. It is our aim to perform all the repairs requested on this repair order to your complete satisfaction. If our service was satisfactory tell your friends, if not, please tell us immediately.

THANK YOU FOR YOUR BUSINESS!!

ALL REPAIRS AND/OR CHARGES HAVE BEEN EXPLAINED
TO MY SATISFACTION.
.....(INITIALS)

CUSTOMER SIGNATURE

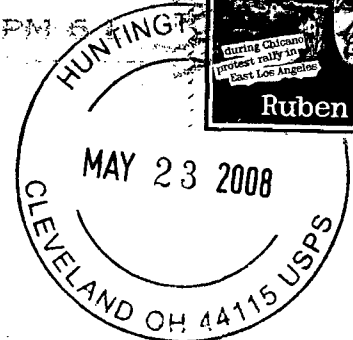
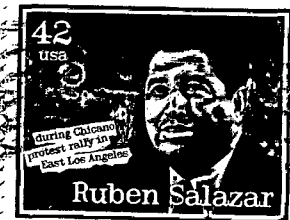
ALL PARTS SOLD OR USED ARE SUBJECT TO THE MAGNUSON-MOSS ACT AND THE MERCHANDISE PURCHASED IS UNDER
LIMITED WARRANTY
BY THE MANUFACTURER. THE TERMS OF THIS WARRANTY ARE AVAILABLE FOR YOUR INSPECTION.

WORK PERFORMED ON THIS REPAIR ORDER IS GUARANTEED FOR 12 MONTHS OR 12,000 MILES, WHICHEVER OCCURS FIRST.

Rocky River, OH

CLEVE OH 441

23 MAY 2008 PM 5



Halpert Chrysler Jeep, Inc.
36845 Euclid Ave
Willoughby, OH 44094
Attn: Mr. Halp

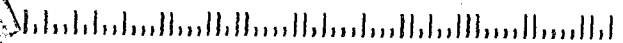
NIXIE 441 DE 1 00 05/27/08

RETURN TO SENDER
NOT DELIVERABLE AS ADDRESSED
UNABLE TO FORWARD

44094+4431

44116@3714

C: 44116371406 *0673-20617-23-38



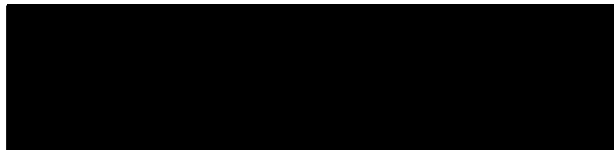
RECEIVED DATE:

6/23/08

POSTED DATE:

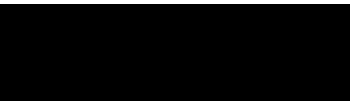
6/13/08

LAST NAME:



VIN (LAST 8 DIGITS)

5R



CAIR #

00000000

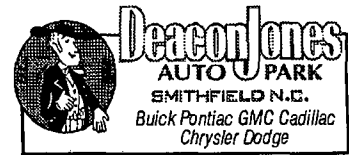
NON – SCANABLE ITEMS:

NO

Customer Number: 7055

Invoice No: 12039

INVOICE



PAGE 1



1115 N. Bright Leaf Blvd. P.O. Box 2280
SMITHFIELD, NORTH CAROLINA 27577
PHONE 919-934-8101
N.C. TOLL FREE 1-800-682-6922

CLAYTON, NC

Home:

Bus:

Cell:

Email:

SERVICE ADVISOR: 259 JEANIE KUNZE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
WHITE	05	DODGE CARAVAN	2D4GP44L85R		57670 57670		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN58			11JUN08			CASH	16JUN08
R.O. OPENED		READY	OPTIONS: ENG:3.8 Liter SMPI				

LINE	LIST	NET	TOTAL
NO WINDOW OPERATION, ONLY ELECTRICAL			
ADVISE			
REPROGRAMMED BOTH MODULES			
		328.00	328.00
	ONT CONTROL	149.00	149.00
		264.00	264.00

Pe F. No. 175 84 725			

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.

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

STATEMENT OF DISCLAIMER

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. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	\$ 328.00
PARTS AMOUNT	\$ 413.00
GAS, OIL, LUBE	\$ 0.00
SUBLET AMOUNT	\$ 0.00
MISC. CHARGES	\$ 16.40
TOTAL CHARGES	\$ 757.40
LESS INSURANCE	\$ 0.00
SALES TAX	\$ 29.32
PLEASE PAY THIS AMOUNT	\$ 786.72

Customer Copy

Page 1 of 1

CLAYTON, NC

RESEARCH TRIANGLE REGION

NC 27631

17 JUN 2008 PM



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

48321+8004



From: [REDACTED]
To: customerassistre@chrysler.com
Date: Wed Jul 09 02:32:34 EDT 2008
Subject: Chrysler LLC Customer Assistance
Form Selected:

Category: Recall Information
Brief Description:

Malfunction originates during service call, then charged for follow-up service but malfunction persists.

Comments:

I brought my van to Mendenhall Auto Center on 7/1/08 to replace a headlight switch. After leaving the lot, I discovered the power locks were not functional although they had worked fine when I dropped the van off. I called on 7/2 to inform the dealership of the situation and set up a time when the van could be brought in for repair. The van was taken back to Mendenhall Auto Center on the morning of 7/8/08. I was informed the technician had cleared out an error code and that the error was unrelated to the previous work performed by the dealership. After significant discussion regarding how I could be held responsible for an error code that originated DURING a service call, I gave my credit card number to the service rep and my wife picked up the van, then took me home. Upon arriving home, the power locks were not functional. I am not pleased that I am being held responsible for a failure that occurred while my vehicle was being repaired by a Dodge-authorized service center, then be charged for maintenance that either did not occur or was so ineffective that it couldn't last past leaving the lot. I will be calling again on 7/10 to discuss this service failure, but am very reluctant to take the vehicle back to Mendenhall Auto Center for further evaluation.

Sender Information:

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

From: customerassistre@chrysler.com
To: [REDACTED]
Date: Thu Jul 10 09:21:05 EDT 2008
Subject: Re: Chrysler LLC Customer Assistance
Dear Eric:

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

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

We have reviewed your recent email. In response to your email, we suggest that you continue to work with your servicing dealer. If the dealer has been unable to determine or resolve your concerns, you can also seek a second opinion from another authorized dealership.

If your concerns are still not resolved after consulting another dealer, please contact our office at 1-800-992-1997 between 8:00 a.m. to 5:00 p.m., Monday through Friday, to speak with one of our trained Customer Service Representatives.

Thanks again for your email.

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: 17675571

EMAIL CASE NUMBER: 2048574

REPLY LINK:

http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM5816451I25261L0KM&

Original Message Follows:

Recall Information - Dodge Brand Site

Brief Description:

Malfunction originates during service call, then charged for follow-up service but malfunction persists.

Comments:

I brought my van to Mendenhall Auto Center on 7/1/08 to replace a headlight switch. After leaving the lot, I discovered the power locks were not functional although they had worked fine when I dropped the van off. I called on 7/2 to inform the dealership of the situation and set up a time when the van could be brought in for repair. The van was taken back to Mendenhall Auto Center on the morning of 7/8/08. I was informed the technician had cleared out an error code and that the error was unrelated to the previous work performed by the dealership. After significant discussion regarding how I could be held responsible for an error code that

originated DURING a service call, I gave my credit card number to the service rep and my wife picked up the van, then took me home. Upon arriving home, the power locks were not functional. I am not pleased that I am being held responsible for a failure that occurred while my vehicle was being repaired by a Dodge-authorized service center, then be charged for maintenance that either did not occur or was so ineffective that it couldn't last past leaving the lot. I will be calling again on 7/10 to discuss this service failure, but am very reluctant to take the vehicle back to Mendenhall Auto Center for further evaluation.

VIN:

5R [REDACTED]

Mileage:

33678

Servicing Dealer:

Mendenhall Auto Center

Title:

First Name:

Middle

Last Name

Address

Address 2:

City:

Douglas

State:

AK

Zip:

Email:

Work Phone

From: [REDACTED]
To: customerassist@chrysler.com
Date: Thu Jul 10 21:24:34 EDT 2008
Subject: Chrysler LLC Customer Assistance
Form Selected:

Category: US Customer Service
Brief Description:

headlights not working and no satisfaction from chrysler accident waiting to happen

Comments:

I complained about headlights since the first year i owned the car but was intermitant problem that would not happen when i took to the dealer after some time it became worse and i took it in to the dealer at 32,000 miles to really complain and have them look at it and again they could not make the lights not work, since then it has become really bad and i took it in this year after i had to drive 8 miles with no lights and drove right to there garage so they could see it but they said my extended warranty would not cover it and i feel that chrysler should fix this dangerous situation as i did bring it in at 32,000 miles, Please help with this situation as i feel chrysler is responsible as it has been happening off and on for quite some time now and it is putting me in a dangerous situation that could ultimately end up right in your lap if i get hurt because of this. A response ASAP would be greatly appreciated.

Sender Information:

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

From: customerassist@chrysler.com
To: [REDACTED]
Date: Fri Jul 11 14:48:41 EDT 2008
Subject: Re: Chrysler LLC Customer Assistance
Dear Cathleen:

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

We have reviewed your email regarding the problem you are experiencing due to the headlights of your Chrysler Town & Country. We appreciate the time and effort you took to write to us. It is always a concern when our customers are disappointed with our product and dealership service. Kindly accept our apologies for the inconvenience caused to you.

We welcome comments and feedback from our customers as it is a way of learning and understanding the needs and expectations of our customers. Moreover, the feedback received helps us evaluate and analyze our products and bring about the needed modification and improvements.

In response to your email, we suggest that you contact our Customer Assistance Center at 1-800-992-1997 between 8:00 a.m. and 5:00 p.m. Monday through Friday (in all Continental Time Zones). Please have the Reference (CAIR) number and the following information handy before calling the Customer Assistance Center:

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

Our Customer Service Representatives available will be glad to address your questions and concerns.

Thanks again for your email and for giving us an opportunity to assist you. We appreciate your patience.

Sincerely,

Stacy Brown
Customer Service Representative
Chrysler Customer Assistance Center

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

REFERENCE NUMBER: 17683264

EMAIL CASE NUMBER: 2050024

REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM5820380I25261L0KM&

Original Message Follows:

US Customer Service - Chrysler Brand Site
Brief Description:

headlights not working and no satisfaction from chrysler accident
waiting to
happen

Comments:

I complained about headlights since the first year i owned the car
but was
intermittant problem that would not happen when i took to the dealer
after
some time it became worse and i took it in to the dealer at 32,000
miles to
really complain and have them look at it and again they could not
make the
lights not work, since then it has become really bad and i took it
in this
year after i had to drive 8 miles with no lights and drove right to
there
garage so they could see it but they said my extended warranty would
not
cover it and i feel that chrysler should fix this dangerous
situation as i
did bring it in at 32,000 miles, Please help with this situation as
i feel
chrysler is responsible as it has been happening off and on for
quite some
time now and it is putting me in a dangerous situation that could
ultimately end up right in your lap if i get hurt because of this. A
response ASAP would be greatly appreciated.

VIN:

5R 

Mileage:

44000

Servicing Dealer:

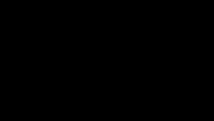
Northtown Sheridan

Title:

Mrs.

First Name:

Middle 

Last Name 

Address 

Address 2:

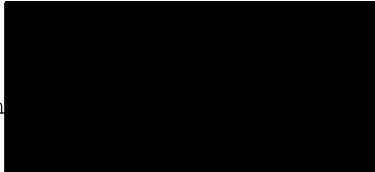
City:

Williamsville

State:

NY

Zip:

Email: 

Home Phone: 

From: [REDACTED]
To: customerassistre@chrysler.com
Date: Sat Aug 09 12:47:18 EDT 2008
Subject: Chrysler LLC Customer Assistance
Form Selected:

Category: Recall Information
Brief Description:

Intermittent problem with headlights.

Comments:

Headlights don't always turn on with switch. Headlights have also turned off at night while driving. Noted a recall on Pacifica with identical problem. Additionally, many people with T&C, according to internet, are experiencing identical problem as mine. Is Chrysler going to issue a recall concerning this very serious safety issue? I have already been to Dodge World in Clifton Park, NY 12065 with this problem. Please let me know what needs to be done to fix problem.

Thank you,
[REDACTED]

Sender Information:

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

From: customerassistre@chrysler.com
To: [REDACTED]
Date: Mon Aug 11 11:20:03 EDT 2008
Subject: Re: Chrysler LLC Customer Assistance
Dear Roger:

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

We have reviewed your email in regards to the problem with headlights. We regret to read of your dissatisfaction in our product and appreciate the time and effort you took to bring this matter to our attention. Comments like yours are one way to learn of problems that develop and the improvements that are desired by customers. The information received is used in product development and quality analysis. We have documented your comments and have forwarded them to the appropriate department for review. Over the past few years, we have made tremendous gains in improving levels of customer satisfaction. However, in your case, we apparently missed the mark. Please accept our sincerest apologies for the problems you have had. We hope we will have another chance, sometime soon, to restore your faith in us.

Furthermore, we would like to inform you that, Chrysler LLC has not released any official information regarding the recall for the problem you have been experiencing. If in the future your vehicle is in a factory recall campaign, you will be notified promptly by mail.

If you have further questions, please feel free to contact our office at 1-800-992-1997, between 8:00 a.m. to 5:00 p.m., Monday through Friday, to speak with one of our trained Customer Service Representatives.

Thank you once again for your email. We value you and your business.

Sincerely,

Steve Blue
Customer Service Representative
Chrysler Customer Assistance Center

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

REFERENCE NUMBER: 17787627

EMAIL CASE NUMBER: 2073497

REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM5888245I25261L0KM&

Original Message Follows:

Recall Information - Chrysler Brand Site

Brief Description:

Intermittent problem with headlights.

Comments:

Headlights don't always turn on with switch. Headlights have also turned

off at night while driving. Noted a recall on Pacifica with identical

problem. Additionally, many people with T&C, according to internet, are

experiencing identical problem as mine. Is Chrysler going to issue a recall

concerning this very serious safety issue? I have already been to Dodge World in Clifton Park, NY 12065 with this problem. Please let me know what needs to be done to fix problem. Thank you, [REDACTED]

VIN:

5B [REDACTED]

Mileage:

45000

Servicing Dealer:

Dodg World

Title:

Mr.

First Name:

Middle

Last Name:

Address:

Address 2:

City:

ROUND LAKE

State:

NY

Zip:

Email:

Home Phone:

From: [REDACTED]
To: customerassist@chrysler.com
Date: Tue Aug 12 19:13:08 EDT 2008
Subject: Chrysler LLC Customer Assistance
Form Selected:

Category: US Customer Service
Brief Description:

Re-occurring Problem

Comments:

These were the symptoms: Dash lights flickering, Warning bell sounds randomly, Instrument needles flicker randomly, radio temporarily cutsout, headlights flicker. Problem usually occurs during hot weather when engine at low idle.

Corrective Work By Henry Brown
Reprogram BCM and tighten power and ground cables.

Problem reoccurs within two months. Is this a common problem someone knows something about?
The dealer in Vancouver, WA is clueless!

Sender Information:

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

From: customerassist@chrysler.com
To: [REDACTED]
Date: Wed Aug 13 11:56:37 EDT 2008
Subject: Re: Chrysler LLC Customer Assistance
Dear [REDACTED]

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

We regret then inconvenience you are experiencing with your vehicle and appreciate the time and effort you took to bring this matter to our attention.

In response to your email regarding the problems you are experiencing with your vehicle, we suggest that if your dealer is unable to resolve your concerns you can seek a second opinion from another authorized dealer.

You can locate a dealership using the "Find a Dealer" area on the Dodge website at <http://www.dodge.com>.

If your concerns are still not resolved after, consulting another dealership you can contact our Customer Assistance Center at 1-800-992-1997 between 8.00 a.m. to 5.00 p.m., Monday through Friday to speak with our trained Customer Service Representatives.

Thanks again for your email.

Sincerely,

Neil Wright
Customer Service Representative
Chrysler Customer Assistance Center

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

REFERENCE NUMBER: 17796979

EMAIL CASE NUMBER: 2075464

REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM5893336I25261L0KM&

Original Message Follows:

US Customer Service - Dodge Brand Site

Brief Description:

Re-occurring Problem

Comments:

These were the symptoms: Dash lights flickering, Warning bell sounds randomly, Instrument needles flicker randomly, radio temporarily cutsout,

headlights flicker. Problem usually occurs during hot weather when engine

at low idle. Corrective Work By Henry Brown Reprogram BCM and tighten

power and ground cables. Problem reoccurs within two months. Is this a

common problem someone knows something about? The dealer in Vancouver, WA is clueless!

VIN:

5R

Mileage:

56374

Servicing Dealer:

Henry Brown Automotive Group

Title:

Mr.

First Name:

Middle

Last Name

Address

Address 2:

City:

Casa Grande

State:

AZ

Zip:

Email:

Home Phone

From: [REDACTED]
To: customerassist@chrysler.com
Date: Mon Sep 15 23:26:57 EDT 2008
Subject: RE: Chrysler LLC Customer Assistance (KMM5893336I25261L0KM)
I just wanted to let you know that the problem has been fixed=2C but not by=
a Dodge dealer. As it turns out the problem was nothing more than a loose =
cluster plug to the instrument panel. You'd think that after taking it to t=
wo dealerships they would find something as simple as this. The repair was =
done by Allstar Auto Electric here in Vancouver=2C WA and the charge was ba=
se upon one hour of shop time.> Date: Wed=2C 13 Aug 2008 11:57:40 - 0400> Fr=
om: customerassist@chrysler.com> To: [REDACTED] Subject: Re: Chrys=
ler LLC Customer Assistance (KMM5893336I25261L0KM)> > Dear Robert:> > Thank=
you for contacting the Chrysler Customer Assistance Center > regarding you=
r 2005 Dodge Grand Caravan.> > We regret the inconvenience you are experie=
ncing with your vehicle and > appreciate the time and effort you took to br=
ing this matter to our > attention.> > In response to your email regarding =
the problems you are experiencing > with your vehicle=2C we suggest that if=
your dealer is unable to resolve > your concerns you can seek a second opi=
nion from another authorized > dealer.> > You can locate a dealership using=
the "Find a Dealer" area on the Dodge > website at <http://www.dodge.com>.> =
> If your concerns are still not resolved after=2C consulting another > dea=
lership you can contact our Customer Assistance Center at > 1-800-992-1997 =
between 8.00 a.m. to 5.00 p.m.=2C Monday through Friday to > speak with our=
trained Customer Service Representatives.> > Thanks again for your email. =
> > Sincerely=2C > > Neil Wright> Customer Service Representative > Chrysl=
er Customer Assistance Center> > For any future communications related to th=
is email=2C please refer to the> following information: > REFERENCE NUMBER:=
17796979> EMAIL CASE NUMBER: 2075464 > REPLY LINK:
http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=3DKMM5893336I25261L0KM&> > >
Original=
Message Follows:> -----> > US Customer Service - Dodge =
Brand Site> Brief Description: > Re-occurring Problem> Comments:> These wer=
e the symptoms: Dash lights flickering=2C Warning bell sounds> randomly=2CI=
nstrument needles flicker randomly=2C radio temporarily > cutsout=2C> headl=
ights flicker. Problem usually occurs during hot weather when >

engine> at =
low idle. Corrective Work By Henry Brown Reprogram BCM and tighten>
power a=
nd ground cables. Problem reoccurs within two months. Is this a>
common pro=
blem someone knows something about? The dealer in Vancouver=2C > WA>
is clu=
eless!> > > VIN:> 5R431948> Mileage:> 56374> Servicing Dealer:>
Henry Bro=
wn Automotive Group> Title:> Mr.> First Name:> [REDACTED] Middle
Initial:> L> =
Last Name:> [REDACTED] Address 2:> >
City:> Casa=
Grande> State:> AZ> Zip:> [REDACTED]> Home
Phone:> =
[REDACTED]

See how Windows Mobile brings your life together=97at home=2C work=2C
or on=
the go.
<http://clk.atdmt.com/MRT/go/msnnkwxp1020093182mrt/direct/01/>=

WARNER ROBINS GA

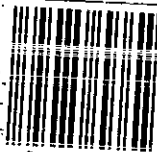
RETURN RECEIPT
REQUESTED

RETURN RECEIPT
REQUESTED

CERTIFIED MAIL™



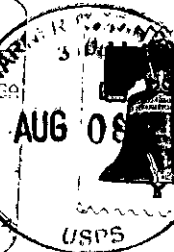
7008 1300 0002 1718 7803



U.S. POSTAGE
PAID
WARNER ROBINS GA
31088
AUG 08 '88
AMOUNT

\$4.98

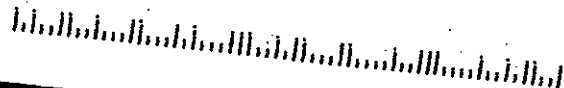
00061316-0



RETURN RECEIPT
REQUESTED

Daimler Chrysler Motors Corporation Customer Center
PO Box 21-8004
Auburn Hills MI 48321-8004

483218004 B198



RECEIVED

AUG 12

NOTICE TO MANUFACTURER OF FINAL OPPORTUNITY TO REPAIR
OWNER RELATIONS

This constitutes my notice as a consumer, pursuant to Georgia's Motor Vehicle Warranty Rights Act, O.C.G.A. Section 10-1-784(a)(1), that the manufacturer's authorized agent has been unable to repair or correct the nonconformity or nonconformities (defects) listed below in the new motor vehicle described below, and that you as the manufacturer have an opportunity for a final repair attempt.

Defect # 1 HEADLIGHTS EXTREMELY DIFFICULT TO GO ON/OFF
Defect # 2 HEADLIGHTS GO OUT DURING DRIVING
Defect # 3 TRANSMISSION HAS SLIPPAGE
Defect # 4 _____

(Please use another sheet to list additional defects, if any.)

Vehicle make DODGE Model GRAND CARAVAN Year 2005

Vehicle identification number (VIN) 1D4GP24R35B [REDACTED]

Name/address of selling dealer or lessor ^{AA} BUTLER CHRYSLER JEEP
2817 WATSON BLVD
WARREN ROBINS GA 31093

Date of delivery JULY 9, 2005 Current odometer reading 72,500

Name/address of the facility where repairs were made #1 BUTLER CHRYSLER #2 FIVE STAR CHRYSLER
2817 WATSON BLVD 3068 RIVERSIDE DR
WARREN ROBINS GA 31093 MACON GA 31210

Date/s of repair 11/17/05, 2/8/06, 6/8/06, 1/03/07, (AS A MILITARY OFFICER,
I DEPLOYED THROUGH END OF 2007) 12/18/07 (REPORTED BUT NOT DOCUMENTED),
4/22/08, 6/11/08

I am requesting that you make a final attempt to correct the defect/s reported above. My contact information is:

Consumer name [REDACTED] Home phone [REDACTED]
Address WARREN ROBINS GA Work phone [REDACTED]
Consumer signature [REDACTED] Today's date 8/7/08

Instructions to consumer: On this form you should only list defects that have met the required "reasonable number of repair attempts." Remember to make a copy for your records and send the original by certified mail, return receipt requested, to the manufacturer at the address provided in your owner's manual. If your vehicle is a motor home, you must send notices to all known manufacturers.

A

(OVER)

BACKGROUND

I notified Butler Chrysler of the headlight problem a number of times. During my last visit I also reported a vibration in my transmission again. They only bused on a \$600 tune up claiming it cost so much because of special spark plugs. When I attempted to talk with the owner, he said he couldn't because he was eating lunch. Subsequent calls have had no success because he refuses to take my calls.

I went to the dealer in Macon, Georgia, and they said they could not repair the lights.

I called the Chrysler Dodge customer service line and after three calls was told they could not repair the problem (except to extreme danger) and would continue to research. Col. [REDACTED]

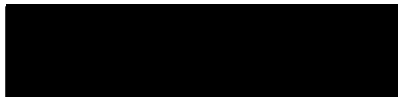
RECEIVED DATE:

8/26/08

POSTED DATE:

8/22/08

LAST NAME:



VIN (LAST 8 DIGITS)

00000000

C A I R #

00000000

NON – SCANABLE ITEMS:

CIRCLE

YES

NO

[REDACTED]
Beech Grove, IN [REDACTED]

**Mr. Robert L. Nardelli
Chairman and Chief Executive Officer,
Chrysler LLC
PO Box 21-8004
Auburn Hills, MI 48321-8004**

August 20, 2008

Dear Mr. Nardelli,

I am writing to tell you and your company my family's story about our 2006 Chrysler Town and Country minivan. I hope you will take the time to read this and understand our perspective.

In late 2006, after a great deal of research, my wife and I decided to purchase a Town and Country minivan. We chose the touring edition and my wife worked with our dealer to find the right color and options. We were excited to acquire this new vehicle for our family and looked forward to owning one of the best minivans available. This was a major decision for our family of four at the time, with a fifth due in early 2007. This was also a major decision as my wife comes from a family of GM employees. Thanksgiving was filled with plenty of jokes and "ribbing" of defection to the "other side". This is where our Chrysler journey began.

Within a month of having our vehicle we noticed that there was an intermittent problem with our driver's side headlight and driver's side sliding door. These problems were brought to the attention of our dealership. They stated there was a recall for the computer controlled units and they replaced it. Our problem seemed to be fixed. Within another month, we noticed the headlight was still having intermittent outages. This concerned us as only having one headlight is a safety and legal concern. Again we brought this to the attention of our dealership. They had difficulty in diagnosing this problem as it was intermittent. Understanding of how difficult it can be to duplicate an intermittent problem, we decided it would be best to provide documentation of this problem to help diagnose. We took voltage readings of both headlights while the problem was occurring, we video recorded the instances and we logged the times of day, weather and other conditions when this occurred. After a year and a half of making several trips to the dealer and working closely with the service manager, we found and fixed the problem. Thankfully we have not had any problems with the headlight since. Problem solved.

We currently have 42,000 miles on our van and we no longer feel safe driving our family around in this vehicle. We recently took a trip from our home in Indianapolis to Hilton Head South Carolina and it was a stressful trip. The driver's side power window motor failed in the down position, and when I was able to get the window up, it would vibrate open over time. I was able to purchase a tool kit and a new power window motor and

replace it in the parking lot of the parts store. This took time and money from my vacation to do this. I also noticed there was a great deal of noise coming from the front end of the vehicle, a clunking type of noise. This concerned me greatly and I sought the expertise of a dealership for diagnosing. Luckily there were no major suspension issues, just two strut bearings that had gone bad. I elected not to have these replaced while on my vacation as it would require a rental vehicle and an expensive repair bill.

Within the last two weeks, we have had an intermittent air bag warning light. This warning light has been the proverbial "last straw" for us, hence the reason for our letter.

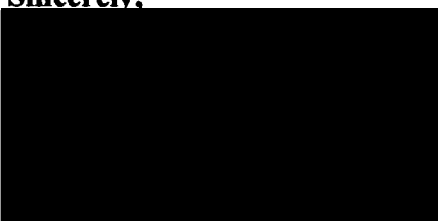
Throughout our short ownership of this van there have been more problems occur than we would have expected for this age of vehicle. We are meticulously detailed owners of any vehicle that we have owned. We keep wondering what problem will come up next. We understand that problems occur and parts wear out, but this van has had more issues than any other vehicle that we have owned. We no longer feel safe driving this vehicle!

We are currently seeking options that will allow us to remove this vehicle from our ownership. We have not been satisfied with our Chrysler experience and we will likely be out thousands of dollars to rid ourselves of this vehicle. With all the research that we did on minivans, which included, speaking to other owners, reading several reports, comparing with other manufacturers and taking the insurance industry crash test ratings into consideration we thought we were purchasing one of the best minivans on the market. I even have family that work in the Windsor plant that makes these vans and they highly recommended it! This has been such a great disappointment. There is no protection available to us to bring about legal action, nor is it feasible to try and do so. I realize that this is my loss.

At this point in time we must concede that we made a bad decision, but did so based on extensive research that mislead us into thinking this would be the best vehicle for our needs. It would be nice if Chrysler could help us with options to replace this vehicle. To trade this van would result in two to four thousand dollars in loss. In these tough economic times, raising three small children, we can not afford to lose so much on this vehicle. I understand that Chrysler is a large corporation and that one customer's satisfaction is not that important but consider the long term effects of this relationship. Chrysler still markets that it has the best minivan available, and many independent research firms back this claim up. We would love to take the opportunity to try Chrysler again, and would be happy to hear any suggestions you may have for us.

Please feel free to contact either of us for more detail or to speak with us regarding options or suggestions.

Sincerely,





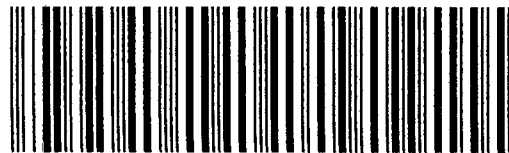
Beech Grove, IN, 

Mr. Robert L. Nardelli
Chairman and Chief Executive Officer,
Chrysler LLC,
PO Box 21-8004
Auburn Hills, MI 48321-8004



Apply Priority Mail Postage Here

United States Postal Service®
DELIVERY CONFIRMATION™



0308 0070 0000 9346 2752



0000



48321

U.S. POSTAGE
PAID
BEECH GROVE, IN
46107
AUG 22, 08
AMOUNT

\$5.45
00053852-09

DAIMLERCHRYSLER REACQUIRED VEHICLE BUYBACK AND DISPOSAL SYSTEM

Approved Disposal Package -- 10/29/2008

STATUS: Check Request Disposal Only

Disposal Package Approved

CAIR 17879260 VIN 7R [REDACTED]

Zone 71

Dealer 25034

Owner [REDACTED]
Address [REDACTED]

VIN 2D4GP44L07R [REDACTED]

I/S/D 4/20/2007

COLBERT, WA [REDACTED]

Year 07

M/M DODGE GRAND CARAVAN SXT LWB WAGON

Phone [REDACTED]

Miles 22,969

Warranty Expense \$275.19

CAIR 17879260 Amount \$20,226.79

Payee #1

Address

Total \$20,226.79

Type Cash Repurchase

Category S - Warranty Litigation

State Lemon Law Filed? No

State?

DaimlerChrysler Arbitration Case Filed? No

DC Case #

Arbitration/LL/Litigation-Settled/Decision? Settled

Date? 7/29/2008

FL Lemon Law Case #

RV?

Disposal Type Auction

Title State WA Title Number 0828139001

Branding Required Not Required

Vehicle Location DENVER AUTO AUCTION

Address 17500 E. 32ND AVENUE

AURORA, CO 80011

Contact: Gloria Gallardo

Phone: 303-343-3443/800-822-1177

Cannot Resell In: AL, MD, ND, VT, WA

Assign to Auction: 595

Were multiple repair attempts made for the same nonconformity? Yes

Were there repairs to Steering/Brakes/Safety Hazards? No

Was the vehicle reacquired due to days out of service? No

No of Days

Any Prior or Current Accident Damage? No

Describe Area Repaired and the
Approximate Cost of Repair

RC	NONCONFORMITY	Status Code	DATE REPAIRED or OTHER COMMENTS
0121	1. Transmission shudder and lurching when shifting.	C	1. 09/30/08 Replaced the torque converter.
	2.		2.
	3.		3.
	4.		4.
	5.		5.

DENVER CHRYSLER REACQUIRED VEHICLE BUYBACK AND DISPOSAL SYSTEM
Approved Disposal Package -- 10/29/2008 (con't)

CAIR 17879260

VIN 7R [REDACTED]

HISTORY

Approval History

Check Request

Marked as Disposal Only -- 9/10/2008 9:06:57 AM (Seneca Jefferson)

Disposal Package

Approved -- 10/29/2008 2:15:46 PM (Rachel D Malec)

Submitted for Approval -- 10/29/2008 10:19:10 AM (Michelle Simpson)

Submitted for Review -- 10/29/2008 10:19:00 AM (Michelle Simpson)

Original Selling Dealer Information

Dealer: 25034

Dishman Dodge

East 7700 Sprague Avenue

Spokane, WA 99212

Main Number: 509-924-3250

Consigned Auction Infor

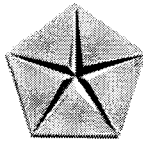
Auction: 595

DENVER AUTO AUCTION

17500 E. 32ND AVENUE

AURORA, CO 80011

Main Number: **303-343-3443/800-822-1177**



CHRYSLER

September 4, 2008

Impartial Services Group
105 Decker Court #300
Irving, TX 75062

Received
SEP - 5 2008
I.S.G.

17879260

Re: [REDACTED] v. Chrysler Motors LLC

Case No.:	1190829
Vehicle:	2007 Dodge Grand Caravan
VIN:	2D4GP44LO7R [REDACTED]
Non-Conformity:	Transmission shudder and lurching when shifting
Current Mileage:	20,000
Attorney:	Simanovsky & Associates
Address:	421 West Riverside, Suite 900 Spokane, Washington 99201
Phone No.:	(509) 838-6055

Please find enclosed Chrysler check no. 7490966, in the amount of \$20,226.79, made payable to [REDACTED] and their attorneys, Alex Simanovsky & Associates in the amount of \$20,226.79. Also enclosed are:

- Purchase Contract/Lease Agreement;
- Registration and/or Title;
- Release Agreement; and,
- Worksheet.

Should you have any questions or concerns please do not hesitate to contact Susan Habel at 949/265-9240.

Sincerely,

Dan L. Rupp

Dan L. Rupp
Customer Relations Manager
West Business Center

Chrysler Motors LLC
7700 Irvine Center Drive, 4th Floor
Irvine, CA USA 92618-2924

VENDOR NO: QQ1187848

REMITTANCE ADVISE
 CHRYSLER LLC
 CIMS: 000013-60
 1000 CHRYSLER DRIVE
 AUBURN HILLS MI 48326

PAY REF. NO: 0007490966
 DATE: 07/29/2008
 PM: USCKU SOURCE: QQ
 MAIL: R:QQ

INV/REF DATE	INVOICE/REFERENCE NUMBER-SCHEDULE PAY NO.	GROSS AMOUNT	DISCOUNT AMOUNT	NET AMOUNT
07/16/2008 MATTER # 1190829	1187848 FOR : 20226.79	20,226.79		20,226.79
TOTALS		20,226.79		20,226.79
ELECTRONIC FUNDS TRANSFER (EFT) IS AVAILABLE FOR YOUR PAYMENTS FROM CHRYSLER. APPLICATIONS FOR EFT WILL BE SENT TO YOU UPON YOUR FAX REQUEST TO: GAP-EFT COORDINATOR @ (586) 274-7061.				

RECEIVED
 SEP - 5 2008

REMOVE CHECK ALONG THIS PERFORATION

THIS CHECK HAS A SECURITY FEATURE THAT WILL APPEAR IF ALTERED.



GAP JPMORGAN CHASE BANK, N.A.
 WILMINGTON, DELAWARE

0007490966

DATE: 07292008

HMDDYYYY

SEQUENCE NO. 00095

62-26
 311

1530-09

\$*****20226.79

PAY TWENTY THOUSAND TWO HUNDRED TWENTY SIX AND 79/100 DOLLARS
 TO THE ORDER OF:

AND THEIR ATTORNEYS, ALEX
 SIMANOVSKY & ASSOCIATES
 421 WEST RIVERSIDE, SUITE 900
 SPOKANE WA 99201

ACCOUNT 7601 BANK USCKU
 CHRYSLER LLC
 AUTHORIZED SIGNER

WPPB...
 CP-11

RELEASE

In sole consideration of Twenty Two Thousand Four Hundred Forty Four Dollars and Sixteen Cents (\$22,444.16), inclusive of any and all paid sales tax, attorney fees and costs, we, [REDACTED] release Chrysler Motors LLC (formerly known as DaimlerChrysler Company LLC) and each of their partners, offices, directors, insurers, predecessors, assigns, subsidiaries, successors in interest, employees and agents, past and present, affiliated entities and authorized Chrysler dealerships from all known and unknown claims, damages, costs, fees, loss of services, personal injuries and property damage related to 2007 Dodge Grand Caravan, VIN: 2D4GP44L07R [REDACTED]. In return, we will transfer the ownership of the vehicle to Chrysler Motors LLC with clear title, and will sign all papers Chrysler Motors LLC requires to transfer the vehicle. We will return the vehicle with no original or substituted equipment missing and in an undamaged condition, except for normal wear and tear and any previously alleged defects.

We agree to indemnify and hold the above parties harmless from all further claims, costs or expenses relating to this claim. We expressly agree that the only consideration we will receive is that listed above and that Chrysler Motors LLC has made no other promises to us. We accept the consideration listed above as full satisfaction of this claim.

Except as permitted by law, we agree not to talk about the details of this agreement and release to anyone. We understand that all the above parties deny any liability for this claim.

We fully understand and freely sign this release.

DATE: Aug 28, 2008

Received
SEP - 5 2008
I.S.G.

[REDACTED]

[REDACTED]

Witness:

Signature

REPURCHASE WORKSHEET

Plaintiff Name: [REDACTED]
Old VIN: 2D4GP44LO7R [REDACTED]
Vehicle: 2007 Dodge Grand Caravan
Date: July 16, 2008
Case ID: 1190829
Current Mileage: 15,200

REASON FOR REQUEST: Criteria: 4 repair attempts/30 cum day out of service.
Vehicle had 5 repairs for a transmission concern within 12,206 miles. Zone assisted with repurchase to promote customer satisfaction & to avoid litigation.

- PURCHASE PRICE \$22,464.12
- DMV REGISTRATION \$57.75
- LESS MILEAGE OFFSET (at 12,620 miles) (\$2,295.08)
- PAYMENT TO PLAINTIFFS & ATTY \$20,226.79

VEHICLE BUYER'S ORDER

DEAL NO: 71596

DISHMAN DODGE

7700 E. Sprague, Spokane Valley, WA 99212

(509) 924-3250

DATE 04/20/07

 BUYER [REDACTED] RES. PHONE ([REDACTED]) BUS. PHONE ([REDACTED])
 ADDRESS [REDACTED] CITY COLBERT COUNTY SPOKANE STATE WA ZIP [REDACTED]

STOCK NO.	YEAR	NEW	USED	COLOR	MAKE	MODEL	VIN NUMBER
6839N	2007	XX		MARINE	DODGE TRUCK	GRAND CARAV	2D4GP44L07R [REDACTED]
Title Brands/Comments (if applicable): REBUILT JUNK SALVAGE/REBUILT DESTROYED OTHER							

LICENSE NO. WA:	TAB:	EXP:
ODOMETER READING	11	

The owner of a vehicle may be required to spend up to \$150 for repairs if the vehicle does not meet the vehicle emission standards under chapter 70.120 RCW. Unless expressly warranted by the motor vehicle dealer, the dealer is not warranting that this vehicle will pass any emission tests required by federal or state law.

X

SIGNATURE (DO NOT INITIAL)

NOTICE TO BUYER REGARDING THE AIRBAGS ON THIS VEHICLE:

an "on/off switch" has been installed on the airbag(s)
 the airbag(s) have been deactivated

A. USED VEHICLE TRADE-IN		
YEAR	MAKE	MODEL
MILEAGE	N/A	VIN#
BALANCE OWED TO:		
LIENHOLDERS ADDRESS		
B. SECOND VEHICLE TRADE-IN		
YEAR	MAKE	MODEL
MILEAGE	N/A	VIN#
BALANCE OWED TO:		
LIENHOLDERS ADDRESS		
Gross trade-in allowance for (A)	\$	N/A
Less estimated balance owed on (A)	\$	N/A
Gross trade-in allowance for (B)	\$	N/A
Less estimated balance owed on (B)	\$	N/A
*ESTIMATED NET ALLOWANCE ON TRADE-IN(S):	\$	N/A
(carry over to line 6)		

*Buyer acknowledges that the payoff and/or lien balance on the trade-in vehicle as described above is only an estimated figure, subject to verification and confirmation from the lienholder as to the exact dollar amount. In the event the payoff/lien balance exceeds the above-stated amount, such additional amount shall, at the option of the Dealer, be added to the total cash price of the vehicle and shall be paid to the dealer on request or added to the amount being financed.

X
SIGNATURE (DO NOT INITIAL)

1. BASE PRICE OF VEHICLE	24669.00
2. DEALER ADDED OPTIONS:	
3. BASE PRICE OF VEHICLE AND OPTIONS (1 PLUS 2)	24669.00
4. ESTIMATED Vehicle Excise Tax, License, Title and Registration Fees, Bank Title Lien Release Fee \$ (including \$3.00 Arbitration Fee on New Cars) (\$2.50 Dealer Administrative Fee)	89.25
5. DOWN PAYMENT (Not receipt for cash received.) (A) CASH (B) REBATE	N/A 4500.00
6. ESTIMATED Net Trade-in Allowance	N/A
7. TOTAL CREDITS (5 + 6)	4500.00
8. SALES TAX [Calculated on the difference between Cash Price of Vehicle and Options (Line 3 above) and Gross Trade-in Allowance]	2170.87
9. DOCUMENTARY SERVICES FEE	35.00
10. SERVICE CONTRACT	N/A
11. MAINTENANCE CONTRACT	N/A
12. SALES TAX (For Service Contract and/or Maintenance Contract)	N/A
13. INSURANCE (Life, Disability, etc.)	N/A
14. OTHER	N/A
15. TOTAL CASH PRICE OF VEHICLE (3 + 4 + 8 + 9 + 10 + 11 + 12 + 13 + 14)	26964.12
16. UNPAID BALANCE OF CASH PRICE DUE ON DELIVERY (15 - 7)	22464.12
17. UNPAID BALANCE - AMOUNT FINANCED (15 - 7)	22464.12

FINANCING CONDITION IF A RETAIL INSTALLMENT CONTRACT OR NOTE AND SECURITY AGREEMENT IS SIGNED IN CONJUNCTION WITH THIS BUYER'S ORDER (COLLECTIVELY, THE "AGREEMENT"), THE AGREEMENT IS BINDING UPON EXECUTION, PROVIDED HOWEVER, THAT THE DEALER WILL HEREAFTER ASSESS THE BUYER'S CREDITWORTHINESS AND IF THE DEALER DOES NOT HEREAFTER APPROVE FINANCING ON ACCOUNT OF THE BUYER'S CREDITWORTHINESS AND SUBSEQUENTLY NOTIFIES BUYER OF SUCH DISAPPROVAL, THIS AGREEMENT IS VOID, EXCEPT AS PROVIDED IN PARAGRAPH 6 ON THE REVERSE SIDE HEREOF.

ARBITRATION CLAUSE THIS ARBITRATION CLAUSE GREATLY AFFECTS YOUR RIGHTS IN ANY DISPUTE WITH US. PLEASE READ THE ARBITRATION CLAUSE CAREFULLY BEFORE SIGNING THIS AGREEMENT.

- YOU OR WE SHALL, SUBJECT TO THE TERMS HEREOF, HAVE ANY DISPUTE BETWEEN US DECIDED BY ARBITRATION AND NOT IN COURT OR BY A JURY TRIAL.
- IF A DISPUTE IS ARBITRATED, YOU WILL GIVE UP YOUR RIGHT TO PARTICIPATE AS A CLASS REPRESENTATIVE OR CLASS MEMBER ON ANY CLASS CLAIM YOU MAY HAVE AGAINST US INCLUDING ANY RIGHT TO CLASS ARBITRATION OR ANY CONSOLIDATION OF INDIVIDUAL ARBITRATIONS.
- DISCOVERY AND RIGHTS TO APPEAL IN ARBITRATION ARE GENERALLY MORE LIMITED THAN IN A LAWSUIT, AND OTHER RIGHTS THAT YOU AND WE WOULD HAVE IN COURT MAY NOT BE AVAILABLE IN ARBITRATION. THE INFORMATION THAT YOU AND WE MAY OBTAIN IN DISCOVERY FROM EACH OTHER IN ARBITRATION IS GENERALLY MORE LIMITED THAN IN A LAWSUIT.

All disputes between the Parties and/or their designees (hereinafter referred to as the Parties), whether in contract, tort or otherwise - including the interpretation and scope of this clause, and the arbitrability of the claim or dispute, between you and us or our employees, agents, successors or assigns, which arise out of or relate to this Agreement or any resulting transactions shall, at your or our election, be resolved by neutral, binding arbitration in accordance with the laws of the State of Washington. Any claim or dispute is to be arbitrated on an individual basis and not as a class action. You expressly waive any right you may have to arbitrate a class action. If the Parties are not able to agree upon a single arbitrator within ten (10) days following demand therefore, then the arbitrator shall be appointed by Judicial Arbitration and Mediations Services (JAMS). The Parties recognize, acknowledge and agree that the designated arbitrator will be an independent individual, not affiliated or related to either, and that any dispute between the Parties will not be heard and decided by a judge or jury.

Each Party shall pay one-half of the arbitrator's fees and costs, unless one Party is ruled the prevailing Party by the arbitrator. In which case the arbitrator, subsequent to the arbitration itself, may award the prevailing Party the arbitrator's fees and costs, and award the prevailing Party's attorneys fees and costs. In our discretion we may, but are not obligated to, advance more than one-half of the costs of administration or case management, provided however that we may recoup that advancement subject to the arbitrator's decision on fees and costs. The arbitrator's decision and/or award shall be final and binding on all parties, and may be sued upon or enforced in any court of competent jurisdiction.

You and we retain the right to self-help remedies, such as repossession. You and we retain the right to seek remedies in either bankruptcy court or small claims court for disputes within those courts' jurisdiction, unless such action is transferred, removed or appealed to a different court. This clause shall survive any termination, payoff or transfer of this Agreement. If any part of this Arbitration Clause, other than waivers of class action rights, is deemed or found to be unenforceable for any reason, the remainder shall remain enforceable.

By setting forth his or her initials, Buyer acknowledges that this agreement contains the above arbitration provision, and agrees that he or she has read and agrees to the same: BUYER [REDACTED] CO-BUYER [REDACTED]

BUYER AGREES THAT THIS AGREEMENT INCLUDES ALL OF THE TERMS AND CONDITIONS ON THE FRONT AND BACK SIDE HEREOF, THAT THIS AGREEMENT CANCELS AND SUPERSEDES ANY PRIOR AGREEMENT INCLUDING ORAL AGREEMENTS AND, AS OF THE DATE BELOW, COMPRISES, WITH ANY RETAIL INSTALLMENT CONTRACT, SERVICE CONTRACT, INSURANCE CONTRACT, AND OTHER AGREEMENTS AND ACKNOWLEDGMENTS SIGNED CONTEMPORANEOUS HEREWITH, THE COMPLETE AND EXCLUSIVE STATEMENT OF THE TERMS OF THE AGREEMENT RELATING TO THE SUBJECT MATTERS COVERED BY THIS AGREEMENT. BY SIGNING THIS AGREEMENT, BUYER ACKNOWLEDGES THAT BUYER HAS READ ITS TERMS AND HAS RECEIVED A TRUE COPY OF THIS AGREEMENT. IF THIS ORDER IS FOR A USED VEHICLE, THE INFORMATION ON THE WINDOW FORM OF THE VEHICLE IS ALSO A PART OF THIS ORDER AND OVERRIDES ANY CONTRARY PROVISIONS OF THIS ORDER.

04/20/07

Date

04/20/07

Date

Dealer or Dealer's Authorized Representative

DANIEL L. MONTGOMERY

Salesperson's Name

DISHMAN DODGE

DEAL RECAP

STOCK # 6839N

ENTERED: YES

NO

☐ Truth in Lending
☐ Check in Slip
☐ Appraisal Slip
☐ Odometer Certs
☐ Power Sheet
☐ Insurance
☐ Cash Receipts:
 Amt. _____ No. _____
 Amt. _____ No. _____
 Amt. _____ No. _____
☐ Trade: Disc. Lic. _____ Lic. _____
☐ P.O. Amt. _____
☐ Good Title _____
☐ Verified By _____
☐ Registration
 Title In _____ Due _____
 Source _____

SELLING PRICE (Inc. all Acc.) 24669.00
 SALES TAX 2170.87
 TRADE ALLOWANCE N/A
 PAY-OFF N/A
 LEINHOLDER
 CASH DEPOSIT N/A
 C.O.D. N/A
 DEFERRED DOWN No. 1 N/A
 DEFERRED DOWN No. 2 N/A
 DEFERRED DOWN No. 3 N/A
 TOTAL DOWN PAYMENT N/A
 NUMBER OF PAYMENTS/PAYMENT 1 at 22464.12
 NO. DAYS BEFORE 1st PMT./DATE 45 06/04/07
 ADD-ON INTEREST RATE/APR N/A N/A
 LICENSE AND REGISTRATION 9:00 4:00 89.25

AMOUNT FINANCED 22464.12 DISCOUNT RATE: N/A FINANCE RESERVE: N/A
 PREMIUM COST
 CREDIT LIFE N/A N/A RESERVE: N/A
 CREDIT A & H N/A N/A RESERVE: N/A
 PHYSICAL DAMAGE N/A N/A RESERVE: N/A
 SERVICE CONTRACTS N/A N/A RESERVE: N/A
 OTHER N/A N/A RESERVE: N/A

STOCK 6839N DESCRIPTION 2007 DODGE TRUCK GRAND CARAVA TOTAL INSURANCE RESERVE: N/A
 DEAL # 71596 I.D. 2D4GP44L07R
 CUSTOMER DATE 04/20/07
 ADDRESS COLBERT WA
 SALESMAN 1 DANIEL L MONTGOMERY
 SALESMAN 2 KENNETH S DONLEY
 JON ASHWORTH
 SUPERV PRICE OF VEHICLE 24669.00
 COST OF VEHICLE 26903.00
 PACK 600.00
 TRADE ALLOWANCE N/A (PAYABLE GROSS) APPROVED _____ FAXED _____
 A.C.V. OF TRADE N/A -2834.00
 OVER-ALLOWANCE N/A
 UNDER-ALLOWANCE N/A
 COMMISSION No. 1 100.00 N/A
 COMMISSION No. 2 100.00 N/A
 MANAGER COMM. 25.00 N/A
 PROFIT OF SALE -1617.00

GROSS PROFIT: -1617.00

APPROVED _____

BIRD DOG \$ _____ TO _____

CUSTOMER # N/A

PLEASE NOTE:

Received \$5000 by VISA
 Received \$17464.12 by check
 # 47112

CLOSED _____
 TRADE ADDED TO VMS _____

ACCESSORIES: RETAIL _____ N/A COST _____ N/A

VEHICLE BUYER'S ORDER

DEAL NO: 71596


DATE 04/20/07

DISHMAN DODGE

7700 E. Sprague, Spokane Valley, WA 99212

(509) 924-3250

BUYER  RES. PHONE () BUS. PHONE (509) 467-8863ADDRESS  CITY COLBERT COUNTY SPOKANE STATE WA ZIP 

STOCK NO.	YEAR	NEW	USED	COLOR	MAKE	MODEL	VIN NUMBER
6839N	2007	XX		MARINE	DODGE TRUCK	GRAND CARAV	2D4GP44L07R 
Title Brands/Comments (if applicable): REBUILT JUNK SALVAGE/REBUILT DESTROYED OTHER							

LICENSE NO. WA: TAB: EXP:
 ODOMETER READING 11

The owner of a vehicle may be required to spend up to \$150 for repairs if the vehicle does not meet the vehicle emission standards under chapter 70.120 RCW. Unless expressly warranted by the motor vehicle dealer, the dealer is not warranting that this vehicle will pass any emission tests required by federal or state law.

X SIGNATURE (DO NOT INITIAL)

NOTICE TO BUYER REGARDING THE AIRBAGS ON THIS VEHICLE:

an "on/off switch" has been installed on the airbag(s)
 the airbag(s) have been deactivated

A. USED VEHICLE TRADE-IN

YEAR	MAKE	MODEL
MILEAGE	N/A	VIN#

BALANCE OWED TO:

LESSHOLDERS ADDRESS

B. SECOND VEHICLE TRADE-IN

YEAR	MAKE	MODEL
MILEAGE	N/A	VIN#

BALANCE OWED TO:

LESSHOLDERS ADDRESS

Gross trade-in allowance for (A) \$ N/A

Less estimated balance owed on (A) \$ N/A

Gross trade-in allowance for (B) \$ N/A

Less estimated balance owed on (B) \$ N/A

*ESTIMATED NET ALLOWANCE ON TRADE-IN(S): \$ N/A

(carry over to line 6)

*Buyer acknowledges that the payoff and/or lien balance on the trade-in vehicle as

described above is only an estimated figure, subject to verification and confirmation

from the lender as to the exact dollar amount. In the event the payoff/lien balance

exceeds the above-stated amount, such additional amount shall, at the option of the

Dealer, be added to the total cash price of the vehicle and shall be paid to the dealer

on request or added to the amount being financed.

X SIGNATURE (DO NOT INITIAL)

1. BASE PRICE OF VEHICLE 24669.00

2. DEALER ADDED OPTIONS:

3. BASE PRICE OF VEHICLE AND OPTIONS (1 PLUS 2) 24669.00

4. ESTIMATED Vehicle Excise Tax, License, Title and Registration Fees, Bank Title Lien Release Fee \$ 89.25

(Including \$3.00 Arbitration Fee on New Cars) (52.50 Dealer Administrative Fee)

5. DOWN PAYMENT (A) CASH N/A (B) REBATE 4500.00 4500.00

(Not receipt for cash received)

6. ESTIMATED Net Trade-In Allowance N/A

7. TOTAL CREDITS (5 + 6) 4500.00

8. SALES TAX (Calculated on the difference between Cash Price of Vehicle and Options (Line 3 above) and Gross Trade-In Allowance) 2170.87

9. DOCUMENTARY SERVICES FEE 35.00

10. SERVICE CONTRACT N/A

11. MAINTENANCE CONTRACT N/A

12. SALES TAX (For Service Contract and/or Maintenance Contract) N/A

13. INSURANCE (Life, Disability, etc.) N/A

14. OTHER N/A

15. TOTAL CASH PRICE OF VEHICLE (3 + 4 + 8 + 9 + 10 + 11 + 12 + 13 + 14) 26964.12

16. UNPAID BALANCE OF CASH PRICE DUE ON DELIVERY (15 - 7) 22464.12

17. UNPAID BALANCE - AMOUNT FINANCED (15 - 7) 22464.12

FINANCING CONDITION IF A RETAIL INSTALLMENT CONTRACT OR NOTE AND SECURITY AGREEMENT IS SIGNED IN CONJUNCTION WITH THIS BUYER'S ORDER (COLLECTIVELY, THE "AGREEMENT"), THE AGREEMENT IS BINDING UPON EXECUTION, PROVIDED HOWEVER, THAT THE DEALER WILL HEREAFTER ASSESS THE BUYER'S CREDITWORTHINESS AND IF THE DEALER DOES NOT HEREAFTER APPROVE FINANCING ON ACCOUNT OF THE BUYER'S CREDITWORTHINESS AND SUBSEQUENTLY NOTIFIES BUYER OF SUCH DISAPPROVAL, THIS AGREEMENT IS VOID, EXCEPT AS PROVIDED IN PARAGRAPH 6 ON THE REVERSE SIDE HEREOF.

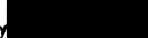

ARBITRATION CLAUSE THIS ARBITRATION CLAUSE GREATLY AFFECTS YOUR RIGHTS IN ANY DISPUTE WITH US. PLEASE READ THE ARBITRATION CLAUSE CAREFULLY BEFORE SIGNING THIS AGREEMENT.

• YOU OR WE SHALL, SUBJECT TO THE TERMS HEREOF, HAVE ANY DISPUTE BETWEEN US DECIDED BY ARBITRATION AND NOT IN COURT OR BY A JURY TRIAL.
 • IF A DISPUTE IS ARBITRATED, YOU WILL GIVE UP YOUR RIGHT TO PARTICIPATE AS A CLASS REPRESENTATIVE OR CLASS MEMBER ON ANY CLASS CLAIM YOU MAY HAVE AGAINST US INCLUDING ANY RIGHT TO CLASS ARBITRATION OR ANY CONSOLIDATION OF INDIVIDUAL ARBITRATIONS.
 • DISCOVERY AND RIGHTS TO APPEAL IN ARBITRATION ARE GENERALLY MORE LIMITED THAN IN A LAWSUIT, AND OTHER RIGHTS THAT YOU AND WE WOULD HAVE IN COURT MAY NOT BE AVAILABLE IN ARBITRATION. THE INFORMATION THAT YOU AND WE MAY OBTAIN IN DISCOVERY FROM EACH OTHER IN ARBITRATION IS GENERALLY MORE LIMITED THAN IN A LAWSUIT.

All disputes between the Parties and/or their designees (hereinafter referred to as the Parties), whether in contract, tort or otherwise - including the interpretation and scope of this clause, and the arbitrability of the claim or dispute, between you and us or our employees, agents, successors or assigns, which arise out of or relate to this Agreement or any resulting transactions shall, at your or our election, be resolved by neutral, binding arbitration in accordance with the laws of the State of Washington. Any claim or dispute is to be arbitrated on an individual basis, and not as a class action. You expressly waive any right you may have to arbitrate a class action. If the Parties are not able to agree upon a single arbitrator within ten (10) days following demand therefore, then the arbitrator shall be appointed by Judicial Arbitration and Mediation Services (JAMS). The Parties recognize, acknowledge and agree that the designated arbitrator will be an independent individual, not affiliated or related to either, and that any dispute between the Parties will not be heard and decided by a judge or jury.

Each Party shall pay one-half of the arbitrator's fees and costs, unless one Party is ruled the prevailing Party by the arbitrator, in which case the arbitrator, subsequent to the arbitration itself, may award the prevailing Party the arbitrator's fees and costs, and award the prevailing Party's attorneys fees and costs. In our discretion we may, but are not obligated to, advance more than one-half of the costs of administration or case management, provided however that we may recoup that advancement subject to the arbitrator's decision on fees and costs. The arbitrator's decision and/or award shall be final and binding on all parties, and may be sued upon or enforced in any court of competent jurisdiction.

You and we retain the right to self-help remedies, such as repossession. You and we retain the right to seek remedies in either bankruptcy court or small claims court for disputes within those courts' jurisdiction, unless such action is transferred, removed or appealed to a different court. This clause shall survive any termination, payoff or transfer of this Agreement. If any part of this Arbitration Clause, other than waivers of class action rights, is deemed or found to be unenforceable for any reason, the remainder shall remain enforceable.

By setting forth his or her initials, Buyer acknowledges that this agreement contains the above arbitration provision, and agrees that he or she has read and agrees to the same: BUY  CO-BUYER 

BUYER AGREES THAT THIS AGREEMENT INCLUDES ALL OF THE TERMS AND CONDITIONS ON THE FRONT AND BACK SIDE HEREOF, THAT THIS AGREEMENT CANCELS AND SUPERSEDES ANY PRIOR AGREEMENT INCLUDING ORAL AGREEMENTS AND, AS OF THE DATE BELOW, COMPRISES, WITH ANY RETAIL INSTALLMENT CONTRACT, SERVICE CONTRACT, INSURANCE CONTRACT, AND OTHER AGREEMENTS AND ACKNOWLEDGMENTS SIGNED CONTEMPORANEOUS HERewith, THE COMPLETE AND EXCLUSIVE STATEMENT OF THE TERMS OF THE AGREEMENT RELATING TO THE SUBJECT MATTERS COVERED BY THIS AGREEMENT. BY SIGNING THIS AGREEMENT, BUYER ACKNOWLEDGES THAT BUYER HAS READ ITS TERMS AND HAS RECEIVED A TRUE COPY OF THIS AGREEMENT. IF THIS ORDER IS FOR A USED VEHICLE, THE INFORMATION ON THE WINDOW FORM OF THE VEHICLE IS ALSO A PART OF THIS ORDER AND OVERRIDES ANY CONTRARY PROVISIONS OF THIS ORDER.

04/20/07

Date

04/20/07

Date

DANIEL I. MONTGOMERY

Salesperson's Name

ATTN,

Judy

cell 509 9985408
home 509 4667724



282WKJ

04/29/2008 VEHICLE REGISTRATION CERTIFICATE

Lic/Plt	Iss-Dt	Tab-No	Reg-Exp	Val-Cd/Year	Dep	Mo-Reg	Mo-Gwt	Pwr	Use	Mdyr
	05/2007	F727956	04/20/2009	28800/2007	1	12		G	PAS	2007
Make	Body	VIN or Serial No	Res-Co	Sci/Int	Seats	Model/ST	Gwt	Gwt-St	Gwt-Exp	Flt
DODG	CAVAN	2D4GP44L07R	32	4252		CA /SV		/	/	
Equip	Prev-Plt	Filing	Monorail	RTA Tax	Subagent	Gwt/Veh Wt	Other	Total Fees	Cash	Gwt Cr
		\$3.00			\$4.00	\$20.00	\$30.75	\$57.75	\$57.75	

COLBERT

WA

SIGNATURE OF REGISTERED OWNERS

SIGNATURE OF REGISTERED OWNERS

COMMENTS:
COLOR-BLUE - DISPLAY TAB ON BACK LICENSE PLATE ONLY - FRONT PLATE IS STILL REQUIRED.

REMARKS:

BRANDS:

RPT ID: AREGPR-1

VALIDATION CODE 01324802081200429080044028038

THIS CERTIFICATE IS NOT PROOF OF OWNERSHIP

EPD: AREG AREGPR:2007/2/11.00003(1)



5 Pages to K. Loyd

This form is used to ensure the reported problem(s) listed below have been repaired successfully.

blue

REPAIR VERIFICATION

Location: Go Dodge S.W.
~~Denver Auto Auction~~Repairing Dealer Code: 44148 (If known)

VEHICLE IDENTIFICATION NUMBER (Last 8 Digits): 7R [REDACTED]

YEAR: 2007 MAKE/MODEL: DODGE GRAND CARAVAN SXT LWB WAGON

Beginning Mileage: 22,961 Ending Mileage: 22,969

#1 Reported Problem: 1. Transmission shudder and lurching when shifting.

Repaired? ☒

Yes

Repaired: Yes

Describe Inspection Method & Results

Test drive at city + highway speeds and manually shifted the auto transmission and was unable to duplicate a shudder condition.

#2 Reported Problem:

Repaired? ☒

Yes

No

Describe Inspection Method & Results

Vehicle is repaired

#3 Reported Problem:

Repaired? Yes

No

Describe Inspection Method & Results

Inspector:

Th. Kohl

Date Inspected:

9-29-2008

VEHICLE FOUND ON VEHICLE WARRANTY DB2 TABLE

VON: 19428756 VIN: 2D4GP44L07R [REDACTED] MODEL: RSKH53 SLD ZN/DLR: 71-25034

STATION: KZ X 04-18-07 SOLD 04-24-07
DAYS IN 573 ORD 02-05-07 B/O HOLD: R
FIN HOLD: R DIST HOLD:
PASS/FAIL EDIT: P PSP:
MATERIAL PROCURE: BID:
REJECT: EMISSIONS: NAA
ORDER: REGULAR DELAY:
DEALER PRIORITY: 99 ORIG ORDER QTY: 1
PAPER FLAG: P1 MKT: US DEALER RETAIL

DEALER WHEN SCHED: 25034
ESTIM SHIP DATE: 04-04-07
SHIP ZONE/DEALER: 71-25034

MONRONEY: 28,800.00
OPTION SALES CODES

FAN 1: FAN 2:
PORT CODE:
SOURCE: DEALER
SOLD ORDER:
REASSIGN CODE:
INVOICE: 26,903.00

*H8 -D5 CLE DFF EGH LAB NAA PB6 RSB YEP 29K

SPECIAL EQUIPMENT CODES

MODEL YEAR: FAMILY LINE: VON: OR VIN: 2D4GP44L07R [REDACTED]

2=BID 3=TRAFF 4=HIST 5=SC/SECS 7=FED GOVT 8=HELP

VEHICLE FOUND ON VEHICLE WARRANTY DB2 TABLE

VON: 19428756 VIN: 2D4GP44L07R [REDACTED] MODEL: RSKH53 SLD ZN/DLR: 71-25034

DEALER ORDERED	02-05-07	FIRM (D).....	02-08-07	DELIVERED (X)...	04-18-07
		GATE LINE (D1)..	03-26-07	CNA DELV DATE..	04-20-07
ORD RECD (BA).	02-05-07	FRAME (E).....	04-03-07	SOLD DATE/CODE.	04-24-07 Z
FLEET HOLD(BB)		PAINT (F).....	04-04-07	FLT EST DELV WK	
ENGR HOLD (BD)		TRIM (G).....	04-04-07		
EDIT ERROR(BE)		BUILT NOT OK(I)	04-04-07	GVW.....	5700
PASS EDIT (BG)		BUILT (J).....	04-04-07	FRONT.....	2850
MATL PROCR		WARR BUILT HOUR	09	REAR.....	2950
FIN HOLD		WARR BUILT DATE	04-04-07	TIRE CERT. CODE	
FIN RELEASE		BODY VENDOR(JB)		TIRE PRES. CODE	0003
LAST ORD EDIT.	03-26-07	EMISSION (JE)...			
PASS EDIT (BX)	02-05-07	CONS BDY VND(JJ			
SUB FRM SCH(C)	02-08-07	STORAGE (JS)...			
SCHEDULE MONTH	03				
WEEKLY MO/WK	3 - 01	SHIPPED (KZ)...	04-04-07		
BUILD PLAN					

MODEL YEAR: FAMILY LINE: VON: OR VIN: 2D4GP44L07R [REDACTED]

PF2=VEH PF3=TRAFF PF5=SC/SECS

PF7=FED GOVT

PF8=HELP

**STATE OF WASHINGTON
VEHICLE CERTIFICATE OF OWNERSHIP (TITLE)**

CERTIFICATE NUMBER

LICENSE NUMBER [REDACTED]	VEHICLE IDENTIFICATION NUMBER (VIN) 2D4GP44L07R [REDACTED]	YEAR 2007	MAKE DODG	MODEL CA	STYLE SV	SERIES BODY CAVAN
DATE ISSUED 10/07/2008	ODOMETER MILES 0022756	ODOMETER STATUS ACTUAL	FLEET NUMBER	EQUIP NUMBER	FUEL TYPE GASOLINE	
USE CLASS PAS	SCALE WEIGHT 04252	GROSS WEIGHT 000000	VEHICLE COLOR BLU	PRIOR TITLE STATE WA	PRIOR TITLE NUMBER [REDACTED]	

COMMENTS
28800-2007

BRANDS

SALE PRICE \$ _____

DATE OF SALE _____

LEGAL OWNER: When lien is satisfied, release interest by signing below and transmit this document to County Auditor or Agent with proper fee. Failure to properly release and transmit the document within 10 days after lien is satisfied may result in monetary penalty to the debtor, pursuant to RCW 46.12.170. **TRANSFEREE/BUYER MUST APPLY FOR TRANSFER OF OWNERSHIP WITHIN 15 DAYS FROM DATE OF DELIVERY TO AVOID PENALTY.**

LEGAL OWNER

**CHRYSLER MOTORS LLC
105 DECKER CT
STE 300
IRVING TX 75062-3796**

REGISTERED OWNER

SAME AS LEGAL OWNER

SIGNATURE OF LEGAL OWNER HEREBY RELEASES ALL INTEREST IN VEHICLE AS DESCRIBED ABOVE

DATE

SIGNATURE OF REGISTERED OWNER HEREBY RELEASES ALL INTEREST IN VEHICLE DESCRIBED ABOVE

DATE

SIGNATURE OF LEGAL OWNER HEREBY RELEASES ALL INTEREST IN VEHICLE AS DESCRIBED ABOVE

DATE

SIGNATURE OF REGISTERED OWNER HEREBY RELEASES ALL INTEREST IN VEHICLE DESCRIBED ABOVE

DATE

I CERTIFY THAT THE RECORDS OF THE DEPARTMENT OF LICENSING SHOW PERSONS NAMED HEREON AS REGISTERED OWNERS AND LEGAL OWNERS OF THE VEHICLE DESCRIBED.

Elizabeth A. Ivie

DIRECTOR DEPARTMENT OF LICENSING 05/06

0031937 01 MB
0031937 01 MB

I certify, to the best of my knowledge, that the **ODOMETER READING**, as shown below: **(CHECK ONE)**



NO TENTHS

- ☐ 1. is the ACTUAL MILEAGE of the vehicle
☐ 2. is in EXCESS OF ITS MECHANICAL LIMITS
☐ 3. is NOT THE ACTUAL MILEAGE

ODOMETER READING (in miles)

TRANSFEREE / BUYER: unless licensed dealer, must transfer title within 15 days of sale.
I / we warrant this Title and certify that the vehicle described herein has been sold to the following:

Date of Transfer

/ /

SIGNATURE OF TRANSFEREE / BUYER

SIGNATURE OF TRANSFEROR / SELLER

HANDPRINTED NAME OF TRANSFEREE / BUYER

HANDPRINTED NAME OF TRANSFEROR / SELLER

ADDRESS OF TRANSFEREE / BUYER

ADDRESS OF TRANSFEROR / SELLER



FEDERAL REGULATION AND STATE LAW REQUIRE THAT YOU STATE THE MILEAGE IN CONNECTION WITH THE TRANSFER OF OWNERSHIP. FAILURE TO COMPLETE ODOMETER STATEMENT OR PROVIDING A FALSE STATEMENT MAY RESULT IN FINES AND/OR IMPRISONMENT.

KEEP IN A SAFE PLACE

ANY ALTERATION OR ERASURE VOIDS THIS TITLE

TD-420-002

If you are the buyer: You must apply for a new Certificate of Ownership (Title) within 15 calendar days of acquiring the vehicle. Take the signed title to your local vehicle licensing office and pay the appropriate fees and taxes. You must also complete an application for Certificate of Ownership. It is available on our website at www.dol.wa.gov or from your local vehicle licensing office. If you do not transfer ownership within 15 calendar days, there is a penalty fee.

U.S.G.
OCT 27 2008
Received

IRVING TX 75062-3796
STE 300
105 DECKER CT
CHRYSLER MOTORS LLC

0031937 01 MB 0.369 **AUTO TO 0 3442 75062-379675

IMPORTANT Document Enclosed

FIRST-CLASS MAIL
U.S. POSTAGE PAID
DEPT. OF LICENSING
STATE OF WASHINGTON
98121

WASHINGTON STATE DEPARTMENT OF
LICENSING
PO BOX 9038
OLYMPIA WA 98507-9038

FEDERAL REGULATION AND STATE LAW REQUIRE THAT YOU STATE THE MILEAGE IN CONNECTION WITH THE TRANSFER OF OWNERSHIP. FAILURE TO COMPLETE ODOMETER STATEMENT OR PROVIDING A FALSE STATEMENT MAY RESULT IN FINES AND/OR IMPRISONMENT.			
REASSIGNMENT BY VEHICLE DEALER ONLY	I certify, to the best of my knowledge, that the ODOMETER READING, as shown below: (CHECK ONE)		Date of Transfer / /
	<div><input type="checkbox"/> NO TENTHS</div> <div><input type="checkbox"/> 1. is the ACTUAL MILEAGE of the vehicle <input type="checkbox"/> 2. the mileage stated is in EXCESS OF ITS MECHANICAL LIMITS <input type="checkbox"/> 3. the odometer reading is NOT THE ACTUAL MILEAGE</div>		
	ODOMETER READING (in miles)		WARNING - ODOMETER DISCREPANCY
	I / we warrant this Title and certify that the vehicle described herein has been sold to the following:		
	SIGNATURE OF TRANSFEREE / BUYER	SIGNATURE OF TRANSFEROR / SELLER	
REASSIGNMENT BY VEHICLE DEALER ONLY	I certify, to the best of my knowledge, that the ODOMETER READING, as shown below: (CHECK ONE)		Date of Transfer / /
	<div><input type="checkbox"/> NO TENTHS</div> <div><input type="checkbox"/> 1. is the ACTUAL MILEAGE of the vehicle <input type="checkbox"/> 2. the mileage stated is in EXCESS OF ITS MECHANICAL LIMITS <input type="checkbox"/> 3. the odometer reading is NOT THE ACTUAL MILEAGE</div>		
	ODOMETER READING (in miles)		WARNING - ODOMETER DISCREPANCY
	I / we warrant this Title and certify that the vehicle described herein has been sold to the following:		
	SIGNATURE OF TRANSFEREE / BUYER	SIGNATURE OF TRANSFEROR / SELLER	
HANDPRINTED NAME OF TRANSFEREE / BUYER		HANDPRINTED NAME OF TRANSFEROR / SELLER	
ADDRESS OF TRANSFEREE / BUYER		ADDRESS OF TRANSFEROR / SELLER	
BUYING DEALER'S STATE LICENSE NUMBER, (if applicable)		SELLING DEALER'S STATE LICENSE NUMBER, (if applicable)	

Lienholder to be recorded and shown on the new certificate of ownership (title):

Name of Lienholder

Address of Lienholder

Lienholder Customer Account Number _____
(Washington Driver License Number or Unified Business Identifier (UBI))

STATE OF WASHINGTON
VEHICLE CERTIFICATE OF OWNERSHIP (TITLE)

CERTIFICATE NUMBER

LICENSE NUMBER [REDACTED] VEHICLE IDENTIFICATION NUMBER (VIN) 2D4GP44L07P [REDACTED] YEAR 2007 MAKE DODG MODEL CA STYLE SV SERIES BODY CAVAN
DATE ISSUED 05/22/2007 ODOMETER MILES 0000011 ODOMETER STATUS ACTUAL FLEET NUMBER EQUIP NUMBER FUEL TYPE GASOLINE
USE CLASS PAS SCALE WEIGHT 04252 GROSS WEIGHT 000000 VEHICLE COLOR PRIOR TITLE STATE PRIOR TITLE NUMBER
COMMENTS 28800-2007

BRANDS

SALE PRICE \$

DATE OF SALE

LEGAL OWNER: When lien is satisfied, release interest by signing below and transmit this document to County Auditor or Agent with proper fee. Failure to properly release and transmit the document within 10 days after lien is satisfied may result in monetary penalty to the debtor, pursuant to RCW 46.12.170. **TRANSFEREE/BUYER MUST APPLY FOR TRANSFER OF OWNERSHIP WITHIN 15 DAYS FROM DATE OF DELIVERY TO AVOID PENALTY.**

LEGAL OWNER

REGISTERED OWNER

COLBERT WA [REDACTED]

SAME AS LEGAL OWNER

SIGNATURE OF LEGAL OWNER HEREBY RELEASES ALL INTEREST IN VEHICLE AS DESCRIBED ABOVE

DATE 9-15-08

SIGNATURE OF REGISTERED OWNER HEREBY RELEASES ALL INTEREST IN VEHICLE DESCRIBED ABOVE

DATE

SIGNATURE OF LEGAL OWNER HEREBY RELEASES ALL INTEREST IN VEHICLE AS DESCRIBED ABOVE

DATE 9-15-08

SIGNATURE OF REGISTERED OWNER HEREBY RELEASES ALL INTEREST IN VEHICLE DESCRIBED ABOVE

DATE

I CERTIFY THAT THE RECORDS OF THE DEPARTMENT OF LICENSING SHOW PERSONS NAMED HEREON AS REGISTERED OWNERS AND LEGAL OWNERS OF THE VEHICLE DESCRIBED.

Elizabeth A. Luce

DIRECTOR DEPARTMENT OF LICENSING 05/08

0027941:01-AT
0027941:01-AT

I certify, to the best of my knowledge, that the ODOMETER READING, as shown below: (CHECK ONE)



20750
ODOMETER READING (in miles)

NO TENTHS

- ☒ 1. is the ACTUAL MILEAGE of the vehicle
☐ 2. is in EXCESS OF ITS MECHANICAL LIMITS
☐ 3. is NOT THE ACTUAL MILEAGE

TRANSFEREE / BUYER: unless licensed dealer, must transfer title within 15 days of sale. I / we warrant this Title and certify that the vehicle described herein has been sold to the following:

9-15-08 Date of Transfer

SIGNATURE OF TRANSFEREE / BUYER

SIGNATURE OF TRANSFEROR / SELLER

HANDPRINTED NAME OF TRANSFEREE / BUYER
CHRYSLER MOTORS LLC

HANDPRINTED NAME OF TRANSFEROR / SELLER

ADDRESS OF TRANSFEREE / BUYER

ADDRESS OF TRANSFEROR / SELLER

105 DECKER COURT, SUITE 300



IRVING TEXAS
ALL STATE LAW REQUIRE THAT YOU STATE THE MILEAGE IN CONNECTION WITH THE TRANSFER OF OWNERSHIP. FAILURE TO COMPLETE ODOMETER STATEMENT OR PROVIDING A FALSE STATEMENT MAY RESULT IN FINES AND/OR IMPRISONMENT.

KEEP IN A SAFE PLACE

ANY ALTERATION OR ERASURE VOIDS THIS TITLE

TD-420-002

If you are the buyer: You must apply for a new Certificate of Ownership (Title) within 15 calendar days of acquiring the vehicle. Take the signed title to your local vehicle licensing office and pay the appropriate fees and taxes. You must also complete an application for Certificate of Ownership. It is available on our website at www.dol.wa.gov, or from your local vehicle licensing office. If you do not transfer ownership within 15 calendar days, there is a penalty fee.

Odometer Disclosure / Title* Extension Statement Release of Interest by Registered Owner

* (PLEASE SEE PAGE 2 FOR COMPLETE INSTRUCTIONS AND EXPLANATION OF ASTERISK)

LICENSE NUMBER	YEAR <u>2007</u>	MAKE <u>Dodge</u>	SERIES / BODY TYPE	VEHICLE IDENTIFICATION NUMBER <u>2D4G6P44L07R</u>
NAME OF STATE OR COUNTRY IN WHICH LAST TITLED				TITLE NUMBER (or title equivalent)

FEDERAL REGULATION AND STATE LAW REQUIRE THAT YOU STATE THE MILEAGE IN CONNECTION WITH THE TRANSFER OF OWNERSHIP. FAILURE TO COMPLETE ODOMETER STATEMENT OR PROVIDING A FALSE STATEMENT MAY RESULT IN FINES AND/OR IMPRISONMENT.

APPLICABLE SECTION NOT VALID UNLESS FULLY COMPLETED	DISCLOSURE BY REGISTERED OWNER I certify, to the best of my knowledge, that the ODOMETER READING, as shown below: (CHECK ONE) <input checked="" type="checkbox"/> 1. is the ACTUAL MILEAGE of the vehicle <input type="checkbox"/> 2. the mileage stated is in EXCESS OF ITS MECHANICAL LIMITS <input type="checkbox"/> 3. the odometer reading is NOT THE ACTUAL MILEAGE ODOMETER READING (in miles) <u>20756</u> NO TENTHS TRANSFEREE / BUYER: <u>unless licensed dealer, must transfer title within 15 days of sale.</u> I / we warrant this Title and certify that the vehicle described herein has been sold to the following: Signature of TRANSFEREE / BUYER: <u>[Signature]</u> CHRYSLER MOTORS LLC 105 DECKER COURT, SUITE 300 IRVING, TX 75062 Address of TRANSFEREE / BUYER: <u>IRVING, TX 75062</u> Address of TRANSFEROR / SELLER: <u>[Redacted]</u> Date of Transfer: <u>9/15/08</u>	WARNING - ODOMETER DISCREPANCY SEE PAGE 2
	REASSIGNMENT BY VEHICLE DEALER ONLY I certify, to the best of my knowledge, that the ODOMETER READING, as shown below: (CHECK ONE) <input type="checkbox"/> 1. is the ACTUAL MILEAGE of the vehicle <input type="checkbox"/> 2. the mileage stated is in EXCESS OF ITS MECHANICAL LIMITS <input type="checkbox"/> 3. the odometer reading is NOT THE ACTUAL MILEAGE ODOMETER READING (in miles) NO TENTHS I / we warrant this Title and certify that the vehicle described herein has been sold to the following: Signature of TRANSFEREE / BUYER Signature of TRANSFEROR / SELLER HANDPRINTED Name of TRANSFEREE / BUYER HANDPRINTED Name of TRANSFEROR / SELLER Address of TRANSFEREE / BUYER Address of TRANSFEROR / SELLER BUYING DEALER'S STATE LICENSE NUMBER, (if applicable) SELLING DEALER'S STATE LICENSE NUMBER	WARNING - ODOMETER DISCREPANCY SEE PAGE 2
	REASSIGNMENT BY VEHICLE DEALER ONLY I certify, to the best of my knowledge, that the ODOMETER READING, as shown below: (CHECK ONE) <input type="checkbox"/> 1. is the ACTUAL MILEAGE of the vehicle <input type="checkbox"/> 2. the mileage stated is in EXCESS OF ITS MECHANICAL LIMITS <input type="checkbox"/> 3. the odometer reading is NOT THE ACTUAL MILEAGE ODOMETER READING (in miles) NO TENTHS I / we warrant this Title and certify that the vehicle described herein has been sold to the following: Signature of TRANSFEREE / BUYER Signature of TRANSFEROR / SELLER HANDPRINTED Name of TRANSFEREE / BUYER HANDPRINTED Name of TRANSFEROR / SELLER Address of TRANSFEREE / BUYER Address of TRANSFEROR / SELLER BUYING DEALER'S STATE LICENSE NUMBER, (if applicable) SELLING DEALER'S STATE LICENSE NUMBER	WARNING - ODOMETER DISCREPANCY SEE PAGE 2

LIENHOLDER OF TRANSFEREE / BUYER (IF APPLICABLE) TO BE RECORDED AND SHOWN ON NEW TITLE

LIENHOLDER Name	LIENHOLDER Address
THIS RELEASE OF INTEREST MAY BE USED IN LIEU OF A RELEASE ON A TITLE. I / We release all interest in the above described vehicle. This release must be signed by all registered owners.	
NOTARY SEAL OR STAMP Signed _____ State of Washington County of _____ by _____ Notary's Name (PRINTED or STAMPED) _____ Title _____	Signed _____ Signed or attested before me on _____ Signature _____ Dealer No. OR AND: County / Office No. OR Notary Expiration Date _____

NOTE: THIS DOCUMENT IS A PART OF A WASHINGTON CERTIFICATE OF TITLE, AND SHOULD BE ATTACHED TO THE CERTIFICATE OF TITLE. UNAUTHORIZED PRINTING OR REPRODUCTION OF THIS DOCUMENT IS PROHIBITED. IF ALTERED IN ANY WAY, CONTACT YOUR NEAREST LICENSE AGENT.

Odometer Disclosure / Title* Extension Statement Release of Interest by Registered Owner

*(PLEASE SEE PAGE 2 FOR COMPLETE INSTRUCTIONS AND EXPLANATION OF ASTERISK)

LICENSE NUMBER	YEAR 2007	MAKE Dodge	SERIES / BODY TYPE	VEHICLE IDENTIFICATION NUMBER 2D4GP44L07R
NAME OF STATE OR COUNTRY IN WHICH LAST TITLED				TITLE NUMBER (or title equivalent)

FEDERAL REGULATION AND STATE LAW REQUIRE THAT YOU STATE THE MILEAGE IN CONNECTION WITH THE TRANSFER OF OWNERSHIP. FAILURE TO COMPLETE ODOMETER STATEMENT OR PROVIDING A FALSE STATEMENT MAY RESULT IN FINES AND/OR IMPRISONMENT.

I certify, to the best of my knowledge, that the ODOMETER READING, as shown below: (CHECK ONE)

- ☒ 1. is the ACTUAL MILEAGE of the vehicle
☐ 2. the mileage stated is in EXCESS OF ITS MECHANICAL LIMITS
☐ 3. the odometer reading is NOT THE ACTUAL MILEAGE

ODOMETER READING (in miles)

TRANSFeree / BUYER: unless licensed dealer, must transfer title within 15 days of sale.

I/we warrant this Title and certify that the vehicle described herein has been sold to the following:

WARNING - ODOMETER DISCREPANCY SEE PAGE 2

Signature of TRANSFeree / BUYER
CHRYSLER MOTORS LLC

HANDPRINTED Name of TRANSFeree / BUYER

105 DECKER COURT, SUITE 300

Address of TRANSFeree / BUYER IRVING, TX 75062

I certify, to the best of my knowledge, that the ODOMETER READING, as shown below: (CHECK ONE)

- ☒ 1. is the ACTUAL MILEAGE of the vehicle
☐ 2. the mileage stated is in EXCESS OF ITS MECHANICAL LIMITS
☐ 3. the odometer reading is NOT THE ACTUAL MILEAGE

ODOMETER READING (in miles)

I/we warrant this Title and certify that the vehicle described herein has been sold to the following:

WARNING - ODOMETER DISCREPANCY SEE PAGE 2

Signature of TRANSFeree / BUYER

HANDPRINTED Name of TRANSFeree / BUYER

Address of TRANSFeree / BUYER

BUYING DEALER'S STATE LICENSE NUMBER (if applicable)

I certify, to the best of my knowledge, that the ODOMETER READING, as shown below: (CHECK ONE)

- ☒ 1. is the ACTUAL MILEAGE of the vehicle
☐ 2. the mileage stated is in EXCESS OF ITS MECHANICAL LIMITS
☐ 3. the odometer reading is NOT THE ACTUAL MILEAGE

ODOMETER READING (in miles)

I/we warrant this Title and certify that the vehicle described herein has been sold to the following:

WARNING - ODOMETER DISCREPANCY SEE PAGE 2

Signature of TRANSFeree / BUYER

HANDPRINTED Name of TRANSFeree / BUYER

Address of TRANSFeree / BUYER

BUYING DEALER'S STATE LICENSE NUMBER (if applicable)

Signature of TRANSFEROR / SELLER

HANDPRINTED Name of TRANSFEROR / SELLER

Address of TRANSFEROR / SELLER

SELLING DEALER'S STATE LICENSE NUMBER

LIENHOLDER OF TRANSFeree / BUYER (IF APPLICABLE) TO BE RECORDED AND SHOWN ON NEW TITLE

LIENHOLDER Name

LIENHOLDER Address

THIS RELEASE OF INTEREST MAY BE USED IN LIEU OF A RELEASE ON A TITLE.

I/We release all interest in the above described vehicle. This release must be signed by all registered owners

NOTARY SEAL OR STAMP

Signed

Signed

NOTARIZATION/CERTIFICATION FOR RELEASE OF INTEREST

State of Washington
County of

Signed or attested
before me on

by

Signature

Notary's Name (PRINTED or STAMPED)

Title

Dealer No. OR
AND: County / Office No. OR
Notary Expiration Date

NOTE: THIS DOCUMENT IS A PART OF A WASHINGTON CERTIFICATE OF TITLE, AND SHOULD BE ATTACHED TO THE CERTIFICATE OF TITLE. UNAUTHORIZED PRINTING OR REPRODUCTION OF THIS DOCUMENT IS PROHIBITED. IF ALTERED IN ANY WAY, CONTACT YOUR NEAREST LICENSE AGENT.



105 Decker Ct. (Suite 300)
Irving, TX 75062
(972) 652-3400
Fax: (972) 652-3590

October 02, 2008

Washington Department of Licensing
PO Box 9909
Olympia, WA 98507

VIN #: 2D4GP44L07R [REDACTED]

Title Number: [REDACTED]

Dear Sir or Madam:

Attached please find a vehicle title, which must be retitled into the manufacturers name appearing on the face of the title.

Chrysler Motors LLC repurchased this vehicle as a **VOLUNTARY BUYBACK**, meaning a customer satisfaction return. This is a regular transfer and should **NOT** be branded in any way as a lemon law buyback. Please return a new title to my attention as quickly as possible.

Please re-title this vehicle in accordance with the Washington State Statutes in the following name and address:

**Chrysler Motors LLC
105 Decker Court (Suite 300)
Irving, TX 75062**

Thank you for your assistance.

Very truly yours,

A handwritten signature in cursive script, appearing to read 'Amy Newlin', written over the typed name.

Amy Newlin
Title Administrator

Attachments

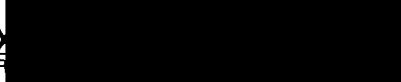
Vehicle Certificate of Ownership Application Certificate of Fact for Address Verification


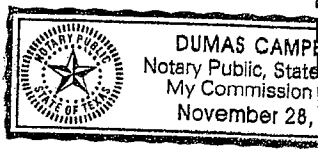
Please Type or Print Plainly

F E E S

PLATE OR TPO		COLOR #1 Top or Front Color		COLOR #2 Bottom or Rear Color		VEHICLE IDENTIFICATION (VIN) NUMBER		FILING	
MO/YR		PWR		USE		MAKE		SERIES/BODY TYPE	
2007		6		PAS		Noddy		CARAVAN	
MODEL ID		VALUE CODE		YEAR		MONORAIL		RTA EXCISE TAX	
CYCLE ENGINE OR MOTOR HOME NUMBER		FLEET CODE		EQUIPMENT#		MO REG		REG EXP DATE	
DECLARED GWT		MONTH GWT		GWT EXP		MILEAGE		CODE	
22754								PREVIOUS TITLE #	
SPECIAL OPTIONS		COUNTY OF RESIDENCE		PURCHASE PRICE		TAX JURISDICTION		TAX RATE	
<input type="checkbox"/> DAV <input type="checkbox"/> NRM <input type="checkbox"/> Native American <input type="checkbox"/> Joint Tenants With Rights Of Survivorship		<input type="checkbox"/> Leased <input type="checkbox"/> Bonded <input type="checkbox"/> Reg Only		<input type="checkbox"/> No Title Issued <input type="checkbox"/> NON-ROADWORTHY		<input type="checkbox"/> USE TAX EXEMPT: Private automobile was purchased and used by me in another state for a minimum of 90 days while I was a bonafide resident, before I entered Washington on (Must be used in WA for personal and family transportation only.) <input type="checkbox"/> GIFT: Donor previously paid Washington State sales/use tax. <input type="checkbox"/> INHERITANCE: Washington sales/use tax paid by testator. <input type="checkbox"/> Transferred to SPOUSE. <input type="checkbox"/> Sale to INDIAN IN INDIAN COUNTRY. Notarized statement is attached.		LICENSE APPLICATION INSPECTION VIN ASSIGNMENT GROSS WEIGHT GWT CREDIT (ATTACH PROOF)	
Washington State primary residence street address or Washington State principal place of business street address is required on the vehicle record (WAC 308-56A-030). For exceptions to this rule, see form TD-420-004.									
For more than two Registered or Legal Owners, please attach additional applications.									
NEW REGISTERED OWNER									
NAME Last		First				Middle Initial			
CHRYSLER MOTORS LLC									
NAME Last		First				Middle Initial			
Washington State primary residence Street Address (IF AN INDIVIDUAL) OR Washington State principal place of business Street Address (IF A BUSINESS)									
105 DECKER CT STE 300 IRVING, TX 75062									
ADDRESS CONTINUED									
MAILING ADDRESS (IF DIFFERENT THAN RESIDENCE ADDRESS) OR EXCEPTION ADDRESS									
FIRST OWNER'S WASHINGTON DRIVERS LICENSE, ID CARD OR UBI NUMBER					SECOND OWNER'S WASHINGTON DRIVERS LICENSE, ID CARD OR UBI NUMBER				
NEW LEGAL OWNER									
NAME Last		First				Middle Initial			
SAME AS ABOVE									
NAME Last		First				Middle Initial			
ADDRESS									
ADDRESS CONTINUED									
FIRST OWNER'S WASHINGTON DRIVERS LICENSE, ID CARD OR UBI NUMBER					SECOND OWNER'S WASHINGTON DRIVERS LICENSE, ID CARD OR UBI NUMBER				
DEALER'S REPORT OF SALE I certify that this information is correct. The vehicle is clear of encumbrances except as shown. Any required sales tax has been collected.									
WA DLR NO.		DEALER NAME				DATE OF SALE			
DATE OF DELIVERY		VEHICLE IS: (X) <input type="checkbox"/> NEW <input type="checkbox"/> USED <input type="checkbox"/> PREVIOUSLY TITLED				DEALER'S AUTHORIZED SIGNATURE			

Anyone who knowingly makes a false statement may be guilty of a felony under state law and upon conviction shall be punished by a fine, imprisonment or both under the laws of the State of Washington that the information I have provided on this form is true and correct.

X  Date Signed 10-3-08 Place Signed (such as City or County) IRVING TX Position, if signing for a business CHRYSLER MOTORS LLC
 X _____ Date Signed _____ Place Signed (such as City or County) _____ Position, if signing for a business _____

Registered Owner Signature		Date Signed		Place Signed (such as City or County)		Position, if signing for a business	
NOTARY SEAL OR STAMP		NOTARIZATION / CERTIFICATION Signed or attested before me on <u>10-3-08</u> Signature  Notary's Name (PRINTED or STAMPED) _____ Title _____ AND: Dealer No. OR County / Office No. OR Notary Expiration Date _____					
							



105 Decker Ct. (Suite 300)
Irving, TX 75062
(972) 652-3400
Fax: (972) 652-3590

September 17, 2008

To: Andy Black
Co: Go Dodge Southwest
Fax: 303-933-4365

From: Kimberly Walker
Zone: 71
Telephone: (972) 652-3400

BUYBACK VEHICLE:

Customer Name: [REDACTED]
Vehicle VIN: 2D4GP44L07R [REDACTED]
Model: DODGE GRAND CARAVAN SXT LWB WAGON
Color: BLUE
Year: 2007
State: WA

Regarding the repair of the above referenced vehicle, the customer complained of the following:

1. Transmission shudder and lurching when shifting.

Please attempt to have the vehicle repaired by: 10/17/2008

- If you are unable to Repair any of the above complaints, please notify ISG immediately.
- Please call before completing any repairs not related to the problems listed on this sheet.
- Once the repairs have been completed, please fax a copy of the R.O to (972) 652-3590.
- If you are unable to meet the requested vehicle repair date or if you have any questions regarding the repair of this vehicle, please call me at (972) 652-3400.

Thank you for your assistance and prompt attention to this matter.

AUBURN HILLS, MI 48326-2766

HOME: BUS: 800-215-6230 CELL:
EMAIL:

Invoice #: **291654**
Tag #: **T1569**
Customer #: **1867244**
Service Advisor: **14124 DAN SITZ**

 **GO DODGE**
Southwest
7980 W. Tufts Ave., Littleton, CO 80123
(303) 979-8600
www.gocarsandtrucks.com

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	MILEAGE OUT
BLUE	07	DODGE CARAVAN	2D4GP44107R		22756	22969
DEL DATE	PROD. DATE	WARR. EXP.	PO NO.	PAYMENT	INV. DATE	R.O. OPENED
20APR07		17:00 22SEP08		0.00	CASH	30SEP08
10:40 22SEP08						
10:35 30SEP08						
OPTIONS: STK:7R297473 ENG:3.8 Liter SFI						

Hours

Monday - Friday

7:00am - 7:00pm

Saturday

8:00am - 5:00pm

***Thank You For
Your Business!***

**We
Sell
Tires!!**

Free snow brush when next Service Performed.

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A THE TRANSMISSION SHUDDERS, CHECK AND ADVISE CAUSE:

400

400AT AUTO TRANS CONCERNS

13731 WYCAO

hrs

2	5013458AA FLUID-AUTOMATIC FC: PART#: COUNT
1	ABO: 0.00
2	ABO: 0.00
3	ABO: 0.00
4	ABO: 0.00
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96	ABO: 0.00
97	ABO: 0.00
98	ABO: 0.00
99	ABO: 0.00
100	ABO: 0.00

LABOUR:

0.01

15

OTHER:

0.00

TOTAL LINE A

\$0.00

22869 TORQUE CONVERTER CLUTCH SHUDDER 21330198 FCZZ 4.70 CHECK NGC
FOR DTC'S. NO DTC'S. NO STORED EVENT DATA. FLUID LEVEL CORRECT AND
CONDITION NORMAL. ROAD TEST VEHICLE. TORQUE CONVERTER SHUDDER PRESENT.
PERFORM TSB 21-015-07 REMOVE TRANSMISSION AND REPLACE TORQUE CONVERTER.
REINSTALL TRANSMISSION. CORRECT FLUID LEVEL. RESET VLP COUNTERS. QUICK
LEARN AND ROAD TEST A TOTAL OF 213 MILES.

4.70 CHECK NGC
CORRECT AND
SHUDDER PRESENT.
TORQUE CONVERTER.
COUNTERS QUICK

IT IS NORMAL TO GENERATE MANY WASTE BYPRODUCTS THAT REQUIRE SPECIAL DISPOSAL AND ALSO NECESSARY TO UTILIZE MANY ITEMS THAT ARE SUPPLIED IN BULK. THESE ITEMS DO NOT LEND THEMSELVES TO BE BILLED INDIVIDUALLY. THESE ITEMS ARE ACCOUNTED FOR AS SHOP SUPPLY CHARGES ON YOUR INVOICE

ALL PARTS ARE NEW ORIGINAL EQUIPMENT MANUFACTURER PARTS UNLESS OTHERWISE INDICATED.	
SHOP SUPPLY COSTS: We have included a charge equal to 12.5% of the total cost of labor, not to exceed \$49.99. In the Misc. Charges amount for shop supplies used in connection with this repair.	
WARRANTY STATEMENT AND DISCLAIMER: PLEASE SEE THE DEALERSHIP'S LIMITED WARRANTY ON THE REVERSE SIDE OF THIS REPAIR INVOICE.	
By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you. The vehicle is being returned to you in exchange for your payment of the Amount Due.	
DATE	CUSTOMER SIGNATURE
	AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE
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
ADJUSTMENTS	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

THANK YOU

DAMAGE NOTIFICATION

I/We, [REDACTED] declare that the 2007 Dodge Grand Caravan Sxt Lwb Wagon vehicle identification number 2D4GP44L07R [REDACTED] being returned to Chrysler Motors LLC on this date, HAS / HAS NOT (Circle One) previously been involved in an accident.

If there has been Damage, has it been repaired? _____ Yes 7 No

If the vehicle has had accident damage repaired, please describe briefly the areas of the damage and the approximate cost of the repairs made here:

NONE

Received
SEP 18 2008
I. S. G.

[REDACTED]

2nd Owner Signature (if Applicable)

9-15-08
Date

9-15-08
Date

IMPARTIAL SERVICES GROUP, INC.
VEHICLE PICK-UP REQUEST

Date: September 17, 2008
To: Lyn Tetreau

Telephone
Fax:

989-269-2161
989-269-6266

Customer Name: [REDACTED]
Zone: 71
VIN: 2D4GP44L07R [REDACTED]
Year: 2007
Model: DODGE GRAND CARAVAN SXT LWB WAGON
Color: BLUE
Brake/Steering: No

ATTENTION DRIVER

Call 24 hours in advance before going to pick up the vehicle to ensure that the contact will be available to assist you when you arrive.

Pick Up Name: Dishman Dodge
Address: East 7700 Sprague Avenue
City: Spokane
State: WA
Zip Code: 99212
Telephone: 509-924-3250
Contact Name: Richard Bowman & Tom Main

Special Remarks:
Delivery Name: Go Dodge Southwest
Street Address: 7980 W Tufts Avenue
City: Littleton
State: CO
Zip Code: 80123
Telephone: 303-972-6300, (cell 303-917-0114 emer)
Contact Name: Andy Black

ATTENTION DRIVER

Call TransLogic at 989-269-2161 if you have any problems picking up this vehicle at the dealership.

TRANSLOGIC USE ONLY

Date Received:	
Transportation Cost Estimate:	
Delivery Completed By:	
Special Requirments:	
Signature:	

**IMPARTIAL SERVICES GROUP, INC.
VEHICLE PICK-UP REQUEST**

Date: September 30, 2008
To: Lyn Tetreau

Telephone
Fax:

989-269-2161
989-269-6266

Customer Name: [REDACTED]
Zone: 71
VIN: 2D4GP44L07R [REDACTED]
Year: 2007
Model: DODGE GRAND CARAVAN SXT LWB WAGON
Color: BLUE
Brake/Steering: No

*****ATTENTION DRIVER*****

Call 24 hours in advance before going to pick up the vehicle to ensure that the contact will be available to assist you when you arrive.

Pick Up Name: Go Dodge Southwest
Address: 7980 W Tufts Avenue
City: Littleton
State: CO
Zip Code: 80123
Telephone: 303-972-6300, (cell 303-917-0114 emer)
Contact Name: Andy Black

Special Remarks:
Delivery Name: (Marshalling)Denver Auto Auction
CHRYSLER CORPORATE CAR
Street Address: 17500 E. 32nd Avenue
City: Aurora
State: CO
Zip Code: 80011
Telephone: 303-343-3443/800-822-1177
Contact Name: Gloria Gallardo (gloria.gallardo@manheim.com)

*****ATTENTION DRIVER*****

Call TransLogic at 989-269-2161 if you have any problems picking up this vehicle at the dealership.

TRANSLOGIC USE ONLY

Date Received:	
Transportation Cost Estimate:	
Delivery Completed By:	
Special Requirments:	
Signature:	

Release of Vehicle

In order to expedite the transport of VIN # 2D4GP44L07R [REDACTED], for DONALD [REDACTED] please provide the following information:

Is this the physical vehicle location? ✓ Yes No

Dishman Dodge
East 7700 Sprague Avenue
Spokane, WA 99212

If no, please provide vehicle's location:

Two contact names with phone number for persons who will physically release the unit:

Tom Maine 924-3250
Richard Bowman 924-3250

Date Vehicle is Releasable: 9-16-08

Sign: Richard Bowman Date: 9-16-08

Title: CUST SERVICE MGR.

Please fax this release back to ISG, Attn: Seneca Jefferson at (972) 652-3590 so that we may remove the vehicle from your lot as soon as possible. The vehicle will not be scheduled for tow until the vehicle is releasable and this form is returned to ISG.

Dealer Complete

ASSIGNMENT OF SALES TAX REFUND

[REDACTED] hereby assigns to Chrysler Motors LLC any and all rights to a refund of the Sales Tax in connection with the repurchase of the following Chrysler vehicle, pursuant to lemon law.

VIN# 2D4GP44L07R [REDACTED]



9-15-08

Date

9-15-08

ODOMETER DISCLOSURE STATEMENT

Federal law (and State law, if applicable) requires that you state the mileage upon Transfer of ownership. Failure to complete or providing a false statement may result in fines and/or imprisonment.

I, [REDACTED] (transferor's name, Print)

state that the odometer now reads 22,756 (no tenths) miles and to the best of my knowledge that it reflects the actual mileage of the vehicle described below, unless otherwise indicated.

- ☐ (1) Actual Mileage.
- ☐ (2) I hereby certify that to the best of my knowledge the odometer reading reflects the amount of mileage in excess of its mechanical limits.
- ☐ (3) I hereby certify that the odometer reading is NOT the actual mileage. WARNING - ODOMETER DISCREPANCY.

MAKE	MODEL	BODY TYPE
DODGE	DODGE GRAND CARAVAN SXT	LWB WAGON
VEHICLE IDENTIFICATION NUMBER		YEAR
2D4GP44L07R [REDACTED]		2007

X [REDACTED]

PRINTED NAME [REDACTED]

TRA [REDACTED]

CITY Colbert STATE WA ZIP CODE [REDACTED]

DATE OF STATEMENT 9-15-08

X [REDACTED]

PRINTED NAME [REDACTED]

TRANSFEREE'S ADDRESS (STREET) Colbert

CITY Colbert STATE WA ZIP CODE [REDACTED]

[REDACTED] STATE WA State of License WA

POWER OF ATTORNEY

KNOW ALL MEN BY THESE PRESENTS

That I, _____

Residing at _____ COLBERT, WA _____

do hereby make, constitute and appoint _____

As my true and lawful attorney to execute and sign such papers, including affidavits respecting representation herein, as are necessary under the laws of the State of Washington to make assignment on a Washington Certificate of Title in my name for the following motor vehicle or to apply on my behalf for a Washington Certificate of Title in my name covering the following motor vehicle:

YEAR 2007 MAKE/MODEL DODGE GRAND CARAVAN SXT LWB WAGON

Mfr.'s SERIAL NO. 2D4GP44L07R _____

BODY TYPE _____

X _____

X _____

CO-SIGNED

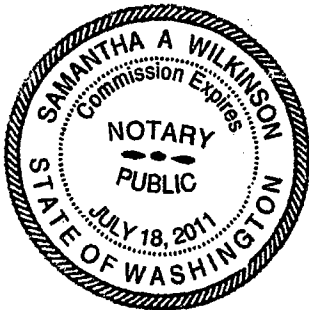
SWORN TO BEFORE ME, A NOTARY PUBLIC, IN AND FOR SAID COUNTY,

THIS 15 DAY OF Sept, 2008.

Samantha A Wilkinson

NOTARY PUBLIC

MY COMMISSION EXPIRES 20 11





RELEASE OF INTEREST / POWER OF ATTORNEY

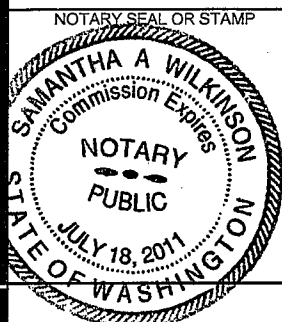
VEHICLE PLATE/VESSEL REG.NO.		VEHICLE OR HULL IDENTIFICATION NUMBER (VIN OR HIN)	
		2D4GP44L07R	
YEAR	MAKE	SERIES/BODY TYPE	TITLE NUMBER
2007	Chrysler	DODGE GRAND CARAVAN SXT LWB WAGON	

LIENHOLDER'S RELEASE OF INTEREST **REQUIRES NOTARIZATION/CERTIFICATION, UNLESS A BUSINESS ENTITY**
MUST BE ACCOMPANIED BY CERTIFICATE OF TITLE OR COMPLETED, NOTARIZED/CERTIFIED AFFIDAVIT OF LOSS OF TITLE, FORM TD-420-040.
I (We) release all interest in the above described vehicle/vessel.

TYPE OR PRINT LIENHOLDER NAME / BUSINESS / COMPANY	SIGNATURE OF PERSON RELEASING INTEREST	TITLE FOR BUSINESS / COMPANY
TYPE OR PRINT LIENHOLDER NAME / BUSINESS / COMPANY	SIGNATURE OF PERSON RELEASING INTEREST	TITLE FOR BUSINESS / COMPANY

REGISTERED OWNER'S RELEASE OF INTEREST **REQUIRES NOTARIZATION/CERTIFICATION**
I (We) release all interest in the above described vehicle/vessel.

SIGNATURE OF REGISTERED OWNER



NOTARIZATION / CERTIFICATION

State of Washington
County of Spokane

Signed or attested before me on _____

by _____
Printed Name of Person Signing Document

Signature Samantha A. Wilkinson
Notary / Agent Signature

Notary's Name (PRINTED or STAMPED) Samantha A. Wilkinson

Title Notary / Agent AND: Dealer No. OR
County / Office No. OR 7-18-11
Notary Expiration Date

POWER OF ATTORNEY **REQUIRES NOTARIZATION/CERTIFICATION**

TO: THE DEPARTMENT OF LICENSING
Title & Registration Services
Olympia, Washington
And To Whom It May Concern

I appoint Chrysler Motors LLC to act as my attorney-in-fact to sign all papers and documents that may be necessary in order to secure, or release, Washington title and/or registration for the vehicle/vessel described above. I agree to guarantee and save the State of Washington, and the Director of Licensing, from all responsibility for any legal action which might arise from the issuance of a Washington certificate of title and/or registration for this vehicle/vessel.

DONALD MARC KIEHN NANCY L KIEHN		
TYPE OR PRINT NAME OF PERSON GRANTING POWER OF ATTORNEY	SIGNATURE OF PERSON GRANTING POWER OF ATTORNEY	* DOL CUSTOMER ACCOUNT NUMBER
TYPE OR PRINT NAME OF PERSON GRANTING POWER OF ATTORNEY	SIGNATURE OF PERSON GRANTING POWER OF ATTORNEY	* DOL CUSTOMER ACCOUNT NUMBER

NOTARIZATION / CERTIFICATION

State of Washington
County of _____

Signed or attested before me on _____

by _____
Printed Name of Person Signing Document

Signature _____
Notary / Agent Signature

Notary's Name (PRINTED or STAMPED) _____

Title _____ AND: Dealer No. OR
County / Office No. OR
Notary Expiration Date

* The DOL CUSTOMER ACCOUNT NUMBER is found on the Washington Driver's License or Identification Card (12 characters), or the owner is a business, it will be the UBI number found on the business Registration and License Document (9 digits).

The Department of Licensing has a policy of providing equal access to its services. If you need special accomodation, please call (360) 902-3600 or TTY (360) 664-8885.

17879280 - 11/3081032

#12

Page 1 of 1

Chrysler

DISCLOSURE NOTICE

Rev. 08/07

(Check One)

- ☐ In an effort to promote customer satisfaction, this vehicle was repurchased by Chrysler Motors LLC due to the problem(s) listed below.
- ☒ This vehicle was repurchased by Chrysler Motors LLC pursuant to consumer warranty laws due to the defect(s)/nonconformity(ies) listed below.

VIN	YEAR	MAKE	MODEL
2D4GP44L07R	07	DODGE	GRAND CARAVAN EXT LWB WAGON

Reported Problem(s):

1. Transmission shudder and lurching when shifting.
- 2.
- 3.
- 4.
- 5.

Date Repaired or Other Comments:

1. 09/30/08 Replaced the torque converter.
- 2.
- 3.
- 4.
- 5.

Additional Information:

Chrysler Motors LLC Representative Signature

11/13/2008
DateCathy Bullette, agent
Auction Representative Signature/Title 11/13/2008
Date

The signature of the dealer representative constitutes agreement by the dealer that disclosure of the above information will be made to the retail customer at the time of sale of this vehicle as provided by law in the state in which it is resold. The dealer agrees to defend, indemnify, and hold harmless Chrysler Motors LLC from all claims, causes of action, or any other liability arising from or related to the dealer's failure to make proper disclosure of the above information, whether or not disclosure is required by state or federal law. Chrysler Motors LLC provides a supplemental Limited Warranty for a period of 12 months with unlimited mileage effective with the date of purchase or lease of this vehicle by the subsequent retail buyer. Additionally, this vehicle may be eligible for any remaining new vehicle warranty coverage.

* Elizabeth M. H. M. Clerk 11-13-08
Dealer Representative Signature/Title Date* Elizabeth M. H. M. 60015
Printed Name Dealer CodeChrysler World Inc,
Dealership Name WI State

Customer Acknowledgement/Signature Date

Printed Name

Street & No. City or Town and State

THIS CONTRACT HAS A BINDING ARBITRATION PROVISION**VEHICLE DISPUTE RESOLUTION PROCESS - BINDING ARBITRATION**Vehicle Identification Number: 2D4GP44L077

THE CUSTOMER UNDERSTANDS THAT HE/SHE HAS A RIGHT TO HAVE ANY DISPUTES DECIDED IN COURT BUT HAS AGREED TO HAVE ANY SUCH DISPUTE DETERMINED BY ARBITRATION IN ORDER TO AVOID THE BURDEN, EXPENSE AND UNCERTAINTY OF THE JUDICIAL PROCESS. ARBITRATION IS A PROCESS BY WHICH TWO OR MORE PARTIES RESOLVE A DISPUTE THROUGH THE USE OF A THIRD PARTY NEUTRAL.

AS A CONDITION OF SALE, THE DEALER, THE AUCTION REPRESENTATIVE AND THE RETAIL CUSTOMER AGREE THAT BINDING ARBITRATION IS THE SOLE AND EXCLUSIVE REMEDY FOR ANY DISPUTE, CONTROVERSY OR CLAIM ARISING OUT OF OR RELATING TO THIS VEHICLE. THIS INCLUDES, BUT IS NOT LIMITED TO CLAIMS ARISING UNDER THE SUPPLEMENTAL LIMITED WARRANTY, ANY REMAINING WARRANTY COVERAGE OR FAILURE TO MAKE PROPER DISCLOSURE OF THE VEHICLE'S HISTORY. YOU MAY NOT BRING A SEPARATE LAWSUIT. PERSONAL INJURY OR OTHER PRODUCT LIABILITY SUITS ARE NOT SUBJECT TO THIS PROCESS.

QUALIFYING CLAIMS WILL BE ADMINISTERED BY THE NATIONAL CENTER FOR DISPUTE SETTLEMENT. A COPY OF THE RULES ARE AVAILABLE BY CALLING 1-800-777-8119 OR AT WWW.NCDSUSA.ORG. BY AGREEING TO ARBITRATE, A PARTY FORGOES NO SUBSTANTIVE RIGHTS. POTENTIAL RECOVERY IS THE SAME AS THAT AVAILABLE UNDER RELEVANT STATE AND FEDERAL LAWS, AND THE ARBITRATORS HAVE DISCRETION TO AWARD REASONABLE AND CUSTOMARY ATTORNEY AND EXPERT WITNESS FEES. JUDGMENT ON THE AWARD OF THE ARBITRATOR MAY BE ENTERED IN ANY COURT OF COMPETENT JURISDICTION.

THE CUSTOMER ACKNOWLEDGES THAT THE PRICE ESTABLISHED FOR THE VEHICLE REFLECTS:

(1) THE SUPPLEMENTAL LIMITED WARRANTY PROVIDED BY CHRYSLER (2) ANY REMAINING WARRANTY COVERAGE (3) THE PRECEDING DISCLOSURES AND (4) THE POTENTIAL REDUCTION IN LEGAL COSTS RESULTING FROM THE AGREEMENT TO ARBITRATE.

THE CUSTOMER FURTHER ACKNOWLEDGES THAT THIS TRANSACTION AFFECTS INTERSTATE COMMERCE AND IS GOVERNED BY THE FEDERAL ARBITRATION ACT. THIS IS A KNOWING AND WILLING WAIVER OF ANY RIGHT TO A JURY TRIAL OR OTHER JUDICIAL OR ADMINISTRATIVE DETERMINATION.

* Elizabeth Muzgaj 11-13-08
DEALER/REPRESENTATIVE SIGNATURE DATE

CUSTOMER SIGNATURE DATE

* Elizabeth Muzgaj Clerk
PRINTED NAME AND TITLE

PRINTED NAME

Chrysler World Inc
DEALERSHIP NAME

ADDRESS

60015 - Abrams, WI 54101
DEALER CODE AND CITY, STATE AND ZIP

CUSTOMER CITY, STATE AND ZIP CODE

Cathy Gillette 11-13-08
AUCTION REPRESENTATIVE SIGNATURE DATE

CATHY GILLETTE, agent
PRINTED NAME AND TITLE

VIN: 2D4GP44L077291473

Chrysler

DISCLOSURE NOTICE

Rev. 08/07

(Check One)

- ☐ In an effort to promote customer satisfaction, this vehicle was repurchased by Chrysler Motors LLC due to the problem(s) listed below.
- ☒ This vehicle was repurchased by Chrysler Motors LLC pursuant to consumer warranty laws due to the defect(s)/nonconformity(ies) listed below.

VIN	YEAR	MAKE	MODEL
2D4GP44L07F [REDACTED]	07	DODGE	GRAND CARAVAN SXT LWB WAGON

Reported Problem(s):

1. Transmission shudder and lurching when shifting.

2. _____

3. _____

4. _____

5. _____

Date Repaired or Other Comments:

1. 09/30/08 Replaced the torque converter.

2. Received

3. JAN - 5 2009

4. I.S.G.

5. _____

Additional Information: _____

Tom IV 11/13/2008
Chrysler Motors LLC Representative Signature Date

Cathy Sillette, agent 11/13/2008
Auction Representative Signature/Title Date

The signature of the dealer representative constitutes agreement by the dealer that disclosure of the above information will be made to the retail customer at the time of sale of this vehicle as provided by law in the state in which it is resold. The dealer agrees to defend, indemnify, and hold harmless Chrysler Motors LLC from all claims, causes of action, or any other liability arising from or related to the dealer's failure to make proper disclosure of the above information, whether or not disclosure is required by state or federal law. Chrysler Motors LLC provides a supplemental Limited Warranty for a period of 12 months with unlimited mileage effective with the date of purchase or lease of this vehicle by the subsequent retail buyer. Additionally, this vehicle may be eligible for any remaining new vehicle warranty coverage.

Debra Streckenbach 12/29/08
Dealer Representative Signature/Title Date

Debra Streckenbach 60015
Printed Name Dealer Code

Chrysler World Inc., WI
Dealership Name State

[REDACTED] 12-29-08
[REDACTED] Date
[REDACTED]
[REDACTED]
[REDACTED] Green Bay, WI
[REDACTED] City or Town and State

THIS CONTRACT HAS A BINDING ARBITRATION PROVISION
VEHICLE DISPUTE RESOLUTION PROCESS - BINDING ARBITRATION

15386
Original Received
JAN - 5 2009
I.S.G.

Vehicle Identification Number: 2D4GP44L07R [REDACTED]

THE CUSTOMER UNDERSTANDS THAT HE/SHE HAS A RIGHT TO HAVE ANY DISPUTES DECIDED IN COURT BUT HAS AGREED TO HAVE ANY SUCH DISPUTE DETERMINED BY ARBITRATION IN ORDER TO AVOID THE BURDEN, EXPENSE AND UNCERTAINTY OF THE JUDICIAL PROCESS. ARBITRATION IS A PROCESS BY WHICH TWO OR MORE PARTIES RESOLVE A DISPUTE THROUGH THE USE OF A THIRD PARTY NEUTRAL.

AS A CONDITION OF SALE, THE DEALER, THE AUCTION REPRESENTATIVE AND THE RETAIL CUSTOMER AGREE THAT BINDING ARBITRATION IS THE SOLE AND EXCLUSIVE REMEDY FOR ANY DISPUTE, CONTROVERSY OR CLAIM ARISING OUT OF OR RELATING TO THIS VEHICLE. THIS INCLUDES, BUT IS NOT LIMITED TO CLAIMS ARISING UNDER THE SUPPLEMENTAL LIMITED WARRANTY, ANY REMAINING WARRANTY COVERAGE OR FAILURE TO MAKE PROPER DISCLOSURE OF THE VEHICLE'S HISTORY. **YOU MAY NOT BRING A SEPARATE LAWSUIT.** PERSONAL INJURY OR OTHER PRODUCT LIABILITY SUITS ARE NOT SUBJECT TO THIS PROCESS.

QUALIFYING CLAIMS WILL BE ADMINISTERED BY THE NATIONAL CENTER FOR DISPUTE SETTLEMENT. A COPY OF THE RULES ARE AVAILABLE BY CALLING 1-800-777-8119 OR AT WWW.NCDSUSA.ORG. BY AGREEING TO ARBITRATE, A PARTY FORGOES NO SUBSTANTIVE RIGHTS. POTENTIAL RECOVERY IS THE SAME AS THAT AVAILABLE UNDER RELEVANT STATE AND FEDERAL LAWS, AND THE ARBITRATORS HAVE DISCRETION TO AWARD REASONABLE AND CUSTOMARY ATTORNEY AND EXPERT WITNESS FEES. JUDGMENT ON THE AWARD OF THE ARBITRATOR MAY BE ENTERED IN ANY COURT OF COMPETENT JURISDICTION.

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Debra Streckenbach 12/29/08
DEALER/REPRESENTATIVE SIGNATURE DATE

Debra Streckenbach
PRINTED NAME AND TITLE

Chrysler World Inc
DEALERSHIP NAME

60015 - Abrams, WI 54101
DEALER CODE AND CITY, STATE AND ZIP

Cathy Gillette 11-13-08
AUCTION REPRESENTATIVE SIGNATURE DATE

CATHY GILLETTE, agent
PRINTED NAME AND TITLE

[REDACTED] 12-29-08
DATE

[REDACTED]
ADDRESS
Green Bay, WI
CUSTOMER CITY, STATE AND ZIP CODE

VIN: 2D4GP44L07R297473

17879260

Remit To:

Page 1

Invoice No.
108_1233777Invoice Date:
10/14/08Service Date:
10/01/08210 Pigeon Road
Bad Axe MI 48413
989-269-2161 FAX 989-269-8582Manheim Denver
ATTN: Accounts Payable
17500 East 32nd Ave
Aurora, CO 80011TERMS: Due on Receipt
TOTAL AMOUNT DUE \$ 770.00

TOTAL AMOUNT PAID _____

Customer No: 319

INVOICE

PO# ZONE 71

Vehicle: 2007 Dodge Grand Caravan Blue

VIN: 2D4GP44L07R

Odometer:

Tag No:

State:

Owner:

Tow Information

Location: Dishman Dodge; E 7700 Sprague Ave; Spokane; W
Destination: Go Dodge Southwest

Date: 09/18/08

Time: 11:37:27 A

Re-Tow Information

Location: Go Dodge Southwest
Destination: Manheim Denver

Date: 10/01/08

Time: 9:53:07 AM

DETAIL

Spokane, WA - Littleton, CO	615.00
Supplemental Charge	61.50
615 Charge(s) at \$0.10/Charge = \$61.5	
Littleton, CO - Manheim Denver	85.00
Supplemental Charge	8.50
85 Charge(s) at \$0.10/Charge = \$8.5	
Total	770.00

From: [REDACTED]
To: customerassistre@chrysler.com
Date: Mon Sep 29 22:08:50 EDT 2008
Subject: Chrysler LLC Customer Assistance
Form Selected:

Category: Recall Information
Brief Description:

My headlights will turn off without reason.

Comments:

My headlights will turn off when I drive at night at any given moment.
Sometimes, I can turn off and back on but, just tonight I couldn't and
Thank God I was only a few blocks from home. Does this require a recall?

Sender Information:

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

From: customerassistre@chrysler.com
To: [REDACTED]
Date: Wed Oct 01 09:32:19 EDT 2008
Subject: Re: Chrysler LLC Customer Assistance
Dear April:

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

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

We regret that you are experiencing problems with the headlights of your vehicle and it is too risky to drive. It is our suggestion that you visit the nearest dealership in your vicinity at the earliest.

We also request you to seek out the dealerships that are known for excellence in customer service - our Five Star dealers. Visit <http://www.fivestar.com>, or call 1-800-677-5-STAR.

If your concerns are still not resolved after consulting another dealer, please contact our office at 1-800-992-1997, 8:00 A.M. to 5:00 P.M., Monday through Friday, to speak with one of our trained Customer Service Representatives.

Thanks again for your email.

Sincerely,

Paddy Louis

Customer Service Representative
Chrysler Customer Assistance Center

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

REFERENCE NUMBER: 17949487

EMAIL CASE NUMBER: 2107567

REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM5991279I25261L0KM&

Original Message Follows:

Recall Information - Dodge Brand Site

Brief Description:

My headlights will turn off without reason.

Comments:

My headlights will turn off when I drive at night at any given moment.

Sometimes, I can turn off and back on but, just tonight I couldn't and

Thank God I was only a few blocks from home. Does this require a recall?

VIN:

5R

Mileage:

70000

Servicing Dealer:

Title:

Ms.

First Name:

Middle

Last Name

Address

Address 2:

City:

Royse City

State:

TX

Zip:

Email:

Home Phone

From: [REDACTED]
To: customerassist@chrysler.com
Date: Sun Oct 26 20:10:27 EDT 2008
Subject: Chrysler LLC Customer Assistance
Form Selected:

Category: US Customer Service
Brief Description:

Town and Country electrical problem
Comments:

I am having electrical problems with my van, I have taken it to two Chrysler dealerships and two garages and NO ONE can find the problem. I cannot drive my car as the headlights and dashlights shut on and off while driving, which means I cannot transport my children anywhere after dark. Please, please help. I am at the end here.

Sender Information:

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

From: customerassist@chrysler.com
To: [REDACTED]
Date: Tue Oct 28 15:17:53 EDT 2008
Subject: Re: Chrysler LLC Customer Assistance
Dear Meghan:

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

We regret the problem with your vehicle and appreciate the time and effort you took to bring this matter to our attention. Your concerns, particularly in view of the expense and inconvenience involved in this issue, are understandable.

In response to your email, we request you to call the Customer Assistance Center at 1-800-992-1997 between 8:00 a.m. and 5:00 p.m. Monday through Friday (in all Time Zones). It is necessary to discuss this issue with you directly.

When calling the Customer Assistance Center, please have your Reference (CAIR) number and the following information handy:

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

We have Customer Service Representatives available to address your questions and concerns.

Thanks again for your email.

Sincerely,

Sean Matthew
Customer Service Representative
Chrysler Customer Assistance Center

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

REFERENCE NUMBER: 18028517

EMAIL CASE NUMBER: 2123903

REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM6037058I25261L0KM&

Original Message Follows:

US Customer Service - Chrysler Brand Site

Brief Description:

Town and Country electrical problem

Comments:

I am having electrical problems with my van, I have taken it to two Chrysler

dealerships and two garages and NO ONE can find the problem. I cannot drive

my car as the headlights and dashlights shut on and off while driving,

which means I cannot transport my children anywhere after dark.

Please,
please help. I am at the end here.

VIN:

5R

Mileage:

64000

Servicing Dealer:

Kasper Chrysler Sandusky

Title:

First Name

Middle

Last Name

Address

Address 2

City:

Medina

State:

OH

Zip:

Email:

Home Phone

From: [REDACTED]
To: customerassist@chrysler.com
Date: Thu Nov 06 12:13:57 EST 2008
Subject: Chrysler LLC Customer Assistance
Form Selected:

Category: US Customer Service
Brief Description:

2005 Dodge Grand Caravan with a 3.3 liter engine: The instrument cluster and headlights flicker and gauges drop to zero.

Comments:

Sender Information:

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

From: customerassist@chrysler.com
To: [REDACTED]
Date: Thu Nov 06 14:04:19 EST 2008
Subject: Re: Chrysler LLC Customer Assistance
Dear Arif:

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

We regret to read of your dissatisfaction and appreciate the time and effort you took to write to us regarding your concern.

In response to your email, we suggest that you give your local dealer the opportunity to assist you. Given the many variables involved we are unable to diagnose your vehicle problem via email. Their service personnel at the dealership have the factory training, equipment, and information available to diagnose and correct concerns with our vehicles.

In addition, we would like to inform you that our records indicate that your vehicle (1D4GP24R65B324731) is involved in the factory recall campaign listed below.

Recall Campaign # F06 UNDERBODY HEATER HOSES.

If you are having any concern, we suggest that you please contact your local authorized Dodge dealership for an inspection and for the repairs. The recall services are performed free of charge and do not require recall notification letter. Recall repairs can be performed at any point of time by any authorized Dodge dealership.

Should you have any concern, please feel free to contact us.

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

Sincerely,

Dafie Brown
Customer Service Representative
Chrysler Customer Assistance Center

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

REFERENCE NUMBER: 18062776

EMAIL CASE NUMBER: 2130102

REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM6051066I25261L0KM&

Original Message Follows:

US Customer Service - Dodge Brand Site

Brief Description:

2005 Dodge Grand Caravan with a 3.3 liter engine: The instrument cluster and headlights flicker and gauges drop to zero.

Comments:

VIN:

5B [REDACTED]

Mileage:

87800

Servicing Dealer:

Title:

Mr.

First Name:

Middle

Last N

Addres

Addres

City:

Houston

State:

TX

Zip:

Email:

Home P

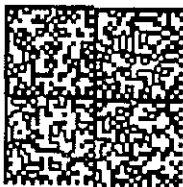
LISA MADIGAN

ATTORNEY GENERAL
STATE OF ILLINOIS
500 South Second Street
Springfield, IL 62706



UX31

**PRESORTED
FIRST CLASS**



Hasler

016H26506516

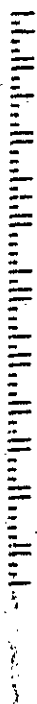
\$00.47

11/03/2008

Mailed From 62701

US POSTAGE

16HUP31 48326





5R199208

OFFICE OF THE ATTORNEY GENERAL
STATE OF ILLINOIS

Lisa Madigan
ATTORNEY GENERAL

November 3, 2008

RECEIVED
NOV 10 REC'D
SPECIAL INVESTIGATIONS

Daimler Chrysler *****
Attn: Customer Call Center
1000 Chrysler Drive
Auburn Hills, MI 48326-2766

Re: [REDACTED]
File No: 2008-CONSC-00225771

Dear Sir/Madam:

The Consumer Protection Division, of the Office of the Attorney General received a consumer complaint involving your business. We have enclosed a copy of the complaint for your examination.

We would appreciate your review and response to the complaint, as well as any suggestions for a potential resolution. Please include copies of any substantiating documents which relate to this complaint with your response. If the matter has been resolved, we would appreciate knowing it.

Please provide a response within ten days. All communications must be in writing. Direct all correspondence to Consumer Protection Division, Office of Attorney General, 500 South Second Street, Springfield, IL 62706. Refer to the above mentioned file on all correspondence.

Sincerely,

ATTORNEY GENERAL
State of Illinois

Sally Boyle

Sally Boyle
Citizen's Advocate
Consumer Protection Division
(217)782-9243

enclosure



LISA MADIGAN

Illinois Attorney General
Consumer Fraud Bureau
500 South Second Street
Springfield, IL 62706
217-782-1090

1-800-243-0618 (Toll free in IL)

TTY: 1-877-844-5461

www.IllinoisAttorneyGeneral.gov

Office Use Only

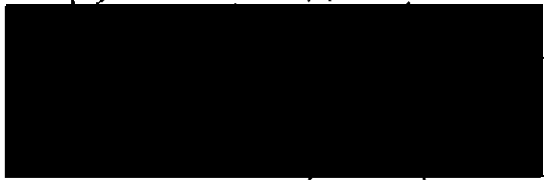
CLMS: _____

AG: _____

Fill out the form online, then print and mail to the address above. Include copies (no originals please) of any supporting documents.

YOUR INFORMATION NAME OF SELLER OR PROVIDER OF SERVICE

Name: Mr., Mrs., Ms. (circle one)



Name:

Sam Leman Dodge

Address:

161 Detroit Ave 61550

City: State: Zip code: County:

Mackinaw IL [redacted] Tazewell

City: State: Zip code:

Morton IL 61550

Your Telephone Number:

Daytime

Evening

Telephone (309) 263-2345

Website:

Additional seller or provider of service involved in transaction:

Name:

Address:

City: State: Zip code:

Telephone ()

Website:

Are you a senior citizen?

Yes ☒ No ☐

Who referred you to this office?

A local lawyer

Has this matter been submitted to another government agency, an arbitration service, or to an attorney? Yes ☐ No ☒

If yes, please give name, address, telephone number #.

Is court action pending? Yes ☐ No ☐

INFORMATION ABOUT THE TRANSACTION

Date of Transaction:

Did you sign a contract?

Yes ☒ No ☐

(If yes, please attach a copy)

Date contract was signed:

6, 29, 2004

Was the product or service advertised? Yes ☒ No ☐ When?

(Please attach a copy of the advertisement, if available)

Car 2005 Dodge Caravan

How was the service advertised?

- ☒ Newspaper/magazine
- ☐ Radio advertisement
- ☒ Television advertisement
- ☐ Internet advertisement
- ☐ E-mail solicitation
- ☒ Direct mail solicitation
- ☒ Telephone solicitation
- ☐ Yellow pages of the telephone book
- ☐ Facsimile solicitation
- ☐ Door-to-door solicitation
- ☒ Display at merchant's place of business
- ☐ Display at a trade show/convention, etc.
- ☐ Other

Car Loan Thru CEFU 1 yr. to 80
Total Cost of product/service: \$ 30,549.00 ON 10%N

Amount paid to date/down payment: \$ 24,467.60 5,081.40

Method of payment (check one) (Please attach a copy)

Cash ☐ Check ☐ Money Order ☐ Credit Card ☐ Debit Card ☐ Bank Draft ☐
Wire Transfer ☐ Automatic Debit ☐ Other _____

If you paid with a credit card, have you contacted your credit card company to register a dispute? Yes ☐ No ☐

(Under the Federal Fair Credit Billing Act, you have 60 days from the time that you receive your statement to dispute the charge.)

Where did the transaction take place?

- ☐ At my home
☐ Over the telephone
☐ By mail
☐ Over the Internet
☐ Trade show/convention/home show
☒ At the firm's place of business
☐ By facsimile
☐ Other (please specify) _____
☐ There was no transaction

Have you complained to the company or individual?

Yes ☒ No ☐ Both

If yes, provide name and phone number of the individual(s):

Sam Lemen Dodge 309-263-2345
Dodge Corporation Complaint Dept.

FOR COMPLAINTS REGARDING MOTOR VEHICLES, PLEASE COMPLETE THIS BOX:

Make: <u>Dodge</u>	Model: <u>CARAVAN</u>	Year: <u>2005</u>	New: Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	As-Is: Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
Warranty: Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	Name of Extended Warranty: <u>Dodge</u>	Purchase Date: _____	Current Mileage: <u>73,000</u>	Mileage at Purchase: <u>New 14 miles</u>
Expiration Date: <u>Expired 6-08</u>				

Briefly describe the transaction and your complaint. You may use additional sheets if necessary. Please attach copies of all contracts, letters, receipts, cancelled checks (front and back), advertisements, or any other documents that relate to your complaint. PLEASE DO NOT SEND ORIGINALS.

I have fought with Lemen since 2004 over Headlights
 They will not turn on at times
 will not turn off at times
 will Blink or flash off + on
 will go off at 70 m.p.h. and hour going down Interstate
 at first they replaced switches + sensors or module
 Then they said they could not duplicate problem, therefore
 could not fix.
 This does not happen necessarily daily or week w, but but
 almost monthly. whenever it wants to. I imagine driving 70 mph
 at night and have headlights go out. Put that on our tombstone

What form of relief are you seeking? (E.g. exchange, repair, money back, product delivery, etc.) Not Only Repaired Problem Repaired at No Expense to me But also saved

READ THE FOLLOWING BEFORE SIGNING BELOW:

In filing this complaint, I understand that the Attorney General is not my private attorney, but rather enforces laws designed to protect the public from misleading or unlawful business practices. I also understand that if I have any questions concerning my legal rights or responsibilities, I should contact a private attorney. I have no objection to the contents of this complaint being forwarded to the business or the person the complaint is directed against, unless box checked below. The above complaint is true and accurate to the best of my knowledge.

Signature _____

Date: 7-28-08

Assigned

☐ Check here if you only want to notify our office of your concerns and do not want a mediation process initiated.

Please print and send the completed form to the address at the top of this complaint form.

Incomplete forms may be returned.

We took a June 2005 Dodge Caravan for trouble with lights on trip. I had a 66,000 mile electronic warranty ended this spring. 2000 drive train ended in June, 2008

Sam Leman

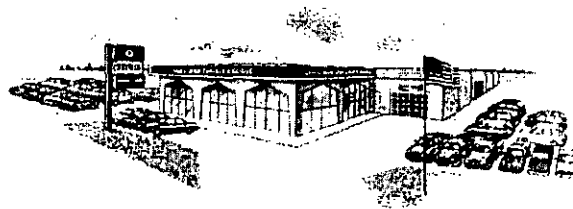
CHRYSLER • DODGE

161 DETROIT AVENUE

MORTON, ILLINOIS 61550

(309) 263-2345

(309) 673-2345



*Star
Award for
Excellence*
SINCE 1988

CUSTOMER NO. 14260	ADVISOR JANELLA BROWN	2015	TAG NO. 2826	INVOICE DATE 01/06/05	INVOICE NO. DOCS51146
[REDACTED] MACKINAW, IL [REDACTED]	LABOR RATE	[REDACTED]	MILEAGE 10,188	COLOR INFERNO RED	STOCK NO. D7172
	YEAR / MAKE / MODEL 05/DODGE TRUCK/CARAVAN/GRAND SPORT F			DELIVERY DATE 06/29/04	DELIVERY MILES 14
	VEHICLE I.D. NO. 2 D 4 G P 4 4 L X 5 R			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE 01/06/05		
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS			
					MO: 10188

LABOR & PARTS
J# 1 08D0ZM2 MISC TECH(S):4002 0.00

CUSTOMER STATES HD LIGHTS DO NOT ALWAYS COME -HAVE TO
TURN SWITCH MULTIPLE TIMES
INSPECTED HEADLAMP OPERATION AND FOUND SWITCH FAILED
ORDERED HEADLAMP SWITCH

JOB # 1 TOTAL LABOR & PARTS 0.00

J# 2 08D0ZM MISC ELECTRICAL TECH(S):4002 0.00

CUSTOMER STATES THE DR SIDE FRONT WINDOW DOES NOT ALWAYS
WORK-HAS HAPPENED TWICE
CHECKED WINDOW OPERATION AND CHECKED SWITCH OK
COULD NOT DUPLICATE

JOB # 2 TOTAL LABOR & PARTS 0.00

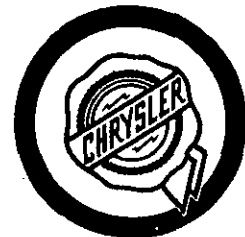
SUBLET	PO#	VEND	INV#	INV. DATE	DESCRIPTION	
JOB # 1	65277	JAN		01/06/05	RENTAL	
					TOTAL - SUBLET	INTERNAL 0.00

TOTALS

<input type="checkbox"/> CASH	<input type="checkbox"/> CHARGE	<input type="checkbox"/> CHECK/CHECK#	TOTAL LABOR....	0.00
<input type="checkbox"/> VISA	<input type="checkbox"/> MASTERCARD	<input type="checkbox"/> DISCOVER	TOTAL PARTS....	0.00
			TOTAL SUBLET...	0.00
			TOTAL G.O.G....	0.00
			TOTAL MISC CHG.	0.00
			TOTAL MISC DISC	0.00
			TOTAL TAX.....	0.00

ALL OF US AT SAM LEMAN STRIVE FOR 100% CUSTOMER SATISFACTION
IF YOU ARE NOT SATISFIED IN ANY WAY WITH YOUR VISIT, PLEASE
CONTACT: MARY MENDENHALL, CUSTOMER RELATIONS MANAGER AT
309-263-2345 OR CRMGR@MTCO.COM, OR CONTACT OUR SERVICE
MANAGER, MICHAEL BONAK AT SVCGR@MTCO.COM
THANK YOU FOR YOUR BUSINESS!!!!

TOTAL INVOICE \$ 0.00



CUSTOMER SIGNATURE



Sam Leman

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MORTON, ILLINOIS 61550
(309) 263-2345
(309) 673-2345



CUSTOMER NO. 14260	ADVISOR JANELLA BROWN	2015	TAG NO. 1761	INVOICE DATE 01/13/05	INVOICE NO. DOCS51485	
MACKINAW, IL	LABOR RATE		MILEAGE 10,061	COLOR INFERNO RED	STOCK NO. D7172	
	YEAR / MAKE / MODEL 05/DODGE TRUCK/CARAVAN/GRAND SPORT F			DELIVERY DATE 06/29/04	DELIVERY MILES 14	
	VEHICLE I.D. NO. 2 D 4 G P 4 4 L X 5 R			SELLING DEALER NO.	PRODUCTION DATE	
	F.T.E. NO.	P.O. NO.		R.O. DATE 01/13/05		
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS				MO: 10061

LABOR & PARTS
J# 1 0800Z ELECTRICAL TECH(S):4002 0.00
CUSTOMER STATES HEADLIGHTS DONT COME ON INTERMITANTLY
SOP PART
PART THAT CAME IN WAS PACKAGED WRONG
REORDERED PART
JOB # 1 TOTAL LABOR & PARTS 0.00

COMMENTS
WAITER

TOTALS

[] CASH [] CHARGE [] CHECK/CHECK#
[] VISA [] MASTERCARD [] DISCOVER

ALL OF US AT SAM LEMAN STRIVE FOR 100% CUSTOMER SATISFACTION
IF YOU ARE NOT SATISFIED IN ANY WAY WITH YOUR VISIT, PLEASE
CONTACT:MARY MENDENHALL, CUSTOMER RELATIONS MANAGER, AT
309-263-2345 OR CRMGR@MTCO.COM, OR CONTACT OUR SERVICE
MANAGER, MICHAEL BONAK AT SVC@MTCO.COM
THANK YOU FOR YOUR BUSINESS!!!!

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

TOTAL INVOICE \$ 0.00



CUSTOMER SIGNATURE

Sam Leman

Five Star Award for Excellence
SINCE 1988

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CUSTOMER NO. 14260	ADVISOR BOB SHIPTON	TAG NO. 30365 1794	INVOICE DATE 01/14/05	INVOICE NO. DOCS51560
[REDACTED] MACKINAW, IL [REDACTED]	LABOR RATE	MILEAGE 10,676	COLOR INFERNO RED	STOCK NO. 07172
	YEAR / MAKE / MODEL 05/DODGE TRUCK/CARAVAN/GRAND SPORT F	DELIVERY DATE 06/29/04	DELIVERY MILES 14	
	VEHICLE I.D. NO. 2 D 4 G P 4 4 L X 5 R	SELLING DEALER NO.	PRODUCTION DATE	
	F. T. E. NO.	P. O. NO.	R. O. DATE 01/14/05	
COMMENTS			MO: 10676	

LABOR & PARTS
1 08D0Z ELECTRICAL TECH(S): 4021 WARRANTY
CUSTOMER STATES HEAD REPLACING HEAD LIGHT SWITCH
NEEDS HEADLAMP SWITCH
REMOVED HEADLAMP SWITCH FROM B3501 AND INSTALLED

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	1	ZL651DV-AA	SWITCH LI 8053003		
				JOB # 1 TOTAL PARTS	0.00
				JOB # 1 TOTAL LABOR & PARTS	0.00

COMMENTS
WAITER

TOTALS

[] CASH [] CHARGE [] CHECK/CHECK#
[] VISA [] MASTERCARD [] DISCOVER

ALL OF US AT SAM LEMAN STRIVE FOR 100% CUSTOMER SATISFACTION
IF YOU ARE NOT SATISFIED IN ANY WAY WITH YOUR VISIT, PLEASE
CONTACT: MARY MENDENHALL, CUSTOMER RELATIONS MANAGER AT
309-263-2345 OR CRMGR@MTCO.COM, OR CONTACT OUR SERVICE
MANAGER, MICHAEL BONAK AT SVCNMR@MTCO.COM
THANK YOU FOR YOUR BUSINESS!!!!

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

CUSTOMER SIGNATURE





Sam Leman

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(309) 673-2345



CUSTOMER NO.	14260	ADVISOR	JANELLA BROWN	2015	TAG NO.	1147	INVOICE DATE	01/21/05	INVOICE NO.	DOCS51857	
		LABOR RATE		LICENSE NO.		MILEAGE	11,028	COLOR	INFERNO RED	STOCK NO.	D7172
		YEAR / MAKE / MODEL	05/DODGE TRUCK/CARAVAN/GRAND SPORT F				DELIVERY DATE	06/29/04	DELIVERY MILES	14	
		VEHICLE I.D. NO.	2 D 4 G P 4 4 L X 5 R				SELLING DEALER NO.		PRODUCTION DATE		
		F. T. E. NO.					P. O.		R. O. DATE	01/21/05	
COMMENTS										MO: 11029	

LABOR & PARTS
J# 1 08DOZM

MISC ELECTRICAL
CUSTOMER STATES HD LIGHTS DO NOT ALWAYS COME ON-SOP HERE
REPLACED HEADLAMP SWITCH PER PREVIOUS DIAGNOSIS.

TECH(S):4033

WARRANTY

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 1	1	ZL651DV-AA	SWITCH LI 8053003	

JOB # 1 TOTAL PARTS

WARRANTY
0.00

JOB # 1 TOTAL LABOR & PARTS

0.00

TOTALS

[] CASH [] CHARGE [] CHECK/CHECK#
[] VISA [] MASTERCARD [] DISCOVER

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

ALL OF US AT SAM LEMAN STRIVE FOR 100% CUSTOMER SATISFACTION
IF YOU ARE NOT SATISFIED IN ANY WAY WITH YOUR VISIT, PLEASE
CONTACT:MARY MENDENHALL, CUSTOMER RELATIONS MANAGER AT
309-263-2345 OR CRMGR@MTCO.COM, OR CONTACT OUR SERVICE
MANAGER, MICHAEL BONAK AT SVCMTGR@MTCO.COM
THANK YOU FOR YOUR BUSINESS!!!!

TOTAL INVOICE \$ 0.00

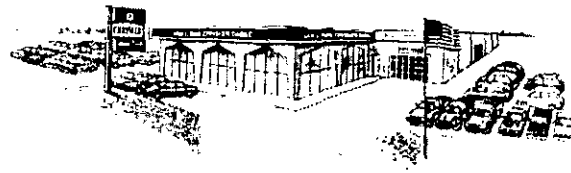
CUSTOMER SIGNATURE





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MORTON, ILLINOIS 61550
(309) 263-2345
(309) 673-2345



CUSTOMER NO 14260	ADVISOR TOBY SMITH	14392	TAG NO. 1473	INVOICE DATE 05/04/06	INVOICE NO. DOCS70826
[REDACTED] MACKINAW, IL	LABOR RATE	[REDACTED]	MILEAGE 33,035	COLOR INFERNO RED	STOCK NO. D7172
	YEAR / MAKE / MODEL 05/DODGE TRUCK/CARAVAN/GRAND SPORT F			DELIVERY DATE 06/29/04	DELIVERY MILES 14
	VEHICLE I.D. NO. 2 D 4 G P 4 4 L X 5 R			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.			P.O. NO.	R.O. DATE 05/04/06
COMMENTS			MO: 33035		

LABOR & PARTS		J# 1 08D0ZM		MISC ELECTRICAL		TECH(S):4005		WARRANTY	
CUSTOMER STATES HEADLIGHTS SOMETIMES DO NOT WORK. VERIFIED COMPLAINT ON SRV DRIVE. HAD TO ROCK HEADLIGHT SWITCH BACK AND FORTH AND HAD TO PULL OUT ON SWITCH THEN ROCK BACK AND FORTH AND THEN HEADLIGHTS CAME ON. BRIGHT LIGHTS WOULD COME ON BUT WOULD NOT STAY ENGAGED INSPECTED AND COULD NOT DUPLICATE REPLACED HEADLAMP SWITCH									
PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE					
JOB # 1	1	ZL65IDV-AE	SWITCH LI 8053003		JOB # 1 TOTAL PARTS 0.00				
					JOB # 1 TOTAL LABOR & PARTS 0.00				
J# 2 25D0ZRECALLN		RECALL NOTIFICATION		TECH(S):4005		0.00			
ORDER PART FOR F01 RECALL ORDERED RECALL PARTS									
PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE					
					JOB # 2 TOTAL PARTS 0.00				
					JOB # 2 TOTAL LABOR & PARTS 0.00				
J# 3+00D0ZZMPI		MULTIPOINT		TECH(S):4005		0.00			
COURTESY MULTI POINT INSPECTION MULTI POINT INSPECTION COMPLETED									
PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE					
					JOB # 3 TOTAL PARTS 0.00				
					JOB # 3 TOTAL LABOR & PARTS 0.00				
SUBLET	PO#	VEND	INV#	INV DATE	DESCRIPTION				
JOB # 1	69022	TOBY		05/04/06	RENTAL				
					TOTAL - SUBLET	INTERNAL 0.00			
TOTALS									
[] CASH [] CHARGE [] CHECK/CHECK#					TOTAL LABOR... 0.00				
[] VISA [] MASTERCARD [] DISCOVER					TOTAL PARTS... 0.00				
					TOTAL SUBLET... 0.00				
					TOTAL G.O.G... 0.00				
					TOTAL MISC CHG... 0.00				
					TOTAL MISC DISC... 0.00				
					TOTAL TAX..... 0.00				
					TOTAL INVOICE \$ 0.00				



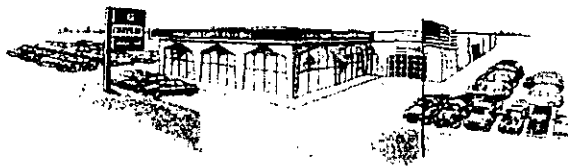
ALL OF US AT SAM LEMAN STRIVE FOR 100% CUSTOMER SATISFACTION IF YOU HAVE ANY QUESTIONS AT ALL ON YOUR REPAIR OR BILL, PLEASE CONTACT YOUR SERVICE ADVISOR . FOR ANY OTHER CONCERNS PLEASE CONTACT OUR CUSTOMER RELATIONS MANAGER (CBERSIN@SAMLEMAN.COM) OR OUR SERVICE MANAGER MICHAEL S. BONAK (MBONAK@SAMLEMAN.COM) THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE



Sam Leman

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MORTON, ILLINOIS 61550
(309) 263-2345
(309) 673-2345



CUSTOMER NO 14260	ADVISOR TOBY SMITH	TAG NO. 14392	681	INVOICE DATE 01/12/07	INVOICE NO DOCS80660
MACKINAW, IL	LABOR RATE	MILEAGE 46,186	COLOR INFERNO RED	STOCK NO. D7172	
	YEAR / MAKE / MODEL 05/DODGE TRUCK/CARAVAN/GRAND SPORT F	DELIVERY DATE 06/29/04	DELIVERY MILES 14		
	VEHICLE I.D. NO. 2 D 4 G P 4 4 L X 5 R	SELLING DEALER NO.	PRODUCTION DATE		
	F.T.E. NO.	P.O. NO.	R.O. DATE 01/12/07		
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS			
		MO: 46186			

LABOR & PARTS

J# 1 08DOZ ELECTRICAL TECH(S):4005 INTERNAL
CUSTOMER STATES AT TIMES THE HEADLAMPS DO NOT WORK WHEN YOU TRY TO TURN THEM ON. OTHER TIMES THE HEADLAMPS STOP WORKING WHILE YOU ARE DRIVING DOWN THE ROAD. IF YOU WORK THE SWITCH BACK & FORTH OR TRY TURNING THE FOG LAMPS ON OR OFF THEY SOMETIMES COME BACK ON.
ON 05-04-06 ON RO# 70826 AT 33035 MILES THE HEADLAMP WAS REPLACED FOR A SIMILAR CONCERN.
INSPECTED AND CHECKED SEVERAL TIMES OK, CHECKED WITH DRB AND FCM SHOWS SWITCH REQUEST BUT DOES NOT TURN HEADLAMPS ON REPLACED FRONT CONTROL MODULE AND CHECKED 35 TIMES OK
LDP#08190801 :2 18 85410000 .6

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 1	1	5144579-AC	MODULE FR 8035029	
JOB # 1 TOTAL PARTS				0.00
JOB # 1 TOTAL LABOR & PARTS				0.00

J# 2 00DOZZMPI MULTIPOINT TECH(S):4005 0.00
COURTESY MULTI POINT INSPECTION
MULTI POINT INSPECTION COMPLETED

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 2 TOTAL PARTS				0.00
JOB # 2 TOTAL LABOR & PARTS				0.00

COMMENTS
1ST DAY RENTAL

TOTALS

[] CASH [] CHARGE [] CHECK/CHECK#
[] VISA [] MASTERCARD [] DISCOVER

ALL OF US AT SAM LEMAN STRIVE FOR 100% CUSTOMER SATISFACTION IF YOU HAVE ANY QUESTIONS AT ALL ON YOUR REPAIR OR BILL, PLEASE CONTACT YOUR SERVICE ADVISOR. FOR ANY OTHER CONCERNS PLEASE CONTACT OUR CUSTOMER RELATIONS MANAGER (CBERSIN@SAMLEMAN.COM) OR OUR SERVICE MANAGER MICHAEL S. BONAK (MBONAK@SAMLEMAN.COM) THANK YOU FOR YOUR BUSINESS!!

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

TOTAL INVOICE \$ 0.00

CUSTOMER SIGNATURE





Sam Leman

CHRYSLER • DODGE

161 DETROIT AVENUE

MORTON, ILLINOIS 61550

(309) 263-2345

(309) 673-2345



CUSTOMER NO.	14260	ADVISOR	TOBY SMITH	14392	TAG NO.	908	INVOICE DATE	06/27/07	INVOICE NO.	DOCS87029
		LABOR RATE			MILEAGE	51,709	COLOR	INFERNO RED	STOCK NO.	D7172
		YEAR / MAKE / MODEL	05/DODGE TRUCK/CARAVAN/GRAND SPORT F							
		VEHICLE I.D. NO.	2 D 4 G P 4 4 L X 5 R							
		F.T.E. NO.			P.O. NO.		DELIVERY DATE	06/29/04	DELIVERY MILES	14
							SELLING DEALER NO.		PRODUCTION DATE	
		BUSINESS PHONE								
		COMMENTS								

MO: 51709

LABOR & PARTS

J# 1 26DOZCSPECLOF CHRYSLER BASIC LOF TECH(S):4005 9.85
CHANGE ENGINE OIL & FILTER. INSPECT ALL FLUIDS & TOP OF
AS NEEDED. INSPECT & SET TIRE PRESSURES.
NOTE: ANY SPECIFIC OIL REQUESTS OTHER THAN OUR STOCK BULK
OIL, WILL BE AN ADDITIONAL COST ABOVE THE QUOTED PRICE. ALL
OILS ARE BILLED OUT SEPERATELY ON THE REPAIR ORDER UNDER THE
GAS/OIL/GREASE HEADING.
FREE 16 POINT INSPECTION
FREE VEHICLE WASH (DEPENDING ON WEATHER CONDITIONS & THE
EQUIPMENT)

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 1	1	5281090-BA	FILTER EN 9057006	6.00
JOB # 1 TOTAL PARTS				6.00
JOB # 1 TOTAL LABOR & PARTS				15.85

J# 2 08DOZ ELECTRICAL TECH(S):4008 0.00
CUSTOMER STATES CHECK HEAD LITES PER CHRYSLER
CHRYSLER HAD NO RELATED CASES TO THIS VEHICLE
ENGINEERING HAD NO THOUGHT AS TO WHAT TO DO FOR IT,
OTHER THAN THEY SAID THE VEHICLE NEEDS TO BE EXPERIENCING
THE CONDITION WHEN INSPECTED IN ORDER TO DETERMINE THE
CAUSE.
LIGHTS ARE WORKING NORMALLY AT THIS TIME, NO PROBLEM FOUND.

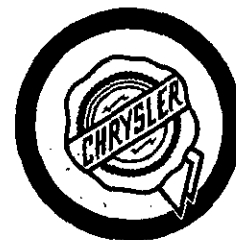
PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 2 TOTAL PARTS				0.00
JOB # 2 TOTAL LABOR & PARTS				0.00

J# 3 25DOZCAMPAIGN RECALL NOTIFICATION TECH(S):4005 WARRANTY
CUSTOMER STATES AIR BAG LITE ON
RECALL ? G09
REPLACED L/F IMPACT SENSOR AND CONNECTORS PER RECALL

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 3	1	CBX2G091	SENSOR AI 8037155	
JOB # 3	2	5175788-AB	WIRING 2 8015002	
JOB # 3 TOTAL PARTS				0.00
JOB # 3 TOTAL LABOR & PARTS				0.00

J# 4 08DOZM2 MISC TECH(S):4005 INTERNAL
CUSTOMER STATES POWER WINDOWS INOP
INTERMITTENT-HAVE TO HOLD SWITCH AND SLAM DOOR CLOSED
THEN MAY MOVE
INSPECTED AND CHECKED AND FOUND MASTER WINDOW SWITCH SHORTED
REPLACED MASTER WINDOW SWITCH
LOP#08805401 .2 18

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 4	1	4685732-AC	SWITCH PO 8053002	
INTERNAL				



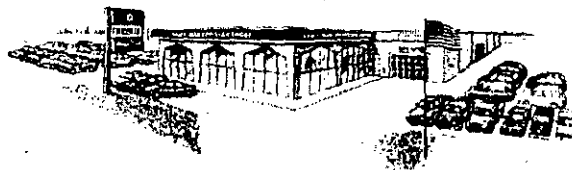
PAID IN FULL

JUN 27 2007



Sam Leman

CHRYSLER • DODGE
161 DETROIT AVENUE
MORTON, ILLINOIS 61550
(309) 263-2345
(309) 673-2345



CUSTOMER NO. 14260		ADVISOR TOBY SMITH	14392	TAG NO. 908	INVOICE DATE 06/27/07	INVOICE NO. DOCS87029
[REDACTED] MACKINAW, IL		LABOR RATE	LICENSE NO.	MILEAGE 51,709	COLOR INFERNO RED	STOCK NO. D7172
		YEAR / MAKE / MODEL 05/DODGE TRUCK/CARAVAN/GRAND SPORT F			DELIVERY DATE 06/29/04	DELIVERY MILES 14
		VEHICLE I.D. NO. 2 D 4 G P 4 4 L X 5 R			SELLING DEALER NO.	PRODUCTION DATE
		F.T.E. NO.	P.O. NO.	R.O. DATE 06/25/07		
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS				
		MO: 51709				

JOB # 4 TOTAL PARTS 0.00
JOB # 4 TOTAL LABOR & PARTS 0.00

SUBLET	PO#	VEND	INV#	INV DATE	DESCRIPTION	
JOB # 1	72353	TOBY		06/27/07	RENTAL	
TOTAL - SUBLET						INTERNAL 0.00

G.O.G. & SUPPLIES

JOB # 1	1.0	5W20	@	9.00	/UNIT	
TOTAL - GOG						9.00

MISC

JOB # A	EF	SHOP SUPPLIES/ENVIRONMENTAL	CONTROL NO.	
JOB # 1	CD	CHRYSLER SERVICE DED. (CUST)		
TOTAL - MISC				87029 100.00
				100.49

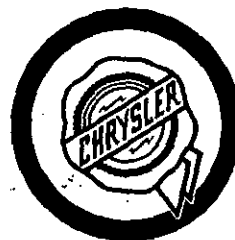
COMMENTS
RENTAL

TOTALS

[] CASH [] CHARGE [] CHECK/CHECK#	TOTAL LABOR....	9.85
[] VISA [] MASTERCARD [] DISCOVER	TOTAL PARTS....	6.00
	TOTAL SUBLET...	0.00
	TOTAL G.O.G....	9.00
	TOTAL MISC CHG.	100.49
	TOTAL MISC DISC	0.00
	TOTAL TAX.....	1.02

ALL OF US AT SAM LEMAN STRIVE FOR 100% CUSTOMER SATISFACTION
IF YOU HAVE ANY QUESTIONS AT ALL ON YOUR REPAIR OR BILL,
PLEASE CONTACT YOUR SERVICE ADVISOR, FOR ANY OTHER CONCERNS
PLEASE CONTACT OUR CUSTOMER RELATIONS MANAGER
(CBERSIN@SAMLEMAN.COM) OR OUR SERVICE MANAGER MICHAEL S.
30NAK (MBONAK@SAMLEMAN.COM) THANK YOU FOR YOUR BUSINESS!!

TOTAL INVOICE \$ 126.36



CUSTOMER SIGNATURE



*Five Star
Award for
Excellence*

SINCE 1988

- Sam Leman -

CHRYSLER Dodge Dodge Trucks

161 DETROIT AVENUE
MORTON, ILLINOIS 61550

(309) 263-2345 • PEORIA (309) 673-2345



Office of the Attorney General
500 South Second Street
Springfield, IL 62706
20 August 2008

RE: File No: 2008-CONSC-00225771

Dear Sir/Madam:

We have read the complaint as filed by Mr. [REDACTED] & have reviewed our service records for his 2005 Dodge Caravan. While we sympathize with him, we simply cannot repair something that is not broken when we look at the vehicle. We have made every effort to find something wrong with the vehicle, we have involved Chrysler's technical assistance center as well as their district managers, and our own factory trained technicians. None have been able to duplicate the concern of the lights blinking or flashing on & off. On June 27, 2008 RO # 87029 we looked at the vehicle & worked closely with a factory engineer on this condition, they states in order to determine the cause we will need to experience the condition first, which has not happened.

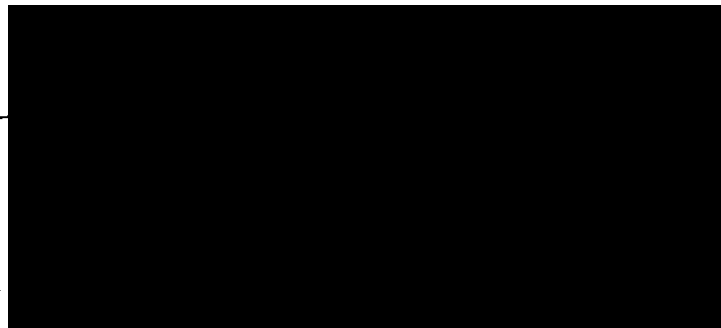
To date we have made every effort to try to assist Mr. [REDACTED] with his concern, however we have never been able to duplicate the condition.

Sincerely,

Thomas Schupp
Director of Operations
Sam Leman Automotive Group

This exactly what I had wrote and told you, that they were telling us, do I have this put on my (our) head stone or is there something that can be done.

I feel I gave them plenty of time to fix problem before I contacted your office for some kind of help.



The worst problem is that they will go off, while driving down an interstate highway at a legal speed limits and not necessarily come right back on by wiggling light switch, which has fallen out of dash into my hand while wiggling before.

10-17-08

[REDACTED]

Four weeks ago on a Sat night we were driving from Pekin to East Peoria on route 29, when a car pulled ~~up~~ over to us to let us know that our head light were not on. It was dark out but enough light we did not realise they weren't working but they were on.

~~Sat~~ October 14, 2008 we were coming home from Pekin on Allentown Blacktop with bright light on when all of a sudden they turned to dims. I did not touch a thing.

Around a month & a half ago we were coming out of Paradise parking ~~light~~ lot when we realised our lights were not working. In each of these incidents I operated light ~~switch~~ switch a couple of times and lights came on. I pulled back switch for bright lights and they worked.

This has been a continuing problem, but 1st time with bright lights went to dim

[REDACTED]



*Five Star
Award for
Excellence*
SINCE 1988

Sam Leman

161 DETROIT AVENUE
MORTON, ILLINOIS 61550
(309) 263-2345 • FAX (309) 266-5368



Office of the Attorney General
500 South Second Street
Springfield, IL 62706
20 August 2008

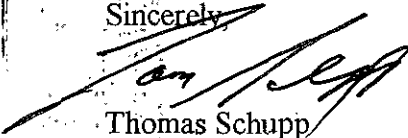
RE: File No: 2008-CONSC-00225771

Dear Sir/Madam:

We have read the complaint as filed by Mr. [REDACTED] & have reviewed our service records for his 2005 Dodge Caravan. While we sympathize with him, we simply cannot repair something that is not broken when we look at the vehicle. We have made every effort to find something wrong with the vehicle, we have involved Chrysler's technical assistance center as well as their district managers, and our own factory trained technicians. None have been able to duplicate the concern of the lights blinking or flashing on & off. On June 27, 2008 RO # 87029 we looked at the vehicle & worked closely with a factory engineer on this condition, they states in order to determine the cause we will need to experience the condition first, which has not happened.

To date we have made every effort to try to assist Mr. [REDACTED] with his concern, however we have never been able to duplicate the condition.

Sincerely,


Thomas Schupp
Director of Operations
Sam Leman Automotive Group



*Five Star
Award for
Excellence*
SINCE 1988

Sam Leman

161 DETROIT AVENUE
MORTON, ILLINOIS 61550
(309) 263-2345 • FAX (309) 266-5368

CHRYSLER



DODGE

Office of the Attorney General
500 South Second Street
Springfield, IL 62706
22 September 2008

RE: File # 2008-CONSC-00225771

Dear Sir/Madam:

I have reviewed the latest letter forward to us by your office from Mr. [REDACTED]. Unfortunately, there is no new information in his letter that was not already stated in the original complaint letter filed by him. Therefore, I stand by our original response letter with no change on our position.

Sincerely,

Thomas Schupp
Director of Operations
Sam Leman Automotive Group

ENC: 2

From: [REDACTED]
To: customerassist@chrysler.com
Date: Tue Nov 18 07:42:11 EST 2008
Subject: Chrysler LLC Customer Assistance
Form Selected:

Category: US Customer Service
Brief Description:

i bought a 2006 dodge caravan and the headlights and dash lights flicker i took it to a dealer before my 36000 mile warranty runs out and they tell me this is normal i dont see how that can be i never owned a vehicle that you are distracted by the lights fl

Comments:

i just bought this vehicle a month ago and i am concerned about something in the electronics it is distracting at night with the lights flickering this cant be normal could 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: Wed Nov 19 08:45:52 EST 2008
Subject: Re: Chrysler LLC Customer Assistance
Dear Barry:

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

We regret that you are still experiencing problems with your vehicle. Unfortunately, given the many variables involved, we are unable to diagnose your vehicle's problem via email. It is our suggestion that you continue to work with your servicing dealer. If the dealer has been unable to determine or resolve your concerns, you may want to seek a second opinion from another authorized dealership.

If your concerns are still not resolved after consulting another dealer, please contact our office at 1-800-992-1997, 8:00 a.m. to 5:00 p.m., Monday through Friday, to speak with one of our trained Customer Service Representatives.

Thanks again for your email.

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: 18094212

EMAIL CASE NUMBER: 2136655

REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM6071086I25261L0KM&

From: [REDACTED]
To: customerassistre@chrysler.com
Date: Fri Nov 21 21:23:52 EST 2008
Subject: Chrysler LLC Customer Assistance
Form Selected:

Category: Recall Information
Brief Description:

Headlights keep randomly shutting off
Comments:

My headlights keep shutting off randomly. Tonight while my wife and daughter are driving in Tulsa. Headlight switch was dealer replaced once.
I found many comments in web groups about faulty headlight switches on 2005
-2007 Grand Caravan headlight switches. Has Dodge figured out how to fix
this yet? Recall coming? Do I need to go buy some toggle switches and
wire them in myself to get a reliable switch?

Sender Information:

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

From: customerassistre@chrysler.com
To: [REDACTED]
Date: Mon Nov 24 08:51:14 EST 2008
Subject: Re: Chrysler LLC Customer Assistance
Dear Thoron:

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

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

We have reviewed your recent email. In response to your email, we would like to inform you that we are unable to diagnose your vehicle via email. Although we recommend that you contact your selling dealer for assistance; any authorized dealer can assist you with your concern. You are not limited to the dealership that sold you the vehicle.

Also, you can seek the dealerships that are known for excellence in customer service - our Five Star dealers. Please visit our website <http://www.fivestar.com>, or call 1-800-677-5-STAR. If a Five Star Dealer is not convenient, you can find a dealership locator in the "Find a Dealer" area on the Dodge website at (<http://www.dodge.com>).

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

1) F06 UNDERBODY HEATER HOSES

As we cannot always confirm that the needed service has been performed, we suggest that you contact your local authorized Dodge dealer to arrange for an inspection and for the repairs. If required the dealer may perform a corrective action at no charge to you.

You can also access the self-service recall site on the internet to check your vehicle's involvement in any/all recalls that are published. Simply log on to our brand website: www.dodge.com, click on "For Owners" and then enter your Vehicle Identification Number (VIN).

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

Thanks again for your email.

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: 18108658

EMAIL CASE NUMBER: 2139357

REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM6078560I25261L0KM&

Original Message Follows:

Recall Information - Dodge Brand Site

Brief Description:

Headlights keep randomly shutting off

Comments:

My headlights keep shutting off randomly. Tonight while my wife and daughter are driving in Tulsa. Headlight switch was dealer replaced once.

I found many comments in web groups about faulty headlight switches on 2005

-2007 Grand Caravan headlight switches. Has Dodge figured out how to fix

this yet? Recall coming? Do I need to go buy some toggle switches and

wire them in myself to get a reliable switch?

VIN:

5R

Mileage:

101595

Servicing Dealer:

Chris Nikel

Title:

Mr.

First Name:

Middle

Last Name

Address

Address 2:

City:

Oologah

State:

OK

Zip:

Email:

Home Phone

From: [REDACTED]
To: customerassist@chrysler.com
Date: Mon Jan 19 19:31:25 EST 2009
Subject: Chrysler LLC Customer Assistance
Form Selected:

Category: US Customer Service
Brief Description:

7 times in 4 different dealers in less than 12 months, to fix same problem that still exist???

Comments:

Please help with this van. Dont know what else to do with it. Seven times it has been in the dealer to fix the same problem, but still does the same thing. All the lights flicker (headlights/dashlights/bells ringing) then it will stall out. Very dangerous for wife to drive with two kids. Dealer puts it on the computer and what ever it says they replace. Something different everytime, but its obviously something major they dont to mess with.
Please help with this problem!!!

Sender Information:

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

From: customerassist@chrysler.com
To: [REDACTED]
Date: Tue Jan 20 16:12:24 EST 2009
Subject: Re: Chrysler LLC Customer Assistance
Dear Dan:

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

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

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

In response to your email regarding the repeated problems that you are experiencing with the lights flickers of your vehicle, we would recommend you to call the Customer Assistance Center at 1-800-992-1997 between 8:00 A.M. and 5:00 P.M. Monday through Friday.

When calling the Customer Assistance Center, please have your Reference number and the following information handy:

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

We have Customer Service Representatives available to address your questions and concerns.

Thanks again for your email. We value you and your continued business with us.

Sincerely,

Kelly Nelson
Customer Service Representative
Chrysler Customer Assistance Center

For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER: 18266127
EMAIL CASE NUMBER: 2173520
REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM6177099I25261L0KM&

Original Message Follows:

US Customer Service - Dodge Brand Site

Brief Description:

7 times in 4 different dealers in less than 12 months, to fix same problem
that still exist???

Comments:

Please help with this van. Dont know what else to do with it. Seven times

it has been in the dealer to fix the same problem, but still does the same

thing. All the lights flicker (headlights/dashlights/bells ringing) then

it will stall out. Very dangerous for wife to drive with two kids. Dealer

puts it on the computer and what ever it says they replace.

Something

different everytime, but its obviously something major they dont to mess

with. Please help with this problem!!!

VIN:

5F

Mileage:

54000

Servicing Dealer:

Neil Huffman/Commonwealth/Bales/Harrods

Title:

Mr.

First Name:

Middle

Last Name:

Address:

Address:

City:

Louisville

State:

KY

Zip:

Email:

Home Phone:

From: [REDACTED]
To: customerassist@chrysler.com
Date: Fri Jan 23 12:01:51 EST 2009
Subject: Chrysler LLC Customer Assistance
Form Selected:

Category: US Customer Service
Brief Description:

Looking for 2005 Caravan Headlight bulletins
Comments:

Looking for information on headlights do not work.
Sender Information:

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

From: customerassist@chrysler.com
To: [REDACTED]
Date: Mon Jan 26 04:28:30 EST 2009
Subject: Re: Chrysler LLC Customer Assistance
Dear Peter:

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

In response to your email regarding headlight bulletins, we would like to inform you that your local servicing dealership is the best resource. Moreover, we would like to inform you that you may order Technical Service Bulletins by phone via credit card (MasterCard, Visa, American Express or Discover) by calling 1-800-423-7915 Monday through Friday, 8:00 a.m. to 8:00 p.m. Or, by sending a written, detailed description of your order, by mail to:

Tech Authority
P.O. Box 360450
Strongsville, OH 44136

Mailed purchase orders must be received with payment via check, money order or credit card information, including expiration date.

You may also wish to visit Tech Authority online at <http://www.techauthority.com>

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

Sincerely,

Danny Parker
Customer Service Representative
Chrysler Customer Assistance Center

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

REFERENCE NUMBER: 18280389
EMAIL CASE NUMBER: 2176445
REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM6187628I25261L0KM&

Original Message Follows:

US Customer Service - Dodge Brand Site
Brief Description:
Looking for 2005 Caravan Headlight bulletins
Comments:
Looking for information on headlights do not work.

VIN:
5B [REDACTED]
Mileage:
95000
Servicing Dealer:

Title:
Mr.
First Name [REDACTED]

Middle Initial:

Last Name

Address

Address 2:

City:

Bristol

State:

WI

Zip:

Email:

Home Phone

From: [REDACTED]
To: customerassist@chrysler.com
Date: Mon Jan 26 16:52:08 EST 2009
Subject: Re: Chrysler LLC Customer Assistance
(KMM6187628I25261L0KM)
Thanks for not answering my question.

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

From: customerassist <customerassist@chrysler.com>
To: [REDACTED]
Sent: Mon, 26 Jan 2009 4:19 am
Subject: Re: Chrysler LLC Customer Assistance (KMM6187628I25261L0KM)

Dear [REDACTED]:

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

In response to your email regarding headlight bulletins, we would like to inform you that your local servicing dealership is the best resource. Moreover, we would like to inform you that you may order Technical Service Bulletins by phone via credit card (MasterCard, Visa, American Express or Discover) by calling 1-800-423-7915 Monday through Friday, 8:00 a.m. to 8:00 p.m. Or, by sending a written, detailed description of your order, by mail to:

Tech Authority
P.O. Box 360450
Strongsville, OH 44136

Mailed purchase orders must be received with payment via check, money order or credit card information, including expiration date.

You may also wish to visit Tech Authority online at <http://www.techauthority.com>

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

Sincerely,

Danny Parker
Customer Service Representative
Chrysler Customer Assistance Center

For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER: 18280389
EMAIL CASE NUMBER: 2176445
REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?

trk_ID=KMM6187628I25261L0KM&

Original Message Follows:

US Customer Service - Dodge Brand Site
Brief Description:
Looking for 2005 Caravan Headlight bulletins
Comments:
Looking for information on headlights do not work.

VIN:

5B

Mileage:

95000

Servicing Dealer:

Title:

Mr

First

Middle

Last N

Address

Address 2:

City:

Bristol

State:

WI

Zip:

Email:

Home P

From: [REDACTED]
To: customerassist@chrysler.com
Date: Fri Jan 23 13:44:08 EST 2009
Subject: Chrysler LLC Customer Assistance
Form Selected:

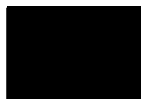
Category: US Customer Service
Brief Description:

All of the problems I am having with my vehicle
Comments:

I purchased a 2006 Town and Country minivan in December of \'06 and this is all of the problems I have dealt with since: everytime I use anything with power such as the windows the headlights flicker(I did have this so called fixed but it still does it 2 years later), the front drivers side axel went right after the warrenty expired, the transmittion was leaking and needed fixed, the tie rod went, I have replaced every headlight,taillight, and turn signal, the side door is an automatic but half the time it does not work, and now I am getting the water pump replaced. I do not know who I should be letting this know but I am fed up with this vehicle. I am really thinking hard if I will ever buy another Chrysler but I do know I will never buy from the location I purchased this one from. I purchased this vehicle from Chrapps in Kittanning and they were down right rude to us afterwards. The head salesman called us after one year to see how we liked our purchase and after my husband calmly told him everything that has happened to it the guy told him not to get an attitude with him and hung up on him. That was very unprofessional. Please let me know if there is anything that can be done. I have put over 2000 dollars into this vehicle in two years that should mean there is something wrong with this vehicle.

Sender Information:

Title:
First Name:
Middle Initial:
Last Name:



From: customerassist@chrysler.com
To: [REDACTED]
Date: Fri Jan 23 15:50:05 EST 2009
Subject: Re: Chrysler LLC Customer Assistance
Dear Jessica:

Thank you for contacting the Chrysler Customer Assistance Center regarding your 2006 Chrysler Town & Country.

We apologize for the inconvenience caused due to the problems with the headlights, front drivers side axel, transmission, tie rod, taillight, turn signal, side door and water pump on your vehicle, 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. Please accept our apology for the problems you have experienced.

In addition, we are sorry to hear about the service you have received from the sales person at Charapp Chrysler Jeep and Dodge dealership. Information received from customers enables better evaluation of dealers' sales activities. Your complaint will be retained in the dealer's file.

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

If we could be of any assistance to you in the future, please let us know.

Thanks again for your email and for sharing your concern with us.

Sincerely,

Katherine Ander
Customer Service Representative
Chrysler Customer Assistance Center

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

REFERENCE NUMBER: 18280901

EMAIL CASE NUMBER: 2176557

REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM6184777I25261L0KM&

Original Message Follows:

US Customer Service - CORPORATE Brand Site

Brief Description:

All of the problems I am having with my vehicle

Comments:

I purchased a 2006 Town and Country minivan in December of '06 and this is

all of the problems I have dealt with since: everytime I use anything with

power such as the windows the headlights flicker(I did have this so

called
fixed but it still does it 2 years later), the front drivers side
axel went
right after the warrenty expired, the transmtion was leaking and
needed
fixed, the tie rod went, I have replaced every headlight,taillight,
and
turn signal, the side door is an automatic but half the time it does
not
work, and now I am getting the water pump replaced. I do not know
who I
should be letting this know but I am fed up with this vehicle. I am
really
thinking hard if I will ever buy another Chrysler but I do know I
will
never buy from the location I purchased this one from. I purchased
this
vehicle from Chrapps in Kittanning and they were down right rude to
us
afterwards. The head salesman called us after one year to see how we
liked
our purchase and after my husband calmly told him everything that
has
happened to it the guy told him not to get an attitude with him and
hung up
on him. That was very unprofessional. Please let me know if there is
anything that can be done. I have put over 2000 dollars into this
vehicle
in two years that should mean there is something wrong with this
vehicle.

VIN:

Mileage:

Servicing Dealer:

Title:

First Name:

Middle

Last Na

Address

Address 2:

City:

Kittanning

State:

PA

Zip:

Email:

Home Ph

From: customerassist@chrysler.com
To: [REDACTED]
Date: Thu Jan 29 10:17:02 EST 2009
Subject: Re: Chrysler LLC Customer Assistance
Dear Bettyann:

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

We apologize for the inconvenience caused due the problems with the pulsating head light, dash light, interior light, power door locks, back auto door locks, tires and steering wheel, and appreciate the time and effort you took to bring this matter to our attention. Comments like yours are one way to learn of problems that develop and the improvements that are desired by customers. The information received is used in product development and quality analysis.

In response to your email, we regret to read of your dissatisfaction with the service you have received at Rallye Auto Plaza Inc. It is always a concern when a customer is dissatisfied with the Dealer service. We realize our reputation depends in part on the quality of service provided by our dealers. Kindly accept our sincerest apologies for the problems you have experienced.

We hope that this experience will not cause you to misjudge our products. Information received from customers such as you enables better evaluation of dealers' service activities. Your complaint will be retained in the dealer's file.

In addition, we suggest that you continue to work with your servicing dealer. If the dealer has been unable to determine or resolve your concerns, you can seek a second opinion from another authorized dealership for proper diagnosis and repairs. You can seek the dealerships using the "Find a Dealer" area on the Dodge website at www.dodge.com.

If your concerns are still not resolved after consulting another dealer, please contact our office at 1-800-992-1997, between 8:00 A.M. to 5:00 P.M., Monday through Friday, to speak with one of our trained Customer Service Representatives.

Thanks again for your email and for sharing your concerns with us.

Sincerely,

Katherine Ander
Customer Service Representative
Chrysler Customer Assistance Center

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

REFERENCE NUMBER: 18290002

EMAIL CASE NUMBER: 2179551

REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM6195710I25261L0KM&

Original Message Follows:

US Customer Service - Chrysler Brand Site
Brief Description:
dissatisfied customer with service
Comments:

MYCARVAN IS ALMOST 4 YEARS OLD FOR THE PAST 3.5 YEARS I HAVE HAD MY CAR SERVICED EVERY 3,000 MILES OR THERE ABOUT. EVERY TIME I TAKE IT IN TO RALLEYE SERVICE I COMPLAIN ABOUT MY PLUSATING HEAD LIGHT ,DASH LIGHT AND INTERIOR LIGHT THEY KEEP TELLING ME THEY DON'T KNOW WHAT IT IS. MY POWER DOOR LOCKS ALL HAVE BEEN REPLACED AND ONCE AGAIN I TOOK IT IN JAN 19,09 AND THE BACK AUTO DOOR LOCKS WOULD NOT OPEN THE DOORS THEY SAID THEY HAD TO PUT IN NEW SOFT WARE, THEY WORKED YEH THEN I HAD MY TIRES ROTATED WHICH I HAD TO PAY FOR THEY NEVER BALANCED THEM TOOK IT BACK PAID FOR BALANCING , STEERING WHEEL SHAKES LIKE IT HAS A NERVOUS CONDITION YOU HAVE TO HOLD THE WHEEL TIGHT, I'M REALLY ANGRY WITH THE SERVICE BUT WHAT REALLY BUGS ME IS THE PULSATING LIGHT ARE STILL PULSATING ALWAYS THE SAME ANSWER WE CHECKED THE COMPUTER DON'T KNOW WHAT IT IS. HELP I VERY DISATISFIED WITH CHRYSLER I'LL BE GETTING A NEW CAR IN ANOTHER YEAR AND AT THIS RATE IT WON'T BE A CHYSLER THERE IS DEFINTILY SOME THING WRONG WITH THE ELECTRIAL SYSTEM. NOW WHEN I START MY CAR IS COLD THE OIL COMES ON [OIL BEING FINE] ONLY GOES OUT IF YOU SHUT THE CAR OFF AND TURN IT BACK ON. COULD I PLEASE GET SOME ANSWERS THANKS [REDACTED]

VIN: 5R [REDACTED]
Mileage: 44460
Servicing Dealer: ralleye monroe ny 10950
Title: Mrs.
First Name: [REDACTED]
Middle: [REDACTED]
Last Name: [REDACTED]
Address: [REDACTED]
Address 2:
City: MONROE
State: NY
Zip: [REDACTED]
Email: [REDACTED]
Work Phone: [REDACTED]

From: [REDACTED]
To: customerassist@chrysler.com
Date: Tue Jan 27 21:12:50 EST 2009
Subject: Chrysler LLC Customer Assistance
Form Selected:

Category: US Customer Service
Brief Description:

dissatisfied customer with service

Comments:

MYCARVAN IS ALMOST 4 YEARS OLD FOR THE PAST 3.5 YEARS I HAVE HAD MY CAR SERVICED EVERY 3,000 MILES OR THERE ABOUT. EVERY TIME I TAKE IT IN TO RALLEY SERVICE I COMPLAIN ABOUT MY PLUSATING HEAD LIGHT ,DASH LIGHT AND INTERIOR LIGHT THEY KEEP TELLING ME THEY DON'T KNOW WHAT IT IS. MY POWER DOOR LOCKS ALL HAVE BEEN REPLACED AND ONCE AGAIN I TOOK IT IN JAN 19,09 AND THE BACK AUTO DOOR LOCKS WOULD NOT OPEN THE DOORS THEY SAID THEY HAD TO PUT IN NEW SOFT WARE, THEY WORKED YEH THEN I HAD MY TIRES ROTATED WHICH I HAD TO PAY FOR THEY NEVER BALANCED THEM TOOK IT BACK PAID FOR BALANCING , STEERING WHEEL SHAKES LIKE IT HAS A NERVOUS CONDITION YOU HAVE TO HOLD THE WHEEL TIGHT, I'M REALLY ANGRY WITH THE SERVICE BUT WHAT REALLY BUGS ME IS THE PULSATING LIGHT ARE STILL PULSATING ALWAYS THE SAME ANSWER WE CHECKED THE COMPUTER DON'T KNOW WHAT IT IS. HELP I VERY DISATISFIED WITH CHRYSLER I'LL BE GETTING A NEW CAR IN ANOTHER YEAR AND AT THIS RATE IT WON'T BE A CHYSLER THERE IS DEFINTILY SOME THING WRONG WITH THE ELECTRIAL SYSTEM. NOW WHEN I START MY CAR IS COLD THE OIL COMES ON [OIL BEING FINE] ONLY GOES OUT IF YOU SHUT THE CAR OFF AND TURN IT BACK ON. COULD I PLEASE GET SOME ANSWERS THANKS [REDACTED]

Sender Information:

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

Minneapolis, MN

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



HASLER

017H15543538

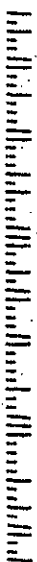
\$0.42

02/03/2009

Mailed From 55416

US POSTAGE

48321+8004



[REDACTED]

February 3, 2009

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

RECEIVED
FEB 05 REC'D
SPECIAL INVESTIGATIONS

Re: [REDACTED]
2006 Grand Caravan
VIN: 1A4GP45R76E [REDACTED]

Dear Sir/Madam:

Please be advised that the undersigned represents Ms. [REDACTED] relative to her 2006 Grand Caravan.

This vehicle has been repeatedly repaired for electrical problems causing the headlamps to dim and flicker. The vehicle has been unsuccessfully repaired several times, and Chrysler has advised its authorized dealership that they are presently working on a fix for this problem.

Ms. [REDACTED] hereby places Chrysler on notice of what she views to be a breach of her warranty. If you do not agree to resolve this matter within ten business days, we will place this matter in suit.

Very truly yours,

HAUER, FARGIONE, LOVE,
LANDY & McELLISTREM, P.A.



Todd E. Gadtke

TEG/djs

cc: [REDACTED]

ATTORNEYS

Robert J. Hauer, Jr.
Michael Fargione
Brian J. Love*
Robin Sharpe Landy
Paul E. McEllistrem**
Andrew J. Rorvig†
Cynthia L. Blume

OF COUNSEL

Todd E. Gadtke*
Joseph T. Herbulock

*Also licensed in Wisconsin

†Also licensed in North Dakota

**MSBA Board Certified
Civil Trial Specialist

1.800.544.9575
952.544.5501
952.591.0682 fax
www.hflaw.com

5901 Cedar Lake Road
Minneapolis, MN 55416

From: customerassist@chrysler.com
To: [REDACTED]
Date: Wed Apr 01 10:59:28 EDT 2009
Subject: Re: case number 2213913 (KMM6294243I25261L0KM)
Dear [REDACTED]:

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

Thanks again for your email.

Sincerely,

Chris
Customer Service Representative
Chrysler Customer Assistance Center

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

REFERENCE NUMBER:

EMAIL CASE NUMBER: 2213913

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

Original Message Follows:

[REDACTED]

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

thanks,

[REDACTED]

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

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

Dear [REDACTED]:

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

Sincerely,

Chris
Customer Service Representative
Chrysler Customer Assistance Center

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

Original Message Follows:

[REDACTED]

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

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

[REDACTED]

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

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

Dear [REDACTED]

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

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

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

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

Sincerely,

Chris
Customer Service Representative
Chrysler Customer Assistance Center

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

following information:

REFERENCE NUMBER: 18418232

EMAIL CASE NUMBER: 2213913

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

From: [REDACTED]
To: customerassist@chrysler.com
Date: Wed Apr 01 13:13:46 EDT 2009
Subject: Re: case number 2213913 (KMM6328049I25261L0KM)
=A0I picked it up on Thursday of last week (3/26)=A0and so far so good!=A0 =
Usually it takes a few days for the problem to resurface, but as of now it =
is good.
=A0
thank you,
=A0
[REDACTED]

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

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

Dear [REDACTED]

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

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

Sincerely,=20

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

For any future communications related to this email, please refer to the
following information:=20
REFERENCE NUMBER:=20
EMAIL CASE NUMBER:=A0 2213913=20
REPLY LINK: [http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?](http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=3D=KMM6328049I25261L0KM&)
trk_ID=3D=
KMM6328049I25261L0KM&

Original Message Follows:

Chris,

=A0 Dropped it off at the dealership last night for them to look at today,
so hopefully the issue will be resolved soon.=A0 If not, then I will let=20
you know.=A0 When we get it back from the dealer it usually takes a couple
of days before it starts again.

thanks,
[REDACTED]

803-242-1721

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

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

Dear [REDACTED]

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

Sincerely,=20

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

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

Original Message Follows:

Chris,

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

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

[REDACTED]

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

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

Dear [REDACTED]:

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

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

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

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

Sincerely,

Chris
Customer Service Representative
Chrysler Customer Assistance Center

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

From: [REDACTED]
To: customerassist@chrysler.com
Date: Thu Mar 12 15:28:44 EDT 2009
Subject: Chrysler LLC Customer Assistance
Form Selected:

Category: US Customer Service
Brief Description:

2005 town and country electrical issues

Comments:

We have had the dealership look at it three times, but the dash lights and head lights and just about every other light flickers constantly. also the gauges go wild and the warning tones sound for no reason. HELP!!! wife wants to get a Toyota... i DO NOT want to do that, but this is not helping my case!!! please help.

[REDACTED]
Sender Information:

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

From: customerassist@chrysler.com
To: [REDACTED]
Date: Thu Mar 12 17:17:06 EDT 2009
Subject: Re: Chrysler LLC Customer Assistance
Dear Scott:

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

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

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

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

Sincerely,

Chris
Customer Service Representative
Chrysler Customer Assistance Center

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

REFERENCE NUMBER: 18418232

EMAIL CASE NUMBER: 2213913

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

trk_ID=KMM6291694I25261L0KM&

From: [REDACTED]
To: customerassist@chrysler.com
Date: Fri Mar 13 16:01:00 EDT 2009
Subject: Re: Chrysler LLC Customer Assistance
(KMM6291694I25261L0KM)

Chris,
=A0
=A0 Thank you for your time in this matter.=A0 I will make an
appointment t=
o take it back next week.=A0 I hope you will not hear anything else
from me=
about this issue.=A0It seems that the headlights went out completely
yeste=
rday morning briefly on my wife as she was on her way to school. =A0
=A0
=A0 The company=A0I work for is a steel supplier for Chrysler so the
way I =
see it is that we help each other.=A0 Thanks again for your response
and in=
quiring about our problem.
=A0

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

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

Dear [REDACTED]:

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

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

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

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

Sincerely,=20

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

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

=0A=0A=0A

From: customerassist@chrysler.com
To: [REDACTED]
Date: Fri Mar 13 17:05:20 EDT 2009
Subject: Re: Chrysler LLC Customer Assistance
(KMM6291694I25261L0KM)
Dear [REDACTED]:

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

Sincerely,

Chris
Customer Service Representative
Chrysler Customer Assistance Center

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

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

Original Message Follows:

Chris,

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

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

[REDACTED]

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

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

Dear [REDACTED]:

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

I regret the problem your vehicle continues to experience and appreciate the time you took to bring this matter to my attention. We have opened a file to investigate this issue with your dealer. Our records indicate

that the dealer did call us for technical support in January.
However,
we will provide any additional technical assistance your dealer may
need
to help them in resolving this problem.

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

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

Sincerely,

Chris
Customer Service Representative
Chrysler Customer Assistance Center

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

following information:

REFERENCE NUMBER: 18418232

EMAIL CASE NUMBER: 2213913

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

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

From: [REDACTED]
To: customerassist@chrysler.com
Date: Tue Jun 02 16:00:48 EDT 2009
Subject: Re: case number 2213913 (KMM6418110I25261L0KM)
Chris,
=A0
=A0 Thanks for responding.=A0 Unfortunately, our local dealership is one of those that will be cut off from Chrysler, so now=A0I have to move the van = to Nourse Interstate in Richburg.=A0 I can only pray that we do not have to= repeat this crazy cycle of 4 or 5 visits to the dealership in the vain effort to fix this ongoing problem.=A0 I am unsure how anyone can think that the fifth trip to have a dealership to look at it will be any different.=A0 = However, I am told that a district manager may be getting involved in our case and I hope they can help us.=A0 My biggest concern now is the safety of my family.... during the time we have had this problem, the vehicle has not stopped running, but this weekend it did and that concerns me very much!=A0 It is terribly frustrating and unless something or someone drastically = changes my mind, this is the very last product from Chrysler we will own.
=A0
thank you for your help,
=A0

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

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

Dear [REDACTED]:

Thank you for contacting the Chrysler Customer Assistance Center.

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

We suggest that you speak with Rusty and thanks again for your email.
=A0=A0=
=A0 =A0=A0=A0 =A0=A0=A0=20

Sincerely,=20

Chris=A0=20

Customer Service Representative
Chrysler Customer Assistance Center

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

Original Message Follows:

Chris,

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

=A0=A0=A0Thanks,

[REDACTED]

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

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

Dear [REDACTED]:

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

Sincerely,=20

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

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

Original Message Follows:

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

thank you,

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

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

Dear [REDACTED]:

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

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

Sincerely,=20

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

For any future communications related to this email, please refer to
the
following information:=20
REFERENCE NUMBER:=20
EMAIL CASE NUMBER:=A0 2213913=20
REPLY LINK: [http://www.chrysler.com/wccs/brand_forms/us/reply..jsp?](http://www.chrysler.com/wccs/brand_forms/us/reply..jsp?trk_ID=3DKMM6328049I25261L0KM&)
trk_ID=
=3DKMM6328049I25261L0KM&

Original Message Follows:

Chris,

=A0 Dropped it off at the dealership last night for them to look at
today,
so hopefully the issue will be resolved soon.=A0 If not, then I will
let=20
you know.=A0 When we get it back from the dealer it usually takes a
couple
of days before it starts again.

thanks,

Scott Roberts
803-242-1721

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

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

Dear [REDACTED]

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

Sincerely,=20

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

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

Original Message Follows:

Chris,

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

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

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

wrote:

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

Dear [REDACTED]:

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

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

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

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

Sincerely,

Chris
Customer Service Representative
Chrysler Customer Assistance Center

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

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

From: [REDACTED]
To: customerassist@chrysler.com
Date: Thu Mar 19 12:57:51 EDT 2009
Subject: case number 2213913 (KMM6294243I25261L0KM)
Chris,
=A0
=A0 Dropped it off at the dealership last night for them to look at
today, =
so hopefully the issue will be resolved soon.=A0 If not, then=A0I
will let =
you know.=A0 When we get it back from the dealer it usually takes a
couple =
of days before it starts again.
=A0
thanks,
=A0
[REDACTED]

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

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

Dear [REDACTED]:

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

Sincerely,=20

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

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

Original Message Follows:

Chris,

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

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

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

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

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

Dear [REDACTED]:

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

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

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

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

Sincerely,=20

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

For any future communications related to this email, please refer to
the
following information:=20
REFERENCE NUMBER: 18418232
EMAIL CASE NUMBER:=A0 2213913=20

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

=0A=0A=0A

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

Thank you for the update.

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

Thanks again for your email.

Sincerely,

Chris
Customer Service Representative
Chrysler Customer Assistance Center

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

REFERENCE NUMBER:

EMAIL CASE NUMBER: 2213913

REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM6451907I25261L0KM&

Original Message Follows:

Chris,

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

thank you for your help,

[REDACTED]

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

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

Dear [REDACTED]:

Thank you for contacting the Chrysler Customer Assistance Center.

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

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

Sincerely,

Chris
Customer Service Representative
Chrysler Customer Assistance Center

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

Original Message Follows:

Chris,

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

Thanks,

[REDACTED]

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

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

Dear [REDACTED]:

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

Sincerely,

Chris
Customer Service Representative
Chrysler Customer Assistance Center

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

Original Message Follows:

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

thank you,
[REDACTED]

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

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

Dear [REDACTED]

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

Thanks again for your email.

Sincerely,

Chris
Customer Service Representative
Chrysler Customer Assistance Center

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

Original Message Follows:

Chris,

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

couple
of days before it starts again.

thanks,

[REDACTED]

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

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

Dear [REDACTED]:

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

Sincerely,

Chris
Customer Service Representative
Chrysler Customer Assistance Center

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

Original Message Follows:

Chris,

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

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

[REDACTED]

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

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

Dear [REDACTED]

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

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

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

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

Sincerely,

Chris
Customer Service Representative
Chrysler Customer Assistance Center

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

From: [REDACTED]
To: customerassist@chrysler.com
Date: Tue Jun 16 13:27:33 EDT 2009
Subject: Re: case number 2213913 (KMM6451907I25261L0KM)
Chris,
=A0
=A0It is ironic that I received this email today.=A0 My wife just
called te=
lling me that it is doing it again.=A0 We are at our wits end with
this sit=
uation!=A0 I would love to have the name and phone number of this
district =
manager.=A0 I am sorry to say that I do not share your confidence in
this s=
ituation being resolved, especially if it takes another 15 days for
anyone =
to respond.=A0 Please have someone call me at [REDACTED]
[REDACTED]=
=A0 I do plan on calling the customer assistance line again to see
what=A0k=
ind of fun around=A0we get this time.=A0 If we take=A0it back to the
dealer=
it will be the 6th trip=A0for the same problem.=A0 At=A0what point
do we w=
rite this off as a lemon?
=A0
I look forward to hearing from someone,
=A0

[REDACTED]
Lancaster, SC
[REDACTED]

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

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

Dear [REDACTED]:

Thank you for the update.

Our records do show that the district manager is now involved with
this=20
situation with your vehicle and we confident they will be able to=20
resolve this issue.

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

Sincerely,=20

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

For any future communications related to this email, please refer to
the
following information:=20


REFERENCE NUMBER:=20
EMAIL CASE NUMBER:=A0 2213913=20
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trk_ID=3D=
KMM6451907I25261L0KM&


Original Message Follows:

Chris,

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

thank you for your help,


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

Dear :

Thank you for contacting the Chrysler Customer Assistance Center.

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

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

Sincerely,=20

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

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

Original Message Follows:

Chris,

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

=A0=A0=A0Thanks,

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

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

Dear [REDACTED]:

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

Sincerely,=20

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

For any future communications related to this email, please refer to the following information:=20
REFERENCE NUMBER:=20
EMAIL CASE NUMBER:=A0 2213913=20
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trk_ID=3D=
KMM6336929I25261L0KM&

Original Message Follows:

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

thank you,

Scott

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

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

Dear [REDACTED]:

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

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

Sincerely,=20

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

For any future communications related to this email, please refer to the following information:=20
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REPLY LINK: [http://www.chrysler.com/wccs/brand_forms/us/reply..jsp?](http://www.chrysler.com/wccs/brand_forms/us/reply..jsp?trk_ID=3DKMM6328049I25261L0KM&)
trk_ID=
=3DKMM6328049I25261L0KM&

Original Message Follows:

Chris,

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

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

thanks,

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

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

Dear [REDACTED]

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

Sincerely,=20

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

For any future communications related to this email, please refer to
the
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trk_ID=
=3DKMM6294243I25261L0KM&

Original Message Follows:

Chris,

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

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

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

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

Dear [REDACTED]

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

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

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

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

Sincerely,=20

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

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

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

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

Thank you for contacting the Chrysler Customer Assistance Center.

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

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

Thanks again for your email.

Sincerely,

Chris
Customer Service Representative
Chrysler Customer Assistance Center

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

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

Original Message Follows:

Chris,

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

I look forward to hearing from someone,

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

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

From: customerassist <customerassist@chrysler.com>
Subject: Re: case number 2213913 (KMM6451907I25261L0KM)

To: [REDACTED]
Date: Tuesday, June 16, 2009, 11:30 AM

Dear [REDACTED]:

Thank you for the update.

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

Thanks again for your email.

Sincerely,

Chris
Customer Service Representative
Chrysler Customer Assistance Center

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

Original Message Follows:

Chris,

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

thank you for your help,

[REDACTED]

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

Dear [REDACTED]

Thank you for contacting the Chrysler Customer Assistance Center.

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

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

Sincerely,

Chris
Customer Service Representative
Chrysler Customer Assistance Center

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

Original Message Follows:

Chris,

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

Thanks,

[REDACTED]

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

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

Dear [REDACTED]:

Thank you for the update and feel free to call us directly if the issue

Original Message Follows:

Chris,

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

thanks,

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

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

Dear [REDACTED]

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

Sincerely,

Chris
Customer Service Representative
Chrysler Customer Assistance Center

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

Original Message Follows:

Chris,

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

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

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

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

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

Dear [REDACTED]:

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

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

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

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

Sincerely,

Chris
Customer Service Representative
Chrysler Customer Assistance Center

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

From: [REDACTED]
To: customerassist@chrysler.com
Date: Thu Jun 25 13:12:38 EDT 2009
Subject: Re: case number 2213913 (KMM6464412I25261L0KM)
Chris,
=A0
=A0We will pick it up today.=A0 In a few days we will be able to tell
if it=
is indeed fixed.=A0 I will certainly call if the problem occurs
again.
=A0
thanks for all your help,
=A0
[REDACTED]

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

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

Dear [REDACTED]

Thank you for contacting the Chrysler Customer Assistance Center.

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

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

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

Sincerely,=20

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

For any future communications related to this email, please refer to
the
following information:=20
REFERENCE NUMBER:=20
EMAIL CASE NUMBER:=A0 2213913=20
REPLY LINK: [http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?](http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=3D=KMM6464412I25261L0KM&)
trk_ID=3D=
KMM6464412I25261L0KM&

Original Message Follows:

Chris,

It is ironic that I received this email today.=A0 My wife just
called=20
telling me that it is doing it again.=A0 We are at our wits end with
this=
=20
situation!=A0 I would love to have the name and phone number of this=
20
district manager.=A0 I am sorry to say that I do not share your
confidence
in this situation being resolved, especially if it takes another 15
days
for anyone to respond.=A0 Please have someone call me at [REDACTED]
or=20
[REDACTED]=A0 I do plan on calling the customer assistance line
again=20
to see what kind of fun around we get this time.=A0 If we take it
back to=
=20
the dealer it will be the 6th trip for the same problem.=A0 At what
point=
=20
do we write this off as a lemon?

I look forward to hearing from someone,

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

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

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

Dear [REDACTED]:

Thank you for the update.

Our records do show that the district manager is now involved with
this=20
situation with your vehicle and we confident they will be able to=20
resolve this issue.

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

Sincerely,=20

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

For any future communications related to this email, please refer to
the
following information:=20
REFERENCE NUMBER:=20

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

Original Message Follows:

Chris,

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

thank you for your help,

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

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

Dear [REDACTED]:

Thank you for contacting the Chrysler Customer Assistance Center.

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

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

Sincerely,=20

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

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

Original Message Follows:

Chris,

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

=A0=A0=A0Thanks,

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

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

Dear [REDACTED]

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

Sincerely,=20

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

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

Original Message Follows:

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

thank you,
[REDACTED]

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

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

Dear [REDACTED]:

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

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

Sincerely,=20

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

For any future communications related to this email, please refer to the following information:=20
REFERENCE NUMBER:=20
EMAIL CASE NUMBER:=A0 2213913=20
REPLY LINK: [http://www.chrysler.com/wccs/brand_forms/us/reply..jsp?](http://www.chrysler.com/wccs/brand_forms/us/reply..jsp?trk_ID=3DKMM6328049I25261L0KM&)
trk_ID=
=3DKMM6328049I25261L0KM&

Original Message Follows:

Chris,

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

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

thanks,

[REDACTED]

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

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

Dear [REDACTED]

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

Sincerely,=20

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

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

Original Message Follows:

Chris,

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

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

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

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

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

Dear [REDACTED]

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

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

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

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

Sincerely,=20

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

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

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

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

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

Sincerely,

Chris
Customer Service Representative
Chrysler Customer Assistance Center

For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER:
EMAIL CASE NUMBER: 2213913
REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM6468016I25261L0KM&

Original Message Follows:

Chris,

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

thanks for all your help,

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

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

Dear [REDACTED]:

Thank you for contacting the Chrysler Customer Assistance Center.

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

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

Thanks again for your email.

Sincerely,

Chris
Customer Service Representative
Chrysler Customer Assistance Center

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

following information:

REFERENCE NUMBER:

EMAIL CASE NUMBER: 2213913

REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM6464412I25261L0KM&

Original Message Follows:

Chris,

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

I look forward to hearing from someone,

[REDACTED]
Lancaster, SC
[REDACTED]

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

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

Dear [REDACTED]

Thank you for the update.

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

Thanks again for your email.

Sincerely,

Chris
Customer Service Representative
Chrysler Customer Assistance Center


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


Original Message Follows:

Chris,

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

thank you for your help,


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

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

Dear 

Thank you for contacting the Chrysler Customer Assistance Center.

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

concerns.

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

Sincerely,

Chris
Customer Service Representative
Chrysler Customer Assistance Center

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

following information:

REFERENCE NUMBER:

EMAIL CASE NUMBER: 2213913

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

Original Message Follows:

Chris,

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

Thanks,

[REDACTED]

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

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

Dear [REDACTED]

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

Sincerely,

Chris
Customer Service Representative
Chrysler Customer Assistance Center

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

following information:

REFERENCE NUMBER:

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

Original Message Follows:

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

thank you,

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

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

Dear [REDACTED]:

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

Thanks again for your email.

Sincerely,

Chris
Customer Service Representative
Chrysler Customer Assistance Center

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

REFERENCE NUMBER:

EMAIL CASE NUMBER: 2213913

REPLY LINK: [http://www.chrysler.com/wccs/brand_forms/us/reply..jsp?](http://www.chrysler.com/wccs/brand_forms/us/reply..jsp?trk ID=KMM6328049I25261L0KM&)

trk ID=KMM6328049I25261L0KM&

Original Message Follows:

Chris,

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

thanks,

[REDACTED]

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

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

Dear [REDACTED]

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

Sincerely,

Chris
Customer Service Representative
Chrysler Customer Assistance Center

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

REFERENCE NUMBER:

EMAIL CASE NUMBER: 2213913

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

Original Message Follows:

Chris,

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

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

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

[REDACTED]

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

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

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

Dear [REDACTED]:

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

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

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

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

Sincerely,

Chris
Customer Service Representative
Chrysler Customer Assistance Center

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

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

Thank you for contacting the Chrysler Customer Assistance Center.

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

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

Sincerely,

Chris
Customer Service Representative
Chrysler Customer Assistance Center

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

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

Original Message Follows:

Chris,

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

Thanks,

[REDACTED]s

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

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

Dear [REDACTED]:

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

Sincerely,

Chris
Customer Service Representative
Chrysler Customer Assistance Center

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

following information:

REFERENCE NUMBER:

EMAIL CASE NUMBER: 2213913

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

Original Message Follows:

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

thank you,

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

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

Dear [REDACTED]:

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

Thanks again for your email.

Sincerely,

Chris
Customer Service Representative
Chrysler Customer Assistance Center

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

following information:

REFERENCE NUMBER:

EMAIL CASE NUMBER: 2213913

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

Original Message Follows:

Chris,

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

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

thanks,

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

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

Dear [REDACTED]

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

Sincerely,

Chris
Customer Service Representative
Chrysler Customer Assistance Center

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

Original Message Follows:

Chris,

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

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

[REDACTED]

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

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

Dear [REDACTED]

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

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

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

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

Sincerely,

Chris
Customer Service Representative
Chrysler Customer Assistance Center

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

From: [REDACTED]
To: customerassist@chrysler.com
Date: Tue May 26 10:09:50 EDT 2009
Subject: case number 2213913 (KMM6336929I25261L0KM)
Chris,
=A0
=A0 I am really sorry to have to inform you that we are experiencing
the sa=
me problem with our Town and Country.=A0 The dash lights are blinking
and i=
t started again last night.=A0 I really thought it was fixed this
time, but=
it is not.=A0 I will wait on your direction before contacting our
dealersh=
ip.
=A0
=A0=A0 Thanks,
=A0
[REDACTED]

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

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

Dear [REDACTED]:

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

Sincerely,=20

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

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

Original Message Follows:

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

thank you,

Scott

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

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

Dear [REDACTED]:

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

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

Sincerely,=20

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

For any future communications related to this email, please refer to the following information:=20
REFERENCE NUMBER:=20
EMAIL CASE NUMBER:=A0 2213913=20
REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply..jsp?trk_ID=3DKMM6328049I25261L0KM&

Original Message Follows:

Chris,

=A0 Dropped it off at the dealership last night for them to look at today, so hopefully the issue will be resolved soon.=A0 If not, then I will let=20 you know.=A0 When we get it back from the dealer it usually takes a couple of days before it starts again.

thanks,

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

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

Dear [REDACTED]

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

Sincerely,

Chris
Customer Service Representative
Chrysler Customer Assistance Center

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

Original Message Follows:

Chris,

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

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

Scott Roberts

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

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

Dear [REDACTED]:

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

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

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

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

Sincerely,

Chris
Customer Service Representative
Chrysler Customer Assistance Center

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

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

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

Sincerely,

Chris
Customer Service Representative
Chrysler Customer Assistance Center

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

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

Original Message Follows:

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

thank you,

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

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

Dear [REDACTED]:

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

Thanks again for your email.

Sincerely,

Chris
Customer Service Representative
Chrysler Customer Assistance Center

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

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

trk_ID=KMM6328049I25261L0KM&

Original Message Follows:

Chris,

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

thanks,

[REDACTED]

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

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

Dear [REDACTED]

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

Sincerely,

Chris
Customer Service Representative
Chrysler Customer Assistance Center

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

Original Message Follows:

Chris,

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

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

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

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

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

Dear [REDACTED]:

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

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

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

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

Sincerely,

Chris
Customer Service Representative
Chrysler Customer Assistance Center

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

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

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

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

Sincerely,

Chris
Customer Service Representative
Chrysler Customer Assistance Center

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

REFERENCE NUMBER: 18431466

EMAIL CASE NUMBER: 2217509

REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM6328902I25261L0KM&

Original Message Follows:

Comments:

Chris, I thought the dealership was finally getting somewhere in resolving

the issue. Now the District Manager is stating that the dashlights, headlights and interior lights flashing is an acceptable condition.

I want

a phone call as requested the first email and this time on my cell phone

608-434-6814 Rick Wertz. I am contacting my lawyer now that Chrysler has

determined not to correct this defect as he has directed. I am filing a

complaint with the better business bureau, as well as my government officials

to tell them a company such as yourselves should not receive one more

dollar of my tax money. I am going to go after Chrysler now until I get

this vehicle bought back from me.

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

seriously digusted mopar owner

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

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

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

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

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

Category: US Customer Service
Brief Description:

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

Comments:

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

Sincerley,

one pissed of dodge owner

Sender Information:

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

Last Name: [REDACTED]

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

Thank you for contacting the Chrysler Customer Assistance Center.

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

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

Thanks again for your email.

Sincerely,

Chris
Customer Service Representative
Chrysler Customer Assistance Center

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

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

Chris,
I thought the dealership was finally getting somewhere in resolving the issue. Now the District Manager is stating that the dashlights, headlights and interior lights flashing is an acceptable condition. I want a phone call as requested the first email and this time on my cell phone

[REDACTED] I am contacting my lawyer now that Chrysler has determined not to correct this defect as he has directed. I am filing a complaint with the better business bureau, as well as my government officials to tell them a company such as yourselves should not receive one more dollar of my tax money. I am going to go after Chrysler now until I get this vehicle bought back from me.

From: [REDACTED]
To: customerassist@chrysler.com
Date: Wed Mar 18 23:38:19 EDT 2009
Subject: Chrysler LLC Customer Assistance
Form Selected:

Category: US Customer Service
Brief Description:

Having problems with my headlights, going down the highway at 65 miles per hour my headlights went out, I had dash lights and blinkers but no headlights, have had this problems before and nobody can find out the problems ,

Comments:

I have been having problems with my headlight on my dodge carvaran, they will go out for no reason at all, the other night was the last straw, I need to get this problem solved, as we are scared to take this car out at night, please call or tell me what to do, thanks [REDACTED]

Sender Information:

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

From: customerassist@chrysler.com
To: [REDACTED]
Date: Thu Mar 19 14:53:01 EDT 2009
Subject: Re: Chrysler LLC Customer Assistance
Dear Larry:

Thank you for contacting the Chrysler Customer Assistance Center regarding your 2006 Dodge Caravan.

Your email has been received and the concerns you have raised are appreciated. We are sorry to learn of the inconvenience you have been experiencing while driving your vehicle at night.

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

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

Thanks again for your email.

Sincerely,

Dafie Brown
Customer Service Representative
Chrysler Customer Assistance Center

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

REFERENCE NUMBER: 18435295

EMAIL CASE NUMBER: 2218334

REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM6305659I25261L0KM&

Original Message Follows:

US Customer Service - Dodge Brand Site

Brief Description:

Having problems with my headlights, going down the highway at 65 miles per

hour my headlights went out, I had dash lights and blinkers but no headlights, have had this problems before and nobody can find out the problems ,

Comments:

I have been having problems with my headlight on my dodge carvaran, they

will go out for no reason at all, the other night was the last straw, I

need to get this problem solved, as we are scared to take this car out at

night, please call or tell me what to do, thanks [REDACTED]

VIN:

6R [REDACTED]

Mileage:

36595

Servicing Dealer:

Bob Mayber Motors Dodge
Title:
Mr.
First Name:
Middle
Last Name
Address
Address 2:
City:
North Platte
State:
NE
Zip:
Email:
Home Phone:

RECEIVED DATE:

4/1/09

POSTED DATE:

3/27/09

LAST NAME:

[REDACTED]

VIN (LAST 8 DIGITS)

00000000


CAIR #

00000000

NON – SCANABLE ITEMS: CIRCLE ONE


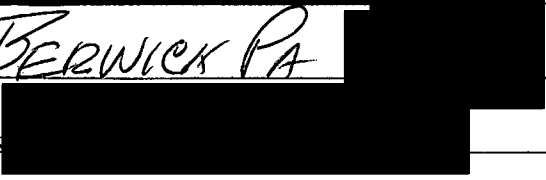
☒ NO

☐ YES


3/25/2009

DEAR SIR

MAYBE YOU CAN HELP ME. I HAVE A 2005 Chrysler Town+Country Limited bought new. When the head light switch is in the A position. TWICE AT NIGHT IN MY GARAGE THE LIGHTS TURNED ON+OFF ALL NIGHT (A NEIGHBOR TOLD ME) AND TILL THE BATTERY WAS DEAD. ALSO ON SEVERAL OCCASIONS, DRIVING AT NIGHT WITH LIGHTS IN A POSITION, THE LIGHTS TURNED OFF. IN THE GARAGE, NO KEY WAS LEFT IN. I TOOK IT TO THE DEALER, MOTOR WORLD, IN WILKES-BARRE, PA. AND THEY SAID THEY CAN DO NOTHING BECAUSE THEY CANNOT DUPLICATE THE PROBLEM. COULD YOU ADVISE ME

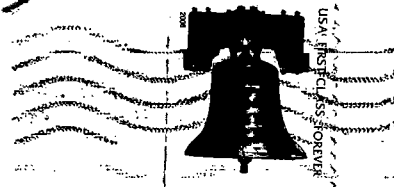

BERWICK PA




Berwick, Pa

WILKES-BARRE PA 180

27 MAR 2009 PM 1 T



Drinker Chrysler Motor Corp Customer Center

PO Box 21-8004

AUBURN HILLS, MI 48321-8004

48321+8004



From: [REDACTED]
To: customerassistre@chrysler.com
Date: Fri Jun 19 08:37:56 EDT 2009
Subject: RE: Chrysler LLC Customer Assistance
(KMM6393849I25261LOKM)

Chris,

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

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

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

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

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

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

Dear [REDACTED]

Thank you for your email concerning diagnostic fees.

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

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

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

Sincerely,=20

Chris =20
Customer Service Representative
Chrysler Customer Assistance Center

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

Original Message Follows:

Chris,

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

Thanks,
[REDACTED]

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

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

Dear [REDACTED]

Thank you for your reply.

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

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

Sincerely,

Chris
Customer Service Representative
Chrysler Customer Assistance Center

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

REFERENCE NUMBER:
EMAIL CASE NUMBER: 2234480
REPLY LINK:
http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=3DKMM6364321I25261L0KM&

Original Message Follows:

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

Thank you,
[REDACTED]

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

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

Dear [REDACTED]

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

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

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

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

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

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

Thanks for your email. =09

Sincerely,=20

Chris =20
Customer Service Representative
Chrysler Customer Assistance Center

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

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

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

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

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

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

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

Sincerely,

Chris
Customer Service Representative
Chrysler Customer Assistance Center

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

REFERENCE NUMBER:

EMAIL CASE NUMBER: 2234480

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

Original Message Follows:

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

happening.

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

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Thanks you,

[REDACTED]
A Former Loyal Customer

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

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

Sent: Thursday, May 14, 2009 2:34 PM

To: [REDACTED]

Subject: RE: Chrysler LLC Customer Assistance (KMM6393849I25261L0KM)

Dear [REDACTED]:

Thank you for your email concerning diagnostic fees.

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

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

diagnostics.

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

Sincerely,

Chris
Customer Service Representative
Chrysler Customer Assistance Center

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following information:

REFERENCE NUMBER:

EMAIL CASE NUMBER: 2234480

REPLY LINK:

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

trk_ID=KMM6393849I

25261L0KM&

Original Message Follows:

Chris,

If I was to take the vehicle in to service center, to have the issue evaluated, will I be charged for service? As I stated before, I have a

local mechanic that will do a great job at reasonable price if I have to

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

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

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

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

Please let me know what can be done.

Thanks,
[REDACTED]

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

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

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

To: [REDACTED]

Subject: RE: Chrysler LLC Customer Assistance (KMM6364321I25261L0KM)

Dear [REDACTED]

Thank you for your reply.

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

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

Sincerely,

Chris
Customer Service Representative
Chrysler Customer Assistance Center

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

following information:

REFERENCE NUMBER:

EMAIL CASE NUMBER: 2234480

REPLY LINK:

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

trk_ID=KMM6364321I

25261L0KM&

Original Message Follows:

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

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

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

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

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

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

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

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

Thank you,
[REDACTED]

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

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

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

To: [REDACTED]

Subject: Re: Chrysler LLC Customer Assistance (KMM6353077I25261L0KM)

Dear [REDACTED]:

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

and reviewed by the Customer Assistance Center.

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

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

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

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

Thanks for your email.

Sincerely,

Chris
Customer Service Representative
Chrysler Customer Assistance Center

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REFERENCE NUMBER: 18508030
EMAIL CASE NUMBER: 2234480
REPLY LINK:
http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM6353077I25261L0KM&

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

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

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

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

Thank you for your reply.

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

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

Sincerely,

Chris
Customer Service Representative
Chrysler Customer Assistance Center

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

REFERENCE NUMBER:

EMAIL CASE NUMBER: 2234480

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

Original Message Follows:

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

Thank you,
[REDACTED]

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

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

Dear [REDACTED]

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

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

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

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

Thanks for your email.

Sincerely,

Chris
Customer Service Representative
Chrysler Customer Assistance Center

For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER: 18508030
EMAIL CASE NUMBER: 2234480
REPLY LINK:
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[Attachment 1 Type: text/x-vcard Name: CURTIS FIDLER.vcf]

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

Chris,

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

Thanks,
[REDACTED]

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

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

Dear [REDACTED]

Thank you for your reply.

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

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

Sincerely,=20

Chris =20
Customer Service Representative
Chrysler Customer Assistance Center

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

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25261L0KM&

Original Message Follows:

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Thank you,
[REDACTED]

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

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

Dear [REDACTED]

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

Thanks for your email. =09

Sincerely,=20

Chris =20
Customer Service Representative
Chrysler Customer Assistance Center

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REFERENCE NUMBER: 18508030
EMAIL CASE NUMBER: 2234480=20
REPLY LINK:
http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=3DKMM6353077=
I
25261L0KM&

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

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

Thank you for your email concerning diagnostic fees.

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

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

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

Sincerely,

Chris
Customer Service Representative
Chrysler Customer Assistance Center

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REFERENCE NUMBER:

EMAIL CASE NUMBER: 2234480

REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM6393849I25261L0KM&

Original Message Follows:

Chris,
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Please let me know what can be done.

Thanks,
[REDACTED]

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

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

Dear [REDACTED]:

Thank you for your reply.

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EMAIL CASE NUMBER: 2234480
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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=KMM6364321I25261L0KM&)
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Thank you,
[REDACTED]

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

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

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

To: [REDACTED]

Subject: Re: Chrysler LLC Customer Assistance (KMM6353077I25261L0KM)

Dear [REDACTED]:

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Customer Service Representative
Chrysler Customer Assistance Center

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

following information:

REFERENCE NUMBER: 18508030

EMAIL CASE NUMBER: 2234480

REPLY LINK:

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

trk_ID=KMM6353077I

25261L0KM&

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

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

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

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

Thank you,
[REDACTED]

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

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

Dear [REDACTED]

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

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

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

We regret to read of your dissatisfaction in our product and

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

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

Thanks for your email. =09

Sincerely,=20

Chris =20
Customer Service Representative
Chrysler Customer Assistance Center

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

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

Category: Recall Information
Brief Description:

Quality issues with vehicle!!

Comments:

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

Sender Information:

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

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

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

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

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

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

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

Thanks for your email.

Sincerely,

Chris
Customer Service Representative
Chrysler Customer Assistance Center

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

REFERENCE NUMBER: 18508030

EMAIL CASE NUMBER: 2234480

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

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

Category: US Customer Service
Brief Description:

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

Dear sir,

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

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

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

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

Sincerely

[REDACTED]

Sender Information:

Title: Mrs.

First Name:

Middle Initial:

Last Name:

[REDACTED]

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

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

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

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

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

http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM6370426125261L0KM&

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

Sincerely,

Angela Thomson
Customer Service Representative
Chrysler Customer Assistance Center

For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER: 18534608
EMAIL CASE NUMBER: 2240130

Original Message Follows:

US Customer Service - Chrysler Brand Site
Brief Description:
Head Light issues since first got vehicle, and now past coverage.
Comments:
Dear sir, In November of 2006 My husband and I purchased a 2005 Town and Country Minivan. We love it even to this day. The only thing that frustrates us is our headlights. When you go to turn on the switch the lights do not always come on. It started doing it when I had less than 25,000 miles on it. (I bought it "used" so I only got the 36,000 or 3 year warranty because that was all my husband and I could afford.) When I would bring it into my neighbor shop they couldn't find anything and claimed the computer had to be updated. Well, still the headlights would have those rare moments of not coming on. After my warranty ran out I started using a family run mechanic shop. They still couldn't figure out what was wrong

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

VIN:

05[REDACTED]

Mileage:

65000

Servicing Dealer:

Title:

Mrs.

First Name:

Middle

Last Name

Address

Address 2:

City:

Kansas City

State:

MO

Zip:

Email:

Work Ph

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

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

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

> Comments:
> Dear sir, In November of 2006 My husband and I purchased a 2005
Town and
> Country Minivan. We love it even to this day. The only thing that
> frustrates us is our headlights. When you go to turn on the switch
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> lights do not always come on. It started doing it when I had less
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> I don't have money lying around to pay for all of the gadgets
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> with you to help me out. I am tired of not know what to do and if
I
> have a
> wreck the cop isn't going to care that my headlights aren't
working.
> Please email me back. I just want to know that when I drive I will
be
> safe. Sincerely [REDACTED]
>
>
>
> VIN:
> [REDACTED]
> Mileage:
> 65000
> Servicing Dealer:
>

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

DAIMLERCHRYSLER REACQUIRED VEHICLE BUYBACK AND DISPOSAL SYSTEM

Approved Disposal Package -- 09/18/2009

STATUS: Check Request Disposal Only

Disposal Package Approved

CAIR 18544472 VIN 6E [REDACTED]

Zone 74

Dealer 61909

Owner [REDACTED]
Address [REDACTED]
SAINT FRANCIS, MN [REDACTED]

VIN 1A4GP45R76E [REDACTED]

I/S/D 11/21/2005

Year 06

M/M CHRYSLER TOWN & COUNTRY FWD SWB WAGON

Phone 952-544-5501 (TODD E. GADTKE, ATTY)

Miles 56,425

Warranty Expense \$1,517.67

CAIR 18544472 Amount \$15,723.68

Payee #1

Address

Total \$15,723.68

Type Finance Repurchase

Category S - Warranty Litigation

State Lemon Law Filed? No

State?

DaimlerChrysler Arbitration Case Filed? No

DC Case #

Arbitration/LL/Litigation-Settled/Decision? Settled

Date? 4/21/2009

FL Lemon Law Case #

RV?

Disposal Type Auction

Title State MN Title Number [REDACTED]

Branding Required Yes

Vehicle Location ARENA AUTO AUCTION, INC

Address 200 WEST OLD CHICAGO RD

BOLINGBROOK, IL 60439

Contact: Karlene Grelck

Phone: 630-759-3800

Cannot Resell In: AL, MD, ND, VT, WA

Assign to Auction: 550

Were multiple repair attempts made for the same nonconformity? Yes

Were there repairs to Steering/Brakes/Safety Hazards? No

Was the vehicle reacquired due to days out of service? No

No of Days

Any Prior or Current Accident Damage? No

Describe Area Repaired and the
Approximate Cost of Repair

RC	NONCONFORMITY		Status Code	DATE REPAIRED or OTHER COMMENTS	
0899	1.	Headlights flicker.	C	1.	08/25/09 Replaced the alternator assembly and powertrain
	2.			2.	
	3.			3.	
	4.			4.	
	5.			5.	

DAIMLERCHRYSLER REACQUIRED VEHICLE BUYBACK AND DISPOSAL SYSTEM
Approved Disposal Package -- 09/18/2009 (con't)

CAIR 18544472

VIN 6B

HISTORY

Approval History

Check Request

Marked as Disposal Only -- 4/29/2009 4:43:06 PM (DJ Streat)

Disposal Package

Approved -- 9/18/2009 5:01:14 PM (Tim J Bauer)

Submitted for Approval -- 9/18/2009 2:55:25 PM (Michelle Simpson)

Submitted for Review -- 9/18/2009 2:55:15 PM (Michelle Simpson)

Original Selling Dealer Information

Dealer: 61909

Barnett Chrysler Plymouth Jeep

3610 Highway 61

White Bear Lake, MN 55110

Main Number: 651-429-3391

Consigned Auction Infor

Auction: 550

ARENA AUTO AUCTION, INC

200 WEST OLD CHICAGO RD

BOLINGBROOK, IL 60439

Main Number: **630-759-3800**

Beatty Bangle Strama

400 West 15th Street Suite 1450
Austin, Texas 78701
(512) 879.5050
(512) 879.5040 (fax)
kkirkland@bbsfirm.com

Received
APR 28 2009
I.S.G.

April 23, 2009

VIA LONE STAR OVERNIGHT

Ms. D.J. Streat
Impartial Services Group
105 Decker Court, Suite 300
Irving, TX 75062

18544472

RE: [REDACTED] v Chrysler LLC

Dear Ms. Streat,

Chrysler LLC has repurchased the subject vehicle in the above referenced matter. Enclosed are Chrysler LLC's checks in the amounts of \$11,641.82 made payable to Drive Financial for the customer's lien payoff and a check in the amount of \$4,081.86 made payable to [REDACTED] and her attorneys, Hauer, Fargione, Love, Landy & McEllistrem.

VEHICLE DESCRIPTION	2006 Grand Caravan
VEHICLE ID NUMBER	1A4GP45R76B [REDACTED]
KNOWN DAMAGE TO VEHICLE	None known
NON-CONFORMITY	Headlight flicker
OWNER NAME	[REDACTED]
Address	[REDACTED] St. Francis, MN [REDACTED]
Phone Number	[REDACTED]
ATTORNEY NAME	Hauer, Fargione, Love, Landy & McEllistrem Mr. Todd E. Gadtke, Esq.
Address	5901 Cedar Lake Road Minneapolis, MN 55416
Phone Number	(952) 544-5501
Fax Number	(952) 591-0682
LIENHOLDER INFO	Drive Financial
Address	1010 W. Mockingbird Lane, Suite 100 Dallas, TX 75247
Account Number	[REDACTED]
Phone Number	(888) 222-4227
Payoff Amount / Date	\$11,641.82 / May 15, 2009

DEALER INFO	Cambridge Motors
Dealer Address	700 S. Garfield Street Cambridge, MN 55008
Phone No.	(763) 689-7600
Contact Name	

Thank you for your assistance in this matter. If you need further information to complete the repurchase of the vehicle, please call the Case Manager, Susan Gadberry, at (512) 879-5050.

Sincerely,



Koby Kirkland
Early Resolution
Program Assistant

KJK:kk
Enclosure

Per Diem Charges: \$6.13

SETTLEMENT AGREEMENT AND RELEASE

Upon payment and in sole consideration of Fifteen Thousand, Seven Hundred Twenty-Three dollars, and 68/100 (\$15,723.68), for the repurchase of a 2006 Grand Caravan, VIN No. 1A4GP45R76B [REDACTED] ("The Vehicle"), and for attorney's fees, I, [REDACTED] hereby release DaimlerChrysler Corporation, DaimlerChrysler Motors Company, LLC, and Chrysler, LLC, their past, present, and future direct and indirect parent companies and subsidiaries, and their directors, officers, employees, agents and dealers, and Hayford Ford, and its past, present and future direct and indirect parent companies and subsidiaries and its directors, officers, employees and agents from all known and unknown claims, damages, loss of services, personal injuries and property damage related in any way to The Vehicle. I specifically agree to release any and all claims brought in the lawsuit entitled [REDACTED] v. Chrysler LLC" commenced in Minnesota District Court, Tenth Judicial District, Anoka County, including any right to pursue a claim for attorney's fees. By repurchasing The Vehicle for the amount identified above, Chrysler will obtain a clear title to The Vehicle.

I expressly agree that the only consideration I will receive is that listed above and that DaimlerChrysler and Chrysler, LLC have made no other promises to me. I accept the consideration listed above as full satisfaction of this claim.

Except as permitted by law, I agree not to talk about the details of this agreement and release to anyone. I understand that all the above parties deny any liability for this claim.

I fully understand and freely sign this release.

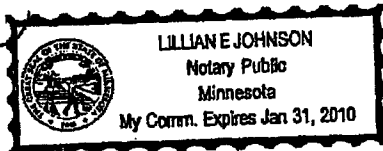
Date: April 23, 2009

[REDACTED]
Rachael Pesta

Received
APR 28 2009
I.S.G.

[REDACTED]
Date: 4/23, 2009.

Todd E. Gadtke
Attorney for Rachael Pesta



Drive

4/16/2009 8:21:30 AM PAGE 1/001 Fax Server



P.O. Box 562088
Dallas, TX 75356-2088

April 16, 2009

[REDACTED]

Account Number: [REDACTED]
Collateral: **1A4GP45R76B** [REDACTED] **2006, CHRYSLER, TOWN & COUNT**
Payoff Amount: **\$ 11,549.87** (This payoff is good for 15 days from today's date)
Daily Interest: **\$ 6.13**
Payoff Through: **4/30/2009**

To Whom It May Concern:

Please be advised that the payoff effective date will be the date we receive the funds. For a payoff sent after the **4/30/2009**, please add **\$ 6.13** for each additional day.

Drive Financial Services- C/O
1010 W. Mockingbird Lane
Suite 100
Dallas, TX 75247

The title will be mailed after the receipt of your payment in accordance to the customer's state laws. Should you need the title prior to that time, please send certified funds.

If this payoff is for a dealership you must send an authorization for payoff, signed by the customer, instructing us to mail the title to you. If you have any questions regarding this matter please feel free to contact us at 1-888-222-4227.

Sincerely,

Drive Financial Services, LP

Confidentiality Notice: The information contained in this facsimile message is legally privileged and confidential information intended only for the use of the individual(s) or entity named in this document. If the reader is not the intended recipient, he/she is hereby notified that any dissemination, distribution or copy of this facsimile is strictly prohibited.

Customer Account Management: Microsoft Internet Explorer provided by Guidant Corporation

File Edit View Favorites Tools Help

Back Search Favorites

Address: <https://myaccount.drivefinancial.com/Secure/TabMain.aspx>

drive

ONLINE CHAT
Click here to chat with an account manager now.

REQUEST A RIDE PAYMENT HISTORY STATEMENTS MAKE A PAYMENT MY ACCOUNT

MY ACCOUNT

ACCOUNT STATUS AS OF: 4/14/2009

YOUR ACCOUNT AT A GLANCE

Regular Payment Due Date:
5/16/2009

Regular Payment Amount:
\$330.66

Total Amount Due:
\$330.66

PAY NOW

MY AUTO LOAN DETAILS

BALANCE:
\$11,329.18
This is not a Payoff.

PAYMENTS MADE:
8

MATURITY DATE:
8/16/2013

LAST PAYMENT AMOUNT:
\$330.66

FEES:
\$0.00

LATE CHARGES:
\$0.00

EMAIL PREFERENCES

[Manage My Email Preferences](#)

EDIT INFO

File Edit View Favorites Tools Help

Back x Home Search Favorites

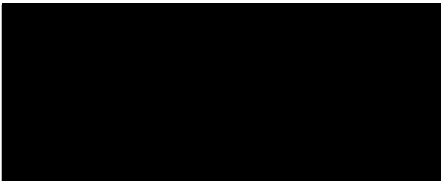
Address: https://myaccount.drivefinancial.com/Secure/TabMain.aspx

drive

ONLINE CHAT
Click here to chat with an account manager now.
CHAT NOW

ACCOUNT INFO PAYMENTS MAKE A PLAN LOG OUT

REQUEST PAYOFF



If you would like to receive a payoff quote for your vehicle, click the "Request Payoff" button below.

REQUEST PAYOFF PAYMENT COUPON

Payoff As of Date:	Payoff Amount:
4/14/2009	\$11,537.61

This payoff amount is good until 4/26/2009

YOUR ACCOUNT AT A GLANCE

Regular Payment Due Date:
5/16/2009

Regular Payment Amount:
\$330.66

Total Amount Due:
\$330.66

REQUEST PAYOFF

Drive Financial >> Customers > Make a Payment > Pay by Mail - Microsoft Internet Explorer - provided by Gulfstream

File Edit View Favorites Tools Help

Address http://www.drivefinancial.com/customers/make_payment_mail.aspx

A Santander Consumer USA Brand | April 14, 2009

drive
one complete solution

ABOUT INVESTORS CUSTOMER RESOURCES DEALERS

QUICK LINKS

MY ACCOUNT LOGIN

USER ID

PASSWORD

LOGIN

FORGOT YOUR ID
FORGOT YOUR PASSWORD
SCHEDULE YOUR PAYMENT

MAKE A PAYMENT

Pay by Mail

We accept mailed money orders, cashier's checks and personal checks. For safety and tracking purposes, we are unable to accept cash.

Your monthly statement includes a payment stub complete with correct mail-to address, amount due and your account information. For prompt and accurate processing of your payment, please make your payment payable to **Drive Financial Services**, write your 10-digit account number on your check and return it with your payment stub in the envelope provided with your statement.

Please note that it takes seven to 10 days for a payment to process via mail. For this reason, it is inadvisable to send a late payment via regular mail. If your payment due date is fast approaching, or a holiday or weekend is near, you may want to consider one of the alternate payment options described in the [Make a Payment](#) section of this Web site. The convenience fee you may pay is usually much less than the additional interest you will accrue on your account if your payment arrives late.

All mailed payments, including overnight and certified payments, generally post to your account within three business days after the payment is received.

Payment Addresses
If you wish to pay with a personal check, cashier's check or money order via regular mail, please make the payment payable to **Drive Financial Services** and send it to the address listed on the pay stub attached to the bottom of your monthly statement:

Drive Financial Services
P.O. Box 660633
Dallas, TX 75266-0633

If you wish to send a payment in the form of a personal check, cashier's check or money order via overnight mail, certified mail or next day air, please make it payable to **Drive Financial Services** and send it to:

Drive Financial Services
1010 W. Mockingbird Lane, Suite 100
Dallas, TX 75247

April 14, 2009

Hi Donna –

I spoke with a representative from Drive Financials Title Department, Shereese, she should be faxing a copy of the title to you shortly. If she does not, please let me know and I will contact her again.

Also, attached are a few of the items of information you had requested that I was able to get off line:

Acct # [REDACTED]
Pay off amount (as of 4/28)
Drive Financials physical address

I was told the daily per Diem is \$6.13.

I was unable to get a copy of the registration online. I will go into the DMV and obtain a copy this afternoon and fax that separately.

Thanks

[REDACTED]

0002

WENZEL, ROV

PLEASE ENTER MY ORDER FOR: New ☐ Used ☒ Demo ☐ Lienholder DRYDEN FINANCIAL Address DRYDEN TX 75834-1683

IMPORTANT: THIS MAY BE A BINDING CONTRACT AND YOU MAY LOSE ANY DEPOSITS IF YOU DO NOT PERFORM ACCORDING TO ITS TERMS

NOTICE OF SALESPERSON'S LIMITED AUTHORITY. This contract is not valid unless signed and accepted by Sales Manager or Officer of Dealership.

Accepted (X) _____

(X)

Buyer's Signature Accepting Terms of Contract

This ODOMETER DISCLOSURE STATEMENT and ASSIGNMENT Refers to Vehicle Being Sold

Federal and State law require that you state the mileage upon transfer of ownership. Failure to complete or providing a false statement may result in fines and/or imprisonment.

I (we), _____, the owner(s) of the vehicle described below, certify the vehicle is free of all security

interests, warrant title, and assign the registration tax and the vehicle to the person(s) named below and certify that the odometer now reads _____ (no tenths) miles and to the best of my knowledge the odometer mileage is:

- ☐ ACTUAL MILEAGE
☐ EXCEEDS MECHANICAL LIMITS OF ODOMETER
☐ NOT ACTUAL MILEAGE - WARNING ODOMETER DISCREPANCY

YEAR	2006	MAKE	CHRYSLER	MODEL	CARAVAN	BODY TYPE	MP
VIN NO.	[REDACTED]			LICENSE NO.	734	LIC. EXP. DATE	09/26/09
TR	[REDACTED]			TRANSFEROR'S (SELLER) STREET ADDRESS	[REDACTED]		
ST	[REDACTED]			CITY	[REDACTED]		
CITY	[REDACTED]			TRANSFEROR'S (SELLER) SIGNATURE (PRINT SIGNER'S NAME ALSO)	[REDACTED]		
TR	[REDACTED]			(X)	STATEMENT DATE 09/02/2009		

This ODOMETER DISCLOSURE STATEMENT and ASSIGNMENT Refers to Vehicle Being Traded In

Federal and State law require that you state the mileage upon transfer of ownership. Failure to complete or providing a false statement may result in fines and/or imprisonment.

I (we), _____, the owner(s) of the vehicle described below, certify the vehicle is free of all security

interests, warrant title, and assign the registration tax and the vehicle to the person(s) named below and certify that the odometer now reads _____ (no tenths) miles and to the best of my knowledge the odometer mileage is:

- ☐ ACTUAL MILEAGE
☐ EXCEEDS MECHANICAL LIMITS OF ODOMETER
☐ NOT ACTUAL MILEAGE - WARNING ODOMETER DISCREPANCY

YEAR	2006	MAKE		MODEL		BODY TYPE	MP
VIN NO.	[REDACTED]			LICENSE NO.		LIC. EXP. DATE	
TRANSFEREE'S NAME (BUYER) PRINT				TRANSFEROR'S (SELLER) STREET ADDRESS			
STREET ADDRESS				CITY FRANCIS IN 46070 STATE ZIP			
CITY STATE ZIP				TRANSFEROR'S (SELLER) SIGNATURE (PRINT SIGNER'S NAME ALSO)			
TRANSFEREE'S (BUYER) SIGNATURE (PRINT SIGNER'S NAME ALSO)				STATEMENT DATE 09/02/2009			

Beatty | Bangle | Strama P.C.

400 West 15th Street Suite 1450
Austin, Texas 78701
(512) 879.5050
(512) 879.5040 (fax)
kkirkland@bbsfirm.com

Received
JUL 29 2009
I.S.G.

July 28, 2009

18544472

VIA LONE STAR OVERNIGHT

Ms. D.J. Streat
Impartial Services Group
105 Decker Court, Suite 300
Irving, TX 75062

RE: [REDACTED] v Chrysler Group LLC; Case No. 1200769; VIN No. 1A4GP45R76B533625

Dear Ms. Streat,

Chrysler Group LLC has repurchased the subject vehicle in the above referenced matters. Enclosed are Chrysler Group LLC's checks to finalize the completion of these repurchases. Also enclosed are the revised executed release agreements which correspond to these matters. Please move forward to complete these repurchases.

Thank you for your assistance in this matter. If you need further information to complete the repurchase of the vehicle, please call Susan Gadberry at (512) 879-5045.

Sincerely,



Susan Gadberry
Early Resolution
Program Coordinator

SWG: swg
Enclosure

VENDOR NO: QQ1247436

REMITTANCE ADVISE
 CHRYSLER LLC
 CIMS: 13-60
 1000 CHRYSLER DRIVE
 BURN HILLS NJ 088326

PAY REF. NO: 0008041326
 DATE: 07/27/2009
 PM: USCKU SOURCE: QQ
 MAIL: R:QQ

INV/REF DATE	INVOICE/REFERENCE NUMBER-SCHEDULE PAY NO.	GROSS AMOUNT	DISCOUNT AMOUNT	NET AMOUNT
07/15/2009 MATTER #	1247436 200769 FOR : \$4,081.86	4,081.86		4,081.86
			Received JUL 29 2009 I.S.G.	
	TOTALS	4,081.86		4,081.86
ELECTRONIC FUNDS TRANSFER (EFT) IS AVAILABLE FOR YOUR PAYMENTS FROM CHRYSLER. APPLICATIONS FOR EFT WILL BE SENT TO YOU UPON YOUR FAX REQUEST TO: GAP-EFT COORDINATOR @ (586) 274-7061.				

REMOVE CHECK ALONG THIS PERFORATION

THIS CHECK HAS A SECURITY FEATURE THAT WILL APPEAR IF ALTERED.



GAP JPMORGAN CHASE BANK, N.A.
 WILMINGTON, DELAWARE

DATE: 07/27/2009

X

MMDDYYYY

SEQUENCE NO. 00058

62-26

311

*****4081.86

PAY FOUR THOUSAND EIGHTY ONE AND 86/100 DOLLARS
 TO THE ORDER OF:

ACCOUNT 7601 BANK USCKU

CHRYSLER LLC
 AUTHORIZED SIGNER

MINNEAPOLIS MN

WPPBrdle
 CP-11

VENDOR NO: QQ1247437

~~REMITTANCE ADVISE
 CHRYSLER LLC
 CIMS: 000013-60
 1000 CHRYSLER DRIVE
 BURN HILLS MI 48326~~

PAY REF. NO: 0008041327
 DATE: 07/27/2009
 PM: USCKU SOURCE: QQ
 MAIL: R:QQ

INV/REF DATE	INVOICE/REFERENCE NUMBER SCHEDULE PAY NO.	GROSS AMOUNT	DISCOUNT AMOUNT	NET AMOUNT
07/15/2009 MATTER # 1200769 FOR : \$11,641.82	124743'	11,641.82		11,641.82
			Received JUL 29 2009 I.S.G.	
	TOTALS	11,641.82		11,641.82
ELECTRONIC FUNDS TRANSFER (EFT) IS AVAILABLE FOR YOUR PAYMENTS FROM CHRYSLER. APPLICATIONS FOR EFT WILL BE SENT TO YOU UPON YOUR FAX REQUEST TO: GAP-EFT COORDINATOR @ (586) 274-7061.				

REMOVE CHECK ALONG THIS PERFORATION

THIS CHECK HAS A SECURITY FEATURE THAT WILL APPEAR IF ALTERED.



GAP JPMORGAN CHASE BANK, N.A.
 WILMINGTON, DELAWARE

0008041327

DATE: 07272009

X

MMDDYYYY

SEQUENCE NO. 00059

62-26

1530-09

311

*****11641.82

PAY ELEVEN THOUSAND SIX HUNDRED FORTY ONE AND 82/100 DOLLARS
 TO THE ORDER OF:

DRIVE FINANCIAL *****
 1010 W. MOCKINGBIRD LANE, STE 100
 DALLAS TX 75247

ACCOUNT 7601 BANK USCKU

CHRYSLER LLC
 AUTHORIZED SIGNER

W.P. Briddle
 CP-11

0008041327 0311002671 6301515304 509

SETTLEMENT AGREEMENT AND RELEASE

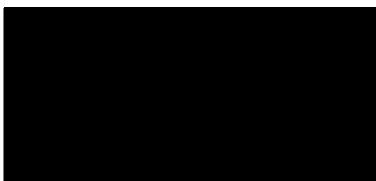
Upon payment and in sole consideration of Fifteen Thousand, Seven Hundred Twenty-Three dollars, and 68/100 (\$15,723.68), for the repurchase of a 2006 Grand Caravan, VIN No. 1A4GP45R76B [REDACTED] ("The Vehicle"), inclusive of attorney's fees, I, [REDACTED] hereby release Chrysler Group LLC, Chrysler LLC, and Old Carco LLC (collectively, "Chrysler"), their respective past, present, and future direct and indirect parent and subsidiary entities, and their directors, officers, employees, agents and dealers, and Hayford Ford, and its past, present and future direct and indirect parent and subsidiary entities, and its directors, officers, employees and agents from all known and unknown claims, damages, loss of services, personal injuries and property damage related in any way to The Vehicle. I specifically agree to release any and all claims brought in the lawsuit entitled [REDACTED] v. *Chrysler LLC* commenced in Minnesota District Court, Tenth Judicial District, Anoka County, including any right to pursue a claim for attorney's fees, against all of the entities named above. By repurchasing The Vehicle for the amount identified above, Chrysler Group LLC will obtain a clear title to The Vehicle.

This settlement is being made by Chrysler Group LLC pursuant to Paragraph 19 of the June 1, 2009 Order (I) Authorizing the Sale of Substantially all of the Debtors' Assets Free and Clear of all Liens, Interests and Encumbrances, (II) Authorizing the Assumption and Assignment of Certain Executory Contracts and Unexpired Leases in Connection Therewith and Related Procedures and (III) Granting Related Relief, entered in *In re Old Carco LLC, f/k/a Chrysler LLC, et al.*, No. 09-50002, in the United States Bankruptcy Court, Southern District of New York. I expressly agree that the only consideration I will receive is that listed above, that the only entity providing consideration is Chrysler Group LLC, and that Chrysler Group LLC, Chrysler LLC and Old Carco LLC have made no other promises to me. I accept the consideration listed above as full satisfaction of this claim.

Except as permitted by law, I agree not to talk about the details of this agreement and release to anyone. I understand that all the above parties deny any liability for this claim.

I fully understand and freely sign this release.

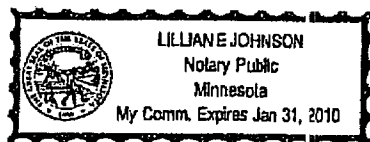
Date: July 14th, 2009



Witness:

Lillian E. Johnson
Signature

Date: July 14, 2009.



Doc# 29359821

Todd E. Gadtke
Todd E. Gadtke
Attorney for Rachael Pesta

ATTN: Jack Mayron, GM

VIN:

1A4GP45R76E

RE:

PHONE #

**VEHICLE SURRENDER CHECKLIST
REPURCHASE**

Once customer turns vehicle in, please **COMPLETE AND RETURN ALL DOCUMENTS TO ISG:**

Impartial Services Group, LLC

Attn: DJ Streat

105 Decker Court (Suite 300)

Irving, TX 75062

PHONE: (800) 215-6230 Ext.465

FAX: (972) 652-3590

Received

AUG 10 2009

I.S.G.

<u>From Customer</u>	Obtain Title. Have owner(s) sign off as the seller or transferor and have title notarized if necessary. Do not assign a purchaser or just assign Chrysler Motors LLC and no address.
<u>Enclosed</u>	Obtain two Power of Attorney signed by registered owner(s); Do not fill-in the appointee. *Be sure to have notarized if necessary and DO NOT DATE the form!
<u>Enclosed</u>	Damage Notification - customer to sign.
<u>Enclosed</u>	Two Odometer statements - customer to sign.
<u>N/A</u>	Release Agreement - customer to sign.
<u>Enclosed</u>	Authorization of Payoff - customer to sign.
<u>Enclosed</u>	Vehicle Condition Report - to be completed and signed by customer and dealer.
<u>From Customer</u>	Obtain copy of Driver's License.
<u>Enclosed</u>	Release of Vehicle - to be signed by dealer.
<u>Enclosed</u>	Windshield Notification Sticker - Please place on windshield.

RETURN ALL ORIGINAL DOCUMENTS IN THE UPS ENVELOPE WITH THE RETURN LABEL PROVIDED.

YOU MUST IMMEDIATELY PLACE THE ENCLOSED WINDOW STICKER IN THE FRONT WINDSHIELD OF THE VEHICLE.

STATE OF MINNESOTA

CERTIFICATE OF TITLE FOR A MOTOR VEHICLE

VEHICLE IDENTIFICATION NUMBER 1A4GP45R76B	YEAR 06	MAKE CHRY	MODEL/BODY SV TWC	TITLE NUMBER [REDACTED]
DATE ISSUED 09/22/08	ODOMETER 30701	TAX BASE 021735	CODE 09	PLATE NUMBER [REDACTED]

EXP 10

FIRST SECURED PARTY
08/02/08

DOB
41571

OWNER

DRIVE FINANCIAL

PO BOX 560583
DALLAS TX 75356-0583

SAINT FRANCIS MN

TOTAL LIENS 1

ASSIGNMENT OF OWNERSHIP —BUYER(S) MUST COMPLETE THE APPLICATION ON THE BACK

ODOMETER DISCLOSURE STATEMENT: I (WE) CERTIFY THAT THE ODOMETER NOW READS _____ (NO TENTHS) MILES AND TO THE BEST OF MY KNOWLEDGE THE ODOMETER MILEAGE IS:

- ☐ ACTUAL MILEAGE
- ☒ EXCEEDS MECHANICAL LIMITS OF ODOMETER
- ☐ NOT ACTUAL MILEAGE — WARNING ODOMETER DISCREPANCY

DAMAGE DISCLOSURE STATEMENT. TO THE BEST OF MY KNOWLEDGE, THIS VEHICLE ☐ HAS ☐ HAS NOT (CHECK ONE) SUSTAINED DAMAGE, EXCLUSIVE OF ANY COSTS TO REPAIR, REPLACE, OR REINSTALL AIR BAGS AND OTHER COMPONENTS THAT WERE REPLACED DUE TO DEPLOYMENT OF AIR BAGS, IN EXCESS OF 70% ACTUAL CASH VALUE.

POLLUTION SYSTEM DISCLOSURE STATEMENT. TO THE BEST OF MY KNOWLEDGE THE POLLUTION CONTROL SYSTEM ON THIS VEHICLE INCLUDING THE RESTRICTED GASOLINE PIPE ☐ HAS ☐ HAS NOT (CHECK ONE) BEEN REMOVED, ALTERED OR RENDERED INOPERATIVE.

Assignment: I (we) certify that this vehicle is free from all security interests, warrant title, and assign the registration tax and vehicle to:

SELLER'S PRINTED NAME(S)

DATE OF SALE

BUYER'S PRINTED NAME(S)

DEALER LICENSE #

BUYER'S ADDRESS

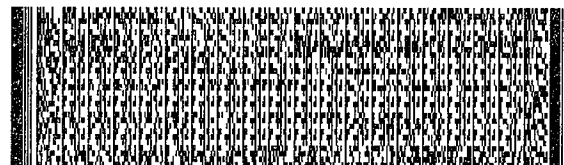
BUYER'S SIGNATURE(S)

IMPORTANT PLEASE READ: All information collected on a motor vehicle application is required by law and is issued to identify your motor vehicle. Failure to provide required information may result in denial of the requested action. Except for certain uses permitted by federal and state laws, personal information contained in your application may not be disclosed to anyone without your express consent. You may expressly consent to the disclosure of your information by writing to the following address:



PS2700-16

MINNESOTA DEPARTMENT OF PUBLIC SAFETY
DRIVER AND VEHICLE SERVICES DIVISION
445 MINNESOTA STREET, ST. PAUL, MINNESOTA 55101
PHONE 651-297-2126 TTY 651-282-6555
mndriveinfo.org



KEEP IN A SAFE PLACE ANY ALTERATION OR ERASURE VOIDS THIS TITLE

SELLER'S NOTICE OF SALE.

When you sell this vehicle, you are responsible to file the information below with the Department of Public Safety within 10 days. Please file this information over the Internet at mndriveinfo.org or complete all information on this post card and submit by mail. **This notice is not required if sold to a licensed dealer.**

Minnesota Statute 168A. 10

Title Number [REDACTED] Vehicle Identification Number **1A4GP45R76B** [REDACTED]

Date of Sale

Purchaser's Driver License Number

Purchaser's Full Name

Purchaser's Date of Birth

Street Address

City

County

State

Zip Code

PLEASE PRINT

MINNESOTA MOTOR VEHICLE REGISTRATION CARD

YR **06** MK **CHRY** MDL **SV TWC**

VIN **1A4GP45R76B** [REDACTED]

GROSS VEHICLE WEIGHT/BASE VALUE **021735**

PLATE #

EXP

10/31/08

STICKER #

TAX

99.00

RECORDED OWNER(S)

SAINT FRANCIS MN

VEHICLE/VESSEL TRANSFER AND REASSIGNMENT FORM

This form is not the ownership certificate. It must accompany the titling document or application for a duplicate title.

INSTRUCTIONS ON REVERSE SIDE ALL SIGNATURES MUST BE IN INK PHOTOCOPIES NOT ACCEPTED

Vehicle/Vessel ID

SECTION 1: Vehicle/Vessel Description

IDENTIFICATION NUMBER	YEAR MODEL	MAKE	LICENSE PLATE/CF #	MOTORCYCLE ENGINE #
1A4GP45R76B [REDACTED]	2006	CHRYSLER		

Bill of Sale

SECTION 2: Bill of Sale

I/We _____ (PRINT SELLER'S NAME[S]) sell, transfer, and deliver the above vehicle/vessel to _____ (PRINT BUYER'S NAME[S]) on

MO	DAY	YR	

 for the amount of \$

--	--	--	--	--	--	--	--	--	--

 (SELLING PRICE)

If this was a gift, indicate relationship: _____ (e.g., parents, spouse, friend, etc.) \$

--	--	--	--	--	--	--	--	--	--

 (GIFT VALUE)

Odometer

SECTION 3: Odometer Disclosure Statement (Void if Mileage is Altered or Erased)

Federal and State Law requires that you state the mileage upon transfer of ownership. Failure to complete or providing a false statement may result in fines and/or imprisonment.

The odometer now reads

--	--	--	--	--	--

 ,

10	ths

 (no tenths) miles, and to the best of my knowledge reflects the actual mileage **unless one of the following statements is checked.**

WARNING—ODOMETER DISCREPANCY

☐ Odometer reading is **NOT** the actual mileage ☐ Mileage exceeds the odometer mechanical limits
 Explain odometer discrepancy: _____

Buyer

SECTION 4: Buyer and Seller (MUST print his or her name, date and sign this section.)

BUYER

I acknowledge the odometer reading and the facts of the transfer. I certify (or declare) under penalty of perjury under the laws of the State of California that the foregoing is true and correct.

PRINT NAME	SIGNATURE	DATE	DL, ID OR DEALER #
	X		
	X		
	X		
MAILING ADDRESS	CITY	STATE	ZIP
			DAYTIME PHONE #

SELLER

I certify (or declare) under penalty of perjury under the laws of the State of California that the foregoing is true and correct.

PRINT NAME	SIGNATURE	DATE	DL, ID OR DEALER #
	X		
	X		
	X		
MAILING ADDRESS	CITY	STATE	ZIP
			DAYTIME PHONE #

Power of Attorney

SECTION 5: Power of Attorney

I/We _____ (PRINT NAME[S]) appoint _____ (PRINT NAME[S]) as my attorney in fact, to complete all necessary documents, as needed, to transfer ownership as required by law.

Signature required by person appointing Power of Attorney	DATE
X [REDACTED]	
Signature required by person appointing Power of Attorney	DATE
X [REDACTED]	

VEHICLE/VESSEL TRANSFER AND REASSIGNMENT FORM

This form is not the ownership certificate. It must accompany the titling document or application for a duplicate title.

INSTRUCTIONS ON REVERSE SIDE ALL SIGNATURES MUST BE IN INK PHOTOCOPIES NOT ACCEPTED

Vehicle/Vessel ID

SECTION 1: Vehicle/Vessel Description

IDENTIFICATION NUMBER	YEAR MODEL	MAKE	LICENSE PLATE/CF #	MOTORCYCLE ENGINE #
1A4GP45R76B [REDACTED]	2006	CHRYSLER		

Bill of Sale

SECTION 2: Bill of Sale

I/We _____ (PRINT SELLER'S NAME[S]) sell, transfer, and deliver the above vehicle/vessel to _____ (PRINT BUYER'S NAME[S]) on

MO	DAY	YR
----	-----	----

 for the amount of \$

--

 (SELLING PRICE)

If this was a gift, indicate relationship: _____ (e.g., parents, spouse, friend, etc.) \$

--

 (GIFT VALUE)

Odometer

SECTION 3: Odometer Disclosure Statement (Void if Mileage is Altered or Erased)

Federal and State Law requires that you state the mileage upon transfer of ownership. Failure to complete or providing a false statement may result in fines and/or imprisonment.

The odometer now reads

--	--	--	--	--	--

 (no tenths) miles, and to the best of my knowledge reflects the actual mileage **unless one of the following statements is checked.**

WARNING—ODOMETER DISCREPANCY

☐ Odometer reading is **NOT** the actual mileage ☐ Mileage exceeds the odometer mechanical limits
Explain odometer discrepancy: _____

Buyer

SECTION 4: Buyer and Seller (MUST print his or her name, date and sign this section.)

BUYER

I acknowledge the odometer reading and the facts of the transfer. I certify (or declare) under penalty of perjury under the laws of the State of California that the foregoing is true and correct.

PRINT NAME	SIGNATURE	DATE	DL, ID OR DEALER #
	X		
	X		
	X		
MAILING ADDRESS	CITY	STATE	ZIP
			DAYTIME PHONE #

SELLER

I certify (or declare) under penalty of perjury under the laws of the State of California that the foregoing is true and correct.

PRINT NAME	SIGNATURE	DATE	DL, ID OR DEALER #
	X [REDACTED]		
	X [REDACTED]		
	X [REDACTED]		
MAILING ADDRESS	CITY	STATE	ZIP
			DAYTIME PHONE #

Seller

SECTION 5: Power of Attorney

I/We _____ (PRINT NAME[S]) appoint _____ (PRINT NAME[S]) as my attorney in fact, to complete all necessary documents, as needed, to transfer ownership as required by law.

Signature Required by person appointing Power of Attorney

--

 DATE

--

Signature Required by person appointing Power of Attorney

--

 DATE

--

Power of Attorney

POWER OF ATTORNEY

KNOW ALL MEN BY THESE PRESENTS

That I, _____

Residing _____ SAINT FRANCIS, MN _____

do hereby make, constitute and appoint _____

As my true and lawful attorney to execute and sign such papers, including affidavits respecting representation herein, as are necessary under the laws of the State of Minnesota to make assignment on a Minnesota Certificate of Title in my name for the following motor vehicle or to apply on my behalf for a Minnesota Certificate of Title in my name covering the following motor vehicle:

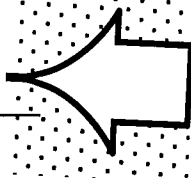
YEAR 2006 MAKE/MODEL CHRYSLER TOWN & COUNTRY FWD SWB WAGON

Mfr.'s SERIAL NO. 1A4GP45R76B _____

BODY TYPE _____

X

SIGNED



**SIGN
HERE**

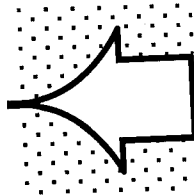
X

CO-SIGNED

SWORN TO BEFORE ME, A NOTARY PUBLIC, IN AND FOR SAID COUNTY,

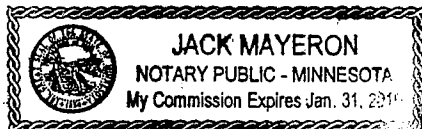
THIS 5th DAY OF AUGUST, 2009.

Jack A. Mayeron
NOTARY PUBLIC



NOTARIZE

MY COMMISSION EXPIRES 2010



POWER OF ATTORNEY

KNOW ALL MEN BY THESE PRESENTS

That I, [REDACTED]

Residing [REDACTED] NT FRANCIS, MN [REDACTED]

do hereby make, constitute and appoint _____

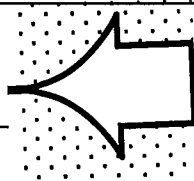
As my true and lawful attorney to execute and sign such papers, including affidavits respecting representation herein, as are necessary under the laws of the State of Minnesota to make assignment on a Minnesota Certificate of Title in my name for the following motor vehicle or to apply on my behalf for a Minnesota Certificate of Title in my name covering the following motor vehicle:

YEAR 2006 MAKE/MODEL CHRYSLER TOWN & COUNTRY FWD SWB WAGON

Mfr.'s SERIAL NO. 1A4GP45R76E [REDACTED]

BODY TYPE _____

X [REDACTED] _____
SIGNED



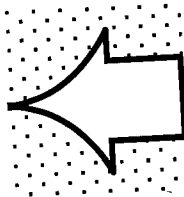
**SIGN
HERE**

X _____
CO-SIGNED

SWORN TO BEFORE ME, A NOTARY PUBLIC, IN AND FOR SAID COUNTY,

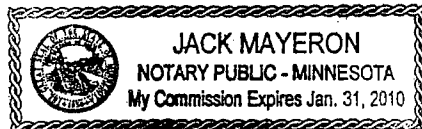
THIS 5th DAY OF AUGUST, 2009.

Jack Mayeron
NOTARY PUBLIC



NOTARIZE

MY COMMISSION EXPIRES 2010





Minnesota Motor Vehicle Registration / Cab Card

Keep this Registration/Cab Card in your Vehicle

ST FRANCIS

New Plate

Sticker

Plate no.

Expiration

RER739

OCT31,09

Vehicle ID No.

Make

Year

1A4GP45R76B533625

CHRY

2006

Title No.

Gross Weight or Base Value

P2660X317

21735

Reg Tax	99.00
Contribution	0.00
Plate Fee	0.00
Wheel Tax	5.00
Technology Surcharge	1.75
Filing Fee	4.50
Total Due	110.25

Minnesota Law (MS 169.791) requires that proof of insurance be in the vehicle at all times and shown to a peace officer upon demand.

CAB CARD. If your vehicle is taxed based on the gross weight of the vehicle, you must keep this card in the vehicle at all times.

You can contact DVS at:

Phone: 651-297-2126

TTY/TTD: 651-282-6555

motor.vehicles@state.mn.us

I attest by this transaction that this vehicle is insured while operated upon the public roads as required by law. Proof of insurance will be carried in the vehicle.

Did you know? --

- If you sell your vehicle to a resident of another state you are advised to remove the license plates. The new owner may purchase a 31-day temporary out-of-state permit from a deputy registrar for an \$9.50 fee.
- If you sell your vehicle to a Minnesota resident, DVS advises that you accompany the buyer to any deputy registrar to complete the transaction. You may report the vehicle sale at mndriveinfo.org.
- The plate must be fastened and visible. It is unlawful to cover any assigned letters and numbers or the name of the state of origin of a license plate with any material whatever, including any clear or colorless material if it hinders the plate's reflectivity. (MS 169.79)

Thank you for renewing your registration tabs at the ROSEVILLE deputy on 10/28/2008.

ODOMETER DISCLOSURE STATEMENT

Federal law (and State law, if applicable) requires that you state the mileage upon Transfer of ownership. Failure to complete or providing a false statement may result in fines and/or imprisonment.

I, [REDACTED] (transferor's name, Print)

state that the odometer now reads 56425 (no tenths) miles and to the best of my knowledge that it reflects the actual mileage of the vehicle described below, unless otherwise indicated.

- ☒ (1) Actual Mileage.
- ☐ (2) I hereby certify that to the best of my knowledge the odometer reading reflects the amount of mileage in excess of its mechanical limits.
- ☐ (3) I hereby certify that the odometer reading is NOT the actual mileage. WARNING - ODOMETER DISCREPANCY.

MAKE	MODEL	BODY TYPE
CHRYSLER	CHRYSLER TOWN & COUNTRY FWD SWB	
WAGON		
VEHICLE IDENTIFICATION NUMBER		YEAR
1A4GP45R76B [REDACTED]		2006

X

TRANSFEROR'S SIGNATURE

RACHAEL FRANCES PESTA

PRINTED NAME

2787 235TH AVE NW

TRANSFEROR'S ADDRESS (STREET)

SAINT FRANCIS

MN

55070

CITY

STATE

ZIP CODE

DATE OF STATEMENT

X

TRANSFEEE'S SIGNATURE

PRINTED NAME

TRANSFEEE'S ADDRESS (STREET)

CITY

STATE

ZIP CODE

DL #

STATE

Drivers License Number

State of License

ODOMETER DISCLOSURE STATEMENT

Federal law (and State law, if applicable) requires that you state the mileage upon Transfer of ownership. Failure to complete or providing a false statement may result in fines and/or imprisonment.

I, [REDACTED] transferor's name, Print)

state that the odometer now reads 56425 (no tenths) miles and to the best of my knowledge that it reflects the actual mileage of the vehicle described below, unless otherwise indicated.

- ☒ (1) Actual Mileage.
- ☐ (2) I hereby certify that to the best of my knowledge the odometer reading reflects the amount of mileage in excess of its mechanical limits.
- ☐ (3) I hereby certify that the odometer reading is NOT the actual mileage. WARNING - ODOMETER DISCREPANCY.

MAKE	MODEL	BODY TYPE
CHRYSLER	CHRYSLER TOWN & COUNTRY FWD SWB	
WAGON		
VEHICLE IDENTIFICATION NUMBER		YEAR
1A4GP45R76B [REDACTED]		2006

X [REDACTED] TR [REDACTED]

[REDACTED]

TRANSFEROR'S ADDRESS (STREET)
SAINT FRANCIS

CITY STATE ZIP CODE
MN [REDACTED]

DATE OF STATEMENT

X [REDACTED]
TRANSFEREE'S SIGNATURE

PRINTED NAME

TRANSFEREE'S ADDRESS (STREET)

CITY STATE ZIP CODE

DL # [REDACTED] STATE [REDACTED]
Drivers License Number State of License

ASSIGNMENT OF SALES TAX REFUND

[REDACTED] hereby assigns to Chrysler Motors LLC any and all rights to a refund of the Sales Tax in connection with the repurchase of the following Chrysler vehicle, pursuant to lemon law.

VIN# 1A4GP45R76B [REDACTED]

Signature

8/5/09

Date

DAMAGE NOTIFICATION

I/We [REDACTED] declare that the 2006 Chrysler Town & Country Fwd Swb Wagon vehicle identification number 1A4GP45R76B [REDACTED] being returned to Chrysler Motors LLC on this date, HAS / HAS NOT (Circle One) previously been involved in an accident.

If there has been Damage, has it been repaired? _____ Yes ☒ No

If the vehicle has had accident damage repaired, please describe briefly the areas of the damage and the approximate cost of the repairs made here:

Received

AUG 10 2009

I.S.G.

[REDACTED]
Owner Signature

8/5/09
Date

2nd Owner Signature (If Applicable)

Date

AUTHORIZATION OF PAYOFF AND RELEASE OF TITLE

I, [REDACTED], hereby agree that Drive Financial may release any information regarding my loan/lease account and the title document (pink slip) on vehicle 1A4GP45R76B [REDACTED] to Impartial Services Group (ISG) upon presentation of a check for the total payoff amount, with any and all amounts in excess of the amount needed to pay off the balance on loan number 8189201 to be returned to me.

For further verification my social security number is [REDACTED]

It is understood and agreed that upon release of the title documents to ISG, I shall have no further obligation on the above listed loan.

Owner Signature

8/5/09

Date

Received
AUG 10 2009
I.S.G.

Owner Signature

Date

Please assign the title of the vehicle to Chrysler and mail the title to the address below.

If you have any questions, please call (972) 652-3400 ext. 465.

Impartial Services Group
Attn: Title Dept.
105 Decker Court (Suite 300)
Irving, TX 75062

Dealership Authorization to Release Vehicle

In order to expedite the transport of VIN # 1A4GP45R76B, for ,
 please provide the following information:

Is this the physical vehicle location? ✓ Yes No

Barnett Chrysler Plymouth Jeep
3610 Highway 61
White Bear Lake, MN 55110

Received
AUG 10 2009
I.S.G.

If no, please provide vehicle's location:

Please provide the name and phone numbers for two dealership employees who can be contacted by the transport company for release of the vehicle:

JACK MAYERON 651-429-3391
TIM ROGNESS 651-429-3391

Date Vehicle is Releasable: 08-06-09

Dealership Signature: *T. Rogness* Date: 08-06-09

Title: CSM

Please fax this release back to ISG, Attn: DJ Streat at (972) 652-3590 so that we may remove the vehicle from your lot as soon as possible.

The vehicle will not be scheduled for tow until the vehicle is releasable and this form is returned to ISG.

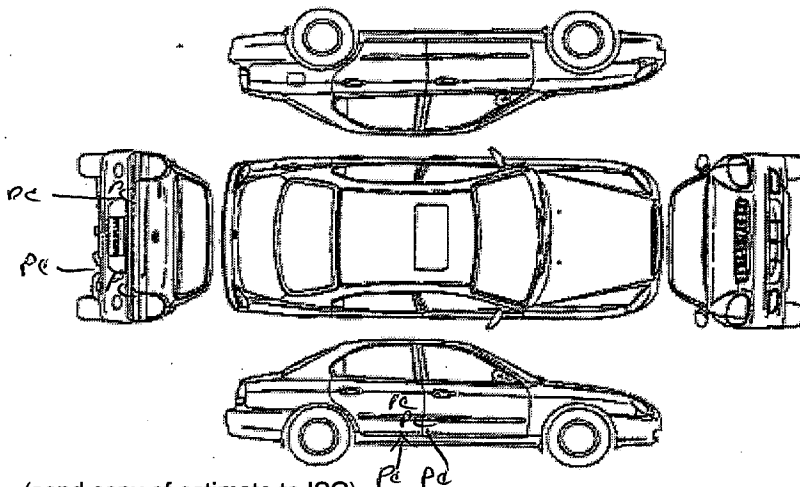
VEHICLE CONDITION REPORT - Chrysler Motors LLC

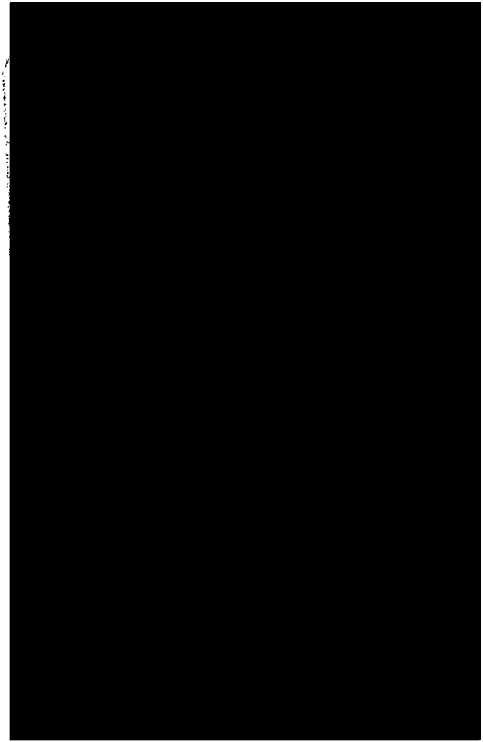
Date: 08-05-09Owner's Name: [REDACTED]Year: 2006Make: CHRYSLERMake: TOWN & COUNTRYColor: SILVERVIN #: 1A4GP45R76BMileage: Received
AUG 10 2009
I.S.G.**Obtained from Customer:**2 Key (2 sets & valet key) and Remotes
Spare Jack Wheellock

Tires Depth (4/32)	RF	<u>5/32</u>	RR	<u>5/32</u>	LR	<u>5/32</u>	LF	<u>5/32</u>
Tire Size	RF	<u>215 75 R15</u>	RR	<u>215-75/R15</u>	LR	<u>215-75/R15</u>	LF	<u>215-75/R15</u>
Tire Brand	RF	<u>GOODYEAR</u>	RR	<u>GOODYEAR</u>	LR	<u>GOODYEAR</u>	LF	<u>GOODYEAR</u>

NOTES: (Please record any damage.)PASSENGER SIDE SLIDING DOOR - 2 BODORINGS - 2 PAINT CHIPS ON REAR BUMPER**CODE IDENTIFICATION CHARTS**

B - Bent	M - Missing
BB - Buffer Burned	P - Pitted
BR - Broken	PC - Paint Chip
C - Cut	R - Rubbed
CR - Cracked	RU - Rust
D - Dented	S - Scratched
F - Faded	SL - Soiled
FF - Foreign Fluid	SS - Surface Scratch
G - Gouged	ST - Stained
L - Loose	T - Torn

*If Damage Estimated Over \$300 - (send copy of estimate to ISG)Funds Collected Y N \$ Amount: Certified Check/Money Order payable to dealerTransfer Agent: Signature: **DEALER ACKNOWLEDGEMENT:** By signing below you acknowledge that you have reviewed this report and agree that it is accurate. Further, you agree that you are responsible for the vehicle while in your possession.Dealer Signature: [Signature] Printed Name: TIM ROENESS*****PLEASE NOTE:** If you disagree with this condition report, please contact your Impartial Services Group (ISG) Case Coordinator at 1-800-215-6230.**Customer Acknowledgement:** By signing below you acknowledge that you have reviewed this report and agree that it is accurate.Customer Signature: [Signature] Date: 08-05-09



STATE OF MINNESOTA

CERTIFICATE OF TITLE FOR A MOTOR VEHICLE

VEHICLE IDENTIFICATION NUMBER 1A4GP45R76B		YEAR 06	MAKE CHRY	MODEL/BODY SV TWC	TITLE NUMBER [REDACTED]
DATE ISSUED 09/22/08	ODOMETER 30701	TAX BASE 021735	CODE 09	PLATE NUMBER [REDACTED]	CENTRAL OFFICE USE ONLY
EXP 10					
FIRST SECURED PARTY 08/02/08		DOB 41571		OWNER [REDACTED]	
DRIVE FINANCIAL PO BOX 560583 DALLAS TX 75356-0583		SAINT FRANCIS MN [REDACTED]			
TOTAL LIENS 1		[REDACTED]			

ASSIGNMENT OF OWNERSHIP —BUYER(S) MUST COMPLETE THE APPLICATION ON THE BACK

<p>ODOMETER DISCLOSURE STATEMENT: I (WE) CERTIFY THAT THE ODOMETER NOW READS 56425 (NO TENTHS) MILES AND TO THE BEST OF MY KNOWLEDGE THE ODOMETER MILEAGE IS:</p> <p><input checked="" type="checkbox"/> ACTUAL MILEAGE</p> <p><input type="checkbox"/> EXCEEDS MECHANICAL LIMITS OF ODOMETER</p> <p><input type="checkbox"/> NOT ACTUAL MILEAGE — WARNING ODOMETER DISCREPANCY</p>	<p>DAMAGE DISCLOSURE STATEMENT. TO THE BEST OF MY KNOWLEDGE, THIS VEHICLE</p> <p><input type="checkbox"/> HAS <input checked="" type="checkbox"/> HAS NOT (CHECK ONE) SUSTAINED DAMAGE, EXCLUSIVE OF ANY COSTS TO REPAIR, REPLACE, OR REINSTALL AIR BAGS AND OTHER COMPONENTS THAT WERE REPLACED DUE TO DEPLOYMENT OF AIR BAGS, IN EXCESS OF 70% ACTUAL CASH VALUE.</p> <p>POLLUTION SYSTEM DISCLOSURE STATEMENT. TO THE BEST OF MY KNOWLEDGE THE POLLUTION CONTROL SYSTEM ON THIS VEHICLE INCLUDING THE RESTRICTED GASOLINE PIPE</p> <p><input type="checkbox"/> HAS <input checked="" type="checkbox"/> HAS NOT (CHECK ONE) BEEN REMOVED, ALTERED OR RENDERED INOPERATIVE.</p> <p>Assignment: I (we) certify that this vehicle is free from all security interests, warrant title, and assign the registration tax and vehicle to:</p>
--	--

SELLER'S PRINTED NAME(S) [REDACTED]	DATE OF SALE 8/5/09	BUYER'S PRINTED NAME(S) CHRYSLER GROUP LLC
DEALER LICENSE # X	BUYER'S ADDRESS 105 DECKER COURT, SUITE 201 IRVING, TX 75062	BUYER'S SIGNATURE(S) [Signature]

IMPORTANT - PLEASE READ: All information collected on a motor vehicle application is required by law and is issued to identify your motor vehicle. Failure to provide required information may result in denial of the requested action. Except for certain uses permitted by federal and state laws, personal information contained in your application may not be disclosed to anyone without your express consent. You may expressly consent to the disclosure of your information by writing to the following address:

[REDACTED]

MINNESOTA DEPARTMENT OF PUBLIC SAFETY
 DRIVER AND VEHICLE SERVICES DIVISION
 445 MINNESOTA STREET, ST. PAUL, MINNESOTA 55101
 PHONE 651-297-2126 TTY 651-282-6555
mndriveinfo.org

[REDACTED]

KEEP IN A SAFE PLACE ANY ALTERATION OR ERASURE VOIDS THIS TITLE

SELLER'S NOTICE OF SALE.

When you sell this vehicle, you are responsible to file the information below with the Department of Public Safety within 10 days. Please file this information over the Internet at mndriveinfo.org or complete all information on this post card and submit by mail. **This notice is not required if sold to a licensed dealer.**

Minnesota Statute 168A. 10

[REDACTED]	[REDACTED]
Title Number	Vehicle Identification Number

Date of Sale	
Purchaser's Driver License Number	
Purchaser's Full Name	Purchaser's Date of Birth
Street Address	
City	County State Zip Code

PLEASE PRINT

MINNESOTA MOTOR VEHICLE REGISTRATION CARD

YR	MK	MDL
06	CHRY	SV TWC

VIN
1A4GP45R76B [REDACTED]

GROSS VEHICLE WEIGHT/BASE VALUE **021735**

PLATE #	EXP
[REDACTED]	10/31/08
STICKER #	TAX
402268	99.00

RECORDED OWNER(S)

[REDACTED]

SAINT FRANCIS MN [REDACTED]

CONTROL NUMBER

Federal and state laws require that you state the mileage in connection with the transfer of ownership. Minnesota law requires that you make disclosures about pollution control equipment and damage to the vehicle. A false or fraudulent statement of purchase by any person is a gross misdemeanor or felony.

SALES TAX DECLARATION AND FEES

FULL PURCHASE PRICE..... \$
LESS TRADE-IN ALLOWANCE.....
NET PURCHASE PRICE.....
% OF NET PURCHASE PRICE.....
LESS TAX PAID TO ANOTHER STATE.....
NET SALES TAX DUE \$

REGISTRATION TAX	\$	
PLATE FEE		
ARREARS TAX		
PSV FEE		
TRANSFER TAX		
TITLE/TRANSFER FEE		
SALES TAX		
LATE TRANSFER PENALTY		
SUBTOTAL	\$	
STATE/DEPUTY FILING FEE		
TOTAL DUE	\$	

TRADE-IN WAS

MODEL YEAR MAKE PLATE OR VEHICLE IDENTIFICATION NUMBER

I DECLARE THIS TAX EXEMPTION CODE:	Minnesota Dealer's License Number:
	Minnesota Sales Tax Account Number:
	Internal Revenue Code Number (IRC):
	Prorate Account Number (Sales tax due when registered):

ASSIGNMENT OF OWNERSHIP

ODOMETER DISCLOSURE STATEMENT. I (WE) CERTIFY THAT THE ODOMETER NOW READS (NO TENTHS) MILES AND TO THE BEST OF MY KNOWLEDGE THE ODOMETER MILEAGE:
☐ IS ACTUAL MILEAGE
☐ EXCEEDS MECHANICAL LIMITS OF ODOMETER
☐ IS NOT ACTUAL MILEAGE - WARNING ODOMETER DISCREPANCY

I (WE) CERTIFY THAT THIS VEHICLE IS FREE FROM ALL SECURITY INTERESTS, WARRANT TITLE, AND ASSIGN THE REGISTRATION TAX AND VEHICLE TO (BUYER):

DAMAGE DISCLOSURE STATEMENT. TO THE BEST OF MY KNOWLEDGE, THIS VEHICLE:

☐ HAS ☐ HAS NOT (CHECK ONE) SUSTAINED DAMAGE IN EXCESS OF 70% ACTUAL CASH VALUE, EXCLUSIVE OF ANY COSTS TO REPAIR, REPLACE, OR REINSTALL AIR BAGS AND OTHER COMPONENTS RELATED TO AIR BAG DEPLOYMENT.

POLLUTION SYSTEM DISCLOSURE STATEMENT. TO THE BEST OF MY KNOWLEDGE, THE POLLUTION CONTROL SYSTEM, INCLUDING THE RESTRICTED GASOLINE PIPE, ON THIS VEHICLE

☐ HAS ☐ HAS NOT (CHECK ONE) BEEN REMOVED, ALTERED, OR RENDERED INOPERATIVE.

SELLER'S PRINTED NAME(S)

DATE OF SALE

BUYER'S PRINTED NAME(S)

SELLER'S ADDRESS

DEALER'S LICENSE #

BUYER'S ADDRESS

X

X

SELLER'S SIGNATURE(S)

BUYER'S SIGNATURE(S)

APPLICATION FOR TITLE BY BUYER (TRANSFeree). MUST BE SUBMITTED WITHIN 10 DAYS (Please Print)

CHRYSLER GROUP LLC

BUYER'S NAME(S) (LAST) (FIRST) (MIDDLE) DATE(S) OF BIRTH BUYER'S DRIVER'S LICENSE NUMBER(S)

STREET ADDRESS 105 DECKER COURT, SUITE 300 IRVING, TX 75062 CITY COUNTY/CODE STATE ZIP CODE

IS THIS VEHICLE SUBJECT TO SECURITY AGREEMENT? ☐ YES (IF YES, COMPLETE SECTION BELOW)

FIRST SECURED PARTY'S NAME (PRINT NAME)

DATE OF SECURITY AGREEMENT

FOR ADDITIONAL SECURED PARTIES, ATTACH COMPLETED FORM PS2017

STREET ADDRESS

CITY

STATE

ZIP CODE

I (WE) CERTIFY I (WE) AM (ARE) OF LEGAL AGE, HAVE PURCHASED THIS VEHICLE SUBJECT TO LIENS SHOWN AND NO OTHERS. I (WE) ATTEST BY THIS TRANSACTION THAT THIS VEHICLE IS AND WILL CONTINUE TO BE INSURED WHILE OPERATED UPON THE PUBLIC STREETS AND HIGHWAYS. ALL OF MY (OUR) DECLARATIONS ARE TRUE AND CORRECT.

X

APPLICANT'S/BUYER'S SIGNATURE(S), All Must Sign

MINNESOTA COUNTY OR OTHER STATE WHERE VEHICLE IS KEPT

Post Office Will Not Deliver Mail Without Proper Postage

FOR YOUR PROTECTION

UPON THE SALE OF A VEHICLE TO A PRIVATE PARTY, WE RECOMMEND THAT THE SELLER AND BUYER TAKE THE COMPLETED TRANSFER TO A DEPUTY REGISTRAR.

RECEIPT FOR OFFICE USE ONLY

Registration Tax (if applicable)	
Sales Tax	
Total Fees/Taxes Paid	

MINNESOTA DEPARTMENT OF PUBLIC SAFETY
DRIVER & VEHICLE SERVICES DIVISION
445 MINNESOTA STREET
ST PAUL MN 55101-5168

MINNESOTA DEPARTMENT OF PUBLIC SAFETY
DRIVER & VEHICLE SERVICES DIVISION
445 MINNESOTA ST. ST PAUL, MN 55101

CONFIRMATION OF LIEN PERFECTION
Web site: mndriveinfo.org
Phone: 651-297-2126 TTY: 651-282-6555

ST FRANCIS MN

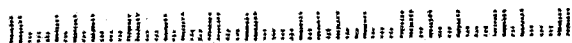
Year 06	Make CHRY	Model SVTMC	
VIN 1A4GP45R76B		Security Date 08/02/08	Result NO

RETAIN THIS DOCUMENT – See reverse
side of this form for removing this lien.

First-Class Mail
U.S. POSTAGE
PAID
Permit No. 171
St Paul, MN

1ST SECURED PARTY
LIEN HOLDER

DRIVE FINANCIAL
PO BX 560583
DALLAS TX 75356-0583





STATE OF MINNESOTA
CERTIFICATE OF LIEN RELEASE
TO A MOTOR VEHICLE



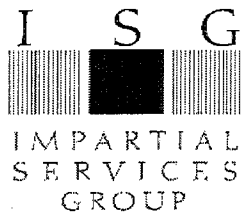
This security interest is hereby released on 8/26/09
Date

X  Drive Financial Services
Signature of Authorized Agent

AST
Title

IMPORTANT – DO NOT DESTROY

This Certificate of Lien Release must be attached to the original Certificate of Title to establish clear ownership.



105 Decker Ct. (Suite 300)
Irving, TX 75062
(972) 652-3400
Fax: (972) 652-3590

August 31, 2009

Minnesota Department of Public Safety
Driver and Vehicle Services Division
445 Main Street Ste 189
St Paul, MN 55101

Vin #: 1A4GP45R76B [REDACTED]

Title Number: [REDACTED]

Dear Sir or Madam:

Attached please find a vehicle title, which must be retitled with the **LEMON STATEMENT** appearing on the face of the title.

Chrysler Group LLC repurchased this vehicle because it did not conform to the manufacturer's warranty. Please return a new **Branded** Title to my attention as quickly as possible.

If I can be of further assistance, please do not hesitate to call me at (972) 652-3400.

Sincerely,

A handwritten signature in black ink, appearing to read 'Amy Newlin', written over the word 'Sincerely,'.

Amy Newlin
Title Specialist

ASPS VEHICLE INQUIRY - VEHICLE INFO 09/18/09 10:32:08
VEHICLE FOUND ON VEHICLE WARRANTY DB2 TABLE
VON: 15995520 VIN: 1A4GP45R76B MODEL: RSYH52 SLD ZN/DLR: 74-61909

STATION: KZ X 09-15-05 SOLD 11-22-05 DEALER WHEN SCHED: 61909
DAYS IN 472 ORD 08-05-05 B/O HOLD: ESTIM SHIP DATE: 09-07-05
FIN HOLD: R DIST HOLD: SHIP ZONE/DEALER: 74-61909
PASS/FAIL EDIT: P PSP:
MATERIAL PROCURE: BID: FAN 1: FAN 2:
REJECT: EMISSIONS: NAS PORT CODE:
ORDER: REGULAR DELAY: SOURCE: DEALER
DEALER PRIORITY: 99 ORIG ORDER QTY: 1 SOLD ORDER:
PAPER FLAG: P1 MKT: U.S. DEALER RETAIL REASSIGN CODE:
MONRONEY: 21,735.00 INVOICE: 20,483.00
OPTION SALES CODES

*B7 -D5 DGL EGA NAS PS2 28F

SPECIAL EQUIPMENT CODES

MODEL YEAR: FAMILY LINE: VON: OR VIN: 1A4GP45R76B533625

2=BID 3=TRAFF 4=HIST 5=SC/SECS 7=FED GOVT 8=HELP

VEHICLE FOUND ON VEHICLE WARRANTY DB2 TABLE

VON: 15995520 VIN: 1A4GP45R76B [REDACTED] MODEL: RSYH52 SLD ZN/DLR: 74-61909

DEALER ORDERED	08-05-05	FIRM (D).....	08-05-05	DELIVERED (X)..	09-15-05
		GATE LINE (D1)..	08-15-05	CNA DELV DATE..	11-21-05
ORD RECD (BA).	08-05-05	FRAME (E).....	09-06-05	SOLD DATE/CODE.	11-22-05 Z
FLEET HOLD(BB)		PAINT (F).....	09-06-05	FLT EST DELV WK	
ENGR HOLD (BD)		TRIM (G).....	09-06-05		
EDIT ERROR(BE)		BUILT NOT OK(I)	09-06-05	GVW.....	5400
PASS EDIT (BG)		BUILT (J).....	09-06-05	FRONT.....	2850
MATL PROCR		WARR BUILT HOUR	17	REAR.....	2850
FIN HOLD		WARR BUILT DATE	09-06-05	TIRE CERT. CODE	
FIN RELEASE		BODY VENDOR(JB)		TIRE PRES. CODE	0001
LAST ORD EDIT.	08-15-05	EMISSION (JE)..			
PASS EDIT (BX)	08-05-05	CONS BDY VND(JJ			
SUB FRM SCH(C)	08-05-05	STORAGE (JS)...			
SCHEDULE MONTH	09				
WEEKLY MO/WK	9 - 01	SHIPPED (KZ)...	09-06-05		
BUILD PLAN					

MODEL YEAR: FAMILY LINE: VON: OR VIN: 1A4GP45R76B533625

PF2=VEH PF3=TRAFF PF5=SC/SECS

PF7=FED GOVT

PF8=HELP

STATE OF MINNESOTA CERTIFICATE OF TITLE FOR A MOTOR VEHICLE

VEHICLE IDENTIFICATION NUMBER 1A4GP45R76B	YEAR 06	MAKE CHRY	MODEL/BODY SV TWC	TITLE NUMBER [REDACTED]
DATE ISSUED 09/04/09	ODOMETER 56425	TAX BASE 021735	CODE 09	PLATE NUMBER [REDACTED]
LEMONLW				EXP 10

NO SECURITY INTERESTS DOB

OWNER
CHRYSLER GROUP LLC

105 DECKER CT # 300
IRVING TX 75062-3796



LEMON LAW VEHICLE

SS

ASSIGNMENT BY SELLER (TRANSFEROR)

FEDERAL AND STATE LAWS REQUIRE THAT YOU STATE THE MILEAGE IN CONNECTION WITH THE TRANSFER OF OWNERSHIP. MINNESOTA LAW REQUIRES THAT YOU MAKE A DISCLOSURE ABOUT DAMAGE TO THE VEHICLE. A FALSE OR FRAUDULENT STATEMENT OF PURCHASE BY ANY PERSON IS A GROSS MISDEMEANOR OR FELONY.

ODOMETER DISCLOSURE STATEMENT: I (WE) CERTIFY THAT THE ODOMETER NOW

☐ IS ACTUAL MILEAGE

READS (NO TENTHS) MILES AND TO THE BEST OF MY KNOWLEDGE THE ODOMETER MILEAGE:

☐ EXCEEDS MECHANICAL LIMITS OF ODOMETER

☐ IS NOT ACTUAL MILEAGE - WARNING ODOMETER DISCREPANCY

DAMAGE DISCLOSURE STATEMENT: TO THE BEST OF MY KNOWLEDGE, THIS VEHICLE: ☐ HAS ☐ HAS NOT (CHECK ONE) SUSTAINED DAMAGE, EXCLUSIVE OF ANY COSTS TO REPAIR, REPLACE, OR REINSTALL AIR BAGS AND OTHER COMPONENTS THAT WERE REPLACED DUE TO DEPLOYMENT OF AIR BAGS, IN EXCESS OF 70 PERCENT ACTUAL CASH VALUE.

ASSIGNMENT: I (WE) CERTIFY THAT THIS VEHICLE IS FREE FROM ALL SECURITY INTERESTS, WARRANT TITLE, AND ASSIGN THE REGISTRATION TAX AND VEHICLE TO:

SELLER'S PRINTED NAME(S)	DATE OF SALE	BUYER'S PRINTED NAME(S)
SELLER'S ADDRESS	DEALER'S LICENSE #	BUYER'S ADDRESS
SELLER'S SIGNATURE(S)		BUYER'S SIGNATURE(S)

APPLICATION FOR TITLE BY BUYER (TRANSFeree). MUST BE SUBMITTED WITHIN 10 DAYS (Please Print)

BUYER'S NAME (LAST)	(FIRST)	(MIDDLE)	DATE(S) OF BIRTH	BUYER'S DRIVER'S LICENSE NUMBER(S)
ADD'L BUYER'S NAME(S) (LAST)	(FIRST)	(MIDDLE)	DATE(S) OF BIRTH	BUYER'S DRIVER'S LICENSE NUMBER(S)
STREET ADDRESS		CITY	COUNTY/CODE	STATE
				ZIP CODE

IS THIS VEHICLE SUBJECT TO SECURITY AGREEMENT(S)? ☐ NO ☐ YES (IF YES, COMPLETE SECTION BELOW)

FIRST SECURED PARTY'S NAME (PRINT NAME)	DATE OF SECURITY AGREEMENT	FOR ADDITIONAL SECURED PARTIES, ATTACH COMPLETED FORM PS2017
STREET ADDRESS	CITY	STATE
		ZIP CODE

I (WE) CERTIFY I (WE) AM (ARE) OF LEGAL AGE, HAVE PURCHASED THIS VEHICLE SUBJECT TO LIENS SHOWN AND NO OTHERS. I (WE) ATTEST BY THIS TRANSACTION THAT THIS VEHICLE IS AND WILL CONTINUE TO BE INSURED WHILE OPERATED UPON THE PUBLIC STREETS AND HIGHWAYS. ALL OF MY (OUR) DECLARATIONS ARE TRUE AND CORRECT.

<input checked="" type="checkbox"/>	MINNESOTA COUNTY OR OTHER STATE WHERE VEHICLE IS KEPT
-------------------------------------	---

APPLICANT'S/BUYER'S SIGNATURE(S) All Must Sign

IMPORTANT - PLEASE READ: ALL INFORMATION COLLECTED ON A MOTOR VEHICLE APPLICATION IS REQUIRED BY LAW AND IS ISSUED TO IDENTIFY YOUR MOTOR VEHICLE. FAILURE TO PROVIDE REQUIRED INFORMATION MAY RESULT IN DENIAL OF THE REQUESTED ACTION, EXCEPT FOR CERTAIN USES PERMITTED BY FEDERAL AND STATE LAWS. PERSONAL INFORMATION CONTAINED IN YOUR APPLICATION MAY NOT BE DISCLOSED TO ANYONE WITHOUT YOUR EXPRESS CONSENT. YOU MAY EXPRESSLY CONSENT TO THE DISCLOSURE OF YOUR INFORMATION BY WRITING TO THE FOLLOWING ADDRESS:

MINNESOTA DEPARTMENT OF PUBLIC SAFETY
DRIVER AND VEHICLE SERVICES DIVISION
445 MINNESOTA STREET, ST. PAUL, MINNESOTA 55101
PHONE 651-297-2126 TTY 651-282-6555

mndriveinfo.org

KEEP IN A SAFE PLACE ANY ALTERATION OR ERASURE VOIDS THIS TITLE

SELLER'S NOTICE OF SALE

When you sell this vehicle, you are responsible to file the information on the back side of this notice with the Department of Public Safety within 10 days. Please file this information over the internet at mndriveinfo.org, call 651-284-1234, or complete all the information on this notice and mail to the address below. This notice is not required if sold to a licensed dealer. Minnesota statute 168A.10

MINNESOTA DEPARTMENT OF PUBLIC SAFETY
DRIVER AND VEHICLE SERVICES DIVISION
445 MINNESOTA STREET, ST. PAUL, MINNESOTA 55101-5168

VIN 1A4GP45R76B

MINNESOTA MOTOR VEHICLE REGISTRATION

YR	MK	MDL	VIN
06	CHRY	SV TWC	1A4GP45R76B
STICKER #		TAX	EXP
		99.00	10/31/09
GROSS VEHICLE WEIGHT/BASE VALUE 021735			
RECORDED OWNER(S)			
CHRYSLER GROUP LLC			

105 DECKER CT # 300
IRVING TX 75062-3796

CONTROL
NUMBER

FEDERAL AND STATE LAWS REQUIRE THAT YOU STATE THE MILEAGE IN CONNECTION WITH THE TRANSFER OF OWNERSHIP. MINNESOTA LAW REQUIRES THAT YOU MAKE A DISCLOSURE ABOUT DAMAGE TO THE VEHICLE. A FALSE OR FRAUDULENT STATEMENT OF PURCHASE BY ANY PERSON IS A GROSS MISDEMEANOR OR FELONY.

SALES TAX DECLARATION AND FEES

FULL PURCHASE PRICE \$
LESS TRADE-IN ALLOWANCE
NET PURCHASE PRICE
..... % OF NET PURCHASE PRICE
LESS TAX PAID TO ANOTHER STATE
NET SALES TAX DUE \$

REGISTRATION TAX	\$	
PLATE FEE		
ARREARS TAX		
PSV FEE		
TRANSFER TAX		
TITLE/TRANSFER FEE		
SALES TAX		
LATE TRANSFER PENALTY		
SUBTOTAL	\$	
STATE/DEPUTY FILING FEE		
TOTAL DUE	\$	

TRADE-IN WAS A:

MODEL YEAR MAKE PLATE OR VEHICLE IDENTIFICATION NUMBER

I DECLARE
THIS TAX
EXEMPTION
CODE:

Minnesota Dealer's License Number:

Minnesota Sales Tax Account Number:

Internal Revenue Code Number (IRC):

IRP Acct Number:

If Leased, Lessee MCDP Number:

REASSIGNMENT BY LICENSED DEALER ONLY

I (WE) CERTIFY THAT THIS VEHICLE IS FREE FROM ALL SECURITY INTERESTS, WARRANT TITLE, AND ASSIGN THE REGISTRATION TAX AND VEHICLE TO (BUYER):

ODOMETER DISCLOSURE STATEMENT. I (WE) CERTIFY THAT THE ODOMETER NOW
READS (NO TENTHS) MILES AND TO THE BEST OF MY
KNOWLEDGE THE ODOMETER MILEAGE:

- ☐ IS ACTUAL MILEAGE
☐ EXCEEDS MECHANICAL LIMITS OF ODOMETER
☐ IS NOT ACTUAL MILEAGE - WARNING ODOMETER DISCREPANCY

DAMAGE DISCLOSURE STATEMENT. TO THE BEST OF MY KNOWLEDGE, THIS VEHICLE:

☐ HAS ☐ HAS NOT (CHECK ONE) SUSTAINED DAMAGE, EXCLUSIVE OF ANY COSTS TO REPAIR, REPLACE, OR REINSTALL AIR BAGS AND OTHER COMPONENTS THAT WERE REPLACED DUE TO DEPLOYMENT OF AIR BAGS, IN EXCESS OF 70 PERCENT ACTUAL CASH VALUE.

SELLER'S PRINTED NAME(S)

DATE OF SALE

BUYER'S PRINTED NAME(S)

SELLER'S ADDRESS

DEALER'S LICENSE #

BUYER'S ADDRESS

X
SELLER'S SIGNATURE(S)

X
BUYER'S SIGNATURE(S)

ODOMETER DISCLOSURE STATEMENT. I (WE) CERTIFY THAT THE ODOMETER NOW
READS (NO TENTHS) MILES AND TO THE BEST OF MY
KNOWLEDGE THE ODOMETER MILEAGE:

- ☐ IS ACTUAL MILEAGE
☐ EXCEEDS MECHANICAL LIMITS OF ODOMETER
☐ IS NOT ACTUAL MILEAGE - WARNING ODOMETER DISCREPANCY

DAMAGE DISCLOSURE STATEMENT. TO THE BEST OF MY KNOWLEDGE, THIS VEHICLE:

☐ HAS ☐ HAS NOT (CHECK ONE) SUSTAINED DAMAGE, EXCLUSIVE OF ANY COSTS TO REPAIR, REPLACE, OR REINSTALL AIR BAGS AND OTHER COMPONENTS THAT WERE REPLACED DUE TO DEPLOYMENT OF AIR BAGS, IN EXCESS OF 70 PERCENT ACTUAL CASH VALUE.

SELLER'S PRINTED NAME(S)

DATE OF SALE

BUYER'S PRINTED NAME(S)

SELLER'S ADDRESS

DEALER'S LICENSE #

BUYER'S ADDRESS

X
SELLER'S SIGNATURE(S)

X
BUYER'S SIGNATURE(S)

IMPORTANT - PLEASE READ: ALL INFORMATION COLLECTED ON A MOTOR VEHICLE APPLICATION IS REQUIRED BY LAW AND IS ISSUED TO IDENTIFY YOUR MOTOR VEHICLE. FAILURE TO PROVIDE REQUIRED INFORMATION MAY RESULT IN DENIAL OF THE REQUESTED ACTION, EXCEPT FOR CERTAIN USES PERMITTED BY FEDERAL AND STATE LAWS, PERSONAL INFORMATION CONTAINED IN YOUR APPLICATION MAY NOT BE DISCLOSED TO ANYONE WITHOUT YOUR EXPRESS CONSENT. YOU MAY EXPRESSLY CONSENT TO THE DISCLOSURE OF YOUR INFORMATION BY WRITING TO THE FOLLOWING ADDRESS:

MINNESOTA DEPARTMENT OF PUBLIC SAFETY
DRIVER AND VEHICLE SERVICES DIVISION
445 MINNESOTA STREET, ST. PAUL, MINNESOTA 55101
PHONE 651-297-2126 TTY 651-282-6555

mndriveinfo.org

FOR YOUR PROTECTION

UPON THE SALE OF A VEHICLE TO A PRIVATE PARTY, WE RECOMMEND THAT THE SELLER AND BUYER TAKE THE COMPLETED TRANSFER TO A DEPUTY REGISTRAR.

SELLER'S NOTICE OF SALE

Date of Sale

Purchaser's Driver License Number

Purchaser's Full Name

Street Address

City

County

State

Zip Code



105 Decker Ct. (Suite 300)
Irving, TX 75062
(972) 652-3400
Fax: (972) 652-3590

August 6, 2009

To: Ken Nelson
(knelson@parkchryslerjeep.
com)
Co: Park Jeep Inc
Fax: 952-808-2465

From: Kristina Loyd

Zone: 74
Telephone: (972) 652-3400

BUYBACK VEHICLE:

Customer Name: [REDACTED]
Vehicle VIN: 1A4GP45R76B [REDACTED]
Model: CHRYSLER TOWN & COUNTRY FWD SWB
WAGON
Color: SILVER
Year: 2006
State: MN

Regarding the repair of the above referenced vehicle, the customer complained of the following:

1. Headlights flicker.

SPECIAL INSTRUCTIONS:

Please attempt to have the vehicle repaired by: 09/06/2009

- If you are unable to Repair any of the above complaints, please notify ISG immediately.
- Please call before completing any repairs not related to the problems listed on this sheet.
- Once the repairs have been completed, please fax a copy of the R.O to (972) 652-3590.
- If you are unable to meet the requested vehicle repair date or if you have any questions regarding the repair of this vehicle, please call me at (972) 652-3400.

Thank you for your assistance and prompt attention to this matter.

108664

98402

CUSTOMER



NCDS

INVOICE

PAGE 1

HOME: CONT:N/A
BUS: CELL:

SERVICE ADVISOR: 9862 SHANE CUSTER

COLOR		YEAR	MAKE/MODEL		VIN	LICENSE	MILEAGE IN/ OUT		TAG
SILVER		06	CHRYSLER TOWN AND CO		1A4GP45R76B		56425/56425		T131
DEL DATE	PROQ. DATE	WARR. EXP.	PROMISED		PO NO.	RATE	PAYMENT	INV. DATE	
21NOV05 DD			16:00 13AUG09				CASH	25AUG09	
R.O. OPENED		READY		OPTIONS: DLR:61909 ENG:3.3 Liter SMPI					

11:53 13AUG09 15:07 25AUG09

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

A HEADLIGHTS FLICKER

CAUSE: INTERNAL DEFECT AT ALTERNATOR ASSEMBLY & POWERTRAIN CONTROL MODULE.

08050121 ALTERNATOR-Replace 1.6-2.0-3.3-3.8 liter engine (B)

2600 WP4

6139 WP4

1 RL094650AD MODULE-POWERTRAIN CONTROL

FC: 48

PART#: RL094650AD

COUNT: 1

CLAIM TYPE:

AUTH CODE:

(N/C)

(N/C)

(N/C)

85410000 OPERATE/DIAGNOSTICS

6139 WP4

FC: PART#: COUNT: 1

CLAIM TYPE:

AUTH CODE:

(N/C)

08190601 MODULE, POWERTRAIN CONTROL (PCM) -Replace (B)

6139 WP4

1 4868431AG ALTERNATE

FC: DE

PART#: 4868431AG

COUNT: 1

CLAIM TYPE: W

AUTH CODE:

(N/C)

(N/C)

08190650 MODULE, POWERTRAIN CONTROL (PCM) -Program generic powertrain control module with software

6139 WP4

(N/C)

Any warranties on the products sold hereby are those of the manufacturer. As between this retail seller and buyer, the product is to be sold "AS IS" and the entire risk as to the quality and performance of the product is with the buyer. The seller 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. This disclaimer by this seller in no way affects the terms of the manufacturer's warranty. The buyer acknowledges being so informed prior to the sale.

LABOR GUARANTEE

This dealership guarantees that the labor performed in this repair shop has been competently performed. Any defect that occurs will be corrected without charge by this repair shop for a period of 90 days or 4000 miles from this date of repair, whichever occurs first.

CUSTOMER SIGNATURE

CHRYSLER



DODGE

MOPAR

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
ENVIRONMENTAL/SHOP SUPPLIES	
TOTAL CHARGES	
COUPONS/DISCOUNTS	
SALES TAX	
PLEASE PAY THIS AMOUNT	

CUSTOMER COPY

108664

98402

CUSTOMER



1408 West Highway 13
Burnsville, MN 55337
952-890-5337
www.parkchryslerjeep.com

NCDS

INVOICE

PAGE 2

HOME: CONT:N/A
BUS: CELL:

SERVICE ADVISOR: 9862 SHANE CUSTER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
SILVER	06	CHRYSLER TOWN AND CO	1A4GP45R76B		56425/56425	T131	
DEL DATE	PRD. DATE	WARR. EXP.	PROMISED	PO. NO.	RATE	PAYMENT	INV. DATE
21NOV05 DD			16:00 13AUG09			CASH	25AUG09
R.O. OPENED	READY	OPTIONS: DLR:61909 ENG:3.3 Liter SMPI					

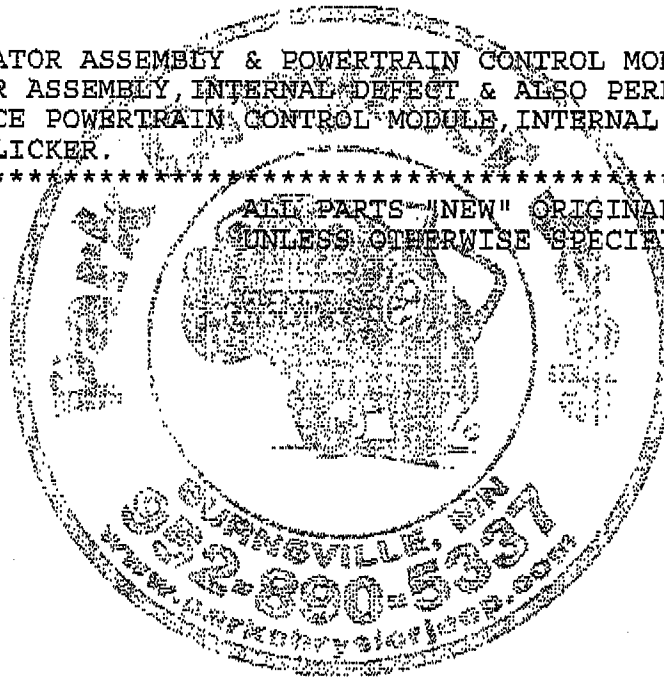
11:53 13AUG09 15:07 25AUG09

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

FC: PART#: COUNT:
CLAIM TYPE: W
AUTH CODE:

56425 FAULTY ALTERNATOR ASSEMBLY & POWERTRAIN CONTROL MODULE. TEST & REPLACE ALTERNATOR ASSEMBLY, INTERNAL DEFECT & ALSO PERFORM ADDITIONAL DIAGNOSTICS & REPLACE POWERTRAIN CONTROL MODULE, INTERNAL DEFECT TO CORRECT HEADLIGHT FLICKER.

ALL PARTS "NEW" ORIGINAL EQUIPMENT
UNLESS OTHERWISE SPECIFIED



AHY
Michelle
Simpson

Any warranties on the products sold hereby are those of the manufacturer. As between this retail seller and buyer, the product is to be sold "AS IS" and the entire risk as to the quality and performance of the product is with the buyer. The seller 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. This disclaimer by this seller in no way affects the terms of the manufacturer's warranty. The buyer acknowledges being so informed prior to the sale.

LABOR GUARANTEE

This dealership guarantees that the labor performed in this repair shop has been competently performed. Any defect that occurs will be corrected without charge by this repair shop for a period of 90 days or 4000 miles from this date of repair, whichever occurs first.

CUSTOMER SIGNATURE

CHRYSLER



DODGE



MOPAR

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
ENVIRONMENTAL/SHOP SUPPLIES	0.00
TOTAL CHARGES	0.00
COUPONS/DISCOUNTS	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

CUSTOMER COPY

DAMAGE NOTIFICATION

I/We, [REDACTED] declare that the 2006 Chrysler Town & Country Fwd Swb Wagon vehicle identification number 1A4GP45R76B [REDACTED] being returned to Chrysler Motors LLC on this date, HAS / HAS NOT (Circle One) previously been involved in an accident.

If there has been Damage, has it been repaired? Yes No

If the vehicle has had accident damage repaired, please describe briefly the areas of the damage and the approximate cost of the repairs made here:

Received

AUG 10 2009

I.S.G.

Owner Signature

Date _____

2nd Owner Signature (If Applicable)

Date _____

IMPARTIAL SERVICES GROUP, INC.
VEHICLE PICK-UP REQUEST

Date: August 6, 2009
To: Lyn Tetreau

Telephone
Fax:

989-269-2161
989-269-6266

Customer Name: [REDACTED]
Zone: 74
VIN: 1A4GP45R76E [REDACTED]
Year: 2006
Model: CHRYSLER TOWN & COUNTRY FWD SWB WAGON
Color: SILVER
Brake/Steering: No

*****ATTENTION DRIVER*****

Call 24 hours in advance before going to pick up the vehicle to ensure that the contact will be available to assist you when you arrive.

Pick Up Name: Barnett Chrysler Plymouth Jeep
Address: 3610 Highway 61
City: White Bear Lake
State: MN
Zip Code: 55110
Telephone: 651-429-3391
Contact Name: Jack Mayeron, Tim Ragness

Special Remarks:
Delivery Name: Park Jeep Inc
Street Address: 1408 Highway 13
City: Burnsville
State: MN
Zip Code: 55337
Telephone: 952-808-2440
Contact Name: Ken Nelson (knelson@parkchryslerjeep.com)

*****ATTENTION DRIVER*****

Call TransLogic at 989-269-2161 if you have any problems picking up this vehicle at the dealership.

TRANSLOGIC USE ONLY

Date Received:	
Transportation Cost Estimate:	
Delivery Completed By:	
Special Requirments:	
Signature:	

Date: September 17, 2009

To: jennifer.weller@manheim.com; maureen.angerman@manheim.com;
theresa.ptaszkowski@manheim.com; karlene.grelck@manheim.com

CC: Michelle Simpson/ISG@ISG

Subject: [REDACTED] VIN 1A4GP45R76E [REDACTED]

Arena Auto Auction East
Attn: Jennifer Weller, Maureen Angerman
550 South Bolingbrook Dr.
Bolingbrook, IL 60440
Phone: 630-759-3800
Fax: 630-679-8540

PICK-UP NOTIFICATION

DATE: September 17, 2009
CLIENT NAME: Chrysler Group LLC
CUSTOMER NAME: [REDACTED] Case #: 18544472
YEAR/MAKE/MODEL: 2006 CHRYSLER TOWN & COUNTRY FWD SWB WAGON
VIN: 1A4GP45R76E [REDACTED] MILEAGE: 56425 STATE: MN
Color: SILVER

PICK-UP AT:

LOCATION: Park Jeep Inc
ADDRESS: 1408 Highway 13
CITY: Burnsville STATE: MN ZIP: 55337
TELEPHONE: 952-808-2440
CONTACT: Ken Nelson (knelson@parkchryslerjeep.com)

MUST GIVE 24 HOUR NOTICE PRIOR TO PICKUP.

NONCONFORMITY: 1. Headlights flicker.

COMPLETED BY: Michelle Simpson
Impartial Services Group
105 Decker Court (Suite 300)
Irving, TX 75062
(972) 652-3400

Dealership Authorization to Release Vehicle

In order to expedite the transport of VIN # 1A4GP45R76E, for , please provide the following information:

Is this the physical vehicle location? ✓ Yes No

Barnett Chrysler Plymouth Jeep
3610 Highway 61
White Bear Lake, MN 55110

Received
AUG 10 2009
I.S.G.

If no, please provide vehicle's location:

Please provide the name and phone numbers for two dealership employees who can be contacted by the transport company for release of the vehicle:

JACK MAYERON 651-429-3391
TIM ROGNES 651-429-3391

Date Vehicle is Releasable: 08-06-09

Dealership Signature: *T. Rognes* Date: 08-06-09

Title: BSM

Please fax this release back to ISG, Attn: DJ Streat at (972) 652-3590 so that we may remove the vehicle from your lot as soon as possible.

The vehicle will not be scheduled for tow until the vehicle is releasable and this form is returned to ISG.

AUTHORIZATION OF PAYOFF AND RELEASE OF TITLE

I, [REDACTED] hereby agree that Drive Financial may release any information regarding my loan/lease account and the title document (pink slip) on vehicle 1A4GP45R76B [REDACTED] to Impartial Services Group (ISG) upon presentation of a check for the total payoff amount, with any and all amounts in excess of the amount needed to pay off the balance on loan number 8189201 to be returned to me.

For further verification my social security number is [REDACTED]

It is understood and agreed that upon release of the title documents to ISG, I shall have no further obligation on the above listed loan.

[REDACTED]

Owner Signature

8/5/09

Date

Received
AUG 10 2009
I.S.G.

Owner Signature

Date

Please assign the title of the vehicle to Chrysler and mail the title to the address below.

If you have any questions, please call (972) 652-3400 ext. 465.

Impartial Services Group
Attn: Title Dept.
105 Decker Court (Suite 300)
Irving, TX 75062

ASSIGNMENT OF SALES TAX REFUND

[REDACTED] hereby assigns to Chrysler Motors LLC any and all rights to a refund of the Sales Tax in connection with the repurchase of the following Chrysler vehicle, pursuant to lemon law.

VIN# 1A4GP45R76B [REDACTED]

R. Rosta

Signature

8/5/09

Date

ODOMETER DISCLOSURE STATEMENT

Federal law (and State law, if applicable) requires that you state the mileage upon Transfer of ownership. Failure to complete or providing a false statement may result in fines and/or imprisonment.

I, [REDACTED] (transferor's name, Print)

state that the odometer now reads 56425 (no tenths) miles and to the best of my knowledge that it reflects the actual mileage of the vehicle described below, unless otherwise indicated.

- ☒ (1) Actual Mileage.
- ☐ (2) I hereby certify that to the best of my knowledge the odometer reading reflects the amount of mileage in excess of its mechanical limits.
- ☐ (3) I hereby certify that the odometer reading is NOT the actual mileage. WARNING - ODOMETER DISCREPANCY.

MAKE	MODEL	BODY TYPE
CHRYSLER	CHRYSLER TOWN & COUNTRY FWD SWB	
WAGON		
VEHICLE IDENTIFICATION NUMBER		YEAR
1A4GP45R76B [REDACTED]		2006

X

[REDACTED]
TRANSFEROR'S SIGNATURE

[REDACTED]
TRANSFEROR'S ADDRESS (STREET)

SAINT FRANCIS

MN

CITY

STATE

DATE OF STATEMENT

X

[REDACTED]
TRANSFeree'S SIGNATURE

PRINTED NAME

TRANSFeree'S ADDRESS (STREET)

CITY

STATE

ZIP CODE

DL #

Drivers License Number

STATE

State of License

POWER OF ATTORNEY

KNOW ALL MEN BY THESE PRESENTS

That I, _____

Residing at _____ SAINT FRANCIS, MN _____

do hereby make, constitute and appoint _____

As my true and lawful attorney to execute and sign such papers, including affidavits respecting representation herein, as are necessary under the laws of the State of Minnesota to make assignment on a Minnesota Certificate of Title in my name for the following motor vehicle or to apply on my behalf for a Minnesota Certificate of Title in my name covering the following motor vehicle:

YEAR 2006 MAKE/MODEL CHRYSLER TOWN & COUNTRY FWD SWB WAGON

Mfr.'s SERIAL NO. 1A4GP45R76B _____

BODY TYPE _____

X _____

SIGNED

X _____

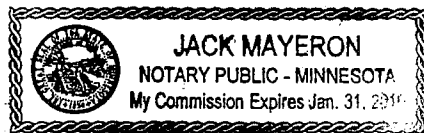
CO-SIGNED

SWORN TO BEFORE ME, A NOTARY PUBLIC, IN AND FOR SAID COUNTY,

THIS 5th DAY OF AUGUST, 2009.

Jack Mayeron
NOTARY PUBLIC

MY COMMISSION EXPIRES 2010



VEHICLE/VESSEL TRANSFER AND REASSIGNMENT FORM

This form is not the ownership certificate. It must accompany the titling document or application for a duplicate title.

INSTRUCTIONS ON REVERSE SIDE ALL SIGNATURES MUST BE IN INK PHOTOCOPIES NOT ACCEPTED

Vehicle/Vessel ID

SECTION 1: Vehicle/Vessel Description

IDENTIFICATION NUMBER	YEAR MODEL	MAKE	LICENSE PLATE/CF #	MOTORCYCLE ENGINE #
1A4GP45R76B [REDACTED]	2006	CHRYSLER		

Bill of Sale

SECTION 2: Bill of Sale

I/We _____ (PRINT SELLER'S NAME[S]) sell, transfer, and deliver the above vehicle/vessel to _____ (PRINT BUYER'S NAME[S]) on

MO	DAY		YR

 for the amount of \$

--	--	--	--	--	--

 (SELLING PRICE)

If this was a gift, indicate relationship: _____ (e.g., parents, spouse, friend, etc.) \$

--	--	--	--	--	--

 (GIFT VALUE)

Odometer

SECTION 3: Odometer Disclosure Statement (Void if Mileage is Altered or Erased)

Federal and State Law requires that you state the mileage upon transfer of ownership. Failure to complete or providing a false statement may result in fines and/or imprisonment.

The odometer now reads

--	--	--

 ,

--	--	--

--	--	--

--	--	--

--	--	--

--	--	--

--	--	--

 (no tenths) miles, and to the best of my knowledge reflects the actual mileage **unless one of the following statements is checked.**

WARNING—ODOMETER DISCREPANCY

☐ Odometer reading is **NOT** the actual mileage ☐ Mileage exceeds the odometer mechanical limits

Explain odometer discrepancy: _____

Buyer

SECTION 4: Buyer and Seller (MUST print his or her name, date and sign this section.)

BUYER

I acknowledge the odometer reading and the facts of the transfer. I certify (or declare) under penalty of perjury under the laws of the State of California that the foregoing is true and correct.

PRINT NAME	SIGNATURE	DATE	DL, ID OR DEALER #
	X		
PRINT NAME	SIGNATURE	DATE	DL, ID OR DEALER #
	X		
PRINT NAME	SIGNATURE	DATE	DL, ID OR DEALER #
	X		
MAILING ADDRESS	CITY	STATE	ZIP
			DAYTIME PHONE #

SELLER

I certify (or declare) under penalty of perjury under the laws of the State of California that the foregoing is true and correct.

Seller

PRINT NAME	SIGNATURE	DATE	DL, ID OR DEALER #
	X [REDACTED]		
PRINT NAME	SIGNATURE	DATE	DL, ID OR DEALER #
	X [REDACTED]		
PRINT NAME	SIGNATURE	DATE	DL, ID OR DEALER #
	X		
MAILING ADDRESS	CITY	STATE	ZIP
			DAYTIME PHONE #

Power of Attorney

SECTION 5: Power of Attorney

I/We _____ (PRINT NAME[S]) appoint _____ (PRINT NAME[S]) as my attorney in fact, to complete all necessary documents, as needed, to transfer ownership as required by law.

Signature required by person appointing Power of Attorney	DATE
X [Signature]	
Signature required by person appointing Power of Attorney	DATE
X	

3116264

18544472 - 1001091118

Page 1 of 1

Chrysler

DISCLOSURE NOTICE

AUCTION COPY

Rev. 06/09

(Check One)

- ☐ In an effort to promote customer satisfaction, this vehicle was repurchased by Chrysler Group LLC due to the problem(s) listed below.
- ☒ This vehicle was repurchased by Chrysler Group LLC pursuant to consumer warranty laws due to the defect(s)/nonconformity(ies) listed below.

VIN	YEAR	MAKE	MODEL
1A4GP45R76E [REDACTED]	06	CHRYSLER	TOWN & COUNTRY FWD SWB WAGON

Reported Problem(s):

1. Headlights flicker.
2. _____
3. _____
4. _____
5. _____

Date Repaired or Other Comments:

1. 08/25/09 Replaced the alternator assembly and powertrain control module.
2. _____
3. **Received**
4. **OCT - 7 2009**
5. **I.S.G.**

Additional Information: _____

Karlene Steinhilber 10/01/2009
Chrysler Group LLC Representative Signature Date

Janice Burns 10/01/2009
Auction Representative Signature/Title Date
Agent

The signature of the dealer representative constitutes agreement by the dealer that disclosure of the above information will be made to the retail customer at the time of sale of this vehicle as provided by law in the state in which it is resold. The dealer agrees to defend, indemnify, and hold harmless Chrysler Group LLC from all claims, causes of action, or any other liability arising from or related to the dealer's failure to make proper disclosure of the above information, whether or not disclosure is required by state or federal law. Chrysler Group LLC provides a supplemental Limited Warranty for a period of 12 months with unlimited mileage effective with the date of purchase or lease of this vehicle by the subsequent retail buyer. Additionally, this vehicle may be eligible for any remaining new vehicle warranty coverage.

[Signature] 10-5-9
Dealer Representative Signature/Title Date

Customer Acknowledgement/Signature Date

CHRISTOPHER HALL 44067
Printed Name Dealer Code

Printed Name

Christopher's Dodge World Inc, CO
Dealership Name State

Street & No. City or Town and State

AUCTION COPY

THIS CONTRACT HAS A BINDING ARBITRATION PROVISION

Received
OCT - 7 2009

VEHICLE DISPUTE RESOLUTION PROCESS - BINDING ARBITRATION

I.S.G.

Vehicle Identification Number: 1A4GP45R76B

AUCTION COPY

THE CUSTOMER UNDERSTANDS THAT HE/SHE HAS A RIGHT TO HAVE ANY DISPUTES DECIDED IN COURT BUT HAS AGREED TO HAVE ANY SUCH DISPUTE DETERMINED BY ARBITRATION IN ORDER TO AVOID THE BURDEN, EXPENSE AND UNCERTAINTY OF THE JUDICIAL PROCESS. ARBITRATION IS A PROCESS BY WHICH TWO OR MORE PARTIES RESOLVE A DISPUTE THROUGH THE USE OF A THIRD PARTY NEUTRAL.

AS A CONDITION OF SALE, THE DEALER, THE AUCTION REPRESENTATIVE AND THE RETAIL CUSTOMER AGREE THAT BINDING ARBITRATION IS THE SOLE AND EXCLUSIVE REMEDY FOR ANY DISPUTE, CONTROVERSY OR CLAIM ARISING OUT OF OR RELATING TO THIS VEHICLE. THIS INCLUDES, BUT IS NOT LIMITED TO CLAIMS ARISING UNDER THE SUPPLEMENTAL LIMITED WARRANTY, ANY REMAINING WARRANTY COVERAGE OR FAILURE TO MAKE PROPER DISCLOSURE OF THE VEHICLE'S HISTORY. **YOU MAY NOT BRING A SEPARATE LAWSUIT.** PERSONAL INJURY OR OTHER PRODUCT LIABILITY SUITS ARE NOT SUBJECT TO THIS PROCESS.

QUALIFYING CLAIMS WILL BE ADMINISTERED BY THE NATIONAL CENTER FOR DISPUTE SETTLEMENT. A COPY OF THE RULES ARE AVAILABLE BY CALLING 1-800-777-8119 OR AT WWW.NCDSUSA.ORG. BY AGREEING TO ARBITRATE, A PARTY FORGOES NO SUBSTANTIVE RIGHTS. POTENTIAL RECOVERY IS THE SAME AS THAT AVAILABLE UNDER RELEVANT STATE AND FEDERAL LAWS, AND THE ARBITRATORS HAVE DISCRETION TO AWARD REASONABLE AND CUSTOMARY ATTORNEY AND EXPERT WITNESS FEES. JUDGMENT ON THE AWARD OF THE ARBITRATOR MAY BE ENTERED IN ANY COURT OF COMPETENT JURISDICTION.

THE CUSTOMER ACKNOWLEDGES THAT THE PRICE ESTABLISHED FOR THE VEHICLE REFLECTS:

(1) THE SUPPLEMENTAL LIMITED WARRANTY PROVIDED BY CHRYSLER (2) ANY REMAINING WARRANTY COVERAGE (3) THE PRECEEDING DISCLOSURES AND (4) THE POTENTIAL REDUCTION IN LEGAL COSTS RESULTING FROM THE AGREEMENT TO ARBITRATE.

THE CUSTOMER FURTHER ACKNOWLEDGES THAT THIS TRANSACTION AFFECTS INTERSTATE COMMERCE AND IS GOVERNED BY THE FEDERAL ARBITRATION ACT. THIS IS A KNOWING AND WILLING WAIVER OF ANY RIGHT TO A JURY TRIAL OR OTHER JUDICIAL OR ADMINISTRATIVE DETERMINATION.

DEALER REPRESENTATIVE SIGNATURE

DATE

CUSTOMER SIGNATURE

DATE

PRINTED NAME AND TITLE

PRINTED NAME

Christopher's Dodge World Inc
DEALERSHIP NAME

ADDRESS

44067 - Golden, CO 80401
DEALER CODE AND CITY, STATE AND ZIP

CUSTOMER CITY, STATE AND ZIP CODE

AUCTION REPRESENTATIVE SIGNATURE DATE

PRINTED NAME AND TITLE

AUCTION COPY


VIN: 1A4GP45R76B533625



105 Decker Court, Suite 300
Irving, TX 75062
(972) 652-3400
Fax: (972) 652-3590

March 25, 2010

Christopher's Dodge World Inc
Christopher's Dodge World Inc 74 - 44067
16655 West Colfax Ave
Golden, CO 80401

RE:	Year	Make and Model	VIN#
	2006	CHRYSLER TOWN & COUNTRY FWD SWB WAGON	1A4GP45R76B 

Dear Dealer Principal:

This letter is in regard to the reacquired vehicle that was purchased by your dealership at the Arena Auto Auction East. Impartial Services Group, LLC ("ISG") has been retained by Chrysler Group LLC ("Chrysler") to follow-up on the resale of all reacquired vehicles and to ensure that their policy on disclosure is administered effectively by all of its dealers.

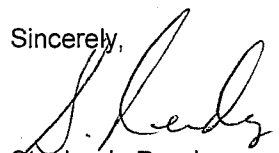
We are enclosing a copy of the Chrysler Reacquired Vehicle Sale Requirements for your review. As evident by Chrysler's policy, the disclosure of reacquired vehicles upon resale to the retail consumer is extremely important. Any Dealer who fails to follow the requirements outlined in the enclosed Reacquired Vehicle Procedures is subject to the penalties described therein.

ISG has contacted your dealership on numerous occasions by telephone and facsimile in an attempt to obtain information concerning the vehicle and, if it has been sold, whether the original signed disclosure and binding arbitration documents have been forwarded to ISG. We are enclosing a copy of our request and a facsimile confirmation for your review. To date, we have not received any response to those requests.

We would appreciate it if you would complete our request form or forward the properly completed disclosure and binding arbitration forms on the above referenced vehicle. If we do not receive it immediately, we will have no choice but to obtain retail customer information, contact the retail customer and provide the required disclosure on behalf of Chrysler.

If you have any questions, please contact us at (972) 652-3400, extension 542.

Sincerely,


Stephanie Reedy
Tracking Administrator

Enclosures: as noted

cc: Denver BusinessCenter
Reacquired Vehicle Department

Section A: RESALE OF REACQUIRED VEHICLES

Chrysler may occasionally reacquire a vehicle from a consumer to promote customer satisfaction or pursuant to consumer warranty law. A reacquired vehicle is provided with a 12 month unlimited mileage supplemental warranty that begins with the date of sale to the subsequent retail customer. The reason(s) a vehicle is reacquired is disclosed by Chrysler on the opposite side of this document. The purchasing dealer is provided with this disclosure form in order to relay that information to the subsequent retail purchaser.

Following are the dealer requirements when selling a Chrysler reacquired vehicle.

- Every dealer must adhere to their individual state's requirements, including disclosure and title branding.
- Dealer trades or wholesale transactions are not allowed.
- Reacquired vehicles can only be resold to retail customers.
- Disclose all of the information contained on the disclosure form to the subsequent retail purchaser at the time of sale.
- Obtain customer signature, printed name, address, and date on the disclosure form and provide the customer with a copy of the form.
- Notify Chrysler to activate the 12 month unlimited mileage supplemental warranty by sending the original customer signed disclosure to Impartial Services Group (ISG) at;
105 Decker Ct.
Suite 300
Irving, TX 75062
(972) 652-3400
- Retain a copy of the customer signed disclosure for your dealer records.

Section B: RESALE OF COMPANY OWNED VEHICLES REQUIRED DISCLOSURE

- Every dealer must adhere to their individual State's requirements, including disclosure.
- Dealer trades or wholesale transactions are not allowed.
- Disclose all of the information contained on the disclosure form to the subsequent retail purchaser at the time of sale.
- Obtain the customer signature, printed name, address and date on the disclosure form and provide the customer with a copy of the form. Send the original customer signed disclosure form to Impartial Services Group (ISG) at;
105 Decker Ct.
Suite 300
Irving, TX 75062
(972) 652-3400
- Retain a copy of the customer signed disclosure for your dealer records.
- Vehicle has factory warranty unless stipulated on disclosures.

IMPORTANT

- A dealer who fails to follow any requirement as outlined above will be subject to one or more of the following:
- Payment to Chrysler of liquidated damages in the amount of \$5,000.
- Reimbursement to Chrysler of any costs, penalties, or expenses, including reasonable attorney's fees that Chrysler incurs defending or settling any lawsuit arising from Dealer not following the procedures above.
- Chrysler may collect its liquidated damages, costs, penalties, or expenses by debiting any open accounts the dealer has with Chrysler.
- Loss of Chrysler reacquired vehicle auction privileges.

Dealer Vehicle Update List

Date: 03/11/2010
Attn: Cliff Hall
ISG Phone (800) #: 215-6230
Dealer: Christopher's Dodge World Inc
Dealer #: 44067
ISG Fax #: (972) 652-3590
Dealer 1303-202-1815
FAX:
From: Stephanie Reedy
FAX ID: ISGA-838BEM

Name of Person Completing this Form:

VIN	Year Make-Model	Bought At Auction On	Sold		Date Disclosure Mailed	Date Binding Arb. Mailed
			Yes	No		
1D7HW22K18S	2008 DODGE DAKOTA ST 4X	9/30/2009				
1A4GP45R76E	2006 CHRYSLER TOWN & CO	10/1/2009				

Please complete the Dealer Vehicle Update List and return by fax,
within TWO DAYS to (972) 652-3590.

**Disclosures and binding arbitration forms
will not be accepted by FAX**

* Please make sure that you send in the Binding Arbitration Forms with the
Disclosure Notices. *

Chrysler Group LLC (Chrysler) has acquired the services of Impartial Services Group (ISG) to follow and track disclosure notices on all of their reacquired vehicles. This will include any and all reacquired vehicles your dealership purchases at auction for resale. Please refer to Chrysler's "Dealer Policy Manual."

- Every Dealer must adhere to their individual state's requirements, including disclosure and title branding.
- Dealer trades or wholesale transaction are NOT allowed.
- Reacquired vehicles can ONLY be resold to retail customers.
- Obtain customer signature, printed name, address and date on the disclosure form and Binding Arbitration Form and provide the customer with a copy.

If you have any questions or need a copy of the policy, please feel free to call me at (972) 652-3400. I have attached a list of VIN's we currently have on file for your dealership.

Please check YES or NO as appropriate next to each VIN if the vehicles have or have not been sold.

Fax the Dealer Vehicle Update List to (972) 652-3590

Please forward all signed ORIGINAL disclosure notices and Binding Arbitration Forms as soon as each vehicle is sold to:

ISG/Dealer Disclosure Forms
Attn: Stephanie Reedy
105 Decker Ct. (Suite 300)
Irving, TX 75062

**Original Disclosures must be mailed and will not be accepted
by fax**

**Please send the Disclosure Notice and Binding Arbitration Form with
the retail customer's original signature**

Before mailing disclosures and binding arbitration forms check to make sure:

- disclosure is signed and dated by the dealer representative and the customer
- binding arbitration form is signed and dated by the customer
- customer's name, address and date purchased are printed at the bottom of the disclosure
- All information is legible and complete

Chrysler**DISCLOSURE NOTICE**

Rev. 06/09

(Check One)

- ☐ In an effort to promote customer satisfaction, this vehicle was repurchased by Chrysler Group LLC due to the problem(s) listed below.
- ☒ This vehicle was repurchased by Chrysler Group LLC pursuant to consumer warranty laws due to the defect(s)/nonconformity(ies) listed below.

VIN	YEAR	MAKE	MODEL
1A4GP45R76E [REDACTED]	06	CHRYSLER	TOWN & COUNTRY FWD SWB WAGON

Reported Problem(s):

1. Headlights flicker.
2. _____
3. _____
4. _____
5. _____

Date Repaired or Other Comments:

- 08/25/09 Replaced the alternator assembly and powertrain control module.
1. _____
2. _____
3. _____
4. _____
5. _____

Received

APR 22 2010

I.S.G.

Additional Information: _____

Karlene Dzelch 10/01/2009
 Chrysler Group LLC Representative Signature Date

Monica Burns 10/01/2009
 Auction Representative Signature/Title Date

The signature of the dealer representative constitutes agreement by the dealer that disclosure of the above information will be made to the retail customer at the time of sale of this vehicle as provided by law in the state in which it is resold. The dealer agrees to defend, indemnify, and hold harmless Chrysler Group LLC from all claims, causes of action, or any other liability arising from or related to the dealer's failure to make proper disclosure of the above information, whether or not disclosure is required by state or federal law. Chrysler Group LLC provides a supplemental Limited Warranty for a period of 12 months with unlimited mileage effective with the date of purchase or lease of this vehicle by the subsequent retail buyer. Additionally, this vehicle may be eligible for any remaining new vehicle warranty coverage.

[Signature] *VP* _____
 Dealer Representative Signature/Title Date

Christopher's Dodge World Inc. 44067
 Printed Name Dealer Code

Christopher's Dodge World Inc, CO
 Dealership Name State

[Signature] _____
 Auction Representative Signature/Title Date

[Signature] _____
 Printed Name Dealer Code

Crown City Co. _____
 City or Town and State

Chrysler**DISCLOSURE NOTICE**

Rev. 06/09

(Check One)

- ☐ In an effort to promote customer satisfaction, this vehicle was repurchased by Chrysler Group LLC due to the problem(s) listed below.
- ☒ This vehicle was repurchased by Chrysler Group LLC pursuant to consumer warranty laws due to the defect(s)/nonconformity(ies) listed below.

VIN	YEAR	MAKE	MODEL
1A4GP45R76E [REDACTED]	06	CHRYSLER	TOWN & COUNTRY FWD SWB WAGON

Reported Problem(s):

- Headlights flicker.
1. _____
 2. _____
 3. _____
 4. _____
 5. _____

Date Repaired or Other Comments:

- 08/25/09 Replaced the alternator assembly and powertrain control module.
1. _____
 2. _____
 3. _____
 4. _____
 5. _____

Received

APR 22 2010

I.S.G.

Additional Information: _____

Karlene Shalek

10/01/2009

Chrysler Group LLC Representative Signature

Date

James Burns

10/01/2009

Auction Representative Signature/Title

Date

Agent

The signature of the dealer representative constitutes agreement by the dealer that disclosure of the above information will be made to the retail customer at the time of sale of this vehicle as provided by law in the state in which it is resold. The dealer agrees to defend, indemnify, and hold harmless Chrysler Group LLC from all claims, causes of action, or any other liability arising from or related to the dealer's failure to make proper disclosure of the above information, whether or not disclosure is required by state or federal law. Chrysler Group LLC provides a supplemental Limited Warranty for a period of 12 months with unlimited mileage effective with the date of purchase or lease of this vehicle by the subsequent retail buyer. Additionally, this vehicle may be eligible for any remaining new vehicle warranty coverage.

[Signature]

VP 4C

Date

Printed Name

*Christopher Han*44067
Dealer CodeChristopher's Dodge World Inc,
Dealership NameCO
State

Cust

Print

Street & No.

City or Town and State

Coun City Co

Received
APR 22 2010
I.S.G.

L.S.G.

VIN: 1A4GP45R76B533625

Remit To:

18544472

Page 1



Invoice No.
108_1364329

Invoice Date:
09/22/09

Service Date:
09/22/09

210 Pigeon Road
Bad Axe MI 48413
989-269-2161 FAX 989-269-8582

Manheim Arena Illinois
ATTN: Accounts Payable
200 W Old Chicago Rd
Bolingbrook, IL 60439

TERMS: Due on Receipt
TOTAL AMOUNT DUE \$ 93.50

TOTAL AMOUNT PAID _____

Customer No: 55

INVOICE

PO# ZONE 74

Vehicle: 2006 Chrysler Town and Countr Silver

VIN: 1A4GP45R76B [REDACTED]

Odometer:

Tag No:

State:

Owner: [REDACTED]

Tow Information

Location: Barnett Chrysler Plymouth Jeep;3610 Highway 61

Date: 08/11/09

Time: 3:26:30 PM

Destination: Park Jeep Inc

DETAIL

White Bear Lake, MN - Burnsville, MN

85.00

Supplemental Charge

8.50

85 Charge(s) at \$0.10/Charge = \$8.5

Total

93.50

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

Category: US Customer Service
Brief Description:

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

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

Sender Information:

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

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

Category: US Customer Service
Brief Description:

electrical problems not fixed

Comments:

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

Sender Information:

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

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

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

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

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

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

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

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

We look forward to speaking with you.

Thanks again for your email.

Sincerely,

John Cooper
Customer Service Representative
Chrysler Customer Assistance Center

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

REFERENCE NUMBER: 18779347

EMAIL CASE NUMBER: 2289217

REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM6512328I25261L0KM&

Original Message Follows:

US Customer Service - Dodge Brand Site

Brief Description:

electrical problems not fixed

Comments:

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

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

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

From: customerassist@chrysler.com
To: [REDACTED]
Date: Mon Jul 27 12:55:11 EDT 2009
Subject: Re: Chrysler Group LLC Customer Assistance
Dear [REDACTED]

Thank you for contacting the Chrysler Customer Assistance Center regarding your 2006 Dodge Grand Caravan.

In response to your email, we regret to inform you that given the many variables involved, we are unable to diagnose your vehicle's problem via email. You may contact your local dealership for further assistance. There are too many variables involved and a detailed inspection of your vehicle will be required for proper diagnosis. Their service personnel have the factory training, equipment, and information available to diagnose and correct concerns with our vehicles.

You can locate a dealer on the "Find a Dealer" area in the Dodge (<http://www.dodge.com>) website.

If you have any questions or need assistance, please feel free to contact us.

Thanks again for your email.

Sincerely,

Sharon Nelson

Customer Service Representative
Chrysler Customer Assistance Center

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

REFERENCE NUMBER: 18785734

EMAIL CASE NUMBER: 2290338

REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM6517225I25261L0KM&

Original Message Follows:

US Customer Service - Dodge Brand Site

Brief Description:

electrical problems

Comments:

lilights on dash map light looks to be burnt. sliding doors will not open

looks like wire is cut.Lights blink at night and has always done this has

since we b ought this van.

VIN:

2D [REDACTED]

Mileage:

320500

Servicing Dealer:

Title:

First Name:

Middle

Last Name

Address

Address 2:

City:

Nicholasville

State:

KY

Zip:

Email:

Work Phone

From: [REDACTED]
To: customerassist@chrysler.com
Date: Sat Jul 25 10:22:45 EDT 2009
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service
Brief Description:

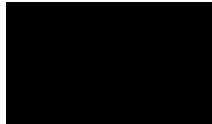
electrical problems

Comments:

lilights on dash map light looks to be burnt. sliding doors will not
open
looks like wire is cut.Lights blink at night and has always done this
has
since we b ought this van.

Sender Information:

Title:
First Name:
Middle Initial:
Last Name:



From: [REDACTED]
To: customerassist@chrysler.com
Date: Wed Sep 02 19:18:12 EDT 2009
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service
Brief Description:

Ongoing Technical Problem with 2007 Town & Country (SWB)
Comments:

2007 Town & Country (SWB) VIN 1A4GJ45R77B168334

Technicians at Feeny
Chrysler have done a good job for three days trying to find a repeating problem in my 2007 Town & Country (SWB). At mileage 27249 the front control module had to be replaced. All the front panel lights flashed and the guage needles swung from right to left before returning to normal. This happened 10 times before the front control module was replaced on 08/04/2009. On 08/28/2009 the same event happened--all front lights flashed while the car was moving about 20MPH and the guage needles swung from right to left four times. Turning the off-on-switch three times revealed "done" in the mileage window. Technicians have not been able to repeat the fault and there is no current technical circular about this problem.

Feeny Chrysler technicians are doing their jobs well. At the same time the problem has not been identified or corrected. I want to alert Chrysler about this ongoing problem and my current mileage so that there will be no question regarding warrantee coverage in the future.

If you do have information that will help the technicians find and correct this fault, please send it to Feeny Chrysler in Elgin, IL.

Sender Information:

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

From: customerassist@chrysler.com
To: [REDACTED]
Date: Thu Sep 03 10:48:05 EDT 2009
Subject: Re: Chrysler Group LLC Customer Assistance
Dear Joel:

Thank you for contacting the Chrysler Customer Assistance Center regarding your 2007 Chrysler Town & Country.

We have reviewed your email requesting for assistance concerning the persistent problem with the front control module of your vehicle. We appreciate your consideration regarding the services rendered by the dealership ? Feeny Chrysler Jeep Dodge Inc., IL for resolving the concern with your vehicle.

We regret to inform you that we are unable to diagnose the problem with your vehicle via email. However, we suggest that you request your local authorized dealership to consult the Regional Business Center if they are unable to resolve the concern with the flashing front panel lights and the swinging gauge needles of your Chrysler Town & Country.

If the concerns with the vehicle are not resolved even after seeking assistance from the Business Center, you may 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 to one of our Customer Service Representatives. Please keep the Reference # 18902255 handy before calling us.

We regret to have not been of assistance to you. If we can be of any assistance to you in the future for some other concern, please let us know.

Thanks again for your email.

Sincerely,

Stacy Brown
Customer Service Representative
Chrysler Customer Assistance Center

For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER: 18902255
EMAIL CASE NUMBER: 2315881
REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM6591860I25261L0KM&

Original Message Follows:

US Customer Service - Chrysler Brand Site
Brief Description:
Ongoing Technical Problem with 2007 Town & Country (SWB)
Comments:
2007 Town & Country (SWB) VIN 1A4GJ45R77B168334 Technicians at Feeny Chrysler have done a good job for three days trying to find a repeating problem in my 2007 Town & Country (SWB). At mileage 27249 the front control module had to be replaced. All the front panel lights flashed and the gauge needles swung from right to left before returning to normal.

This happened 10 times before the front control module was replaced on 08/04/2009. On 08/28/2009 the same event happened--all front lights flashed while the car was moving about 20MPH and the guage needles swung from right to left four times. Turning the off-on-switch three times revealed "done" in the mileage window. Technicians have not been able to repeat the fault and there is no current technical circular about this problem. Feeny Chrysler technicians are doing their jobs well. At the same time the problem has not been identified or corrected. I want to alert Chrysler about this ongoing problem and my current mileage so that there will be no question regarding warrantee coverage in the future. If you do have information that will help the technicians find and correct this fault, please send it to Feeny Chrysler in Elgin, IL.

VIN:

7B

Mileage:

28535

Servicing Dealer:

Feeny Chrysler

Title:

Dr.

First Name:

Middle

Last N

Addres

Address 2:

City:

Geneva

State:

IL

Zip:

Email:

Work Ph

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

Category: Recall Information
Brief Description:

Problems with 2005 Dodge Grand Caravan
Comments:

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

Sender Information:

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

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

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

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

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

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

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

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

Sincerely,

Angela Thomson
Customer Service Representative
Chrysler Customer Assistance Center

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

REFERENCE NUMBER: 18985847

EMAIL CASE NUMBER: 2353861

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

Original Message Follows:

Recall Information - Dodge Brand Site

Brief Description:

Problems with 2005 Dodge Grand Caravan

Comments:

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

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

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

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

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

VIN:

5R

Mileage:

79816

Servicing Dealer:

Title:

First Name:

Middle

Last Name

Address

Address 2:

City:

Olympia

State:

WA

Zip:

Email:

Home Phone

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

Category: US Customer Service
Brief Description:

inability of dealers to fix my 2005 Town and Country
Comments:

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

Sender Information:

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

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

Thank you for contacting the Chrysler Customer Assistance Center.

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

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

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

Thanks again for your email.

Sincerely,

Carol

Customer Service Representative
Chrysler Customer Assistance Center

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

REFERENCE NUMBER: 19150712

EMAIL CASE NUMBER: 2387664

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

Original Message Follows:

US Customer Service - CORPORATE Brand Site

Brief Description:

inability of dealers to fix my 2005 Town and Country

Comments:

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

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

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

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

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

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

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

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

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

not done?

VIN:

Mileage:

Servicing Dealer:

Title:

First Name:

Middle

Last Name

Address

Address

City:

York

State:

PA

Zip:

Email:

Home Phone

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

Thanks

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

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

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

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

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

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

Thanks again for your email.

Sincerely,

Carol

Customer Service Representative
Chrysler Customer Assistance Center

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

REFERENCE NUMBER:

EMAIL CASE NUMBER: 2387664

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

Original Message Follows:

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

Thanks

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

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

> Dear [REDACTED]
>
> Thank you for contacting the Chrysler Customer Assistance Center.
>
> Thank you for your recent email, although it does not contain any
> information that would cause a change in the previous decision.
> Therefore, your request must again be respectfully declined.
>
> Any future communication related to this issue will be retained in
> corporate records.
>
> If, at some future date, we can be of assistance to you in some
> other
> area, please let us know.
>
>
> Thanks again for your email.
>
> Sincerely,

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

>
> Middle
>
> Last N
>
> Addres
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> Addres
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> City:
> york
> State:
> PA
> Zip:
>
> Email:
>
> Home P
>

From: customerassist@chrysler.com
To: [REDACTED]
Date: Thu Jan 07 15:30:56 EST 2010
Subject: Re: Chrysler Group LLC Customer Assistance
Dear [REDACTED]

Thank you for contacting the Chrysler Customer Assistance Center.

We regret the problem your vehicle has experienced and appreciate the time and effort you took to bring this matter to our attention. Comments like yours are one way 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 one of your local authorized dealers to arrange an appointment for proper diagnosis and repair.

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

Thank you again for your email.

Sincerely,

Lisa

Customer Service Representative
Chrysler Customer Assistance Center

For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER: 19218385
EMAIL CASE NUMBER: 2397856
REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM6799831I25261L0KM&

Original Message Follows:

US Customer Service - Dodge Brand Site
Brief Description:
Problems with electrical system on Grand Caravan
Comments:
My van was in and out of the shop several times a couple of years ago and finally had the wiring harness replaced. The dealership has since closed and my van's electrical system has started to malfunction again. When the headlight switch is turned on, the headlights do not come on, the heat/air stops op working, and the radio stop working, the windows stops working.
This is the same thing that was happening before but was sporadic. Now, it never works. This happened @ 35K miles the first time and it appears that it has happend again after another 35K. I would like an answer ASAP. This is my primary vehicle and not being able to drive it at night is a

hinderance.

VIN:

6E

Mileage:

69000

Servicing Dealer:

Johnson Dodge

Title:

Mr.

First Name:

Middle

Last Name

Address:

Address 2:

City:

Durham

State:

NC

Zip:

Email:

Home Phone:

From: [REDACTED]
To: customerassist@chrysler.com
Date: Thu Jan 07 14:15:24 EST 2010
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service
Brief Description:

Problems with electrical system on Grand Caravan
Comments:

My van was in and out of the shop several times a couple of years ago and finally had the wiring harness replaced. The dealership has since closed and my van's electrical system has started to malfunction again. When the headliht switch is turned on, the headlights do not come on, the heat/air stops op working, and the radio stop working, the windows stops working. This is the same thing that was happening before but was sporadic. Now, it never works. This happened @ 35K miles the first time and it appears that it has happend again after another 35K. I would like an answer ASAP. This is my primary vehicle and not being able to drive it at night is a hinderance.

Sender Information:

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

From: replyform@chrysler.com
To: customerassist@chrysler.com
Date: Mon Jan 11 17:14:02 EST 2010
Subject: Reply to Chrysler Group LLC (KMM6799831I25261L0KM)
Reply Comments:

REFERENCE NUMBER: 19218385
EMAIL CASE NUMBER: 2397856

I am just trying
to verify that Dodge will cover this issue

From: customerassist@chrysler.com
To: [REDACTED]
Date: Tue Jan 12 07:51:33 EST 2010
Subject: Re: Reply to Chrysler Group LLC (KMM6799831I25261L0KM)
Dear Timothy:

The needed repair would be at your expense because your Dodge Caravan has exceeded the time and mileage limitations of the manufacturer's warranty.

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

Sincerely,

Lisa

Customer Service Representative
Chrysler Customer Assistance Center

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

REFERENCE NUMBER: 19218385

EMAIL CASE NUMBER: 2397856

REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM6805323I25261L0KM&

Original Message Follows:

Comments:

REFERENCE NUMBER: 19218385 EMAIL CASE NUMBER: 2397856 I am just trying to verify that Dodge will cover this issue

From: [REDACTED]
To: customerassist@chrysler.com
Date: Wed Jan 13 23:39:05 EST 2010
Subject: Reply to Chrysler Group LLC (KMM6805323I25261L0KM)
Reply Comments:

REFERENCE NUMBER: 19218385
EMAIL CASE NUMBER: 2397856

So essentially -
what you are telling me is that I purchased a van with a faulty
electrical
system that has been to the dealership several times with this
problem, and
now the cost is suppose to come out of my pocket? This is the second
Chrystler/Dodge van that I have had that has electrical problems.

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

Category: US Customer Service
Brief Description:

Guages Flicker in 2005 Grand Caravan
Comments:

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

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

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

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

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

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

Sender Information:

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

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

Thank you for contacting the Chrysler Customer Assistance Center.

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

Thanks again for your email.

Sincerely,

Carol

Customer Service Representative
Chrysler Customer Assistance Center

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

REFERENCE NUMBER: 19224172

EMAIL CASE NUMBER: 2399158

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

Original Message Follows:

US Customer Service - Dodge Brand Site

Brief Description:

Guages Flicker in 2005 Grand Caravan

Comments:

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

Tyson Motor Corp replaced the Headlight Switch. 2/2/09 and 2/4/09 brought

the van in the Tyson Motor Corp same problem. Dealer could not find the

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

non related repairs. 10/05/09 brought the car into Tuffy Auto Service

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

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

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

and the problem has not been resolved.

VIN:

5R [REDACTED]

Mileage:

49000

Servicing Dealer:

Tyson Motor LLCTuffy Auto Service Center

Title:

Mr.
First Name:
Middle
Last Name:
Address:
Address 2:
City:
Joliet
State:
IL
Zip:
Email:
Work Phone:

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

Category: US Customer Service
Brief Description:

Complaint Regarding 2005 Chrysler Town & Country and Service
Comments:

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

Sender Information:

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

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

Category: US Customer Service
Brief Description:

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

Comments:

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

Sender Information:

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

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

Thank you for contacting the Chrysler Customer Assistance Center.

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

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

Thanks again for your email.

Sincerely,

Lisa

Customer Service Representative
Chrysler Customer Assistance Center

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

REFERENCE NUMBER: 19355623

EMAIL CASE NUMBER: 2423854

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

Original Message Follows:

US Customer Service - Chrysler Brand Site

Brief Description:

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

Comments:

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

VIN:

5R [REDACTED]

Mileage:

66000

Servicing Dealer:

New Smyrna Chrysler

Title:

Mrs.

First Name:

Middle Initial:

Last Name:

Address:

Address 2:

City:

New Smyrna Beach

State:

FL

Zip:

Email:

Home Ph

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

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

Thanks,

[REDACTED]

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

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

Thanks for letting me know.

Sincerely,

Lisa

Customer Service Representative
Chrysler Customer Assistance Center

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

REFERENCE NUMBER: 19355623

EMAIL CASE NUMBER: 2423854

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

Original Message Follows:

Comments:

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

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

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

From: [REDACTED]
To: customerassist@chrysler.com
Date: Tue Mar 09 16:41:20 EST 2010
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service
Brief Description:

ongoing electrical issues with my 07 Dodge Grand Caravan Limited
Edition

Comments:

I have been in and out of the dealership here in Kalkaskawith
electrical
issues with my van. It looks like a disco ball going down the road,
with
the lights flickering. I have been having issues with the electronics
since
day one. This last issue has been going on for more than two months
with
the dealership Bill Marsh. I have had a Chrysler Thec look at it and
he
called a Chrysler Engineer to come up and look at it because he had
never
seen anything like it. He told me that the Engineer had never seen
anything like what he was discribing to him. After the engineer
looked at
it he determined that it was in the wiring of the heated seats, and
that
there was no fix to it. I would have to live with it. I spent over
\$30,000
for this van and my wife has poeple flashing their lights at here at
night
because they think she is doing the same. He told me that this was a
common
problem with the 01 thru 07 vans with heated seats. If this is a
common
problem, why had he said that he had never seen heard of anything
like this
before? Why cant new seats be installed in the van if that is what
the
problem is. Why do I have to live with a problem like this that I
have
\$30,000 invested in? My interierlight flicker and so do the
headlights. You
do not even need the heated seats on to have this problem. Just hit
the
breaks and the headlights dim. What can we do to solve this issue
with out
me going far/the than this

Sender Information:

Title:
First Name:
Middle Initial:
Last Name:

[REDACTED]

From: customerassist@chrysler.com
To: [REDACTED]
Date: Fri Mar 19 13:34:08 EDT 2010
Subject: Re: Chrysler Group 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.

To address your concerns, I reviewed file 19335274. The dealer's factory representative, on 3/11/10 verified that after the most recent replacement of the alternator, the vehicle is repaired and operating as designed. If the condition is persisting, please see your dealer for a follow up appointment.

Thanks 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: 19378913

EMAIL CASE NUMBER: 2427622

REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM6895539I25261LOKM&

Original Message Follows:

US Customer Service - CORPORATE Brand Site

Brief Description:

ongoing electrical issues with my 07 Dodge Grand Caravan Limited Edition

Comments:

I have been in and out of the dealership here in Kalkaskawith electrical

issues with my van. It looks like a disco ball going down the road, with

the lights flickering. I have been having issues with the electronics since

day one. This last issue has been going on for more than two months with

the dealership Bill Marsh. I have had a Chrysler Thec look at it and he

called a Chrysler Engineer to come up and look at it because he had never

seen anything like it. He told me that the Engineer had never seen anything like what he was describing to him. After the engineer looked at

it he determined that it was in the wiring of the heated seats, and that

there was no fix to it. I would have to live with it. I spent over \$30,000

for this van and my wife has people flashing their lights at here at

night

because they think she is doing the same. He told me that this was a common

problem with the 01 thru 07 vans with heated seats. If this is a common

problem, why had he said that he had never seen heard of anything like this

before? Why cant new seats be installed in the van if that is what the

problem is. Why do I have to live with a problem like this that I have

\$30,000 invested in? My interiorlight flicker and so do the headlights. You

do not even need the heated seats on to have this problem. Just hit the

breaks and the headlights dim. What can we do to solve this issue with out

me going far/the than this

VIN:

Mileage:

Servicing Dealer:

Title:

First Name:

Middle

Last N

Address

Address 2

City:

Kalkaska

State:

MI

Zip:

Email:

Work Ph

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

Category: US Customer Service
Brief Description:

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

Comments:

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

Sender Information:

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

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

Thank you for contacting the Chrysler Customer Assistance Center.

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

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

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

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

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

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

Thanks again for your email.

Sincerely,
Tomas

Customer Service Representative
Chrysler Customer Assistance Center

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

REFERENCE NUMBER: 19379375

EMAIL CASE NUMBER: 2427687

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

Original Message Follows:

US Customer Service - Dodge Brand Site

Brief Description:

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

Comments:

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

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

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

VIN:

5B

Mileage:

79806

Servicing Dealer:

Lithia Dodge of Corpus Christi

Title:

Mr.

First Name:

Middle

Last Name:

Address:

Address 2:

City:

Corpus Christi

State:

TX

Zip:

Email:

Home Phone:

From: [REDACTED]
To: customerassistre@chrysler.com
Date: Tue Mar 09 22:20:59 EST 2010
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: Recall Information
Brief Description:

My van headlight have been turning off while driving, also having other electrical problems.

Comments:

My mechanic can't find anything wrong with the vechile, no error codes. The interior lights don't always come on when I open the door. When I switch the headlights to low or high the lights are extreemly bright once in a while for a short time. My air bag light is on. I seen on the NEWS you will be doing a recall, what is the time frame on a recall? What could be wrong with the headlights turning off while I'm driving? The dash lights seem to stay on even when the headlights go out.

Sender Information:

Title: Mr.
First Name: [REDACTED]
Middle Initial: [REDACTED]
Last Name: [REDACTED]

From: customerassistre@chrysler.com
To: [REDACTED]
Date: Fri Mar 19 15:08:49 EDT 2010
Subject: Re: Chrysler Group LLC Customer Assistance
Dear [REDACTED]

Thank you for contacting the Chrysler Customer Assistance Center.

I regret the problem your 2005 Town & Country has experienced with the headlamp and appreciate the time and effort you took to bring this matter to my attention.

Unfortunately, given the many variables involved, we are unable to diagnose your vehicle's problem via email. We recommend contacting your authorized dealership to arrange an appointment for proper diagnosis and repair.

Our dealerships have the factory training, equipment and information available to them to diagnose and correct problems with our vehicles. Should your dealer require factory assistance, it is available through the regional Business Center.

Thank you again for your email.

Sincerely,

Tony

Customer Service Representative
Chrysler Customer Assistance Center

For any future communications related to this email, please refer to the following information:

REFERENCE NUMBER: 19379463

EMAIL CASE NUMBER: 2427779

REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM6895763I25261L0KM&

Original Message Follows:

Recall Information - Chrysler Brand Site

Brief Description:

My van headlight have been turning off while driving, also having other electrical problems.

Comments:

My mechanic can't find anything wrong with the vechile, no error codes. The

interior lights don't always come on when I open the door. When I switch

the headlights to low or high the lights are extreemly bright once in a

while for a short time. My air bag light is on. I seen on the NEWS you

will be doing a recall, what is the time frame on a recall? What could be

wrong with the headlights turning off while I'm driving? The dash lights

seem to stay on even when the headlights go out.

VIN:

5E

Mileage:

63000

Servicing Dealer:

Slingerland or J&J

Title:

Mr.

First Name:

Middle

Last Name

Address

Address 2:

City:

Owosso

State:

MI

Zip:

Email:

Home Ph

From: [REDACTED]
To: customerassist@chrysler.com
Date: Sat Apr 10 19:05:00 EDT 2010
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service
Brief Description:

Four the last ten months my van has had electrical seiquires, erratic and cudden with mo apparent cause. My gauges and lights jump and dance. My headlights went out at night! It hesitates at idle

Comments:

I have had my van to many mechanics--they all say "no code comes up"
I am
appalled that the designer and builder of a fine vehicle cannot
assess a
problem as dangerous as this is. I cannot go anyplace at night for
fear
the headlights will suddenly decide to go out. It is NOT safe to be
sitting at an intersection and the van engine hesitates as the light
turns
green--those behind me expect me to go--I am terrified of a rear-end
collision for personal and vehicular reasons.

I have spent over \$1000
trying this and that. I even paid a GM mechanic online to give us a
diagnosis--he was wrong!
I have enjoyed this vehicle very much--I do not
want to trade--however, this puts a pretty rotten taste in my mouth
thinking of buying another Chrysler--what if you all do not know how
to fix
the next one?

I have heard of a few other vans doing this crazy
electrical dance--have there been any recalls because of these
problems?
Where do you recommend I go? These dealers don't know how to fix it.
I am
mad and I am so very tired of getting the runaround every place I
turn.
Please give me an answer that is true, concise and RIGHT! If you
cannot
find the answer to this puzzle--you owe me something for all the
time,
energy, disappointment and stress you have caused me and my family.

Sender Information:

Title: Mrs.
First Name: [REDACTED]
Middle Initial: [REDACTED]
Last Name: [REDACTED]

From: customerassist@chrysler.com
To: [REDACTED]
Date: Mon Apr 12 10:42:57 EDT 2010
Subject: Re: Chrysler Group LLC Customer Assistance
Dear [REDACTED]

Thank you for contacting the Chrysler Customer Assistance Center.

Your email was reviewed by Customer Care for Chrysler® vehicles and has been forwarded to a more appropriate area for their attention and response.

This referral action will provide the best opportunity for your request.

Thanks again for your email.

Sincerely,

Matt

Customer Service Representative
Chrysler Customer Assistance Center

For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER: 19461635
EMAIL CASE NUMBER: 2440993
REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM6922914I25261L0KM&

Original Message Follows:

US Customer Service - Chrysler Brand Site

Brief Description:

Four the last ten months my van has had electrical seiqures, erratic and
cudden with mo apparent cause. My gauges and lights jump and dance.
My
headlights went out at night! It hesitates at idle

Comments:

I have had my van to many mechanics--they all say "no code comes up"
I am
appalled that the designer and builder of a fine vehicle cannot
assess a
problem as dangerous as this is. I cannot go anyplace at night for
fear
the headlights will suddenly decide to go out. It is NOT safe to be
sitting at an intersection and the van engine hesitates as the light
turns
green--those behind me expect me to go--I am terrified of a rear-end
collision for personal and vehicular reasons. I have spent over
\$1000
trying this and that. I even paid a GM mechanic online to give us a
diagnosis--he was wrong! I have enjoyed this vehicle very much--I do
not
want to trade--however, this puts a pretty rotten taste in my mouth
thinking of buying another Chrysler--what if you all do not know how
to fix
the next one? I have heard of a few other vans doing this crazy

electrical dance--have there been any recalls because of these problems?
Where do you recommend I go? These dealers don't know how to fix it.
I am
mad and I am so very tired of getting the runaround every place I turn.
Please give me an answer that is true, concise and RIGHT! If you cannot
find the answer to this puzzle--you owe me something for all the time,
energy, disappointment and stress you have caused me and my family.

VIN: 5R [REDACTED]
Mileage: 123000
Servicing Dealer: Martin Chrysler in Bowling Green, KY and
Title: Mrs.
First Name: [REDACTED]
Middle [REDACTED]
Last Name [REDACTED]
Address [REDACTED]
Address 2:
City: Bowling Green
State: KY
Zip: [REDACTED]
Email: [REDACTED]
Home Phone [REDACTED]

From: [REDACTED]
To: customerassist@chrysler.com
Date: Thu Apr 15 11:35:06 EDT 2010
Subject: Re: Chrysler Group LLC Customer Assistance
(KMM6922914I25261L0KM)

<HTML>

<BODY>

I received a phone call on Monday, April 12 from a customer service rep. She told me to contact Carmen, my case mgr so I left Carmen a message within 5 minutes of te customer service call. I have heard nothing since--I gave 2 phone numbers and neither has been used to contact me. What is up?

<div class="gmail_quote">On Mon, Apr 12, 2010 at 9:43 AM, customerassist <customerassist@chrysler.com > wrote:
<blockquote class="gmail_quote" style="margin: 0pt 0pt 0pt 0.8ex; border-left: 1px solid rgb(204, 204, 204); padding-left: 1ex;">

Dear [REDACTED]

Thank you for contacting the Chrysler Customer Assistance Center.

Your email was reviewed by Customer Care for Chrysler® vehicles and has

been forwarded to a more appropriate area for their attention and
response.

This referral action will provide the best opportunity for your request.

Thanks again for your email.

Sincerely,

Matt

Customer Service Representative

Chrysler Customer Assistance Center

For any future communications related to this email, please refer to the

following information:

REFERENCE NUMBER: 19461635

EMAIL CASE NUMBER: 2440993

REPLY LINK:

http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?

trk_ID=KMM6922914I25261L0KM&

Original Message Follows:

US Customer Service - Chrysler Brand Site

Brief Description:

Four the last ten months my van has had electrical seiqures, erratic and

cudden with mo apparent cause. My gauges and lights jump and dance.

My

headlights went out at night! It hesitates at idle

Comments:

I have had my van to many mechanics--they all say "no code comes up"
am

appalled that the designer and builder of a fine vehicle cannot assess
a

problem as dangerous as this is. I cannot go anyplace at night for fear

the headlights will suddenly decide to go out. It is NOT safe to be

sitting at an intersection and the van engine hesitates as the light

turns

green--those behind me expect me to go--I am terrified of a rear-end

collision for personal and vehicular reasons. I have spent over \$1000

trying this and that. I even paid a GM mechanic online to give us a

diagnosis--he was wrong! I have enjoyed this vehicle very much--I do

not

want to trade--however, this puts a pretty rotten taste in my mouth

thinking of buying another Chrysler--what if you all do not know how to

fix

the next one? I have heard of a few other vans doing this crazy
electrical dance--have there been any recalls because of these
problems?

Where do you recommend I go? These dealers don't know how to fix it. I

am

mad and I am so very tired of getting the runaround every place I turn.

Please give me an answer that is true, concise and RIGHT! If you cannot

find the answer to this puzzle--you owe me something for all the time,

energy, disappointment and stress you have caused me and my family.

VIN:

5R 

Mileage:

123000

Servicing Dealer:

Martin Chrysler in Bowling Green, KY and

Title:

Mrs.

First Name:

Middle

Last Name

Address

Address 2:

City:

Bowling Green

State:

KY

Zip:

Email: [REDACTED] fey1@toast.net">lsteffey1@toast.net

Home P [REDACTED]

</blockquote></div>

</BODY>
</HTML>

From: [REDACTED]
To: customerassist@chrysler.com
Date: Thu Apr 22 19:08:33 EDT 2010
Subject: Fwd: Chrysler Group LLC Customer Assistance
(KMM6922914I25261L0KM)

<HTML>

<BODY>

Today the van has scared me. It has done its disco thing constantly and tried to stall at idle at traffic lights MANY times. It even lunged forward one time when it decide d to go. I will not be driving it any longer--who wants to take my van and drive it to see its antics? Who wants to wonder if the engine will quit at any moment? I have not been called about this by a case manager. I expect somebody to take this situation seriously!! I expect Chrysler to build quality products. I have researched through the internet and discovered that this disco dashboard stuff is not new! Why can't the dealers diagnose and fix it? My confidence in Chrysler is hitting bottom. Please reply with some option. I am now without transportation until you do something--wanna walk in MY shoes?

<div class="gmail_quote">----- Forwarded message -----
From: <b class="gmail_sendername">Linda Steffey <lsteffeyl@toast.net>
Date: Thu, Apr 15, 2010 at 10:34 AM
Subject: Re: Chrysler Group LLC Customer Assistance (KMM6922914I25261L0KM)
To: customerassist
<customerassist@chrysler.com>

I received a phone call on Monday, April 12 from a customer service rep. She told me to contact Carmen, my case mgr so I left Carmen a message within 5 minutes of te customer service call. I have heard nothing since--I gave 2 phone numbers and neither has been used to contact me. What is up?</div>

<div></div><div class="h5">

<div class="gmail_quote">On Mon, Apr 12, 2010 at 9:43 AM, customerassist <customerassist@chrysler.com> wrote:
<blockquote class="gmail_quote" style="margin: 0pt 0pt 0pt 0.8ex; border-left: 1px solid rgb(204, 204, 204); padding-left: 1ex;">

Dear [REDACTED]

Thank you for contacting the Chrysler Customer Assistance Center.

Your email was reviewed by Customer Care for Chrysler® vehicles and has
been forwarded to a more appropriate area for their attention and
response.

This referral action will provide the best opportunity for your request.

Thanks again for your email.

Sincerely,

Matt

Customer Service Representative

Chrysler Customer Assistance Center

For any future communications related to this email, please refer to the

following information:

REFERENCE NUMBER: 19461635

EMAIL CASE NUMBER: 2440993

REPLY LINK: <a

href="http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?
trk_ID=KMM6922914I25261L0KM&" target="_blank">
http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?
trk_ID=KMM6922914I25261L0KM&

Original Message Follows:

US Customer Service - Chrysler Brand Site

Brief Description:

Four the last ten months my van has had electrical seiquires, erratic
and

cudden with mo apparent cause. My gauges and lights jump and dance.
My

headlights went out at night! It hesitates at idle

Comments:

I have had my van to many mechanics--they all say "no code comes
up" I

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appalled that the designer and builder of a fine vehicle cannot
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problem as dangerous as this is. I cannot go anyplace at night for
fear

the headlights will suddenly decide to go out. It is NOT safe to be

sitting at an intersection and the van engine hesitates as the light

turns

green--those behind me expect me to go--I am terrified of a rear-end

collision for personal and vehicular reasons. I have spent over
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trying this and that. I even paid a GM mechanic online to give us a

diagnosis--he was wrong! I have enjoyed this vehicle very much--I do

not

want to trade--however, this puts a pretty rotten taste in my mouth

thinking of buying another Chrysler--what if you all do not know how
to

fix

the next one? I have heard of a few other vans doing this crazy

electrical dance--have there been any recalls because of these

problems?

Where do you recommend I go? These dealers don't know how to fix
it. I

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mad and I am so very tired of getting the runaround every place I
turn.

Please give me an answer that is true, concise and RIGHT! If you
cannot

find the answer to this puzzle--you owe me something for all the
time,

energy, disappointment and stress you have caused me and my family.

VIN:

5R[REDACTED]

Mileage:

123000

Servicing Dealer:

Martin Chrysler in Bowling Green, KY and

Title:

Mrs.

First Name [REDACTED]
Middle [REDACTED]
Last Name [REDACTED]
Address [REDACTED]
Address [REDACTED]

City:

Bowling Green

State:

KY

Zip:

[REDACTED]
Email:

[REDACTED]
@toast.com

Home Phone [REDACTED]

</blockquote></div>

</div></div></div>

</BODY>
</HTML>

From: customerassist@chrysler.com
To: [REDACTED]
Date: Fri Apr 23 10:02:33 EDT 2010
Subject: Re: Fwd: Chrysler Group LLC Customer Assistance
(KMM6922914I25261L0KM)
Dear [REDACTED]

Thank you for contacting the Chrysler Customer Assistance Center.

Your email was reviewed by Customer Care for Chrysler, Dodge and Jeep® vehicles and has been forwarded to a more appropriate area for their attention and response.

This referral action will provide the best opportunity for your request.

Thanks again for your email.

Sincerely,

Matt

Customer Service Representative
Chrysler Customer Assistance Center

For any future communications related to this email, please refer to the following information:

REFERENCE NUMBER:

EMAIL CASE NUMBER: 2440993

REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM6936919I25261L0KM&

Original Message Follows:

Today the van has scared me. It has done its disco thing constantly and tried to stall at idle at traffic lights MANY times. It even lunged forward one time when it decide d to go. I will not be driving it any longer--who wants to take my van and drive it to see its antics? Who wants to wonder if the engine will quit at any moment? I have not been called about this by a case manager. I expect somebody to take this situation seriously!! I expect Chrysler to build quality products. I have researched through the internet and discovered that this disco dashboard stuff is not new! Why can't the dealers diagnose and fix it? My confidence in Chrysler is hitting bottom. Please reply with some option. I am now without transportation until you do something--wanna walk in MY shoes?

----- Forwarded message -----

From: [REDACTED]
Date: Thu, Apr 15, 2010 at 10:34 AM
Subject: Re: Chrysler Group LLC Customer Assistance
(KMM6922914I25261L0KM)
To: customerassist <customerassist@chrysler.com>

I received a phone call on Monday, April 12 from a customer service rep. She told me to contact Carmen, my case mgr so I left Carmen a

message within 5 minutes of the customer service call. I have heard nothing since--I gave 2 phone numbers and neither has been used to contact me. What is up?

On Mon, Apr 12, 2010 at 9:43 AM, customerassist
<customerassist@chrysler.com> wrote:

Dear [REDACTED]

Thank you for contacting the Chrysler Customer Assistance Center.

Your email was reviewed by Customer Care for Chrysler® vehicles and has been forwarded to a more appropriate area for their attention and response.

This referral action will provide the best opportunity for your request.

Thanks again for your email.

Sincerely,

Matt

Customer Service Representative
Chrysler Customer Assistance Center

For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER: 19461635
EMAIL CASE NUMBER: 2440993
REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM6922914I25261L0KM&

Original Message Follows:

US Customer Service - Chrysler Brand Site

Brief Description:

Four the last ten months my van has had electrical seiqures, erratic and

cudden with mo apparent cause. My gauges and lights jump and dance. My

headlights went out at night! It hesitates at idle

Comments:

I have had my van to many mechanics--they all say "no code comes up" I am

appalled that the designer and builder of a fine vehicle cannot assess

a

problem as dangerous as this is. I cannot go anyplace at night for fear

the headlights will suddenly decide to go out. It is NOT safe to be sitting at an intersection and the van engine hesitates as the light

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collision for personal and vehicular reasons. I have spent over
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trying this and that. I even paid a GM mechanic online to give us a
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thinking of buying another Chrysler--what if you all do not know
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electrical dance--have there been any recalls because of these
problems?
Where do you recommend I go? These dealers don't know how to fix
it. I
am
mad and I am so very tired of getting the runaround every place I
turn.
Please give me an answer that is true, concise and RIGHT! If you
cannot
find the answer to this puzzle--you owe me something for all the
time,
energy, disappointment and stress you have caused me and my family.

VIN:

5R [REDACTED]

Mileage:

123000

Servicing Dealer:

Martin Chrysler in Bowling Green, KY and

Title:

Mrs.

First Name:

Middle

Last Name

Address

Address 2:

City:

Bowling Green

State:

KY

Zip:

Email:

Home Phone

From: [REDACTED]
To: customerassist@chrysler.com
Date: Mon Jun 07 22:21:20 EDT 2010
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service
Brief Description:

problem wiht our lights

Comments:

We are having electrical problems with our headlights. When we are going down the road at night, they shut off. When the vehicle is sitting in the driveway unattended, the lights turn on and off on their own.

Sender Information:

Title: Mr.
First Name: [REDACTED]
Middle Initial: [REDACTED]
Last Name: [REDACTED]

From: customerassist@chrysler.com
To: [REDACTED]
Date: Tue Jun 08 11:08:21 EDT 2010
Subject: Re: Chrysler Group LLC Customer Assistance
Dear [REDACTED]

Thank you for contacting the Chrysler Customer Assistance Center concerning your 2005 Chrysler Town & Country.

I regret the problem your vehicle has experienced and appreciate the time and effort you took to bring this matter to my attention. Comments like yours are one way we have to learn of problems that may develop and improvements desired by customers.

Unfortunately, given the many variables involved, we are unable to diagnose your vehicle's problem via email. We recommend contacting your authorized dealership to arrange an appointment for proper diagnosis and repair.

Our dealerships have the factory training, equipment and information available to them to diagnose and correct problems with our vehicles. Should your dealer require factory assistance, it is available through the regional Business Center.

If you have been working with an authorized dealership but the problem is not yet resolved, seeking a second opinion from a different dealer may be a viable option.

Thanks again for your email.

Sincerely,

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: 19613833

EMAIL CASE NUMBER: 2463484

REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM6987093I25261L0KM&

Original Message Follows:

US Customer Service - Chrysler Brand Site

Brief Description:

problem wiht our lights

Comments:

We are having electrical problems with our headlights. When we are going down the road at night, they shut off. When the vehicle is sitting in the driveway unattended, the lights turn on and off on their own.

VIN:

5B [REDACTED]

Mileage:

88000

Servicing Dealer:

Title:

Mr.

First Name:

Middle

Last Name

Address

Address 2:

City:

Owosso

State:

MI

Zip:

Email:

Home Phone

From: [REDACTED]
To: customerassist@chrysler.com
Date: Thu Jun 17 20:34:28 EDT 2010
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service
Brief Description:

Head light switch concern
Comments:

My lights go off randomly when driving at night, I have to fiddle with the light switch to get them back on, so I don't drive the car at night because it's dangerous. I took the car to the dealer and they said there is a National back order for the light switch. Is this a recall or a recallable problem?

Sender Information:

Title: Mr.
First Name: [REDACTED]
Middle Initial: [REDACTED]
Last Name: [REDACTED]

From: customerassist@chrysler.com
To: [REDACTED]
Date: Wed Jun 23 14:10:00 EDT 2010
Subject: Re: Chrysler Group LLC Customer Assistance
Dear [REDACTED]

Thank you for contacting the Chrysler Customer Assistance Center, your emails are important to us!

A review of our records indicates that your 2005 Chrysler Town & Country does not currently require service for any recall campaigns. If your vehicle is involved in a future recall campaign, you will be notified promptly by U.S. mail. Please keep us informed of any change of address.

You may also access the self-service recall site on the internet to check on your vehicle's involvement in any future recalls that are published. Simply go to your brand website: <http://www.Chrysler.com> and click on "For Owners" at the top of the home page, then enter the last eight digits of your Vehicle Identification Number (VIN) where appropriate.

If you are experiencing any problems with an issue you feel deserves attention, we certainly recommend that you contact your local dealer to arrange an appointment so that they can inspect the vehicle and determine an appropriate course of action.

Thanks again for your email and have a wonderful day!

Sincerely,

Matt

Customer Service Representative
Chrysler Customer Assistance Center

For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER: 19645860
EMAIL CASE NUMBER: 2467655
REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM7003983I25261L0KM&

Original Message Follows:

US Customer Service - Chrysler Brand Site

Brief Description:

Head light switch concern

Comments:

My lights go off randomly when driving at night, I have to fiddle with the

light switch to get them back on, so I don't drive the car at night because

it's dangerous. I took the car to the dealer and they said there is a

National back order for the light switch. Is this a recall or a recallable problem?

VIN: 5B[REDACTED]
Mileage: 83100
Servicing Dealer: Putnam Chrysler

Title: Mr.
First Name: [REDACTED]

Middle [REDACTED]

Last Name [REDACTED]

Address [REDACTED]

Address 2: [REDACTED]

City: San Francisco

State: CA

Zip: [REDACTED]

Email: [REDACTED]

Home Phone: [REDACTED]

From: [REDACTED]
To: customerassist@chrysler.com
Date: Mon Jul 26 23:43:41 EDT 2010
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service
Brief Description:

Chrysler Town and Country Touring - Intermittent Headlight failure
Comments:

My headlights fail to turn on about 90% of the time the switch is activated and when they are on, automatically turn off about 50% of the time. The bulbs are fine, therefore this appears to be some sort of computer or electrical problem. I have done some internet research and hear of this problem many times, however have not heard of a solution. What do you suggest?

Sender Information:

Title: Ms.
First Name: [REDACTED]
Middle Initial: [REDACTED]
Last Name: [REDACTED]

From: customerassist@chrysler.com
To: [REDACTED]
Date: Sat Jul 31 13:05:12 EDT 2010
Subject: Re: Chrysler Group LLC Customer Assistance
Dear [REDACTED]

Thank you for contacting the Chrysler Customer Assistance Center, your emails are important to us!

Please accept our sincere apologies for the delayed response to your email.

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.

Recall #	
Description	
J38	SUPPLEMENTAL FRONT AIRBAG
SENSORS	

We suggest that you contact your local authorized Chrysler dealer to make arrangements for an inspection and, if necessary, corrective action at no charge to you.

Please take a copy of this message with you at the time of service 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.

Thanks again for your email and have a wonderful day!

Sincerely,

Matt

Customer Service Representative
Chrysler Customer Assistance Center

For any future communications related to this email, please refer to the following information:

REFERENCE NUMBER: 19764713

EMAIL CASE NUMBER: 2483457

REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp

trk_ID=KMM7048458I25261L0KM&

Original Message Follows:

US Customer Service - Chrysler Brand Site

Brief Description:

Chrysler Town and Country Touring - Intermittent Headlight failure

Comments:

My headlights fail to turn on about 90% of the time the switch is activated

and when they are on, automatically turn off about 50% of the time. The

bulbs are fine, therefore this appears to be some sort of computer or

electrical problem. I have done some internet research and hear of this

problem many times, however have not heard of a solution. What do you

suggest?

VIN:

5R [REDACTED]

Mileage:

105000

Servicing Dealer:

Chrysler / Car Max Los Angeles

Title:

Ms.

First Name:

Middle [REDACTED]

Last Name [REDACTED]

Address [REDACTED]

Address 2:

City:

Los Angeles

State:

CA

Zip:

Email: [REDACTED]

Work Ph [REDACTED]

Complaint Detail

12-AUG-2010

Complaint Information

ODI#: 10347880
Received Date: 07-AUG-2010 Incident Date: 04-JUL-2010 Referral Source: Internet Chat Room/Discussi Num. Injured: Property Damage: N
Description: SOMETIMES THE HEADLIGHTS ON OUR 2005 DODGE CARAVAN WILL NOT COME ON WHEN WE TURN THEM ON. IT DOES NOT HAPPEN EVERY TIME BUT IT HAS CAUSED US TO HAVE TO WAIT TO BE ABLE TO DRIVE. THERE HAS BEEN ONE INCIDENT WHEN WE WERE DRIVING HOME AND THE LIGHTS WENT OUT WHILE WE WERE DRIVING. SO FAR JUST PLAYING WITH THE SWITCH HAS WORKED TO GET THE LIGHTS TO COME BACK ON

Consumer Information

Title: Address: Zip Code: Country Phone Code:
Name: City: Nampa Country: UNITED STATES
Org.: State: IDAHO Daytime Phone: 208-318-8495
Evening Phone: Email: Fax:

Product Information

Vehicle Information

Product: Product Type: VEHICLE Product Category: LIGHT VEHICLES
Manufacturer: CHRYSLER GROUP LLC Make: DODGE Model:
: CARAVAN Model Year: 2005 Type: MULTIPURPOSE PASSENGER
VEHICLE

VIN: 1D4GP25R75B Original Owner: N
of Cylinders: Engine Size:
Cruise Control: N Vehicle Usage:
Current Mileage: Transmission Type:

Component: 120000 EXTERIOR LIGHTING

Failure Mileage: 70000

Antilock Brakes: N
Speed: 0
Powertrain:
Fuel System:

RECEIVED
AUG 16 2010
SPECIAL INVESTIGATIONS

19838317

Complaint Detail

12-AUG-2010

19838417

Complaint Information

ODI#: 10347878

Received Date: 06-AUG-2010

Incident Date: 06-AUG-2010

Description: THIS SUMMER, MY '05 CHRYSLER TOWN AND COUNTRY'S HEADLIGHTS DO NOT CONSISTENTLY TURN ON. I HAVE TURNED ON AND OFF THE SWITCH AS MANY AS 37 TIMES BEFORE COMING ON. I HAVE ASKED FOR THEM TO BE CHECKED WHEN GETTING MY OIL CHANGED, THEY FOUND NO PROBLEM AND SAID THEY WORKED FINE. AFTER READING THAT OTHERS HAVE HAD THE SAME PROBLEM AND TAKEN IT TO THE DEALERSHIP WITHOUT THE PROBLEM BEING FIXED, I HAVE NOT TRIED THAT ROUTE. THIS IS DEFINITELY A SAFETY ISSUE.

Referral Source: Friend/Family

Crash: N

Fire: N

Num. Injured:

Num Occurrences:

Num. Deaths:

Property Damage: N

Police Report: N

Confidential: Y

Consumer Information

Title:

Address:

Name:

City: INDIANAPOLIS

Org.:

State: INDIANA

Zip Code:

Country: UNITED STATES

Daytime Phone: 317 845-8936

Evening Phone:

Email:

Fax:

Country Phone Code:

Product Information

Vehicle Information

Product: Product Type :VEHICLE Product Category :LIGHT VEHICLES
Manufacturer :CHRYSLER GROUP LLC Make :CHRYSLER Model
:TOWN AND COUNTRY Model Year :2005 Type :MULTIPURPOSE
PASSENGER VEHICLE

VIN: 2C4GP44R35R

of Cylinders:

Cruise Control: N

Current Mileage:

Original Owner: N

Engine Size:

Vehicle Usage:

Transmission Type:

Failure Mileage: 111243

Body Style:

Fuel Type:

Purchase Date:

Antilock Brakes: N

Speed: 0

Powertrain:

Fuel System:

RECEIVED

AUG 16

2010

SPECIAL INVESTIGATIONS

19838417

Component: 120000 EXTERIOR LIGHTING

19838431

12-AUG-2010

Complaint Detail

Complaint Information

OD1#: 10347172

Received Date: 04-AUG-2010

Incident Date: 01-APR-2010

Description: WE ARE HAVING PROBLEMS WITH THE LIGHTS ON OUR 2005 CHRYSLER TOWN & COUNTRY, THEY SOMETIMES WILL NOT COME ON AT ALL OR THEY WILL NOT TURN OFF. THIS HAS HAPPENED JUST ABOUT ON A DAILY BASES. THERE HAS BEEN AT LEAST (2) ACCURANCES WHEN THEY SHUT OFF SHORTLY AFTER STARTING TO DRIVE. THE ONLY THING THAT SEEMS TO FIX IT IS TURNING THEM ON AND OFF REPEATEDLY UNTILL IT CORRECTS ITS SELF. I HAVE HAD IT LOOKED BUT COULD NOT DUPLICATE PROBLEM WHILE IN THE SHOP.

Referral Source: Internet Search Engine

Crash: N

Fire: N

Num. Injured:

Num Occurrences:

Num. Deaths:

Property Damage: N

Police Report: N

Confidential: Y

Consumer Information

Title:

Address:

City: JUNCTION CITY

State: KANSAS

Zip Code:

Country: UNITED STATES

Daytime Phone: 785-375-4683

Country Phone Code:

Evening Phone:

Email:

Fax:

Product Information

Vehicle Information

Product:

Product Type: VEHICLE Product Category: LIGHT VEHICLES
Manufacturer: CHRYSLER GROUP LLC Make: CHRYSLER Model:
TOWN AND COUNTRY Model Year: 2005 Type: MULTIPURPOSE
PASSENGER VEHICLE

VIN: 2C4GP44R95R

of Cylinders:

Cruise Control: N

Current Mileage:

Original Owner: N

Engine Size:

Vehicle Usage:

Transmission Type:

Failure Mileage: 101000

Body Style:

Fuel Type:

Purchase Date:

Antilock Brakes: N

Speed: 5

Powertrain:

Fuel System:

Component: 120000 EXTERIOR LIGHTING

RECEIVED
AUG 16 2010
SPECIAL INVESTIGATIONS

19838431

RECEIVED DATE:

11/09/10

POSTED DATE:

11/10/10

LAST NAME:

[REDACTED]

VIN (LAST 8 DIGITS)

513 [REDACTED]

CAIR

00000000

NON- SCANABLE ITEMS: CIRCLE ONE

☒ NO

YES



Kevin's ROYAL AUTOMOTIVE



"You are only a smile
and handshake away
from a great deal."



Royal Chrysler Motors, Inc.

Rt. 17C West, P.O. Box 118, Owego, NY 13827

(607) 687-3412 Endicott (607) 754-2191

Visit our website www.RoyalAutomotive.Biz



CUSTOMER NO. 28098	ADVISOR TAMMY SHOULTES	88870	TAG NO. 544	INVOICE DATE 09/17/10	INVOICE NO. CHCS62088
 VESTAL, NY	LABOR RATE		MILEAGE 49,846	COLOR BL/	STOCK NO. XC4456A
	YEAR / MAKE / MODEL 05/DODGE/CARAVAN/VAN FWD SE			DELIVERY DATE 06/25/10	DELIVERY MILES
	VEHICLE I.D. NO. 1 D 4 G P 2 4 R 3 5 B			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.			P.O. NO.	R.O. DATE 09/17/10
RESIDENCE PHONE 	BUSINESS PHONE	COMMENTS			
					MO: 49849

TOTALS

THANK YOU FOR LETTING US SERVICE
YOUR VEHICLE. IF WE DID NOT MEET
OR EXCEED YOUR EXPECTATIONS PLEASE
CONTACT OUR SERVICE MANAGER
BRETT NICHOLS

(607) 687-3412
(607) 754-2191

VISIT US ON THE WEB @ WWW.ROYALAUTOMOTIVE.BIZ

TOTAL LABOR....	201.95
TOTAL PARTS....	204.43
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.50
TOTAL MISC DISC	0.00
TOTAL TAX.....	32.56

TOTAL INVOICE \$ 439.44

**N.Y. STATE
REPAIR SHOP #
4540115**

DISCLAIMER OF WARRANTIES

THE SELLER HEREBY EXPRESSLY DIS-
CLAIMS ALL WARRANTIES EITHER EX-
PRESS OR IMPLIED, INCLUDING ANY
IMPLIED WARRANTY OF MERCHANT-
ABILITY OR FITNESS FOR A PARTICU-
LAR PURPOSE, AND SELLER NEITHER
ASSUMES NOR AUTHORIZES ANY
OTHER PERSON TO ASSUME FOR IT
ANY LIABILITY IN CONNECTION WITH
THE SALE OF SAID PRODUCTS.

ALL PARTS INSTALLED ARE NEW
UNLESS OTHERWISE SPECIFIED.

THANK YOU!

CUSTOMER SIGNATURE

LOT LOCATION:

CUSTOMER #: 10030123

52575



INVOICE

P.O. Box 37 · VESTAL, NEW YORK 13851 · (607) 797-1221

NYS REG. REPAIR SHOP NUMBERS
DODGE: R-4-4040274 · HONDA: R-7042566
HYUNDAI: R-4040274

VESTAL, NY

PAGE 1

HOME: CONT: N/A

BUS: CELL:

SERVICE ADVISOR: 471 DAVID HUTCHINGS

ALL SERVICE WORK GUARANTEED
90 DAYS OR 4000 MILES · WHICHEVER OCCURS FIRST

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
BL	05	DODGE GRAND CARAVAN	1D4GP24R35B		51876/51906		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN04 DD			12:00 05NOV10		VAR	CASH	03NOV10
R.O. OPENED		READY	OPTIONS: ENG:3.3_Liter_OHV_Gas_SMPI				
26OCT10		03NOV10					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A DIAGNOSE CONDITION OF LIGHTS ALL FLASHING...WHEN DRIVING INTERIOR

ALSO...1ST VISIT HERE..ROYAL HAD 5 TIMES...

800 TESTING FOUND TWO STORED BCM CODES, BUT NO
ACTIVE CODES. SPOKE WITH OWNER AND DECISION
WAS TO REPLACED BCM COMPUTER IN HOPES THAT
IT WOULD

679 WICKIZER, ERIC LIC#: CU99

C 2.00

1	4692158AB	08035029	MODULE-BODY CONTROLLER	306.90	306.90	306.90
---	-----------	----------	------------------------	--------	--------	--------

100 FIX THE PROBLEM. CANNOT TELL FOR CERTAIN,
UNTIL DRIVEN FOR A PERIOD OF TIME. REPLACED
PER CUSTOMER APPROVAL. TEST DROVE.

679 WICKIZER, ERIC LIC#: CU99

C 0.00

0.00 0.00

PARTS: 306.90 LABOR: 170.00 OTHER: 0.00 TOTAL LINE A: 476.90

B TAKE ON HIGHWAY...

100 ?

679 WICKIZER, ERIC LIC#: CU99

C 0.00

0.00 0.00

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

C** C/S REAR SPLASH GUARDS

100 INSTALL MUD GUARDS ON REAR

679 WICKIZER, ERIC LIC#: CU99

C 0.50

42.50 42.50

1	11009ADV	SPLSH GDS	21.08	21.08	21.08
---	----------	-----------	-------	-------	-------

PARTS: 21.08 LABOR: 42.50 OTHER: 0.00 TOTAL LINE C: 63.58

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

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. Seller 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

PARTS AMOUNT

GAS, OIL, LUBE

SUBLET AMOUNT

MISC. CHARGES

TOTAL CHARGES

LESS DEDUCTIBLE

SALES TAX

PLEASE PAY
THIS AMOUNT

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON

(DATE)

CUSTOMER SIGNATURE

LOT LOCATION:

CUSTOMER #: 10030123

52575



INVOICE

P.O. Box 37 · VESTAL, NEW YORK 13851 · (607) 797-1221

NYS REG. REPAIR SHOP NUMBERS

DODGE: R-4-4040274 · HONDA: R-7042566

HYUNDAI: R-4040274

VESTAL, NY

HOME:

BUS:

PAGE 2

ALL SERVICE WORK GUARANTEED
90 DAYS OR 4000 MILES · WHICHEVER OCCURS FIRST

SERVICE ADVISOR: 471 DAVID HUTCHINGS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
BL	05	DODGE GRAND CARAVAN	1D4GP24R35B		51876/51906	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT
01JAN04 DD			12:00 05NOV10		VAR	CASH
R.O. OPENED	READY	OPTIONS: ENG:3.3_Liter_OHV_Gas_SMPI				
26OCT10	03NOV10					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
					***** You may receive a Satisfaction Survey from your vehicle manufacturer within the next few days. If for any reason you cannot grade us "COMPLETELY SATISFIED" please contact your Service Manager immediately. George Brunette at Hyundai 352-1530 Mike Lidell Honda 352-1580 THANK YOU !!		



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

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DESCRIPTION	TOTALS
LABOR AMOUNT	212.50
PARTS AMOUNT	327.98
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	540.48
LESS DEDUCTIBLE	0.00
SALES TAX	43.24
PLEASE PAY THIS AMOUNT	583.72

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

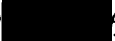
CUSTOMER SIGNATURE


Vestal, New York, 

Nov. 5, 2010

*Chrysler Customer Care
PO Box 21-9004
Auburn Hill Mi
48321-8004*

Dear Sirs:

*I bought a 2005 Dodge Grand Caravan Vin # 1D4GP24R35B  from
Royal Chrysler Motors Rt. 17C West PO Box 118 Owego NY 13827
On June 25, 2010. We picked this vehicle up on July 10, 2010 when we
returned from vacation.*

*After driving it for about 1 month we noticed that the dash lights, head
lights, and interior lights began flickering.*

*We called Royal and took the van back to them to see why this was
happening but it was not doing it when we got there so they said they could
not find what was causing this. They replaced the head light switch thinking
that might have caused it. But this did not correct the problem.*

*We ended up taking this back to them 5 times. They only gave me a work
Sheet for 2 times because they did not charge me as they could not find
anything wrong.*

*On the last day that my girlfriend took it back as it was doing it for over 1
hr. as she drove it. The service manager Brett Nichols got real nasty to her
because she put a picture of a lemon, with their name on it, in the back
window. He was very rude to her which I feel was very uncalled for.*

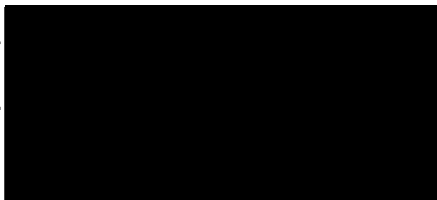
On Oct. 26th we took the van to Miller Dodge in Vestal, NY.

*They checked it out and they did the following replacement. Copy of
maintenance statement is enclosed*

*Also enclosed are copies of work orders done by Royal Chrysler Motors
Thank you for the help you have given me.*

Sincerely,

Signature





Kevin's **ROYAL AUTOMOTIVE**

Royal Chrysler Motors, Inc.
Rt. 17C West, P.O. Box 118, Owego, NY 13827
(607) 687-3412 Endicott (607) 754-2191

Visit our website www.RoyalAutomotive.Biz



*"You are only a smile
and handshake away
from a great deal."*



CUSTOMER NO. 28098	ADVISOR TAMMY SHOULTES 88870	TAG NO. 532	INVOICE DATE 09/15/10	INVOICE NO. CHCS62016
VESTAL, NY [REDACTED]	LABOR RATE	LICENSE NO. [REDACTED]	MILEAGE 49,667	COLOR BL/
	YEAR / MAKE / MODEL 05/DODGE/CARAVAN/VAN FWD SE			STOCK NO. XC4456A
	VEHICLE I.D. NO. 1 D 4 G P 2 4 R 3 5 B			DELIVERY DATE 06/25/10
	F.T.E. NO.			DELIVERY MILES
BUSINESS PHONE		P.O. NO.	SELLING DEALER NO.	PRODUCTION DATE
COMMENTS		R.O. DATE 09/14/10		
MO: 49667				

LABOR & PARTS

J# 1 10CHZ ELECTRICAL TECH(S):504 0.00
CUST STATES HEADLIGHTS AND INTERIOR AND DASH LIGHTS FLICKER
UNABLE TO VERIFY CONCERN AT THIS TIME
VEHICLE OPERATING AS DESIGNED

JOB # 1 TOTAL LABOR & PARTS 0.00

J# 2 10CHZ2 ELECTRICAL TECH(S):504 RD00 60.00
INSTALL BACK UP ALARM
INSTALLED ALARM

JOB # 2 TOTAL LABOR & PARTS 60.00

J# 3 20CHZ BODY TECH(S):504 RD00 30.00
CUST STATES INSTALL BUG DEFLECTOR
INSTALLED DEFLECTOR

JOB # 3 TOTAL LABOR & PARTS 30.00

TECHNICIAN CERTIFICATION

RD00 504	MICHAEL THOMPSON	YH21
RD00 88867	ALAN BRAINARD	3423
RD00 216	STEVEN ROGERS	MQ97
RD00 237	RANDY BAUMAN	QL67

TOTALS

THANK YOU FOR LETTING US SERVICE
YOUR VEHICLE. IF WE DID NOT MEET
OR EXCEED YOUR EXPECTATIONS PLEASE
CONTACT OUR SERVICE MANAGER

BRETT NICHOLS

(607) 687-3412

(607) 754-2191

VISIT US ON THE WEB @ WWW.ROYALAUTOMOTIVE.BIZ

TOTAL LABOR....	90.00
TOTAL PARTS....	0.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	7.20

TOTAL INVOICE \$ 97.20

**N.Y. STATE
REPAIR SHOP #
4540115**

DISCLAIMER OF WARRANTIES

THE SELLER HEREBY EXPRESSLY DIS-
CLAIMS ALL WARRANTIES EITHER EX-
PRESS OR IMPLIED, INCLUDING ANY
IMPLIED WARRANTY OF MERCHANT-
ABILITY OR FITNESS FOR A PARTICU-
LAR PURPOSE, AND SELLER NEITHER
ASSUMES NOR AUTHORIZES ANY
OTHER PERSON TO ASSUME FOR IT
ANY LIABILITY IN CONNECTION WITH
THE SALE OF SAID PRODUCTS.

ALL PARTS INSTALLED ARE NEW
UNLESS OTHERWISE SPECIFIED.

THANK YOU!

PAID SEP 15 2010
VISA

CUSTOMER SIGNATURE

CHRYSLER



Kevin's **ROYAL AUTOMOTIVE**

Royal Chrysler Motors, Inc.

Rt. 17C West, P.O. Box 118, Owego, NY 13827

(607) 687-3412 Endicott (607) 754-2191

 Visit our website www.RoyalAutomotive.Biz


*"You are only a smile
and handshake away
from a great deal."*



CUSTOMER NO. 28098	ADVISOR TAMMY SHOULTES	88870	TAG NO. 544	INVOICE DATE 09/17/10.	INVOICE NO. CHCS62088
[REDACTED] VESTAL, NY	LABOR RATE	[REDACTED]	MILEAGE 49,846	COLOR BL/	STOCK NO. XC4456A
	YEAR / MAKE / MODEL 05/DODGE/CARAVAN/VAN FWD SE			DELIVERY DATE 06/25/10	DELIVERY MILES
	VEHICLE I.D. NO. 1 D 4 G P 2 4 R 3 5 B			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.			P.O. NO.	R.O. DATE 09/17/10
RE [REDACTED]	BUSINESS PHONE	COMMENTS			
					MO: 49849

LABOR & PARTS
J# 1 10CHZ ELECTRICAL TECH(S):88867 RD01 149.95
 CUST STATES CHECK ENGINE LIGHT ON AND DASH LIGHT ARE
 FLICKERING
 DIAGNOSED ENGINE LIGHT EGR CODE ACTIVE REPLACED EGR VALVE
 AND GASKET

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-	
JOB # 1 1 4861662-AE VALVE EGR 14038024	125.08
JOB # 1 TOTAL PARTS	125.08
JOB # 1 TOTAL LABOR & PARTS	275.03

J# 2 01CHZLOF LUBE OIL & FILTER TECH(S):888927 RD01 12.00
 CUSTOMER REQUESTS: LUBE OIL AND FILTER
 CHECK ALL BELTS, HOSES AND TOP OFF FLUIDS AS NEEDED
 SERVICE COMPLETED

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-	
JOB # 2 1 PK0908A *****	*****
JOB # 2 6 68026604-AA 5W30 OIL 01-081-090	2.10
JOB # 2 1 5281090-BA FILTER ENG 9057006	7.35
JOB # 2 TOTAL PARTS	19.95
JOB # 2 TOTAL LABOR & PARTS	31.95

J# 3+10CHZ2 ELECTRICAL TECH(S):88867 RD01 40.00
 DASH LIGHTS FLICKER
 REPLACED HEADLAMP SWITCH

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-	
JOB # 3 1 ZL671DV-AC SWITCH LIG 8053003	59.40
JOB # 3 TOTAL PARTS	59.40
JOB # 3 TOTAL LABOR & PARTS	99.40

MISC-----CODE-----DESCRIPTION-----CONTROL NO-----	
JOB # A EPC DISPOSAL/SHOP SUPPLIES	62088
TOTAL - MISC	0.50

TECHNICIAN CERTIFICATION-----			
RD01	88867	ALAN BRAINARD	3423
RD01	504	MICHAEL THOMPSON	YH21
RD01	216	STEVEN ROGERS	MQ97
RD01	237	RANDY BAUMAN	QL67

**N.Y. STATE
REPAIR SHOP #
4540115**

DISCLAIMER OF WARRANTIES

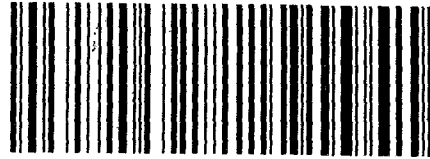
THE SELLER HEREBY EXPRESSLY DIS-
CLAIMS ALL WARRANTIES EITHER EX-
PRESS OR IMPLIED, INCLUDING ANY
IMPLIED WARRANTY OF MERCHANT-
ABILITY OR FITNESS FOR A PARTICU-
LAR PURPOSE, AND SELLER NEITHER
ASSUMES NOR AUTHORIZES ANY
OTHER PERSON TO ASSUME FOR IT
ANY LIABILITY IN CONNECTION WITH
THE SALE OF SAID PRODUCTS.

ALL PARTS INSTALLED ARE NEW
UNLESS OTHERWISE SPECIFIED.

THANK YOU!

CERTIFIED MAIL

Vestal NY



7010 1870 0003 0244 4384



UNITED STATES
POSTAL SERVICE

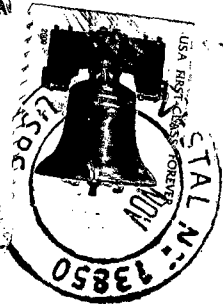
1000



U.S. POSTAGE
PAID
VESTAL, NY
13850
NOV 06 10
AMOUNT

\$5.27

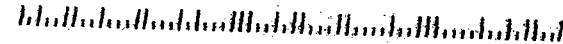
0004154-14



CHRYSLER CUSTOMER CARE
P.O BOX 21-8004
AUBURN HILL
MI 48321-8004

CUSTOMER SERVICE #20018950

483218004



From: [REDACTED]
To: customerassistre@chrysler.com
Date: Sun Nov 28 18:58:58 EST 2010
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: Recall Information
Brief Description:

Headlights shutting off by themself while driving at nite and comming back on, then shutting off again.

Comments:

I have searched online and found that my vehicle is not the only one that has this problem with the headlights shutting off by themself, and turning back on. When this happens and I try to turn the switch to the parking lights, and back to headlights they do not always turn back on. I really feel this is a safety issue, and when i go the dealership they tell me they cannot duplicate the problem and send me on my way.

Sender Information:

Title: Mr.
First Name: [REDACTED]
Middle Initial: [REDACTED]
Last Name: [REDACTED]

From: customerassistre@chrysler.com
To: [REDACTED]
Date: Tue Nov 30 13:22:46 EST 2010
Subject: Re: Chrysler Group LLC Customer Assistance
Dear [REDACTED]

Thank you for your email regarding the service problems with your 2005 Town and Country.

We are very sorry to learn of your dissatisfaction with the handling of your service needs.

Intermittent problems are very difficult for the dealer to duplicate and may cause delay in diagnosis and repair. Often, the malfunction of many different components could produce the same symptoms. Unless the dealer is able to duplicate the problem, they cannot properly diagnose the concern and properly repair your vehicle.

We have found that if the customer keeps a log or notes on when the problem does occur, this can assist the dealer in diagnosing the problem. The more detailed information given to the dealer regarding the nature of the problem, the more it will assist them in performing prompt and accurate diagnosis and repair.

It is our suggestion that you continue to work with your servicing dealer. If the dealer has been unable to determine or resolve your concerns, you may want to seek a second opinion from another authorized dealership.

Thanks again for your email.

Sincerely,

Harry

Customer Service Representative
Chrysler Customer Assistance Center

For any future communications related to this email, please refer to the following information:

REFERENCE NUMBER: 20182604

EMAIL CASE NUMBER: 2527358

REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM7176777I25261L0KM&

Original Message Follows:

Recall Information - Chrysler Brand Site

Brief Description:

Headlights shutting off by themselves while driving at night and coming back on, then shutting off again.

Comments:

I have searched online and found that my vehicle is not the only one that

has this problem with the headlights shutting off by themselves, and turning

back on. When this happens and I try to turn the switch to the parking

lights, and back to headlights they do not always turn back on. I really

feel this is a safety issue, and when i go the dealership they tell me they cannot duplicate the problem and send me on my way.

VIN:

5B

Mileage:

79900

Servicing Dealer:

Riverside auto mall, Marquette, MI 49855

Title:

Mr.

First Name:

Middle

Last Name:

Address:

Address 2:

City:

ishpeming

State:

MI

Zip:

Email:

Home Phone:

From: [REDACTED]
To: customerassistre@chrysler.com
Date: Wed Dec 15 21:25:36 EST 2010
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: Recall Information
Brief Description:

Since 7,000 mi., transmisson jerks first shift, now headlights go out while driving

Comments:

Have had transmission checked many times for rough shifting, dealer says nothing wrong. Getting worse. Now (week ago) headlights started going out while driving. Very dangerous, almost had accident first time. Appears from posting on internet, is a common problem with these and no one seems to know how to fix it. Safety hazzard that I would think Dodge would need to address. Please let me know what I can do about these two problems.

[REDACTED]
Sender Information:

Title: Mr.
First Name: [REDACTED]
Middle Initial: [REDACTED]
Last Name: [REDACTED]

From: customerassistre@chrysler.com
To: [REDACTED]
Date: Fri Dec 17 09:16:20 EST 2010
Subject: Re: Chrysler Group LLC Customer Assistance
Dear [REDACTED]

Thank you for contacting the Dodge Customer Assistance Center, your emails are important to us!

We are very sorry to learn of the issues you have had with your vehicle.

Your email was reviewed by Customer Care for Dodge vehicles and has been forwarded to a more appropriate area for their attention and response.

This referral action will provide the best opportunity for your request.

Thanks again for your email and have a wonderful day!

Sincerely,

Matt

Customer Service Representative
Dodge Customer Assistance Center

For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER: 20236279
EMAIL CASE NUMBER: 2532749
REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM7192209V95380L0KM&

Original Message Follows:

Recall Information - Dodge Brand Site
Brief Description:
Since 7,000 mi., transmisson jerks first shift, now headlights go out while driving

Comments:
Have had transmission checked many times for rough shifting, dealer says nothing wrong. Getting worse. Now (week ago) headlights started going out while driving. Very dangerous, almost had accident first time. Appears from posting on internet, is a common problem with these and no one seems to know how to fix it. Safety hazzard that I would think Dodge would need to address. Please let me know what I can do about these two problems.
[REDACTED]

VIN:

6B

Mileage:

51000

Servicing Dealer:

Beaverton Dodge

Title:

Mr.

First Name:

Middle

Last Name:

Address:

Address:

City:

Portland

State:

OR

Zip:

Email:

Home Phone:

From: [REDACTED]
To: customerassistre@chrysler.com
Date: Thu Dec 23 15:02:53 EST 2010
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: Recall Information
Brief Description:

Any recalls, specifically headlight switch?
Comments:

I will be driving at night and my headlights will turn off, leaving my parking lights on. Possibly fiddling with switch will have it come back on. Dealer says they were out of switches, on backorder. Is there a recall on this? Can you help?

Sender Information:

Title: Mrs.
First Name: [REDACTED]
Middle Initial: [REDACTED]
Last Name: [REDACTED]

From: customerassistre@chrysler.com
To: [REDACTED]
Date: Mon Dec 27 09:21:48 EST 2010
Subject: Re: Chrysler Group LLC Customer Assistance
Dear [REDACTED]

Thank you for contacting the Chrysler Customer Assistance Center,
your emails are important to us!

We are very sorry to learn of the issues you have had with your
vehicle.

Your email was reviewed by Customer Care for Chrysler vehicles and
has been forwarded to a more appropriate area for their attention and
response.

This referral action will provide the best opportunity for your
request.

Thanks again for your email and have a wonderful day!

Sincerely,

Matt

Customer Service Representative
Chrysler Customer Assistance Center

For any future communications related to this email, please refer to
the following information:

REFERENCE NUMBER: 20258339

EMAIL CASE NUMBER: 2534923

REPLY LINK: [http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?](http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM7198749V59708L0KM&)
[trk_ID=KMM7198749V59708L0KM&](http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM7198749V59708L0KM&)

Original Message Follows:

Recall Information - Chrysler Brand Site

Brief Description:

Any recalls, specifically headlight switch?

Comments:

I will be driving at night and my headlights will turn off, leaving
my

parking lights on. Possibly fiddling with switch will have it come
back

on. Dealer says they were out of switches, on backorder. Is there a
recall on this? Can you help?

VIN:

5B [REDACTED]

Mileage:

85403

Servicing Dealer:

Title:

Mrs.

First Name:

Middle

Last Name

Address

Address 2:

City:

SAN FRANCISCO

State:

CA

Zip:

Email:

Home Phone

From: [REDACTED]
To: customerassistre@chrysler.com
Date: Wed Jan 12 00:44:46 EST 2011
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: Recall Information
Brief Description:

REOCCURRING PROBLEMS WITH THIS CAR

Comments:

THIS CAR HAS SEVERAL PROBLEMS THAT HAVE REOCCURED OVER AND OVER AGAIN
SINCE
I PURCHASED THE CAR.

1. I'VE GONE THROUGH FOUR SETS OF BRAKES AND ROTORS
2. THE HEADLIGHTS FLASH OFF AN ON WHILE DRIVING.
3. THE SLIDING DOORS PERIODICALLY STOP WORKNG FOR SEVERAL DAYS.
4. THE HOOD LATCH JAMS AND CAN'T BE OPENED.
5. PLUS THERE ARE A NUMBER OF IN-CABIN ISSUES, SUCH AS THE DVD PLAYER, THE POWER CHAIRS BREAK APART, THE MIDDLE CONSOLE LID BREAKS OFF, AND MORE.

THIS IS A VERY BAD CAR.

Sender Information:

Title: Mr.
First Name: [REDACTED]
Middle Initial: [REDACTED]
Last Name: [REDACTED]

From: customerassistre@chrysler.com
To: [REDACTED]
Date: Sun Jan 16 12:59:22 EST 2011
Subject: Re: Chrysler Group LLC Customer Assistance
Dear [REDACTED]

Thank you for contacting the Dodge Customer Assistance Center in regards to your 2005 Grand Caravan.

I am sorry to learn of the problems you have experienced with your vehicle.

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.

Our records indicate that the following recall campaign has not been performed by an authorized dealer:

	Recall #	
Description	J38	SUPPLEMENTAL FRONT AIRBAG
SENSORS		

We suggest that you contact your local authorized Dodge dealer to make arrangements for an inspection and, if necessary, corrective action at no charge to you.

Please take a copy of this message with you at the time of service 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.

Thank you again for your email, Jeff.

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: 20311035
EMAIL CASE NUMBER: 2540742

REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM7218804V762L0KM&

Original Message Follows:

Recall Information - Dodge Brand Site

Brief Description:

REOCCURRING PROBLEMS WITH THIS CAR

Comments:

THIS CAR HAS SEVERAL PROBLEMS THAT HAVE REOCCURED OVER AND OVER AGAIN SINCE

I PURCHASED THE CAR. 1. I'VE GONE THROUGH FOUR SETS OF BRAKES AND ROTORS 2. THE HEADLIGHTS FLASH OFF AN ON WHILE DRIVING. 3. THE SLIDING

DOORS PERIODICALLY STOP WORKNG FOR SEVERAL DAYS. 4. THE HOOD LATCH JAMS

AND CAN'T BE OPENED. 5. PLUS THERE ARE A NUMBER OF IN-CABIN ISSUES, SUCH

AS THE DVD PLAYER, THE POWER CHAIRS BREAK APART, THE MIDDLE CONSOLE LID

BREAKS OFF, AND MORE. THIS IS A VERY BAD CAR.

VIN:

5R [REDACTED]

Mileage:

90000

Servicing Dealer:

Expressway Dodge

Title:

Mr.

First Name:

Middle [REDACTED]

Last Name [REDACTED]

Address [REDACTED]

Address 2: [REDACTED]

City:

EVANSVILLE

State:

IN

Zip:

Email: [REDACTED]

Work Ph [REDACTED]

From: [REDACTED]
To: customerassist@chrysler.com
Date: Wed Jan 19 16:59:25 EST 2011
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service
Brief Description:

My Unsafe 2005 Dodge Grand Carvan has serious electronic issues. head lights/dash lights/radio/other instrumtments flicker which has caused the engine to die while traveling at 70 mph causing dangerous loss of control of vehicle.

Comments:

My van was purchased in 01/2009 to transport my grandchildren and at this time the vehicle is unsafe to use since it is a danger to all passengers. This is my 4th Dodge Van and 7th Dodge product. Over the last 2 years, Over the last 2 years, I have taken this van to 3 local Chrysler/Dodge dealers to be repaired. In each case, the dealers were not able to identify any issues with the van based on information from the van's computer. I also found no Dodge recall information regarding the instrument electronics for this van. Over the last 2 years, in an effort to repair the van, the dealers have replaced the alternator, the body control module and has checked most all electronic equipment. Their efforts did not repair this van. This will be my last Chrysler/Dodge product since I cannot find anyone and/or dealer to repair it. I wanted you to know this. I am currently looking to purchase an SUV to replace this van and hope I can find a manufactuer who will provide adequate support since most of the new products have added a significant amount of electronic and computer components. My Van currently sits in my garage until I decide what to do with it. I can not sell it to another individual since it is so unsafe. The dealers involved are River Valley Motors, Russellville AR (seller), Hagans Motors, Morrilton AR (repair work), and Clarksville Motors, Clarksville, AR (repair work). Needless to say my new SUV will not be a Dodge.

Sender Information:

Title:
First Name:
Middle Initial:
Last Name:



From: customerassist@chrysler.com
To: [REDACTED]
Date: Sun Jan 23 09:17:52 EST 2011
Subject: Re: Chrysler Group LLC Customer Assistance
Dear [REDACTED]

Thank you for contacting the Chrysler Customer Assistance Center.

I have reviewed your email and escalated your concern to a more appropriate area for attention and response. A representative will be in contact with you. This referral action will provide the best opportunity for your request.

Chrysler Group has made tremendous gains in customer satisfaction and vehicle quality and we are dismayed to learn that your expectations have not been met.

Please accept our apology for the problems you have experienced.

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: 20337826

EMAIL CASE NUMBER: 2543425

REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM7226191V92272L0KM&

Original Message Follows:

US Customer Service - Chrysler Brand Site

Brief Description:

My Unsafe 2005 Dodge Grand Carvan has serious electronic issues. head lights/dash lights/radio/other instrumtments flicker which has caused the engine to die while traveling at 70 mph causing dangerous loss of control of vehicle.

Comments:

My van was purchased in 01/2009 to transport my grandchildren and at this

time the vehicle is unsafe to use since it is a danger to all passengers.

This is my 4th Dodge Van and 7th Dodge product. Over the last 2 years, Over

the last 2 years, I have taken this van to 3 local Chrysler/Dodge dealers

to be repaired. In each case, the dealers were not able to identify any

issues with the van based on information from the van's computer. I also

found no Dodge recall information regarding the instrument electronics for

this van. Over the last 2 years, in an effort to repair the van, the dealers have replaced the alternator, the body control module and

has
checked most all electronic equipment. Their efforts did not repair
this
van. This will be my last Chrysler/Dodge product since I cannot find
anyone
and/or dealer to repair it. I wanted you to know this. I am
currently
looking to purchase an SUV to replace this van and hope I can find a
manufactuer who will provide adequate support since most of the new
products have added a significant amount of electronic and computer
components. My Van currently sits in my garage until I decide what
to do
with it. I can not sell it to another individual since it is so
unsafe. The
dealers involved are River Valley Motors, Russellville AR (seller),
Hagans
Motors, Morrilton AR (repair work), and Clarksville Motors,
Clarksville, AR
(repair work). Needless to say my new SUV will not be a Dodge.

VIN:

5F [REDACTED]

Mileage:

80000

Servicing Dealer:

ARKANSAS

Title:

First Name:

Middle [REDACTED]

Last Name [REDACTED]

Address [REDACTED]

Address 2 [REDACTED]

City:

Dardanelle

State:

AR

Zip:

Email: [REDACTED]

Work Phone [REDACTED]

From: [REDACTED]
To: customerassist@chrysler.com
Date: Wed Jan 26 09:23:20 EST 2011
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service
Brief Description:

Electrical Issues 2005 Dodge Caravan
Comments:

I recently bought the van and found the gauges on the dash board would move erratically--There would a popping noise and the radio would cut off--The battery was replaced and the situation got better--Then over the weekend the headlights started flickering and the van cut off at a stoplight. The battery light came on and the check engine light came on--There is many like issues out there on the internet--Has Dodge found any solutions to the electrical problems that customers can share with the local dealers and service technicians.

Thanks for your help [REDACTED]

Sender Information:

Title:
First Name:
Middle Initial:
Last Name:

[REDACTED]

From: customerassist@chrysler.com
To: [REDACTED]
Date: Fri Feb 04 16:22:03 EST 2011
Subject: Re: Chrysler Group LLC Customer Assistance
Dear [REDACTED]

Thank you for contacting the Dodge Customer Assistance Center in regards to your 2005 Caravan.

I am sorry to learn of the electrical issues you have experienced with your vehicle 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, Joe.

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: 20357714
EMAIL CASE NUMBER: 2545543
REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM7239709V54523L0KM&

Original Message Follows:

US Customer Service - Dodge Brand Site

Brief Description:

Electrical Issues 2005 Dodge Caravan

Comments:

I recently bought the van and found the gauges on the dash board would move

eratically--There would a popping noise and the radio would cut off--The

battery was replaced and the situation got better--Then over the weekend

the headlights started flickering and the van cut off at a stoplight. The

battery light came on and the check engine light came on--There is many

like issues out there on the internet--Has Dodge found any solutions to the electrical problems that customers can share with the local dealers and service technicians. Thanks for your help [REDACTED]

VIN:

5B [REDACTED]

Mileage:

82263

Servicing Dealer:

Title:

First Name:

Middle [REDACTED]

Last Name [REDACTED]

Address [REDACTED]

Address 2 [REDACTED]

City:

Wendell

State:

NC

Zip:

Email: [REDACTED]

Work Phone: [REDACTED]

From: [REDACTED]
To: customerassist@chrysler.com
Date: Tue Feb 01 21:54:30 EST 2011
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service
Brief Description:

The headlights intermittantly turn on and off or just won;t turn on at all.

Comments:

The headlights will turn off in the middle of driving. The switch has to be turned several time to get the lights back on. Sometime when we get in the van, they just won't turn on at all and it takes up an hour of turning the switch to get the lights to come on. I am not seeing that there is a recall on this but several of the forums that I have been on shows that alot of other customers is having this same problem. Is there a recall on this problem? If not, can you guys look into haveing one? This is very dangerous when driving at night.

Sender Information:

Title: Mrs.
First Name: [REDACTED]
Middle Initial: [REDACTED]
Last Name: [REDACTED]

From: customerassist@chrysler.com
To: [REDACTED]
Date: Fri Feb 04 11:18:43 EST 2011
Subject: Re: Chrysler Group LLC Customer Assistance
Dear [REDACTED]

Thank you for contacting the Chrysler Customer Assistance Center, your emails are important to us!

Please accept our sincere apologies for the delayed response to your email.

A review of our records indicates that your 2005 Chrysler Town & Country does not currently require service for any recall campaigns. If your vehicle is involved in a future recall campaign, you will be notified promptly by U.S. mail. Please keep us informed of any change of address.

You may also access the self-service recall site on the internet to check on your vehicle's involvement in any future recalls that are published. Simply go to your brand website Owners page: <http://www.Chrysler.com/en/owners> and enter your Vehicle Identification Number (VIN) where appropriate.

If you are experiencing any problems with an issue you feel deserves attention, we certainly recommend that you contact your local dealer to arrange an appointment so that they can inspect the vehicle and determine an appropriate course of action.

Thanks again for your email and have a wonderful day!

Sincerely,

Matt

Customer Service Representative
Chrysler Customer Assistance Center

For any future communications related to this email, please refer to the following information:

REFERENCE NUMBER: 20377826

EMAIL CASE NUMBER: 2547740

REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM7239239V36323L0KM&

Original Message Follows:

US Customer Service - Chrysler Brand Site

Brief Description:

The headlights intermittantly turn on and off or just won;t turn on at all.

Comments:

The headlights will turn off in the middle of driving. The switch has to be

turned several time to get the lights back on. Sometime when we get in the

van, they just won't turn on at all and it takes up an hour of turning the

switch to get the lights to come on. I am not seeing that there is a

recall on this but several of the forums that I have been on shows that
alot of other customers is having this same problem. Is there a recall on
this problem? If not, can you guys look into haveing one? This is very
dangerous when driving at night.

VIN:

5R

Mileage:

80000

Servicing Dealer:

Power Dodge

Title:

Mrs.

First Name:

Middle

Last Name

Address

Address

City:

Glendale

State:

AZ

Zip:

Email:

Home Ph

From: [REDACTED]
To: customerassistre@chrysler.com
Date: Sun Feb 27 22:43:23 EST 2011
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: Recall Information
Brief Description:

Whats going on dodge!!!

Comments:

Owned since 2008 with 50000 miles! List of problems. Oil pressure sensor failure,Air conditioner lines failed,sway bar links failed,tierod ends innner/outer failed no lubrication from factory??.eats front breaks rotor warp second set so far,power steering pump failure,headlights shut off randomly at night still investigateing this big saftey issue, engine coolling fans failure,tourque converter slips,intake manifold leaks oil, rust on doors and hatch, serpintine belt slips wont charge sometimes, power slideing doors grind waiting for them to fall off,front axle bearings failure. Is this a disposeable van after 50000 miles Whats UP!! dodge? Was looking at a new jeep but now i am scared to buy from u.... Any input please???

Sender Information:

Title: Mr.
First Name: [REDACTED]
Middle Initial: [REDACTED]
Last Name: [REDACTED]

From: customerassistre@chrysler.com
To: [REDACTED]
Date: Mon Feb 28 10:31:33 EST 2011
Subject: Re: Chrysler Group LLC Customer Assistance
Dear [REDACTED]:

Thank you for contacting the Dodge Customer Assistance Center.

We appreciate the time and effort you took to tell us of your dissatisfaction in our product. Comments like yours are one way to learn of problems that develop and the improvements desired. We have documented your comments and provide them to the product development team for review.

Chrysler Group has made tremendous gains in customer satisfaction and vehicle quality and we are dismayed to learn that your expectations have not been met. Please accept our apology for the problems you have experienced.

You mention that you have an unresolved repair issue with the headlights intermittently failing. It is not clear if you are working with a dealership to resolve this issue? If you wish assistance with the dealership to assist in getting a resolution, please advise by responding to the link below.

Thanks again for your email.

Sincerely,

Lorrie

Customer Service Representative
Dodge Customer Assistance Center

For any future communications related to this email, please refer to the following information:

REFERENCE NUMBER: 20466790

EMAIL CASE NUMBER: 2557857

REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM7268205V7093L0KM&

Original Message Follows:

Recall Information - Dodge Brand Site

Brief Description:

Whats going on dodge!!!

Comments:

Owned since 2008 with 50000 miles! List of problems. Oil pressure sensor

failure,Air conditioner lines failed,sway bar links failed,tierod ends

innner/outter failed no lubrication from factory??,eats front breaks rotor

warp second set so far,power steering pump failure,headlights shut off

randomly at night still investigateing this big saftey issue, engine coolling fans failure,tourque converter slips,intake manifold leaks oil,

rust on doors and hatch, serpintine belt slips wont charge sometimes, power

slideing doors grind waiting for them to fall off,front axle

bearings

failure. Is this a disposeable van after 50000 miles Whats UP!!
dodge? Was

looking at a new jeep but now i am scared to buy from u.... Any
input

please???

VIN:

7F

Mileage:

78000

Servicing Dealer:

myself

Title:

Mr.

First Name:

Middle

Last Name:

Address:

Address 2:

City:

Bevington

State:

IA

Zip:

Email:

Home Phone:

20583003

Jill Signorello

From: Nate Igielinski
Sent: Friday, April 15, 2011 9:20 AM
To: Ann Smith; Jill Signorello
Cc: Paul Alcala; Rick Thornton; Rick Simpson; Steve Grimwood
Subject: RE: 05 Town & Country and special needs children

Ann, we'll take a look.

Jill, the CAIR is 20583003 which is still open in 88 (the CAIR is currently D2D). The AM has updated the CAIR on 4/12 stating the dealer will try to assist the customer with trading in her vehicle for another one. We should follow-up with the customer and reiterate the AM's position of technical assistance.

I have copied the BC so they are aware of our outreach to the customer. Thanks.

Nate Igielinski

Head of Top Care Operations
Chrysler Group, LLC – Customer Care
nji@chrysler.com (248) 512-1404
°lllllll° ... There's only one

From: Ann Smith
Sent: Friday, April 15, 2011 8:25 AM
To: Nate Igielinski
Cc: Paul Alcala; Rick Thornton
Subject: FW: 05 Town & Country and special needs children

From: [REDACTED]
Sent: Thursday, April 14, 2011 8:34 PM
To: Ann Smith
Cc: Richard Deneau
Subject: 05 Town & Country and special needs children

I am writing to you to discuss my 2005 Chrysler Town & Country Limited. My husband and I purchased this vehicle NEW in October 2004 for over \$37,000.00 which is a HUGE amount of money for a single income family of 5. After much research, we decided on the Town & Country Limited because of Chrysler's reputation (my husband had only owned Plymouth and Dodge), the safety features and the feeling that we would have a company that backed its product. We are the parents of 3 children with special-needs and safety was our priority! Since the first year of ownership, my Town & Country has been serviced no less than 30, that's right thirty times for the SAME electrical issue. Parts have been replaced, repaired, exchanged so many times that I can name electrical parts. I have always been assured that CHRYSLER would fix the van, and I didn't need to report the car as a lemon. I should have turned the car in as a lemon 5 years ago, but believed in CHRYSLER. Now, 5 years later, I am still having the EXACT SAME electrical issues (headlights, interior lights flickering, dimming), have had Case Management involved twice to no avail and had a District Representative call me a LIAR (he said he didn't believe me when I explained what was happening with my vehicle)!

I have made repeat calls regarding my case to have no return calls.

My Chrysler Representative wants my dealership to assume any problems and for me to purchase a new vehicle.

I am in no financial situation to purchase again and am beginning to loose faith in Chrysler. I have 3 SPECIAL NEEDS CHILDREN and am in a vehicle I haven't felt safe in my car in a very long time.

I need to know who I speak to directly regarding this matter. I am losing my faith in Chrysler and if my dealership, Frank C. Videon in Newtown Square, PA wasn't so fabulous, I would have been ranting along time ago. They felt that they were trying to do right for me, the customer,them and Chrysler by making all necessary repairs and not turning the car in a a lemon themselves.

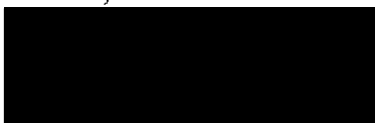
Now, my minivan sits as many days in my driveway as it does in the repair center at the dealership. I drive a loaner with NONE of the safety features that I paid for, and have a car that is in for service every 2-3 weeks. I pick it up and return it before I make it home.

I have gone with loaner vehicles for over 6 weeks at a time and Chrysler tells me that my car hasn't been out of service.

I need to have some resolution on this matter and would appreciate any help that you can offer. Please do not send me back to the Resolution Center because my calls only go unanswered.

I would appreciate either a phone response or an email.

Thanks,



From: [REDACTED]
To: customerassistre@chrysler.com
Date: Mon Apr 11 12:41:52 EDT 2011
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: Recall Information
Brief Description:

headlights go off and then come back on while driving.

Comments:

headlights go off for 2 or 3 seconds then come back on while drivng
at
night.

Sender Information:

Title: Mr.
First Name: [REDACTED]
Middle Initial: [REDACTED]
Last Name: [REDACTED]

From: customerassistre@chrysler.com
To: [REDACTED]
Date: Mon Apr 11 14:37:38 EDT 2011
Subject: Re: Chrysler Group LLC Customer Assistance
Dear [REDACTED]

Thank you for contacting the Chrysler Customer Assistance Center regarding the intermittent headlamp concern you have experienced with your pre-owned 2005 Caravan.

I regret the problem your vehicle has experienced and appreciate the time and effort you took to bring this matter to my attention. Comments like yours are one way we have to learn of problems that may develop and improvements desired by customers.

Unfortunately, given the many variables involved, we are unable to diagnose your vehicle's problem via email. We must 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.

Our records indicate that the following recall campaign has not been performed by an authorized dealer:

J38 SUPPLEMENTAL FRONT AIRBAG SENSORS

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's service department 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.

Thank you again for your email.

Sincerely,

Tony

Customer Service Representative
Chrysler Customer Assistance Center

For any future communications related to this email, please refer to the following information:

REFERENCE NUMBER: 20692003

EMAIL CASE NUMBER: 2572933

REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM7315072V47058L0KM&

Original Message Follows:

Recall Information - Chrysler Brand Site

Brief Description:

headlights go off and then come back on while driving.

Comments:

headlights go off for 2 or 3 seconds then come back on while drivng
at
night.

VIN:

5B

Mileage:

75625

Servicing Dealer:

Kinkaid Motors inc.

Title:

Mr.

First Name:

Middle

Last Name:

Address:

Address 2:

City:

sheridan

State:

IN

Zip:

Email:

Work Phone:

From: [REDACTED]
To: customerassist@chrysler.com
Date: Tue Apr 19 21:58:43 EDT 2011
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service
Brief Description:

After much research seems MANY others are having the same problem with dash lights flickering, vehicle stalling at low speeds, head lights flickering to the point of we get flashed by passing motorists.

Comments:

It seems this is an issue with MANY Town & Country owners. So it seems you all should have the answer to the problem since no one that I have spoke with can seem to find a mechanic or dealership that knows the reason and how to fix this issue. This is a safety hazard for my family! I purchased this vehicle feeling very safe, but now (after only having it for 3 weeks) I have my doubts. Please if you know the answer let me know so I can get it fixed if not I would appreciate Chrysler finding out since this is their product. Thank you!

Sender Information:

Title: Mrs.
First Name: [REDACTED]
Middle Initial: [REDACTED]
Last Name: [REDACTED]

From: customerassist@chrysler.com
To: [REDACTED]
Date: Wed Apr 20 09:20:31 EDT 2011
Subject: Re: Chrysler Group LLC Customer Assistance
Dear [REDACTED]:

Thank you for contacting the Chrysler Customer Assistance Center in regards to your 2005 Town & Country.

I am sorry to hear of the issues you are experiencing with your vehicle. We are unable to diagnose the situation you have outlined in your email. There are too many variables involved and a detailed inspection of your vehicle will be required for proper diagnosis.

It is not clear by your email, whether you have taken your vehicle into a Chrysler dealer for diagnosis and repair. We recommend that you contact your local factory-authorized dealer to schedule an appointment. If, after meeting with your dealer, these concerns are still not resolved to your satisfaction, please re-contact us by email or by phoning our office at 1-800-CHRYSLER (247-9753).

We appreciate the time and effort you took to tell us of your dissatisfaction in our product. Comments like yours are one way to learn of problems that develop and the improvements desired. We have documented your comments and provide them to the product development team for review.

Chrysler Group has made tremendous gains in customer satisfaction and vehicle quality and we are dismayed to learn that your expectations have not been met. Please accept our apology for the problems you have experienced.

Thanks again for your email.

Sincerely,

Lorrie

Customer Service Representative
Chrysler Customer Assistance Center

For any future communications related to this email, please refer to the following information:

REFERENCE NUMBER: 20720618

EMAIL CASE NUMBER: 2575769

REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM7323816V5631L0KM&

Original Message Follows:

US Customer Service - Chrysler Brand Site

Brief Description:

After much research seems MANY others are having the same problem with dash

lights flickering, vehicle stalling at low speeds, head lights flickering

to the point of we get flashed by passing motorists.

Comments:

It seems this is an issue with MANY Town & Country owners. So it seems you

all should have the answer to the problem since no one that I have spoke with can seem to find a mechanic or dealership that knows the reason and how to fix this issue. This is a safety hazard for my family! I purchased this vehicle feeling very safe, but now (after only having it for 3 weeks) I have my doubts. Please if you know the answer let me know so I can get it fixed if not I would appreciate Chrysler finding out since this is their product. Thank you!

VIN:

5R

Mileage:

125000

Servicing Dealer:

Title:

Mrs.

First Name:

Middle

Last Name:

Address:

Address 2:

City:

Garvin

State:

OK

Zip:

Email:

Home Phone:

From: [REDACTED]
To: customerassist@chrysler.com
Date: Tue Jun 28 16:11:23 EDT 2011
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service
Brief Description:

Gauges going haywire, lights & LEDs flickering
Comments:

My 2005 T&C is having electrical issues. My local mechanic suggested it might need a software update. I took it to Greenway who said it did not. They did some initial tests and found nothing. I'm wondering if Chrysler has record of other similar issues and how it was corrected so I don't have to do thousands of dollars of testing before finding the problem. The gauges go wild, the led and now the headlights flicker, the radio cut out every few seconds now. My concern is that it will soon affect the engine and turn off while driving at a high rate of speed.

Any advice you can give me would be helpful.

[REDACTED]

Sender Information:

Title: Mr.
First Name: [REDACTED]
Middle Initial: [REDACTED]
Last Name: [REDACTED]

From: customerassist@chrysler.com
To: [REDACTED]
Date: Thu Jun 30 09:47:01 EDT 2011
Subject: Re: Chrysler Group LLC Customer Assistance
Dear [REDACTED]

Thank you for contacting the Chrysler Customer Assistance Center in regards to your 2005 Town & Country.

I am sorry to learn of the problems you have experienced with your vehicle. Your concerns, particularly in view of the inconvenience involved in this issue, is understandable and I appreciate the time and effort you took to bring this matter to my attention.

Unfortunately, given the many variables involved, we are unable to diagnose or offer proper technical assistance concerning 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, Mark.

Sincerely,

Jeff

Customer Service Representative
Chrysler Customer Assistance Center

For any future communications related to this email, please refer to the following information:

REFERENCE NUMBER: 21049411

EMAIL CASE NUMBER: 2598270

REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM7394402V41621L0KM&

Original Message Follows:

US Customer Service - Chrysler Brand Site

Brief Description:

Gauges going haywire, lights & LEDs flickering

Comments:

My 2005 T&C is having electrical issues. My local mechanic suggested it

might need a software update. I took it to Greenway who said it did not.

They did some initial tests and found nothing. I'm wondering if Chrysler

has record of other similar issues and how it was corrected so I don't have

to do thousands of dollars of testing before finding the problem.

The

gauges go wild, the led and now the headlights flicker, the radio

cut out
every few seconds now. My concern is that it will soon affect the
engine
and turn off while driving at a high rate of speed. Any advice you
can
give me would be helpful. Mark Lloyd

VIN:

5R

Mileage:

72000

Servicing Dealer:

Greeneway Chrysler

Title:

Mr.

First Name:

Middle

Last Name:

Address:

Address:

City:

Orlando

State:

FL

Zip:

Email:

Home Phone:

From: [REDACTED]
To: customerassist@chrysler.com
Date: Fri Jul 15 11:17:55 EDT 2011
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service
Brief Description:

Problem that can't be solved
Comments:

I have a 2005 Town & Country that has a problem that can't be found. The dash lights, headlights start blinking, the gauges start sweeping back and forth and if I am idiling the motor dies. Every light goes dead. It is like there is no power whatso ever. I have to turn the ignition several times before it will start back. I have had the alternator,battery and some computer thing replaced. These things didn't fix the problem. This is a very dangerous situation I'm in. When the van goes dead at a red light I have no brake lights so I could get rear ended. please let me know what I should do or have checked to remedy this problem.
Sincerely,

[REDACTED]

Sender Information:

Title:
First Name:
Middle Initial:
Last Name:

[REDACTED]

From: customerassist@chrysler.com
To: [REDACTED]
Date: Mon Jul 18 16:26:40 EDT 2011
Subject: Re: Chrysler Group LLC Customer Assistance
Dear [REDACTED]

Thank you for contacting the Chrysler Customer Assistance Center in regards to your 2005 Town & Country.

I am sorry to hear of the unresolved concerns in regards to your vehicle you are experiencing.

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,

Lorrie

Customer Service Representative
Chrysler Customer Assistance Center

For any future communications related to this email, please refer to the following information:

REFERENCE NUMBER: 21114474

EMAIL CASE NUMBER: 2603632

REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM7411531V20800L0KM&

Original Message Follows:

US Customer Service - Chrysler Brand Site

Brief Description:

Problem that can't be solved

Comments:

I have a 2005 Town & Country that has a problem that can't be found. The

dash lights, headlights start blinking, the gauges start sweeping back and

forth and if I am idiling the motor dies. Every light goes dead. It is like

there is no power whatso ever. I have to turn the ignition several times

before it will start back. I have had the alternator, battery and some

computer thing replaced. These things didn't fix the problem. This is a

very dangerous situation I'm in. When the van goes dead at a red light I

have no brake lights so I could get rear ended. please let me know what I

should do or have checked to remedy this problem. Sincerely, Mary Robinson

VIN:

5R [REDACTED]

Mileage:

69500

Servicing Dealer:

Peach Ford

Title:

First Name:

Middle

Last Name

Address

Address 2:

City:

Monroeville

State:

AL

Zip:

Email:

Home Phone

From: [REDACTED]
To: customerassistre@chrysler.com
Date: Fri Aug 26 10:21:25 EDT 2011
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: Recall Information
Brief Description:

Headlight went out on dark highway at 60 MPH.

Comments:

I have a 2005 Dodge Caravan. On Sat. night at about 9:00pm on Hwy 121 out of Gainesville, Fl towards Williston the headlights went out. The speed is 60 MPH. They would not stay on. I had to hold the multi- functional switch on to the high beams to get lights. When I let off the switch they would stay on but go off again. I see on the internet where many people are blogging that this is a malfunction with the multi- functional switch on the 2005 Caravan. Why is there not a recall on this safety item? It is very dangerous. Please recall this item before someone is seriously hurt if they haven't. I called Crystal Dodge in Inverness, Fl. and to analyze the problem the cost is \$85.00, the part cost \$ 96.40 and the repair cost is \$127.00. This makes the total cost to fix this dangerous problem \$298.40. This cost is not possible for us today. I am on SSDI and my wife took a \$300.00 a month cut in pay & insurance where she works. Please check your records as we have had Caravans or Voyagers since 1987. That is several vehicles. We have had problems with them like rack & pinion but never a problem as dangerous as this. Please give us some assistance in getting this repaired. Also please have a recall on this item as it is very dangerous. I spoke to Christine ID #KB711 today at Chrystal and she could only tell me there was no recall.

Sender Information:

Title: Mr.
First Name: [REDACTED]
Middle Initial: [REDACTED]
Last Name: [REDACTED]

From: customerassistre@chrysler.com
To: [REDACTED]
Date: Sat Aug 27 10:06:08 EDT 2011
Subject: Re: Chrysler Group LLC Customer Assistance
Dear [REDACTED]

Thank you for contacting the Dodge Customer Assistance Center in regards to your 2005 Caravan.

I am sorry to learn of the issues you have encountered with your vehicles Headlights. Your concerns, particularly in view of the inconvenience involved in this issue, is understandable and I appreciate the time and effort you took to bring this matter to my attention. A case has been opened for you and the number is at the bottom of this page.

Due to the nature of your email, your concerns have been escalated. A case manager will contact you by phone in one business day.

We will attempt to contact you at the phone number provided in your email (352.897.4755). If you wish to be reached at an alternative number, please respond so we may update your file appropriately.

Thanks again for your email, Wally.

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: 21282856

EMAIL CASE NUMBER: 2617132

REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM7453134V53968L0KM&

Original Message Follows:

Recall Information - Chrysler Brand Site

Brief Description:

Headlight went out on dark highway at 60 MPH.

Comments:

I have a 2005 Dodge Caravan. On Sat. night at about 9:00pm on Hwy 121 out of

Gainesville, Fl towards Williston the headlights went out. The speed is 60

MPH. They would not stay on. I had to hold the multi- functional switch on

to the high beams to get lights. When I let off the switch they would stay

on but go off again. I see on the internet where many people are blogging

that this is a malfunction with the multi- functional switch on the 2005

Caravan. Why is there not a recall on this safety item? It is very dangerous. Please recall this item before someone is seriously hurt if they

haven't. I called Crystal Dodge in Inverness, Fl. and to analyze the

problem the cost is \$85.00, the part cost \$ 96.40 and the repair cost is

\$127.00. This makes the total cost to fix this dangerous problem \$298.40.

This cost is not possible for us today. I am on SSDI and my wife took a

\$300.00 a month cut in pay & insurance where she works. Please check your

records as we have had Caravans or Voyagers since 1987. That is several

vehicles. We have had problems with them like rack & pinion but never a

problem as dangerous as this. Please give us some assistance in getting

this repaired. Also please have a recall on this item as it is very dangerous. I spoke to Christine ID #KB711 today at Chrystal and she could

only tell me there was no recall.

VIN:

R [REDACTED]

Mileage:

139685

Servicing Dealer:

Crystal Dodge, Inverness, Fl.

Title:

Mr.

First Name:

Middle

Last Name:

Address:

Address 2:

City:

Hernando

State:

FL

Zip:

Email:

Home Phone:

From: [REDACTED]
To: customerassist@chrysler.com
Date: Thu Sep 01 11:16:10 EDT 2011
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service
Brief Description:

the key made by dealer not wkg properly

Comments:

my original key is broke and i contact your dealer cummins .air port rd wheatherford,ok.and he told me u have to bring the vehicle here by taw.i took my vehicle to cummins wheatherford. and they told we make two type of key 1.is simple and otheris with remote. and i told i need simple ones without remote.they charged me \$90.00.and icame to my town.nextday when i open the door of my cavarán van ,horn start with head light blinking. and i call dealer and told the story. he told bring back the vehicle i draw my vehicle 50 mile and reach there .i told by dealer that i have to make the key with remote and we will charge \$180.00 dollars fo rthe key. itold u guys make one key and which not rconised by the vehicle thats not my fault .and i argue to much but they treat me that i am bogas customer.i request that if u guys make key with remote then give my moneys for the keys that not working properly then i will pay \$180.00 dollars. sir i pay for one key taw chrg \$200.00+90.00 key chrg +twotime waste my time to go to dealer and gas moneys. sir by i expense that much money still my problem was not solved by dealer .one time police stop me for buzing horn near carnegie hospital but they know me and give me warning to fix horn problem.sir i have honda van 15 yrs old and i open its door with key without using remote . and its works good. then why this is not happened in dodge carvan. dealer telling me that without remote key do this thats why u have tomake remotekey for your vehicle.and punish for other money charge , really i could not satisfied with the dealer answered.pl tell what i have to do.... in this condition i can not use my vehicle.and its become show piece at my place.

Sender Information:

Title: Mr.
First Name: [REDACTED]
Middle Initial: [REDACTED]
Last Name: [REDACTED]

From: customerassist@chrysler.com
To: [REDACTED]
Date: Sat Sep 03 09:40:12 EDT 2011
Subject: Re: Chrysler Group LLC Customer Assistance
Dear [REDACTED]:

Thank you for contacting the Dodge Customer Assistance Center in regards to your 2007 Grand Caravan.

Our records show that you have contacted us by telephone on Sept.2 and we have addressed your concern. We have updated your file to reflect the latest information you provided in the email message.

We appreciate the time and effort you took to tell us of your dissatisfaction in our product. Comments like yours are one way to learn of problems that develop and the improvements desired. We have documented your comments and provide them to the product development team for review.

Chrysler Group has made tremendous gains in customer satisfaction and vehicle quality and we are dismayed to learn that your expectations have not been met. Please accept our apology for the problems you have experienced.

Thanks again for your email.

Sincerely,

Harry

Customer Service Representative
Dodge Customer Assistance Center

For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER: 21303671
EMAIL CASE NUMBER: 2619042
REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM7459939V57212L0KM&

Original Message Follows:

US Customer Service - Chrysler Brand Site
Brief Description:
the key made by dealer not wkg properly
Comments:
my original key is broke and i contact your dealer cummins .air port rd wheatherford,ok.and he told me u have to bring the vehicle here by taw.i took my vehicle to cummins wheatherford. and they told we make two type of key 1.is simple and otheris with remote. and i told i need simple ones without remote.they charged me \$90.00.and icame to my town.nextday when i open the door of my cavaran van ,horn start with head light blinking. and i call dealer and told the story. he told bring back the vehicle i draw my vehicle 50 mile and reach there .i told by dealer that i have to

make the
key with remote and we will charge \$180.00 dollars for the key.
itold u
guys make one key and which not recognised by the vehicle that's not my
fault
.and i argue too much but they treat me that i am bogus customer.i
request
that if u guys make key with remote then give my money for the keys
that
not working properly then i will pay \$180.00 dollars. sir i pay for
one key
tax charge \$200.00+90.00 key charge +two times waste my time to go to
dealer
and gas money. sir by i expense that much money still my problem
was not
solved by dealer .one time police stop me for buzzing horn near
carnegie
hospital but they know me and give me warning to fix horn
problem.sir i
have honda van 15 yrs old and i open its door with key without using
remote . and its works good. then why this is not happened in dodge
caravan. dealer telling me that without remote key do this that's why
u have
to make remote key for your vehicle.and punish for other money charge
,
really i could not satisfied with the dealer answered.pl tell what i
have
to do.... in this condition i can not use my vehicle.and its become
show
piece at my place.

VIN:
7B [REDACTED]
Mileage:
69158
Servicing Dealer:
CUMMINS CHRYSLER, WHEATHERFORD OK-73096
Title:
Mr.
First Name:
Middle [REDACTED]
Last Name [REDACTED]
Address [REDACTED]
Address [REDACTED]
City:
carnegie
State:
OK
Zip:
[REDACTED]
Email:
[REDACTED]
Work Phone:
[REDACTED]

Customer Assistance Inquiry Record (CAIR)#						12906999
VIN	1C4GP45R7 5B	Open Date	12/09/2004	Built Date	03/16/2004	
Model Year	2005	Body	RSYH52	CHRYSLER TOWN & COUNTRY FWD SWB WAGON		
In Service Dt	08/14/2004	Mileage	7,000	Dealer Zone	32	NEW YORK
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US	
Color	PPK	MAGNESIUM PEARL COAT				
Engine	EGA	3.3L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				
Dealer	43853	NEMER CHRYSLER-DODGE				
Dealer Address	728 QUAKER RD					
Dealer City	QUEENSBURY	Dealer State	NY	Dealer Zip	12804	
Owner				Contact Type	TELEPHONE	
Address				Home Phone		
	LAKE GEORGE NY			Country	UNITED STATES	

Dealer - Service/Body Shop - Transaction - Repeated Trips Required - Default	43853
Product - Electrical - Unknown - Intermittent or Inoperative - Default	

Original Owner. No open recall. Customer concerned with door chime and interior lamp stayed lit. Restarted vehicle, didn't help condition was still present. Headlamp iratically started blinking when driving also slow speeds. Has been to dealer myriad of times for electrical concerns. Has been to dealer 3 times for door lock, window, headlamp concern(s). Customer upset with repeated trips to dealer. Service Manager Jim Hayes, Sm, was contacted by agent on 12-9-04 opened cair.

***** ATTENTION SERVICE MANAGER *****

If needed, please seek technical assistance (district manager/zone/STAR) in an attempt to resolve customers concern. Please update with final resolution
REASSIGNED TO BC/DLR 32 43853 12/09/04 10:20 O 12906999
12/10/04

Service / Parts Director at the dealership has updated the Cair# 12906999
An appointment has been set with the customer.
12/20/04

Service Manager at the dealership has closed the Cair# 12906999
Warranty repair has been documented on Repair order #108031.
CAIR RETURNED FROM DEALER ON '12/20/2004' AT '08:52:822 'R 12906999
Customer is stating that he has had this vehicle in twice, and now the problem is showing again and he wants to have someone take responsibility and get this issue resolved. Customer advised to call dealership to see if they can resolve the problems.
12/20/04 SM calls DM to update. One problem has returned. SM dealing with customer Customer states dcx not holding up their end. Repairs are being performed under warranty and loaner is provided every time. DCX is obligated to repair vehicle under the terms of the warranty. Owner requests meeting with DM. DM unavailable until after January 3rd. cc26 _

Customer Assistance Inquiry Record (CAIR)#						12958126
VIN	2C4GP44R5	5R	Open Date	12/22/2004	Built Date	07/07/2004
Model Year	2005	Body	RSYH53	CHRYSLER TOWN & COUNTRY LX FWD LWB		
In Service Dt	10/31/2004	Mileage	5,600	Dealer Zone	66	ORLANDO
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PBE	BUTANE BLUE PEARL COAT				
Engine	EGA	3.3L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				
Dealer	43754	RIVERSIDE CHRYSLER JEEP DODGE				
Dealer Address	1601 HIGHWAY 70 EAST					
Dealer City	NEW BERN	Dealer State	NC	Dealer Zip	28560	
Owner						
				Home Phone		
	WASHINGTON NC			Country	UNITED STATES	

Product - Brakes - Unknown - Brake/Parking Brake Lamp On/Flashing - Default	Customer states ABS light was activating.
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Customer states headlights come on and off.
Product - Exhaust - Muffler - Rusty - Default	Customer states muffler is increasingly noisy and rusted
Product - Exhaust - Muffler - Noisy - Default	Customer states muffler is increasingly noisy and rusted.
Product - Air Conditioning / Heater - Unknown - Inoperative - Default	Customer states rear air conditioner does not work.

Customer reports various issues with vehicle, is interested in lemon law. Contacted Rick, service manager at dealer who states that the vehicle has been at the shop on three occasions. He stated that she is provided with a rental everytime that she receives service. He also stated that his computer systems were down and he would be unable to verify how many days the vehicle had been in the shop. Rick did advise that the vehicle had not been in the shop for the same issue more than once. While checking back with the customer she stated that she just wanted to know how we handle multiple complaints. Advised customer with any customer concern we investigate the issue to determine what DCX can do to assist the customer. Customer does verify that the vehicle has not had the same problem repeatedly, that all repair attempts are for different issues. Customer does state that her headlight flicker on and off, and previous issues that have been addressed with the vehicle were the ABS light coming on, a flickering of her internal lights, a inoperative rear air conditioner, and a noisy and rusty muffler. Advised customer that writer could only suggest she continue to work with her dealership to resolve the current issue with the vehicle.

Customer Assistance Inquiry Record (CAIR)#						13017788
VIN	2C4GP44R6	5R	Open Date	01/07/2005	Built Date	03/19/2004
Model Year	2005	Body	RSYH53	CHRYSLER TOWN & COUNTRY LX FWD LWB		
In Service Dt	07/27/2004	Mileage	6,700	Dealer Zone	42	DETROIT
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PPK	MAGNESIUM PEARL COAT				
Engine	EGA	3.3L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				
Dealer	43869	FREEDOM DODGE-CHRY-JEEP				
Dealer Address	1560 NEW CIRCLE ROAD					
Dealer City	LEXINGTON	Dealer State	KY	Dealer Zip	40509	
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	LEXINGTON KY				Country	UNITED STATES

Product - Body / Trim / Paint Finish - Seat Upholstery - Split, Cut, Torn - Middle	Cloth on back of seat is torn and needs to be replaced.
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Sometimes her headlights will not come on
Product - Body / Trim / Paint Finish - Seat Tracks / Frames - Improper Installation - Middle	Stow-away seat not stowing properly
Product - Body / Trim / Paint Finish - Wood Grain / Decal / Stripes - Split, Cut, Torn - Trunk/DeckLid/Hatch	Weather stripping on the trunk had to be replaced.

Caller states that her previous vehicle had a lot of problems and she traded it in for the present vehicle and now her headlights on her new vehicle sometimes would not come on. Customer states that the seat would not go in the stow position properly and a part had to be replaced. Caller states that the weather stripping on the trunk had to be replaced and the clothe on the back of the seat had to be repair for a tear. Customer is talking about Lemon Law. Advised customer that the vehicle does not yet meet the criteria but her concerns will be noted.

Customer Assistance Inquiry Record (CAIR)#						13022934	
VIN	2C4GP54L3	5R	Open Date	01/10/2005	Built Date	09/20/2004	
Model Year	2005	Body	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB			
In Service Dt	10/04/2004	Mileage	34,000	Dealer Zone	35	WASHINGTON	
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US		
Color	PPK	MAGNESIUM PEARL COAT					
Engine	EGH	3.8L V6 OHV ENGINE					
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION					
Dealer	44897	MICK'S DODGE CHRYSLER JEEP					
Dealer Address	6181 STEUBENVILLE PIKE						
Dealer City	MC KEES ROCKS	Dealer State	PA	Dealer Zip	15136		
Owner						Contact Type	ROADSIDE
Address						Home Phone	
	IMPERIAL PA					Country	UNITED STATES

Corporate - Roadside Services - Warranty - Towing - Default	
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Roadside Assistance Contacted - DATE : 2005-01-07
 Road Side File Created 01-10-05 FOR WARRANTY
 VEHICLE PROBLEM AT: VEHICLE TAKEN TO:
 250 SUMMIT PARK DR 6181 STEUBENVILLE PIKE
 PARK LANE DR
 NORTH FAYETTE PITTSBURGH
 PA USA PA
 YCALLER_COMMENTS"HEAD LIGHTS DON'T WORK @ WALMARTY"
 DEALER CODE : 44897 MICK'S DODGE CHRYSLER JEEP

Customer Assistance Inquiry Record (CAIR)#						13033771			
VIN	2C4GP64L3	5R	Open Date	01/11/2005	Built Date	03/04/2004			
Model Year	2005	Body	RSYS53	CHRYSLER TOWN & COUNTRY LTD FWD LWB					
In Service Dt	10/13/2004	Mileage	1,970	Dealer Zone	32	NEW YORK			
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US				
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT							
Engine	EGH	3.8L V6 OHV ENGINE							
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION							
Dealer	26327	DISCH CHRYSLER DODGE JEEP							
Dealer Address	57 WARD AVE								
Dealer City	MOOSUP	Dealer State	CT	Dealer Zip	06354				
Owner					Contact Type	TELEPHONE			
Address	24				Home Phone				
	NORWICH CT				Country	UNITED STATES			
<table border="1"> <tr> <td>Product - Electrical - Unknown - Other - Default</td> <td>Automatic headlamp feature does not work properly</td> </tr> </table>								Product - Electrical - Unknown - Other - Default	Automatic headlamp feature does not work properly
Product - Electrical - Unknown - Other - Default	Automatic headlamp feature does not work properly								

1/11/05 Tech advisor inspected vehicle at dealer at request of DCX service DM for customer concern where automatic headlamp feature does not activate the hadlamps. The headlamps work normally in the manual headlamp selection mode with the headlamp switch. Writer obtained information from vehicle modules and verified switch values and will transmit data to engineering for assistance with concern. The dealer SM Diane was advised to contact the customer to return the laoner and pick up his vehicle, it can be operated_ in by manually selecting the headlamps when needed, just like the majority of vehicles that do not have "automatic" headlamps. SM reports customer has been "demanding vehicle be repaired immediately" and may not cooperate with returning loaner as requested. DM updated by phone. Writer will contact the dealer with repair instructions when known from engineering. TA-JSG2.

2/21/05 Tech advisor repaired vehicle by replacing ambient light sensor in th mirror. DM and TA reviewed situation with dealer principal who stated he will talk to the customer and keep him out of LL. Writer advised dealer he would offer serv contract if needed to keep owner out of LL. TA-JSG2.

Customer Assistance Inquiry Record (CAIR)#						13038741
VIN	1D4GP45R8	5B	Open Date	01/12/2005	Built Date	03/11/2004
Model Year	2005	Body	RSKH52	DODGE CARAVAN SXT FWD SWB WAGON		
In Service Dt	06/28/2004	Mileage	8,000	Dealer Zone	71	LOS ANGELES
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH		Market	U	US
Color	PBE	BUTANE BLUE PEARL COAT				
Engine	EGA	3.3L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				
Dealer	44461	CROWN DODGE				
Dealer Address	555 W CYPRESS AVENUE					
Dealer City	REDDING	Dealer State	CA	Dealer Zip	96001	
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	REDDING CA				Country	UNITED STATES

Dealer - Parts - Transaction - Parts N/A / Backordered - Default	Backordered Part
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Customer states the headlights are intermittently working on the vehicle.

**** Begin structured narrative CL-PARTS STRUCTURED NARR ****

What is the name and dealer code of the dealer that ordered the part?

CROWN DODGE

44461

What is the phone number of the dealer?:(530)241-432

What is the description of the part that has been ordered?

Headlight Switch

What is the part number?:ZL671DVAA

What is the order number?:237217

What date was the part ordered?:N/A

What is the VIN of the vehicle?

1D4GP45R85B140692

What is the current order status of the part (i.e. special handling)?

D99 - unknown

**** End structured narrative CL-PARTS STRUCTURED NARR ****

Customer states the headlights are intermittently working on the vehicle.

Customer states that the part is on backorder, and cannot drive the vehicle 'legally' at night. Writer contacted Dealer 44461, and spoke with Service Advisor, Mark. Service Advisor states that the part will arrive tomorrow or Friday. Writer advised customer of the Part Status.

U011205

U011205

Customer Assistance Inquiry Record (CAIR)#						13072568
VIN	1D4GP45R0	5B [REDACTED]	Open Date	01/19/2005	Built Date	03/05/2004
Model Year	2005	Body	RSKH52	DODGE CARAVAN SXT FWD SWB WAGON		
In Service Dt	07/31/2004	Mileage	4,205	Dealer Zone	35	WASHINGTON
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				
Engine	EGA	3.3L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				
Dealer	44330	MARTIN DODGE				
Dealer Address	3900 ROUTE 42					
Dealer City	TURNERSVILLE	Dealer State	NJ	Dealer Zip	08012	
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	[REDACTED]
	WEST BERLIN NJ [REDACTED]				Country	UNITED STATES

Dealer - Parts - Transaction - Delayed Receipt of Order - Default	delay in obtaining part
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Owner advises that headlights do not work and dealer ordered part which was to arrive today but has not..owner concerned with safety and seeks loaner..spoke to Kevin in service and needs a power headlight switch... dealer has two vehicles waiting for part which was supposed to arrive today..dealer expects parts tomorrow..advised owner of delay and also apologized..will offer loaner if part does not show on 1/20 and will check with dealer...ltm
spoke to dealer and parts arrived this morning..repair in process and vehicle to be returned to owner this afternoon....ltm

Customer Assistance Inquiry Record (CAIR)#						13095388	
VIN	2D4GP44L6	5R	Open Date	01/27/2005	Built Date	03/19/2004	
Model Year	2005	Body	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
In Service Dt	05/13/2004	Mileage	14,750	Dealer Zone			
Plant	R	WINDSOR ASSEMBLY PLANT		Market	U	US	
Color	PPK	MAGNESIUM PEARL COAT					
Engine	EGH	3.8L V6 OHV ENGINE					
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION					
Owner					Contact Type	E-MAIL	
Address					Home Phone		
	LOSANTVILLE IN				Country	UNITED STATES	
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default				Customer states that head lights stopped working			

***** EMAIL BRIEF DESCRIPTION CONTENT *****

2005 grand caravan, being fixed for headlights not coming on or going off. Not so fun driving at night with kids in van with no lights not even hazards!

!!!!

***** END EMAIL BRIEF DESCRIPTION CONTENT *****

*****Customer email follows:

first Dodge/Chrysler and new vehicle I ever bought or looked at (die hard ford fan) I understand problems and redesigning equipment, but not happy when found out part needed was on "national backorder" and I have not heard of anyone else with this problem. where is the customer service for that.

*****Response follows:

Thank you for your recent email to DaimlerChrysler Motors Corporation regarding your 2005 Dodge Grand Caravan.

It's always of concern to learn that a customer is dissatisfied. Over the past few years, DaimlerChrysler Motors Corporation has made tremendous gains in improving customer satisfaction. In your case, we apparently have not met your expectations.

I spoke with Kevin at Goodwin's Brothers Dodge and understand that the part has been received and installed. I trust your problems have not recurred, but if they have please contact Goodwin's Brothers for inspection and diagnosis.

Our sincerest apologies for the problems you have had. I hope we will have another chance to restore your faith in us.

Customer Assistance Inquiry Record (CAIR)#						13102971	
VIN	2C4GP64L3	5R	Open Date	01/26/2005	Built Date	09/20/2004	
Model Year	2005	Body	RSYS53	CHRYSLER TOWN & COUNTRY LTD FWD LWB			
In Service Dt	11/22/2004	Mileage	616	Dealer Zone	32	NEW YORK	
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US		
Color	PPK	MAGNESIUM PEARL COAT					
Engine	EGH	3.8L V6 OHV ENGINE					
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION					
Dealer	60137	CROSSTOWN MOTORS					
Dealer Address	650 MEADOW STREET						
Dealer City	LITTLETON	Dealer State	NH	Dealer Zip	03561		
Owner					Contact Type	TELEPHONE	
Address					Home Phone		
	DALTON NH				Country	UNITED STATES	

Product - Electrical - Lamps and Switches - Complete Failure - Default	headlamp switch unavailable
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Headlamp switch inop. Customer waited from 12/1/04 to 12/29/04 for the switch to be supplied. In lieu of filing Lemon Law, customer agreed for us to make a vehicle payment, of \$446.86

Customer Assistance Inquiry Record (CAIR)#						13110124
VIN	2D4GP24R0	5R	Open Date	01/27/2005	Built Date	08/18/2004
Model Year	2005	Body	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON		
In Service Dt	09/24/2004	Mileage	1,300	Dealer Zone	51	CHICAGO
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PPK	MAGNESIUM PEARL COAT				
Engine	EGA	3.3L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				
Dealer	44187	MIDWAY DODGE INC II				
Dealer Address	4747 SOUTH PULASKI ROAD					
Dealer City	CHICAGO	Dealer State	IL	Dealer Zip	60632	
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	CHICAGO IL				Country	UNITED STATES

Product - Cooling System - Fans, Pulleys, and Tensioner - Other - Default	Customer concerned about fans not working correctly.
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Customer states the headlamps will not work

Customer states the headlights are not working and when he started the van, smoke came out from the hood. He lifted the hood and it appeared to have been coming from the fan motors. Customer took vehicle to dealership they checked it out and could not find anything wrong with it, and when the tech brought it to the customer he turned on the lights and they still did not work. They finally found that a part needed to be replaced on the headlight switch, it is on back order until next week. The dealership has told him the fan motors have been checked and they are operating as they should, is just concerned. Called the dealership and spoke to Santiago, 2 technician checked the vehicle and found no issues with the fans. Writer informed santiago of concerns that customer was expressing, he advised if customer has any further questions or concerns to contact him. Advised customer of this, and customer understood.

Customer Assistance Inquiry Record (CAIR)#						13150294	
VIN	2D4GP44L8	5R	Open Date	02/09/2005	Built Date	07/28/2004	
Model Year	2005	Body	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
In Service Dt	11/01/2004	Mileage	4,200	Dealer Zone	51	CHICAGO	
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US		
Color	PYG	LINEN GOLD METALLIC PEARL COAT					
Engine	EGH	3.8L V6 OHV ENGINE					
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION					
Dealer	68976	GUPTON MOTORS KY INC					
Dealer Address	1451 BOWLING GREEN RD						
Dealer City	RUSSELLVILLE	Dealer State	KY	Dealer Zip	42276		
Owner						Contact Type	E-MAIL
Address						Home Phone	
	RUSSELLVILLE KY					Country	UNITED STATES
Product - Drivability - Unknown - Other - Default				Too many problems with new vehicle			

***** EMAIL BRIEF DESCRIPTION CONTENT *****

We ve owned this vehicle less than 3 months. We ve had it at the shop 6,7 o
r 8 times already

***** END EMAIL BRIEF DESCRIPTION CONTENT *****

We noticed a day or two after getting our new van that the middle interior lights did not come on when the door was opened. We took it to our service department. They ordered parts. This did not fix the problem. After four attempts the problem was finally corrected. Another night, it was rainy and foggy. I pulled out the light switch to turn on the fog lights. The switch broke off. When I opened the door, the switch fell on the ground. I had to fumbel around in the rain to find the switch to see if I could turn my lights off. I did get it adjusted where I could turn the lights off. We got this corrected. I asked about the lights on the power window and door switches. The power window switch on the driver s side has a very dim light. The rest do not have any light. We have been told they are not supposed to light. If they re not, then why are the little areas there. My 2005 Caravan has all the switches lighted. The other day we were driving and tried to let the passenger side window down. It would not work and every time you touched it the headlights and interior lights would flicker. My husband took the van one more time to the service department and got this corrected. One day I could not get the passenger sliding door to close--either manully or electronically. Finally after reaching inside and pushing in the manual button, I got the door to close. It is very disheartening to get a brand new expensive van and have all these things happen to it. I m afraid every time I get in the vehicle that something else is going to happen. Not only that, but gas is very expensive. WE live 7 miles from our dealership--not far, but when you have to make several trips, it can get costly, not to mention our time and concern (or worry, as my husband gets tore up over everything.) We haven t filled out our survey yet. We were waiting to see what is going to happen next. The sales staff were very nice before and when we bought the vehicle, but have shown very little concern about the problems we have been having. Being

in

sales myself, I feel I should be concerned about my customer's needs--even

after I make the sale. They have just kind of laughed at us when we brought the vehicle for repair. To us, it is not funny at all. Kentucky does have a lemon law that states if you have to take a vehicle for 4 times

for the same problem, you should get a new vehicle. What are our chances of that? We are actually afraid of what might happen next. P.S. The service personnel have been very accommodating. Thank you for your attention to this request.

*****END OF EMAIL*****

Sent following email to customer:

Dear Douglas,

Thank you for your recent email to DaimlerChrysler Motors Corporation regarding the concerns you stated you are having with your 2004 Grand Caravan.

I was disappointed to learn of the problems you stated you are having with your van and have documented your concerns in a corporate file. If you are currently having problems with your van, I suggest you set up an appointment for proper diagnosis and/or repair at your local DaimlerChrysler dealership. Technical assistance is available to the dealership if needed.

Lemon laws are regulated by state governments. To get information about your rights, contact your State Attorney General's Office. They will provide you with all the information that you will need.

In addition, there should be a white and blue booklet with your Owner's Manual that explains how to go through the lemon law process. If you have any further questions, give us a call at 1-800-992-1997.

Thank you again for your email.

U011205

U011205

Customer Assistance Inquiry Record (CAIR)#						13157560	
VIN	2C4GP54L3	5R	Open Date	02/08/2005	Built Date	07/30/2004	
Model Year	2005	Body	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB			
In Service Dt	08/24/2004	Mileage	2,849	Dealer Zone	51	CHICAGO	
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US		
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	EGH	3.8L V6 OHV ENGINE					
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION					
Dealer	45084	CHAMPION CHRYSLER JEEP DODGE OF			BARRINGTON, INC.		
Dealer Address	505 W NORTHWEST HWY						
Dealer City	BARRINGTON			Dealer State	IL	Dealer Zip	60010
Owner						Contact Type	TELEPHONE
Address						Home Phone	
	WHEATON IL					Country	UNITED STATES
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default							

2/8 owner called stating the electrical system not operating as normal. Owner states the headlamps flicker when the heated seats are turned on. Owner states the instrument panel is effected as well. Writer spoke with Dan(SA)at 45084 who stated he reviewed with STAR who stated problem is a characteristic of the vehicle and there is currently not a fix at this time. Writer advised file would be sent for proper handling.

***** ATTENTION SERVICE MANAGER *****

If needed, please seek technical assistance (district manager/zone/STAR) in an attempt to resolve customers concern. Please update with final resolution
 REASSIGNED TO BC/DLR 51 45084 02/08/05 17:47 O 13157560
 *Contact Date:02/15/2005

Service / Parts Director at the dealership has updated the Cair# 13157560
 The vehicle has been diagnosed.

Local Tech Advisor has inspected and researched problem, Condition under review.

5/11/05 DM reviewed the above with Tech advisor and Service manager. TA advised that engineering is still currently reviewing owner concerns for update and/or repair. DM contacted the customer to advise of findings. The customer was obviously disappointed that DCX had not done anything to repair the vehicle. DM ensured her that if any updates are provided that the dealer would be notified to try and make any possible repairs. The customer is not satisfied, wanting something to be done immediately. DM advised that no can be done at the present time. The customer advised that she may consider pursuing legal recourse to get resolution.....djm40

Customer Assistance Inquiry Record (CAIR)#						13208030
VIN	1D4GP24R2	5B [REDACTED]	Open Date	02/22/2005	Built Date	03/11/2004
Model Year	2005	Body	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON		
In Service Dt	07/10/2004	Mileage	11,000	Dealer Zone	35	WASHINGTON
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH		Market	U	US
Color	PBE	BUTANE BLUE PEARL COAT				
Engine	EGA	3.3L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				
Dealer	42803	RAMEY CHRYSLER DODGE JEEP				
Dealer Address	27992 GOV. G. C. PEERY HWY.					
Dealer City	NORTH TAZEWELL			Dealer State	VA	Dealer Zip 24630
Owner	[REDACTED]				Contact Type	LETTER
Address	[REDACTED]				Home Phone	[REDACTED]
	BLAND VA [REDACTED]				Country	UNITED STATES

Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Owner stated headlights do not work.
Dealer - Service/Body Shop - Transaction - Problem Not Resolved - Default	Owner stated reoccurring issue not resolved.

AB729 02/22/05

Owner stated the headlights do not work. Owner stated he has taken his vehicle to dealership 42803 and the problem has not been resolved. Writer advised that his concern would be documented and referred owner to DCCAC.

rw333 02/25/05

Customer called back and has been trying to reach customer assistance for 2 weeks and all Customer gets is music.

Writer confirmed that Customer had correct number and prompts and advised Customer that this number is busy and to try his call again.

Customer asked to be transferred to this number and writer informed Customer that this office does not open until 9 and therefore Writer cannot transfer call.

Customer called but did not have vin and did not inform Writer that he had called before until after searching for vin for 5 minutes.

Customer then provided an incorrect file number.

Customer then went and found vin number.

Owner called DCCAC stating the vehicle is back at the dealer for headlight problem.

RSA called dealer and spoke with Service Advisor, James.

Jamed explained that the dealer has made prior repair attempts, but has been unable to duplicate the complaint.

Dealer is doing everything possible to duplicate the complaint.

CC623 03/02/05 Customer called in to inquire about DCCAC mailing address. Writer advised customer that there were no open recalls on vehicle. Writer provided mailing address.

_3.15.2005

_COMMONWEALTH OF VIRGINIA OFFICE OF THE ATTORNEY GENERAL

RE: CASE NUMBER: 500756

Forwarded to 82t m rp

3-15-05 Forward to Mid-Atlantic Business Center.SSS8

3-17-05 CAIR reassigned to DM Dave Weinberger to investigate and resolve. Please reassign back to MPW when complete for a response to the AG. Mike Volkman tech advisor is working with dealer to correct problem. One note is the Dealership has not been able to duplicate problem they have left vehicle run with the lights on for a number of days and no problem found. DCW9

3-22-05 Please keep in contact with the tech advisor until conclusion. Please update the CAIR with the outcome and than reassign back to MPW for appropriate response to the AG office. Thanks

3-31-05 Vehicle repaired with the help of Mike Volkman Tech Advisor.DCW9 no one on line.

Customer calling on above issue. Agent referred customer to CCRG 1-866-432-1329 for an update on her issue.

Caller inquiring about above. Caller wishing vehicle bought back through lemon law. Writer contacted dealer 42803 and spoke to the service manager. Dealer informed writer that current repair attempt is the third, while the caller claims it is the fourth. Writer informed caller of disparity, and caller states she will call dealer and straighten issue out. Writer provided caller with reference number.

4-7-05 CAIR reassigned to DM Dave Weinberger to investigate and resolve. Dave, this CAIR was closed by our call center by mistake before a response to the AG could be provided. We received another request from the AG here at the BC. The owner claims the vehicle has had four repair attempts while the dealer claims three. Please review and resolve the concerns. Please ensure that the owner has not experienced the head light outage after the last repair. Thanks Mark. MPW

4-11-05 MABC received a call from the WV consumer affairs devision, Bill Fennell requesting an update.

4-14-05 Spoke to Carl Davis and offered to replace vehicle with another Daimler-Chrysler vehicle at \$ 0.22 per Mile usage and customer to pay tax and tags and difference in MSRP. Customer will think it over and call me I gave him my cell number.DCW9

4-15-05 Mrs Davis called and felt that the \$0.22 was to much she wanted me to pay off her old van and give her a new van. I told her that the mileage charge was fair.

4-15-05 Writer spoke with Bill Fennell at the VA AG office. Writer informed Mr. Fennell that DaimlerChrysler offered to replace this vehicle MSRP to MSRP with a .22 per mile charge and that the owner had declined this offer. Owner has 30 days from today to reconsider. MPW

Customer Assistance Inquiry Record (CAIR)#						13213681
VIN	2D4GP44L9	5R	Open Date	02/23/2005	Built Date	11/05/2004
Model Year	2005	Body	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON		
In Service Dt	01/03/2005	Mileage	500	Dealer Zone	42	DETROIT
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PRH	INFERNO RED CRYSTAL PEARL COAT				
Engine	EGH	3.8L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				
Dealer	42835	DICK SCOTT DODGE INC				
Dealer Address	684 ANN ARBOR ROAD					
Dealer City	PLYMOUTH	Dealer State	MI	Dealer Zip	48170	
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	CANTON MI				Country	UNITED STATES

Product - Electrical - Heated Seat - Intermittent/Inoperative - Unknown	Reports a power drain that dims all his lights when seats are on
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Customer states when he is using the heated seats it creates a drain that dims all of his lights, inside and headlamps. Customer states this does not seem normal although the he says the dealer states it is. Customer states he asked to speak with a Zone rep or DCX tech and was told to call. Explained that dealerships are supposed to at the request of the customer arrange a meeting or call. Customer states he is disappointed with the heated seats if whenever he uses them all of the lights dim. Customer states he will try working with the dealership or go to another dealer if he is not satisfied.

Customer Assistance Inquiry Record (CAIR)#						13229110
VIN	2D4GP44L1	5R	Open Date	02/28/2005	Built Date	08/24/2004
Model Year	2005	Body	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON		
In Service Dt	10/04/2004	Mileage	6,000	Dealer Zone	51	CHICAGO
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PPK	MAGNESIUM PEARL COAT				
Engine	EGH	3.8L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				
Dealer	65746	BILL KAY'S CHRYSLER OF DOWNERS	GROVE			
Dealer Address	2100 OGDEN AVENUE					
Dealer City	DOWNERS GROVE	Dealer State	IL	Dealer Zip	60515	
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	BOLINGBROOK IL				Country	UNITED STATES

Corporate - Recall - Default - Default - Default	Advised no recalls.
Product - Electrical - Lamps and Switches - Improper Installation/Missing - Default	Customer alleges dealer put in wrong headlamp switch.

DAB148 02/28/05
 Customer calling in regard to issue with headlights. Customer states that on February 8th dealer 65746 replaced the headlight switch but they put in the wrong switch. Customer states that the vehicle has still not been repaired properly. Advised customer no recalls on the vehicle. Advised customer to try to work with the dealer or speak with DCCAC. Customer states he is trying to contact DCCAC but he cant get a hold of anyone. Agent verified that customer is calling the correct number. Provided file number.

Customer Assistance Inquiry Record (CAIR)#						13244968
VIN	2D4GP44L2	5R	Open Date	03/03/2005	Built Date	06/15/2004
Model Year	2005	Body	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON		
In Service Dt	11/13/2004	Mileage	15,000	Dealer Zone	32	NEW YORK
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT				
Engine	EGH	3.8L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				
Dealer	66894	WARNOCK DODGE CHRYSLER JEEP				
Dealer Address	175 ROUTE 10					
Dealer City	EAST HANOVER	Dealer State	NJ	Dealer Zip	07936	
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	HOPATCONG NJ				Country	UNITED STATES

Product - Exhaust - Unknown - Fumes or Odors - Default	burnt egg or oil type smell
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	head lights go out intermittently

Owner calls regarding initial burnt egg type smell or oil. After battery was changed, the smell continued. Upon further inspection the catalytic converter was replaced , but continued a few days later.
Head lights go out intermittently. Dealer has since ordered switch to repair.

Owner claims on an incline the transmission bucks and boggs down.
Owner is concerned about 4th trip for service and looking for replacement vehicle. Owner also claims this is the first of the many Chrysler products he has owned with mechanical problems.

Writer explained intention to repair vehicle per terms of the warranty.
Writer contacted service manager Bob Stewart and left message advising of owner concerns. Writer noted 2 prior Chrysler minivans of this owner.
Please update with final results and follow zone procedures for assist as needed. Thanks..dg2

REASSIGNED TO BC/DLR 32 66894 03/03/05 08:43 O 13244968

*Contact Date:03/03/2005

Service Manager at the dealership has updated the Cair# 13244968
Parts have been ordered.

*Contact Date:03/03/2005

Service Manager at the dealership has updated the Cair# 13244968
Parts have been ordered.

Bob Stewart calls back indicating transmission is operating as normal.
Technical representative advised head light switch (0ZL651DVAB) was needed and ordered for replacement. Bob and service technician could not duplicate egg smell. Bob will contact owner when switch arrives as expected by 3/7..dg2

*Contact Date:03/10/2005

Dealer 66894 has updated the mileage to 4085.

Service Manager at the dealership has closed the Cair# 13244968

Warranty repair has been documented on Repair Order#27376

CAIR RETURNED FROM DEALER ON '3/10/2005 ' AT'04:25:394 'R 13244968

Customer Assistance Inquiry Record (CAIR)#						13258153	
VIN	2C4GP54L4	5R	Open Date	03/07/2005	Built Date	06/21/2004	
Model Year	2005	Body	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB			
In Service Dt	08/13/2004	Mileage	5,000	Dealer Zone	35	WASHINGTON	
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US		
Color	PBE	BUTANE BLUE PEARL COAT					
Engine	EGH	3.8L V6 OHV ENGINE					
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION					
Dealer	64103	TOM MASANO CHRYSLER JEEP, INC.					
Dealer Address	1600 LANCASTER AVEN						
Dealer City	READING			Dealer State	PA	Dealer Zip	19607
Owner						Contact Type	TELEPHONE
Address						Home Phone	
	SINKING SPRING PA					Country	UNITED STATES
Product - Transmission / Transaxle - Torque Converter - Improper Shift - Default				Transmission issues.			

Customer called with transmission issues. Customer stated that when he purchased this vehicle the transmission had issues. Customer stated that he has had this problem since he bought this vehicle. Customer stated that the headlight went out on the vehicle twice and is at the dealer64103 now getting repaired. Customer wanted no recourse and stated that the only thing I could do is document his issues. Writer agreed and notified customer of the documentation.

Customer Assistance Inquiry Record (CAIR)#						13275563	
VIN	2C4GP54L8	5R	Open Date	03/10/2005	Built Date	09/08/2004	
Model Year	2005	Body	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB			
In Service Dt	11/26/2004	Mileage	2,387	Dealer Zone	42	DETROIT	
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US		
Color	PYG	LINEN GOLD METALLIC PEARL COAT					
Engine	EGH	3.8L V6 OHV ENGINE					
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION					
Dealer	59528	TWIN CITY DODGE-CHRYSLER					
Dealer Address	650 SAGAMORE PARKWAY SOUTH						
Dealer City	LAFAYETTE	Dealer State	IN	Dealer Zip	47905		
Owner					Contact Type	TELEPHONE	
Address					Home Phone		
	LAFAYETTE IN				Country	UNITED STATES	

Product - Electrical - Lamps and Switches - Complete Failure - Default	Customer states headlights do not work.
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Customer called regarding his vehicle. His vehicle was in the shop 12/27/04 for a wiring harness (714 miles), 1/19/05 for headlight issue (1375 miles), and 2/22/05 for complete headlight failure (2384 miles). Spoke to Scott in service at dealer 59528. Scott advises that on the 19th of January the customer was in for intermittent headlights and the vehicle has been in since February the 22nd. Scott advises that it needs a new switch which is on national backorder. Scott also advises that he has had the part on VOR since the 23rd. Customer is very dissatisfied and would like a resolution.

3/11 Spoke with expediting manager, Josh yesterday regarding part. States that part # ZL671J8AB was to be received by DCX yesterday afternoon. He did not have confirmation that we did receive them at that time. He said that they were on track to receive 54 of the parts, order \$DALTO should be filled as it was a VOR order. Advised Scott yesterday.

CNL8 03/11/2005

Customer states that he wants the vehicle bought back due the the vehicle being in the Dealership since February 22, 2005. Customer states that the headlights are not working. Customer is demanding the vehicle be bought back or he will leave it at the Dealer. Informed the customer that there is no commitments being made that the vehicle will be bought back. Owner is requesting that DaimlerChrysler to repurchase or exchange the vehicle due to head light issue that has not been resolved since February 22, 2005. CAIR is being reassigned to 82A for further review per BB654.

3/11 DM at dealership today, reviewed history, part was released to the pdc and backorder is now closed. Dealer should hopefully have part by Monday.

*****ESCALATION*****

RSA4

RSA called dealer and spoke with Service Manager, Scott; dealer has been notified that the part will be in tomorrow.

RSA informed Scott of this open cair.

REASSIGNED TO BC/DLR 42 59528 03/14/05 10:46 O 13275563

RSA emailed District Manager to inform of this open Cair.

3/14 Received email from expediting manager today, plan was that they were shipping the part today. Advised Scott and Parts Manager, Dave of info and if they did not receive the part by Wed to advise kra5.

3/16/05 DM at dealership today. Vehicle has been repaired and is ready

to return to the owner. DM offered to reimburse owner for one monthly payment, owner declined stating that was not enough. DM has offered thru the Service and Parts Director, Scott to reimburse owner for 2 monthly payments as final goodwill to owner. Scott will advise owner of above, vehicle does not qualify for buyback, buyback declined and vehicle is now repaired. An attempt has been made to reimburse owner for 2 monthly payments of approx \$200 each, in interest of customer satisfaction only, waiting for reply.

*Contact Date:03/17/2005

Service / Parts Director at the dealership has closed the Cair# 13275563

Warranty repair has been documented on Repair Order#570811

CAIR RETURNED FROM DEALER ON '3/17/2005 ' AT'11:40:310 'R 13275563

Customer Assistance Inquiry Record (CAIR)#	13278611
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VIN	2D4GP24R8	5R	Open Date	03/18/2005	Built Date	08/13/2004
Model Year	2005	Body	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON		
In Service Dt	09/16/2004	Mileage	7,650	Dealer Zone	35	WASHINGTON
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT				
Engine	EGA	3.3L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				

Dealer	43877	E-TOWN DODGE				
Dealer Address	2005 SOUTH MARKET STREET					
Dealer City	ELIZABETHTOWN	Dealer State	PA	Dealer Zip	17022	

Owner	[REDACTED]	Contact Type	E-MAIL
Address	[REDACTED]	Home Phone	[REDACTED]
	HUMMELSTOWN PA [REDACTED]	Country	UNITED STATES

Corporate - Other - Default - Default - Default	Alot of trouble with my 2005 Dodge Grand Caravan
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***** EMAIL BRIEF DESCRIPTION CONTENT *****

Car trouble

***** END EMAIL BRIEF DESCRIPTION CONTENT *****

Email States:

I've had alot of trouble with my 2005 Dodge Grand Caravan SE Plus. I've had it in the shop now at least 3 different times already. Now I have to take it back to the shop to have a blown speaker replaced again. Last week while my wife was driving at night the headlights WENT OUT FOR 30 SECONDS! I do not know what your company is doing but I do know what you're not doing; and that's putting out a quality product. Being loyal to our selling dealership causes us a 1/2 hour drive each way and missing our van to cart around three toddlers. I hope you take this note to heart because I am seriously questioning my purchase. I was annoyed at the seat belt grease, blown speaker and inoperable power rear doorlock; but the headlights going out has done it for me. If I had it my way I'd give you back this headache I purchased from you and take back my old van I traded in. Good luck in working out the kinks, because I'm not!

*****END OF EMAIL*****

Writer replied:

Dear [REDACTED]

Thank you for your recent email to DaimlerChrysler Motors Corporation regarding your Dodge Grand Caravan.

I regret your dissatisfaction in your DaimlerChrysler product, and appreciate the time and effort you took to bring this matter to my attention. Comments like yours are one way to learn of problems that may develop and improvements desired by customers. The information received is used in product development and quality analysis.

DaimlerChrysler Motors Corporation has made tremendous gains in customer satisfaction and vehicle quality. Apparently, your expectations have not been met. Please accept my apology for the problems you have experienced. Thank you for sharing your concerns.

Customer Assistance Inquiry Record (CAIR)#						13325515
VIN	1D4GP25B4	5B	Open Date	03/22/2005	Built Date	09/02/2004
Model Year	2005	Body	RSKL52	DODGE CARAVAN SE FWD SWB WAGON		
In Service Dt	10/02/2004	Mileage	8,200	Dealer Zone	71	LOS ANGELES
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH		Market	U	US
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT				
Engine	EDZ	2.4L 4 CYL DOHC 16V SMPI ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				
Dealer	43347	TOM ADDIS DODGE INC				
Dealer Address	314 W CLAYTON AVE					
Dealer City	COEUR D ALENE			Dealer State	ID	Dealer Zip 83815
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	POST FALLS ID				Country	UNITED STATES

Product - Engine - Unknown - Check Engine Lamp On/Flashing - Default	Check engine light on after leaving dealer
Corporate - DaimlerChrysler Address - Default - Default - Default	Customer wanting DCCAC address.
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Head lights intermittent operation
Dealer - Service/Body Shop - Personnel - Discourteous/ Rude - Service Management	Service department staff rude

Customer requesting assistance with trade in or exchange. Customer stated the vehicle has been in shop for multiple repair issues. Writer advised the dealership is the primary source for consideration on exchanges. Customer requesting to document a complaint. Customer states the dealer 43347 was rude and offered no assistance in regards to headlights being intermittent and the part on backorder advising to not drive a night. Customer has had several different issues in regards to check engine light, transmission, headlights. Writer advised the complaint is recorded.

Customer inquired about exchange on vehicle. Writer advised to talk to dealership. Also asked about lemon law and writer advised that she does not qualify.

Customer called back wanting to speak with previous agent or a Supervisor. Writer informed Customer that we are all Senior Staff agents. Customer wanted DCCAC address. Writer provided Customer with that information.

*****REFERRAL*****

Owner's inquiry was forwarded for handling.

Owner stated the DVD is not working. The headlight switch is not working. There are transmission problems and the sensors have blown twice. Writer left message for owner. Spoke with May, service manager and the vehicle came in for a shifting problem at low speeds. They could not duplicate at first. It came back and the check engine light was on and verified condition and replaced the map sensor and throttle position sensor and connector. They kept the vehicle overnight to make sure no

other codes or problems. The vehicle is ready. She did not have a complaint from the customer on the DVD player. The headlight issue was addressed in Feb 2005. They removed the headlight switch and connector, No problem was found however, one connector was rough. So they ordered a part for the switch. It was repaired on 2-21. The owner made no mention of the issue for the headlights on this visit. The owner was advised of the repairs on yesterday. No hard part problem has been found with the transmission only electrical.

3-29 Spoke with owner and she stated she has not had any further concerns. However, she was not happy with the dealer comments on her intermittent concerns. She was told to drive the vehicle until it broke down. The dealer used a 1/4 tank of gas and she had to put gas in the rental she was given. The service manager told her that is something they don't normally do but agreed to replace the gas used for test drive. When she called back to bring it in she was told it was already done. She finally get everything straight and will be bringing the vehicle in today. She stated they will not use this dealer again. Advised her she has option to select another dealer for service. She inquired about Lemon Law because this was the 4th time in for a different issue. Writer advised because the repairs and her treatment, writer will cover one months payment for the vehicle. She stated it is about \$479 per month. Advised her she can submit the monthly car payment bill and writer will reimburse her. Advised her she can contact writer if she has any further concerns.

Received car payment receipt. Total is \$479.44

Customer Assistance Inquiry Record (CAIR)#						13329141
VIN	1D4GP45R6	5B [REDACTED]	Open Date	04/04/2005	Built Date	06/14/2004
Model Year	2005	Body	RSKH52	DODGE CARAVAN SXT FWD SWB WAGON		
In Service Dt	07/20/2004	Mileage	9,500	Dealer Zone	32	NEW YORK
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH		Market	U	US
Color	PBE	BUTANE BLUE PEARL COAT				
Engine	EGA	3.3L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				
Dealer	44669	PORT JERVIS AUTO MALL INC				
Dealer Address	131-139 KINGSTON AVEN					
Dealer City	PORT JERVIS			Dealer State	NY	Dealer Zip 12771
Owner	[REDACTED]				Contact Type	E-MAIL
Address	[REDACTED]				Home Phone	
	PORT JERVIS NY [REDACTED]				Country	UNITED STATES

Product - Electrical - Power Door Lock / Deck Lid - Intermittent or Inoperative - Unknown	
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***** EMAIL BRIEF DESCRIPTION CONTENT *****

I believe I have a serious problem with my 2005 Dodge Caravan SXT. The interior doorlocks work intermittently, as do the front headlights. I do not feel comfortable driving the van with my family. I feel I have major electrical problems.

***** END EMAIL BRIEF DESCRIPTION CONTENT *****

04-04-05 Agent response:

Dear [REDACTED]

Thank you for your recent email to DaimlerChrysler Motors regarding your 2005 Dodge Caravan.

I regret the problem your vehicle has experienced and appreciate the time and effort you took to bring this matter to my attention. Comments like yours are one way we have to learn of problems that may develop and improvements desired by customers.

Unfortunately, given the many variables involved, we are unable to diagnose your vehicle's problem via email. We recommend contacting your authorized DaimlerChrysler dealership to arrange an appointment for proper diagnosis and repair.

Our dealerships have the factory training, equipment and information available to them to diagnose and correct problems with DaimlerChrysler Motors Corporation vehicles. Should your dealer require factory assistance, it is available through the regional Business Center.

If you have been working with an authorized dealership but the problem is not yet resolved, seeking a second opinion from a different dealer may be a viable option.

Thank you again for your email.

Customer Assistance Inquiry Record (CAIR)#						13329581	
VIN	2D4GP44L9	5R	Open Date	04/04/2005	Built Date	03/12/2004	
Model Year	2005	Body	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
In Service Dt	04/26/2004	Mileage	20,000	Dealer Zone	42	DETROIT	
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US		
Color	PYG	LINEN GOLD METALLIC PEARL COAT					
Engine	EGH	3.8L V6 OHV ENGINE					
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION					
Dealer	41534	WATSON'S MANISTEE CHRYSLER INC					
Dealer Address	208 PARKDALE AVENUE						
Dealer City	MANISTEE	Dealer State	MI	Dealer Zip	49660		
Owner						Contact Type	E-MAIL
Address						Home Phone	
	MANISTEE MI					Country	UNITED STATES

Corporate - Product Information - Default - Default - Default	
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***** EMAIL BRIEF DESCRIPTION CONTENT *****

number of times i have to take car in for warrenty repairs

***** END EMAIL BRIEF DESCRIPTION CONTENT *****

Email States:

firs i would like to say that my dealer has doon a very good job at handling my problems.my wife and i purchased the car april or 04.since that time the car has been in for warrenty work 6 times for 6 different reasons.1) dead battery x3,nes battery dec 04.2)noise in front end , bearing in lt front replaced.3)oct 04 short in turn signal switch, replaced.4)nov 04 head light would not go on (in the dark) switch replaced.5) air bag light stays on.6)cable to lift spar tire will not retract,too take in this thrusday to haave thes parts replaced. iam hoping these problem will soon come to an end,but i am not to optimistic.

Writer replied:

Dear :

Thank you for your recent email to DaimlerChrysler Motors Corporation regarding your 2005 Dodge Grand Caravan.

It's always of concern to learn that a customer is dissatisfied. Over the past few years, DaimlerChrysler Motors Corporation has made tremendous gains in improving customer satisfaction. In your case, we apparently have not met your expectations.

Our sincerest apologies for the problems you have had. I hope we will have another chance to restore your faith in us.

Thank you for the e-mail.

Customer Assistance Inquiry Record (CAIR)#						13339673
VIN	2C4GP44R0	5R	Open Date	03/24/2005	Built Date	03/19/2004
Model Year	2005	Body	RSYH53	CHRYSLER TOWN & COUNTRY LX FWD LWB		
In Service Dt	05/25/2004	Mileage	10,512	Dealer Zone	35	WASHINGTON
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PPK	MAGNESIUM PEARL COAT				
Engine	EGA	3.3L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC 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	
	EPHRATA PA				Country	UNITED STATES

Product - Electrical - Body Control Module - Other - Default	Customer had to have the BCM reprogramed.
Product - Electrical - Battery - Other - Default	Customer had to repalce the battery.

Customer wanted to make a complaint about the condition of her vehicle. Customer stated that the pin stripping peeled off, the battery had died, the head lights would not work, spark plugs, customer stated that when she took it in for inspection, they found the the BCM has gone bad as well. Stated that she is unhappy with the way things keep going on with this vehicle. Stated that the dealership (45102) has been doing a great job with helping customer out. Stated that she is unsure if she would buy another vehicle. Customer wanted to know if maybe some money could be taken off of her payment. Advised customer that she would have to speak with someone in the financial department. Transferred to DCX finacial.

Customer Assistance Inquiry Record (CAIR)#						13353928
VIN	1D4GP25B0	5B [REDACTED]	Open Date	03/29/2005	Built Date	03/04/2004
Model Year	2005	Body	RSKL52	DODGE CARAVAN SE FWD SWB WAGON		
In Service Dt	08/28/2004	Mileage	9,000	Dealer Zone	51	CHICAGO
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT				
Engine	EDZ	2.4L 4 CYL DOHC 16V SMPI ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				
Dealer	44495	GREEN DODGE				
Dealer Address	3801 WEST WABASH					
Dealer City	SPRINGFIELD	Dealer State	IL	Dealer Zip	62707	
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	[REDACTED]
	SPRINGFIELD IL [REDACTED]				Country	UNITED STATES

Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default | Wants assistance with rental vehicle.

Client called about a rental vehicle because his is in for repair at dealer 44495. Called dealer and spoke to Larry who advised writer that part was on a national back order. Larry stated that head lamps were inoperable so the vehicle can not be driven at night. Writer asked Larry to speak to service manager about approving rental vehicle, and that writer would call back in 30 minutes. Advised client that writer would call back after Larry speaks with service manager. Called Larry back and he advised writer that service manager approved rental and he already advised client of this.

Customer Assistance Inquiry Record (CAIR)#						13360984	
VIN	2C4GP54L6	5R	Open Date	03/30/2005	Built Date	07/29/2004	
Model Year	2005	Body	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB			
In Service Dt	08/10/2004	Mileage	12,100	Dealer Zone	51	CHICAGO	
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US		
Color	PBE	BUTANE BLUE PEARL COAT					
Engine	EGH	3.8L V6 OHV ENGINE					
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION					
Dealer	60008	MANCARI'S OF DES PLAINES INC					
Dealer Address	77 RAND ROAD						
Dealer City	DES PLAINES	Dealer State	IL	Dealer Zip	60016		
Owner					Contact Type	TELEPHONE	
Address					Home Phone		
	HANOVER PARK IL				Country	UNITED STATES	

Corporate - Recall - Default - Default - Default	Advised customer of no open recalls on this vehicle at this time.
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Headlights work periodically on vehicle.

Advised customer of no open recalls on this vehicle at this time.
 Documented customer's complaint. Allegedly the vehicle's head lights work periodically. Customer was told by dealer the switch needs to be fixed but the part is still being ordered. Writer provided customer service number for further assistance.
 ab767 03/30/05

Customer Assistance Inquiry Record (CAIR)#	13387532
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VIN	1C4GP45R8	5B [REDACTED]	Open Date	04/18/2005	Built Date	08/10/2004
Model Year	2005	Body	RSYH52	CHRYSLER TOWN & COUNTRY FWD SWB WAGON		
In Service Dt	09/02/2004	Mileage	9,315	Dealer Zone	32	NEW YORK
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US	
Color	PBE	BUTANE BLUE PEARL COAT				
Engine	EGA	3.3L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				
Dealer	57317	BODWELL CHRYSLER-DODGE INC				
Dealer Address	169 PLEASANT STREET					
Dealer City	BRUNSWICK	Dealer State	ME	Dealer Zip	04011	
Owner	[REDACTED]				Contact Type	LETTER
Address	[REDACTED]				Home Phone	[REDACTED]
	YARMOUTH ME [REDACTED]				Country	UNITED STATES

Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Intermittent headlamp operation
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Owner submits letter stating that headlamps are intermittently inoperative and dealer 57317 was never able to duplicate. Letter was written on 3/26/05 and writer noted headlamp switch repair was made on 4/4/05. Called owner and left message inquiring about status of concern. Provided file and phone number.

Customer Assistance Inquiry Record (CAIR)#						13388599
VIN	2C4GP44R6	5R	Open Date	04/05/2005	Built Date	06/12/2004
Model Year	2005	Body	RSYH53	CHRYSLER TOWN & COUNTRY LX FWD LWB		
In Service Dt	08/28/2004	Mileage	8,101	Dealer Zone	42	DETROIT
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT				
Engine	EGA	3.3L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				
Dealer	68225	BRUNSWICK AUTO MART INC				
Dealer Address	3031 CENTER RD					
Dealer City	BRUNSWICK	Dealer State	OH	Dealer Zip	44212	
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	WESTFIELD CEN OH				Country	UNITED STATES

Product - Brakes - Drum Brake Assembly - Grabs or Pulls - Rear-Pass	brakes dragging on passenger side
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	headlights inoperative

Customer called stating that her headlights will not come one. Customer states that the rear passenger brakes feel like they are dragging on the passenger side. Customer states that everything smells like gasoline. Customer states that her vehicle is at dealership 68225. Customer made an appointment a while ago and they have not had a chance to look at it. Customer feels that she should not have to pay for a rental. Writer called dealership 68225 and spoke with Dave the service manager. Dave stated that they are trying to find a part. Writer advised customer of this information and that all that her concern would be documented.

Customer Assistance Inquiry Record (CAIR)#						13434405	
VIN	2C4GP54L2	5R	Open Date	04/15/2005	Built Date	02/19/2005	
Model Year	2005	Body	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB			
In Service Dt	03/24/2005	Mileage	670	Dealer Zone	66	ORLANDO	
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US		
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	EGH	3.8L V6 OHV ENGINE					
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION					
Dealer	66494	LAKELAND CHRY-DODGE INC					
Dealer Address	2335 N DADE C						
Dealer City	LAKELAND	Dealer State	FL	Dealer Zip	33804		
Owner					Contact Type	TELEPHONE	
Address					Home		
	LAKELAND		Country	UNITED STATES			

Product - Fuel System - Unknown - Poor Fuel Economy - Default	Owner stated he is getting poor gas mileage.
Dealer - Service/Body Shop - Transaction - Problem Not Resolved - Default	Owner stated his dealership has not solved his issues.
Product - Drivability - Unknown - Stalling - Default	Owner stated his vehicle stalls.
Product - Electrical - Wipers / Washers - Intermittent or Inoperative - Front	Owner stated his wipers quit working sometimes.
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Owner stated that his headlights quit working sometimes.

Owner stated that he was driving the other night and his headlamps and wipers quit working. He stated the car also died. Owner also said he is only getting 8 to 9 miles per gallon, but his gauge says he is getting 14.3 miles per gallon. Owner stated that he is not satisfied with the diagnosis from his service department. He stated they could not duplicate his issues and does not feel confident driving his car. He does not want to go back to that dealer, but was not sure if it would void his warranty. Agent informed him that he was free to go to any DCX dealer for his service without voiding his warranty. Agent provided him with a reference number that documented his concerns.

Customer Assistance Inquiry Record (CAIR)#						13456943
VIN	1D4GP24R2	5B	Open Date	04/21/2005	Built Date	03/11/2004
Model Year	2005	Body	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON		
In Service Dt	07/10/2004	Mileage	15,000	Dealer Zone	35	WASHINGTON
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US	
Color	PBE	BUTANE BLUE PEARL COAT				
Engine	EGA	3.3L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				
Dealer	42803	RAMEY CHRYSLER DODGE JEEP				
Dealer Address	27992 GOV. G. C. PEERY HWY.					
Dealer City	NORTH TAZEWELL			Dealer State	VA	Dealer Zip 24630
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	BLAND VA				Country	UNITED STATES

Referral - Tier Three - Default - Default - Default	Transferred to special investigations.
Product - Electrical - Lamps and Switches - Complete Failure - Default	

Customer has had an issue with the headlights going out on his vehicle and has been trying to get the issue resolved for quite some time but his wife wrecked the vehicle last night because of the light issue.

Referred customer to DCCAC for discussion of Special Investigations issue.

Writer spoke with owner. Owner said that the headlights went out, causing the owner's wife to lose control, and drive the vehicle up an embankment. Caller said his wife experienced head, back and stomach bruises, but the vehicle did not appear to be damaged. Air bags did not deploy.

Vehicle was driven back to the selling dealer.

Owner is asking DCX to buy back the vehicle because of continued electrical problems.

Writer will escalate the CAIR to 82A for review.

4-22-05 The vehicle is at Ramey Chrysler.

RAMEY CHRYSLER DODGE JEEP CJDT

ROUTE 19 & 460 EAST TAZEWELL VA 24651 276-988-652

TAZEWELL CNTY

4.25.2005

Forwarded to 82t m rp

4-25-05 Assigned to KWK3/SSS8

CAIR NUMBER 13456943 REQUEST EAA INSPECTION 04-25-2005 13:00

CAIR NUMBER 13456943 E-MAIL SENT TO EAA 04-25-2005 13:00

4/26/2005: Sent Customer Acknowledgement Letter. (ACooks)

Inspection Requested: 4/25/2005 (ACooks)

Inspection Conducted: 4/26/2005 (ACooks)

Inspection Report Received: 4/27/2005 (ACooks)

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 04/29/05 AT 06:01 13456943

Offer Letter Sent: 8/9/2005 (VGilbert)

Offer Letter Sent: 8/11/2005 (VGilbert)

Inspection Requested: 4/25/2005 (JMedina)

Inspection Conducted: 4/26/2005 (JMedina)

Customer Assistance Inquiry Record (CAIR)#						13469740	
VIN	2C8GP54L8	5R	Open Date	04/25/2005	Built Date	09/14/2004	
Model Year	2005	Body	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB			
In Service Dt	10/02/2004	Mileage	14,200	Dealer Zone	35	WASHINGTON	
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US		
Color	PPK	MAGNESIUM PEARL COAT					
Engine	EGH	3.8L V6 OHV ENGINE					
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION					
Dealer	60136	FAIR OAKS CHRYSLER JEEP					
Dealer Address	4170 AUTO PARK CIRCLE						
Dealer City	CHANTILLY			Dealer State	VA	Dealer Zip	20151
Owner						Contact Type	TELEPHONE
Address						Home Phone	
	ALEXANDRIA VA					Country	UNITED STATES
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default				Customer alleges headlamps operate intermittently.			

Customer replaced the turn signal light bulbs, and alleges that dealer 60136 then stated that the bulbs were covered under warranty. Customer is seeking reimbursement for light bulb expense. Writer informed customer that light bulbs are considered maintenance, and thus are her responsibility. Customer claims that the vehicle headlamps operate intermittently at night, and that the dealership has been unable to duplicate her concern. Writer explained that without being able to duplicate the issue, the dealerships could not proceed in attempting to resolve the issue. Writer advised customer to consider seeking a second opinion from an alternate DCX dealership.

Customer Assistance Inquiry Record (CAIR)#						13490384
VIN	1C4GP45R4	5B	Open Date	04/29/2005	Built Date	04/12/2005
Model Year	2005	Body	RSYH52	CHRYSLER TOWN & COUNTRY FWD SWB WAGON		
In Service Dt	04/28/2005	Mileage	87	Dealer Zone	51	CHICAGO
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US	
Color	PB8	MIDNIGHT BLUE PEARL COAT				
Engine	EGA	3.3L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				
Dealer	54623	CASSENS & SONS INC				
Dealer Address	3333 S HIGHWAY 159					
Dealer City	GLEN CARBON	Dealer State	IL	Dealer Zip	62034	
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	EAST ALTON IL				Country	UNITED STATES

Dealer - Sales - Personnel - Discourteous/Rude - Management | Customer wanting to place complaint on dealership.

Customer has recently purchased 2005 Town and Country from dealer 54623. Customer states after receiving vehicle the customer was driving home. Customer stated it was around eight or nine o'clock when the customer went to use the headlights and they didn't work at all. Customer had vehicle towed to another nearby dealer 42824 and they stayed till around eleven o'clock to fix the issue with headlights. Customer feels he should not have received vehicle in this condition. Writer informed customer that his complaint would be documented.

*****ATTENTION SERVICE MANAGER*****

Please follow your Business Center guidelines and, if needed, seek technical assistance (District Manager/Business Center/STAR) in an attempt to resolve customer's concern(s). Please update the CAIR with the final resolution. Thank you.

REASSIGNED TO BC/DLR 51 54623 04/29/05 11:04 O 13490384
042905 Dm reviewed with SM. Repair notes that defective headlight switch replaced by 42824. Sm to contact customer to ensure problem repaired and appologize for problem. TEB(DM)

Owner is calling concerning above issue, and is concerned that he continues to be called while he is at work. Writer advised owner that his concerns were being documented, and we would continue to try to contact him.

051805 DM reviews with SM. He indicates that they brought vehicle back in and had the tech check the vehicle over and basically reprep the vehicle. No additional concerns noted and headlights operate correctly after replacement of headlight switch. TEB(DM)

Customer Assistance Inquiry Record (CAIR)#						13497505
VIN	2C4GP44RX	5R	Open Date	05/02/2005	Built Date	09/23/2004
Model Year	2005	Body	RSYH53	CHRYSLER TOWN & COUNTRY LX FWD LWB		
In Service Dt	10/07/2004	Mileage	21,000	Dealer Zone	74	DENVER
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PYG	LINEN GOLD METALLIC PEARL COAT				
Engine	EGA	3.3L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				
Dealer	67031	WALSER CHRYSLER JEEP				
Dealer Address	314 MAIN STREET					
Dealer City	HOPKINS	Dealer State	MN	Dealer Zip	55343	
Owner					Contact Type	TELEPHONE
Address				HORMEL FOODS CORPORATION	Home Phone	
	PLYMOUTH MN				Country	UNITED STATES

Product - Electrical - Unknown - Intermittent or Inoperative - Default	door chime is always on
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	interior lights will flash
Product - Electrical - Power Sliding Door - Intermittent or Inoperative - Both Sides	will not open with the remote

*****REFERRAL*****

Received a message from Kevin Roddy from GE Capital. He stated the vehicle is going back in for the concerns again. The dealer has replaced the headlamp and multifunction switch.

Spoke to Mike from service and he confirmed the vehicle is there. They will have a diagnosis this afternoon.

Sent email to Kevin advising him of the status.

5/5 Per Kevin the dealer reprogrammed the BCM and the driver has picked the vehicle up.

Customer Assistance Inquiry Record (CAIR)#						13502161	
VIN	2C8GP54L5	5R	Open Date	05/03/2005	Built Date	08/25/2004	
Model Year	2005	Body	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB			
In Service Dt	09/09/2004	Mileage	9,000	Dealer Zone	42	DETROIT	
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US		
Color	PYG	LINEN GOLD METALLIC PEARL COAT					
Engine	EGH	3.8L V6 OHV ENGINE					
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION					
Dealer	63391	LOCHMOOR CHRY-PLYM-JEEP INC					
Dealer Address	18165 MACK AVENUE						
Dealer City	DETROIT	Dealer State	MI	Dealer Zip	48224		
Owner					Contact Type	TELEPHONE	
Address					Home Phone		
	DETROIT MI				Country	UNITED STATES	
Product - Electrical - Lamps and Switches - Other - Default				Air Bag light keeps coming on.			

Customer states that air bag light keeps coming on. Customer took vehicle to dealership 63391 back in February, to have the sensor replaced, and states headlights stopped working. Customer says that they fixed headlight issue but air bag light is still on. Writer contacted dealership 63391 and spoke with service. Service informed writer that they did replace sensor but have not seen customer since March. Writer advised customer to take vehicle back in to dealership for a current diagnosis. Writer also called customer back to provide reference number.

Customer Assistance Inquiry Record (CAIR)#						13515092			
VIN	2C8GP54L6	5R	Open Date	05/05/2005	Built Date	03/29/2005			
Model Year	2005	Body	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB					
In Service Dt	04/12/2005	Mileage	800	Dealer Zone	51	CHICAGO			
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US				
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT							
Engine	EGH	3.8L V6 OHV ENGINE							
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION							
Dealer	44522	O'BRIEN DODGE OF BLOOMINGTON							
Dealer Address	2 AUTO ROW DRIVE								
Dealer City	BLOOMINGTON	Dealer State	IL	Dealer Zip	61704				
Owner					Contact Type	TELEPHONE			
Address					Home Phone				
	BLOOMINGTON IL				Country	UNITED STATES			
<table border="1"> <tr> <td>Product - Electrical - Body Control Module - Defective - Default</td> <td>Electrical issue.</td> </tr> </table>								Product - Electrical - Body Control Module - Defective - Default	Electrical issue.
Product - Electrical - Body Control Module - Defective - Default	Electrical issue.								

Mike calling regarding customers vehicle concern. Mike claims that customer could not make it to the his dealer so he took it to another DCX dealership. Mike claims that the customers vehicle can not be repaired by other dealer. Mike stated that he tried to have roadside bring the vehicle to his shop. Mike advised writer that customer wanted to pursue the lemon law. Writer informed dealer customer had directions in the glovebox to pursue the lemon law. Writer informed Mike to get STAR involved with vehicle. No further comments.

Customer called regarding the above. Customer is seeking buyback. Writer called dealership 42994 and spoke with Rick. Rick states that on the 21 of last month customer came in and had no headlights, radio, brake lights, other things on the dash. Rick states they found out it would be an extensive repair. Rick states they have contacted STAR and they said that the vehicle may have been struck by lightning. Rick states that they found melting wire where the antenna connects to the vehicle. Rick states that STAR contacted customer and advised him that it is due to a lightning strike. Rick states that he advised customer to contact his insurance company. Writer advised customer that agent could provide no assistance but he can read over his owner's manual if it felt necessary.

Customer Assistance Inquiry Record (CAIR)#						13524555	
VIN	1D4GP45R6	5B	Open Date	05/10/2005	Built Date	06/01/2004	
Model Year	2005	Body	RSKH52	DODGE CARAVAN SXT FWD SWB WAGON			
In Service Dt	07/16/2004	Mileage	16,500	Dealer Zone	42	DETROIT	
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH		Market	U	US	
Color	PPK	MAGNESIUM PEARL COAT					
Engine	EGA	3.3L V6 OHV ENGINE					
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION					
Dealer	45223	GRAND CHRYSLER DODGE JEEP INC.					
Dealer Address	930 W MAIN						
Dealer City	LOWELL			Dealer State	MI	Dealer Zip	49331
Owner						Contact Type	CERTIFIED LETTER
Address						Home Phone	
	CALEDONIA MI					Country	UNITED STATES

Corporate - Lemon Law - Default - Default - Default	
Product - Electrical - Body Control Module - Defective - Default	

owner sends in defect notification card demanding buy back of vehicle due_ to problems related to the electrical system. please resolve complaint based on merit. card recieved 5-9-05
 REASSIGNED TO BC/DLR 42 45223 05/11/05 05:51 O 13524555
 DM spoke w/ SM Brian V. 5/18/05 regarding repair history on vehicle.
 1st #707060 1/10/05 12874mi viser clip cup holder head light switch
 2nd #001383 3/17/05 15851mi airbag module
 3rd #001911 4/7/05 15870mi flash update to BCM
 Service Manager spoke w/customer 4/11 or 12 and customer stated that the vehicle is operating properly and not having any more electrical issues.
 Based on the first electrical repair was after 12Kmi customer does not qualify for buyback. Problems are corrected and all repairs were covered under the provisions of the warranty. Customer has until 7/16/07 until 3/36 warranty expires. Buyback request denied by DM eeb10 5/18/05

Customer Assistance Inquiry Record (CAIR)#						13541635
VIN	1C4GP45R4	5B	Open Date	05/12/2005	Built Date	05/26/2004
Model Year	2005	Body	RSYH52	CHRYSLER TOWN & COUNTRY FWD SWB WAGON		
In Service Dt	06/11/2004	Mileage	28,484	Dealer Zone	32	NEW YORK
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH		Market	U	US
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				
Engine	EGA	3.3L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				
Dealer	44078	RALLYE AUTOPLAZA INC				
Dealer Address	563 ROUTE 17M					
Dealer City	MONROE			Dealer State	NY	Dealer Zip 10950
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	WARWICK NY 1				Country	UNITED STATES

Product - Suspension - Front Springs - Noisy - Unknown	Customer states that the car is making a thumping noise.
Product - Brakes - Disc Brake Assy/Calipers - Worn - Unknown	Customer states the brakes are worn.
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Customer states the headlight switch needs diagnosis.
Corporate - Dealer Information - Default - Default - Default	Customer wanted information on location of dealer in his area.

Customer called requiring the location of a dealership in his area. Customer states the vehicle is having a problem with brakes, headlights, and thumping noise from the front. Writer provided the customer with the address and phone number of the dealership 44078. Writer also called dealership service department to let them know that Mr. Guerra would be arriving requiring repair to his vehicle. Writer also provide the reference number to customer and told customer that the dealership was expecting his arrival.

Customer Assistance Inquiry Record (CAIR)#						13547895	
VIN	2D4GP44L0	5R	Open Date	05/16/2005	Built Date	05/12/2004	
Model Year	2005	Body	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
In Service Dt	11/10/2004	Mileage	17,000	Dealer Zone	63	DALLAS	
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US		
Color	PYG	LINEN GOLD METALLIC PEARL COAT					
Engine	EGH	3.8L V6 OHV ENGINE					
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION					
Dealer	43300	ALLEN SAMUELS EAST TEXAS DODGE					
Dealer Address	3120 SSW LOOP 323						
Dealer City	TYLER	Dealer State	TX	Dealer Zip	75701		
Owner						Contact Type	E-MAIL
Address						Home Phone	
	TYLER TX					Country	UNITED STATES
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default						headlamps flickering	
Dealer - Loaner Vehicle - Unknown - Other - Default							

***** EMAIL BRIEF DESCRIPTION CONTENT *****

Front dash lights flicker like a christmas tree (except not colorful), do you provide vehicle while investigation or repair is being made

***** END EMAIL BRIEF DESCRIPTION CONTENT *****

Email States:

I need to have my vehicle looked at, the front dash lights flicker like a christmas tree and when the radio is on there is a lot of static noted and it is very hard to hear the music/words. This has happened twice and I am worried. I need to bring my vehicle in but because I do hospice home health, I can't be without my vehicle and I work M-F 8-5. Will I be provided with a loaner vehicle while my vehicle is being looked at or repaired?

SENT:

Dear [REDACTED]

Thank you for your recent email to DaimlerChrysler Motors regarding your rental request.

Our records indicate that you have purchased a 3/45 ALTERNATE TRANSPORTATION DaimlerChrysler Service Contract (DCSC) plan. In order to obtain more information on your DCSC plan please contact the DCSC department at: 1-800-521-9922.

The coverage noted is up to 5 days of rental coverage at \$30 per day when eligible.

Sincerely,

Marvin

Senior Staff Representative

DaimlerChrysler Customer Assistance Center

Email States:

I would like to know why should I pay for the rental/loaner vehicle when a repair is needed? Especially since the vehicle is so new?

With my Pontiac Montana, I never had to pay for a loaner vehicle while repairs were being made!

Sincerely,

SENT:

Dear [REDACTED]

Thanks for your reply.

Rental coverage is available. However, some limitations apply.
Our records indicate that you have purchased a 3/45 ALTERNATE
TRANSPORTATION DaimlerChrysler Service Contract (DCSC) plan. In order
to obtain more details of your DCSC plan and any rental coverage rules
which may apply please contact the DCSC
department at:

1-800-521-9922. Their hours of operation are 8:00 AM-5:00 PM (Monday through Friday).

Sincerely,

Marvin

Senior Staff Representative

DaimlerChrysler Customer Assistance Center

Email States:

Please give me an update. I thank you for assisting me with this. I
started out not so much as a happy camper when I found all this out. But
you are trying to do all you can. I was upset because the car is only 3
yrs. old. Darla Howard

Customer Assistance Inquiry Record (CAIR)#						13584574	
VIN	1D4GP45RX	5B	Open Date	05/24/2005	Built Date	03/05/2004	
Model Year	2005	Body	RSKH52	DODGE CARAVAN SXT FWD SWB WAGON			
In Service Dt	07/12/2004	Mileage	14,100	Dealer Zone	32	NEW YORK	
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH		Market	U	US	
Color	PB8	MIDNIGHT BLUE PEARL COAT					
Engine	EGA	3.3L V6 OHV ENGINE					
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION					
Dealer	41461	DOAN DODGE					
Dealer Address	4477 RIDGE RD W						
Dealer City	ROCHESTER			Dealer State	NY	Dealer Zip	14626
Owner						Contact Type	TELEPHONE
Address						Home Phone	
	ROCHESTER NY					Country	UNITED STATES

Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Customer states headlights intermittently working.
Product - Engine - Unknown - Check Engine Lamp On/Flashing - Default	Customer states several repair attempts for the engine light flashing.
Product - Body / Trim / Paint Finish - Carpet - Worn - Default	Customer states whole in front driver seat carpet.
Product - Body / Trim / Paint Finish - Interior Styling / Appearance - Unsatisfactory / Dislikes - Seats-Front	Customer states whole in upholstery in front seat of vehicle.

Customer states several repair issues with the vehicle. Customer states frustration with a brand new vehicle having some many issues and repair attempts. Agent contacted dealer# 41461 and talked with SM named Bob. Bob states that he is aware of the customers issues. Bob states he is more than willing to accomodate the customer anyway that he possibly can. Bob states customer repair attempts as follows - 1/20/05 check engine light remedy spark plugs were replaced, 3/29/05 check engine light flashing spark plugs were replaced. Customer now stating that there is a whole in the carpet. Bob addressed this issue with agent stating as of 5/25/05 the carpet is completely being replaced. Customer states a whole in the upholstery of the front drivers seat. Bob addressed this stating they were fixing that today. Customer states intermittent headlight operations. Bob stated they ordered parts for that today also and would be resolving that issue. Agent advised customer of options as follows- to continue working with the current dealership to resolve the issues, or if not satisfied with the current service to go to another dealership to have the repairs performed under warranty. Customer then stated that they did not want the vehicle any longer they wanted repurchase. Agent informed customer this was not an option through DaimlerChrysler this was an external process and that he would need to review his lemon law booklet in the vehicle glove box. Agent provided customer file number for future references.

Customer Assistance Inquiry Record (CAIR)#						13600282	
VIN	2D4GP44L2	5R	Open Date	06/01/2005	Built Date	05/01/2004	
Model Year	2005	Body	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
In Service Dt	06/02/2004	Mileage	20,000	Dealer Zone	35	WASHINGTON	
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US		
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	EGH	3.8L V6 OHV ENGINE					
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION					
Dealer	44574	CHRYSLER OF CULPEPER					
Dealer Address	11030 JAMES MONROE HWY						
Dealer City	CULPEPER	Dealer State	VA	Dealer Zip	22701		
Owner						Contact Type	E-MAIL
Address						Home Phone	
	STANARDSVILLE VA					Country	UNITED STATES
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default							

***** EMAIL BRIEF DESCRIPTION CONTENT *****

headlight switch possible problem.

***** END EMAIL BRIEF DESCRIPTION CONTENT *****

Email States:

i just bought 2 2005 used grand caravans from chrysler of culpeper. the headlight switch seems to have a short in it on one of the vans. i havent gotten the second one home yet do to passenger rear door doesnt close on its own. the dealer ordered something to fix that. on the first van i do have while driving the interior lights flicker off and on. i havent told the dealer yet but if you check records to see if this is a reoccurring pattern. thank you. [REDACTED].

Writer's reply:

Thank you for your email to DaimlerChrysler regarding your 2005 Dodge Grand Caravan.

I regret the problem your vehicle has experienced and appreciate the time and effort you took to bring this matter to my attention. Comments like yours are one way we have to learn of problems that may develop and improvements desired by customers.

Unfortunately, given the many variables involved, we are unable to diagnose your vehicle's problem via email. We recommend contacting your authorized DaimlerChrysler dealership to arrange an appointment for proper diagnosis and repair.

Our dealerships have the factory training, equipment and information available to them to diagnose and correct problems with DaimlerChrysler Motors Corporation vehicles. Should your dealer require factory assistance, it is available through the regional Business Center.

Thank you again for your email.

Customer Assistance Inquiry Record (CAIR)#						13602807
VIN	1D4GP45RX	5B [REDACTED]	Open Date	05/27/2005	Built Date	04/01/2005
Model Year	2005	Body	RSKH52	DODGE CARAVAN SXT FWD SWB WAGON		
In Service Dt	04/30/2005	Mileage	1,600	Dealer Zone	35	WASHINGTON
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US	
Color	PYG	LINEN GOLD METALLIC PEARL COAT				
Engine	EGA	3.3L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				
Dealer	68153	CUTRONES CHRYSLER JEEP DODGE WEST				
Dealer Address	5408 UNIVERSITY BLVD					
Dealer City	CORAOPOLIS	Dealer State	PA	Dealer Zip	15108	
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	[REDACTED]
	CORAOPOLIS PA [REDACTED]				Country	UNITED STATES

Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Head light switch
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Owner calls to complain that the head light switch should not have failed, and that it's inconvenient to take the vehicle to the dealer for service. Owner says that the concern was diagnosed today, and that the dealer has ordered a part. Owner says that the vehicle is driveable, and that he has to take it back to the dealer when the part arrives.

Customer Assistance Inquiry Record (CAIR)#						13628247			
VIN	2D4GP44L8	5R	Open Date	06/06/2005	Built Date	10/08/2004			
Model Year	2005	Body	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON					
In Service Dt	10/22/2004	Mileage	9,444	Dealer Zone	42	DETROIT			
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US				
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT							
Engine	EGH	3.8L V6 OHV ENGINE							
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION							
Dealer	67984	RIVERSIDE AUTO SALES OF MARQUETTE			INC				
Dealer Address	2025 US 41 WEST								
Dealer City	MARQUETTE			Dealer State	MI	Dealer Zip	49855		
Owner						Contact Type	E-MAIL		
Address						Home Phone			
	MARQUETTE MI					Country	UNITED STATES		
<table border="1"> <tr> <td>Product - Electrical - Lamps and Switches - Defective - Default</td> <td>go on or off without warning</td> </tr> </table>								Product - Electrical - Lamps and Switches - Defective - Default	go on or off without warning
Product - Electrical - Lamps and Switches - Defective - Default	go on or off without warning								

***** EMAIL BRIEF DESCRIPTION CONTENT *****

Headlight switch malfunctions. Can go on or off without warning.

***** END EMAIL BRIEF DESCRIPTION CONTENT *****

Email States:

I reported a malfunctioning headlight switch to selling dealer Service Dept on 4/25/05. They said it was warranty and should have replacement shortly. Part No. ZL651DVAD, Order No. CV0520. Today is 6/3/05 and the dealer says they have done all they can do, but the part is not available. Order status is 'Critical'. Current due date is 6/13/05. Can it really take 6 weeks plus to get a headlight switch for a brand new vehicle? Is this how the Chrysler/Dodge Corp Warranty Program works? What is going on?? What happens if my headlights go 'off' on the highway at night and an accident results? My repeat purchase inclination is being severely tested...Please do not just check with the dealer to see what they think....I expect an immediate positive answer from responsible people to this inquiry. Thank you.

GPOP SHOWING PART ZL651DVAD - ORDER NUBMER CV0520 was ordered on 5/20 and is on Back Order.

PLEASE ASSIST WITH PART. THANK YOU

Dear

Thank you for your recent email to DaimlerChrysler Motors regarding your 2005 Dodge Grand Caravan.

We are very sorry to learn of the service problem you have encountered and have opened a file to investigate this issue.

I have opened a file to try and expedite the part.

At this time, we would recommend that you stay in contact with your dealer. They are the best source for updates concerning the status of repairs to your vehicle.

Thank you again for your email.

Part number on CV0520 S order date 5-20-05 current eta is 6-13-05 mfp sent request to mopar for better eta.mfp

Part released to PDC 6-8-05 see invoice 3470574 mfp

Attention service manager John Malnar please resolve complaint ASAP and update this cair with a firm closing on this matter . Thank You Mike Pawlowski.

REASSIGNED TO BC/DLR 42 67984 06/09/05 11:49 O 13628247

*Contact Date:06/30/2005

Dealer 67984 has updated the mileage to 7035.

Gen Service Mgr at the dealership has closed the Cair# 13628247

Warranty repair has been documented on Repair Order#605805

CAIR RETURNED FROM DEALER ON '6/30/2005 ' AT'07:54:145 'R 13628247

Customer Assistance Inquiry Record (CAIR)#						13637217	
VIN	1D4GP45R4	5B [REDACTED]	Open Date	06/08/2005	Built Date	03/11/2004	
Model Year	2005	Body	RSKH52	DODGE CARAVAN SXT FWD SWB WAGON			
In Service Dt	08/04/2004	Mileage	13,556	Dealer Zone	63	DALLAS	
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH		Market	U	US	
Color	PEL	INFERNO RED TINTED PEARL COAT					
Engine	EGA	3.3L V6 OHV ENGINE					
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION					
Dealer	67689	UNITED CHRYSLER DODGE INC					
Dealer Address	1700 FORREST STREET						
Dealer City	DYERSBURG			Dealer State	TN	Dealer Zip	38024
Owner	[REDACTED]					Contact Type	E-MAIL
Address	[REDACTED]					Home Phone	[REDACTED]
	DYERSBURG TN [REDACTED]					Country	UNITED STATES

Product - Electrical - Power Door Lock / Deck Lid - Defective - Unknown	
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***** EMAIL BRIEF DESCRIPTION CONTENT *****

Dealer unable to keep vehicle repaired properly.

***** END EMAIL BRIEF DESCRIPTION CONTENT *****

Email States:

Over the past 10 months, I have experienced malfunctioning power locks three times. The locks work fine, then without warning the next time you try to lock them, they will not lock. The dealer has repaired the problem twice. The most recent time was three weeks ago. I must now place the vehicle back into the shop for the third time this Thursday for the same problem. Also, during the same 10-month time period, I experienced a malfunctioning fuel pump, which prevented the vehicle from starting below 25 degrees. I had to take it to the dealer three times before this was discovered. I do not know if the problem has been fixed, since here in Tennessee it doesn't get 25 degrees that often. I won't know, I guess, until next December. And, the headlights have had a problem going off while going down the road. The dealer did fix this problem, but it is just one of our vehicles woes. I am requesting that someone from your company come and see what the problem is about the power locks. If these problems persist, I will have to consider trading it off for. Our Dodge Grand Caravan worked fine, and I wish this smaller version did, too. I appreciate your attention to this letter. [REDACTED]

Dear [REDACTED]:

Thank you for your email message regarding your 2005 Dodge Caravan. We are very sorry to learn of the service problem you have encountered and have opened a file to investigate this issue with your dealer. DaimlerChrysler will provide any technical assistance your dealer may need to help them in resolving this problem.

At this time, we would recommend that you stay in contact with your dealer. They are the best source for updates concerning the status of repairs to your vehicle.

Thank you again for your email.

REASSIGNED TO BC/DLR 63 67689 06/08/05 09:23 O 13637217
6/9-TSB 0804004 accomplished and repaired vehicle.-TSR2

Customer Assistance Inquiry Record (CAIR)#						13681008	
VIN	2C4GP54L8	5R	Open Date	06/16/2005	Built Date	09/08/2004	
Model Year	2005	Body	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB			
In Service Dt	11/26/2004	Mileage	4,725	Dealer Zone	42	DETROIT	
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US		
Color	PYG	LINEN GOLD METALLIC PEARL COAT					
Engine	EGH	3.8L V6 OHV ENGINE					
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION					
Dealer	59528	TWIN CITY DODGE-CHRYSLER					
Dealer Address	650 SAGAMORE PARKWAY SOUTH						
Dealer City	LAFAYETTE	Dealer State	IN	Dealer Zip	47905		
Owner					Contact Type	TELEPHONE	
Address					Home Phone		
	LAFAYETTE IN				Country	UNITED STATES	
Product - Electrical - Lamps and Switches - Burned Out - Default							

DM is requesting reimbursement for \$564.78 total. Vehicle was down for several weeks due to backorder issue on new vehicle, headlamps were not working all of the time. Monthly payments were 282.39 times 2 months in attempt to avoid buyback. Owner agreed after vehicle was repaired to accept 2 months reimbursement of payments in leau of filing for a buyback. Documentation was provided by owner, see prior cair for details if needed.

Customer Assistance Inquiry Record (CAIR)#						13742454	
VIN	2C4GP54L1	5R1	Open Date	07/05/2005	Built Date	03/09/2004	
Model Year	2005	Body	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB			
In Service Dt	06/19/2004	Mileage	14,530	Dealer Zone	71	LOS ANGELES	
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US		
Color	PEL	INFERNO RED TINTED PEARL COAT					
Engine	EGH	3.8L V6 OHV ENGINE					
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION					
Dealer	26536	PREMIER CHRY-JEEP					
Dealer Address	5011 AUTO CENTER BLVD						
Dealer City	BREMERTON	Dealer State	WA	Dealer Zip	98312		
Owner						Contact Type	E-MAIL
Address						Home Phone	
	BREMERTON WA					Country	UNITED STATES

Corporate - Lost Customer - Default - Default - Default	
Dealer - Sales - Personnel - Discourteous/Rude - Management	
Product - Electrical - Power Sliding Door - Seized/Sticks/Binds - Both Sides	

***** EMAIL BRIEF DESCRIPTION CONTENT *****

Continual problems with my 2005 T&C Touring Minivan, providing a copy of the letter I'm giving to the General Manager

***** END EMAIL BRIEF DESCRIPTION CONTENT *****

Owner:

Friday, 1 July 2005 Steve Maynock General Manager Premier Chrysler Jeep

Dear Mr. Maynock, It's obvious that you hadn't checked service records before you sent out this HAPPY ANNIVERSARY letter with an offer of

free popcorn if we come and view the ?hot new models currently on display.?

I purchase cars fairly frequently and have owned 2 Dodge Caravans and 2 Jeeps. The Caravans were wonderful, the first Jeep was great, but the 2nd Jeep lacked body integrity and developed an expensive mechanical problem. After a couple thousand dollars in repairs and more to come, I traded it in. After that I owned a Subaru and then a Toyota. I still had a fondness for Chrysler products because of my experience with the Caravans so when Chrysler came out with the Stow and Go (a design I was hoping for), I jumped at it and purchased a 2005 Touring and have had nothing but problems with it. Perhaps I should not have purchased a vehicle fresh off the line, in 2004, but rather waited for later in 2005, allowing for some of the bugs to be worked out. Not long after the purchase I went back to Premier to see if I could trade the car in for another because I had lost confidence in that vehicle, due to the repeated repairs required. I wanted to stay with that make and model as I still loved the styling, color, versatility, etc., but after discussing it with the salesman and sales manager, found it would have cost me way too much to

consider a trade-in. Now I just live with this part failing and that part failing and am now looking at Toyota Siennas and Honda Odysseys for my

next van and I will be trading this van in as soon as I can afford it. I really like it but I just don't trust it. Doors not sliding (stuck, but not due to any of the things that we know will make them stick),

headlights

not working, window on sliding door tweaked out, tailgate not shutting (would close about 5 inches, then open back up until the 4th try, then closed), sliding doors moving like they were in thick tar. The van was in Park in each case. Today I have to make yet another repair appt. as the driver's side sliding door is now almost impossible to work by hand-getting

harder and harder, plus there are loose pieces of plastic between the two middle seats and I can't figure out how to put them back. I have contacted the organization that handles the Lemon Law in this state and registered my concerns, and being a long-time subscriber of Consumer Reports, recently completed their Automobile Survey, giving high marks to some areas and very low marks to others. I just had the oil changed at Premier and found the experience less than wonderful, which is unusual. Nothing serious, just annoying. I got the car back and someone had the radio on Hip Hop or Rap or something like that. I certainly don't mind mechanics listening to my radio but it seems Customer Service would dictate

returning the station to the station it was on, or at least one of the Pre-Sets. In addition, the window sticker that tells me the date and mileage for my next oil change was not there. I had asked that the plastic

pieces be put back the way they should be, but that request was ignored/forgotten. Again, neither a big deal, just an indication of poor attention to detail ? or lack of caring. I don't know which. Again, previous visits have been great so this WAS an isolated incident. So what I'm telling you is although Chrysler products have always been my favorite, in many ways, I give up. You can keep your popcorn. I'll be going elsewhere for my next van and I'm sorry. I really tried to stay with

Chrysler products. I still like them best. And by the way, my name is [REDACTED], not ?L? as indicated in your letter and my husband is Lee, not ?L.?

Again, you didn't care enough to check the file to see what my husband's or

my name is. [REDACTED]. NW Bremerton, WA [REDACTED]

WRiter:

Dear [REDACTED],

Thank you for your recent email regarding your 2005 Town and Country and the letter you gave to the Premier Chrysler Jeep General Manager. Thanks for bringing this matter to our attention. Information received from customers enables better evaluation of dealers' activities. Your complaint will be retained in the dealer's file.

It's always of concern to learn that a customer is dissatisfied. Over the past few years, DaimlerChrysler Motors Corporation has made tremendous gains in improving customer satisfaction. In your case, we apparently have not met your expectations.

Our sincerest apologies for the problems you have had. I hope we will have another chance to restore your faith in us.

Thank you again for your email.

Customer Assistance Inquiry Record (CAIR)#						13822478	
VIN	2C4GP54L6	5R	Open Date	07/21/2005	Built Date	06/15/2004	
Model Year	2005	Body	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB			
In Service Dt	06/30/2004	Mileage	29,000	Dealer Zone	42	DETROIT	
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US		
Color	PBE	BUTANE BLUE PEARL COAT					
Engine	EGH	3.8L V6 OHV ENGINE					
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION					
Dealer	38622	NAYLOR MOTOR SALES INC					
Dealer Address	2060 W STADIUM BLVD						
Dealer City	ANN ARBOR			Dealer State	MI	Dealer Zip	48103
Owner						Contact Type	TELEPHONE
Address						Home Phone	
	WHITMORE LAKE M					Country	UNITED STATES

Dealer - Service/Body Shop - Transaction - Excessive Service Costs - Default	States that dealership was trying to charge her extra money for a repair.
Product - Electrical - Lamps and Switches - Complete Failure - Default	States that her headlights quit working.
Product - Brakes - Pads/Shoes - Other - Unknown	States that she has to have her brakes replaced again.

States that she took her vehicle to dealer 38622 to have her seat fixed. Customer states that they were going to charge her \$800.00 to fix her seat, however after she left the dealership, she found that all she had to do was push a button to make the seat go up. Customer states that she was very upset with the dealership because of all the problems that she has had with her vehicle. Customer states that she wants to know what DCX is going to do about this. Writer informed her that she could document her complaint for her and that it would be handled internally. Customer states that she would like a call from someone regarding this issue. Writer advised the customer that she can not guarantee that. Customer states that she wants it documented that Mr. Naylor told the SM that he would not speak with her because she had indicated that she may not buy another Chrysler. Customer states that she has had so many problems with this vehicle. Customer states that the headlights quit working at night and the brake had gone bad at 24,000 miles. Writer advised the customer that her complaint would be documented. Customer understood.

Customer Assistance Inquiry Record (CAIR)#						13824525	
VIN	2C4GP54L6	5R	Open Date	07/22/2005	Built Date	06/15/2004	
Model Year	2005	Body	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB			
In Service Dt	06/30/2004	Mileage	29,000	Dealer Zone	42	DETROIT	
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US		
Color	PBE	BUTANE BLUE PEARL COAT					
Engine	EGH	3.8L V6 OHV ENGINE					
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION					
Dealer	38622	NAYLOR MOTOR SALES INC					
Dealer Address	2060 W STADIUM BLVD						
Dealer City	ANN ARBOR			Dealer State	MI	Dealer Zip	48103
Owner						Contact Type	E-MAIL
Address						Home Phone	
	WHITMORE LAKE MI					Country	UNITED STATES

Dealer - Service/Body Shop - Transaction - Excessive Service Costs - Default	States that dealership was trying to charge her extra money for a repair.
Product - Electrical - Lamps and Switches - Complete Failure - Default	States that her headlights quit working.
Product - Brakes - Pads/Shoes - Other - Unknown	States that she has to have her brakes replaced again.

***** EMAIL BRIEF DESCRIPTION CONTENT *****

Complaints on vehicle purchases from Naylor

***** END EMAIL BRIEF DESCRIPTION CONTENT *****

Owner sends long email voicing dissatisfaction with the dealership and her vehicle. Owner had contacted DC CAC after sending email. See linked CAIR. Sent owner a response acknowledging email and advising that issue was addressed by phone.

Customer Assistance Inquiry Record (CAIR)#						13913058	
VIN	2C4GP54L3	5R	Open Date	08/15/2005	Built Date	09/20/2004	
Model Year	2005	Body	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB			
In Service Dt	10/04/2004	Mileage	12,616	Dealer Zone	35	WASHINGTON	
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US		
Color	PPK	MAGNESIUM PEARL COAT					
Engine	EGH	3.8L V6 OHV ENGINE					
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION					
Dealer	44897	MICK'S DODGE CHRYSLER JEEP					
Dealer Address	6181 STEUBENVILLE PIKE						
Dealer City	MC KEES ROCKS	Dealer State	PA	Dealer Zip	15136		
Owner						Contact Type	E-MAIL
Address						Home Phone	
	IMPERIAL PA					Country	UNITED STATES
Product - Electrical - Unknown - Intermittent or Inoperative - Default							

***** EMAIL BRIEF DESCRIPTION CONTENT *****

Numerous mechanical failures in '05 Town & Country

***** END EMAIL BRIEF DESCRIPTION CONTENT *****

This vehicle started having problems at 1,200 miles. At that point the headlights would intermittently not work when they were switched on. After

several calls to the dealership, visits to the shop, and finally an 18 day

stay at the dealer that appears to have been fixed. When I went to pick up

the van after its 18 day stay the air bag light was on and remained on..... The air bag sensor was replaced while I waited that day. The power doors have intermittent problems now... they do not open and or close, there is no rhyme or reason to when they function properly. I was told until this problem occurs while at the dealership there is nothing they can do. My point is I PAID for automatic doors and they should work ALL of the time. Next issue... the steering wheel is making a rubbing noise..... the technician can't hear it so they can't do anything. I have to get a ride back to the dealership to drive the van with a tech so I

can point out the noise to him. Not only is this time consuming but inconvenient. Solution another day without my car so the can put a special

lube in the steering column. Newest issue the Tire Pressue Sensor light.... I call the service department because a light that I have never seen before remains lit on my dash. Guess what... they don't know what the

light is either. I manage to identify it myself in the owner's manual and tell the Service Department what it is. After having the Tire Pressure checked (at the Service Dept recommendation)and the Tires Roatated the light still remains on. I was assured that the vehicle is safe to drive as

I am leaving for vacation. This van is the biggest nightmare. It has spent more time in your shop than any other vehicle I've owned (including my '97 Town & Country) I can not afford to have this vehicle in the shop more than I have it to drive. I need someone to step up to the plate, take

responsibility and get all of these "intermittent" problems resolved. I am

not complaining about the dealership's service, I have issue with the fact that they are telling me that they are following Chrysler's rules and can't do anymore than they have already. If this is how your company treats it's consumers I will never purchase another Chrysler or Dodge Vehicle (I also own an '04 Dodge Truck) and I will make sure that everyone I know doesn't either! I just want my vehicle fixed so it is safe and RELIABLE for my family.

*

Dear Ronald,

Thank you for your email to DaimlerChrysler.

I regret the problem your vehicle has experienced and appreciate the time and effort you took to bring this matter to my attention. Comments like yours are one way we have to learn of problems that may develop and improvements desired by customers.

Unfortunately, given the many variables involved, we are unable to diagnose your vehicle's problem via email. We recommend contacting your authorized DaimlerChrysler dealership to arrange an appointment for proper diagnosis and repair.

Our dealerships have the factory training, equipment and information available to them to diagnose and correct problems with DaimlerChrysler Motors Corporation vehicles. Should your dealer require factory assistance, it is available through the regional Business Center.

If you have been working with an authorized dealership but the problem is not yet resolved, seeking a second opinion from a different dealer may be a viable option.

Thank you again for your email.

Customer Assistance Inquiry Record (CAIR)#	13914291
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VIN	1C4GP45R1	5B [REDACTED]	Open Date	08/31/2005	Built Date	12/08/2004
Model Year	2005	Body	RSYH52	CHRYSLER TOWN & COUNTRY FWD SWB WAGON		
In Service Dt	03/12/2005	Mileage	1,000	Dealer Zone	32	NEW YORK
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH		Market	U	US
Color	PBJ	ATLANTIC BLUE PEARL COAT				
Engine	EGA	3.3L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				
Dealer	67351	AUTOLAND				
Dealer Address	170 ROUTE 22					
Dealer City	SPRINGFIELD			Dealer State	NJ	Dealer Zip 07081
Owner	[REDACTED]				Contact Type	LETTER
Address	[REDACTED]				Home Phone	[REDACTED]
	BLOOMFIELD NJ [REDACTED]				Country	UNITED STATES

Dealer - Service/Body Shop - Transaction - Problem Not Resolved - Default	DVD Player
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The customer sends in letter stating her dissatisfaction with her dealership not being able to get the DVD player feature to operate, and the headlamps not working as she would like. The customer is working with the dealership on this matter. The customer feels that the dealership is not servicing her vehicle well enough.

Customer Assistance Inquiry Record (CAIR)#						13926649
VIN	2D4GP44LX	5R	Open Date	08/18/2005	Built Date	03/31/2004
Model Year	2005	Body	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON		
In Service Dt	07/26/2004	Mileage	19,800	Dealer Zone	35	WASHINGTON
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PYG	LINEN GOLD METALLIC PEARL COAT				
Engine	EGH	3.8L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				
Dealer	42125	LUSTINE DODGE JEEP				
Dealer Address	14211 JEFFERSON DAVIS HWY					
Dealer City	WOODBIDGE	Dealer State	VA	Dealer Zip	22191	
Owner					Contact Type	CERTIFIED LETTER
Address					Home Phone	
	MANASSAS VA		Country	UNITED STATES		

Product - Electrical - Unknown - Intermittent or Inoperative - Default	tire warning light
Corporate - Lemon Law - Default - Default - Default	
Product - Brakes - Unknown - Vibration - Unknown	
Product - Transmission / Transaxle - Automatic Trans / Transaxle - Improper Shift - Default	

Owner was notified that someone from the business center will contact them about the lemon law letter they sent to DCCAC. There are several problems with this vehicle. (1. Tire warning light stays on. (2. Headlights turn on intermittently (3. Abnormal brake vibration. (4. Transmission is not shifting properly. Please investigate to find out what we can do for the customer. 8-19-05 CAIR reassigned to DM Randy Reid to investigate and resolve. MPW 9/8/05 DM spoke to dealership about owners concerns. Service Manager advise that the vehicle has been in for tire sensor repairs at least three times. The brakes have been repaired as stated above. The headlights were repaired by replacing the BCM. The dealership could not duplicate the transmission concern. DM called owner today to discuss any unresolved issues, owner not in left message to call back. RR16 9/9/05 DM spoke to Mr. [REDACTED] today about concerns with vehicle. Lustine Dodge will fax owners history for review. DM will contact Mr. Johnson on 9/19/05 will decision. RR16 10/05/05 DM and owner agree to vehicle replacement. This action is needed due to 3 tire warning light repairs. The dealer had to replace the sensor or recalibrate the module. Also the vehicle had three repairs for intermittent headlight operation. The owner declined any additional repairs MABC Tech Advisor not involved in repairs. Owner will pay mileage fee of 6818 mile at .18 cents per mile. At this time owner advised that the vehicle tire sensor and headlights are repaired. RR16 10-5-05 File sent to ISG for processing. MPW

Customer Assistance Inquiry Record (CAIR)#						13950520	
VIN	1D4GP25B0	5B	Open Date	08/19/2005	Built Date	03/05/2004	
Model Year	2005	Body	RSKL52	DODGE CARAVAN SE FWD SWB WAGON			
In Service Dt	03/20/2004	Mileage	35,400	Dealer Zone	66	ORLANDO	
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH		Market	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	EDZ	2.4L 4 CYL DOHC 16V SMPI ENGINE					
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION					
Dealer	68257	TOWN & COUNTRY DODGE CHRYSLER JEEP					
Dealer Address	1630 IRIS DR SW						
Dealer City	CONYERS			Dealer State	GA	Dealer Zip	30094
Owner						Contact Type	TELEPHONE
Address						Home Phone	
	LOCUST GROVE GA					Country	UNITED STATES

Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Customer calling because her headlights keep going out intermitantly.
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Customer calling because her headlights keep going out intermitantly. Customer states that the vehicle is currently at dealer 68257. Customer states that dealer 68257 told her that there is nothing further that they can do unless the issue happens more often. Writer contacted dealer 68257 and spoke with Muhammad. Muhammad states that they are unable to duplicate the issue. Writer advised customer of this. Writer provided reference number for future use.

Customer Assistance Inquiry Record (CAIR)#						13983732	
VIN	2C4GP54L2	5R	Open Date	08/29/2005	Built Date	06/21/2004	
Model Year	2005	Body	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB			
In Service Dt	09/25/2004	Mileage	19,100	Dealer Zone	32	NEW YORK	
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US		
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	EGH	3.8L V6 OHV ENGINE					
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION					
Dealer	44812	SMITH HAVEN CHRYSLER JEEP DODGE					
Dealer Address	794 JERICHO TURNPIKE						
Dealer City	ST JAMES	Dealer State	NY	Dealer Zip	11780		
Owner					Contact Type	TELEPHONE	
Address					Home Phone		
	KINGS PARK NY				Country	UNITED STATES	

Product - Steering - Power Rack and Pinion / Gear - Noisy - Default	Noise in steering rack.
Dealer - Service/Body Shop - Transaction - Problem Not Resolved - Default	Noise on passenger side and in the steering rack not resolved.
Product - Suspension - Unknown - Noisy - Front-Pass	Noise passenger side front suspension.

Customer (Mr.) very upset with the purchase of his vehicle. Customer alleges a light on his dashboard made his headlights not work (intermittent issue). Customer upset because dealership gave the vehicle back because could not duplicate issue. 2nd issue with the vehicle air bag light came on. Customer upset because dealership 44812 gave the vehicle back because dealer had to order a part. 3rd issue that customer alleges dealership can not resolve front end noise. Noise coming from passenger side and steering rack. Customer alleges dealership made 3 repair attempts and the issue is not resolved. Unable to reach dealership. Please assistance the customer if he calls back.

Customer called back regarding issue above, Customer stated vehicle is a lemon, Customer states that vehicle its been at dealership several times. The first time customer was at dealership was on 1/19/2005 it need it the headlamp switch, front stabilizer and the air bag sensor, customer has to comeback on 2/25/2005 cause parts were order, On 3/22/2005 vehicle went back to dealership for front suspension strut and the arm lower control, last time was on 8/3/2005 because he was having issues with the power steering. Customer states that recently he is having issues with brakes and the engine light keeps coming on, Customer states he wants a new vehicle.

Agent called dealership and spoke Gail and she confirmed all repair dates and she also stated that on July 21/2005 customer has to be at dealership because it need it rotors and the sway bar replace. Also Gail states that in January 26/2005 Customers vehicle has the sway bar replace again.

---Advised agent to verify days out of service.---

Agent try to contact dealership several times and got not answer. Customer calling back about above issue wanting to know what the current status is on the vehicle. Customer states that FDS15 was supposed to call him back but never did. Agent contacted dealer 44812 and spoke to Gail who states that the vehicle was down for 1 day in March 2005, July

2005, and August 2005, but was also down for 30 days from January 2005 to February 2005.

** Advised agent to refer customer to tier three. **

Transferred customer to Tier Three for further research per RBS33.

Owner states that the dealer is not aware that he is still having the problem with the suspension.. Owner refuses to take it back to the dealership. Owner wants his vehicle bought back. Writer advised owner that the vehicle can not be repaired or replaced until owner decides to take the vehicle back to the dealer to address his concerns. Owner states that he wants to talk with someone that will address his concerns today.

Writer advised that writer can transfer owner to service manager to schedule an appointment. Owner refused. Owner requested phone number of corporate headquarters. Owner requested names and addresses of all the higher ups. Writer advised owner that nothing further can be addressed with him by anyone until he makes the decision to take his vehicle back to an authorized dealership to address his concerns. Writer disconnected call after 16 minutes of going around in a circle.

Writer contacted Nick, service, and advised of owner's concern and that owner is refusing to bring vehicle back to the dealer. Writer advised that no CAIR is being sent at this time. Nick to give writer's name and number to his service manager to call writer if dealer hears from customer and appointment is scheduled.

Customer states that he feels DCX is backwards because someone left him a message on his voice mail with their name and number of contact. Customer states that it is crazy that he can not speak with the person who contacted him on his personal number. Agent assures customer that agent would be able to assist him in his concerns. Customer states that he will never purchase another DCX vehicle. Customer states that he has a situation where or not he should or should not drive his vehicle.

Customer states that agent has not addressed his issue because agent did not give information regarding any type of tech support.

Customer Assistance Inquiry Record (CAIR)#						14006076
VIN	2D4GP24R2	5R	Open Date	09/02/2005	Built Date	05/27/2004
Model Year	2005	Body	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON		
In Service Dt	08/31/2004	Mileage	26,209	Dealer Zone	66	ORLANDO
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PPK	MAGNESIUM PEARL COAT				
Engine	EGA	3.3L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				
Dealer	45035	CROWN DODGE OF FAYETTEVILLE				
Dealer Address	436 NORTH MCPHERSON CHURCH ROAD					
Dealer City	FAYETTEVILLE	Dealer State	NC	Dealer Zip	28303	
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	LAKEWOOD WA				Country	UNITED STATES

Dealer - Service/Body Shop - Transaction - Warranty Misrepresented - Default	States dealer was going to replace part under warranty and then said no.
Dealer - Service/Body Shop - Transaction - Poor Scheduling - Default	States he has been at dealer for 3 and a half hours for 1 issue.
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	States headlight switch needs to be replaced.
Product - Exhaust - Muffler - Noisy - Default	States that the muffler was making alot of noise.

Customer states that he took the vehicle to dealer 45035 for a noise in the exhaust and for the headlights which would only turn to the parking lights. Customer states that the dealer charged him \$80 for diagnosis and for the muffler repair because they saw physical damage. Customer states he has been at dealer since 9:30 this morning and was advised that the headlight switch would be covered under warranty. Customer states now the dealer is advising him that they are unable to duplicate the issue and cannot replace the switch. States that the Service Manager is out to lunch and will have to wait for another hour. Customer requesting that DCX authorize the dealer to replace the switch under warranty. Agent advised customer that the dealer will need to be contacted for further information and customer declined and stated that they will just tell the same information. Agent advised customer that DCX cannot authorize a repair if the dealer cannot duplicate the issue or find anything wrong with the headlights. Customer got upset and requested to speak with a supervisor. Agent let customer speak with RBS33. RBS33 advised customer again that if the dealer is unable to duplicate the issue then DCX cannot authorize a repair to be completed under warranty.

Customer Assistance Inquiry Record (CAIR)#						14011417
VIN	2D4GP44L9	5R	Open Date	09/06/2005	Built Date	06/18/2005
Model Year	2005	Body	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON		
In Service Dt	07/07/2005	Mileage	2,000	Dealer Zone	66	ORLANDO
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PRH	INFERNO RED CRYSTAL PEARL COAT				
Engine	EGH	3.8L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				
Dealer	60071	JOHN HIESTER CHRYSLER DODGE JEEP LLC				
Dealer Address	940 NORTH MAIN STREET					
Dealer City	LILLINGTON	Dealer State	NC	Dealer Zip	27546	
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	FAYETTEVILLE NC				Country	UNITED STATES

Dealer - Service/Body Shop - Transaction - Problem Not Resolved - Default	States she has taken vehicle in many times, but issues unresolved.
Dealer - Service/Body Shop - Personnel - Discourteous/ Rude - Unknown	States that dealership 60071 has been rude to her.
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	States vehicle has numerous unresolved electrical issues.

Customer states she is seeking a repurchase of her vehicle or to pursue the lemon law. Customer states she has had numerous issues with vehicle. Customer states that she purchased vehicle on a Friday, and Monday it was already in the shop. Customer states she has unresolved issues with the headlights, airbags, cruise control, and doors. Customer states she was on vacation and driving at night when the headlights went out, and they had to be in by dark for the remainder of her vacation. Customer states that dealership 60071 advised her that this vehicle is a lemon, and to contact her attorney generals office and the better business bureau. Customer states that vehicle is hazardous and that when lights went out, it nearly caused an accident. Customer also states vehicle is not safe as the doors open and close when they are not supposed to, and the airbags do not work.

Customer did not want to hold while agent contacted dealership 60071 to obtain service history. Customer also refused file number, as she states she will wait for agent to call her back shortly. Agent contacted dealership 60071 and spoke to Stacy in service department. Stacy advised agent of the following repair attempts:

On 7/14/05 at 220 miles, vehicle was brought in for airbag light being on, dealership found code for occupant restraint module and repaired wiring under seat.

On 7/28/05 at 1775 miles, vehicle was brought in for several issues.

1. Customer stated airbag on passenger side will not deactivate with a child in the seat, dealership 60071 was unable to duplicate this issue.
2. Customer states that drivers map light would not work, dealer found there was nothing wrong with vehicle, it was just that customer had turned the dimmer switch on lights all the way down.
3. Customer stated that the low beams quit in Florida. Dealership states they never duplicated this issue, but did replace the headlamp switch.
4. Customer stated that rear hatch on vehicle would not open with remote.

Stacy states that dealership could not duplicate this issue either.

Stacy at dealership 60071 states that this is the last time vehicle was in.

Information obtained from dealership 60071 only shows one repair attempt for airbag light, and one repair attempt for low beams on headlights.

Agent will advised customer to continue to try to work with dealership whenever agent is permitted to call her back.

Agent contacted customer to obtain an update, and advise her to continue working with a DCX dealership to resolve vehicles issues. Customer states that she is still having the same issues with vehicle, and feels that DCX should stand behind their product by providing her with a replacement vehicle. Agent advised customer that her complaints have been documented.

Customer also stated that dealership 60071 acts like they are doing her a favor every time they work on vehicle. Agent also advised customer that she may use any DCX dealership if she is unhappy with dealership 60071.

Customer states that she will be contacting the attorney general in regards to this issue. Agent provided customer with reference number, and advised her that she can call us back if she continues to have issues with vehicle.

Customer Assistance Inquiry Record (CAIR)#						14042845
VIN	1D4GP24R7	5B [REDACTED]	Open Date	09/13/2005	Built Date	03/08/2004
Model Year	2005	Body	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON		
In Service Dt	01/13/2005	Mileage	13,000	Dealer Zone	35	WASHINGTON
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US	
Color	PB8	MIDNIGHT BLUE PEARL COAT				
Engine	EGA	3.3L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				
Dealer	43722	CHARAPP RT. 28 CHRYSLER JEEP &	DODGE			
Dealer Address	112 ROUTE 908					
Dealer City	NATRONA HEIGHTS			Dealer State	PA	Dealer Zip 15065
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	[REDACTED]
	ADRIAN PA [REDACTED]				Country	UNITED STATES

Product - Body / Trim / Paint Finish - Unknown - Other - Unknown	States the headlights go out.
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Customer states that the all the driving lights shut off. Customer states that he has had the vehicle at the dealership three or four times for this repair. Customer states that the first time he took it in the dealer could not find anything, the second time the dealer hooked up a light switch, and the third time the dealer put a dash cluster in the vehicle. Customer states that when he took vehicle in to dealer these repairs were done under the warranty.

Customer has taken vehicle to two different dealerships. Dealer 43722 told customer that nothing was wrong with the vehicle. Writer called dealer 44732 and spoke Service Adviser Jim who stated that he did put the light switch. Customer requested Lemon Law information.

Writer called dealer 43722 and spoke with Jim to verify repair dates. Jim stated that customer had his vehicle in on there on 4/26/05. Writer called dealer 43722 and spoke with Terry who stated that the vehicle had not been in there for this repair. Terry gave writer the number for another dealer where the vehicle was taken for this issue. Writer could not get in contact with this dealer. Writer offered customer a call back and provided customer with reference number to call back if he chooses to call back first.

Writer contacted this dealer (number: 724-543-6373) to verify some information and there is a recording saying this number is no longer in service.

Customer calling about above issue. Agent verified only one repair attempt. Customer states that it is an intermittent issue. Referred customer to the blue and white handbook in his glovebox. Agent advised customer to take the vehicle to the dealership for a diagnosis. Consulted with SMD54.

Customer Assistance Inquiry Record (CAIR)#						14122969	
VIN	2C4GP54L1	5R	Open Date	10/04/2005	Built Date	03/03/2005	
Model Year	2005	Body	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB			
In Service Dt	03/19/2005	Mileage	8,300	Dealer Zone	51	CHICAGO	
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US		
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	EGH	3.8L V6 OHV ENGINE					
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION					
Dealer	60008	MANCARI'S OF DES PLAINES INC					
Dealer Address	77 RAND ROAD						
Dealer City	DES PLAINES	Dealer State	IL	Dealer Zip	60016		
Owner	UNKNOWN, UNKNOWN				Contact Type	TELEPHONE	
Address					Home Phone		
	WHEELING IL				Country	UNITED STATES	
Dealer - Service/Body Shop - Personnel - Discourteous/ Rude - Service Advisor				Customer wanting to file a complaint on dealer 60008.			

Customer wanting to file a complaint on dealer 60008. Customer states that she was wanting to file a complaint with this dealer but she can not get any one to return her phone calls. Customer states that she bought the car in March and has the most expensive service contract. Customer states that the dealer told her that if she had to come in she we get a loaner vehicle. Customer states that she brought the vehicle in because the headlights quit working and they did not want to give a loaner vehicle. Customer states that the service department is not standing behind what the salesmen are pitching. Customer states that she is not happy with the service at this dealer. Agent advised customer that her complaints have been documented.

Customer Assistance Inquiry Record (CAIR)#						14159305
VIN	2C4GP44R7	5R	Open Date	10/13/2005	Built Date	09/16/2004
Model Year	2005	Body	RSYH53	CHRYSLER TOWN & COUNTRY LX FWD LWB		
In Service Dt	01/31/2005	Mileage	12,100	Dealer Zone	32	NEW YORK
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT				
Engine	EGA	3.3L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				
Dealer	68549	LOMAN CHRYSLER JEEP				
Dealer Address	3469 ROUTE 46					
Dealer City	PARSIPPANY	Dealer State	NJ	Dealer Zip	07054	
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	MORRISTOWN NJ				Country	UNITED STATES

Product - Electrical - Power Door Lock / Deck Lid - Intermittent or Inoperative - Unknown	Door locks do not work
Product - Brakes - Pads/Shoes - Worn - Front	Front brakes and rotors need replaced.
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Headlights work sometimes.
Dealer - Service/Body Shop - Personnel - Discourteous/ Rude - Service Advisor	Service department very rude.
Product - Electrical - Radio/Spkrs/Clock/Antenna - Noisy/Static/Interference - Default	Speakers are blown.

Customer stated that she leased her vehicle last march and took it back a week later for a blown speaker. Customer stated that the dealership did not fix the speaker. Customer stated that the power locks do not work, the headlights come on and off when they want to. Customer also stated that her rotors and brakes need replaced. Customer feels that this is excessive for brakes. Customer seeks assistance with these repairs. Writer transferred to tier three for further research.

Owner seeking assistance with brake noise at 12,100 miles. Vehicle has not been diagnosed by an authorized dealer yet. Referred owner to dealer, advised to call back after diagnosis if concerns are not warrajnted (explained pads & rotors warranted for 12/12). Customer states the vehicle has been diagnosed and that the brakes are needing replaced. Customer is asking for assistance with the repair being out of warranty by 100 miles. Customer calling back about above issue. Customer states that she was instructed to call back after the vehicle has been diagnosed.

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Owner states that her father give her this vehicle for free. Otherwise, she would never drive a DCX vehicle. Owner admits that she was having no problems until she drove through some water and immediately had problems after driving through the water. Writer informed owner that DCCAC will not replace the rotors/pads on her vehicle. Caller is customers brother, and he states that this is wrong, caller was recording agent and agent advised customer not to be recording agent. Customer states that this should be overturned. Caller is requesting to know what dealership made diagnosis. Agent advised customer that he would have to contact his sister(owner of the vehicle), to get the

dealership information from her. Customer states he will take this to the better business bureau.

Customer Assistance Inquiry Record (CAIR)#						14176870
VIN	2D4GP44L3	5R	Open Date	10/18/2005	Built Date	04/05/2004
Model Year	2005	Body	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON		
In Service Dt	05/29/2004	Mileage	28,000	Dealer Zone	51	CHICAGO
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PEL	INFERNO RED TINTED PEARL COAT				
Engine	EGH	3.8L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				
Dealer	43887	SAM LEMAN'S DODGE CITY				
Dealer Address	1801 WEST PIONEER PARKWAY					
Dealer City	PEORIA	Dealer State	IL	Dealer Zip	61615	
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	PEORIA IL				Country	UNITED STATES

Dealer - Service/Body Shop - Personnel - Lack of Product Knowledge - Service Management	Customer is not happy with the dealership 43887
Product - Electrical - Unknown - Other - Default	Customer not satisfied with vehicle multiple electrical problems.

Customer states that there is a strange whistling from the vehicle. Customer also states they have had multiple electrical problems. The seats on the stow and go seats were broke. Customer states that the lights constantly go off when the air conditioning is turned on. Customer states that there are problems with the ignition. Customer states that they had to have a brain box replaced. Customer states they are very unhappy with their vehicle. Agent advised he would contact dealer to see what was happening with the vehicle. Agent was unable to contact that dealership. Agent advised customer to take the vehicle back to Sam Lemans 43887. Agent advised customer to call us once again with this reference number. Agent advised customer that we would need dealer information in order to further assist them with these issues.

10/20/05 Amanda called from dealer 43887 who advised that the dealer has made every effort to resolve the customers concerns. Amanda advised that she will work with the SM to see what else is available. Amanda advised that the customer is there now.

Customer calls on above issue. Customer seeks buy back. Agent advised customer that file has been reassigned and that someone will be in contact as soon as file is reviewed.

Attempted to call owner phone busy will send 030 letter and forward file to BC for handling and resolution. Please resolve owner complaints and request for buy back. mfp

CAIR assigned to Service DM for review and resolution. 10/24 vh

Customer calling on above issue. Agent advised customer that file has been delivered to DM. Agent advised customer that someone from DCX will be in contact.

Customer calling on above issue requesting an update. Agent advised of above narrative and informed customer that he will be contacted.

Customer states that if he does not hearing from someone on this issue within the next few days he will get a lawyer.

Customer states that his issues with this vehicle are not being resolved. Customer states that when he turns on the air he loses all lights on the instrument panel.

Customer called in on above issue. Writer informed customer that district manager is still reviewing file.

Customer calling in on the above issue. Customer inquiring about how much longer it should take for the DM to look over the file. Customer states the instrument panel where the light switch is pops out. Customer states that the dealership has to order a new part for it.

Agent informed customer that the DM has not updated the file yet and to keep in contact with the SM.

Agent informed customer that when the DM makes a choice the customer will be contacted.

Transferred customer to Tier Three for further research

***Owner is calling for updated. Writer notes that no information has been added and will request the dm to review. She states she does not have headlights unless she manually holds them on. Please see the file that follows this one. Owner will call back tomorrow afternoon.

Writer sent a note to the supervisor that contacts the business center for follow up information.

CAIR reassigned to VH for handling. bkr3.

CAIR is being reassigned to DISTRICT MANAGER. Please..(DO NOT) move this CAIR....vh

DSM: Called the Service Manager who advised the vehicle has had the problem the owner complained about. They worked with STAR and local Tech, but the concern had returned. DSM-The owner s concerns occurred outside of the parameters for consideration for a replacement; however, I am inclined to offer extended warranty coverage once I am sure the concern is resolved.

SM/DSM will call owner to get the current status of concern./mc78

DSM: Owner accepted the extended warranty. I advised the owner DCX will address his concerns per the terms of warranty./mc78

Customer Assistance Inquiry Record (CAIR)#						14184236
VIN	2C4GP44R7	5R	Open Date	10/20/2005	Built Date	06/19/2004
Model Year	2005	Body	RSYH53	CHRYSLER TOWN & COUNTRY LX FWD LWB		
In Service Dt	09/07/2004	Mileage	21,000	Dealer Zone	66	ORLANDO
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PPK	MAGNESIUM PEARL COAT				
Engine	EGA	3.3L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				
Dealer	67666	JIM BROWN CHY-JEEP-DGE INC				
Dealer Address	556 HIGHLANDS ROAD					
Dealer City	FRANKLIN	Dealer State	NC	Dealer Zip	28734	
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	FRANKLIN NC				Country	UNITED STATES

Dealer - Service/Body Shop - Transaction - Problem Not Resolved - Default	Customer states the dealership will not resolve her problem.
Dealer - Service/Body Shop - Transaction - Repeated Trips Required - Default	

Customer states she has had several problems with dealership 67666. Customer states she took the vehicle in once because her headlights were not working and they started working when she brought the vehicle in and they told her to bring it back when they were not working. Customer states her salesman told her she would get a rental vehicle anytime hers was being worked on and the dealership did not provide her with one today. Customer states she also took the vehicle in another time because it was hard to press the gas pedal and she was having air conditioning issues and when she went to pick the vehicle up, she looked at the invoice and it said she had taken the vehicle in for the check engine light and they had not even resolved her issue.

Customer Assistance Inquiry Record (CAIR)#						14191440
VIN	2C4GP44R1	5R	Open Date	10/21/2005	Built Date	03/09/2004
Model Year	2005	Body	RSYH53	CHRYSLER TOWN & COUNTRY LX FWD LWB		
In Service Dt	07/01/2004	Mileage	33,639	Dealer Zone		
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PYG	LINEN GOLD METALLIC PEARL COAT				
Engine	EGA	3.3L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				
Owner					Contact Type	E-MAIL
Address					Home Phone	
	BURLINGTON IA				Country	UNITED STATES
Product - Steering - Power Steering Pump / Bkts - Other - Default				Power steering issue.		
Product - Electrical - Lamps and Switches - Other - Default				Recurring headlamp switch issue.		

***** EMAIL BRIEF DESCRIPTION CONTENT *****

Our Van is a Lemon

***** END EMAIL BRIEF DESCRIPTION CONTENT *****

I bought a 2005 Town & Country from Jim Baier. Since July when I purchased the vehicle we have only gone 4 wks total that I have not had to have it in the shop for service repairs or Parts going bad. Right now we have an appointment Oct.26th for the headlight switch for the second time and the power steering pump going out. I feel that since this is an on going issue I should get an extended warranty since I have had so many problems with this vehicle. I spoke to the dealership and they said the best they can do is give me a discount on an extended warranty. Which I feel is not exceptable due to the continuing problems I have had. I Hope to hear from you soon! Thank You, [REDACTED]

*****End of email*****

Dear [REDACTED]

Thank you for contacting DaimlerChrysler.

Please call the Customer Assistance Center at 1-800-992-1997 between 8:00 a.m. and 5:00 p.m. Monday through Friday. It is necessary to discuss this issue with you directly. Before calling the Customer Assistance Center, please have the following information handy:

Vehicle owner name

Vehicle owner address

Day and evening phone numbers

Vehicle Identification Number (VIN)

Name of dealership where vehicle was purchased

Date of purchase

Dealership where service was performed

Date of last service

Current vehicle mileage

An explanation of the problem

We have trained Senior Staff agents available to address the questions and concerns you may have.

Sincerely,

Ahmad

Senior Staff Representative

DaimlerChrysler Customer Assistance Center

*****End of email response*****

Customer is calling on the above issue of the vehicle having several repair issues. Customer states that she is wanting another vehicle because this is a lemon. Customer states that she is now having transmission issues on top of everything else.

***Writer advised agent to contact dealership for repair dates and

mileage.***

Customer calling about dealership not being able to repair the vehicle. Customer states she has had the vehicle at the dealership, and they have gotten error codes, but refuses to repair vehicle because they haven't witnessed the vehicle acting up. Customer stated she was upset because she has gone without a vehicle, and wanted to see if we could refer her to someone else to have the vehicle diagnosed. Agent referred customer to dealer 58934 for another diagnosis.

Customer Assistance Inquiry Record (CAIR)#						14214856
VIN	2D4GP44LX	5R	Open Date	10/28/2005	Built Date	02/23/2005
Model Year	2005	Body	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON		
In Service Dt	03/30/2005	Mileage	9,800	Dealer Zone	32	NEW YORK
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PPK	MAGNESIUM PEARL COAT				
Engine	EGH	3.8L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				
Dealer	44677	GABLE DODGE CHRYSLER JEEP INC				
Dealer Address	2444 STATE ROUTE 7					
Dealer City	COBLESKILL	Dealer State	NY	Dealer Zip	12043	
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	CENTRAL BRIDGE NY				Country	UNITED STATES

Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Customer states that headlights do not work.
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Customer calling in stating that his head lights do not come on. Customer states that he left a message with the dealership stating that he was unhappy with this since this is not the only issue with this vehicle. Customer states that he does not want this vehicle anymore. Customer states that he is tired of messing with this vehicle. Agent contacted dealership and spoke to Doug the Service Manager. Doug states that they have not seen this vehicle yet for this issue. Agent informed Doug that the customer does not wish to have this vehicle anymore. Doug states that he will handle this issue from here. Doug states that the customer left the message with the sales department and not the service department. Doug states that they will resolve the issue from here. Agent informed customer that Doug will be calling him and that they will get the issue resolved for him. Customer understood.

Customer called about above issue. Customer claims that he has been denied rental by the Chrysler Rep. Customer claims he is keeping his rental vehicle. Customer claims that he wants agent to authorize rental. Agent advised customer that we can not do that. Customer became irate and disconnected.

Customer Assistance Inquiry Record (CAIR)#						14216412
VIN	1D4GP24R1	5B	Open Date	10/31/2005	Built Date	05/17/2004
Model Year	2005	Body	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON		
In Service Dt	05/18/2004	Mileage	34,500	Dealer Zone		
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US	
Color	PB8	MIDNIGHT BLUE PEARL COAT				
Engine	EGA	3.3L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				
Owner					Contact Type	E-MAIL
Address					Home Phone	
	GEORGETOWN, IN				Country	UNITED STATES

Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	The two dealers in my area can't figure out why my light issue.
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***** EMAIL BRIEF DESCRIPTION CONTENT *****

The two dealers in my area can't figure out why my headlights and dash light flicker. What do they need to replace? I'm not satisfied with 'nothing to fix, just drive it'.

***** END EMAIL BRIEF DESCRIPTION CONTENT *****

There is an electrical problem and the dealer saw it, but there is no Dodge cookbook maintenance instruction for them to follow so they gave up and said I have to live with it. Happens when I have the headlights on. It subsides then resumes randomly. Thought it was battery or alternator, but they tested good. Perhaps it's a loose connection somewhere, but the dealers can not figure it out. What can I do? Thank you very much.

Dear

Thank you for your email to DaimlerChrysler regarding your Coyle Dodge. I regret the problem your vehicle has experienced and appreciate the time and effort you took to bring this matter to my attention. Comments like yours are one way we have to learn of problems that may develop and improvements desired by customers.

Unfortunately, given the many variables involved, we are unable to diagnose your vehicle's problem via email. We recommend contacting your authorized DaimlerChrysler dealership to arrange an appointment for proper diagnosis and repair.

Our dealerships have the factory training, equipment and information available to them to diagnose and correct problems with DaimlerChrysler Motors Corporation vehicles. Should your dealer require factory assistance, it is available through the regional Business Center.

If you have been working with an authorized dealership but the problem is not yet resolved, seeking a second opinion from a different dealer may be a viable option.

Thank you again for your email.

Sincerely,

Customer Assistance Inquiry Record (CAIR)#						14226775
VIN	2D4GP44LX	5R	Open Date	11/01/2005	Built Date	02/23/2005
Model Year	2005	Body	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON		
In Service Dt	03/30/2005	Mileage	0	Dealer Zone	32	NEW YORK
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PPK	MAGNESIUM PEARL COAT				
Engine	EGH	3.8L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				
Dealer	44677	GABLE DODGE CHRYSLER JEEP INC				
Dealer Address	2444 STATE ROUTE 7					
Dealer City	COBLESKILL	Dealer State	NY	Dealer Zip	12043	
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	CENTRAL BRIDGE NY				Country	UNITED STATES

Product - Electrical - Lamps and Switches - Defective - Default	Owner alleges headlights are defective.
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SKL14 11.01.2005
 Owner calling in regards to issue with headlights (see file #14214856).
 Writer directed owner to dccac as issue is not recall related. Writer
 advised owner there are no recalls on vehicle.

Customer Assistance Inquiry Record (CAIR)#						14227366	
VIN	2C4GP64L5	5R	Open Date	11/01/2005	Built Date	02/18/2004	
Model Year	2005	Body	RSYS53	CHRYSLER TOWN & COUNTRY LTD FWD LWB			
In Service Dt	04/06/2004	Mileage	25,000	Dealer Zone	32	NEW YORK	
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US		
Color	PBE	BUTANE BLUE PEARL COAT					
Engine	EGH	3.8L V6 OHV ENGINE					
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION					
Dealer	23069	FALVEY'S MOTORS INC					
Dealer Address	395 WEST THAMES ST RT#32						
Dealer City	NORWICH	Dealer State	CT	Dealer Zip	06360		
Owner					Contact Type	TELEPHONE	
Address					Home Phone		
	NORWICH CT				Country	UNITED STATES	

Product - Electrical - Lamps and Switches - Complete Failure - Default	Customer calling in stating that his headlight failed.
Corporate - Warranty Coverage - Default - Default - Default	Seeking status of warranty reimbursement check.

Customer states that he had to pay \$33.44 for the replacement of the bulb and the labor of the replacement of the head light. Customer states that a defective part caused this item to fail on October 11th. Customer states that today they replaced both head light assemblies. Customer states that he would like reimbursed for the replacement of headlight due to the above reason. Agent informed customer that this issue is and was covered under warranty and that he will have to send this issue to the following address for reimbursement: Daimler Chrysler PO Box 610207 Port Huron, Mi 48061-0207. Customer understood.

Customer checking on the status of his reimbursement for the warranty repair. Customer states he sent the original bill and a letter to the above address and still has not heard anything back from us. Agent advised customer that the letter was misdirected in the mail, but it is currently being forwarded to us at this time. Agent advised customer that as soon as we get the letter and process it, a check will be sent out.

Customer Assistance Inquiry Record (CAIR)#						14253299
VIN	2C4GP44R1	5R	Open Date	11/08/2005	Built Date	05/28/2005
Model Year	2005	Body	RSYH53	CHRYSLER TOWN & COUNTRY LX FWD LWB		
In Service Dt	06/30/2005	Mileage	5,000	Dealer Zone	51	CHICAGO
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PPK	MAGNESIUM PEARL COAT				
Engine	EGA	3.3L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				
Dealer	66804	MANCARI'S CHRYSLER JEEP, INC.				
Dealer Address	4630 WEST 95TH STREET					
Dealer City	OAK LAWN	Dealer State	IL	Dealer Zip	60453	
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	AURORA IL -				Country	UNITED STATES

Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Customer states that headlight switch has issues.
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Customer calling in stating that his head lights some times do not come on when he tries to turn them on. Customer states that you have to flip the switch a few times every now and then to make them work. Customer states that this is an intermittent issue with the vehicle and he would like to know what to do in this situation. Agent informed customer that he must take this issue to the dealership to have it looked at and that this issue is covered under the warranty. Customer understood that any diagnostic fees from this issue are at his own discretion and cost.

Customer Assistance Inquiry Record (CAIR)#						14266688
VIN	2D4GP44L5	5R	Open Date	11/11/2005	Built Date	10/26/2004
Model Year	2005	Body	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON		
In Service Dt	03/26/2005	Mileage	7,000	Dealer Zone	66	ORLANDO
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PPK	MAGNESIUM PEARL COAT				
Engine	EGH	3.8L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				
Dealer	43358	METROLINA DODGE INC				
Dealer Address	9131 S BOULEVARD					
Dealer City	CHARLOTTE	Dealer State	NC	Dealer Zip	28273	
Owner						
				Home Phone		
	HARRISBURG NC			Country	UNITED STATES	

Product - Body / Trim / Paint Finish - Sheet Metal - Misaligned / Poor Fit - Door-Sliding	Customer states that electric door does not close correctly.
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Customer states that electric door does not close correctly. Customer states that vehicle has had this repair done once before. Customer states he took the vehicle in today. Customer states that dealership that there was no issue can be detected. Customer states that vehicle will be taken back next Wednesday for different issue, headlight switch, but would have them look at the door again. Agent called dealership and spoke with Dawn Baldwin, Service Advisor. Dawn informed customer that the vehicle has been diagnosed by computer for twice but both times there was not an issue found. Customer states he is seeking guidance on issue. Agent advised customer without a proper diagnosis or a duplication on this issue there is nothing further Diamler Chrysler can do at this time. Customer states his unsatisfactory with this descion. Agent advised customer that he was more then welcome to go to another dealership for a second opinion. Customer declined advice.

Customer Assistance Inquiry Record (CAIR)#						14283741
VIN	2D4GP44L9	5R	Open Date	11/17/2005	Built Date	09/01/2004
Model Year	2005	Body	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON		
In Service Dt	12/31/2004	Mileage	18,084	Dealer Zone	66	ORLANDO
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PB8	MIDNIGHT BLUE PEARL COAT				
Engine	EGH	3.8L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				
Dealer	43358	METROLINA DODGE INC				
Dealer Address	9131 S BOULEVARD					
Dealer City	CHARLOTTE	Dealer State	NC	Dealer Zip	28273	
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	FORT MILL SC				Country	UNITED STATES
Corporate - Other - Default - Default - Default				Customer requesting buy back.		
Corporate - Product Information - Default - Default - Default				Customer seeking information on part.		

Customer calling about Lemon Law. Customer states that more problems since she has bought the vehicle. Agent referred customer to the blue and white booklet.

Customer states that he has had multiple issues with his vehicle. Customer states that the vehicle has had transmission issues, headlights that have failed, and power steering issues. Customer states that the dealer failed to put lug nuts on the left rear wheel allowing it to be spun off sending it racing across two lanes of traffic and into a dealership where it heavily damaged two other vehicles. Customer states that this is the third time that he has had it to the dealer for both side doors having opened on their own.

****Verify information with the dealer.****

Agent contacted dealer and spoke to Larry who states that this is an existing issue on these vehicles. Larry states that the vehicle was brought in on 9/20 at 15053 miles and the dealer could not duplicate. Larry states that the headlight switch was replaced on 10/26 at 16948 miles. Also map light was burned out and they ordered a chime for the lift gate. Installed a rear center rolling track, and flashed the PCM on 10/26.

Advised agent to transfer customer to tier three.

*******ATTENTION SERVICE MANAGER*******

Please follow your Business Center guidelines and, if needed, seek technical assistance (District Manager/Business Center/STAR) in an attempt to resolve customer's concern(s). Please update the CAIR with the final resolution. Thank you.

11/17 Owner stated that he likes the vehicle, although does not feel safe driving the vehicle if the doors could open at any time. Owner feels that DC should provide him another vehicle to drive until this issue is addressed. Noticed that STAR has been involved. Will send file with the intention of dealership addressing issue with the zone.

*******Service Manager*******

Please review issue with District Manager for resolution.

REASSIGNED TO BC/DLR 66 43358 11/17/05 14:48 R 14283741

Customer seeking update on ongoing electric issues with vehicle. Agent transferred customer to Tier Three for further research.

Customer states lost reference number and requested agent to provide it again and agent did so.

Owner says no contact yet. I verified the contact numbers.

While talking with owner, dealer calls on other line.....

Larry from dealer says DM has offered to exchange vehicle for owner.

Owner is reluctant to get another Dodge but says he will think about this and discuss with wife. He was impressed with the fast response.

DM authorizes repurchase, as owner requests due to intermittent elect concerns. cag7 _

Customer seeking update. Customer also seeking information on how to stop paying payments on the vehicle since it has been approved for repurchase. Agent advised customer to refer back to Chrysler Financial or the dealership and district manager for further assistance.

Customer seeking update on his vehicle repurchase process. Agent advised customer that his concerns have been documented. No further comments.

Customer wants to know about speeding up the the buy back on vehcile.

Customer calls back on 12/1/05 wants to know when vehicle will be bought back the Dm authorized the buyback. Advised customer he will be contacted by the zone office to work out the terms of the buyback.

Customer said he can be contacted at cell phone number 704-507-6571.

Owner calling for update and states he needs to buy another vehicle today. States he would like DCX to fax him something in writing regarding repurchase.

Informed owner his concern is documented.

REASSIGNED TO BC/DLR 66 43358 12/02/05 15:53 R 14283741

*Contact Date:01/05/2006

Service Manager at the dealership has closed the Cair# 14283741

Customer request has been fulfilled.

CAIR RETURNED FROM DEALER ON 1/05/2006 AT 08:06:614 R 14283741

Customer Assistance Inquiry Record (CAIR)#						14312185	
VIN	2D4GP44L4	5R	Open Date	11/25/2005	Built Date	10/12/2004	
Model Year	2005	Body	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
In Service Dt	12/29/2004	Mileage	23,000	Dealer Zone	32	NEW YORK	
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US		
Color	PPK	MAGNESIUM PEARL COAT					
Engine	EGH	3.8L V6 OHV ENGINE					
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION					
Dealer	43631	AMSTERDAM CHRYSLER DODGE INC					
Dealer Address	ROUTE 30N						
Dealer City	AMSTERDAM			Dealer State	NY	Dealer Zip	12010
Owner					Contact Type	TELEPHONE	
Address					Home Phone		
	AMSTERDAM NY				Country	UNITED STATES	

Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Customer states head lights work intermittently.
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Customer states yesterday while driving home the dash lights were working but her husband noticed the head lights are not working. Customer states the low beam lights would not work at all. Customer states the high beam lights would only stay on when holding the lever. Customer states when they got home the lights came back on and worked. Customer states contacted dealer 43631 and they advised to wait and bring the vehicle in when the lights are having problems again. Customer states this really upset her and she called GM and left a nasty voice mail and dealer called customer back while agent was on the other line and advised dealer will look at vehicle today. Agent advised reference number to customer in case there are any further problems with the vehicle. Customer states the air bag light came on and dealer has a part on order to fix the light and will have put in while vehicle is at dealer today.

Customer Assistance Inquiry Record (CAIR)#						14313043
VIN	2D8GP44L8	5R [REDACTED]	Open Date	11/25/2005	Built Date	02/12/2005
Model Year	2005	Body	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON		
In Service Dt	07/18/2005	Mileage	3,300	Dealer Zone	35	WASHINGTON
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PPK	MAGNESIUM PEARL COAT				
Engine	EGH	3.8L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				
Dealer	41059	SUSQUEHANNA DODGE INC				
Dealer Address	950 HELLAM ST					
Dealer City	WRIGHTSVILLE	Dealer State	PA	Dealer Zip	17368	
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	[REDACTED]
	FELTON PA [REDACTED]				Country	UNITED STATES

Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Customer states headlights are not working correctly.
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Customer states headlights are not working correctly, customer states that they blink, customer states that he took vehicle to dealership 41059 and he was told that there is not fix for it, customer was advise to take vehicle to another dealership for a second opinion, customer was told to call us back if he is not getting any satisfaction.

Customer Assistance Inquiry Record (CAIR)#						14329293	
VIN	2C8GP64L1	5R	Open Date	11/30/2005	Built Date	03/09/2004	
Model Year	2005	Body	RSYS53	CHRYSLER TOWN & COUNTRY LTD FWD LWB			
In Service Dt	04/18/2004	Mileage	30,500	Dealer Zone	35	WASHINGTON	
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US		
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	EGH	3.8L V6 OHV ENGINE					
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION					
Dealer	23311	COURTESY CHRYSLER JEEP					
Dealer Address	755 ROCKVILLE PIKE						
Dealer City	ROCKVILLE	Dealer State	MD	Dealer Zip	20852		
Owner					Contact Type	TELEPHONE	
Address					Home Phone		
	GAITHERSBURG MD				Country	UNITED STATES	

Product - Electrical - Lamps and Switches - Other - Default	caller states headlights keep going out on her.
Dealer - Service/Body Shop - Transaction - Problem Not Resolved - Default	customer still has issue with headlights

Caller states that the headlights on vehicle keep cutting out on her.
 caller states that she has had numerous repair attempts made and the issue has not been resolved.
 REASSIGNED TO BC/DLR 35 23311 11/30/05 14:45 O 14329293
 Called Mike at Courtesy Jeep and he said he was not aware that she was still experiencing a problem and that he would call and set up an appointment with her. Caller also had an issue with a dvd player and Mike said he would check to see if it was in and let her know when he called to set up appointment. Customer states that vehicle has spent alot of time in dealership service departments and wants resolution as quickly as possible. There have been 2 repair attempts on vehicle for this issue.

*****ATTENTION SERVICE MANAGER*****

Please follow your Business Center guidelines and, if needed, seek technical assistance (District Manager/Business Center/STAR) in an attempt to resolve customer s concern(s). Please update the CAIR with the final resolution. Thank you. per nic rbs33
 12/6/05 Dealership has been unable to duplicate headlight concern. Dealer offered for tech. to drive unit in an attempt to verify concern, but owner declined offer. Dealer has installed a headlight switch as a possible solution. Replacement part to address DVD issue has arrived at dealership and SM will contact owner to schedule an installation appointment. Headlight concern will be addressed when dealer is able to duplicate and perform an accurate diagnosis. CAIR Closed cjm7

Customer Assistance Inquiry Record (CAIR)#						14334720		
VIN	2D4GP44L1	5R	Open Date	12/01/2005	Built Date	08/02/2004		
Model Year	2005	Body	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON				
In Service Dt	09/07/2004	Mileage	25,700	Dealer Zone	42	DETROIT		
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US			
Color	PB8	MIDNIGHT BLUE PEARL COAT						
Engine	EGH	3.8L V6 OHV ENGINE						
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION						
Dealer	66639	BOB SCHWARTZ CHRYSLER-DODGE-JEEP,			INC			
Dealer Address	2920 W. BROADWAY AVENUE							
Dealer City	BUNKER HILL			Dealer State	IN	Dealer Zip 46914		
Owner					Contact Type	TELEPHONE		
Address					Home Phone			
	PERU IN				Country	UNITED STATES		
<table border="1"> <tr> <td>Referral - Tier Three - Default - Default - Default</td> <td>Referred to tier three.</td> </tr> </table>							Referral - Tier Three - Default - Default - Default	Referred to tier three.
Referral - Tier Three - Default - Default - Default	Referred to tier three.							

The car has been down for 37 days the first time for a light switch . 4 months later the customer had 2 modulators put in in the period of one week. In a six month period the car has been down 50 days. The customer is seeking relief under Lemon Law. Transferred customer to Tier Three for further research per DLM153.

Attention service manager / district manager please contact this owner ASAP and verify complaints. Please resolve all owner complaints prior to owner sending lemon law notification card. Thank You Mike Pawlowski
 REASSIGNED TO BC/DLR 42 66639 12/05/05 11:52 R 14334720
 12/13 Spoke with SM, Adam who states the owner had an intermittent concern with the interior and exterior lights flickering off and on. Dealer had ordered the headlamp switch and the part was on backorder. Vehicle was down for about 27 days, not 37. Dealer had provided owner with another van to drive while they waited. Dealer has resolved all of the owners concerns that they have been able to duplicate/verify. DM declining buyback of vehicle as vehicle has been repaired under the terms of the warranty.

Customer Assistance Inquiry Record (CAIR)#						14338439	
VIN	2C4GP64L5	5R	Open Date	12/07/2005	Built Date	02/18/2004	
Model Year	2005	Body	RSYS53	CHRYSLER TOWN & COUNTRY LTD FWD LWB			
In Service Dt	04/06/2004	Mileage	27,179	Dealer Zone	32	NEW YORK	
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US		
Color	PBE	BUTANE BLUE PEARL COAT					
Engine	EGH	3.8L V6 OHV ENGINE					
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION					
Dealer	23069	FALVEY'S MOTORS INC					
Dealer Address	395 WEST THAMES ST RT#32						
Dealer City	NORWICH	Dealer State	CT	Dealer Zip	06360		
Owner						Contact Type	LETTER
Address						Home Phone	
	NORWICH CT					Country	UNITED STATES

Product - Electrical - Lamps and Switches - Other - Default	Customer claims head lamp went out on vehicle.
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Customer claims that head lamp went out on vehicle due to a seal going out, and vibration shaking the lamp. Customer sent in receipts for reimbursement. Agent verified that repair was not covered under warranty. Agent consulted with CST6 and approved reimbursement in the amount of \$33.44. Agent spoke with customer and offered reimbursement. Customer understood. Agent generated check.

Customer Assistance Inquiry Record (CAIR)#						14343885
VIN	2D4GP44L8	5R	Open Date	12/05/2005	Built Date	10/08/2004
Model Year	2005	Body	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON		
In Service Dt	01/22/2005	Mileage	10,500	Dealer Zone	66	ORLANDO
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT				
Engine	EGH	3.8L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				
Dealer	60030	WOODSTOCK CHRYSLER JEEP DODGE				
Dealer Address	11300 HIGHWAY 92					
Dealer City	WOODSTOCK	Dealer State	GA	Dealer Zip	30188	
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	ROSWELL GA				Country	UNITED STATES

Product - Electrical - Speedo/Gauges/Ometer/EIC - Other - Default	Customer states his vehicle has electrical problems.
Referral - Tier Three - Default - Default - Default	Tier three support referral.

Customer states his vehicle has electrical problems. Customer states dash lights come on and off. Customer states lights come and on. Customer states he wants to turn his vehicle in and get his down payment back. Agent called dealership 60030 and spoke with Jason. Jason stated 3-7-05 mileage 1315 vehicle was brought in for the lights flickering unable to find problem. 3-16-05 mileage 1751 all lights come off and on replace instrumental cluster. 4-11-05 mileage 3140 lose dash and dvd power dealership found short in the body control module sensor replaced. On 11-15-05 dash light keeps flickering dealership replaced IPM mileage 10654. On 11-29-05 mileage 10829 dashlights keep going off and on headlights flash and the service engine light is on dealership has not found any problems. Agent referred customer to blue and white booklet. Customer calling in states that he would like to know what should he do about this issue. Customer states that his vehicle is into the dealership and he can not get to the blue and white book. Agent advised the customer to try and get the blue and white book.

12/13/05 - Owner stated he is seeking to have the vehicle bought back. Writer advised owner his request will be forwarded to the business center for review and he will be contacted when further information is available.

Customer called back in to see if anything has been done about his buyback. Agent advised customer that his file is being reviewed and he should be receiving a call back soon.

Customer calling regarding vehicle back at dealer with same issues and no one has contacted him regarding his buy back request. Transferring customer for further assistance.

1/18 Owner seeking update on buyback request. Owner contacted DCCAC 12/13/05 but file was not sent to dealer regarding owners request.

Vehicle is back at the dealership for electrical concerns with power doors not working and the dash lights going on and off.

Owner is requesting for the vehicle to be repurchased by DCX.

*****DEALER SERVICE MANAGER*****

PLEASE CONTACT DISTRICT MANAGER REGARDING OWNERS REQUEST FOR VEHICLE TO BE REPURCHASED DUE TO ONGOING ELECTRICAL CONCERNS. PLEASE UPDATE FILE AND

OWNER WITH DECISION MADE. THANK YOU FOR YOUR ASSISTANCE.

Customer Assistance Inquiry Record (CAIR)#						14353705
VIN	1C4GP45R4	5B [REDACTED]	Open Date	12/07/2005	Built Date	02/28/2005
Model Year	2005	Body	RSYH52	CHRYSLER TOWN & COUNTRY FWD SWB WAGON		
In Service Dt	04/06/2005	Mileage	7,400	Dealer Zone	32	NEW YORK
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US	
Color	PBE	BUTANE BLUE PEARL COAT				
Engine	EGA	3.3L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				
Dealer	68829	BAY SHORE CHRYSLER-JEEP, LLC.				
Dealer Address	1350 SUNRISE HIGHWAY					
Dealer City	BAY SHORE	Dealer State	NY	Dealer Zip	11706	
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	[REDACTED]
	ROCKY POINT NY [REDACTED]				Country	UNITED STATES

Corporate - Dealer Information - Default - Default - Default	Customer seeking dealer in area.
Product - Body / Trim / Paint Finish - Unknown - Defective - Unknown	Customers headlights do not work occasionally.

Customer states that he took his vehicle to dealership# 68392 because his headlights are shorting out. Dealer # 68392 told him to go to the dealer that he purchased vehicle from. Writer called dealership and spoke to service manager Tim. Tim states that he would not take the vehicle in because he is backed up and it would take weeks to take him in. Writer referred customer to two other dealerships in his area.

Customer Assistance Inquiry Record (CAIR)#						14355942			
VIN	2C8GP64L4	5R	Open Date	12/09/2005	Built Date	09/28/2004			
Model Year	2005	Body	RSYS53	CHRYSLER TOWN & COUNTRY LTD FWD LWB					
In Service Dt	10/07/2004	Mileage	28,930	Dealer Zone	66	ORLANDO			
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US				
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT							
Engine	EGH	3.8L V6 OHV ENGINE							
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION							
Dealer	68479	NABER CHRY-DODGE-JEEP INC							
Dealer Address	5660 MAIN STREET								
Dealer City	SHALLOTTE	Dealer State	NC	Dealer Zip	28470				
Owner						Contact Type	E-MAIL		
Address						Home Phone			
	SOUTHPORT NC					Country	UNITED STATES		
<table border="1"> <tr> <td>Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default</td> <td>Intermittent Headlights</td> </tr> </table>								Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Intermittent Headlights
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Intermittent Headlights								

***** EMAIL BRIEF DESCRIPTION CONTENT *****

Our brief ownership of our 2005 Chrysler Town & Country has become a maintenance nightmare.

***** END EMAIL BRIEF DESCRIPTION CONTENT *****

Email States:

We purchased the vehicle May 24, 2005, with 18,776 miles. On 4 separate occasions we have had the vehicle back to the dealer for a variety of problems, but the most alarming problem is a continuing problem with our headlights. We can no longer drive the car at night because the lights have a tendency to go out without warning. I have been stopped by the police, my wife has been stranded, this problem has to be fixed. Naber continues to state that they find no problem. If this problem is not fixed at this juncture, obviously we can't drive the car, we will demand a replacement vehicle or refund of our purchase price. I can be reached at [REDACTED]. Please contact me by Thursday December 8th.

Writer's reply:

Thank you for your recent email to DaimlerChrysler Motors regarding your 2005 Chrysler Town & Country.

We regret that you are still experiencing problems with your vehicle. It is our suggestion that you continue to work with your servicing dealer. If the dealer has been unable to determine or resolve your concerns, you may want to seek a second opinion from another authorized DaimlerChrysler dealership.

If your concerns are still not resolved after consulting another dealer, please contact our office at 1-800-992-1997, 8:00 a.m. to 5:00 p.m., Monday through Friday, to speak with one of our trained Agents.

Thank you again for your email.

Customer stated that her email was not responded back to by previous agent. Customer stated that the vehicles headlights are not working. Customer stated that the headlights go on and off on their own. Customer stated that her husband was almost in an accident due to the headlights not working. Customer stated that she would like the vehicle replaced or repurchased. Writer contacted dealer 68479 and spoke to Service Manager Dwight who stated that he can not duplicate the customers concerns with this issue. Writer offered customer a call back about this issue.

Writer called customer back and referred customer to blue and white

handbook.

Customer Assistance Inquiry Record (CAIR)#						14364336
VIN	2D8GP44L8	5R	Open Date	12/09/2005	Built Date	10/05/2004
Model Year	2005	Body	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON		
In Service Dt	11/15/2004	Mileage	13,000	Dealer Zone	74	DENVER
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT				
Engine	EGH	3.8L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				
Dealer	68978	LUTHER BROOKDALE CHRY-JEEP				
Dealer Address	8188 BROOKLYN BLVD					
Dealer City	BROOKLYN PARK	Dealer State	MN	Dealer Zip	55445	
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	BROOKLYN PARK MN				Country	UNITED STATES

Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Customer states headlights go off and on by themselves.
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Customer states the headlights go off and on intermittently, and the vehicle is at the dealership with parts on back order. Customer seeks information on how long the parts are going to be on back order. Agent called dealership 68978 to get part number.

Agent spoke to Brent the service manager advise agent the part was ordered and is on back order the part number is ZL651DVAF-light switch, Brian stated could not get the lights to go off and on, stated he called the customer regarding the vehicle to have the customer to pick up the vehicle. Brian stated will call customer when part come in. Agent advised customer to stay in contact with Brian the service manager to correct the issue. Gave customer the reference number

Customer Assistance Inquiry Record (CAIR)#						14369039	
VIN	2C8GP54L5	5R	Open Date	12/12/2005	Built Date	07/05/2004	
Model Year	2005	Body	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB			
In Service Dt	07/31/2004	Mileage	33,000	Dealer Zone	32	NEW YORK	
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US		
Color	PBE	BUTANE BLUE PEARL COAT					
Engine	EGH	3.8L V6 OHV ENGINE					
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION					
Dealer	06347	NEWBURGH PARK MOTORS INC					
Dealer Address	200 AUTO PARK PLACE						
Dealer City	NEWBURGH	Dealer State	NY	Dealer Zip	12550		
Owner					Contact Type	TELEPHONE	
Address					Home Phone		
	WALDEN NY				Country	UNITED STATES	

Product - Body / Trim / Paint Finish - Unknown - Defective - Unknown	Customer states having both electric doors replaced.
Product - Brakes - Anti-Lock Brake System - ABS Lamp On/Flashing - Default	Customer states that the ABS light is on.
Product - Suspension - Torsion / Sway Bars - Other - Unknown	Customer states having to have the sway bars replaced.

Customer states that she has had her vehicle in for service numerous times. Customer states she has had both doors replaced, had it in for the vehicle smoking, had the sway bars replaced, had the brakes done, and now the ABS light in on again. Customer states that her door is not working again and she feels may need replaced again. Customer also states that her brakes are not working and she almost could not stop the last time she drove the vehicle. Customer states that she feels she has gotten a lemon.

Dealership 06347, Service manager Barry stated that they have not replaced the doors. Dealership states that the brakes were done on 8-29-05 at 28,000 miles. Barry also stated that on 11-29-05 she came in for squealing brakes, which could not be duplicated, and ordered the replacement door which will be installed on 12-13-05. Customer was referred to her blue and white booklet. Agent advised the customer to keep working with the dealership to get a resolve.

Customer states that she thinks she has a lemon. Customer states that she wants something done considering that she has had so many problems with her vehicle. Customer states that the sway bars went bad, the air conditioning was not putting out cold air, the water pump went out, the alternator went out, the electric doors quit working, the head light switch quit working, the interior light quit working, and the ABS light came on. Customer states that there has been alot of electrical issues. Agent advised customer of transfer for further assistance.

Received call.

Informed owner that the vehicle will be repaired per the terms of the factory warranty to her satisfaction.

Owner states that there currently is an electrical issue with the ABS light.

As per process, will send file to dealer/zone for evaluation.

***** ATTENTION SERVICE MANAGER *****

Owner is seeking relief under state Lemon Law or

Customer Arbitration process. Please bring this to the attention of your district manager in an attempt to resolve customer s concern. In addition, update the file with resolution. - Thanks.

Customer Assistance Inquiry Record (CAIR)#						14370871			
VIN	2C4GP44R7	5R	Open Date	12/20/2005	Built Date	09/01/2004			
Model Year	2005	Body	RSYH53	CHRYSLER TOWN & COUNTRY LX FWD LWB					
In Service Dt	09/30/2005	Mileage	1	Dealer Zone	71	LOS ANGELES			
Plant	R	WINDSOR ASSEMBLY PLANT		Market	U	US			
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT							
Engine	EGA	3.3L V6 OHV ENGINE							
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION							
Dealer	66012	COAST AUTO CENTER INC							
Dealer Address	530 CHETCO AVE								
Dealer City	BROOKINGS			Dealer State	OR	Dealer Zip	97415		
Owner						Contact Type	LETTER		
Address						Home Phone			
	SANTA BARBARA CA					Country	UNITED STATES		
<table border="1"> <tr> <td>Dealer - Service/Body Shop - Personnel - Courteous - Unknown</td> <td>dealer service</td> </tr> </table>								Dealer - Service/Body Shop - Personnel - Courteous - Unknown	dealer service
Dealer - Service/Body Shop - Personnel - Courteous - Unknown	dealer service								

***** SURVEY *****

_Owner wrote to compliment dealer 66012.
 Owner explained they were in transit in this new vehicle when they were
 advised that the left front headlight was out.
 They stopped at the first DCX dealer they saw.
 Owner was completely satisfied with the priority treatment and the timely repair.
 RSA sending Dealer Happy Letter to dealer 66012.

Customer Assistance Inquiry Record (CAIR)#						14379026	
VIN	1C4GP45RX	5B	Open Date	12/14/2005	Built Date	02/15/2005	
Model Year	2005	Body	RSYH52	CHRYSLER TOWN & COUNTRY FWD SWB WAGON			
In Service Dt	03/07/2005	Mileage	5,000	Dealer Zone	35	WASHINGTON	
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH		Market	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	EGA	3.3L V6 OHV ENGINE					
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION					
Dealer	08911	BROWN-DAUB INC					
Dealer Address	3903 HECKTOWN RD						
Dealer City	EASTON			Dealer State	PA	Dealer Zip	18045
Owner						Contact Type	TELEPHONE
Address						Home Phone	
	NAZARETH PA					Country	UNITED STATES

Product - Electrical - Lamps and Switches - Other - Default	Lights did not have headlights intermintantly while driving this morning.
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Customer called to state that this morning her parking lights came on but not the headlights themselves. Customer states that it was not until vehicle was brought back home with customer attempting the whole drive to get them to come on that they did so. Customer was seeking to know why she will not be given a rental while vehicle is down. Agent informed customer that she does not have a service contract in place that would cover rental. Agent suggested that she speak to the Sales department at the local dealership and possibly speak to our service contract department to see if they may be able to assist. Agent provided reference number to customer.

Customer Assistance Inquiry Record (CAIR)#						14384007
VIN	2C4GP44R6	5R	Open Date	12/15/2005	Built Date	06/30/2005
Model Year	2005	Body	RSYH53	CHRYSLER TOWN & COUNTRY LX FWD LWB		
In Service Dt	10/04/2005	Mileage	3,998	Dealer Zone	32	NEW YORK
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PPK	MAGNESIUM PEARL COAT				
Engine	EGA	3.3L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				
Dealer	60149	PLANET CHRYSLER JEEP DODGE LLC				
Dealer Address	400 E CENTRAL ST					
Dealer City	FRANKLIN	Dealer State	MA	Dealer Zip	02038	
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	NORFOLK MA				Country	UNITED STATES

Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Customer is inquiring rental assistance.
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Customer is inquiring information on getting a rental vehicle. Customer states that the headlights are going off intermittently. Customer states that she does not have an extended warranty covering rental. Agent asked customer if she had already gotten a diagnosis and customer states that she has an appointment on Monday. Agent informed customer that once she gets a diagnosis she can call back with results and then DCX can see about POSSIBLY getting her a rental vehicle. Agent informed customer of the reference number.

Customer Assistance Inquiry Record (CAIR)#						14389279	
VIN	2C4GP44R3	5R	Open Date	12/16/2005	Built Date	02/22/2005	
Model Year	2005	Body	RSYH53	CHRYSLER TOWN & COUNTRY LX FWD LWB			
In Service Dt	02/22/2005	Mileage	25,994	Dealer Zone	63	DALLAS	
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US		
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	EGA	3.3L V6 OHV ENGINE					
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION					
Dealer	43380	LANDERS DODGE					
Dealer Address	315 EAST GOODMAN RD						
Dealer City	SOUTHAVEN			Dealer State	MS	Dealer Zip	38671
Owner						Contact Type	E-MAIL
Address						Home Phone	
	VICTORIA MS					Country	UNITED STATES
Dealer - Service/Body Shop - Transaction - Problem Not Resolved - Default				Customer states that dealership has not repaired issue.			

***** EMAIL BRIEF DESCRIPTION CONTENT *****

A friend is not happy with his service at a dealership

***** END EMAIL BRIEF DESCRIPTION CONTENT *****

This request is from a friend and co-worker who is not computer savy. He purchased this car from Landers who was previously owned by Dollar rent-a-car. He is having problems with the car headlights going off for no apparent reason at no certin time. He again told me the other night that it happened 'On the way home from church Wednesday'. He has said that he has had the car looked at at Landers but that they say 'There is not a problem' and that 'They do not seem concerned'. While I do find this hard to believe I know it can happen but my guess is it is more of a breakdown in communcation then anything. Mr Michaud is a French Canadian who has been a citizen of this country for many years he still has a very think accent. Who can I refer Mr Michaud to to get his problems fixed? Will this person know of this issue? Thank you in advance for all you help with matter

*****END OF CUSTOMERS EMAIL*****

Thank you for your recent email to DaimlerChrysler Corporation. We regret that you are still experiencing problems with your vehicle. It is our suggestion that you continue to work with your servicing dealer. If the dealer has been unable to determine or resolve your concerns, you may want to seek a second opinion from another authorized DaimlerChrysler dealership. If your concerns are still not resolved after consulting another dealer, please contact our office at 1-800-992-1997, 8:00 a.m. to 5:00 p.m., Monday through Friday, to speak with one of our trained Agents. Again, thank you for your email.

*****END OF RESPONSE*****

Customer Assistance Inquiry Record (CAIR)#						14391475
VIN	1D4GP25R3	5B	Open Date	12/19/2005	Built Date	05/21/2004
Model Year	2005	Body	RSKL52	DODGE CARAVAN SE FWD SWB WAGON		
In Service Dt	05/25/2004	Mileage	42,360	Dealer Zone		
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US	
Color	PB8	MIDNIGHT BLUE PEARL COAT				
Engine	EGA	3.3L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				
Owner				Contact Type	E-MAIL	
Address				Home Phone		
	DINWIDDIE VA			Country	UNITED STATES	

Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Customer stating the air bag light keeps coming on.
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***** EMAIL BRIEF DESCRIPTION CONTENT *****

Problems with 2005 Caravan

***** END EMAIL BRIEF DESCRIPTION CONTENT *****

Hi, We purchased a 2005 Caravan in June of this year. It had a little over 22000 miles on it. We have been having several problems with it. In the past few months I ve had to put new brakes on it and replace the bushings. Recently the ABS light has been coming on and the airbag light has been coming on. We took it to the dealership & they said it was a safety issue and it would cost about \$400 to fix the sensors. Shouldn t something like safety issues be covered under warranty? Our most recent issue is the headlights and the interior lights blinking. We have taken it to the dealership two times so far and have paid money to have it looked at to find that the problem cannot be duplicated. I really feel uncomfortable driving this vehicle now. Who knows when the lights will just go out altogether? I have two small children which is the reason I got this van in the first place. Are there any suggestions you have that may be wrong with it or are there any recalls regarding the lights? I can t afford to keep taking it to the dealership to get nothing but a bill & come home with the same problem. Please check into this for me! Thanks!

*****End of Email*****

Thank you for contacting DaimlerChrysler.

Please call the Customer Assistance Center at 1-800-992-1997 between 8:00 a.m. and 5:00 p.m. Monday through Friday. It is necessary to discuss this issue with you directly. Before calling the Customer Assistance Center, please have the following information handy:

Vehicle owner name

Vehicle owner address

Day and evening phone numbers

Vehicle Identification Number (VIN)

Name of dealership where vehicle was purchased

Date of purchase

Dealership where service was performed

Date of last service

Current vehicle mileage

An explanation of the problem

We have trained Senior Staff agents available to address the questions and concerns you may have.

*****End of Response*****

Customer Assistance Inquiry Record (CAIR)#						14394928	
VIN	2D4GP24R9	5R	Open Date	12/19/2005	Built Date	03/08/2004	
Model Year	2005	Body	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON			
In Service Dt	04/27/2004	Mileage	24,799	Dealer Zone	32	NEW YORK	
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US		
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	EGA	3.3L V6 OHV ENGINE					
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION					
Dealer	56730	ADVANTAGE DODGE					
Dealer Address	965 LOUDON ROAD						
Dealer City	LATHAM	Dealer State	NY	Dealer Zip	12110		
Owner						Contact Type	E-MAIL
Address						Home Phone	
	TROY, NY					Country	UNITED STATES
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default				Head lights will work or fail intermittently.			

***** EMAIL BRIEF DESCRIPTION CONTENT *****

Headlights not turning on with switch at night and then going on later by themselves.

***** END EMAIL BRIEF DESCRIPTION CONTENT *****

I purchased the above 2005 Dodge Grand Caravan from Kevin M. Holmes, 7 Gregs Court, Saratoga Springs, NY 12866 on November 18, 2005. The vehicle was originally purchased at Team Goewey Dodge, Latham, NY on April 27, 2004. On Friday night 12/16/05 at 9:00 PM, I turned on the headlights. I was in a lighted parking lot, so I was unaware as to whether my headlights were on or off. After driving a few blocks, an oncoming driver honked and yelled at me to turn my lights on! I went to turn my lights on and the switch was already in the on position. I pulled over to park and investigate the situation. I rotated the switch several times and got out of the vehicle to check the headlights. They would not go on. I did have parking lights and flashers to drive home. While driving home, the head lights came on by themselves. The headlights were OK on Saturday and Sunday 12/17 and 12/18/05. This morning, 12/19/05, I spoke with Greg, Service Manager, at Advantage Chrysler-Jeep, Hoosick Rd, Troy, NY. He advised me there was nothing he could do unless the lights were off. I am driving to Florida on Christmas Day and am extremely concerned. What can you advise me to do?

***** END OF EMAIL *****

Sent unable to diagnose, refer to dealer.

Customer Assistance Inquiry Record (CAIR)#						14395694
VIN	1D4GP24R5	5B [REDACTED]	Open Date	12/19/2005	Built Date	06/29/2004
Model Year	2005	Body	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON		
In Service Dt	06/29/2004	Mileage	28,426	Dealer Zone	66	ORLANDO
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT				
Engine	EGA	3.3L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				
Dealer	44898	BEAMAN DODGE INC				
Dealer Address	1705 S CHURCH ST					
Dealer City	MURFREESBORO	Dealer State	TN	Dealer Zip	37130	
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	[REDACTED]
	MURFREESBORO TN [REDACTED]				Country	UNITED STATES

Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Headlight flicker.
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TA inspected vehicle for headlight flicker. Vehicle is operating normally.

Customer Assistance Inquiry Record (CAIR)#						14397649	
VIN	2C4GP54L6	5R	Open Date	12/19/2005	Built Date	06/15/2004	
Model Year	2005	Body	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB			
In Service Dt	06/30/2004	Mileage	43,300	Dealer Zone	42	DETROIT	
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US		
Color	PBE	BUTANE BLUE PEARL COAT					
Engine	EGH	3.8L V6 OHV ENGINE					
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION					
Dealer	38622	NAYLOR MOTOR SALES INC					
Dealer Address	2060 W STADIUM BLVD						
Dealer City	ANN ARBOR	Dealer State	MI	Dealer Zip	48103		
Owner					Contact Type	TELEPHONE	
Address					Home Phone		
	WHITMORE LAKE MI				Country	UNITED STATES	
Product - Steering - Power Steering Pump / Bkts - High Operating Effort - Default				Customer states that the oil pump is going out.			

Customer states that she has had alot of problems with the dealership Naylor that she was taking it to. Customer states that she called to complain about having to bring her vehicle back to the dealership again, customer states that they told her that she just had air in her line and come to find out her power steering pump was going out. Customer states that when she took it up there before all of this it was still in warranty and now that it has went out she is out of warranty and that dealership has told her that she is not allowed there for anymore repairs. Agent did advise customer that they can do that they can refuse service. Customer states that she has gotten 3 vehicles from them and from Chrysler. Customer is seeking assistance with repair. Agent advised of transfer for further assistance.

Customer was transferred. Customer states that her neighbor diagnosed the vehicle who works for a Chrysler dealer. Customer states that he just drove the vehicle around her neighbor hood and informed of the steering. Customer states that she has had several issues with the vehicle. Customer states that the headlights went out on her at dark when driving. Informed the customer that before DCX can assist in the repair she will need a diagnosis from a Chrysler dealer. Informed the customer that she will be responsible for the diagnosis fee. No promises made at this time. Dealership call on above issue, he states that the steering gear is leaking, he wants to know if goodwill assistance will be provide. Kent from dealership states that it will be 680.00 dollars parts and labor, warranty cost to be repair. He also states that is internal failure and not customers fault.

Writer called dealer 66231 and spoke with Kent. He states that the cost is \$680.00. Writer will call the customer to inform of the offer. Customer did not answer will call back at a later time. Writer called customer and she accepted the offer. DCX will assist in the repair with the customer paying a \$100.00 co-pay.

Customer Assistance Inquiry Record (CAIR)#						14399650
VIN	1C4GP45R7	5B [REDACTED]	Open Date	12/20/2005	Built Date	09/23/2004
Model Year	2005	Body	RSYH52	CHRYSLER TOWN & COUNTRY FWD SWB WAGON		
In Service Dt	10/11/2004	Mileage	15,000	Dealer Zone	32	NEW YORK
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US	
Color	PB8	MIDNIGHT BLUE PEARL COAT				
Engine	EGA	3.3L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				
Dealer	26002	SAM DELL CHRYSLER-JEEP				
Dealer Address	7800 BREWERTON RD					
Dealer City	CICERO	Dealer State	NY	Dealer Zip	13039	
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	[REDACTED]
	DE WITT NY [REDACTED]				Country	UNITED STATES

Product - Electrical - Speedo/Gauges/Ometer/EIC - Intermittent or Inoperative - Default	Customer claims dash does not work all of the time.
Product - Electrical - Power Windows - Complete Failure - F. Door-Driver	Customer claims front window is inoperative.
Product - Electrical - Power Windows - Complete Failure - F. Door-Pass	Customer claims front window is inoperative.

Customer claims the both front windows do not operate. Customer claims the dash will come on intermittently when he turns the switch but the headlights do not. Customer is going to take the vehicle back to the dealership. Customer is wishing to let DCX know about these issues so that if they persist he will not have to pay for them.

Customer Assistance Inquiry Record (CAIR)#						14402613
VIN	1D4GP24R9	5B	Open Date	12/20/2005	Built Date	05/27/2004
Model Year	2005	Body	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON		
In Service Dt	05/28/2004	Mileage	28,643	Dealer Zone	66	ORLANDO
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US	
Color	PBE	BUTANE BLUE PEARL COAT				
Engine	EGA	3.3L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				
Dealer	42674	NICHOLS DODGE INC				
Dealer Address	988 PLANTATION RD					
Dealer City	BURLINGTON	Dealer State	NC	Dealer Zip	27216	
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	GIBSONVILLE NC				Country	UNITED STATES

Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Flickering lights.
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*****Recall*****

Customer states that his lights flicker intermittently (headlights and interior) and he was told that there is no fix for this. Customer seeking a resolution.

*****ATTENTION SERVICE MANAGER*****

Please bring a final resolution to customer s concerns by whatever means necessary and update CAIR with final resolution.

REASSIGNED TO BC/DLR 66 42674 12/20/05 17:05 O 14402613

*Contact Date:12/21/2005

Service Manager at the dealership has closed the Cair# 14402613

After review of the request for assistance,it was determined that assistance was not merited.

CAIR RETURNED FROM DEALER ON 12/21/2005 AT 07:55:628 R 14402613

Customer Assistance Inquiry Record (CAIR)#						14406066	
VIN	2C4GP54L3	5R	Open Date	12/21/2005	Built Date	02/02/2005	
Model Year	2005	Body	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB			
In Service Dt	03/31/2005	Mileage	18,098	Dealer Zone	32	NEW YORK	
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US		
Color	PRH	INFERNO RED CRYSTAL PEARL COAT					
Engine	EGH	3.8L V6 OHV ENGINE					
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION					
Dealer	68255	FARINA CHRYSLER JEEP, INC					
Dealer Address	433 MAPLE STREET						
Dealer City	MARLBORO	Dealer State	MA	Dealer Zip	01752		
Owner	UNK, UNK				Contact Type	TELEPHONE	
Address					Home Phone		
	NORTHBOROUGH MA				Country	UNITED STATES	
Product - Electrical - Unknown - Intermittent or Inoperative - Default				Customer states electrical system failure.			
Product - Engine - Unknown - Other - Default				Customer states that the engine shuts down.			
Referral - Tier Three - Default - Default - Default				Tier three support referral.			

Customer states that the electrical system shuts down and causes the engine to shut off. Customer also states that this issue started at 600 miles and now at 18000 miles the issue is still occurring. Dealership 68255, service manager Bill Ott states that the vehicle has been in for the following.

November 14th 2005--forward control module
November 15th 2005--Head light switch
December 20th 2005--found approximately 30 codes in the system, but is not sure whether these are relevant to the issue
Bill also states that the vehicle has been in several times for the electrical system, but could not be diagnosed at those times.
Customer is stating that the issue is still occurring with the electrical system and would like to have the vehicle repurchased by DCX so that they can get a new vehicle.
Agent informed the customer of the reference number.
Transferred for further research.
Owner requests replacement vehicle due to ongoing electrical concerns.
Owner states that she does not feel safe in this vehicle. Writer advised owner that file will be sent to DCX business center for review of owners request.

***** ATTENTION SERVICE MANAGER *****

Owner is seeking relief under state Lemon Law or Customer Arbitration process. Please bring this to the attention of your district manager in an attempt to resolve customer s concern. In addition, update the file with resolution. - Thanks.

REASSIGNED TO BC/DLR 32 68255 12/21/05 12:37 R 14406066

*Contact Date:12/23/2005

Service Manager at the dealership has closed the Cair# 14406066

Vehicle operates properly and explanation has been provided to customer.

Request was reviewed with DM.

CAIR RETURNED FROM DEALER ON 12/23/2005 AT 03:16:492 R 14406066

Customer Assistance Inquiry Record (CAIR)#						14409592
VIN	1D4GP24R5	5B [REDACTED]	Open Date	12/22/2005	Built Date	06/29/2004
Model Year	2005	Body	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON		
In Service Dt	06/29/2004	Mileage	28,426	Dealer Zone	66	ORLANDO
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT				
Engine	EGA	3.3L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				
Dealer	44898	BEAMAN DODGE INC				
Dealer Address	1705 S CHURCH ST					
Dealer City	MURFREESBORO	Dealer State	TN	Dealer Zip	37130	
Owner	[REDACTED]				Contact Type	E-MAIL
Address	[REDACTED]				Home Phone	[REDACTED]
	MURFREESBORO TN [REDACTED]				Country	UNITED STATES

Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Headlight flicker.
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***** EMAIL BRIEF DESCRIPTION CONTENT *****

vanessa.reece.grfm@statefarm.com

2005 Dodge Carivan problem that is not going away

***** END EMAIL BRIEF DESCRIPTION CONTENT *****

Email States:

The vehicle was purchased in 2005 (closeout sales) approx 20,000 miles at the time of purchase (used) We have been having a problem with the lights that at night time seem to dim and brighten back up, dim (it s noticable in the dashboard) it is not related to changing the gear or heating/air, it s just the car running or being driven that this occurs - continuously. It has been put in the shop a total of SEVEN times which is SIX times too many. An alternator was replaced which did not fix the problem and when we presented it to the man who sold us the car he advised it was not normal and would talk w/ the head of the dealership. The shop has told us several times that they could not find anything that was causing it and it wasn t out of the ordinary. The last time we put it in the shop a higher class man was down to the dealership who was supposed to look at the problem. Being that the problem occurs most noticed at night they should have kept the vehicle overnight but the reply when called was we took it to the darkest area of the parking lot and found no problem this was in broad daylight - what kind of sense or service is that? We need this fixed and are not pleased at all with the service. You may reach Mr. [REDACTED] or Ms. [REDACTED] work [REDACTED] between 6:00 a.m. and 2:30 p.m. I would appreciate any assistance we can get before we have to seek legal assistance in the matter. We like the vehicle, just want it fixed!

*****END OF EMAIL *****

Writer replied:

Dear [REDACTED]

Thank you for your recent email to DaimlerChrysler regarding your Dodge Grand Caravan.

According to the technical advisor that inspected your vehicle, the

situation written about is a function of your vehicle's design and is not a defect in materials, workmanship, manufacturing or factory preparation. These are the only types of defects covered under the new vehicle limited warranties. Therefore, there is nothing that can be done to 'fix' the situation described. Thank you for advising us of your concern.

Customer Assistance Inquiry Record (CAIR)#						14416832
VIN	1D4GP24R4	5B	Open Date	12/26/2005	Built Date	02/19/2005
Model Year	2005	Body	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON		
In Service Dt	02/28/2005	Mileage	26,000	Dealer Zone	74	DENVER
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US	
Color	PB8	MIDNIGHT BLUE PEARL COAT				
Engine	EGA	3.3L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				
Dealer	23690	PARK CHRYSLER JEEP				
Dealer Address	1408 HIGHWAY 13					
Dealer City	BURNSVILLE	Dealer State	MN	Dealer Zip	55337	
Owner					Contact Type	ROADSIDE
Address					Home Phone	
	AUBURN IA				Country	UNITED STATES

Corporate - Roadside Services - Warranty - Towing - Default	
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Roadside Assistance Contacted - DATE : 2005-12-22
 Road Side File Created 12-26-05 FOR WARRANTY
 VEHICLE PROBLEM AT: VEHICLE TAKEN TO:
 16249 FINCH WAY W 1408 HIGHWAY 13
 FINCH AVENUE W
 ROSEMOUNT BURNSVILLE
 MN USA MN
 CALLER_COMMENTS HEADLIGHTS DONT COME ON TOW_COM
 DEALER CODE : 23690 PARK CHRYSLER JEEP

Customer Assistance Inquiry Record (CAIR)#						14422150
VIN	1D4GP24R0	5B [REDACTED]	Open Date	12/27/2005	Built Date	06/22/2004
Model Year	2005	Body	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON		
In Service Dt	06/22/2004	Mileage	25,000	Dealer Zone	71	LOS ANGELES
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US	
Color	PB8	MIDNIGHT BLUE PEARL COAT				
Engine	EGA	3.3L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				
Dealer	44848	LITHIA DODGE OF TRI-CITIES INC				
Dealer Address	7171 WEST CANAL STREET					
Dealer City	KENNEWICK	Dealer State	WA	Dealer Zip	99336	
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	[REDACTED]
	BURBANK WA [REDACTED]				Country	UNITED STATES

Product - Suspension - Tie Rods / Drag Link - Noisy - Unknown	Customer stated that the dealership replaced both tie rods.
Product - Suspension - Torsion / Sway Bars - Noisy - Unknown	Customer stated that the dealership replaced the sway bar bushing.

Customer stated that he have owned the vehicle for a month an a half and it has been at the dealership several times.Customer stated that the same day he purchased the vehicle the the power locks went out.Customer stated that there was noise in the front end and the dealership had it for two days and they replaced both tire rods.Customer stated that the noise was still there and the headlights went out and the dealership could not find the issue.Customer stated that the dealership replaced the sway bar bushing and that fixed the issue.Customer was just calling in to make a complaint.Agent advised customer that his complaint will be documented.Agent provided the customer with his reference number.Customer understood.

Customer Assistance Inquiry Record (CAIR)#						14429667
VIN	1D4GP45R6	5B	Open Date	12/29/2005	Built Date	02/25/2005
Model Year	2005	Body	RSKH52	DODGE CARAVAN SXT FWD SWB WAGON		
In Service Dt	03/25/2005	Mileage	32,000	Dealer Zone	66	ORLANDO
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US	
Color	PRH	INFERNO RED CRYSTAL PEARL COAT				
Engine	EGA	3.3L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				
Dealer	42689	STOKES CHRYSLER CO				
Dealer Address	2003 7TH ST N					
Dealer City	CLANTON	Dealer State	AL	Dealer Zip	35045	
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	VERBENA AL				Country	UNITED STATES

Product - Electrical - Speedo/Gauges/Ometer/EIC - Intermittent or Inoperative - Default	Customer states that the gauges and headlights shut off.
Referral - Tier Three - Default - Default - Default	Tier three support referral.

Customer states that he is having electrical issues with the vehicle. Customer states that the headlights will shut off while driving down the interstate. Customer states he has had the vehicle to two different dealerships for a total of four times. Customer states that he has a lemon. Agent contacted the dealership and spoke to Evan. Evan states that the vehicle was in from 12/19-12/21 for the instrument cluster shutting down. Evan states that the control module was replaced. Evan states that the vehicle was in from 11/7-11/18 for the same issue and that the cluster was replaced. Evan states that the vehicle was also in from 10/20-10/21 for the same issue and the body control module was replaced. Agent transferred customer for further review.

*Accepted escalated call. Customer states that headlights and instrument cluster keep shorting out. Customer state he is taking vehicle back to dealer next Tuesday afternoon. He is concerned about safety issues, as well as rental if vehicle will be down next week for a long period of time. Writer provided customer with direct contact information, so he may call once vehicle is at dealership and diagnosis is done. Customer seeking lemon law/repurchase of vehicle.

Vehicle has been down 14 days for this issue, and has had 4 repair attempts between 2 dealerships. Contacted Evan back in service to advise him that writer will be in contact with him after diagnosis next week, to try to resolve customer s concerns and try to keep the customer satisfied.

*Tried contacting dealership, but no answer. Will try again this morning, for diagnostic information.

Once dealer is contacted, direct to dealer will be sent.

Contacted Evan in service to determine status of diagnosis and customer s vehicle. Evan states that customer had appointment for diagnosis this morning and customer did not show up for appointment. Writer will try back tomorrow, to determine if vehicle has been brought to dealership.

Customer Assistance Inquiry Record (CAIR)#						14430512
VIN	1C4GP45R0	5B [REDACTED]	Open Date	12/29/2005	Built Date	08/10/2004
Model Year	2005	Body	RSYH52	CHRYSLER TOWN & COUNTRY FWD SWB WAGON		
In Service Dt	09/10/2004	Mileage	17,000	Dealer Zone	35	WASHINGTON
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US	
Color	PYG	LINEN GOLD METALLIC PEARL COAT				
Engine	EGA	3.3L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				
Dealer	62489	SHARON CHRYSLER INC				
Dealer Address	923 EAST STATE ST					
Dealer City	SHARON	Dealer State	PA	Dealer Zip	16146	
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	[REDACTED]
	HERMITAGE PA [REDACTED]				Country	UNITED STATES

Product - Brakes - Unknown - Other - Unknown	Caller does not feel comfortable with brakes.
Dealer - Service/Body Shop - Transaction - Problem Not Resolved - Default	caller has several unresolved issues in service.

Caller states that Griffen replaced the rotors per service bulletin on 05/02/05.

Caller states that problem recurred at 10000 miles. Caller states after he belly ached to Sharon Chrysler they turned the the rotors and replaced the pads. at 14,044 miles as Sharon could feel the pulsation.

Car not warming up properly and caller feels issue has not been addressed properly. Head lights according to customer has never been fixed. Caller says he does not trust vehicle anymore and he needs help resolving his issues. Caller says that sharon does not want to attempt anything attempted by griffen service department.

Agent called dealership to talk with service but they were at lunch so the owner John McIntyre was taking their calls. The owner asked agent to have Mr Chlpka to call and talk with him personally so he can be aware of all the issues that need to be addressed so they may be resolved. Owner seemed very pleasant and eager to help caller. Agent asked caller if this would be acceptable and caller agreed to call owner of dealership and speak with him. Agent supplied reference number to caller in case he needs to contact us again.

Customer states he called in ealier. Customer states that two of the issues he had with the vehicle have been fixed. Customer states the brakes and rotors still have to be replaced. Customer seeking assistance with the brakes because of the on going issues with the rotors and brakes. Agent transferred customer for assistance.

Customer was transferred. Customer seeking assistance. Customer states that the rotors were replaced at 5240 and took the vehicle back to the dealer 09861 at 12,000 miles but the dealer could not duplicate the issue. Customer states that then he later took the vehicle to dealer 62489. Writer called dealer 62489 and spoke with Vince. He states that for the headlight issue the multi function switch was replaced, airbag sensor was replaced for the airbag light coming on. He states that he

drove the vehicle and did not verify the vibration for the rotors. Informed the customer that until the dealer can duplicate the issue then DCX can not assist in anything at this time. Customer called stating that he wanted to start the process for the lemon law. Agent advised to look for blue and white booklet and follow the steps there. Customer accepted. Customer seeking options short of filing for the lemon law. Agent suggested that the customer talk to the selling dealer and try to escalate the issue through them. Customer understood. Customer calling in about the previous issues. He says a representative contacted him. Customer said that he brought vehicle to the dealership earlier this morning and dealer claims he needs a new alternator. Customer claims he told the dealership that accelerator pedal is sticking, but dealership was not able to take the vehicle to test drive (vehicle is in customers possession, customer is waiting to schedule an appointment with the dealership). Agent advised customer to continue working with his dealership and refer to his blue and white booklet for his lemon law questions. Customer called stating that there is now a alternator issue claiming that the dealership has advised to bring the vehicle in for a diagnosis. Advised caller to keep working with the dealership in a professional manner and they will do their best to get his issues resolved. Caller stated that he called the Consumer Protection Agency in PA. and they referred back to this number. Agent advised that this is not the number to be contacting for arbitration and to continue to work with the resources within the blue and white lemon law booklet. Customer understood. Customer inquired per above. Agent advised customer that for arbitration he would need to refer to blue and white book. Agent advised customer that if he wishes DiamlerChrysler to buy the vehicle back he would need to speak with the dealer.

Customer Assistance Inquiry Record (CAIR)#						14452296
VIN	1D4GP25B3	5B [REDACTED]	Open Date	01/04/2006	Built Date	03/01/2005
Model Year	2005	Body	RSKL52	DODGE CARAVAN SE FWD SWB WAGON		
In Service Dt	04/06/2005	Mileage	9,014	Dealer Zone	42	DETROIT
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US	
Color	PPK	MAGNESIUM PEARL COAT				
Engine	EDZ	2.4L 4 CYL DOHC 16V SMPI ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				
Dealer	41906	COMMONWEALTH DODGE INC				
Dealer Address	6408 PRESTON HIGHWAY					
Dealer City	LOUISVILLE	Dealer State	KY	Dealer Zip	40219	
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	[REDACTED]
	LOUISVILLE KY [REDACTED]				Country	UNITED STATES

Product - Electrical - Lamps and Switches - Complete Failure - Default	Customer states headlights went out while driving at night.
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Customer called stating that while she was driving at night, her lights went out for no reason. Customer states that she has been having several issues with vehicle. Customer states she took vehicle to dealership 41906 and they could not duplicate the issue. Writer advised customer to keep working with dealership to find issue or take vehicle to another dealership for a second opinion.

Customer Assistance Inquiry Record (CAIR)#						14455743	
VIN	2D4GP44L9	5R	Open Date	01/05/2006	Built Date	09/10/2004	
Model Year	2005	Body	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
In Service Dt	10/05/2004	Mileage	47,800	Dealer Zone	42	DETROIT	
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US		
Color	PB8	MIDNIGHT BLUE PEARL COAT					
Engine	EGH	3.8L V6 OHV ENGINE					
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION					
Dealer	42050	GLENBROOK DODGE CHRYSLER JEEP					
Dealer Address	100 WEST COLISEUM BLVD.						
Dealer City	FORT WAYNE			Dealer State	IN	Dealer Zip	46805
Owner						Contact Type	E-MAIL
Address						Home Phone	
	FORT WAYNE IN					Country	UNITED STATES
Corporate - Other - Default - Default - Default				Customer has many complaints on vehicle.			

***** EMAIL BRIEF DESCRIPTION CONTENT *****

I am very dissatisfied with the 2005 caravan I purchased brand new.

***** END EMAIL BRIEF DESCRIPTION CONTENT *****

I purchased this caravan brand new last october, in that time it has been to the dealer more than I have drove it. It has been there for the headlight switch, the passanger electric door went bad, the transmission leaked, it is there right now for the rack and pinion leaking, the oil pan is leaking. It has been aligned 3 times in this year, just to set the tow on it and the tow is still not set right. This has got to be the worse chrysler product I have purchased in the 5 that I have owned and it will most likely be the last chrysler product I will own.

*****END OF EMAIL*****

Thank you for your recent email to DaimlerChrysler Motors Corporation.

I regret your dissatisfaction in your DaimlerChrysler product, (or quality of your product,) and appreciate the time and effort you took to bring this matter to my attention. Comments like yours are one way to learn of problems that may develop and improvements desired by customers. The information received is used in product development and quality analysis.

DaimlerChrysler Motors Corporation has made tremendous gains in customer satisfaction and vehicle quality. Apparently, your expectations have not been met. Please accept my apology for the problems you have experienced.

Thank you again for your email.

*****END OF RESPONSE EMAIL*****

Customer Assistance Inquiry Record (CAIR)#						14462993
VIN	1D4GP24R8	5B [REDACTED]	Open Date	01/06/2006	Built Date	07/29/2004
Model Year	2005	Body	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON		
In Service Dt	08/06/2004	Mileage	26,200	Dealer Zone	71	LOS ANGELES
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US	
Color	PYG	LINEN GOLD METALLIC PEARL COAT				
Engine	EGA	3.3L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				
Dealer	25034	DISMAN DODGE				
Dealer Address	EAST 7700 SPRAGUE AVENUE					
Dealer City	SPOKANE	Dealer State	WA	Dealer Zip	99212	
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	[REDACTED]
	SPOKANE WA [REDACTED]				Country	UNITED STATES

Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Customer seeking information about repairs to vehicles headlights.
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Customer seeking information about repairs to vehicle. Customer stated that the vehicle is having issues with the headlights. Customer stated that while driving home the vehicle headlights went out, customer also stated that he was pulled over by the police about this issue. Customer stated that 25034 cannot duplicate the issue. Customer stated that he would like to know if the issue can be repaired. Writer informed customer that he would need to take the vehicle to dealer 25034 and contact DCCAC when the vehicle is with the dealership. Writer provided customer with reference number to this issue.

Customer Assistance Inquiry Record (CAIR)#						14469416	
VIN	2C4GP54L6	5R	Open Date	01/09/2006	Built Date	08/09/2004	
Model Year	2005	Body	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB			
In Service Dt	01/17/2005	Mileage	13,000	Dealer Zone	51	CHICAGO	
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US		
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	EGH	3.8L V6 OHV ENGINE					
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION					
Dealer	23738	REUTHER'S JEEP-CHRY-PLYM					
Dealer Address	11654 OLIVE BLVD						
Dealer City	CREVE COEUR	Dealer State	MO	Dealer Zip	63141		
Owner					Contact Type	TELEPHONE	
Address					Home Phone		
	CLAYTON MO				Country	UNITED STATES	

Product - Electrical - Unknown - Intermittent or Inoperative - Default	Customer states numerous electrical issues.
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Customer states that he has had numerous electrical issues. Customer states that the alarm that indicates the key is in the ignition or the lights are on comes on even if the keys are not in the ignition or if the lights are off. Customer states that sometimes when he turns the headlights on, the headlights will not come on but the inside lights will come on. Customer states that sometimes the gear indicator will light up all gears so that it can not be determined what gear the vehicle is in. Customer states the last time he had the vehicle to a dealership was in November or December. Agent advised customer to take vehicle in for diagnosis. Agent advised customer that if dealership can not determine the cause of the issue, to contact DCCAC while the vehicle is at the dealership. Agent provided customer with file number for future reference.

Customer Assistance Inquiry Record (CAIR)#						14474738
VIN	1D4GP24R2	5B [REDACTED]	Open Date	01/10/2006	Built Date	03/17/2004
Model Year	2005	Body	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON		
In Service Dt	03/22/2004	Mileage	16,123	Dealer Zone	35	WASHINGTON
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US	
Color	PB8	MIDNIGHT BLUE PEARL COAT				
Engine	EGA	3.3L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				
Dealer	66241	METRO CHRYSLER JEEP				
Dealer Address	6729 ESSINGTON AVENUE					
Dealer City	PHILADELPHIA	Dealer State	PA	Dealer Zip	19153	
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	[REDACTED]
	PHILADELPHIA PA [REDACTED]				Country	UNITED STATES

Corporate - Recall - Default - Default - Default	Customer seeking recall information on vehicle.
Product - Cooling System - Water Pump / Thermostat - Leaks - Default	Customer states leak around water pump and headlights flicker.

*** Recall Contact***

Customer calls seeking recall information. Advised the customer there are no incomplete recalls for this vehicle. The customer was also advised a notification letter will be mailed to the address on file in the event their vehicle is involved in a future recall. Customer understood.

Recall Ended

Customer also states that vehicle has leak around water pump. Customer states that the headlights flicker. Customer states he has made an appointment with dealership for diagnosis. Agent provided customer with reference number.

Customer Assistance Inquiry Record (CAIR)#						14475252
VIN	1C4GP45R9	5B [REDACTED]	Open Date	01/10/2006	Built Date	06/29/2004
Model Year	2005	Body	RSYH52	CHRYSLER TOWN & COUNTRY FWD SWB WAGON		
In Service Dt	07/26/2004	Mileage	24,088	Dealer Zone	35	WASHINGTON
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US	
Color	PB8	MIDNIGHT BLUE PEARL COAT				
Engine	EGA	3.3L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				
Dealer	68627	GARY BARBERA'S AUTOLAND, USA				
Dealer Address	7810 ROOSEVELT BLVD					
Dealer City	PHILADELPHIA	Dealer State	PA	Dealer Zip	19152	
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	[REDACTED]
	PHILA PA [REDACTED]				Country	UNITED STATES

Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Dealer states that the headlight switch is inoperative.
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DEALER IS CALLING FOR RENTAL EXTENSION BECUASE OF A PART BEING ON BACKORDER. DEALER STATES THAT THE HEADLIGHT SWITCH (PART# 1DW671DVAA) IS ON SPECIAL HANDLING AND VOR. WRITER VERIFIED THAT THE PART IS ON B/O. WRITER SHOWS THAT THE CONTRACT DOES NOT ALLOW FOR RENTAL EXTENSION. WRITER CONSULTED WITH TEB42. ***DUE TO THE NATURE OF THE REPAIR WRITER CONSULTED TPS1 REGARDING THIS VEHICLE. SINCE THERE IS NO ETA ON THE B/O PART, WE AGREE TO PROVIDE 2 EXTRA DAYS BEYOND STANDARD RENTAL COVERAGE AS WARRANTY GOODWILL RENTAL TO THE CUSTOMER.*** T3975TB 01/10/2006 @ 15:05
As a one-time goodwill gesture, DaimlerChrysler will cover 2 days of rental.

Customer Assistance Inquiry Record (CAIR)#						14481498
VIN	2D4GP44L7	5R	Open Date	01/11/2006	Built Date	03/11/2005
Model Year	2005	Body	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON		
In Service Dt	07/30/2005	Mileage	8,069	Dealer Zone	42	DETROIT
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				
Engine	EGH	3.8L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				
Dealer	26252	KAHLO CHRYSLER JEEP DODGE, INC.				
Dealer Address	9900 PLEASANT ST					
Dealer City	NOBLESVILLE	Dealer State	IN	Dealer Zip	46060	
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	NOBLESVILLE IN				Country	UNITED STATES
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default				Customer states that her headlights go on and off intermittently.		

Customer states that her head lights come on and off intermittently. Customer states that she has had several electrical issues with her vehicle. Customer states that both electric doors have seized and the rear liftgate has seized and this is the second repair attempt on the head lights. Writer contacted dealer and spoke with Bill. Bill states that the dealer is waiting on a head light switch. Bill states that he does not know if the dealer can authorize rental. Writer advised Bill that agent was sending a direct to dealer.

*****ATTENTION SERVICE MANAGER*****

Please arrange for an inspection of the customer s vehicle and review with your District Manager to bring the customer s concern to a final resolution. Please ensure that the customer has been informed of the final resolution, and update the CAIR accordingly. Thank you.

REASSIGNED TO BC/DLR 42 26252 01/11/06 17:37 O 14481498

Bill from dealer wanted to call and inform DCX that vehicle has been repaired.

1-16-06 Service mgr. advised they got a part from a new vehicle and was able to repair the vehicle. BS

Customer Assistance Inquiry Record (CAIR)#						14483266	
VIN	2C4GP54L4	5R	Open Date	01/13/2006	Built Date	10/28/2004	
Model Year	2005	Body	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB			
In Service Dt	09/09/2005	Mileage	5,000	Dealer Zone			
Plant	R	WINDSOR ASSEMBLY PLANT		Market	U	US	
Color	PPK	MAGNESIUM PEARL COAT					
Engine	EGH	3.8L V6 OHV ENGINE					
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION					
Owner					Contact Type	E-MAIL	
Address					Home Phone		
	NEWTON MA				Country	UNITED STATES	
Dealer - Unknown - Unknown - Declines Responsibility - Default				Customer upset because dealer decline responsibility.			

***** EMAIL BRIEF DESCRIPTION CONTENT *****

poor dealer service

***** END EMAIL BRIEF DESCRIPTION CONTENT *****

I purchased a 2005 Town and Country from Somerset Chrysler this past September. Somerset is close to our home in RI. Two days ago - the front headlights stopped working (both). I called Colonial (close to our home in Mass.) to ask about an appointment - and spoke to 'Joe' in service. He was quite helpful until I informed him that we had purchased the car at another dealer. He informed me that it would take at least two weeks for him to be able to look at it - and that perhaps I should take it to the dealer I had bought it from for quicker service ! When I bought the car - one of the reasons was that I could take it to any convenient dealer for service. Two weeks to look at a problem which renders our car virtually unuseable is outrageous ! And to put the consumer in the middle of dealer s petty rivalries is not part of the deal !

Dear Willam Bart,

Thank you for your email to DaimlerChrysler Motors Corporation. It is always a concern when a customer is dissatisfied with our products or Dealer service.

Over the past few years, DaimlerChrysler Motors Corporation has made tremendous gains in improving levels of customer satisfaction. But in your case, we apparently missed the mark.

Please accept my sincerest apologies for the problems you have had. I hope we will have another chance, sometime soon, to restore your faith in DaimlerChrysler.

Thank you again for your email.

Customer Assistance Inquiry Record (CAIR)#						14483863
VIN	1D4GP24R4	5B [REDACTED]	Open Date	01/12/2006	Built Date	02/05/2004
Model Year	2005	Body	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON		
In Service Dt	02/06/2004	Mileage	30,200	Dealer Zone	63	DALLAS
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US	
Color	PB8	MIDNIGHT BLUE PEARL COAT				
Engine	EGA	3.3L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				
Dealer	56259	E H GREEN MOTORS INC				
Dealer Address	700 VOSS AVE					
Dealer City	ODEM	Dealer State	TX	Dealer Zip	78370	
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	[REDACTED]
	ODEM TX [REDACTED]				Country	UNITED STATES

Product - Electrical - Unknown - Other - Default	Customer states that the head lights go out at night.
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Customer states that the head lights go out at night. Customer states that he went to dealership and they can not duplicate the issue. Agent provided customer file number for future use. Agent advised customer to keep working with dealership. Agent advised customer to take vehicle to another Dodge dealership for a second opinion. Customer states that he has taken vehicle to all of the local dealership.

Customer Assistance Inquiry Record (CAIR)#						14486081	
VIN	1C4GP45RX	5B	Open Date	01/12/2006	Built Date	10/04/2004	
Model Year	2005	Body	RSYH52	CHRYSLER TOWN & COUNTRY FWD SWB WAGON			
In Service Dt	10/18/2004	Mileage	78,000	Dealer Zone	51	CHICAGO	
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH		Market	U	US	
Color	PBE	BUTANE BLUE PEARL COAT					
Engine	EGA	3.3L V6 OHV ENGINE					
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION					
Dealer	66786	ROBERTS MOTORS INC					
Dealer Address	4350 ALBY						
Dealer City	ALTON			Dealer State	IL	Dealer Zip	62002
Owner					Contact Type	TELEPHONE	
Address					Home Phone		
	WELLSVILLE MO				Country	UNITED STATES	

Product - Electrical - Unknown - Defective - Default	Customer seeking out o fwarranty assistance.
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Customer seeking out of warranty assistance. This van and issue has not been diagnosed yet, and customer has this van at the moment. He states that he has had this issue since he has owned the van. He complains about a intermittent head light issue. Customer does not understand that he will be responsible for the diagnosis fee and asked for agents last name, extension number and the number to DCCAC. Agent gives file number and does not give last name or extension number.

Customer Assistance Inquiry Record (CAIR)#						14494169
VIN	2D4GP44L2	5R [REDACTED]	Open Date	01/16/2006	Built Date	02/27/2004
Model Year	2005	Body	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON		
In Service Dt	03/01/2004	Mileage	42,000	Dealer Zone	35	WASHINGTON
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PBE	BUTANE BLUE PEARL COAT				
Engine	EGH	3.8L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				
Dealer	44376	MECHANICSVILLE DODGE				
Dealer Address	6530 MECHANICSVILLE PIKE					
Dealer City	MECHANICSVILLE	Dealer State	VA	Dealer Zip	23111	
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	[REDACTED]
	MECHANICSVILLE VA [REDACTED]				Country	UNITED STATES

Product - Electrical - Park Assist System - Other - Default	Customer states the headlights do not operate.
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Customer states his headlights do not operate. Customer states the dealer can not diagnose the issue. Writer advised he may want to get another opinion at another dealer. Writer advised to work with the dealer to find and correct this issue. Customer seeking information on buyback. Writer advised information is in blue and white booklet inside vehicle.

Customer Assistance Inquiry Record (CAIR)#						14497068
VIN	1D4GP24R0	5B [REDACTED]	Open Date	01/16/2006	Built Date	07/29/2004
Model Year	2005	Body	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON		
In Service Dt	07/30/2004	Mileage	36,000	Dealer Zone	71	LOS ANGELES
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US	
Color	PW1	STONE WHITE CLEAR COAT				
Engine	EGA	3.3L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				
Dealer	09066	HAHN MOTOR COMPANY				
Dealer Address	1201 S FIRST					
Dealer City	YAKIMA	Dealer State	WA	Dealer Zip	98907	
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	[REDACTED]
	NACHES WA [REDACTED]				Country	UNITED STATES

Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Customer states that headlights shut off randomly.
---	--

Customer states that he lives in the mountains and his wife was driving home one night and her headlights cut off. Customer states his wife turned the switch to off and then turned them back on and they worked again. Customer states they brought vehicle to dealer and they could not duplicate the issue. Customer states dealer informed him to drive vehicle until issue occurs more often. Customer is concerned because his wife drives in the dark to and from work and cannot drive on a country back mountain road with no headlights at night. Agent informed customer that he would need to work this out with a dealer until a diagnosis can be made.

Customer Assistance Inquiry Record (CAIR)#						14509728
VIN	2D8GP44L3	5R	Open Date	01/19/2006	Built Date	06/01/2005
Model Year	2005	Body	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON		
In Service Dt	06/11/2005	Mileage	10,440	Dealer Zone	32	NEW YORK
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PPK	MAGNESIUM PEARL COAT				
Engine	EGH	3.8L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				
Dealer	68284	SALVADORE CHRYSLER DODGE				
Dealer Address	442 W BROADWAY					
Dealer City	GARDNER	Dealer State	MA	Dealer Zip	01440	
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	ASHBURNHAM MA				Country	UNITED STATES
Corporate - Rental Vehicle - Default - Default - Default				Dealer seeking rental extension.		
Referral - Parts - Default - Default - Default				Parts Referral		

**** Begin structured narrative CL-RENTAL ****

Is the vehicle still under warranty?:Yes

Does the vehicle have any service contract that covers rental?:Yes

What repairs are currently being completed?

Headlamp switch

Why has the vehicle not been repaired and returned to the owner?

Part on backorder

What is the estimated date that the repair will be completed?

2/1/2006

Is this a recall repair?:No

Is this a pre-authorization or a request for reimbursement?

Preauthorization

DCX authorizes rental? Explain why or why not...

Yes since the vehicle is not drivable.

How many days are being authorized and at what dollar amount?

5 days at \$35 a day.

**** End structured narrative CL-RENTAL ****

DEALER 68284 CALLING SEEKING RENTAL EXTENSION. ADVISED TO THE DEALER THAT THE CUSTOMERS CONTRACT DOES NOT SHOW RENTAL EXTENSION BUT CAN CHECK UNDER WARRANTY. CUSTOMER IS THE FIRST OWNER AND HE HAS 1 OTHER DCX VEHICLE. PART NUMBER 0ZL651DVAF-HEADLIGHT SWITCH. DEALER STATES THAT THE CUSTOMER WAS PUT IN RENTAL LAST NIGHT BUT PARTS SHOW NOT AVAILABLE TILL 2/3/2006.

**** Begin structured narrative CL-PARTS STRUCTURED NARR ****

What is the name and dealer code of the dealer that ordered the part?

68284 SALVADORE CHRYSLER DODGE

What is the phone number of the dealer?:9786302200

What is the description of the part that has been ordered?

headlamp switch

What is the part number?:0ZL651DVAF

What is the order number?:DESMAR

What date was the part ordered?:1/17/2006

What is the VIN of the vehicle?

2D8GP44L35R566108

What is the current order status of the part (i.e. special handling)?

special handling

**** End structured narrative CL-PARTS STRUCTURED NARR ****

Rental extension will be offered under warranty goodwill for 5 days at \$35 a day. Consulted with CCP14.

Authorization number US07100640119.

***** ATTENTION SERVICE MANAGER CAR DOWN FOR PARTS *****

The customer has contacted DCCAC seeking assistance. The order released to the Milwaukee PDC with 66 pcs in process. The part will possibly ship to the dealer by 1-20-05. **** PLEASE UPDATE THE CAIR WITH THE FINAL RESOLUTION. ****

REASSIGNED TO BC/DLR 32 68284 01/19/06 14:32 O 14509728

Charlie from 68284 states that he has 3 cars at his dealer and it is putting black marks against his dealer. Advised dealer that the the car was sent to him because the vehicle is still under warranty and the vehicle is down. Dealer inquiring about the black marks against dealer. Referred dealer to dm.

*** The part shipped to the dealer on 1-23. ***

*Contact Date:01/26/2006

Dealer 68284 has updated the mileage to 10140.

Service Manager at the dealership has closed the Cair# 14509728

Warranty repair has been documented on Repair Order#72732

CAIR RETURNED FROM DEALER ON 1/26/2006 AT 12:40:888 R 14509728

Customer Assistance Inquiry Record (CAIR)#						14509852
VIN	1D4GP45R5	5B [REDACTED]	Open Date	01/19/2006	Built Date	11/06/2004
Model Year	2005	Body	RSKH52	DODGE CARAVAN SXT FWD SWB WAGON		
In Service Dt	03/26/2005	Mileage	17,071	Dealer Zone	32	NEW YORK
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US	
Color	PBJ	ATLANTIC BLUE PEARL COAT				
Engine	EGA	3.3L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				
Dealer	68284	SALVADORE CHRYSLER DODGE				
Dealer Address	442 W BROADWAY					
Dealer City	GARDNER	Dealer State	MA	Dealer Zip	01440	
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	[REDACTED]
	HUBBARDSTON MA [REDACTED]				Country	UNITED STATES

Corporate - Rental Vehicle - Default - Default - Default	DEaler seeking rental extension.
Referral - Parts - Default - Default - Default	Parts Referral

**** Begin structured narrative CL-RENTAL ****

Is the vehicle still under warranty?:Yes

Does the vehicle have any service contract that covers rental?:Yes

What repairs are currently being completed?

Headlamp Switch

Why has the vehicle not been repaired and returned to the owner?

Waiting on part

What is the estimated date that the repair will be completed?

2/3/2006

Is this a recall repair?:No

Is this a pre-authorization or a request for reimbursement?

Preauthorization

DCX authorizes rental? Explain why or why not...

Yes vehicle is not drivable

How many days are being authorized and at what dollar amount?

5 days @ \$35 a day.

**** End structured narrative CL-RENTAL ****

DEALER 68284 CALLING SEEKING WITH RENTAL. DEALER STATES THAT THE CUSTOMER IS NOT IN RENTAL BUT THE PART NUMBER 0ZL671J8AB-HEADLAMP SWITCH WILL NOT BE AVAILABLE TILL 2/3/2006. CUSTOMER IS THE 1ST OWNER AND OWNS 1 OTHER DCX VEHICLE.

**** Begin structured narrative CL-PARTS STRUCTURED NARR ****

What is the name and dealer code of the dealer that ordered the part?

68284 SALVADORE CHRYSLER DODGE

What is the phone number of the dealer?:9786302200

What is the description of the part that has been ordered?

headlamp switch

What is the part number?:0ZL671J8AB

What is the order number?: [REDACTED]

What date was the part ordered?:1/19/2006

What is the VIN of the vehicle?

1D4GP45R55E [REDACTED]

What is the current order status of the part (i.e. special handling)?
special handling

**** End structured narrative CL-PARTS STRUCTURED NARR ****

Rental extension will be offered 5 days @ \$35. Consulted with CCP14.

Authorization number US07100820119.

***** ATTENTION SERVICE MANAGER CAR DOWN FOR PARTS *****

The customer has contacted DCCAC seeking assistance. The supplier shipped out 288 pcs on 1-18-06. There is no ETA to the dealer at this time, but there are several dealers in the 5300 parts locator that have this part.

**** PLEASE UPDATE THE CAIR WITH THE FINAL RESOLUTION. ****

REASSIGNED TO BC/DLR 32 68284 01/19/06 14:43 O 14509852

*Contact Date:01/30/2006

Service Manager at the dealership has closed the Cair# 14509852

Warranty repair has been documented on Repair Order#72817

CAIR RETURNED FROM DEALER ON 1/30/2006 AT 03:40:203 R 14509852

Customer Assistance Inquiry Record (CAIR)#						14509957
VIN	1D4GP25R9	5B	Open Date	01/19/2006	Built Date	05/04/2004
Model Year	2005	Body	RSKL52	DODGE CARAVAN SE FWD SWB WAGON		
In Service Dt	05/20/2004	Mileage	26,624	Dealer Zone	32	NEW YORK
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT				
Engine	EGA	3.3L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				
Dealer	68284	SALVADORE CHRYSLER DODGE				
Dealer Address	442 W BROADWAY					
Dealer City	GARDNER	Dealer State	MA	Dealer Zip	01440	
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	WINCHENDON MA				Country	UNITED STATES

Corporate - Rental Vehicle - Default - Default - Default	Dealer seeking rental extension.
Referral - Parts - Default - Default - Default	Parts referral

**** Begin structured narrative CL-RENTAL ****

Is the vehicle still under warranty?:Yes

Does the vehicle have any service contract that covers rental?:Yes

What repairs are currently being completed?

Headlamp switch

Why has the vehicle not been repaired and returned to the owner?

Waiting on parts

What is the estimated date that the repair will be completed?

2/6/2006

Is this a recall repair?:No

Is this a pre-authorization or a request for reimbursement?

Preauthorization

DCX authorizes rental? Explain why or why not...

Yes vehicle not drivable

How many days are being authorized and at what dollar amount?

5 days @ \$35 a day

**** End structured narrative CL-RENTAL ****

DEALER 68284 CALLING SEEKING RENTAL FOR CUSTOMER. DEALER STATES THAT THE CUSTOMER IS NOT IN A RENTAL YET BUT THE ISSUE IS THAT THE PART NUMBER 1DW671DVAA-HEADLAMP SWITCH WILL NOT BE AVAILABLE TILL 2/3/2006. CUSTOMER DOES NOT HAVE RENTAL EXTENSION. CUSTOMER IS THE 2ND OWNER AND THIS IS THERE ONLY VEHICLE.

**** Begin structured narrative CL-PARTS STRUCTURED NARR ****

What is the name and dealer code of the dealer that ordered the part?

68284 SALVADORE CHRYSLER DODGE

What is the phone number of the dealer?:9786302200

What is the description of the part that has been ordered?

headlamp switch

What is the part number?:1DW671DVAA

What is the order number?:CHAP

What date was the part ordered?:1/18/2006

What is the VIN of the vehicle?

1D4GP25R95B [REDACTED]

What is the current order status of the part (i.e. special handling)?

special handling

**** End structured narrative CL-PARTS STRUCTURED NARR ****

Rental will be offered as warranty goodwill Consulted with CCP14.

Authorizaton number [REDACTED].

***** ATTENTION SERVICE MANAGER CAR DOWN FOR PARTS *****

The customer has contacted DCCAC seeking assistance. The order released to a Canadian PDC with 6 UCS and will possibly ship to the dealer before 1-20-06. **** PLEASE UPDATE THE CAIR WITH THE FINAL RESOLUTION. ****

REASSIGNED TO BC/DLR 32 68284 01/19/06 15:06 O 14509957

*Contact Date:01/23/2006

Dealer 68284 has updated the mileage to 26562.

Service Manager at the dealership has closed the Cair# 14509957

Warranty repair has been documented on Repair Order#72754

CAIR RETURNED FROM DEALER ON 1/23/2006 AT 02:25:758 R 14509957

Customer Assistance Inquiry Record (CAIR)#						14525161
VIN	1C4GP45R0	5B [REDACTED]	Open Date	01/24/2006	Built Date	06/23/2005
Model Year	2005	Body	RSYH52	CHRYSLER TOWN & COUNTRY FWD SWB WAGON		
In Service Dt	07/06/2005	Mileage	10,276	Dealer Zone	66	ORLANDO
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US	
Color	PBE	BUTANE BLUE PEARL COAT				
Engine	EGA	3.3L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				
Dealer	60191	LAKE WYLIE CHRYSLER JEEP DODGE LLC				
Dealer Address	800 GOLD HILL ROAD					
Dealer City	FORT MILL			Dealer State	SC	Dealer Zip 29708
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	[REDACTED]
	ROCK HILL [REDACTED]				Country	UNITED STATES

Product - Electrical - Lamps and Switches - Other - Default	Customer states his headlights does come on all the time.
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Customer states his headlights does come on all the time. Customer is going to take the vehicle to the dealer. customer seeking assistance with rental car. Agent advised customer that DCX will need a full diagnosis before considering rental assistance.

Customer Assistance Inquiry Record (CAIR)#						14533302
VIN	1D4GP25B2	5B [REDACTED]	Open Date	01/25/2006	Built Date	09/22/2004
Model Year	2005	Body	RSKL52	DODGE CARAVAN SE FWD SWB WAGON		
In Service Dt	12/27/2004	Mileage	13,500	Dealer Zone	35	WASHINGTON
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT				
Engine	EDZ	2.4L 4 CYL DOHC 16V SMPI ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				
Dealer	41090	NEW CITY AUTO SALES INC				
Dealer Address	2813 PENNSYLVANIA AVENUE					
Dealer City	WEIRTON	Dealer State	WV	Dealer Zip	26062	
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	[REDACTED]
	COLLIERS WV [REDACTED]				Country	UNITED STATES

Dealer - Service/Body Shop - Personnel - Discourteous/ Rude - Service Management	Customer states dealership would not put head light switch in.
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Customer called stating that his head light switch works intermittently. Customer states that dealership 41090 advised customer that parts are on national backorder. Customer states that he was told that there are no mechanics at dealership 41090 and no manager. Customer states that dealership stated that they would have to pull the entire dash to fix the head lights. Customer states that all he wanted was the head light switch to be put in. Customer states that the service manager got upset. Customer states that dealership will not haste to work on vehicle because it was not purchased at that dealership. Customer states that service manager stated that his customer s come first. Customer states that warranty work does not work that way. Customer states he worked on cars and warranty work does not work that way but the service manager stated that that is how it works in his garage. Customer states he owns three Chrysler vehicles. Customer states that everytime he goes to dealership its a headache because he did not buy the vehicle there. Customer states that this is turning him away from Chrysler. Writer advised customer that dealerships are independently owned and operated. Writer advised customer that his complaint would be documented.

Customer Assistance Inquiry Record (CAIR)#						14535890
VIN	1C4GP45R6	5B	Open Date	01/27/2006	Built Date	03/26/2004
Model Year	2005	Body	RSYH52	CHRYSLER TOWN & COUNTRY FWD SWB WAGON		
In Service Dt	10/16/2004	Mileage	25,200	Dealer Zone		
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US	
Color	PPK	MAGNESIUM PEARL COAT				
Engine	EGA	3.3L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				
Owner					Contact Type	E-MAIL
Address					Home Phone	
	SOUTH DAYTONA FL				Country	UNITED STATES

Corporate - Warranty Coverage - Default - Default - Default	Providing Loaners While Service Is Performed
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***** EMAIL BRIEF DESCRIPTION CONTENT *****

no loaner cars???

***** END EMAIL BRIEF DESCRIPTION CONTENT *****

To whom it may conceren, Hi my name is Joe Gately and I am a little upset with your service program. I don t understand why you don t give out loaner cars. I am a father with 5 children that my wife and I have to stay home at when it gets dark because sometimes the headlights don t work and we are not going to worry about getting stuck somewhere with the kids and them don t come back on, because it is a hit or miss if they work or not.

sometimes they will go a week and work and then sometimes we can t get them to come on no matter what we try. so we can t take that chance and we can t leave our van without transportation because we can t us and 5 kids in our 2005 neon sxt which does offer a loaner car. go figure.

Please explain this because I thought I was buying a brand I could rely on, but now I am wondering if this will be my last chrysler product.

Thank You,

*****END OF EMAIL *****

Dear ,

Dealerships are independent business enterprises.

An individual or a corporation purchases a dealership franchise agreement from DaimlerChrysler allowing the dealership to purchase vehicles and parts wholesale from DaimlerChrysler. The dealership then sells them retail in the market where it is licensed by the local government. It must conduct business in accordance with that area s laws.

The dealer must also abide by the terms of the franchise agreement.

DaimlerChrysler can intercede with a dealer on behalf of a customer, but has no authority to resolve disputes involving retail transactions between an independent dealer and their retail customer.

DailerChrysler warranty does not provide for alternative transportation while a vehicle is in for servicing. DaimlerChrysler Service Contracts provide for a rental vehicle use whenever a covered component fails. Some dealers out of simple goodwill, will occasionally provide a loaner vehicle in certain instances, but continued use of a vehicle as a loaner diminishes it s retail value. They simply cannot keep enough loaner vehicles to meet every servicing need.

I hope you can understand both ours, and the dealers position.

Thank you again for your email.

*****END OF RESPONSE*****

Customer Assistance Inquiry Record (CAIR)#						14538532	
VIN	2C4GP54L3	5R	Open Date	01/26/2006	Built Date	03/08/2004	
Model Year	2005	Body	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB			
In Service Dt	06/27/2004	Mileage	35,000	Dealer Zone	42	DETROIT	
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US		
Color	PEL	INFERNO RED TINTED PEARL COAT					
Engine	EGH	3.8L V6 OHV ENGINE					
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION					
Dealer	60120	DAWKINS-POAGE CHRYSLER-DODGE					
Dealer Address	US HWY.25 E.S. MIDDLESBORO RD.						
Dealer City	PINEVILLE	Dealer State	KY	Dealer Zip	40977		
Owner					Contact Type	TELEPHONE	
Address					Home Phone		
	WALLINS CREEK KY				Country	UNITED STATES	
Product - Electrical - Folding Lamp - Defective - Both - Sides				Customer claiming the headlights are not working properly.			
Referral - Parts - Default - Default - Default				Customer seeking rental assistance.			

Customer calling in wanting to know if she can have a rental vehicle while vehicle is in the shop being worked on. Agent offered customer a callback.

**** Begin structured narrative CL-PARTS STRUCTURED NARR ****

What is the name and dealer code of the dealer that ordered the part?

DAWKINS-POAGE CHRYSLER-DODGE

60120

What is the phone number of the dealer?:(606)3373002

What is the description of the part that has been ordered?

Headlight Switch.

What is the part number?:ZL671J8AC

What is the order number?:C124

What date was the part ordered?:January 24

What is the VIN of the vehicle?

2C4GP54L35R

What is the current order status of the part (i.e. special handling)?

Referred to another facility.

**** End structured narrative CL-PARTS STRUCTURED NARR ****

Agent contacted dealership 60120 and spoke with Tim the Service Writer.

Tim states there was a part ordered for the vehicle. Tim states it will

take 2 to 3 days for the part ordered to get to them. Tim states she

could wait on the vehicle to be repaired once the part comes in because

it will not take long to repair the headlights. Agent contacted customer

back and told her the status of what is going on with her vehicle.

Customer needs a vehicle today. Customer would like a callback as soon as possible.

Reassigned CAIR to 81C. Consulted with CDC43.

***** Part was ordered on a Dailey order and was also ordered to be shipped ground. This part was delivered to the dealership at 11:22 A.M.

On 1/27/06 and was signed by someone by the name of Simpson.*****

Customer calling back in about rental vehicle. Customer states that

dealership has not yet called her back. Customer states that she needs a

vehicle due to the fact that she has to drive to work before it is

daylight, so she would need her headlights. Writer contacted the

dealership. The parts department verified that the part had been

delivered. Writer spoke with Tim in the service department. Tim states that the earliest that they could begin to work on it is Tuesday around 1:00 p.m. Time states that this should take approximately 4 hours. Writer consulted with EMW20, approved rental for 5 days up to \$30.00/day at a total of \$150.00.

Writer tried to contact the customer back in order to advise her of the above information. Customer did not answer. Customer will need to pay for the rental through enterprise for the above stated amount and then be reimbursed per EMW20 and SJS83. Customer will only be able to get reimbursed for the above stated amount only. Please verify this with the customer if she calls in.

*****Part was received at dealership on 1/27/06.*****

Customer Assistance Inquiry Record (CAIR)#						14543522	
VIN	2A8GP64L5	6R	Open Date	01/31/2006	Built Date	08/13/2005	
Model Year	2006	Body	RSYS53	CHRYSLER TOWN & COUNTRY LIMITED			
In Service Dt	11/15/2005	Mileage	8,875	Dealer Zone	71	LOS ANGELES	
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US		
Color	PBE	BUTANE BLUE PEARL COAT					
Engine	EGH	3.8L V6 OHV ENGINE					
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION					
Dealer	24078	STEVE CHRISTY CHRY-JEEP					
Dealer Address	7800 E 22ND ST						
Dealer City	TUCSON	Dealer State	AZ	Dealer Zip	85710		
Owner						Contact Type	E-MAIL
Address						Home Phone	
	TUCSON AZ					Country	UNITED STATES

Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Headlights go out when rearview mirror adjusted
Product - Body / Trim / Paint Finish - Interior Styling / Appearance - Unsatisfactory / Dislikes - Unknown	Rearview mirror adjustment causes headlights to go out

***** EMAIL BRIEF DESCRIPTION CONTENT *****

While driving I adjusted my rear iew mirror and lmy headlights stopped wokin
g I foud I couldlaywith it and havethem work OK

***** END EMAIL BRIEF DESCRIPTION CONTENT *****

null

*****END OF EMAIL *****

Thank you for your email to DaimlerChrysler regarding your 2006 Chrysler
Town & Country.

I regret the problem your vehicle has experienced and appreciate the time
and effort you took to bring this matter to my attention. Comments like
yours are one way we have to learn of problems that may develop and
improvements desired by customers.

Unfortunately, given the many variables involved, we are unable to
diagnose your vehicle s problem via email. We recommend contacting your
authorized Chrysler 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 Chrysler
vehicles. Should your dealer require factory assistance, it is available
through the regional Business Center.

If you have been working with an authorized dealership but the problem is
not yet resolved, seeking a second opinion from a different dealer may be
a viable option.

*****END OF RESPONSE*****

Customer Assistance Inquiry Record (CAIR)#						14547150
VIN	2C4GP44R4	5R	Open Date	01/30/2006	Built Date	04/13/2004
Model Year	2005	Body	RSYH53	CHRYSLER TOWN & COUNTRY LX FWD LWB		
In Service Dt	05/20/2004	Mileage	20,000	Dealer Zone	66	ORLANDO
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PYG	LINEN GOLD METALLIC PEARL COAT				
Engine	EGA	3.3L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				
Dealer	44311	KERNERSVILLE CHRYSLER DODGE LLC				
Dealer Address	950 HIGHWAY 66 SOUTH					
Dealer City	KERNERSVILLE	Dealer State	NC	Dealer Zip	27284	
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	RURAL HALL NC				Country	UNITED STATES

Dealer - Sales - Transaction - Sales Terms Unsatisfactory - Default	Customer states that the sales agreement did not meet her expectations.
Dealer - Service/Body Shop - Personnel - Other - Unknown	Told customer they would call back and never did.
Dealer - Sales - Transaction - Incorrectly Equipped - Default	Vehicle not properly prepared.

Customer called stating that dealership 44311 did not properly prepare the vehicle for sale. Customer states that a headlight was not working. Customer states that dealership 44311 fixed the vehicle. Customer states she had to buy a tire because there was an issue with that. Customer states dealership 44311 talked to customer about GAP insurance. Customer states she decided to not have GAP insurance. Customer states that when the vehicle went back for the headlight repair, dealership 44311 stated that they would leave the vehicle on the lot so customer could pick it up. Customer states that dealership 44311 did not provide customer with a spare key. Customer would like a complaint documented. Writer advised customer complaint will be documented.

Customer states that the previous agent sent her back to the dealership, to speak to the DM. Customer states that the dealership stated to her that they have the DM s name, but have no phone number to reach him.

Customer Assistance Inquiry Record (CAIR)#						14557892	
VIN	2C4GP54L4	5R	Open Date	02/03/2006	Built Date	10/28/2004	
Model Year	2005	Body	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB			
In Service Dt	11/30/2004	Mileage	16,845	Dealer Zone			
Plant	R	WINDSOR ASSEMBLY PLANT		Market	U	US	
Color	PYG	LINEN GOLD METALLIC PEARL COAT					
Engine	EGH	3.8L V6 OHV ENGINE					
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION					
Owner					Contact Type	E-MAIL	
Address					Home Phone		
	BARKHAMSTED CT				Country	UNITED STATES	
Product - Electrical - Unknown - Intermittent or Inoperative - Default				Customer states that headlights go off during travel.			

***** EMAIL BRIEF DESCRIPTION CONTENT *****
 Failure of Headlights due to faulty switches.
 ***** END EMAIL BRIEF DESCRIPTION CONTENT *****

 Customer states that the headlights go off without notice. Customer wants to know if he can get a new set of headlights with a different kind of technology such as SmartBeam.

 Dear [REDACTED],
 Thank you for your recent email to DaimlerChrysler Motors regarding your 2005 Chrysler Town & Country.
 As of right now Chrysler does not have this accessory for your van, but this does not mean it cannot be installed. The dealership has access to SmartBeam technology which is available on most of our Jeep products. My advise to about this issue would be to consult with your local Chrysler dealership to see if it is possible to replace your headlights with SmartBeam technology.
 As far as warranty issues are concerned. If the added product causes failure to a normally covered component on a vehicle and failure is determined to be the cause of the new feature, the warranty will be voided on the normally covered component.
 Thank you again for your email.

Customer Assistance Inquiry Record (CAIR)#						14557926
VIN	1C4GP45R0	5B	Open Date	02/01/2006	Built Date	06/04/2005
Model Year	2005	Body	RSYH52	CHRYSLER TOWN & COUNTRY FWD SWB WAGON		
In Service Dt	06/06/2005	Mileage	14,000	Dealer Zone		
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US	
Color	PW1	STONE WHITE CLEAR COAT				
Engine	EGA	3.3L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				
Dealer	X7230	Dollar Thrifty Auto Group				
Dealer Address	3100 SE 6TH Ave					
Dealer City	Ft Lauderdale	Dealer State	FL	Dealer Zip	33316	
Owner					Contact Type	TELEPHONE
Address	N/A				Home Phone	
	N/A TN -				Country	UNITED STATES

Corporate - Dealer Information - Default - Default - Default	Customer seeking dealer information.
Product - Electrical - Unknown - Intermittent or Inoperative - Default	Customer states that her head lights are flickering and going out.

Customer states that her head lights are flickering and going out.
 Customer seeking information on where she can take the vehicle for service. Agent advised the customer to take it to a DCX dealer and provided a phone number and address of a dealer in Spokane.

Customer Assistance Inquiry Record (CAIR)#						14565180	
VIN	2D4GP44L9	5R	Open Date	02/06/2006	Built Date	06/18/2005	
Model Year	2005	Body	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
In Service Dt	07/07/2005	Mileage	7,500	Dealer Zone	66	ORLANDO	
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US		
Color	PRH	INFERNO RED CRYSTAL PEARL COAT					
Engine	EGH	3.8L V6 OHV ENGINE					
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION					
Dealer	60071	JOHN HIESTER CHRYSLER DODGE JEEP			LLC		
Dealer Address	940 NORTH MAIN STREET						
Dealer City	LILLINGTON			Dealer State	NC	Dealer Zip	27546
Owner						Contact Type	E-MAIL
Address						Home Phone	
	FAYETTEVILLE NC					Country	UNITED STATES
Corporate - Other - Default - Default - Default				Unhappy with the product			
Referral - Chrysler Credit - Default - Default - Default							

***** EMAIL BRIEF DESCRIPTION CONTENT *****

Contact Us: Current Chrysler Financial Customer: General: Comments

***** END EMAIL BRIEF DESCRIPTION CONTENT *****

Email States:

dge caravan and i have never been so upset with a purchase. We have had it in the shop 4 times from doors not working tom the radio system blowing up and this is a new van. we went to florida on vacation and lost the headlights in the middle of the night and we could of gotten killed. we wasted over a 1000.00 on our trip and had to come home and drive straight thru in the day so we could see. I HAVE NEVER BEEN SO UNHAPPY WITH A DEALERSHIP. i ALSO PUT DOWN 4000.00 CASH ON THIS VAN AND THEY SCREWED UP ALL OUR PAPER WORK. the paper work says we have a payment a month before we should have and i get 20 calls a month and i explain to them and they say well take care of it and the next month a nother 20 calls. my husband and i will never suggest a dodge to any one and thatnks for the piece of junk that still has problems.

*****END OF EMAIL*****

Writer replied:

Dear

Thank you for your recent email to DaimlerChrysler Motors Corporation regarding your Dodge Grand Caravan.

We regret your dissatisfaction in your DaimlerChrysler product, and appreciate the time and effort you took to bring this matter to my attention. Comments like yours are one way to learn of problems that may develop and improvements desired by customers. The information received is used in product development and quality analysis.

DaimlerChrysler Motors Corporation has made tremendous gains in customer satisfaction and vehicle quality. Apparently, your expectations have not been met. Please accept our apology for the problems you have experienced.

Any matters regarding Chrysler Financial should be directed to:

Chrysler Financial

PO Box 2993

Farmington Hills, MI 48334

Main Office: 800-556-8172

Their office hours are from 9:00 a.m. to 5:00 p.m. (Eastern Time), Monday through Friday.

Their web site address is: www.chryslerfinancial.com
Thank you for sharing your concerns.

Customer Assistance Inquiry Record (CAIR)#						14582135
VIN	1C4GP45R0	5B [REDACTED]	Open Date	02/08/2006	Built Date	06/24/2004
Model Year	2005	Body	RSYH52	CHRYSLER TOWN & COUNTRY FWD SWB WAGON		
In Service Dt	08/12/2004	Mileage	15,000	Dealer Zone	32	NEW YORK
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US	
Color	PB8	MIDNIGHT BLUE PEARL COAT				
Engine	EGA	3.3L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				
Dealer	41837	RYAN CHRYSLER PLYMOUTH JEEP EAGLE				
Dealer Address	3588 SUNRISE HWY					
Dealer City	WANTAGH	Dealer State	NY	Dealer Zip	11793	
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	[REDACTED]
	WANTAGH NY [REDACTED]				Country	UNITED STATES

Product - Electrical - Folding Lamp - Defective - Both - Sides	Customer claims headlights are not working.
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Customer claims customer cannot use the headlights at night. Customer claims the dealership states it was having to do with a switch. Customer would like a vehicle to drive in while her vehicle is in the shop waiting for a part. Agent contacted dealership and spoke with Keith. Keith states the part is on back order and is on VOR at this time. Keith states the part number is 1dw671dvaa and the VOR is Casaburi, UPS number is 104800900142394622. Customer seeking rental assistance. Customer would like agent to call her back when we know what is going on. Agent offered call back.

Agent called customer back and informed customer the part is on the way to the dealership therefore we cannot assist with rental.

Customer Assistance Inquiry Record (CAIR)#						14582464
VIN	1C4GP45R0	5B	Open Date	02/08/2006	Built Date	06/04/2005
Model Year	2005	Body	RSYH52	CHRYSLER TOWN & COUNTRY FWD SWB WAGON		
In Service Dt	06/06/2005	Mileage	15,000	Dealer Zone	71	LOS ANGELES
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US	
Color	PW1	STONE WHITE CLEAR COAT				
Engine	EGA	3.3L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				
Dealer	68005	SPOKANE CHRYSLER INC				
Dealer Address	6818 EAST SPRAGUE AVENUE					
Dealer City	SPOKANE	Dealer State	WA	Dealer Zip	99212	
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	WILSON CREEK WA				Country	UNITED STATES

Referral - Tier Three - Default - Default - Default	tier three support referral.
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Customer states that her vehicle hit a deer due to a short in the head light. airbags didnot deploy. customer states that she is a long way from home.

Referred customer to DCCAC for discussion of Special Investigations issue. Consulted with enj5.

Owner alleges that she hit deer due to her defective lights.

SEE LINKED CAIR.

Owner states on the 1st when she initially called (before hitting deer) the dealer advised her they would have to order parts. In the interim she hit a deer- allegedly due to the headlights going out.

**No open recalls on vehicle.

**No injuries

Owner will make arrangements to have vehicle towed to Spokane Chrysler (68005).

Advised owner she would be responsible for both towing and rental until determination was made concerning DCX being potentially liable.

Advised would forward to SI - informed owner of SI process (in general terms).

Advised owner that at this point repairs would not be covered under warranty. Advised that SI would have to make determination at a later time after vehicle inspected concerning repairs being paid for by Chrysler.

REVEIWED WITH MHM1. Reassigning to SI.

vehicle located at

SPOKANE CHRYSLER INC

C

6818 EAST SPRAGUE AVENUE SPOKANE WA 99212 509-926-1501

accident, refer to 82t

_2/10/06 assigned to tk27/jlg117.

CAIR NUMBER 14582464 REQUEST EAA INSPECTION 02-10-2006 10:32

CAIR NUMBER 14582464 E-MAIL SENT TO EAA 02-10-2006 10:32

Customer called stating that the vehicle has been moved to:

Trent Ave. Just west of the Pines intersection at Charles auto @
1.509.924.6889. Agent referred customer to CCRG phone #. Customer
accepted.

Inspection Requested: 2/10/2006 (KSmolinski)

Inspection Conducted: 2/14/2006 (KSmolinski)

Inspection Report Received: 2/14/2006 (KSmolinski)

Denial Letter Sent: 2/20/2006 (KSmolinski)

Customer Assistance Inquiry Record (CAIR)#						14584341
VIN	2D4GP44L6	5R [REDACTED]	Open Date	02/08/2006	Built Date	01/14/2005
Model Year	2005	Body	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON		
In Service Dt	05/18/2005	Mileage	6,006	Dealer Zone	71	LOS ANGELES
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PRH	INFERNO RED CRYSTAL PEARL COAT				
Engine	EGH	3.8L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				
Dealer	59577	LARSON DODGE				
Dealer Address	300 RIVER ROAD					
Dealer City	PUYALLUP	Dealer State	WA	Dealer Zip	98371	
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	[REDACTED]
	TACOMA WA [REDACTED]				Country	UNITED STATES

Corporate - Technical Assistance - Default - Default - Default	
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2/8/06 recvd tech asst request from nigel chinnick at dlr. car down 12 days
customer complaint: headlights and interior lights flash/fluctuate when
engine is running. lights will dim and then get brighter. 1 prior repair
attempt. file to rka2. ilp
Dlr to remove grounds and clean. Next he should replace pos. batt cable w/
clamp and the clamp on the neg cable.rka2

Customer Assistance Inquiry Record (CAIR)#						14588527	
VIN	2C4GP54L6	5R	Open Date	02/09/2006	Built Date	09/25/2004	
Model Year	2005	Body	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB			
In Service Dt	09/30/2004	Mileage	15,300	Dealer Zone	42	DETROIT	
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US		
Color	PPK	MAGNESIUM PEARL COAT					
Engine	EGH	3.8L V6 OHV ENGINE					
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION					
Dealer	63391	LOCHMOOR CHRY-PLYM-JEEP INC					
Dealer Address	18165 MACK AVENUE						
Dealer City	DETROIT	Dealer State	MI	Dealer Zip	48224		
Owner					Contact Type	TELEPHONE	
Address					Home Phone		
	HARPER WOODS MI				Country	UNITED STATES	
<div> <div>Corporate - Rental Vehicle - Default - Default - Default</div> <div>Customer seeking rental for one day.</div> </div>							

**** Begin structured narrative CL-RENTAL ****

Is the vehicle still under warranty?:yes

Does the vehicle have any service contract that covers rental?:no

What repairs are currently being completed?

Replace rack and pinion and headlight switch.

Why has the vehicle not been repaired and returned to the owner?

Parts delay.

What is the estimated date that the repair will be completed?

2/10/06.

Is this a recall repair?:no

Is this a pre-authorization or a request for reimbursement?

Request.

DCX authorizes rental? Explain why or why not...

Unknown.

How many days are being authorized and at what dollar amount?

null.

**** End structured narrative CL-RENTAL ****

null

2/9/06. Transferred for further research. Provided reference number.

Writer declined loaner and informed owner under factory warranty loaner is not provided.

Customer Assistance Inquiry Record (CAIR)#						14588871
VIN	1C4GP45R7	5B [REDACTED]	Open Date	02/09/2006	Built Date	06/28/2004
Model Year	2005	Body	RSYH52	CHRYSLER TOWN & COUNTRY FWD SWB WAGON		
In Service Dt	07/26/2004	Mileage	39,370	Dealer Zone	51	CHICAGO
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US	
Color	PYG	LINEN GOLD METALLIC PEARL COAT				
Engine	EGA	3.3L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				
Dealer	42853	ZEISER MOTORS INC				
Dealer Address	4951 VETERAN'S MEMORIAL PARKWAY					
Dealer City	ST PETERS	Dealer State	MO	Dealer Zip	63376	
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	[REDACTED]
	SAINT LOUIS MO [REDACTED]				Country	UNITED STATES

Product - Electrical - Lamps and Switches - Other - Default	Customer stated the switch to the lights are not working.
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Customer stated the the switches to the head lights have stopped working. Customer stated they stopped working about 3 weeks ago. Customer stated he took the vehilce to dealership 42853. Dealership stated they have been having issues with these switches. Customer is seeking assistance. Agent gave CAIR number and transferred for further assistance. Customer transferred to the internal Tier 2 escalation line for further review of concern.

***Accepted transfer. Owner stated that he thought his headlights were dirty and he realized that his headlights were not on. Stated that they intermittently do not work. Stated that he was told by the dealership that this was becoming an issue. Writer advised owner that DCCAC is not aware of the situation due to no recall. Owner stated that his headlights have not come on 3 times over the last couple of weeks. Informed customer that DaimlerChrysler will not participate in the repair. The vehicle warranty has expired.

Customer Assistance Inquiry Record (CAIR)#						14593131
VIN	2D4GP44L4	5R	Open Date	02/10/2006	Built Date	08/24/2004
Model Year	2005	Body	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON		
In Service Dt	03/29/2005	Mileage	10,100	Dealer Zone	51	CHICAGO
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PBE	BUTANE BLUE PEARL COAT				
Engine	EGH	3.8L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC 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
Recall - F01: REAR A/C AND HEATER TUBE CORROSION - Advise Owner/Incomplete Recall				Advised customer of incomplete recall.		

Customer seeking information about lemon law process. Customer stated that his vehicle has been to dealer 65062 multiple times for repairs and he would like the vehicle replaced under lemon law. Writer left agent contact information with Service Advisor Mark. Writer offered customer a call back when all research has been gathered. Writer provided reference number to customer and informed of incomplete recall F01. Writer called dealership but Mark was not available. Writer was informed that Mark leaves at 4p.m. and agent needs to call before then. Writer will call dealer back.

Writer spoke to Service Advisor Mark, who stated that the vehicle is the vehicle was in for service on the following date:
 4/18/05-849 miles, they replaced center console
 10/3/05-6155 miles, replaced power steering hose,
 10/27/05-6725 miles, power steering hose clamp replaced,
 10/31/05-7311 miles, repositioned window motor,
 11/21/05-7901 miles reprogrammed powertrain control module, and replaced power steering hose clamp,
 1/19/06-9757 miles, replaced front stabilizer links
 2/1/06-10319 miles, replaced head lamp switch.

Customer called for above issue. Previous agent has left. Advised customer that he should be receiving a call from that agent tomorrow. Customer is available to call at 5:00 eastern time.

Customer calling in regards to the buy back process. Agent provided a reference number and transferred for further review.

Writer took call on 2/15/06 owner is unhappy with many repairs on vehicle. Advised owner to work with dealer for resolution repairs are covered under warranty at this time.

Customer Assistance Inquiry Record (CAIR)#						14599781
VIN	1D4GP45R8	5B	Open Date	02/15/2006	Built Date	03/24/2004
Model Year	2005	Body	RSKH52	DODGE CARAVAN SXT FWD SWB WAGON		
In Service Dt	07/30/2004	Mileage	40,000	Dealer Zone	35	WASHINGTON
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US	
Color	PBE	BUTANE BLUE PEARL COAT				
Engine	EGA	3.3L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				
Dealer	44376	MECHANICSVILLE DODGE				
Dealer Address	6530 MECHANICSVILLE PIKE					
Dealer City	MECHANICSVILLE			Dealer State	VA	Dealer Zip 23111
Owner					Contact Type	E-MAIL
Address					Home Phone	
	BUMPASS VA				Country	UNITED STATES

Product - Suspension - Torsion / Sway Bars - Other - Unknown	Customer states that vehicle is having issues with sway bar and tire.
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***** EMAIL BRIEF DESCRIPTION CONTENT *****

I am contacting you because I just wanted to let Chrysler/Dodge know how disappointed I am in the Caravan that I just purchased a year and a half ago. I thought I was buying a quality van and ended up buying a piece of crap... null

***** END EMAIL BRIEF DESCRIPTION CONTENT *****

Customer states that she is having issues with sway bar and bushings she also states that drivers side tire freezes she states she wants these issues fixed and is seeking assistance with repairs.

**Spoke with Sarah who states the rear drums and shoes need to be replaced. States sway bar bushings also need to be replaced. Dealer can not duplicate a concern with the head lights that intermittently do not come on.

Sarah states there is a bulletin for rear brakes but they are not doing the whole bulletin.

Writer offered total coverage for bushings. Owner to pay for rear drums and shoes. Sarah will call writer back if other parts are needed under the bulletin 05-003-05. Looks like a backing plate should be installed. Total cost for bushings is 32.58 for parts and labor.

Berry called and left message that cost for tsb to be done is 88.06 for labor and 238.42 for parts.

Spoke with Sarah and offered total less first 150.00 co-pay. NOTE: shoes and drums are included in bulletin.

NAN due to previous contact.

Customer Assistance Inquiry Record (CAIR)#						14601409
VIN	2D4GP44LX	5R	Open Date	02/14/2006	Built Date	03/11/2005
Model Year	2005	Body	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON		
In Service Dt	07/04/2005	Mileage	13,246	Dealer Zone	35	WASHINGTON
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				
Engine	EGH	3.8L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				
Dealer	67875	RAPPAHANNOCK CHRYSLER DODGE JEEP				
Dealer Address	16045 JAMES MADISON PARKWAY					
Dealer City	KING GEORGE	Dealer State	VA	Dealer Zip	22485	
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	COLONIAL BEACH VA				Country	UNITED STATES

Recall - F01: REAR A/C AND HEATER TUBE CORROSION - Advise Owner/Incomplete Recall	Advised customer of the incomplete recall.
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Customer states her headlights go out at night.

Customer states she is having issues with the headlights. Customer states the headlights have gone out on her twice at night. Customer states she is afraid to drive the vehicle at night because of this issue. Customer states she has been to dealer 67875 for this issue. Customer states dealer 67875 cannot duplicate the issue. Customer states she had an alarm system installed in the vehicle after purchase. Customer states at this time her headlights did not work. Customer states dealer 67876 handed her the paper informing her the headlights were working properly. Customer states after this the headlights went out. Customer states she does not know what to do. Customer states she just wants the vehicle to be safe for her and her family. Agent contacted dealer 67875 and spoke with Daniel, service advisor. Daniel states the selling dealer installed a remote alarm system. Daniel states this works in conjunction with the headlights and horn. Daniel states they have run a diagnostic test and there were no fault codes. Daniel suggests that the customer go back to the selling dealer that installed the alarm system, and to check the body control module. Agent informed customer of this information. Agent advised customer to go back to the selling dealership and allow them to perform a complete diagnostic test on the vehicle. Customer states she will do this. Agent provided reference number for future reference. Agent advised customer of the incomplete recall.

Customer Assistance Inquiry Record (CAIR)#						14603821
VIN	2D4GP44L6	5R	Open Date	02/14/2006	Built Date	01/14/2005
Model Year	2005	Body	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON		
In Service Dt	05/18/2005	Mileage	6,006	Dealer Zone	71	LOS ANGELES
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PRH	INFERNO RED CRYSTAL PEARL COAT				
Engine	EGH	3.8L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				
Dealer	59577	LARSON DODGE				
Dealer Address	300 RIVER ROAD					
Dealer City	PUYALLUP	Dealer State	WA	Dealer Zip	98371	
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	TACOMA WA				Country	UNITED STATES

Product - Electrical - Lamps and Switches - Defective - Default	Headlights are flashing.
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Customer states that headlights are dimming and issue is getting worse. Dealer has had vehicle for three weeks. Agent called dealer and spoke with Dave. Dave states that he does not have repair dates but has been in contact with Star and has replaced alternator and body control module. Agent transferred customer for further assistance and gave reference number per emu20. Customer seeking for DCX to pay payments.

*****ATTENTION SERVICE MANAGER*****

Please follow your Business Center guidelines and, if needed, seek technical assistance (District Manager/Business Center/STAR) in an attempt to resolve customer s concern(s). Please update the CAIR with the final resolution. Thank you.

Agent obtained permission from Dave for direct to dealer to be sent.
 REASSIGNED TO BC/DLR 71 59577 02/14/06 16:30 O 14603821
 Please review customer s request with your district manager and follow up with customer, thanks
 REASSIGNED TO BC/DLR 71 59577 02/14/06 16:35 O 14603821
 022106: Reviewed case with service manager. I offered the customer a 7/100,000 mile Maximum service contract and no cost, as a gesture of goodwill, due to the reason that there is NO fix to his reported condition, at this time. Dealership & I are working with area Tech Advisor for a resolution through the engineering department in Michigan! RAD16
 042106: Customer is inquiring about service contract offer, so I am assuming that the customer accepted my offer from previous service manager. Waiting for details from Larosn Dodge (59577) RAD16

Customer Assistance Inquiry Record (CAIR)#						14607291	
VIN	1D4GP45R0	5B	Open Date	02/15/2006	Built Date	03/11/2004	
Model Year	2005	Body	RSKH52	DODGE CARAVAN SXT FWD SWB WAGON			
In Service Dt	02/16/2005	Mileage	15,400	Dealer Zone	42	DETROIT	
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH		Market	U	US	
Color	PBE	BUTANE BLUE PEARL COAT					
Engine	EGA	3.3L V6 OHV ENGINE					
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION					
Dealer	65033	KEY CHRYSLER JEEP DODGE INC					
Dealer Address	2020 N DETROIT STREET						
Dealer City	XENIA			Dealer State	OH	Dealer Zip	45385
Owner						Contact Type	TELEPHONE
Address						Home Phone	
	FAIRBORN OH					Country	UNITED STATES

Product - Differential Gear Assy's - Axle Shaft - Broken, Cracked - Front-Driver	Front axel replaced.
Product - Electrical - Lamps and Switches - Complete Failure - Default	Head lights went out.
Product - Engine - Cylinder Head / Gskt - Broken/Cracked - Default	Head was broken.

Customer states that front axel was replaced, engine head, driver window motor and headlights went out. Customer wants to a buyback. Agent called dealer and spoke with Joe. Joe states that getting information will take time. Agent provided reference number to dealer and customer. Agent informed customer that she would call him back once a resolution is reached. Agent is waiting for dealers repair attempts.

Agent called dealer and spoke with Mike. Mike states that on 1/26/06 15771 miles replaced headlight. Issue no longer exists. Agent called customer back and referred to blue and white handbook.

Customer calling about the above issue. Customer states that he was offered a one month extension on the warranty or waive one month payment. Customer is now seeking this in writing before he makes any commitment verbally.

Agent was unable to get in touch with AMJ22. Agent MAL93 calls dealership to see where they are on this issue. Agent was unable to get in touch with Mark from the dealership. Customer states that agent AMJ22 referred them to the blue and white booklet, customer did just that and is wanting to go from there. Customer then gos on to inform customer of what repairs they have done to the car.

Customer calling in regards to the buyback process. Customer states that he wants his vehicle bought back. Agent also referred customer to the blue and white hand book.

Customer states that he does not want his vehicle.

Agent advised customer that the agent previous will contact him back.

Agent disconnected the call. Per jdb116.

Customer Assistance Inquiry Record (CAIR)#						14612076
VIN	2D8GP44L2	5R	Open Date	02/16/2006	Built Date	03/08/2005
Model Year	2005	Body	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON		
In Service Dt	08/09/2005	Mileage	7,500	Dealer Zone	42	DETROIT
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PYG	LINEN GOLD METALLIC PEARL COAT				
Engine	EGH	3.8L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				
Dealer	45119	CHAMPION CHRYSLER JEEP DODGE				
Dealer Address	4505 W 96TH ST					
Dealer City	INDIANAPOLIS	Dealer State	IN	Dealer Zip	46268	
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	INDIANAPOLIS IN				Country	UNITED STATES
Recall - F01: REAR A/C AND HEATER TUBE CORROSION - Advise Owner/Incomplete Recall				Agent notified customer of incomplete recall.		
Corporate - Product Information - Default - Default - Default				Customer wanting to know gas mileage.		

Customer wanting to know what type of gas mileage does this vehicle have. Customer is getting 10 miles per gallon in the city and 20 to 21 miles per gallon on the highway. Agent informed customer he should be getting 18 miles per gallon in the city and 25 miles per gallon on the highway. Agent referred customer to the dealership for further assistance. Customer claims the headlights do not work all of the time and the garage door opener did not work one day but the next day it worked fine. Customer would like to know who invented the handle to change the position of the seats on the left side.

Customer Assistance Inquiry Record (CAIR)#						14622937	
VIN	2C8GP54L7	5R	Open Date	02/20/2006	Built Date	10/18/2004	
Model Year	2005	Body	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB			
In Service Dt	11/20/2004	Mileage	110,201	Dealer Zone	42	DETROIT	
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US		
Color	PBE	BUTANE BLUE PEARL COAT					
Engine	EGH	3.8L V6 OHV ENGINE					
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION					
Dealer	65477	FAMILY AUTO CENTER					
Dealer Address	3146 HENRY ST						
Dealer City	MUSKEGON	Dealer State	MI	Dealer Zip	49441		
Owner					Contact Type	TELEPHONE	
Address					Home Phone		
	MUSKEGON MI				Country	UNITED STATES	
Corporate - Other - Default - Default - Default			ATTORNEY GENERAL LETTER				
Referral - Tier Three - Default - Default - Default			Customer states that she is having problems with her headlamps.				

Customer states that the headlights on her vehicle keep going out at night time while driving. Customer states that she has had multiple problems with her headlamps and that the vehicle is presently in the shop. November 03, Customer states Headlamps would not come on. Dealer replaced BCM. June 02 Customer states Headlamps would not come and on Switch faulty. Dealer replaced headlamp switch. April 14, Customer states that lights stay on. Dealer performed TSB. November 09, Dealer replaced body control module. November 29, Dealer replaced control module. Customer states that she was going to be transferred. Customer informed agent that the agent once she was transferred disconnected the call. Customer is wanting to be transferred for assistance. Owner calling in regards to above. Headlights flicker on and off intermittently.

***** ATTENTION SERVICE MANAGER *****

Please arrange an inspection of customer's vehicle and review with your District Manager to bring customer's concern to a final resolution. Please make sure that the owner has been informed of the final resolution. Also, please update file. Thanks.
REASSIGNED TO BC/DLR 42 65477 02/20/06 12:30 R 14622937

*Contact Date:02/20/2006

Service / Parts Director at the dealership has closed the Cair# 14622937

Warranty repair has been documented on Repair Order#110201

CAIR RETURNED FROM DEALER ON 2/20/2006 AT 02:44:158 R 14622937

3/21/06.....ATTORNEY GENERAL LETTER.....PLEASE DOCUMENT IF OWNER IS STILL REPORTING A PROBLEM WITH THE LIGHTS.

FORWARDED AG LETTER TO BC 42.

PLEASE CONTACT OWNER RESOLVE ISSUE, UPDATE CAIR AND SEND BACK TO JFS8 FOR RESPONSE BACK TO ATTY GENERAL.

REASSIGNED TO BC/DLR 42 65477 03/21/06 11:50 R 14622937

*Contact Date:03/21/2006

Service / Parts Director at the dealership has closed the Cair# 14622937

Warranty repair has been documented on Repair Order#110201

CAIR RETURNED FROM DEALER ON 3/21/2006 AT 03:46:872 R 14622937

4/11/06.....LATEST ATTORNEY GENERAL LETTER.

REASSIGNED TO BC/DLR 42 65477 04/12/06 08:19 R 14622937

DM contact SM Roger Cole 4-19-06. Customer was in on 3-30-06 for LOF at

24,054mi and head lights were operating fine at that time. eeb10
4/12 Response sent to AG

Customer Assistance Inquiry Record (CAIR)#						14628466
VIN	1D4GP25B6	5B [REDACTED]	Open Date	02/21/2006	Built Date	05/04/2005
Model Year	2005	Body	RSKL52	DODGE CARAVAN SE FWD SWB WAGON		
In Service Dt	05/18/2005	Mileage	13,037	Dealer Zone	66	ORLANDO
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US	
Color	PYG	LINEN GOLD METALLIC PEARL COAT				
Engine	EDZ	2.4L 4 CYL DOHC 16V SMPI ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				
Dealer	44634	CARTERSVILLE CHRYSLER DODGE JEEP				
Dealer Address	567 E MAIN STREET					
Dealer City	CARTERSVILLE	Dealer State	GA	Dealer Zip	30121	
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	[REDACTED]
	ACWORTH GA [REDACTED]				Country	UNITED STATES

Product - Electrical - Lamps and Switches - Other - Default	Customer states head light go off while driving.
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Customer states headlight go off while driving. Customer states she has taken to dealership and they were unable to duplicate the problem. Customer states parking light sometime stay on when she tires to turn them off. Agent provided customer with reference number. Agent contacted dealership. Scott the service manager at the dealership states they could not duplicate the issue due to the fact it could be lots of different things. Scott at the dealership states they spoke to Starr and could not find any additional information regarding the issue. Dealership states they need to keep it for 2 days to drive it at night to hook up computer to find the wiring issue he thinks it may be. Customer states they kept it overnight and they could not duplicate this issue. Agent advised customer the dealership feel this would the best way they could try to duplicate the issue. DCCAC can not provide rental. Agent advised customer rental would be at her own disgression or up to the dealership. Agent advised customer to continue working with the dealership.

Customer Assistance Inquiry Record (CAIR)#						14634345
VIN	2D4GP44L0	5R	Open Date	02/22/2006	Built Date	08/23/2004
Model Year	2005	Body	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON		
In Service Dt	10/26/2004	Mileage	25,733	Dealer Zone	42	DETROIT
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT				
Engine	EGH	3.8L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				
Dealer	57062	CRESTWOOD DODGE INC				
Dealer Address	32850 FORD ROAD					
Dealer City	GARDEN CITY	Dealer State	MI	Dealer Zip	48135	
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	CANTON MI				Country	UNITED STATES

Recall - F01: REAR A/C AND HEATER TUBE CORROSION - Advise Owner/Incomplete Recall	Agent advised customer of incomplete recall on vehicle.
Corporate - Rental Vehicle - Default - Default - Default	Customer seeking a rental vehicle.
Dealer - Parts - Transaction - Parts N/A / Backordered - Default	Customer seeking rental assistance.
Corporate - Lost Customer - Default - Default - Default	Customer states she will never buy another DCX vehicle.
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Customer states that her headlights cut off intermittently.

Customer states that her vehicle was at the dealership for the headlights cutting off intermittently. Customer states that she picked the vehicle up last night and was told that the part the dealership needed is on backorder. Customer states that she is leaving for vacation tonight and won't be back until March 5. Customer is seeking rental assistance as she feels that the vehicle is unsafe to drive in its current condition. Agent contacted dealer and spoke to Jennifer. Jennifer states that the headlight switch is on backorder and that the part number is ZL651DVAF. Agent advised customer of incomplete recall on vehicle. Customer requesting rental assistance. Customer states she is going on vacation and she needs a vehicle. Customer alleges dealership stated the part needed is on National Back Order. Customer alleges dealership should have part in four to five days. Agent contacted dealer 57062 and spoke with Jennifer. Jennifer states the part is on National Back Order. Service Advisor states the problem with the vehicle is the headlights go out while the customer is driving. While on hold, customer disconnected. Advised that DCCAC will not offer assistance with rental. Agent advised customer that the part was no longer on backorder and could be to the dealership sometime this week. Agent advised customer that her warranty does not provide for a rental vehicle. Agent advised customer that no rental assistance could be provided at this time since the part was no longer on backorder. Customer was unhappy with this decision and stated that she would never buy another DCX vehicle. Agent also advised customer of incomplete recall F01.

Customer Assistance Inquiry Record (CAIR)#						14636526
VIN	2C8GP64LX	5R	Open Date	02/22/2006	Built Date	09/15/2004
Model Year	2005	Body	RSYS53	CHRYSLER TOWN & COUNTRY LTD FWD LWB		
In Service Dt	11/10/2004	Mileage	22,800	Dealer Zone	71	LOS ANGELES
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PPK	MAGNESIUM PEARL COAT				
Engine	EGH	3.8L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				
Dealer	68266	LIBERTY CHRYSLER DODGE JEEP				
Dealer Address	369 N 11TH AVE					
Dealer City	HANFORD	Dealer State	CA	Dealer Zip	93230	
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	LEMOORE CA				Country	UNITED STATES

Product - Electrical - Satellite Radio System - Intermittent/Cuts In and Out - Default	Customer seeking buy back over an intermitting issue.
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Customer seeking for DCX to buy the car back over a intermittent electrical issue. Customer states that the radio/dvd player cut out for no reason and the head lights and the interior light dim for no reason. Agent calls dealership 2-22-06, 22817 miles confirm problem but no repairs right now; 8-11-05, 15688 miles nothing was done but it was documented.

8-4-05, 15500 miles nothing was done because it could not be duplicated. Customer brought up to date on this. Customer states that the dealership told her that it can not be fixed. Customer states that she is still wanting this van bought back from DCX. Customer was given file number and informed as soon as an agent can review her file they will be in contact with her.

Attention service manager / district manager please contact this owner ASAP and verify complaints. Please resolve all owner complaints prior to owner sending lemon law notification card. Thank You Mike Pawlowski

REASSIGNED TO BC/DLR 71 68266 02/23/06 09:12 O 14636526

2/23/06 DM, BRIAN STOSKOPF SPOKE TO SERVICE MANAGER, JIM STEELMAN ON THIS DATE. CUSTOMER WILL BRING VEHICLE BACK TO DEALER NEXT WEEK WHEN SENIOR ELECTRICAL TECHNICIAN IS BACK FROM VACATION. SERVICE MANAGER STATES CUSTOMER DOES NOT WANT A REPURCHASE, JUST WANTS CONDITION FIXED.SERVICE MANAGER TO UPDATE DM WITH RESOLUTION. (BS19)

Customer Assistance Inquiry Record (CAIR)#						14638527	
VIN	2A4GP64L0	6R	Open Date	02/27/2006	Built Date	10/20/2005	
Model Year	2006	Body	RSYS53	CHRYSLER TOWN & COUNTRY LIMITED			
In Service Dt	12/15/2005	Mileage	4,098	Dealer Zone	71	LOS ANGELES	
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US		
Color	PYG	LINEN GOLD METALLIC PEARL COAT					
Engine	EGH	3.8L V6 OHV ENGINE					
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION					
Dealer	24064	YORK MOTORS INC					
Dealer Address	500 PRESCOTT LAKES PARKWAY						
Dealer City	PRESCOTT	Dealer State	AZ	Dealer Zip	86301		
Owner						Contact Type	LETTER
Address						Home Phone	
	PRESCOTT AZ					Country	UNITED STATES

Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	
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Survey response letter...owner upset with ongoing problem where the front headlights will flicker while driving...dealer replaced the light and then a harness and is now telling owner that condition is normal... owner upset with reply and wants vehicle fixed or replaced...request service manager involvement to determine extent of problem and follow procedure to obtain tech assist from zone/STAR Hotline as necessary to resolve...thank you.....ltm

REASSIGNED TO BC/DLR 71 24064 02/27/06 10:28 O 14638527

*Contact Date:03/08/2006

Service Manager at the dealership has closed the Cair# 14638527

Warranty repair has been documented on Repair Order#323119

CAIR RETURNED FROM DEALER ON 3/08/2006 AT 11:37:594 R 14638527

Customer Assistance Inquiry Record (CAIR)#						14638979
VIN	2D4GP44LX	5R	Open Date	02/23/2006	Built Date	03/11/2005
Model Year	2005	Body	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON		
In Service Dt	07/04/2005	Mileage	14,000	Dealer Zone	35	WASHINGTON
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				
Engine	EGH	3.8L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				
Dealer	41838	OURISMAN DODGE INC				
Dealer Address	5900 RICHMOND HWY					
Dealer City	ALEXANDRIA	Dealer State	VA	Dealer Zip	22303	
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	COLONIAL BEACH VA				Country	UNITED STATES

Corporate - Other - Default - Default - Default	Customer states her vehicle is a safety concern
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Customer states that she took vehicle in and dealer said she had a safty problem. Customer states that technician at dealer said that he will fix the issue. Customer states that dealer said her vehicle was in a accident at the car lot. Customer states that she would like a car that she could feel safe in. Customer states that she beleives this is is a cause for lemon law. Agent referred customer to the blue and white booklet. Agent informed customer is inquiring information on issue with mechanic wrecking vehicle. Agent informed customer that she could document a complaint but this is a dealership dispute and since dealerships are independently owned and operated that we can not get involved in this matter.

Customer states that the vehicle has an ongoing, unresolved issue. Customer states that the vehicle has had 1 repair attempt. Customer states that the head lights cut off without warning, and last night the head lights would flash from high to low beams.

Advised agent to refer customer to a Dodge dealer to have issue corrected. Customer seeking to have the vehicle repaired. Agent informed the customer that the only place the vehicle can be repaired and have the warranty honored is a DCX dealership. Cusotmer states that the dealership can not repair the vehicle. Agent advised the customer to call back once the vehicle is at the dealership, in hopes of resolving the customer s concerns. Agent provided the customer with the reference number.

Customer Assistance Inquiry Record (CAIR)#						14646783	
VIN	2C4GP44R3	5R	Open Date	03/16/2006	Built Date	04/28/2005	
Model Year	2005	Body	RSYH53	CHRYSLER TOWN & COUNTRY LX FWD LWB			
In Service Dt	06/16/2005	Mileage	16,436	Dealer Zone	71	LOS ANGELES	
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US		
Color	PYG	LINEN GOLD METALLIC PEARL COAT					
Engine	EGA	3.3L V6 OHV ENGINE					
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION					
Dealer	68537	MID VALLEY CHRYSLER JEEP DODGE					
Dealer Address	501 STOVER RD						
Dealer City	GRANDVIEW	Dealer State	WA	Dealer Zip	98930		
Owner					Contact Type	SURVEY	
Address					Home Phone		
	HERMISTON OR				Country	UNITED STATES	

Dealer - Sales - Transaction - Sales Terms Unsatisfactory - Default	Survey - blank survey - unhappy with effort for no 2nd key or rack
Product - Electrical - Lamps and Switches - Complete Failure - Default	light shut down while driving at night
Corporate - Consequential Expenses - Default - Default - Default	rental expense due to down time as business vehicle

Owner sends mostly blank survey indicating he will not buy any future product, but does not indicate why. Owner had not returned for any service in the passed 6 months.

Writer obtained number thru directory assistance at 541-567-3838.

Owner states was looking for different colors and equipment at time of purchase. No additional key or luggage rack were looked into as requested by owner and was 1 hour away from dealer for service repair. Owner states Head lights had shut down and was concerned after second incident. Owner had fiddled with the switch until lights came back on.

Owner states had to rent a car for a week or so until parts arrived and incurred \$600 in rental expense, due to parts delay and fear of driving. Owner was paid back \$125 of rental cost, but had hoped for more.

Owner will fax copy of paid receipt for review of assist with rental expense to writer s attention.

Writer also noted fourth mini-van purchase.

Owner states it took 8-9 days for dealer to obtain parts at Campbell.

Owner will fax copy of receipt in the next day or so. Owner also stated his three daughters also have our minivans.

Customer calling about above issues. Agent transferring for further review.

Received transfer.

Owner seeking to know if his fax was received.

Advised that a message would be left for previous agent.

Writer spoke to owner and advised will refund \$375.89 out of the \$575 rental charge as goodwill gesture. Owner was happy with our help..dg2

Customer Assistance Inquiry Record (CAIR)#						14647265	
VIN	2D4GP44L5	5R	Open Date	03/03/2006	Built Date	08/23/2004	
Model Year	2005	Body	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
In Service Dt	10/04/2004	Mileage	43,000	Dealer Zone	35	WASHINGTON	
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US		
Color	PBE	BUTANE BLUE PEARL COAT					
Engine	EGH	3.8L V6 OHV ENGINE					
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION					
Dealer	42658	CARLTON MASSEY INC					
Dealer Address	1618 OCEAN HIGHWAY						
Dealer City	POCOMOKE CITY			Dealer State	MD	Dealer Zip	21851
Owner						Contact Type	E-MAIL
Address						Home Phone	
	TASLEY VA					Country	UNITED STATES
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default							

***** EMAIL BRIEF DESCRIPTION CONTENT *****

I want Carlton/Massy Ford to replace my headlight switch free now.

***** END EMAIL BRIEF DESCRIPTION CONTENT *****

Email States:

I bought a 2005 Dodge Grand Caravan at Carlton Massy Ford in Pocomoke City Md in Oct. 2004,two (2)months after I had to have the Headlight switch replaced,two months latter I had another one,two months latter another one and had to go back and have the whole assy. re-installed after it fell out.Now at the milage they say they do not have to replace it again because of the milage. this after all maintainance being done at their dealership and only at their dealership.Please remind them of the lemon law so I wont have to.Please respond A S A P Thank

You, Carlton Byrd

Dear Carlton:

Thank you for your email to DaimlerChrysler Motors Corporation.

Our records show that we are currently working with your dealer to resolve your concerns. We have updated your file to reflect the latest information you provided in the email message.

If your concerns are not resolved to your satisfaction, please contact the DaimlerChrysler Customer Assistance Center at 1-800-992-1997, 8:00 a.m. to 5:00 p.m., Monday through Friday.

Our records indicate your vehicle is involved in the factory recall campaign listed below.

Please contact your local authorized DaimlerChrysler dealer to arrange for these repairs. The recall services are performed free of charge.

Recall Campaign #F01 REAR A/C AND HEATER TUBE CORROSION

Thank you again for your email.

Customer Assistance Inquiry Record (CAIR)#						14650637	
VIN	1D4GP24R6	5B	Open Date	02/27/2006	Built Date	02/16/2005	
Model Year	2005	Body	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON			
In Service Dt	06/27/2005	Mileage	5,200	Dealer Zone	42	DETROIT	
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US		
Color	PB8	MIDNIGHT BLUE PEARL COAT					
Engine	EGA	3.3L V6 OHV ENGINE					
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION					
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
Product - Electrical - Unknown - Complete Failure - Default				Customer states multiple electrical issues with the vehicle.			

Customer states that since she has had this vehicle she had had electrical system issues. Customer states that once she was driving at night and the vehicle just completely shut down causing her to wreck. Customer states she had repairs completed after this. Customer states that after that she was driving and the headlights just completely went out. Customer states that dealership 44200 did a relay system repair. Customer states just a short time afterwards the headlights went out again. Customer states that the dealership then replaced the headlight switch itself. Customer states she feels very unsafe in this vehicle and would like a buyback or replacement. Customer already knows about recall F01 and she feels this is another issue that makes her feel unsafe in this vehicle. Owner said that she has not driven the vehicle since the head light switch was replaced. Immediately after this repair, owner took her vehicle to a local body shop for repairs to the rear of the vehicle. Owner said she backed into something, and damaged the rear end. Since owner has no idea if she has additional electrical problems with the head lights, writer will only note the call. No request for buy back will be submitted at this time. Owner concurs.

Customer Assistance Inquiry Record (CAIR)#						14653498
VIN	2C4GP54LX	5R	Open Date	02/27/2006	Built Date	02/11/2005
Model Year	2005	Body	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB		
In Service Dt	04/02/2005	Mileage	15,200	Dealer Zone	51	CHICAGO
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT				
Engine	EGH	3.8L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				
Dealer	41527	DAVE CROFT MOTORS INC				
Dealer Address	901 N BLUFF RD					
Dealer City	COLLINSVILLE			Dealer State	IL	Dealer Zip 62234
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	HAMEL IL				Country	UNITED STATES

Product - Drivability - Unknown - Stalling - Default	Caller states the vehicle is stalling now.
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The caller feels he vehicle is a lemon. Caller states the vehicle has been in three times for a no start issue. The caller states the headlights fade in and out. The vehicle is now having an issue with stalling.

Caller states they have asked the dealer about buyback options. The agent called and spoke with Tom the service manager. Tom states the district manager will be there on Wednesday or Thursday to review this case and will contact customer at that time. Caller agreed.

Customer Assistance Inquiry Record (CAIR)#						14663341
VIN	2D4GP44L5	5R [REDACTED]	Open Date	03/01/2006	Built Date	08/23/2004
Model Year	2005	Body	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON		
In Service Dt	10/04/2004	Mileage	43,000	Dealer Zone	35	WASHINGTON
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PBE	BUTANE BLUE PEARL COAT				
Engine	EGH	3.8L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				
Dealer	42658	CARLTON MASSEY INC				
Dealer Address	1618 OCEAN HIGHWAY					
Dealer City	POCOMOKE CITY			Dealer State	MD	Dealer Zip 21851
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	[REDACTED]
	TASLEY VA [REDACTED]				Country	UNITED STATES

Product - Electrical - Lamps and Switches - Defective - Default	Customer states ongoing issue with headlight switches.
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Customer states that he has had an ongoing issue with the headlight switch from the beginning of his possession. Customer states the switch has gone out again and states that dealer 42658 has informed him that since he is out of warranty, it will not be covered. Customer is seeking assistance with this repair.

Owner states same switch has been back 3 prior times for same switch, which was inspected 2/24/06 during oil change.

Writer contacted service manager Ernie who verified oil change 2/22/06. Head light switch was replaced once 3/11/05 after part was ordered in 2/05.

Owner provided dates of Feb 05 and March when light fixture fell out and went back the next day after 3/11/05 repair. Owner states does not work after going over bump. Ernie will inspect and call writer back as needed. Loyal service customer...dg2

Writer returned service manager Mark s call who advised head lights are fine, with no problem found after 30 miles of driving. Writer advised will document findings for now, since no further repair is needed..dg2

Customer Assistance Inquiry Record (CAIR)#						14676950
VIN	2D4GP44L6	5R [REDACTED]	Open Date	03/06/2006	Built Date	09/27/2004
Model Year	2005	Body	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON		
In Service Dt	10/14/2004	Mileage	20,996	Dealer Zone	35	WASHINGTON
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				
Engine	EGH	3.8L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				
Dealer	44198	GREENBRIER DODGE OF CHESAPEAKE INC				
Dealer Address	1717 S MILITARY HWY					
Dealer City	CHESAPEAKE	Dealer State	VA	Dealer Zip	23320	
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	[REDACTED]
	CHESAPEAKE VA [REDACTED]				Country	UNITED STATES
<div> <div>Product - Drivability - Unknown - Other - Default</div> <div>Customer inquiring about check engine light issue.</div> </div>						

Customer inquiring about vehicle issues. Customer states that he has taken in his vehicle for repairs more then once. Customer states that his check engine light keeps coming on and that the sliding doors weren t functioning right. Customer then stated that he has had problems with headlights that they weren t coming on and he finally made them work. Customer states that he just wants to trade in the vehicle for the same one on the lot because he has had so many issue with it. Customer states that the dealer is willing for the trade but the customer is going to have to pay more. Customer states that its not fair that he would have to pay more. Agent contacted dealership 44198 about repairs and talked with Steven in service department. Steven confirmed the repairs on he vehicle, it was in on the 19th for check engine light and reprogrammed the TSB, it was taken back in on the 24th for same issue and replaced the oxygen sensor, then taken back in on the 26th and performed no service. Customer is seeking assistance on issue. Transferred up for further review.

The owner is determined to replace the van due to the multiple service issues in the past. The owner is filing for lemon law

Customer Assistance Inquiry Record (CAIR)#						14677152	
VIN	2C8GP64L1	5R	Open Date	03/06/2006	Built Date	03/09/2004	
Model Year	2005	Body	RSYS53	CHRYSLER TOWN & COUNTRY LTD FWD LWB			
In Service Dt	04/18/2004	Mileage	35,000	Dealer Zone	35	WASHINGTON	
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US		
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	EGH	3.8L V6 OHV ENGINE					
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION					
Dealer	66264	LAKEFOREST CHRYSLER JEEP, INC					
Dealer Address	903 N FREDERICK AVENUE						
Dealer City	GAITHERSBURG	Dealer State	MD	Dealer Zip	20879		
Owner					Contact Type	TELEPHONE	
Address					Home Phone		
	GAITHERSBURG MD				Country	UNITED STATES	
Recall - F01: REAR A/C AND HEATER TUBE CORROSION - Advise Owner/Incomplete Recall				Agent advised customer of incomplete recall.			
Product - Electrical - Lamps and Switches - Defective - Default				Customer states that the headlights do not work.			

Agent advised customer of incomplete recall. Customer states that the headlights do not work. Customer states that the vehicle has been in the dealer five times for the issue with the lights. Customer states that she bought a extended warranty on the vehicle. Customer states that she does not know what to do. Customer states that she wants to have the extended warranty refunded or the lights refunded since they do not work. Customer states that the vehicle is going back in the shop today. Agent provided a reference number to the customer. Agent called dealer 66264. Agent spoke to Jeff. Jeff states that the previous dealer put a head lamp in and Jeff also put in a head lamp. Jeff states that the complaint he has is that the customer states that the lights go off after 5 minutes. Agent advised customer that when she take her vehicle in to the dealer to contact DCCAC to DCCAC can get a third party involed. Agent advised customer to the blue and white booklet in the glove box. Agent advised customer to contact the dealer per refund of the service contract and the lights for her vehicle.

Jeff states that she has not had her vehicle in for 5 repair attempts. Jeff states that she has had her vehicle in about how she does not like the lights to go off so soon. Jeff states that this is the way the lights are designed. Jeff states that there was only twice that he ordered parts for the vehicle. Customer states that she wants Chrysler to pay for the package on the vehicle because it does not work. Agent informed customer that this would not be refunded. Customer became very upset and used abusive language and hung up the call.

Customer Assistance Inquiry Record (CAIR)#						14677492	
VIN	2C4GP54LX	5R	Open Date	03/06/2006	Built Date	10/08/2004	
Model Year	2005	Body	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB			
In Service Dt	02/28/2005	Mileage	10,500	Dealer Zone	74	DENVER	
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US		
Color	PYG	LINEN GOLD METALLIC PEARL COAT					
Engine	EGH	3.8L V6 OHV ENGINE					
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION					
Dealer	65258	BEMIDJI CHRYSLER CENTER LLC					
Dealer Address	755 PAUL BUNYAN DRIVE NW						
Dealer City	BEMIDJI	Dealer State	MN	Dealer Zip	56601		
Owner					Contact Type	TELEPHONE	
Address					Home Phone		
	BEMIDJI MN				Country	UNITED STATES	
Recall - F01: REAR A/C AND HEATER TUBE CORROSION - Advise Owner/Incomplete Recall				Agent advised Customer of Recall F01.			
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default				Customer states dealership unable to repair vehicle.			

Customer called to state he has had vehicle to shop numerous time
 Customer states vehicle first went in to the shop 11/29/05, 12/30/05 and 2/15/06 for the headlight and dashboard failure. Dealership #65258 could not repair the problem. Dealership #65258 Service Manager AI states that they can not fix this issue and that he has informed his District Manager. Agent advised Service Manager AI that a Direct to Dealer CAIR would be sent on this issue. Repair of issue was not complete, Customer wants something done. Agent advised Customer to work with dealership to resolve this issue.

*****ATTENTION SERVICE MANAGER*****

Please follow your Business Center guidelines and, if needed, seek technical assistance (District Manager/Business Center/STAR) in an attempt to resolve customer s concern(s). Please update the CAIR with the final resolution. Thank you.

REASSIGNED TO BC/DLR 74 65258 03/06/06 12:31 O 14677492

Customer calling about above issue. Customer seeking resolution and has been waiting on a call back. Agent advised customer to continue to work with the dealership to resolve the issue at hand.

Customer calls again to get information on complaint filed about dealership not fixing vehicle and to get update on headlight and dashboard failure with their vehicle. Customer states vehicle has been non working/driveable for almost three weeks now. Customer wants to know what is going on and why no word from the district manager at the dealership who was suppose to get back in touch with the customer regarding thier vehicle. Agent calls dealership speaks to service manager who was n t in. Agent checks back with customer but call was disconnected. Customer states that his phone got disconnected and was waiting on hold while the previous agent contacted the dealership. Agent contacts dealership 65258 and speaks with the service manager. The service manager states that the district manager is reviewing the file and talking with a field representative. Service manager states that it is still in review, and that the customer will be contacted once a decision is made. Agent advised customer of what the service manager said.

Customer requesting a copy of this file. Agent advised customer that DCX does not mail information out that these records are for DCX use. Customer understood.

Customer Assistance Inquiry Record (CAIR)#						14681492
VIN	2D4GP44L5	5R	Open Date	03/07/2006	Built Date	05/11/2004
Model Year	2005	Body	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON		
In Service Dt	06/05/2004	Mileage	60,000	Dealer Zone	35	WASHINGTON
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				
Engine	EGH	3.8L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				
Dealer	60134	REEDMAN TOLL AUTO WORLD				
Dealer Address	1700 E LINCOLN HWY					
Dealer City	LANGHORNE	Dealer State	PA	Dealer Zip	19047	
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	MILFORD NJ				Country	UNITED STATES

Recall - F01: REAR A/C AND HEATER TUBE CORROSION - Other	Customer seeking to make an appointment to complete recall.
Product - Electrical - Lamps and Switches - Defective - Default	Customer states that head light in vehicle is having issues.

Customer calling seeking to make an appointment to complete recall f01 on vehicle. Agent advised customer to contact a dodge dealership to make an appointment. Customer seeking dealerships in area. Agent advised customer of dealerships. Customer states she is having issues with head light in vehicle. Customer seeking warranty coverage for head lights. Agent advised customer that warranty for head lights for vehicle is covered under basic warranty.

Customer Assistance Inquiry Record (CAIR)#						14685277	
VIN	2C4GP54L1	5R	Open Date	03/15/2006	Built Date	10/22/2004	
Model Year	2005	Body	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB			
In Service Dt	11/23/2004	Mileage	18,351	Dealer Zone	32	NEW YORK	
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US		
Color	PRH	INFERNO RED CRYSTAL PEARL COAT					
Engine	EGH	3.8L V6 OHV ENGINE					
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION					
Dealer	59732	HAWLEY MOTORS INC					
Dealer Address	306 WEST MAIN STREE						
Dealer City	BATAVIA	Dealer State	NY	Dealer Zip	14020		
Owner						Contact Type	E-MAIL
Address						Home Phone	
	BATAVIA NY					Country	UNITED STATES

Product - Electrical - Lamps and Switches - Other - Default	Shut off lights but dash lights remain on and they won't shut off
Recall - F01: REAR A/C AND HEATER TUBE CORROSION - Advise Owner/Incomplete Recall	

***** EMAIL BRIEF DESCRIPTION CONTENT *****
multiple problems with a new 2006 Town and Country
***** END EMAIL BRIEF DESCRIPTION CONTENT *****

Email States:

I have had this bought new Town and Country in for multiple repairs. First it was in twice for the A/C. It was in several times d because the side doors would not shut and they kept popping back open. I had it in once because the headlights would just go out while you were driving at night. I have had it in because the passenger side window would not operate. Now when I have been driving and go to shut off the lights they go out but the dash lights remain on and they won t shut off. I have to restart the van put it in reverse drive forward put it in park and then sometimes they will go out or I have to do the whole process again. I have a broken key ring loop that they tell me will cost me over \$100 to replace and that doesn t include the reprogramming of the key. For a top of the line van I have been very disappointed with this purchase. I have talked with the dealer and they say Chrysler won t do anything unless it is the same problem over and over it is all covered under warranty . Well if you are depending on repeat customers I hope you make things right and work on resolving the headaches this has caused me. I am happy I purchased the extended warranty because this van is determined to be in the shop.

*****END OF EMAIL *****

Writer replied:

Dear :

Thank you for your recent email to DaimlerChrysler Motors Corporation regarding your Town and Country.

We regret your dissatisfaction in your DaimlerChrysler product, and appreciate the time and effort you took to bring this matter to our attention. Comments like yours are one way to learn of problems that may develop and improvements desired by customers. The information received is used in product development and quality analysis.

DaimlerChrysler Motors Corporation has made tremendous gains in customer satisfaction and vehicle quality. Apparently, your expectations have not been met. Please accept our apology for the problems you have

experienced.
Thank you for sharing your concerns.

Customer Assistance Inquiry Record (CAIR)#						14687637	
VIN	2C8GP54L1	5R	Open Date	04/04/2006	Built Date	09/28/2004	
Model Year	2005	Body	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB			
In Service Dt	10/12/2004	Mileage	20,627	Dealer Zone	32	NEW YORK	
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US		
Color	PBE	BUTANE BLUE PEARL COAT					
Engine	EGH	3.8L V6 OHV ENGINE					
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION					
Dealer	44936	IRA CHRYSLER JEEP DODGE					
Dealer Address	724 ROGERS STREET						
Dealer City	LOWELL	Dealer State	MA	Dealer Zip	01852		
Owner					Contact Type	CERTIFIED LETTER	
Address					Home Phone		
	TEWKSBURY MA				Country	UNITED STATES	
Product - Suspension - Unknown - Noisy - Front				crunching noise			
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default				headlamps go off when driving			
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default							

Owner writes letter about numerous problems with the vehicle and application for lemon law. Reviewed prior files and determined that the DM was involved last year and determined that the vehicle would not be repurchased, but a service contract was offered as goodwill. Owner s current concern is with a stalling concern when driving. Owner is concerned that the vehicle may kill the family if it stalls in traffic.

Called dealer to discuss owner s concerns. Left message for Service Manager.

Talked with Denise, service, who states that an IAC was replaced in February and the multi-function switch and the recall was completed. Dealer has not heard back from the customer with any additional problems. Called owner, who states that the airbag light comes on and off and there are noises on the front end (squeaking and crunching noises). Owner states that the airbag light will come on, then turns off when the key is cycled. Owner states that the headlamps go off and blink. Owner states that her husband is supposed to be contacting the dealer today to make arrangements to get the vehicle back to the dealer. Issued direct line for customer to call, if needed.

Advised that file will be sent to the dealer with a copy to the District Manager to review owner s request to get out of the vehicle.

***** ATTENTION SERVICE MANAGER *****

Owner is seeking relief under state Lemon Law or Customer Arbitration process. Please bring this to the attention of your district manager in an attempt to resolve customer s concern. In addition, update the file with resolution. - Thanks.

REASSIGNED TO BC/DLR 32 44936 04/04/06 12:55 O 14687637

Customer seeking update on letter sent to DCCAC. Customer states agent ATR contacted him yesterday, customer returned call and agent has not contacted him back. Writer advised customer file has been forwarded. Agent advised customer to contact Service Manager for most up to date information on this issue.

*Contact Date:04/06/2006

Assistant Service Manager at the dealership has updated the Cair# 14687637
The vehicle has been diagnosed.
Asst. Raymond Gaudet advised the writer that they replaced both front
inpact sensors and wiring.No noise found and the customer did not have
time to go with with the shop forman. J.I.W.

Customer Assistance Inquiry Record (CAIR)#						14688828
VIN	2D4GP44L6	5R	Open Date	03/08/2006	Built Date	08/23/2004
Model Year	2005	Body	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON		
In Service Dt	10/11/2004	Mileage	25,000	Dealer Zone	42	DETROIT
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PB8	MIDNIGHT BLUE PEARL COAT				
Engine	EGH	3.8L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				
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	
	MONROE MI				Country	UNITED STATES

Corporate - Rental Vehicle - Default - Default - Default	Customer seeking rental assistance.
Product - Electrical - Lamps and Switches - Defective - Default	Customer states that the head lights went completely out.

Customer states that the headlights had went out. Customer informed agent that the part will not be there for two weeks. Customer is seeking a rental vehicle.

Customer stated that he works for the depot for Mopar. Agent called dealership 58625 and spoke to Todd Service Advisor. Todd gave agent the part number that is ZL651DVAF order number SH220A. Agent consulted with DLM153. Agent advised customer that rental is denied due to the part being released to the dealership.

**** Begin structured narrative CL-RENTAL ****

Is the vehicle still under warranty?:yes

Does the vehicle have any service contract that covers rental?:no

What repairs are currently being completed?

head light switch, recall and other issues.

Why has the vehicle not been repaired and returned to the owner?

Awaiting a part to come in.

What is the estimated date that the repair will be completed?

n/a

Is this a recall repair?:no

Is this a pre-authorization or a request for reimbursement?

no

DCX authorizes rental? Explain why or why not...

No, the part is being released to the dealership.

How many days are being authorized and at what dollar amount?

n/a

**** End structured narrative CL-RENTAL ****

null

Customer asked if the dealership would release his vehicle with the headlights not working. Agent called dealership 58625 and spoke to Glenda Service Manager. Glenda stated that it was the customer choice to take the vehicle. Glenda stated she would advised him not to but it was his choice. Agent informed Glenda that a direct to dealer was going to be sent. Agent informed customer of this information.

*****ATTENTION SERVICE MANAGER*****

Please follow your Business Center guidelines and, if needed, seek

technical assistance (District Manager/Business Center/STAR) in an attempt to resolve customer s concern(s). Please update the CAIR with the final resolution. Thank you.

REASSIGNED TO BC/DLR 42 58625 03/08/06 14:37 O 14688828

*Contact Date:03/08/2006

Service Manager at the dealership has closed the Cair# 14688828

After review of the request for assistance,it was determined that assistance was not merited.

CAIR RETURNED FROM DEALER ON 3/08/2006 AT 03:17:761 R 14688828

Customer calling on the above issue. Customer states that she would like to have more assistance with the rental vehicle because she feels the head lights were a defect. Agent advised customer that the dealership was now working on the issue that she would need to continue working with the dealership.

Customer called back about this issue stating that he feels its taking to long to get his vehicles part there and he would like to get the part upgraded to vehicle off road status. Agent contacted the dealership and they stated that they would upgrade it.

Customer called seeking rental assistance agent informed custom that there was no way to provide any assistance on this issue.

Customer Assistance Inquiry Record (CAIR)#						14692381
VIN	2C4GP44R9	5R	Open Date	03/09/2006	Built Date	03/15/2004
Model Year	2005	Body	RSYH53	CHRYSLER TOWN & COUNTRY LX FWD LWB		
In Service Dt	05/20/2004	Mileage	28,000	Dealer Zone	42	DETROIT
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PYG	LINEN GOLD METALLIC PEARL COAT				
Engine	EGA	3.3L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC 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	TELEPHONE
Address					Home Phone	
	DETROIT MI				Country	UNITED STATES
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default				Customer states that her head lights turn off while driving.		

Customer states that her head lights turn off while driving. Customer states that she sent DCX a request for her vehicle to be replaced since the dealer can not find the issue. Customer states that this issue has been on going for over a year. Customer states that this is a safety issue. Writer offered customer a call back once agent gathered more information.

Writer called customer back and advised her to refer to her blue and white booklet and that her concerns have been documented.

Customer calling in stating that she never recieved a call back on the issue. Agent advised the customer of the blue and white booklet in her clove box. Customer states that she sent the paper work from the booklet in January. Agent advised the customer that the mail was on a first come first serve basis and when the paper work was processed she should receive a call back. No promises on the call back.

Customer Assistance Inquiry Record (CAIR)#						14694330	
VIN	2C4GP64L1	5R	Open Date	03/10/2006	Built Date	06/20/2005	
Model Year	2005	Body	RSYS53	CHRYSLER TOWN & COUNTRY LTD FWD LWB			
In Service Dt	07/11/2005	Mileage	8,151	Dealer Zone	42	DETROIT	
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US		
Color	PBE	BUTANE BLUE PEARL COAT					
Engine	EGH	3.8L V6 OHV ENGINE					
Transmission	DGL	4-SPEED AUTOMATIC 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	LETTER
Address						Home Phone	
	CENTERVILLE OH					Country	UNITED STATES
<hr/> Product - Electrical - Lamps and Switches - Other - Default							
						electrical	

***** EXECUTIVE REFERRAL STAFF *****

Owner complaint that the dashboard lights and headlights pulse bright and dim when the heated seats are on.
 Cair 14385982 addresses this.
 STAR report states a light power fluctuation under heavy load is normal in idle mode.
 However, owner states this condition occurs when they are driving--even on the expressway.
 Owner stated they have been approached by the police to see if everything is alright.
 RSA called DCX engineer, Ray Williams, and left a message explaining the problem and requesting assistance.
 3/13/06--RSA called owner to acknowledge receipt of the letter and advise him that I have left a message for a DCX engineer.
 Owner stated the dealer replaced the battery because it was not at specifications at cold crank.
 RSA called dealer and spoke with Service Advisor, Doug.
 On 1/30 dealer repaired a wire to the starter solenoid for a no start condition.
 3/13/06--RSA left another message for DCX engineer, Ray Williams.
 RAY returned the call and suggested I contact Jim Burcar, DCX engineer for front wheel drive vehicles.
 RSA left a message for Jim, requesting return call
 Narrative line entry 21-24 on 3/22/06. _
 3/29/06---RSA has spoken with Jim Burcar, who is looking into this situation. Jim will get back with me with further information.
 Customer seeking to get status report of what has been found out.
 Customer would like a call back from agent working on this.
 Customer states home number is best to reach him at.
 Writer checked with Burcar and left message for update and also sent a note to Kathy Grimes kmg3.
 Writer called owner who states the seat heaters is what causes the dash lights to flicker. Dash lights work fine otherwise. Owner states Head lights, dash lights and any other lights all flash when heater, heated seats in combination are on and occurs at the end of his 60 mile drive at night to work and the more the vehicle is driven. Owner states it seems like overload to the alternator.
 Owner states a police trooper checked with him at a rest stop as the tail

lights were flashing as he pulled into the parking lot.

Writer advised will continue to check to determine if any further repair is needed.

Writer spoke to Jim Burcar who advised to check with Carrie Martin of their group. Writer left message for Carrie to determine if head light switch may be needed.

Writer spoke to Carrie who advised to have the dealer check for fault codes on the Body Control Module (BCM) and Front Control Module (FCM) and forward to her along with replacing the head lamp switch after replacement.

Writer contacted service manager Duane Owens to review owner concern and request from engineering.

Duane called back indicating the battery and heated seat module were replaced with same condition. No faults noted in BCM or FCM. Heated seats causes higher amperage along with use of DVD player causing the Dimming of dash lights and flickering of head and tail lights.

Carrie will review this issue at next meeting relating to mini-van and Pacifica.

No further repair indicated at this time by Carrie and as also recommended by STAR.

Writer also left message with owner that the investigation regarding electrical issue will continue to be researched.

Carrie from Engineering called back requesting we have the dealer replace the FCM and PDC while recording any codes or problems with them and return the parts to her attention.

Writer contacted dealer and determined the service manager will not be back until 5/2.

Writer contacted Distric Manager msb4 and advised of recommended repair and that we would contact service manager on 5/2/06.

REASSIGNED TO BC/DLR 42 23333 04/25/06 15:51 O 14694330

*Contact Date:05/01/2006

Service Manager at the dealership has closed the Cair# 14694330

Vehicle operates properly and explanation has been provided to customer.

CAIR RETURNED FROM DEALER ON 5/01/2006 AT 04:01:662 R 14694330

Writer spoke to sm Duane and advised of recommended repair. Writer left message with Carrie to confirm \$1000 recommended repair.

Writer conferenced service manager Duane with Lisa from engineering who advised will hold off for now from replacing the IPM which holds the Front Control Module and PDC. Duane indicated the lights flash as a result of a heavily accessorized vehicle with many of them operating at the same time.

Writer advised owner we have not forgotten his issue after receiving a letter indicating he is reviewing option under Lemon Law, due to unresolved lights flashing issue with heated seats.

Writer conferenced service manager Duane with engineers Lisa and Carrie who advised would recommend replacing the IPM Module and returning the part in it s entirety to her attention thru Fast Track. Duane indicated he would prefer not to be a part of any more of these conversations, since he feels the vehicle is operating as normal as a result of electrical systems overload.

Writer left message for dm msb4 to review replacement of the IPM Assembly with perhaps a different dealer.

After review with dm msb4, writer contacted service manager Harold Beck at Voss (44487) and left message for review of repair to replace the IPM Module.

Writer spoke to Harold at Voss who would be glad to replace the above module. Writer left message for owner and will advise to set appointment at Voss with Harold.

Writer spoke to owner who will contact Harold and set appointment for later this week.

Writer spoke to Harold who advised will inspect vehicle today and call writer back with findings.

Service Manager Harold Beck from Voss calls back indicating was unable to duplicate any problem with the lights flashing after 90 miles of driving, so had not replaced any module as requested after 4 days in service.

Harold will discuss with Chrysler Technical advisor on 6/5/07 to determine if any further action will be taken or suggested. Owner will take vehicle home for now and has been provided with a second opinion.

checked the vehicle along with the results, which no problem was found. Until the problem can be duplicated, no further repair will be made. Tech advisor indicated no further repair needed to change the Front Control Module.

Writer spoke to service manager Harold who advised owner was fine with the release of the vehicle and explanation provided..dg2

Customer Assistance Inquiry Record (CAIR)#						14695066
VIN	1D4GP45R3	5B	Open Date	03/16/2006	Built Date	08/02/2004
Model Year	2005	Body	RSKH52	DODGE CARAVAN SXT FWD SWB WAGON		
In Service Dt	08/26/2004	Mileage	27,058	Dealer Zone	42	DETROIT
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US	
Color	PB8	MIDNIGHT BLUE PEARL COAT				
Engine	EGA	3.3L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				
Dealer	66159	BILL GADDIS CHRY-PLY INC				
Dealer Address	1717 N WHEELING AVE					
Dealer City	MUNCIE	Dealer State	IN	Dealer Zip	47303	
Owner					Contact Type	E-MAIL
Address					Home Phone	
	MUNCIE IN				Country	UNITED STATES

Dealer - Service/Body Shop - Transaction - Problem Not Resolved - Default	Alleges dealership unable to resolve issues.
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***** EMAIL BRIEF DESCRIPTION CONTENT *****

Unsatisfied with vehicle and service on vehicle.

***** END EMAIL BRIEF DESCRIPTION CONTENT *****

Our Dodge Caravan has had several problems over the last six months. Been to two dealers and only one problem has been remedied. Sliding door still not closing correctly, headlights occasionally will not operate, doors not locking electronically, door chimes when door is closed and keys not in ignition, overhead light repaired, air bag indicator repaired.

*****END OF EMAIL*****

Thank you for your recent email to DaimlerChrysler Motors regarding your 2005 Dodge Caravan.

I regret your dissatisfaction in the quality of your vehicle and appreciate the time and effort you took to bring this matter to my attention. Comments like yours are one way to learn of problems that may develop and improvements desired by customers. The information received is used in product development and quality analysis.

DaimlerChrysler Motors Corporation has made tremendous gains in customer satisfaction and vehicle quality. Apparently, your expectations have not been met. Please accept my apology for the problems you have experienced.

Thank you again for your email.

*****END OF RESPONSE*****

Customer Assistance Inquiry Record (CAIR)#						14704286
VIN	2D4GP24R6	5R	Open Date	03/13/2006	Built Date	09/11/2004
Model Year	2005	Body	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON		
In Service Dt	03/28/2005	Mileage	21,450	Dealer Zone	42	DETROIT
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT				
Engine	EGA	3.3L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				
Dealer	43418	MORGAN COUNTY C-P-D INC				
Dealer Address	934 E MAIN ST					
Dealer City	MCCONNELSVILLE	Dealer State	OH	Dealer Zip	43756	
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	MARIETTA OH				Country	UNITED STATES

Corporate - Maintenance Requirements - Default - Default - Default	Customer needs a alignment.
Product - Engine - Engine Mounts - Broken/Cracked - Default	Customer states no motor mounts came on vehicle.
Product - Electrical - Lamps and Switches - Complete Failure - Default	Headlights failed.

Customer states that he needs an alignment. Cost of repair is \$79.00. Customer seeking assistance with cost of the repair. Agent called dealer and spoke with Rick. Rick states that this is customer s driving habits. Agent declined assistance based on dealer.

Customer states that there is no motor mounts and headlight issue. Agent referred to blue and white handbook. Customer seeking to speak to a supervisor. Agent informed customer that she is a senior staff agent empowered by DCX to make decisions.

Customer Assistance Inquiry Record (CAIR)#						14705503	
VIN	2D4GP44L6	5R	Open Date	03/13/2006	Built Date	08/23/2004	
Model Year	2005	Body	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
In Service Dt	10/11/2004	Mileage	19,000	Dealer Zone	42	DETROIT	
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US		
Color	PB8	MIDNIGHT BLUE PEARL COAT					
Engine	EGH	3.8L V6 OHV ENGINE					
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION					
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		
	MONROE MI				Country	UNITED STATES	
<div>Product - Electrical - Lamps and Switches - Defective - Default</div> <div>Customer called on light switch..</div>							

The customer is calling on a headlight switch. The customer states that the vehicle is at the dealership undrivable because of no headlights. The customer states that he works for Mopar and the part is not yet available from the supplier. The customer also stated that the part is in the third party packaging stage for more than a week and is still in that stage. The customer states that the part has a superseded number. The agent advised that the situation is one that will take time for the part to arrive. Customer understood.

Customer states that he checked his order status through MOPAR, where he works, and found that the part is being shipped daily order. Customer is very upset about this because he has been unable to drive his vehicle for a week. Customer states that he cannot believe he is being treated this way especially because he is a DCX employee himself. Agent explained to customer that since the order has been shipped there is not much more agent can do. Agent explained that he would be happy to document this concern for the customer.

Customer states that dealership was very rude and he just states that he is upset with the way he was treated. Customer states that he paid 90.00 for the rental and customer would like to know if he could be reimbursed for the 3 days due to them not upgrading the part. Agent advised customer that this is a dealer dispute which he would need to take up with the dealership.

Customer Assistance Inquiry Record (CAIR)#	14707850
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VIN	2D8GP44L8	5R [REDACTED]	Open Date	03/14/2006	Built Date	08/27/2004
Model Year	2005	Body	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON		
In Service Dt	09/10/2004	Mileage	38,746	Dealer Zone	71	LOS ANGELES
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT				
Engine	EGH	3.8L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				

Dealer	42866	LYNNWOOD DODGE INC
Dealer Address	20612 HWY 99	
Dealer City	LYNNWOOD	Dealer State WA Dealer Zip 98046

Owner	[REDACTED]	Contact Type	TELEPHONE
Address	[REDACTED]	BECKMAN COULTER INC	Home Phone
	LYNNWOOD WA [REDACTED]	Country	UNITED STATES

Dealer - Parts - Transaction - Parts N/A / Backordered - Default	
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*****EXECUTIVE REFERRAL STAFF*****

Owner s inquiry was forwarded for handling. Headlight switch is on backorder. Part #ZL651DVAF order#ARNOLD. Forwarded to Mopar for status. 3-17 Spoke with parts and they received part on 3-16.

Customer Assistance Inquiry Record (CAIR)#						14711025
VIN	1C4GP45R7	5B [REDACTED]	Open Date	03/22/2006	Built Date	11/06/2004
Model Year	2005	Body	RSYH52	CHRYSLER TOWN & COUNTRY FWD SWB WAGON		
In Service Dt	12/03/2004	Mileage	39,000	Dealer Zone	63	DALLAS
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US	
Color	PYG	LINEN GOLD METALLIC PEARL COAT				
Engine	EGA	3.3L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				
Dealer	65382	INGRAM PARK C-P-J-E				
Dealer Address	7000 N W LOOP 410					
Dealer City	SAN ANTONIO			Dealer State	TX	Dealer Zip 78238
Owner	[REDACTED]				Contact Type	E-MAIL
Address	[REDACTED]				Home Phone	
	DEVINE TX [REDACTED]				Country	UNITED STATES

Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	
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***** EMAIL BRIEF DESCRIPTION CONTENT *****

concern of dealership handling

***** END EMAIL BRIEF DESCRIPTION CONTENT *****

Email States:

Due to check engine light and vehicle lights malfunctioning at times my wife dropped our town and country van off at the dealers. After their Diagnostic tests, they stated problem with gas recirculation valve and gasket and also a bad head lamp switch and throttle body service needed as well as brakes. This servicing was done and upon picking the vehicle up, my wife noticed the driver side unlock and lock button no longer worked properly and the door chimed like the lights are on, when opening the driver door. The service advisor David Lust 1744 informed me on calling him that it was just bad luck that it went out while in the care of Ingram Park Center. He also stated it was a park that would be covered by Chrysler except for the \$100 deductible. Upon asking if this part also controlled the light problem or the check engine light, the advisor stated no, these parts are from two different computers on the vehicle. Please help me make sense of what appears to be a dealership trying to make a few more bucks. That way I will know if it is the vehicle or the dealership. Sincerely, [REDACTED]

Writer s reply:

Thank you for your recent email to DaimlerChrysler Motors regarding your 2005 Chrysler Town & Country.

I regret the problem your vehicle has experienced and appreciate the time and effort you took to bring this matter to my attention. Comments like yours are one way we have to learn of problems that may develop and improvements desired by customers.

Unfortunately, given the many variables involved, we are unable to diagnose your vehicle s problem via email. If you have been working with an authorized dealership but the problem is not yet resolved, seeking a

second opinion from a different dealer may be a viable option.
Thank you again for your email.

Customer Assistance Inquiry Record (CAIR)#						14714213
VIN	2C4GP44R2	5R	Open Date	03/15/2006	Built Date	07/06/2004
Model Year	2005	Body	RSYH53	CHRYSLER TOWN & COUNTRY LX FWD LWB		
In Service Dt	12/11/2004	Mileage	21,000	Dealer Zone		
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PPK	MAGNESIUM PEARL COAT				
Engine	EGA	3.3L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	ADGER AL				Country	UNITED STATES

Referral - Tier Three - Default - Default - Default	Si reseach and support needed after customer is updated
Product - Unknown - Unknown - Fire - Instrument Panel	
Product - Unknown - Unknown - Fire - Unknown	

Insurance agent, Mr. Casey Cochran of MetLife Auto and Home, called seeking to know policy for setting up an inspection for an alleged fire to the vehicle. Per Mr. Cochran the customer name is Hurley not Bagwell. Please make sure information is updated in coin after verified.

Mr. Cochran alleges that the customers, Mr and Mrs were driving when the vehicle cut out and smoke was coming from dash area. By time the customer were out of vehicle there were allegedly flames coming from dash and hood area. Per Mr. Cochran the vehicle cut off in front of a correctional facility and that they have police reports, and the Insurance claim is CHC67706. Number to Mr. Cochran of MetLife Auto and Home is

Agent informed Mr. Cochran that customer must call back with information and provided reference number.

Once information is updated then customer will need to be transferred to SI for further research and support.

Customer calling on the above issue. Agent updated coin with owners information and transferred caller for further research.

**** Begin structured narrative SI POLICY FIRE OR ACCIDENT ****

Owner Alleges:

that while driving headlamps began to blink and vehicle shuttered. Smoke was coming from under dash and eventually caught fire. State Police could not put fire out. Vehicle is a total loss.

Description of the incident (what, when, where, injuries, etc)

3/12/06. No injuries.

Has the owners insurance company been contacted ?

Yes

If yes provide name/policy number and phone number

Listed above.

Where is the vehicle exactly located (provide name/address/phone #)

Unknown. Writer called insurance agent and left message requesting call back with location.

Is there property damage or other vehicles involved in the accident?

No

Has a Police or Fire report been filed (what municipality & report #)

Yes. Jefferson County Sheriff report #060305020

**** End structured narrative SI POLICY FIRE OR ACCIDENT ****

null

Writer will update file with vehicle location once it is determined.

Agent calls back stating that vehicle is located at:

Copart

295 Dan Tibbs Rd

Huntsville AL 35806
256-852-1214
Stock #02893886

Per OGC Matrix, reassigned to 82T. JSS15.

_3/15/06 assigned to rlg92/jlg117.

CAIR NUMBER 14714213 REQUEST EAA INSPECTION 03-15-2006 12:01

CAIR NUMBER 14714213 E-MAIL SENT TO EAA 03-15-2006 12:01

Inspection Requested: 3/15/2006 (KSmolinski)

03/16/2006: Sent acknowledgement letter (KS)

Inspection Conducted: 3/22/2006 (KSmolinski)

Inspection Report Received: 3/22/2006 (KSmolinski)

Denial Letter Sent: 3/29/2006 (JMedina)

Agent notified owner insurance company that claim has already been
declined for assistance.

Forward to Product Litigation.SSS8

Customer Assistance Inquiry Record (CAIR)#						14720684	
VIN	2C4GP64L5	5R	Open Date	03/16/2006	Built Date	08/18/2004	
Model Year	2005	Body	RSYS53	CHRYSLER TOWN & COUNTRY LTD FWD LWB			
In Service Dt	10/20/2004	Mileage	23,000	Dealer Zone	74	DENVER	
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US		
Color	PBE	BUTANE BLUE PEARL COAT					
Engine	EGH	3.8L V6 OHV ENGINE					
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION					
Dealer	62529	BUD BROWN CHRYSLER INC					
Dealer Address	9101 METCALF						
Dealer City	OVERLAND PARK	Dealer State	KS	Dealer Zip	66212		
Owner					Contact Type	TELEPHONE	
Address					Home Phone		
	LENEXA KS				Country	UNITED STATES	
Dealer - Service/Body Shop - Transaction - Problem Not Resolved - Default				Customer states dealer can not fix issues			

Customer states dealer can not fix issues. Agent spoke Service manager Dave states the body control module was reprogrammed on 1-11-06 and that did not resolve the issue Dave states a new module was put in on 1-26-06 and that did not resolve issue. Dave also states another new module was put in on 2-28-06 along with a head lamp switch and that did not fix the issue either. Agent suggested another dealer might be able to resolve these issues. Customer states not sure if will take it to another dealer or if he wants a buy back of the vehicle. Customer states there are also issues with the sunroof and the vehicle is leaking fluid from underneath and dealer 62529 can not resolve these issues either customer the vehicle is hard to steer at low speed. Agent advised call DCCAS if customer needs further assistance. Customer understood.

Customer Assistance Inquiry Record (CAIR)#						14721033
VIN	1D4GP45R9	5B	Open Date	03/16/2006	Built Date	07/01/2004
Model Year	2005	Body	RSKH52	DODGE CARAVAN SXT FWD SWB WAGON		
In Service Dt	09/20/2004	Mileage	35,000	Dealer Zone	66	ORLANDO
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US	
Color	PEL	INFERNO RED TINTED PEARL COAT				
Engine	EGA	3.3L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				
Dealer	26735	UNDERWOOD & MILLARD CHRY-JEEP-	DODGE			
Dealer Address	501 SOUTH MADISON STREET					
Dealer City	WHITEVILLE	Dealer State	NC	Dealer Zip	28472	
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	WHITEVILLE NC				Country	UNITED STATES

Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Customer claimed to have intermittent headlights
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Customer claims that electrical issues still exists with vehicle. Current issue is intermittent right headlight and right rear door. Agent attempted contact dealership 26735 for repair details. Agent offered call back after research could be completed.

Agent contacted Robert within the dealership and no issues could be duplicated that the customer brought up. Robert advised that the front right head light had a visual inspection on the headlight and rear passenger window had been performed with no result, technician also advised writer that STAR and online TSBs had been consulted for any resolution with no results. Agent was advise by Robert that until the issues can be replicated that no diagnosis was available.

Customer calling about above issue. Agent advised customer that she would need to keep working with the dealership to get diagnoses on vehicle. Customer states that she would like a new vehicle. Agent advised customer she would need to refer to her blue and white booklet. Agent also advised customer that she would need to keep working with dealership until they can duplicate problems. Customer inquired agent on calling dealership. Agent called dealership 26735 and spoke with Andy service manager. Dealer states that they have not been able to duplicate the problems that she is having with the vehicle. Dealer states that he thinks customer is worried about warranty going out. Customer demanded agent to speak with Mr. Underwood. Agent called back to speak with Mr. Underwood. Mr. Underwood has already left for the day. Agent advised customer she would need to keep working with the dealership until they can duplicate problem.

Customer Assistance Inquiry Record (CAIR)#						14730832
VIN	1C4GP45R9	5B	Open Date	03/20/2006	Built Date	03/01/2005
Model Year	2005	Body	RSYH52	CHRYSLER TOWN & COUNTRY FWD SWB WAGON		
In Service Dt	03/22/2005	Mileage	20,000	Dealer Zone	42	DETROIT
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US	
Color	PW1	STONE WHITE CLEAR COAT				
Engine	EGA	3.3L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				
Dealer	67897	BILL MARSH CHRYSLER-DODGE & JEEP				
Dealer Address	1655 SOUTH GARFIELD AVE					
Dealer City	TRAVERSE CITY			Dealer State	MI	Dealer Zip 49686
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	TRAVERSE CITY MI				Country	UNITED STATES

Product - Electrical - Body Control Module - Other - Default	Customer states body control module loses communication.
Product - Cooling System - Unknown - Other - Default	Customer states cooling system loses communication.
Corporate - Lemon Law - Default - Default - Default	lemon law.....attorney general letter

Customer states she just got her vehicle back for the 4th time on the body control module. Customer states this vehicle is not reliable. Customer states they lose communication with head lights, gauges, heating and cooling system, and the wipers. Customer states the dealership has attempted to repair this for the 4th time and are still having issues. Customer is seeking lemon law with this vehicle. Agent contacted dealership and spoke with SM Tom. Tom stated on 5/10/05 2,420 miles issue started. On STAR Hotline put in a body controller. On 7/13/05 5,898 replaced the instrument cluster. On 8/18/05 at 7,178 miles put an engine controller in. 3/14/06 with 19,735 miles updated the software for body controller. STAR had them do other checks for the wiring. Tom stated this does not happen for a long time, they reset it and it will work fine and then it does not. Tom stated at night the lights will stop working. Tom stated he spoke with his Chrysler Rep and they told him that customer does not qualify for lemon law. Tom stated that she picked up her vehicle on 3/20 today and they closed the paperwork on this customer. Customer states the dealership worked on the vehicle and it has not lost communication as of yet, but she is not safe in this vehicle. Customer states everything they have tried has not worked yet. Customer states she is still wanting lemon law. Agent informed customer that this information has been forwarded and she should be contacted within 72 hours. Customer understood. Agent reassigned to 82H for further assistance agent consulted with JTH43.

REVIEW OF CAIR NARRATIVE INDICATES OWNER PICKED UP VEHICLE AND HAS HAD NO PROBLEMS SINCE OWNER PICKED UP TODAY. DUE TO MILEAGE VEHICLE DOES NOT QUALIFY FOR LEMON LAW AS THE DM STATED. FILE CLOSED. MFP
Customer states she has not received a call back on her lemon law claim. Agent advised customer her vehicle does not qualify for lemon law

per lines 24-26 (MFP). Customer states her vehicle has not had any issues since the repair. Agent advised customer to stay in contact with dealer.

Customer inquiring about why his vehicle does not qualify for Lemon Law. Agent advised customer that according to documentation his vehicle does not qualify do to mileage. Customer not happy about this. Agent advised could contact his States Attorney General s office for more information.

4/20/06.....ATTORNEY GENERAL LETTER TO BC 42.

DM TO CONTACT OWNER RESOLVE ISSUE, UPDATE CAIR AND SEND CAIR BACK TO JFS8 FOR RESPONSE TO ATTY GEN. THANKS

REASSIGNED TO BC/DLR 42 67897 04/20/06 13:51 R 14730832

Customer seeking Lemon Law did not accept offer for service contract..PDB36

4-27-06 Response sent to Atty Gen this date.

Customer Assistance Inquiry Record (CAIR)#						14730934	
VIN	2C8GP64L3	5R	Open Date	03/20/2006	Built Date	09/30/2004	
Model Year	2005	Body	RSYS53	CHRYSLER TOWN & COUNTRY LTD FWD LWB			
In Service Dt	05/22/2005	Mileage	11,914	Dealer Zone	71	LOS ANGELES	
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US		
Color	PYG	LINEN GOLD METALLIC PEARL COAT					
Engine	EGH	3.8L V6 OHV ENGINE					
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION					
Dealer	24173	HANNAH CHRYSLER JEEP					
Dealer Address	3517 NE AUTO MALL DR						
Dealer City	VANCOUVER	Dealer State	WA	Dealer Zip	98662		
Owner					Contact Type	TELEPHONE	
Address					Home Phone		
	VANCOUVER WA				Country	UNITED STATES	
Product - Electrical - Speedo/Gauges/Ometer/EIC - Complete Failure - Default				Customer states that the head light and dash light pulsate.			

Customer states that he took his vehicle to dealership 24173. Customer states that the head lights and dash lights were then pulsating. Customer states that the dealership states it is normal for vehicles lights to do so. Agent advised customer he would need to keep working with the dealership or take his vehicle to a second dealership for a second opinion.

Customer Assistance Inquiry Record (CAIR)#						14735297
VIN	1C4GP45R7	5B	Open Date	03/21/2006	Built Date	11/03/2004
Model Year	2005	Body	RSYH52	CHRYSLER TOWN & COUNTRY FWD SWB WAGON		
In Service Dt	02/05/2005	Mileage	15,077	Dealer Zone	63	DALLAS
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				
Engine	EGA	3.3L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				
Dealer	67703	HUFFINES CHRYSLER JEEP DODGE				
Dealer Address	4500 W PLANO PKWY					
Dealer City	PLANO	Dealer State	TX	Dealer Zip	75093	
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	GARLAND TX				Country	UNITED STATES

Corporate - Rental Vehicle - Default - Default - Default	Dealer is seeking rental assistance.
Product - Electrical - Lamps and Switches - Complete Failure - Default	Dealer states that the headlamp is on nbo.

**** Begin structured narrative CL-RENTAL ****

Is the vehicle still under warranty?:yes
Does the vehicle have any service contract that covers rental?:yes
What repairs are currently being completed?
Headlamp switch
Why has the vehicle not been repaired and returned to the owner?
Parts are on nbo.
What is the estimated date that the repair will be completed?
n/a
Is this a recall repair?:No
Is this a pre-authorization or a request for reimbursement?
Pre authorization.
DCX authorizes rental? Explain why or why not..
Yes, since parts are on nbo.
How many days are being authorized and at what dollar amount?
5 days at \$35 a day.

**** End structured narrative CL-RENTAL ****

DEALER WANTING TO GET RENTAL EXTENDED DUE TO HEADLAMP SWITCH IS ON NBO.
DEALER PROVIDED PART # 1DW671J8AA. PART IS ON NBO AND ORDERED AS SPECIAL HANDLING. DEALER STATES THAT THE VEHICLE HAS NO HEAD LIGHTS. CONSULTED WITH CCP14 AND AUTHORIZED 5 DAYS OF RENTAL UNDER WARRANTY GOODWILL.

Customer Assistance Inquiry Record (CAIR)#						14743610	
VIN	2C4GP54L6	5R	Open Date	03/22/2006	Built Date	05/02/2005	
Model Year	2005	Body	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB			
In Service Dt	08/19/2005	Mileage	12,293	Dealer Zone	71	LOS ANGELES	
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US		
Color	PW1	STONE WHITE CLEAR COAT					
Engine	EGH	3.8L V6 OHV ENGINE					
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION					
Dealer	68811	POWER CHRYSLER JEEP DODGE					
Dealer Address	115 S CAPE STREET						
Dealer City	NEWPORT	Dealer State	OR	Dealer Zip	97365		
Owner					Contact Type	TELEPHONE	
Address					Home Phone		
	NEWPORT OR				Country	UNITED STATES	

Product - Electrical - Lamps and Switches - Complete Failure - Default	Lamps switches and headlights not working.
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Customer called in stating that his lamps, switches, and headlights are not working. Customer states that he has had to bring vehicle to dealer 4 times on electrical issues. Writer called dealer and spoke with Bob.

Service dates:

9/10/05 - Dash functions inoperative - replaced front control module

10/11/05 - check engine light on - powertrain control module replaced

12/24/05 - headlamps not working - console functions out - replaced front control module

3/22/06 - head lamps do not work at times - still diagnosing

Writer informed customer that his file has been forwarded, and he should be receiving a call back shortly.

Customer does not want to deal with this vehicle anymore, and wants a replacement.

Attention service manager / district manager please contact this owner ASAP and verify complaints. Please resolve all owner complaints prior to owner sending lemon law notification card. Thank You Mike Pawlowski
REASSIGNED TO BC/DLR 71 68811 03/23/06 11:00 O 14743610

*Contact Date:03/24/2006

Service Manager at the dealership has closed the Cair# 14743610

Warranty repair has been documented on Repair Order#096268

CAIR RETURNED FROM DEALER ON 3/24/2006 AT 12:07:569 R 14743610

Customer states that he was supposed to get a call back on Friday from agent working on this issue. Reassigned to mfp for customer resolution.

Customer states he can be reached at [REDACTED]
PER DEALER NOTES VEHICLE REPAIRED 3-23-2006 MFP

Customer states that he still has not received a call back. Agent advised customer that someone will be contacting him once they have reviewed his case. Agent referred customer to his blue and white booklet.

Customer Assistance Inquiry Record (CAIR)#						14745801
VIN	1C4GP45R4	5B [REDACTED]	Open Date	03/23/2006	Built Date	10/04/2004
Model Year	2005	Body	RSYH52	CHRYSLER TOWN & COUNTRY FWD SWB WAGON		
In Service Dt	10/23/2004	Mileage	28,451	Dealer Zone	32	NEW YORK
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US	
Color	PB8	MIDNIGHT BLUE PEARL COAT				
Engine	EGA	3.3L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				
Dealer	57317	BODWELL CHRYSLER-DODGE INC				
Dealer Address	169 PLEASANT STREET					
Dealer City	BRUNSWICK	Dealer State	ME	Dealer Zip	04011	
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	[REDACTED]
	ALFRED ME [REDACTED]				Country	UNITED STATES

Product - Electrical - Speedo/Gauges/Ometer/EIC - Intermittent or Inoperative - Default	
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Customer is concerned with an intermittent dashgauges going 'haywire' wants noted as dealer cant duplicate to this date
 *****ATTENTION SERVICE MANAGER*****
 Please follow your Business Center guidelines and, if needed, seek technical assistance (District Manager/Business Center/STAR) in an attempt to resolve customer s concern(s). Please update the CAIR with the final resolution. Thank you.
 Customer states that he has been having an issue with his headlights and instrument panel quages and switches not working correctly. Repair attempts are as follows: 03/31/04 at 1030 miles, 2/14/06 at 26,500, and on 3/23/06 at 28,451 miles. Called dealership 57317 and confirmed repair attempts. Advised customer that dealership should contact him shortly as to the status of the situation.
 REASSIGNED TO BC/DLR 32 57317 05/08/06 15:18 R 14745801
 cair reviewed by dmm(jac6)will call dealer.
 cair reviewed by dmm(jac6) with Mike Jamison,service manager at dealer 57317, customer has a service appointment the week of 5/15/06.
 Service manager to advise writer of outcome of the oweners visit.

Customer Assistance Inquiry Record (CAIR)#						14746420
VIN	2D4GP24R7	5R	Open Date	03/23/2006	Built Date	03/13/2004
Model Year	2005	Body	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON		
In Service Dt	02/28/2005	Mileage	41,500	Dealer Zone	74	DENVER
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PW1	STONE WHITE CLEAR COAT				
Engine	EGA	3.3L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				
Dealer	63053	LAGERS INCORPORATED				
Dealer Address	910 NORTH MINNESOTA AVENUE					
Dealer City	ST PETER	Dealer State	MN	Dealer Zip	56082	
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	SAINT PETER MN				Country	UNITED STATES

Recall - F01: REAR A/C AND HEATER TUBE CORROSION - Advise Owner/Incomplete Recall	Advised caller of recall.
Product - Electrical - Lamps and Switches - Other - Default	Caller states that the headlight switch needs replaced.

Caller states that the headlight switch needs replaced. Caller states that he had the switch replaced at 26,745 miles and it is needing replaced again. Caller seeking assistance with the repair. Agent transferred caller for further review.

Customer calls seeking recall information. Advised the customer of incomplete recall ?recall #F01? for this vehicle. Customer was advised to contact a Chrysler, Dodge, or Jeep dealer to schedule an appointment to complete recall repair. Agent provided caller file number.

* Mr. is name of caller.

Writer called dealer and spoke with Larry. He verified needed repair and approximate mileage.

Writer will cover switch replacement as goodwill due to age, previous history, original owner, other VINs showing in COIN.

Writer preauthorized repair (UN09058190323).

Customer Assistance Inquiry Record (CAIR)#						14748926	
VIN	2C4GP54L2	5R	Open Date	03/23/2006	Built Date	04/02/2005	
Model Year	2005	Body	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB			
In Service Dt	05/25/2005	Mileage	10,000	Dealer Zone	42	DETROIT	
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US		
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	EGH	3.8L V6 OHV ENGINE					
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION					
Dealer	26016	JIM RIEHL'S FRIENDLY CHRY JEEP INC					
Dealer Address	32899 VAN DYKE AVENUE						
Dealer City	WARREN	Dealer State	MI	Dealer Zip	48093		
Owner					Contact Type	TELEPHONE	
Address					Home Phone		
	WARREN MI				Country	UNITED STATES	

Recall - F01: REAR A/C AND HEATER TUBE CORROSION - Advise Owner/Incomplete Recall	Advised owner of incomplete recall F01.
Product - Electrical - Lamps and Switches - Defective - Default	Customer states the headlights on the vehicle quit working.

Customer states the headlights on the vehicle quit working. Customer inquiring if there are any known issues on this issue. Informed customer there is one outstanding recall on the vehicle and informed customer of recall F01. Informed customer his concerns against the vehicle's headlights would be documented.
Advised owner of incomplete recall F01.

Customer Assistance Inquiry Record (CAIR)#						14751054	
VIN	2C4GP54L2	5R	Open Date	03/24/2006	Built Date	11/08/2004	
Model Year	2005	Body	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB			
In Service Dt	02/19/2005	Mileage	13,239	Dealer Zone	35	WASHINGTON	
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US		
Color	PBJ	ATLANTIC BLUE PEARL COAT					
Engine	EGH	3.8L V6 OHV ENGINE					
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION					
Dealer	64980	HAMILTON CHRYSLER INC					
Dealer Address	1240 HIWAY 33						
Dealer City	HAMILTON SQUARE			Dealer State	NJ	Dealer Zip	08690
Owner						Contact Type	TELEPHONE
Address						Home Phone	
	COLUMBUS NJ					Country	UNITED STATES
<div>Corporate - Warranty Coverage - Default - Default - Default</div> <div>Rental</div>							

Chris from dealer calls and states in Dec owner was in for a head light problem. States owner was in a rental for 10 days and the first 5 were covered. States owner feels he should not have to pay for any of the rental.

Writer did not see a DCSC that covered rental. Referred to district manager. Writer declining rental.

Customer calling in stating that in December he was in for warranty work on headlights. Customer states the dealership supplied him with a rental from enterprise. Customer states the dealership told him since this was warranty work and the vehicle was unsafe to drive he would be provided this rental. Customer states that at no time was he ever told he was going to have to pay anything. Customer states yesterday his wife got a call from Enterprise and said they took the money out of his account. Customer states he called the dealership and they told him there are new rules were it limits the amount for rental from Chrysler. Customer states that he wants reimbursed for the amount \$160 that he never knew he had to pay.

Advised agent to speak with dealership to decipher clarity in above decision. No assistance provided at this time.

Agent called dealership to speak to Chris to see why this is in the DM s hands. Chris was out to lunch. Agent offered customer a call back.

Customer left number of . Agent will call dealership and customer back when time allows. If customer calls back, call dealership and if they say that the DM is researching this than advise customer assistance from us has been denied.

Customer is inquiring about the reimbursement for the rental. Per previous notes, writer contacted SM Chris at 64980. SM Chris states they had the customer in the rental due to a headlight issue this customer was having. SM Chris states the DM has denied rental for the additional 5 days while they were repairing the vehicle. Customer states he was not told the rental would not be covered and he would have returned the vehicle if he had known there would be an out-of-pocket expense. Writer advised that this is an issue with the dealership and he would need to contact them for this reimbursement.

Customer Assistance Inquiry Record (CAIR)#						14759712	
VIN	2C4GP54LX	5R	Open Date	03/29/2006	Built Date	10/08/2004	
Model Year	2005	Body	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB			
In Service Dt	02/28/2005	Mileage	11,091	Dealer Zone	74	DENVER	
Plant	R	WINDSOR ASSEMBLY PLANT		Market	U	US	
Color	PYG	LINEN GOLD METALLIC PEARL COAT					
Engine	EGH	3.8L V6 OHV ENGINE					
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION					
Dealer	65258	BEMIDJI CHRYSLER CENTER LLC					
Dealer Address	755 PAUL BUNYAN DRIVE NW						
Dealer City	BEMIDJI			Dealer State	MN	Dealer Zip	56601
Owner					Contact Type	CERTIFIED LETTER	
Address					Home Phone		
	BEMIDJI MN				Country	UNITED STATES	
Corporate - Lemon Law - Default - Default - Default							
Product - Electrical - Unknown - Intermittent or Inoperative - Default							

Owner was notified that someone from the business center or the dealer will contact them about the defect notification card they sent to DCCAC. There is a problem with the electrical system. Please investigate to find out what we can do for the customer.

UPDATE Denver CRM forward to D/M VVC for review and resolution with customer. Please review service history and update CAIR narrative with final resolution. NOTE: Owner has filed for Arbitration in Minnesota. Please document any contact with customer in this CAIR.. THANKS. DM review this issue with Service Manager (AI). This vehicle has a problem with the dash lights and head lights. Both lights flash and blink while vehicle is on the road. Service manager spoke with both Tech Advisor (Hardy) and Star. Everyone is aware of the problem but there is no fix at this time. Also states that they don't know when a fix will be available. DM has agreed to replace this vehicle.vvc

Customer Assistance Inquiry Record (CAIR)#						14759968
VIN	2C4GP54LX	5R	Open Date	03/27/2006	Built Date	10/08/2004
Model Year	2005	Body	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB		
In Service Dt	02/28/2005	Mileage	11,500	Dealer Zone	74	DENVER
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PYG	LINEN GOLD METALLIC PEARL COAT				
Engine	EGH	3.8L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				
Dealer	65258	BEMIDJI CHRYSLER CENTER LLC				
Dealer Address	755 PAUL BUNYAN DRIVE NW					
Dealer City	BEMIDJI	Dealer State	MN	Dealer Zip	56601	
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	BEMIDJI MN				Country	UNITED STATES

Product - Electrical - Lamps and Switches - Complete Failure - Default	customer calling regarding headlight and dashboard failure
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Customer called regarding dashboard and headlight failure on vehicle. Customer states vehicle has non driveable for 3 weeks now. Customer wants update on complaint and situation. Agent calls dealership to check on resolution but the service manager was not available. Agent checks back with customer but call was dropped or disconnected.

Customer Assistance Inquiry Record (CAIR)#						14760431	
VIN	1D4GP24R3	5B	Open Date	03/27/2006	Built Date	02/28/2005	
Model Year	2005	Body	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON			
In Service Dt	03/26/2005	Mileage	11,900	Dealer Zone	51	CHICAGO	
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH		Market	U	US	
Color	PRH	INFERNO RED CRYSTAL PEARL COAT					
Engine	EGA	3.3L V6 OHV ENGINE					
Transmission	DGL	4-SPEED AUTOMATIC 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	
	PLEASANT PR W					Country	UNITED STATES

Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Customer states the headlights intermittent.
Dealer - Service/Body Shop - Personnel - Discourteous/ Rude - Service Management	Customer states the service manager will not return phone calls.
Product - Drivability - Unknown - Hesitation/No Power - Default	Customer states the vehicle has idling issues.

Customer states she has had a reoccurring issue with this vehicle since 3000 miles. Customer states the dealership duplicated the issue. Customer states the headlights went out and the seat and cd player was replaced. Customer states the headlight switch is having issues again. Customer states the vehicle is also having issue with idling. Customer states there was a chip replaced before and feels this chip may be going out again. Agent advised customer without a duplication a diagnosis and repair cannot be done. Customer seeking a loaner from the dealership. Agent advised customer some dealerships do not offer loaners. Customer states the dealership will not take the vehicle in as a trade because of these issues. Agent advised customer to continue to work with the dealership.

Customer Assistance Inquiry Record (CAIR)#						14772887
VIN	1C4GP45R6	5B [REDACTED]	Open Date	03/30/2006	Built Date	09/20/2004
Model Year	2005	Body	RSYH52	CHRYSLER TOWN & COUNTRY FWD SWB WAGON		
In Service Dt	10/02/2004	Mileage	26,000	Dealer Zone	63	DALLAS
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US	
Color	PPK	MAGNESIUM PEARL COAT				
Engine	EGA	3.3L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				
Dealer	63509	BERGERON CHRYSLER-JEEP				
Dealer Address	3525 VETERANS MEMORIAL BLVD					
Dealer City	METAIRIE	Dealer State	LA	Dealer Zip	70010	
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	[REDACTED]
	METAIRIE LA [REDACTED]				Country	UNITED STATES

Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Customer states the head lights are intermittent.
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Customer states the head lights are intermittent. Customer states when he turns on the light switch all of the lights come on but the headlights. Customer states this issue is intermittent. Customer states the dealership cannot duplicate the issue. Agent advised customer to work with the dealership to duplicate the issue. Customer states this is a safety issue. Customer worried this will happen with him driving at high speeds. Customer thinks this is a relay and wants it replaced.

Customer Assistance Inquiry Record (CAIR)#						14773512
VIN	1D4GP24R5	5B [REDACTED]	Open Date	03/31/2006	Built Date	06/29/2004
Model Year	2005	Body	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON		
In Service Dt	06/29/2004	Mileage	28,000	Dealer Zone	66	ORLANDO
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH		Market	U	US
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT				
Engine	EGA	3.3L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				
Dealer	49904	MIDFIELD DODGE/DTG OPERATIONS INC				
Dealer Address	5330 EAST 31ST STREET					
Dealer City	TULSA			Dealer State	OK	Dealer Zip 74135
Owner	[REDACTED]				Contact Type	LETTER
Address	[REDACTED]				Home Phone	
	MURFREESBORO TN [REDACTED]				Country	UNITED STATES

Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Headlight flicker.
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see prior cairs. tech advsior has looked at vehicle.
concur with prior handling. jss15.

Customer Assistance Inquiry Record (CAIR)#						14777674
VIN	2D4GP44LX	5R	Open Date	03/31/2006	Built Date	03/11/2005
Model Year	2005	Body	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON		
In Service Dt	07/04/2005	Mileage	14,500	Dealer Zone	35	WASHINGTON
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				
Engine	EGH	3.8L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				
Dealer	41838	OURISMAN DODGE INC				
Dealer Address	5900 RICHMOND HWY					
Dealer City	ALEXANDRIA	Dealer State	VA	Dealer Zip	22303	
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	COLONIAL BEACH VA				Country	UNITED STATES

Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Customer states headlights flash.
Referral - Tier Three - Default - Default - Default	Transferred customer for further review.

Customer calling states she wants a safe vehicle to drive. Customer states the vehicle headlights still flash. Customer states at the current time the vehicle is at a body shop because it was damaged at dealer 41838. Customer states one dealer says the headlights flash because of the aftermarket alarm system. Customer states the other dealer says they do not know what is wrong. Customer states she has filed a report with NHTSA.

*****Advised the agent to contact the dealership and verify repair attempts.*****

Writer called dealer 41838 spoke with Kim the service director. Kim states on 2/21/06 at 14,005 miles they flashed the body control module. Kim states everytime the vehicle has been in his facility the headlights always work fine. Kim states after they done the flash the vehicle was there for six days and the lights always worked. Kim states the district manager at dealer 67875 has been involved in this as well. Kim states dealer 67875 installed the aftermarket alarm system.

Writer called dealer 67875 but service manager was not available and service advisor was on the phone.

Advised agent to transfer customer for further review due to safety concern.

Writer consulted with JPH48. Writer transferred customer for further review.

Writer advised customer the file will have to be reassigned. Customer requests to be contacted at [REDACTED].

Called the owner and she stated that the selling dealer installed a alarm system at time of delivery and since then the lights will come on and off on their own and no one can solve this issue. Owner stated that James Cremeans advised her she has a safety problem.

***** ATTENTION SERVICE MANAGER James Cremeans *****

Owner has possession of her vehicle I advised the owner to contact you asap and set up a appointment to look at the vehicle for this complaint. Please attempt to diognoss the problem with the aftermarket alarm system your dealer installed on this vehicle that per the owner and another dealer

feels is causing this complaint. If tech assistance is needed please
contact your district manager and tech staff at the BC in a attempt to
resolve owner s long standing complaint. Thank You Mike Pawlowski
REASSIGNED TO BC/DLR 35 67875 03/31/06 14:41 R 14777674
REASSIGNED TO BC/DLR 35 41838 04/05/06 09:28 R 14777674

Sent in error to 67875 re-directed to selling dealer for assistance and
will call service manager on owner complaint. Mrs. Heather Trivett looking
for contact by service manager on this issue her work # is 540-653-3982
4/10/06 DM R. Reid for Ourisman Dodge, reviewed owners concerns with
Service Manager Kim Dryden. Mr. Dryden advised that the owners does not
live in their location. Mr. Dryden stated that the owners lives in
Rappahannock DCJ local, this is also the dealer that installed the
aftermarket security system. I contacted the DM and Tech Advisor for
Rappahannock to assist the dealer with the repairs. RR16 _

Attention service manager and district manager of selling dealer , the
owner called my direct dial number and stated there was a part replaced per
the district manager relating to her complaint and she recieved vechicle
back from dealer. Since then she can not turn off the headlights in a
normal fashion. She stated it takes many attempts to get the headlights to
turn off. Owner looking for a resolution before fileing for lemon law. mfp
REASSIGNED TO BC/DLR 35 41838 05/02/06 09:21 R 14777674

***** OWNER CALLED AGAIN FRUSTRATED *****

Owner called again and left another message stated that since last repair
she can NOT turn off lights. She stated that she has been in contact with
the general manager at selling dealer who stated he has made 13 calls to
Jeff at zone and no one will return his calls. Randy Reed is the district
manager involved with this case. Owner stated she is at her wits end on
this vehicle and she has no faith that dealer can solve problems with the
vehicle if the zone tech staff could not fix the vehicle. PLEASE CALL THE
OWNER ASAP and resolve her complaint . Onwer stated she can be contacted
at either phone number listed or her cell # is [REDACTED] Randy please
contact the owner today...Thank You Mike.

REASSIGNED TO BC/DLR 35 41838 05/05/06 08:49 R 14777674

Customer called back stated that no one has been in contact with her
since the last time she called about this issue. Customer stated that
she wants to know what is being done. Agent advised to keep in contact
with the dealership itself.

5/15/06 DM called owner today, left message to call back. RR16

Customer Assistance Inquiry Record (CAIR)#						14783672
VIN	1C4GP45R7	5B [REDACTED]	Open Date	04/03/2006	Built Date	06/17/2004
Model Year	2005	Body	RSYH52	CHRYSLER TOWN & COUNTRY FWD SWB WAGON		
In Service Dt	02/19/2005	Mileage	31,000	Dealer Zone	32	NEW YORK
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US	
Color	PB8	MIDNIGHT BLUE PEARL COAT				
Engine	EGA	3.3L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				
Dealer	68414	BERTERA CHRYSLER JEEP, INC.				
Dealer Address	539 RIVERDALE ST					
Dealer City	WEST SPRINGFIELD			Dealer State	MA	Dealer Zip 01089
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	[REDACTED]
	WESTFIELD MA [REDACTED]				Country	UNITED STATES

Dealer - Service/Body Shop - Transaction - Problem Not Resolved - Default	Customer not satisfied with service.
Product - Engine - Unknown - Noisy - Default	Customer states repeated occurring pinging noise.
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Customer states that headlights go off intermittantly while driving.

Customer states he has had his vehicle in for service 68414 several times for a pinging noise. Service suggested that he use another fuel. Customer changed several times and still has the problem. Service has not found any problem. Customer states he also is having problems with his headlights going out while he is driving and he has to pull off the road. Agent suggested he go to another dealer for diagnosis.

Customer Assistance Inquiry Record (CAIR)#						14783846	
VIN	2D4GP44L3	5R	Open Date	04/06/2006	Built Date	10/26/2004	
Model Year	2005	Body	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
In Service Dt	03/22/2005	Mileage	7,344	Dealer Zone	32	NEW YORK	
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US		
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	EGH	3.8L V6 OHV ENGINE					
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION					
Dealer	43691	YONKERS AVENUE DODGE					
Dealer Address	500 YONKERS AVENUE						
Dealer City	YONKERS	Dealer State	NY	Dealer Zip	10704		
Owner						Contact Type	LETTER
Address						Home Phone	
	BRONX NY					Country	UNITED STATES

Product - Brakes - Pads/Shoes - Worn - Rear Pass	Customer claims brakes were completely worn.
Product - Electrical - Lamps and Switches - Other - Default	Customer claims the headlight switch was replaced.
Dealer - Service/Body Shop - Personnel - Discourteous/ Rude - Technician	Customer claims the service tech was rude to him.

Customer claims the headlight switch was replaced. Customer claims that he assumed during that trip that the dealer would have checked his brakes. Customer claims that shortly after this, the brakes started making noises. Customer claims he went back to dealer 43691 and told them. Customer claims they were very nasty to him as they told him he is riding the brakes to hard. Customer claims brakes were completely worn. Customer claims they supposedly repaired the front brakes during that visit. Customer claims they did it under warranty, but advised that if he came in with any more brake problems, it will not be covered. On the invoice it states that the brakes were worn prematurely and it was advised to be easy on them. It states that the brakes do not wear out at that low mileage. It then states that the next time, it will not be covered under warranty. Customer claims he is very upset at the way he was treated by the people in the service department.

Agent attempted to contact customer to no avail. Agent left voicemail. Agent will try again later.

Customer claims he has had issues with dealer 43691 being rude. Customer asked if his brakes would be covered next time. Agent advised customer that brakes come with a 12 month 12,000 mile warranty but it is the dealers determination as to if it is covered or not. Customer understood. Customer then claimed he wrote a letter to the dealer but had no response. Agent advised customer the complaint would be documented and handled internally.

Customer Assistance Inquiry Record (CAIR)#						14785142	
VIN	1D4GP45R9	5B	Open Date	04/04/2006	Built Date	07/01/2004	
Model Year	2005	Body	RSKH52	DODGE CARAVAN SXT FWD SWB WAGON			
In Service Dt	09/20/2004	Mileage	35,645	Dealer Zone	66	ORLANDO	
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH		Market	U	US	
Color	PEL	INFERNO RED TINTED PEARL COAT					
Engine	EGA	3.3L V6 OHV ENGINE					
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION					
Dealer	26735	UNDERWOOD & MILLARD CHRY-JEEP-			DODGE		
Dealer Address	501 SOUTH MADISON STREET						
Dealer City	WHITEVILLE			Dealer State	NC	Dealer Zip	28472
Owner					Contact Type	CERTIFIED LETTER	
Address					Home Phone		
	WHITEVILLE NC				Country	UNITED STATES	

Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	headlights and taillights turn off intermittently
Corporate - Lemon Law - Default - Default - Default	
Product - Electrical - Unknown - Intermittent or Inoperative - Default	

Owner was notified that the defect notification card they sent to DCCAC was forwarded to a business center for review. There is a problem with the electrical system. Please investigate to find out what we can do for the customer.

***** Attention District Manager *****
 Lemon Law. Contact owner to advise beyond NC LL period of 24/24,000. Update CAIR with contact date. Handle repairs per warranty. Upon resolution update /close CAIR.dga

Customer claims vehicle has had almost everything electrical has had issues, customer claims still having issues with vehicle. Customer claims vehicle had been down in garage since March 28. Customer claims a Mr. Reed was supposed to be calling her on Lemon Law issue and no one has contacted her.

5/4/06 1st owner (Mrs.) called regarding above. Advised owner of the above information by DGA. Advised owner her vehicle will be repaired per terms of the warranty. Headlights and taillights turn off intermittently. Service Manager was unavailable. Advised Service Advisor (SA), Robert of owner's concern. Advised owner to continue to work with the dealer. Owner expressed her dissatisfaction and disconnected.

***** ATTENTION SERVICE MANAGER *****

If needed, please seek technical assistance (district manager/zone/STAR) in an attempt to resolve customer's concern. Please update with final resolution. Thanks.
 REASSIGNED TO BC/DLR 66 26735 05/04/06 09:36 O 14785142
 Customer calling in regards to Lemon Law issue. Customer wishes for Daimler Chrysler to buy her another vehicle. Customer states that she recently picked vehicle up from dealer and issue is not resolved. Customer states that she is going to contact dealer today and may need to

schedule another appointment. Agent informed customer that dealer is handling the case at this point and will need to update documentation with status of the situation before DCX can assist. Customer understood and will contact dealer. Agent provided reference number.

*Contact Date:11/30/2006

Service / Parts Director at the dealership has closed the Cair# 14785142

After repeated attempts the dealer was unable to contact this customer.CAIR closed pending further contact from the customer.

CAIR RETURNED FROM DEALER ON 11/30/2006 AT 05:05:735 R 14785142

Customer Assistance Inquiry Record (CAIR)#	14786743
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VIN	1D4GP24R7	5B [REDACTED]	Open Date	04/04/2006	Built Date	02/08/2005
Model Year	2005	Body	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON		
In Service Dt	02/27/2005	Mileage	19,602	Dealer Zone	66	ORLANDO
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US	
Color	PYG	LINEN GOLD METALLIC PEARL COAT				
Engine	EGA	3.3L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				
Dealer	68808	AUTO PARK EAST INC				
Dealer Address	5310 ROLESVILLE RD					
Dealer City	WENDELL	Dealer State	NC	Dealer Zip	27591	
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	[REDACTED]
	LOUISBURG NC [REDACTED]				Country	UNITED STATES

Product - Electrical - Lamps and Switches - Defective - Default	Customer states that the vehicle has a electrical issues.
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Customer states that the vehicle has a electrical issues. Customer states that the lights will go off and come on by their self. Customer states that the dealers has installed PCM, and a new computer. Customer states that he does not feel safe in this vehicle. Customer states that the dealer does not know where to go from here. Agent advised customer to take the vehicle back and give DCCAC a call back to involve other parties. Agent provided a reference number.

Customer states that he just took the vehicle to the Dodge dealer this morning for the vehicles headlights going on and off without him doing anything to the headlights. Customer states that he has been having issues with the vehicle since about 5,000 miles. Customer states that the dealer has previously not found anything wrong with the vehicle. Agent contacted dealer to get additional information. Agent spoke with Kim. Kim states that they have contacted STAR and they recommended replacing the Front Module. STAR states that they now think it is a ground issue. Kim states that they are going to look into that issue today. Kim states that they were unable to duplicate the concern the customer was having with the vehicle. Agent provided customer with reference number and advised customer to keep in contact with the dealer.

*****ATTENTION SERVICE MANAGER*****

Please follow your Business Center guidelines and, if needed, seek technical assistance (District Manager/Business Center/STAR) in an attempt to resolve customer s concern(s). Please update the CAIR with the final resolution. Thank you.

REASSIGNED TO BC/DLR 66 68808 04/05/06 09:03 R 14786743

*Contact Date:06/01/2006

Service Manager at the dealership has closed the Cair# 14786743

Warranty repair has been documented on Repair Order#18194

CAIR RETURNED FROM DEALER ON 6/01/2006 AT 08:41:863 R 14786743

Customer Assistance Inquiry Record (CAIR)#					14790589	
VIN	2D4GP44LX	5R	Open Date	04/05/2006	Built Date	11/24/2004
Model Year	2005	Body	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON		
In Service Dt	02/10/2005	Mileage	17,300	Dealer Zone		
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PBE	BUTANE BLUE PEARL COAT				
Engine	EGH	3.8L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				
Owner					Contact Type	E-MAIL
Address					Home Phone	
	N. SYRACUSE NY				Country	UNITED STATES
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default				Customer states the vehicle is not repaired.		

***** EMAIL BRIEF DESCRIPTION CONTENT *****

I have had my 2005 Grand Caravan in the shop 5 times (tomorrow will be 6) for the same electrical problem.

***** END EMAIL BRIEF DESCRIPTION CONTENT *****

Lights flickering (both headlights) and on the dash. Headlights have gone out completely while driving at night. The first time I experienced a problem I lost all gauges, wipers, etc. & brought it to Sam Dell Dodge. Since that first visit I have been back to Fayetteville Dodge, but no resolution on this problem. I have a 5 year old with disabilities and am very concerned for our safety at this point. This is my second Grand Caravan - I love them - but this one has serious problems and I would like to explore my options on resolving this.

*****END OF EMAIL*****

Thank you for your recent email to DaimlerChrysler Motors Corporation.

I regret your dissatisfaction in your DaimlerChrysler product, and appreciate the time and effort you took to bring this matter to my attention. Comments like yours are one way to learn of problems that may develop and improvements desired by customers. The information received is used in product development and quality analysis.

DaimlerChrysler Motors Corporation has made tremendous gains in customer satisfaction and vehicle quality. Apparently, your expectations have not been met. Please accept my apology for the concerns you have experienced.

We regret that you are still experiencing problems with your vehicle. It is our suggestion that you continue to work with your servicing dealer. If the dealer has been unable to determine or resolve your concerns, you may want to seek a second opinion from another authorized DaimlerChrysler dealership.

If your concerns are still not resolved after consulting another dealer, please contact our office at 1-800-992-1997, 8:00 a.m. to 5:00 p.m., Monday through Friday, to speak with one of our trained Agents.

Thank you again for your email.

*****END OF RESPONSE*****

Customer Assistance Inquiry Record (CAIR)#						14792033	
VIN	2C4GP44R7	5R	Open Date	04/05/2006	Built Date	09/01/2004	
Model Year	2005	Body	RSYH53	CHRYSLER TOWN & COUNTRY LX FWD LWB			
In Service Dt	02/17/2005	Mileage	14,000	Dealer Zone	74	DENVER	
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US		
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	EGA	3.3L V6 OHV ENGINE					
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION					
Dealer	67031	WALSER CHRYSLER JEEP					
Dealer Address	314 MAIN STREET						
Dealer City	HOPKINS			Dealer State	MN	Dealer Zip	55343
Owner					Contact Type	TELEPHONE	
Address					Home Phone		
	COTTAGE GROVE MN				Country	UNITED STATES	

Corporate - Dealer Information - Default - Default - Default	Customer seeking a dealer in the area,
Product - Electrical - Lamps and Switches - Other - Default	Customer states the headlights are blinking off and on.

Customer called in stating he is on vacation in Kissimmee, FL and needs his headlights are blinking on and off and he needs a dealer in the area. Agent gave him the information. Customer understood.

Customer Assistance Inquiry Record (CAIR)#						14797110	
VIN	1D4GP24R3	5B	Open Date	04/06/2006	Built Date	03/16/2004	
Model Year	2005	Body	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON			
In Service Dt	04/21/2004	Mileage	28,589	Dealer Zone	51	CHICAGO	
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH		Market	U	US	
Color	PPK	MAGNESIUM PEARL COAT					
Engine	EGA	3.3L V6 OHV ENGINE					
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION					
Dealer	41458	SOUTHTOWN DODGE INC					
Dealer Address	7127 S LINDBERGH BLVD						
Dealer City	ST. LOUIS			Dealer State	MO	Dealer Zip	63125
Owner						Contact Type	TELEPHONE
Address						Home Phone	
	SAINT LOUIS MO					Country	UNITED STATES

Product - Brakes - Drum Brake Assembly - Other - Unknown	Customer states that he has had several problems with brakes.
Referral - Tier Three - Default - Default - Default	tier three support referral

Customer states that he has had problems with the brakes. Customer states that he has had the brakes repaired and the problem is still there. Agent contacted dealer 41458 and spoke to the service adviser Steven. Steven stated on 1/20/05 customer was in and had the rear drums replaced. On 5/24/05 customer was in and had the BCM replaced. on 1/11/05 customer had the rear backing plates repaired. on 9/29/05 customer had the sway bar links and bushings replaced. on 2/03/06 customer had head light switch replaced. on 2/25/05 customer had the right rear wheel cylinder replaced and brakes resurfaced. 8/30/05 customer had the left front rotor replaced, front brake pads replaced, and replaced the brake booster. Customer is seeking to get out of vehicle. Agent consulted with AKJ6. Transfer to tier three for farther review.

* Customer said he is having to take vehicle into dealership this morning. He said service has been great at the dealership, but he is unhappy at the number of times he has had to go to dealer. He said previous agent said dealer was aware that vehicle was coming in.

***** ATTENTION: SERVICE MANAGER *****

If needed, please seek technical assistance (District Manager/business center/STAR) in an attempt to resolve customer concern. Customer is/will be seeking relief under Lemon Law/Arbitration. Please bring this to the attention of your District Manager in an attempt to resolve customer s concern. Please follow up with customer and update file with resolution.

REASSIGNED TO BC/DLR 51 41458 04/06/06 10:44 R 14797110

* per ejw, dealer was contaced previously, writer just sent CAIR
 * Writer emailed ejw to have the appropriate supervisor advise the appropriate business center, as merited.

*Contact Date:04/06/2006

Service Manager at the dealership has updated the Cair# 14797110

An appointment has been set with the customer.

*Contact Date:04/10/2006

Service Manager at the dealership has closed the Cair# 14797110

Customer request has been fulfilled.

CAIR RETURNED FROM DEALER ON 4/10/2006 AT 09:23:36Z R 14797110

Customer Assistance Inquiry Record (CAIR)#						14815644
VIN	2D8GP44L1	5R	Open Date	04/11/2006	Built Date	10/07/2004
Model Year	2005	Body	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON		
In Service Dt	02/19/2005	Mileage	20,000	Dealer Zone	66	ORLANDO
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PBE	BUTANE BLUE PEARL COAT				
Engine	EGH	3.8L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				
Dealer	45090	BURGIN DODGE				
Dealer Address	4500 CLINTON HIGHWAY					
Dealer City	KNOXVILLE	Dealer State	TN	Dealer Zip	37912	
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	KNOXVILLE TN				Country	UNITED STATES

Recall - F06: UNDERBODY HEATER HOSES - Advise Owner/Incomplete Recall	Agent advised of incomplete recall F06.
Product - Steering - Tubes and Hoses - Leaks - Default	Customer states that there is air in the power steering hose.

Customer states that his vehicle has been in the dealer 45090 about 6 times for the same issue. Customer states that as far as he is concerned it is passed the lemon law. Customer states that when turning to the right there is a grinding noise and when in reverse. Customer states the dealership found that there is air in the power steering hose. Customer states he would like for the vehicle to be replaced. Agent advised of incomplete recall on the vehicle. Agent called dealer 45090 for repair attempts. Agent spoke with Chad. Chad states that agent would need to speak with Larry. Chad states that Larry has already gone home for the day. Agent offered customer a call back. Customer accepted. Customer states the vehicle is having an issue again. Customer wants DCX to either trade the vehicle back or he will trade it in for another vehicle through the competitor. Agent contacted dealer 45090 and spoke with Larry. Larry gave the following history on the vehicle:

1. 2/28/05 @ 371 miles- Customer states drivers post plug won't plug in. Drivers side plug for the A pillar.
2. 3/25/05 @ 1933 miles-parking lamps would not shut off when the vehicle was turned off. Replaced the headlight switch.
3. 6/23/05 @ 6493 miles-Customer states there is a grinding noise when turning right. No duplication.
4. 7/1/05 @ 6794 miles-noise coming from brakes. No duplication
5. 10/6/05 @ 12210 miles- check for noise when backing and rolling forward. No duplication.
6. 10/20/05 @ 12899 miles - No complaints at time of repair Rapid response 05/005.
7. 4/14/06 @ 20067 miles- complaint of turning to right there is grinding and groan when it was cold. Duplicated and put in a rack and pinion.
8. 4/25/06 @ 21111 miles-Complaint of vibration in steering. Hoses repositioned to resolve the issue.

Agent advised customer to refer to blue and white book and to continue to work with the dealer.

Customer Assistance Inquiry Record (CAIR)#						14818231	
VIN	2D4GP44L1	5R	Open Date	04/12/2006	Built Date	02/28/2005	
Model Year	2005	Body	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
In Service Dt	03/25/2005	Mileage	21,000	Dealer Zone	42	DETROIT	
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US		
Color	PRH	INFERNO RED CRYSTAL PEARL COAT					
Engine	EGH	3.8L V6 OHV ENGINE					
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION					
Dealer	42643	HUBLER DODGE INCORPORATED					
Dealer Address	8202 U.S. 31 SOUTH						
Dealer City	INDIANAPOLIS			Dealer State	IN	Dealer Zip	46227
Owner					Contact Type	TELEPHONE	
Address					Home Phone		
	BROWNSBURG IN				Country	UNITED STATES	

Product - Electrical - Engine Wiring - Other - Default	Customer states that the he is have issues with his headlights.
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Customer states that his headlights has a short in them. Customer that dealer could duplicate the issue. Customer is concerned with issue. Customer feels that it is a safety issue. Writer informed customer that when he takes the vehicle back to the dealer to give DCCAC a call back and DCCAC will send a Direct to Dealer to help get issue resolved. Customer is a ware of incomplete recall. Customer states that he is waiting on the part to come in before taken it in to get it fixed. Writer provided customer with reference number.

*****NEXT AGENT*****

Please send a Direct to Dealer when customer calls back in.

Customer Assistance Inquiry Record (CAIR)#						14823554
VIN	1D4GP25B8	5B	Open Date	04/13/2006	Built Date	09/03/2004
Model Year	2005	Body	RSKL52	DODGE CARAVAN SE FWD SWB WAGON		
In Service Dt	11/29/2004	Mileage	26,145	Dealer Zone	66	ORLANDO
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH		Market	U	US
Color	PB8	MIDNIGHT BLUE PEARL COAT				
Engine	EDZ	2.4L 4 CYL DOHC 16V SMPI ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				
Dealer	44764	ASHEVILLE DODGE INC				
Dealer Address	860 TUNNEL ROAD					
Dealer City	ASHEVILLE			Dealer State	NC	Dealer Zip 28805
Owner					Contact Type	LETTER
Address					Home Phone	
	CHEROKEE NC				Country	UNITED STATES

Product - Emissions - Oxygen Feedback Sensor - Defective - Default	Vehicle 'luggs' down and does not run properly
Corporate - Lemon Law - Default - Default - Default	

Letter was forwarded from OGC. Owner complains of driveability/bogging down problem, and that headlights become inoperative. Owner threatens lemon law, claims we have 15 days to repair.

Reassigned to Business Center for review and handling. JSS15.

***** Attention District Manager *****

Lemon Law. Contact owner to advise insufficient repairs within NC LL period to qualify. Now beyond 24/24,000 WOF. Update CAIR with contact date. Handle repairs per warranty. Upon resolution update/close CAIR.dga

04-18 DM called owner at 3:15 PM - no answer - no answering machine

04-28 DM called owner at 7:15 AM and 4:20 PM - no answer or machine to leave a message. DM to try again the week of May 1. The dealer has no record of another number for contact.

5-3 DM & SM at Asheville Dodge called the owner at 2:20 PM. No answer.

The owner returned the call and stated that the headlight problem has been resolved.

5-4 DM called the owner at 8:55 PM. The owner states that the engine bogs down and won't run properly. DM will make arrangements for dealer inspection and repair (if necessary). The owner is closer to Jim Brown CJD in the town of Franklin, NC where the last repair was made (67666). The owner does want to trade the vehicle. DM called the GM at Jim Brown. They tried to get financing from two sources and both were sources declined to finance another vehicle. DM then contacted the SM at Jim Brown. DM will provide a loaner for two days while the dealership inspects the vehicle. DM awaiting the results of the inspection.

Note: Two different dealerships have found that this owner has had rodent damage to her ignition wires; Jim Brown replaced them as customer pay.

05-09-2006 Jim Brown called. The vehicle needs both upstream and downstream O2 sensors replaced. It needs throttle body cleaning and a transmission service. DM will help with the cleaning of the throttle body, one day rental, and the O sensors; the owner must pay for transmission service. Claim nu

mber is 23706. DM will not take any other action. The owner did not qualify for financing on another vehicle.

Customer Assistance Inquiry Record (CAIR)#						14832194
VIN	2C4GP44R6	5R	Open Date	04/17/2006	Built Date	04/24/2004
Model Year	2005	Body	RSYH53	CHRYSLER TOWN & COUNTRY LX FWD LWB		
In Service Dt	04/08/2005	Mileage	30,000	Dealer Zone	66	ORLANDO
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PYG	LINEN GOLD METALLIC PEARL COAT				
Engine	EGA	3.3L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				
Dealer	63715	HANSEN CHRYSLER JEEP INC				
Dealer Address	1030 CHARLOTTE AVE					
Dealer City	NASHVILLE	Dealer State	TN	Dealer Zip	37203	
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	FRANKLIN TN				Country	UNITED STATES

Recall - F06: UNDERBODY HEATER HOSES - Advise Owner/Incomplete Recall	Advised customer of incomplete recall.
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Customer called in stating that the head lamps cut on and off.

Customer called in stating that she is having an issue with the head lights cutting on and off. Customer states she took the vehicle to the dealer 63715 Friday and they called and told her to pick the vehicle up they can not duplicate it. Agent called the dealer and spoke with Pete and he stated they can not find anything wrong. Agent advised him of the incomplete recall F06 and also advised a direct to dealer will be sent. Agent informed the customer that other parties will get involved and advised of the incomplete recall F06. Customer understood.

Customer Assistance Inquiry Record (CAIR)#						14835164
VIN	1D4GP45R2	5B [REDACTED]	Open Date	04/17/2006	Built Date	06/28/2005
Model Year	2005	Body	RSKH52	DODGE CARAVAN SXT FWD SWB WAGON		
In Service Dt	08/05/2005	Mileage	18,069	Dealer Zone	42	DETROIT
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US	
Color	PRH	INFERNO RED CRYSTAL PEARL COAT				
Engine	EGA	3.3L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				
Dealer	53619	SPITZER-COLUMBUS INC				
Dealer Address	5100 E MAIN STREET					
Dealer City	COLUMBUS	Dealer State	OH	Dealer Zip	43213	
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	[REDACTED]
	REYNOLDSBURG OH [REDACTED]				Country	UNITED STATES

Dealer - Service/Body Shop - Transaction - Problem Not Resolved - Default	Customer states that his service issue was not addressed.
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Customer states that he took his vehicle to dealership 53619 today for an oil change and requested that the headlight switch be looked at. Customer states that he was reporting that the headlights don't always turn on. Customer states that he was disappointed to find that the dealership did not do anything to correct this service issue. Customer states that he spoke with the service manager of the dealership about this issue and was advised that the technician found no issue with the light switch on this vehicle. Customer is calling to file a complaint. Writer advised customer that his complaint would be documented and that these files are reviewed to address such issues as service. Writer also advised customer that a more direct way to resolve his complaint would be to speak with the general manager of the dealership. Writer provided customer with a reference number for this call.

Customer Assistance Inquiry Record (CAIR)#						14838730	
VIN	2C4GP54L8	5R	Open Date	04/18/2006	Built Date	10/28/2004	
Model Year	2005	Body	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB			
In Service Dt	12/23/2004	Mileage	14,000	Dealer Zone	66	ORLANDO	
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US		
Color	PBJ	ATLANTIC BLUE PEARL COAT					
Engine	EGH	3.8L V6 OHV ENGINE					
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION					
Dealer	61401	ALLEY'S CHRYSLER CENTER, INC.					
Dealer Address	929 E STONE DR						
Dealer City	KINGSPORT	Dealer State	TN	Dealer Zip	37660		
Owner					Contact Type	TELEPHONE	
Address					Home Phone		
	KINGSPORT TN				Country	UNITED STATES	

Recall - F06: UNDERBODY HEATER HOSES - Advise Owner/Incomplete Recall	Agent advised customer of incomplete recall.
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Customer inquiring about the headlights.

Customer states vehicle headlights will sometimes not work and the air conditioner sometimes blows out hot air. Customer states dealership 61401 stated to bring vehicle in when issue occurs with headlights. Customer states by the time the issue occurs the dealership is already closed. Customer states dealership 61401 had replaced the sensor for the a/c and issue is still occurring. Agent informed customer of incomplete recall F06. Agent informed customer the vehicle could be taken to any Chrysler dealership and the recall would be repaired free of charge. Customer understood. Agent informed customer he would have to continue to work with the dealership regarding the headlights. Agent informed customer vehicle cannot be repaired until diagnosed. Customer understood. Customer states he has three other Chrysler products and if the issue with this vehicle could not be resolved then it would probably be the last.

Customer Assistance Inquiry Record (CAIR)#						14842226	
VIN	2D4GP44L3	5R	Open Date	04/19/2006	Built Date	09/29/2004	
Model Year	2005	Body	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
In Service Dt	10/22/2004	Mileage	15,058	Dealer Zone	35	WASHINGTON	
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US		
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	EGH	3.8L V6 OHV ENGINE					
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION					
Dealer	42786	MURRAY DODGE					
Dealer Address	1402 RIDGE PIKE						
Dealer City	CONSHOHOCKEN			Dealer State	PA	Dealer Zip	19428
Owner					Contact Type	TELEPHONE	
Address					Home Phone		
	PHILA PA				Country	UNITED STATES	

Product - Electrical - Lamps and Switches - Defective - Default	Customer states issue with headlights.
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Customer states issue with headlights of vehicle. Customer states that when driving at time her headlights go off and it happens intermediate times and sometimes they happen for a second. Customer states that her vehicle is at dealership 42786 and they are not able to find the issue with the vehicle. Customer states that the dealership wanted her to bring the vehicle in when it happens and they will look into it. Customer states it usually happens at night and that is when the dealership is closed.

Informed the agent that if the repair is covered the customer is not responsible for the diagnosis fee.

Agent advised customer to take vehicle to another dealership for a second diagnosis since dealership 42786 is unable to find the issue. Customer inquired whether or not she will have to pay for a diagnosis. Agent informed customer that she shouldn't have to pay since she is still within warranty.

Customer Assistance Inquiry Record (CAIR)#						14845120
VIN	1D4GP24R3	5B [REDACTED]	Open Date	04/19/2006	Built Date	03/24/2004
Model Year	2005	Body	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON		
In Service Dt	05/05/2004	Mileage	51,454	Dealer Zone	35	WASHINGTON
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US	
Color	PB8	MIDNIGHT BLUE PEARL COAT				
Engine	EGA	3.3L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				
Dealer	41170	OYSTER POINT DODGE				
Dealer Address	11999 JEFFERSON					
Dealer City	NEWPORT NEWS			Dealer State	VA	Dealer Zip 23606
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	[REDACTED]
	NEWPORT NEWS VA [REDACTED]				Country	UNITED STATES

Product - Electrical - Unknown - Intermittent or Inoperative - Default	Customer states he has been having all types of electrical issues.
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Customer states that he has been having electrical issues with this vehicle since he purchased it. Customer claims he has been to multiply dealerships including Halls Nissan the selling dealership, and no one has been able to resolve the issue. Customer states the head light will not always come on, you would have to jiggle the switch. Customer claims now the emergency brake light on the dash is coming on even though the brake is not up. Customer states he does not feel safe driving this vehicle. Customer though DCX should be aware of the situation. Writer informed customer that his concerns would be documented. Writer provided customer with reference number.

Customer Assistance Inquiry Record (CAIR)#						14854242	
VIN	2C8GP64L1	5R	Open Date	04/21/2006	Built Date	03/11/2004	
Model Year	2005	Body	RSYS53	CHRYSLER TOWN & COUNTRY LTD FWD LWB			
In Service Dt	05/17/2005	Mileage	21,519	Dealer Zone	51	CHICAGO	
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US		
Color	PW1	STONE WHITE CLEAR COAT					
Engine	EGH	3.8L V6 OHV ENGINE					
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION					
Dealer	66792	JIM BAIER INC					
Dealer Address	HWY 61 WEST						
Dealer City	FORT MADISON			Dealer State	IA	Dealer Zip	52627
Owner						Contact Type	TELEPHONE
Address						Home Phone	
	DONNELSON IA					Country	UNITED STATES

Dealer - Service/Body Shop - Transaction - Repeated Trips Required - Default	66792
Product - Electrical - Unknown - Other - Default	Customer called stating that she has had multiple headlight issues.
Product - Body / Trim / Paint Finish - Paint Finish - Chipped - Trunk/Deck Lid/Hatch	Customer is calling about her paint job.
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	

Customer called stating that she has had multiple headlight issues. She is stating that her vehicle is a lemon and wants to know what she can do about it. Informed caller that agent would have to call the dealer and get repairs. Caller stated that she was going to have to take her son to practice and she would appreciate a call back. Called dealer 66792 and spoke with Janet in service. Janet stated that the vehicle was in on 5-25-05 until 5-26-05 at 551 miles. Customer stated her headlights went out while driving down the road. Dealer states that they replaced the headlamp switch. Janet states the vehicle was in again on 6-7-05 at 1,234 miles. Dealer claims customer stated the headlamp switch was lose and not correct; where as the customer states that she stated the headlight still go out and she thought the switch was wrong. Dealer replaced the headlamp switch. Janet stated the vehicle was in on 6-23-06 until 6-30-06 at 2,831 miles. Customer stated her headlights went out while driving down the road. Dealer states that they replaced the headlamp switch. Janet stated that the vehicle was in again 11-9-05 until 11-12-06 at 10,653 miles. Dealer stated customer claime the headlights go out intermittently. Dealer replaced the front controll module. Transferring for further review.

AR720 called Writer but was having difficulty in transferring to Writer AR720 advised Writer she didn t think Customer would transfer through but Writer received call successfully, Writer advised her complaint would be reviewed with Service Manager and then Agent agreed to call her back on Monday. Customer is 1 hour behind Est time (contact at 2:30 PM). Once done with call notified Customer on 4/24 approximately 2:52 PM but no answer, left message including file number REASSIGNED TO BC/DLR 51 66792 04/24/06 14:56 R 14854242

***** ATTENTION SERVICE MANAGER *****

If needed, please seek technical assistance

(district manager/zone/STAR) in an attempt to resolve customers concern. Please update with final resolution
4.24.06 DSM contacts Dealer 66792-spoke with Randy Welding-SM. Mrs. Hawk was recently at Dealer on 4/19 for a sliding door issue, a recall and a wiper blade concern. All those concerns have been remedied including the headlight issue. Customer spoke with Service Management at that time and made no mention of the headlights. Jerry-SA questioned her about the headlight issue and she stated she had no further issues with them. Case closed. Customer seeks current status on the vehicle. Writer informed customer that appropriate information has been sent to dealership to get appropriate party involved. Writer informed customer to keep in contact with the service manager.

Customer stated vehicle head light keep going out and has had vehicle at 66792 (4) times and they kept vehicle this time to drive and verified lights are going out. Customer is requesting to exercise Lemon Law to have vehicle bought back. Writer called 66792, spoke with Service Coordinator, Janet 05/08/06 - Mileage: 21,519 - head lamps flick and go out intermittently and have hard time coming back on - Replaced body control module, want to continue to drive vehicle to make sure problem had been corrected. 11/19/05 - Mileage: 10,653 - head lights go out intermittently - replaced front control module. 06/23/05 2831 head light shut off going down highway - Replaced shorted switch. 06/07/05- Mileage: 1,234 - head lamp loose, Replaced with one from stock unit. 05/25/05 - Mileage: 551 - head light went out going down road - switch had open circuit, replaced switch.

Writer consulted with WHH17 and provided Reference #, advised customer information has been forwarded for further research and customer will be contacted.

Called the owner and verified with owner that since last repair on 5-8-2006 the headlight issue is still not resolved. Owner stated she has contacted the Atty. Gen office and will pursue lemon law on this vehicle. Owner stated that dealer has the vehicle since the last repair and will not release the vehicle back to the owner. Dealer has placed the owner into rental vehicle due to the fact that they do not want to be responsible for any possible problems is the owner has a accident due to this concern. Owner will be sending a letter of demand via certified mail today. ***** ATTENTION SERVICE MANAGER AND DISTRICT MANAGER *****

Please get involved and resolve buy back issue asap. Thank You Mike Pawlowski

REASSIGNED TO BC/DLR 51 66792 05/11/06 09:28 R 14854242
see CAIR# 14941665

Customer Assistance Inquiry Record (CAIR)#						14869503
VIN	1C4GP45R7	5B [REDACTED]	Open Date	04/26/2006	Built Date	03/12/2004
Model Year	2005	Body	RSYH52	CHRYSLER TOWN & COUNTRY FWD SWB WAGON		
In Service Dt	08/31/2004	Mileage	39,128	Dealer Zone	66	ORLANDO
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US	
Color	PPK	MAGNESIUM PEARL COAT				
Engine	EGA	3.3L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				
Dealer	68002	CARL GREGORY CHRYSLER JEEP DODGE				
Dealer Address	3000 NORTHLAKE PKWY BLDG 100					
Dealer City	COLUMBUS	Dealer State	GA	Dealer Zip	31909	
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	[REDACTED]
	FORTSON GA [REDACTED]				Country	UNITED STATES

Product - Electrical - Lamps and Switches - Other - Default	Customer states that head lights come on and off by them self.
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Cusotmer states that his head lamps come on and off by them self.
 Customer stated that he had them repaired at the dealer 68002. Customer feels that they should not have went out and is seeking reimbursement.
 Writer provided customer with the reference number. Transferred for further research.

4/26/06 1st owner seeking reimbursement regarding above (2 other DCX vehicles). Headlights turned off and on intermittently. Vehicle was repaired by dealer 68002 on 4/17/06 with 39,128 miles. Verified repair information with Service Advisor (SA), Bill. SA states dealer replaced the headlight switch. No abuse or neglect. Owner paid for the repair (\$211.23). Pending verification of the receipts, DCCAC will reimburse owner the cost of the repair less \$50.00, which will remain the responsibility of the owner.

Customer Assistance Inquiry Record (CAIR)#**14883679**

VIN	2C4GP44R9	5R	Open Date	05/10/2006	Built Date	03/16/2004
Model Year	2005	Body	RSYH53	CHRYSLER TOWN & COUNTRY LX FWD LWB		
In Service Dt	05/13/2004	Mileage	24,935	Dealer Zone	42	DETROIT
Plant	R	WINDSOR ASSEMBLY PLANT		Market	U	US
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT				
Engine	EGA	3.3L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				

Dealer	67731	ROUEN CHRYSLER DODGE JEEP				
Dealer Address	1091 FREMONT PIKE RTE 20					
Dealer City	WOODVILLE	Dealer State	OH	Dealer Zip	43469	
Owner				Contact Type	LETTER	
Address				Home Phone		
	ROSSFORD OH			Country	UNITED STATES	

Dealer - Service/Body Shop - Transaction - Other - Default	Complaint against dealer 67731.
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Headlights will not work.
Product - Electrical - Wipers / Washers - Intermittent or Inoperative - Front	Requesting a wiper motor.
Product - Wheels and Tires - Wheels - Other - Rear-Driver	Requesting rear wheel studs and nuts.

Mr. (1st owner) submitted a letter to make a complaint against dealer 67731. Alleges dealer 67731 cross threaded his rear wheel studs and nuts. Demanding DCX replace the wheel studs along with nuts. Alleges 67731 performed a fuel injector service that was not necessary. Alleges dealer 67731 did not clean the fuel injectors. Demanding DCX refund money for parts and labor. Demanding DCX find him a dealer 67731 to replace windshield wiper motor. Demanding DCX find a dealer to fix headlight issue. Alleges dash lights come on but not headlights. Alleges this has happen 8 times. Contacted Mr. he is requesting writer sends him a letter stating he can go to another dealer to have the stubs and nuts replaced. Advised him this is a workmanship issue with him and dealer 67731. He would need to take the issue up with dealer manager. He refuses to go back to the dealer. Advised him writer can not refund his money for injector service. Informed Mr. he could take the vehicle into another DCX dealer for windshield motor issue and headlight issue. Provided reference number. Mr. release the call.

Customer Assistance Inquiry Record (CAIR)#						14884436
VIN	2D4GP44L0	5R [REDACTED]	Open Date	05/01/2006	Built Date	09/09/2004
Model Year	2005	Body	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON		
In Service Dt	03/21/2005	Mileage	13,000	Dealer Zone	74	DENVER
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PW1	STONE WHITE CLEAR COAT				
Engine	EGH	3.8L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				
Dealer	44613	JAY WOLFE DODGE-CHRY-JEEP INC				
Dealer Address	1051 SOUTHEAST OLDHAM PARKWAY					
Dealer City	LEE'S SUMMIT			Dealer State	MO	Dealer Zip 64081
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	[REDACTED]
	INDEPENDENCE MO [REDACTED]				Country	UNITED STATES

Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Customer states that she is dissappointed with her electrical system.
---	---

Customer states that she is having issues with the vehicles electrical system. Customers headlights were not dependable. Agent referred customer to the blue and white handbook. Customer understood.
Agent notified customer of incomplete recall F01. Customer understood.

Customer Assistance Inquiry Record (CAIR)#						14888991
VIN	2C4GP44R1	5R	Open Date	05/02/2006	Built Date	04/03/2004
Model Year	2005	Body	RSYH53	CHRYSLER TOWN & COUNTRY LX FWD LWB		
In Service Dt	04/28/2004	Mileage	28,000	Dealer Zone	35	WASHINGTON
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PYG	LINEN GOLD METALLIC PEARL COAT				
Engine	EGA	3.3L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				
Dealer	67935	MICK'S NORTH HILLS CHRY-JEEP INC				
Dealer Address	7670 MCKNIGHT ROAD					
Dealer City	PITTSBURGH	Dealer State	PA	Dealer Zip	15237	
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	GLENSHAW PA				Country	UNITED STATES

Product - Electrical - Unknown - Intermittent or Inoperative - Default	Customer states the fuel gauge was messed up.
Product - Air Conditioning / Heater - Unknown - Other - Default	Customer states the heater had issues.
Product - Transmission / Transaxle - Unknown - Leaks - Default	Customer states the transmission is leaking.
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Customer states there were headlight issues.
Product - Suspension - Unknown - Other - Unknown	Customer states there were suspension issues.

Customer states she has had so many issues with this vehicle since she got it. Customer states there is problem after problem. Customer states the headlights would just go off for no reason and it took 3 trips to the dealership to finally fix it. Customer states there have been suspension problems, heater problems, and the gas gauge would not register, and two recalls were completed. Customer states the transmission is leaking now and will take a while to fix. Customer states she cannot miss work because of this vehicle being in the shop. Customer seeking rental assistance from DCCAC. Customer states the vehicle is at her home and not at the dealership. Customer inquiring about her rights for Lemon Law. Agent referred customer to the blue and white pamphlet. Agent advised customer a diagnosis would need to be made before rental assistance could be considered. Customer upset about that we will not consider rental until a diagnosis is made.

Customer Assistance Inquiry Record (CAIR)#						14900768	
VIN	1D8GP25B3	5B	Open Date	05/04/2006	Built Date	05/13/2005	
Model Year	2005	Body	RSKL52	DODGE CARAVAN SE FWD SWB WAGON			
In Service Dt	07/22/2005	Mileage	19,896	Dealer Zone	63	DALLAS	
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US		
Color	PBE	BUTANE BLUE PEARL COAT					
Engine	EDZ	2.4L 4 CYL DOHC 16V SMPI ENGINE					
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION					
Dealer	43173	DODGE COUNTRY, LTD.					
Dealer Address	1902 E CENTRAL TEXAS EXPRESSWAY						
Dealer City	KILLEEN	Dealer State	TX	Dealer Zip	76542		
Owner					Contact Type	TELEPHONE	
Address					Home Phone		
	KILLEEN TX				Country	UNITED STATES	

Product - Electrical - Alternator/Voltage Regulator - Defective - Default	States that the alternator was replaced.
Product - Engine - Unknown - Vibration - Default	States that the engine runs rough and makes vehicle vibrate.
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	States that the headlights intermittently go on and off.

Customer inquiring what steps that she can take to get the vehicle repaired. Customer states that the engine has been running rough and the headlights would not stay on and not turn off sometimes. Customer states that the vehicle has been vibrating and lurches forward without putting on the gas. Customer states that she has taken the vehicle to dealer 43173 four times and they have reset something and also replaced the alternator belt for the engine issue. Customer states that the dealer advised that they cannot find anything wrong with the headlights and that they have to see it happen in order to repair it. Agent advised customer that she will need to continue working with the dealer. Advised that the dealer will be contacted and the information forwarded for review to alert all possible management.

Agent contacted dealer and spoke with Larry the Service Manager. Agent advised Larry that the customer is still having issues with the vehicle and will be bringing the vehicle back in. Provided the reference number for review.

*****ATTENTION SERVICE MANAGER*****

Please follow your Business Center guidelines and, if needed, seek technical assistance (District Manager/Business Center/STAR) in an attempt to resolve customer's concern with the headlights and engine. Please update the CAIR with the final resolution. Thank you.

REASSIGNED TO BC/DLR 63 43173 05/04/06 17:23 O 14900768

*Contact Date:05/11/2006

Service Manager at the dealership has closed the Cair# 14900768

Complaint could not be duplicated and explanation has been provided to customer.

Request was reviewed with DM.

CAIR RETURNED FROM DEALER ON 5/11/2006 AT 05:48:270 R 14900768

Customer Assistance Inquiry Record (CAIR)#						14901881	
VIN	2C4GP54L5	5R	Open Date	05/08/2006	Built Date	05/25/2004	
Model Year	2005	Body	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB			
In Service Dt	06/05/2004	Mileage	38,140	Dealer Zone			
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US		
Color	PYG	LINEN GOLD METALLIC PEARL COAT					
Engine	EGH	3.8L V6 OHV ENGINE					
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION					
Owner					Contact Type	E-MAIL	
Address					Home Phone		
	NORTH ROYALTON OH				Country	UNITED STATES	
Referral - Tier Three - Default - Default - Default				Tier Three support referral.			

***** EMAIL BRIEF DESCRIPTION CONTENT *****

Repeted vehicle service failures that repairs have been made but continue to reoccurr.

***** END EMAIL BRIEF DESCRIPTION CONTENT *****

The van has been in for service 10 times for electrical and mechanical related issues that continue to fail. The radio has shorted out this week for the second time in less than 2 months . The following electrical items have failed: air bag lamp (impact sensor shorted internal failure), headlamp switch (shorting out), power locks unlock and lock on their own (two separate service instances), ABS and Traction light (speed signal sensor failure, failed twice), radio (internal short). Non electrical items are: Leaking red fluid (coolant line leaked after recall replacement), rear stow away seat legs would not retract, replace front sway bushings, accelerator sticks and car surged forward (induction service required), third brake light lens cracked (Possibly lamp was too hot and cracked lens). I also had to replace (myself) a tail lamp that burned out (the inside of the bulb was melted) The dealership has done it s best to correct the various problems but they keep on reoccurring and the vehicle is not reliable nor safe with headlamp failures, ABS & traction failures, radio giving off a burnt smell and shorting out along with the other problems. The dealership kept the van March 13th, 14th, 15th and 16th to find the source of the numerous problems but as of today my radio has shorted out again, the accelerator is sticking, and the door locks are locking and unlocking themselves. Less than two months later the problems are reoccurring. Ohio s Lemon law requires that I notify you by mail of the problem. I want to resolve this issue either through Ohio s Lemon Law or arbitration. Please advise who I need to contact further.

*****END OF EMAIL*****

Escalating to Tier Three. Customer seeking OH state Lemon Law for vehicle.

Email States:

Thank you for your email to DaimlerChrysler Motors Corporation.

Our records show that we are currently working with your dealer to resolve your concerns. We have updated your file to reflect the latest information you provided in the email message.

If your concerns are not resolved to your satisfaction, please contact the DaimlerChrysler Customer Assistance Center at 1-800-992-1997, 8:00 a.m. to 5:00 p.m., Monday through Friday.

Thank you again for your email.

see linked CAIR

Customer calling regarding lemon law issue with his vehicle. Customer states the radio is burnt out again and he feels like all of the

electrical problems with his vehicle are never going to be fixed.

Customer states he would like to speak with the district manager because every time he contacts customer service or the dealership, they tell him that someone will be contacting him and no one has. Agent transferred for further assistance.

No further response necessary.

Customer Assistance Inquiry Record (CAIR)#						14903523			
VIN	2C4GP54L5	5R	Open Date	05/05/2006	Built Date	05/11/2005			
Model Year	2005	Body	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB					
In Service Dt	06/30/2005	Mileage	6,950	Dealer Zone	74	DENVER			
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US				
Color	PYG	LINEN GOLD METALLIC PEARL COAT							
Engine	EGH	3.8L V6 OHV ENGINE							
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION							
Dealer	58081	WACONIA DODGE CHRYSLER JEEP							
Dealer Address	905 STRONG DR								
Dealer City	WACONIA	Dealer State	MN	Dealer Zip	55387				
Owner					Contact Type	TELEPHONE			
Address					Home Phone				
	WACONIA MN				Country	UNITED STATES			
<table border="1"> <tr> <td>Product - Electrical - Heated Seat - Other - Unknown</td> <td>Customer calling in regards to issues with heated seats.</td> </tr> </table>								Product - Electrical - Heated Seat - Other - Unknown	Customer calling in regards to issues with heated seats.
Product - Electrical - Heated Seat - Other - Unknown	Customer calling in regards to issues with heated seats.								

Customer calling in regards to issues with heated seats. Customer states that he has continues issues with this. Customer states that dealership 58081 does not have a fix for this issue. Agent referred to previous cair 14736226. Customer seeking for vehicle to be replaced. Agent contacted dealership and spoke with Eric he stated that on 12/27/05 at 5298 miles and voltages were checked, battery tested and replaced, resistor block replaced, and IPM replaced. Eric states on 3/28/06 at 6816 miles that head lamp switch was replaced. Eric stated that he has been in contact with STAR and 2 technical advisor in there area have inspected vehicle. Agent provided customer with reference number. Customer could not hold to be transferred and stated he would contact DCCAC back. **Next agent customer would need to be transferred for Lemon Law. Customer calling in to be transferred for lemon law request. Agent transferred customer to Tier Three per lbd3.

***** ATTENTION SERVICE MANAGER *****

Please arrange an inspection of customer s vehicle and review with your District Manager to bring customer s concern to a final resolution. Please make sure that the owner has been informed of the final resolution. Also, please update file. Thanks.
REASSIGNED TO BC/DLR 74 58081 05/05/06 10:19 R 14903523
5/5/06-SM has been contact with TA (Hardy Huettl) and Detroit engineering is aware and working on a fix. jah

5/9 t/a rrw5 in contact with CAG re; issue of lighting brightness 'flicker' upon heavy electrical load cycling (such as a/c - radiator fan, heated seats, heated backlight) are characteristic of vehicle and do not pose a repair issue for the dealership.

_5/10/06-SM contacted TA(Ross werner) to inquire on any other fixes. Ross Werner stated that the issue is characteristic of the package and currently nothing is being planned to address it. jah
Transferred customer to tier 3.

May 16, 06. VEHICLE is operating to characteristic Per RRW5, owner contacts writer apologized and explained sometimes if/when a technical bulletin is released dealer would notify and explain whether or not there are further engineer instruction but at this time there was no fix
Customer called to inquire about a fix for his previous problem. Agent advised customer that there is not fix for his problem at this time.

Customer Assistance Inquiry Record (CAIR)#						14905258	
VIN	2A4GP54L8	6R	Open Date	05/05/2006	Built Date	11/03/2005	
Model Year	2006	Body	RSYP53	CHRYSLER TOWN & COUNTRY TOURING			
In Service Dt	12/14/2005	Mileage	7,000	Dealer Zone	66	ORLANDO	
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US		
Color	PPK	MAGNESIUM PEARL COAT					
Engine	EGH	3.8L V6 OHV ENGINE					
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION					
Dealer	26633	FERMAN JECF OF NEW PORT RICHEY					
Dealer Address	3939 US HWY 19						
Dealer City	NEW PORT RICHEY			Dealer State	FL	Dealer Zip	34652
Owner						Contact Type	TELEPHONE
Address						Home Phone	
	HERNANDO BEACH FL					Country	UNITED STATES
Corporate - Other - Default - Default - Default Caller states that dealer said DCX would reimburse for hotel stay.							

Customer states that they bought town in country in December from dealer 26633. Customer states that two days later they went to New York state and discovered that there were no headlights on vehicle. Customer states that they had to stay an additional day in order for repair to be done. Customer states that dealership said that DCX would reimburse them for a hotel stay and food bill. Customer states he turned receipts to dealer three months ago and has not heard anything as of yet. Customer states he contacted service department and was told to contact DCCAC for reimbursement. Agent contacted dealer for more information. Customer states that salesman told him that there should be no problem on reimbursement. Salesperson is not in today at dealership. Agent contacted dealer again to speak to sales manager, Carl alvarez. Carl states that if customer comes and see s him on monday, he will cut a check for him. Agent contacted customer back and informed of this information.

Customer Assistance Inquiry Record (CAIR)#	14909374
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VIN	1C4GP45R7	5B [REDACTED]	Open Date	05/16/2006	Built Date	03/12/2004
Model Year	2005	Body	RSYH52	CHRYSLER TOWN & COUNTRY FWD SWB WAGON		
In Service Dt	08/31/2004	Mileage	39,128	Dealer Zone	66	ORLANDO
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US	
Color	PPK	MAGNESIUM PEARL COAT				
Engine	EGA	3.3L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				
Dealer	68002	CARL GREGORY CHRYSLER JEEP DODGE				
Dealer Address	3000 NORTHLAKE PKWY BLDG 100					
Dealer City	COLUMBUS	Dealer State	GA	Dealer Zip	31909	
Owner	[REDACTED]				Contact Type	LETTER
Address	[REDACTED]				Home Phone	[REDACTED]
	FORTSON GA [REDACTED]				Country	UNITED STATES

Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Customer seeking reimbursement for headlight issue.
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Customer seeking reimbursement for headlight issue. Customer sent in a letter and invoice seeking reimbursement for a headlight repair to this vehicle. Customer is seeking reimbursement in the amount of \$161.23 and is getting that amount per JWK11 in cair # 14869503. Agent left a message informing the customer to contact DCCAC back and provided the phone number, personal phone extension, and reference number. ***If customer calls back please advise of the above decision and reassign back to HQD.***

Customer returning a call from HQD. Agent informed caller that he will be reimbursed \$161.23. Agent informed the check will be recieved in approximately 30 days. Reassigned to HQD
Processing check for \$161.23...

Customer Assistance Inquiry Record (CAIR)#						14914557
VIN	1D4GP25R9	5B [REDACTED]	Open Date	05/09/2006	Built Date	02/04/2005
Model Year	2005	Body	RSKL52	DODGE CARAVAN SE FWD SWB WAGON		
In Service Dt	02/07/2005	Mileage	37,000	Dealer Zone	42	DETROIT
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US	
Color	PW1	STONE WHITE CLEAR COAT				
Engine	EGA	3.3L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				
Dealer	60145	COURTESY AUTO SUPERSTORE INC.				
Dealer Address	205 COMMERCE WAY					
Dealer City	UPPER SANDUSKY	Dealer State	OH	Dealer Zip	43351	
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	[REDACTED]
	TIFFIN OH [REDACTED]				Country	UNITED STATES

Corporate - Recall - Default - Default - Default	Customer seeking recall information.
Product - Electrical - Lamps and Switches - Complete Failure - Default	Customer states the headlamp switch needs replaced.

Customer calls seeking recall information. Advised the customer there are no incomplete recalls for this vehicle. The customer was also advised a notification letter will be mailed to the address on file in the event their vehicle is involved in a future recall. Customer seeking assistance with the repair of her vehicle. Customer states the headlamp switch has went out on the vehicle. Customer states she has had other problems with the headlamps. Customer states the dealer has advised her that the part is on backorder. Customer would like for DCX to assist with the repair as she is just out of warranty. Forwarded for further review.

Called dealer service manager Jeff who confirmed repair and states dealer will DSA 50% goodwill split on repair.

Part number is 04685711AA

No order showing in system. Dealer will call back with order number.

Customer Assistance Inquiry Record (CAIR)#						14914818
VIN	1C4GP45R3	5B [REDACTED]	Open Date	05/09/2006	Built Date	10/07/2004
Model Year	2005	Body	RSYH52	CHRYSLER TOWN & COUNTRY FWD SWB WAGON		
In Service Dt	01/04/2005	Mileage	50,000	Dealer Zone	66	ORLANDO
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US	
Color	PBJ	ATLANTIC BLUE PEARL COAT				
Engine	EGA	3.3L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				
Dealer	45135	NOURSE INTERSTATE AUTOMALL				
Dealer Address	3200 COMMERCE DRIVE					
Dealer City	RICHBURG			Dealer State	SC	Dealer Zip 29729
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	[REDACTED]
	YORK SC [REDACTED]				Country	UNITED STATES

Product - Brakes - Disc Brake Assy/Calipers - Noisy - Unknown	The caller states the brakes have been replaced several times
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The caller states she has had several issues with the brakes on the vehicle. The first issue occurred at 8000 miles on 4/11/05 and she was charged \$299.49 even though she was still under warranty. the caller states that the rotors and calipers on both sides were replaced in August 2005 with brakes changed every 2 months. The caller states the power steering is leaking at the rack and pinion and the dealer told her she is not covered anymore. The caller states the passenger floor board is wet and she does not know why. Caller states she had to try the headlight switch 6 times before the lights came on. The caller is asking for assistance with the brakes cost and other repairs in vehicle. She replaced the brakes on her own June 2005 and then the dealer did them in August and the issue has been ongoing. Agent transferred call for further research.

Writer took call on 5/9/06 owner wants assistance with brakes, rack and pinion and water leak issues on vehicle. Dealer will inspect assistance will be determined then.

Dealer called said owner needs rack and pinion, rotors and pads, weather stripping and headlamp switch replaced agreed to cover all repairs parts and labor minus \$100 copay. Dealer agrees with that decision vehicle will be repaired and claim put in as pa.

Customer Assistance Inquiry Record (CAIR)#						14915322	
VIN	1A4GP45R1	6B	Open Date	05/09/2006	Built Date	10/06/2005	
Model Year	2006	Body	RSYH52	CHRYSLER TOWN & COUNTRY			
In Service Dt	01/12/2006	Mileage	2,500	Dealer Zone	35	WASHINGTON	
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH		Market	U	US	
Color	PBE	BUTANE BLUE PEARL COAT					
Engine	EGA	3.3L V6 OHV ENGINE					
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION					
Dealer	43071	ED SHULTS OF WARREN INC					
Dealer Address	1658 NORTH MARKET STREET						
Dealer City	WARREN			Dealer State	PA	Dealer Zip	16365
Owner					Contact Type	CERTIFIED LETTER	
Address					Home Phone		
	YOUNGSVILLE PA				Country	UNITED STATES	

Corporate - Lemon Law - Default - Default - Default	
Product - Suspension - Shock Absorbers / Struts - Noisy - Unknown	

**** Begin structured narrative LEMON LAW REQUEST ****

This applies to written notifications only

NO ANSWER PROVIDED BY AGENT

What type of notification was received

notification card

Was it received via Certified Mail:no

Date notification was received:5/9/06

**** End structured narrative LEMON LAW REQUEST ****

LEMON LAW NOTIFICATION CARD.....owner alleges vehicle has been out of service around 14 days with 4 repair attempts for issues with headlights and wind noise....

Request Business Center/District Manager review of concerns and contact owner directly to discuss and handle accordingly...thanks....ltm

5-9-06 CAIR reassigned to DM Jim Hoag to investigate and resolve. MPW

_5-15-06 customer brought vehicle to dealership and met with service manag

er....service manager and customer took vehicle on aa test drive and also t

ook a like vehicle on a test drive(same road)....both vehicles had the sam

e, normal road noise....customer was dissatisfied with noise level but stat

ed that there was no difference (no repairs performed)...Since module repl

aced...headlights work as designed....no problem indicated as per customer

close jdh15

Customer Assistance Inquiry Record (CAIR)#						14937331		
VIN	2D4GP44L0	5R	Open Date	05/15/2006	Built Date	09/24/2004		
Model Year	2005	Body	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON				
In Service Dt	11/01/2004	Mileage	41,028	Dealer Zone	35	WASHINGTON		
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US			
Color	PPK	MAGNESIUM PEARL COAT						
Engine	EGH	3.8L V6 OHV ENGINE						
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION						
Dealer	68012	SCHAEFER & STROHMINGER DELMARVA	AUTOPARK					
Dealer Address	3132 AIREYS ROAD SPUR							
Dealer City	CAMBRIDGE	Dealer State	MD	Dealer Zip	21613			
Owner	L				Contact Type	TELEPHONE		
Address					Home Phone			
	EASTON MD				Country	UNITED STATES		
<table border="1"> <tr> <td>Product - Electrical - Lamps and Switches - Defective - Default</td> <td>Customer states headlights go out.</td> </tr> </table>							Product - Electrical - Lamps and Switches - Defective - Default	Customer states headlights go out.
Product - Electrical - Lamps and Switches - Defective - Default	Customer states headlights go out.							

Customer stated that she is having an issue with the headlights. Customer states that they go out while driving at night. Customer stated that a part was replaced at the dealership, and it fixed it for a month. Customer stated that the headlights went out again, and they returned and another part was fixed. This happened many times. Customer stated that dealership told her to call Chrysler so that they can send a representative down to help in the repair of the vehicle. Customer stated that she wants vehicle repaired. Agent called down to dealership 68012 and spoke to Henry. Henry stated that the vehicle was down at his dealership at 7041 02/08/05 for headlight issue. They replaced the front control module. Customer was down again on 12/01/05 32000 for headlights again and they replaced the front control module. The vehicle was again down at dealership at 02/20/06 36825 and they just repaired the wiring outside of warranty. Agent will send customer for further review because of third repair for the same issue.

Customer calling stating she was disconnected during transfer. Agent transferred for further review. Agent provided reference number. Customer transferred to the internal Tier 2 escalation line for further review of concern. The customer states that the headlights are intermittent and she does not feel safe in it any more. She states that she wants out of the vehicle. She states that She states that the manager at 68012 informed her husband to contact DCCAC to get the issue resolved. Customer accidentally disconnected. Called 68012 and spoke with, Henry, service advisor because the service manager was busy. He states that the customer called him this morning and wanted a Chrysler representative be at a meeting with the customer and the dealer. He states that the service manager told him to inform the customer to contact DCCAC to get the DM involved. Advised him that such contacts are made by the service manager. Advised him that the CAIR would be sent to the dealer. He states that he will let his service manager know. Called the customer back. Advised her that information was provided to the dealer to assist in her resolution. Advised her to attempt to contact the service manager in the morning. REASSIGNED TO BC/DLR 35 68012 05/15/06 16:20 R 14937331

She states that she will.

Customer released call before transfer or provision of the reference

number.

*****ATTENTION SERVICE MANAGER*****

Please follow your Business Center guidelines and, if needed, seek technical assistance (District Manager/Business Center/STAR) in an attempt to resolve customer s concern(s). Please update the CAIR with the final resolution. Thank you.

By DM35Y: Vehicle repaired...headlight switch replaced by Dlr on 5/17 with 42,864 miles.....goodwill by Dlr. TSD

Customer Assistance Inquiry Record (CAIR)#						14941665
VIN	2C8GP64L1	5R	Open Date	05/18/2006	Built Date	03/11/2004
Model Year	2005	Body	RSYS53	CHRYSLER TOWN & COUNTRY LTD FWD LWB		
In Service Dt	05/17/2005	Mileage	21,519	Dealer Zone	51	CHICAGO
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PW1	STONE WHITE CLEAR COAT				
Engine	EGH	3.8L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				
Dealer	66792	JIM BAIER INC				
Dealer Address	HWY 61 WEST					
Dealer City	FORT MADISON	Dealer State	IA	Dealer Zip	52627	
Owner						
						Home Phone
	DONNELLSON IA					Country
Product - Body / Trim / Paint Finish - Paint Finish - Chipped - Trunk/Deck Lid/Hatch						Customer is calling about her paint job.
Corporate - Lemon Law - Default - Default - Default						
Product - Electrical - Unknown - Intermittent or Inoperative - Default						

Owner was notified that someone from the business center or the dealer will contact them about the buyback letter they sent to DCCAC. There is a problem with the electrical system. Please investigate to find out what we can do for the customer.

051806-reassigned to DM for review & final resolution...wdt

Customer calling about the update on her buy back case. Customer was referred to the dealership since the dealership still has this open at the dealership.

Customer calling requesting the name of the previous agent. Writer consulted with JDB116. Writer advised customer any previous contacts to DCCAC is proprietary information. Advised customer the file was sent to the dealer but the district manager has it now and will update the file with a final resolution.

5.6.06 Vehicle has returned to Dealership with another intermittent headlight concern. Dealer has diagnosed a faulty BCM. This is the fourth repair attempt to repair this concern. Vehicle now repaired, but customer very dissatisfied with quality of vehicle and continues to pursue Lemon Law. DSM has agreed to replace the vehicle based on excessive number of repair attempts for headlight concern. Please see attached ISG template for further details.

Customer Assistance Inquiry Record (CAIR)#**14949185**

VIN	2C4GP54L6	5R	Open Date	05/18/2006	Built Date	08/20/2004
Model Year	2005	Body	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB		
In Service Dt	04/28/2005	Mileage	10,000	Dealer Zone		
Plant	R	WINDSOR ASSEMBLY PLANT		Market	U	US
Color	PW1	STONE WHITE CLEAR COAT				
Engine	EGH	3.8L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				

Owner		Contact Type	E-MAIL
Address		Home Phone	
	OAKHURST NJ	Country	UNITED STATES

Product - Fuel System - Unknown - Sticks, Seizes, Binds - Default	Inaccurate Fuel Gauge
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***** EMAIL BRIEF DESCRIPTION CONTENT *****

I could not be more unhappy with my minivan

***** END EMAIL BRIEF DESCRIPTION CONTENT *****

Hi, a few months ago my minivan was towed in by roadside assist because it stalled and would not start again. Come to find out the gas gauge was not reading right and I ran out of gas. They replaced the fuel pump. A month later it happened again. Nothing was fixed or replaced this time, because after a week at the dealer they said they could not make it run out of gas. Each time both gas gauges said I had over 1/4 of a tank left with gas. The digital the last time said I had 57 miles to go. Now the car is going back in for service because the headlights don't always come on. If turn the switch on and off about 4 times the headlights eventually come on. There are times when my auto doors don't work, I can only open them if I do it manually. Some things I can live with, but honestly as a mother of 3 I drive around worrying if I will run out of gas and be involved in an accident or if I will get stuck out at night with no headlights. I wish I never bought this car and I cannot say a good thing about it to any mom looking for a minivan to drive her children around in. Thank you.

*****END OF EMAIL*****

Dear ,

Thank you for your recent email to DaimlerChrysler Motors Corporation. I regret your dissatisfaction in your DaimlerChrysler product, or quality of your product, and appreciate the time and effort you took to bring this matter to my attention. Comments like yours are one way to learn of problems that may develop and improvements desired by customers. The information received is used in product development and quality analysis. DaimlerChrysler Motors Corporation has made tremendous gains in customer satisfaction and vehicle quality. Apparently, your expectations have not been met. Please accept my apology for the problems you have experienced.

Thank you for sharing your concerns.

Thank you again for your email.

*****END OF RESPONSE*****

Customer Assistance Inquiry Record (CAIR)#						14953867
VIN	1D4GP45R9	5B	Open Date	05/19/2006	Built Date	07/01/2004
Model Year	2005	Body	RSKH52	DODGE CARAVAN SXT FWD SWB WAGON		
In Service Dt	09/20/2004	Mileage	35,645	Dealer Zone	66	ORLANDO
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US	
Color	PEL	INFERNO RED TINTED PEARL COAT				
Engine	EGA	3.3L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				
Dealer	26735	UNDERWOOD & MILLARD CHRY-JEEP-	DODGE			
Dealer Address	501 SOUTH MADISON STREET					
Dealer City	WHITEVILLE	Dealer State	NC	Dealer Zip	28472	
Owner					Contact Type	TELEPHONE
Address					Home Phone	(910) 642-4941
	WHITEVILLE NC				Country	UNITED STATES

Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Customer states that issue is not resolved with intermittent lights.
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Customer states that she contacted dealer. Customer states that dealer told her that they cannot look at the vehicle until Monday. Customer seeking loaner vehicle. Agent explained that vehicle would need to be at the dealer before rental could be considered (vehicle is driveable). Customer states that she has two kids and is afraid to drive vehicle because headlights and brake lights turn off on their own. CAIR Is linked to previous CAIR. Agent provided new reference number and transferred for further review/discussion of rental concern. Customer transferred to the internal Tier 2 escalation line for further review of concern. *****

Customer seeking rental due to the lights working intermittently. Agent contacted SM at dealer 26735 and was advised that the DM had provided the first 5 days of rental due to needing time for diagnostics. The SM advised the agent that he had denied assistance this time. Agent advised the customer that DCCAC would NOT be approving any rental at this time due to the vehicle being driveable. Customer was unhappy but understood. Agent advised the SM of the direct to dealer.

*****ATTENTION SERVICE MANAGER*****

Please follow your Business Center guidelines and, if needed, seek technical assistance (District Manager/Business Center/STAR) in an attempt to resolve customer s concern(s). Please update the CAIR with the final resolution. Thank you.

REASSIGNED TO BC/DLR 66 26735 05/19/06 11:20 R 14953867

*Contact Date:11/30/2006

Service / Parts Director at the dealership has closed the Cair# 14953867

After repeated attempts the dealer was unable to contact this customer.CAIR closed pending further contact from the customer.

CAIR RETURNED FROM DEALER ON 11/30/2006 AT 05:05:949 R 14953867

Customer Assistance Inquiry Record (CAIR)#						14955140
VIN	2D4GP44L1	5R [REDACTED]	Open Date	05/19/2006	Built Date	11/04/2004
Model Year	2005	Body	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON		
In Service Dt	11/30/2004	Mileage	25,059	Dealer Zone	42	DETROIT
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PBE	BUTANE BLUE PEARL COAT				
Engine	EGH	3.8L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				
Dealer	61888	MONICATTI CHRYSLER JEEP SALES, INC.				
Dealer Address	40755 VAN DYKE AVENUE					
Dealer City	STERLING HEIGHTS			Dealer State	MI	Dealer Zip 48313
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	[REDACTED]
	STERLING HTS MI [REDACTED]				Country	UNITED STATES

Product - Electrical - Unknown - Intermittent or Inoperative - Default	Stated that when it is raining, or snowing, he has electrical issues.
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Customer stated that, when raining or snowing, the vehicle s head lights, turn signals, and dash lights will intermittently stop working. Stated that the air bag light stays on. Customer stated that he no longer wants the vehicle. Agent referred caller to his lemon law booklet. Last repair to vehicle was pm 3-17-2006 at 25,059 miles no repair attempts since that date. we will honor terms of the warranty. mfp

Customer Assistance Inquiry Record (CAIR)#						14962836
VIN	2D4GP44L7	5R	Open Date	05/22/2006	Built Date	08/14/2004
Model Year	2005	Body	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON		
In Service Dt	03/07/2005	Mileage	11,641	Dealer Zone	51	CHICAGO
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				
Engine	EGH	3.8L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				
Dealer	68881	JENSEN AUTO CENTER				
Dealer Address	605 EAST OSKALOOSA ST					
Dealer City	PELLA	Dealer State	IA	Dealer Zip	50219	
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	OSKALOOSA IA -				Country	UNITED STATES

Product - Unknown - Unknown - No Start - Default	Customer states that the vehicle will not start.
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Customer states that the vehicle has been in the shop several times. Customer states that the battery was low on voltage. Customer states that the battery was charged up. Customer states that the lights just went out going down the road. Customer states that this was repaired. Customer states that he vehicle does not start correctly. Customer states that this has went on since purchasing. Customer states that the vehicle has not starting three different times this week. Customer states that she feels that the dealership has the vehicle more than she has it. Agent contacted the dealership and spoke with Steve in service. Steve stated that on 04/10/06, customer complaint was that three times this weekend vehicle would not start and head lights were flickering, dealership checked codes and found none in the system and replaced the head light switch. Dealer states that on 11/11/05 customer complained of having to jump start the vehicle, dealership checked systems and could not duplicate the issue. Dealership states that on 06/24/05 the DVD player was replaced. Customer inquiring what DCX can do to fix the issue. Customer was advised to contact the service department and confirm an appointment. Customer was advised that when there was an appointment confirmed to contact DCCAC and a notice will be sent to the dealership to involve some more persons in the repair. Customer agreed.

Customer Assistance Inquiry Record (CAIR)#						14980050	
VIN	2C4GP54L3	5R	Open Date	05/31/2006	Built Date	09/15/2004	
Model Year	2005	Body	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB			
In Service Dt	09/21/2004	Mileage	22,000	Dealer Zone	42	DETROIT	
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US		
Color	PW1	STONE WHITE CLEAR COAT					
Engine	EGH	3.8L V6 OHV ENGINE					
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION					
Dealer	67243	GOLLING CHRYSLER JEEP DODGE, INC.					
Dealer Address	2405 S TELEGRAPH RD						
Dealer City	BLOOMFIELD HILLS	Dealer State	MI	Dealer Zip	48302		
Owner						Contact Type	LETTER
Address						Home Phone	
	SOUTHGATE MI					Country	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer stated air bal light comes on intermittently
Product - Electrical - Unknown - Intermittent or Inoperative - Default	Customer stated rear vent windows will not open intermittently
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Customer stated the headlamps will go off while driving at night
Corporate - CNA Change - Default - Default - Default	Updated new owner information

Agent updated new owner information. Customer sent letter of complaint regarding vehicle. Customer stated that the dealer has not been able to duplicate the concerns. Customer stated the headlamps will turn off at night while driving, rear vent windows will not open intermittently, and the driver air bag light would intermittently come on. No contact. Agent left message. If customer calls advise to continue working with dealer.

No contact. Agent left message and sent letter 110.

Customer Assistance Inquiry Record (CAIR)#	14983056
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VIN	1D4GP24R3 5B [REDACTED]	Open Date	05/30/2006	Built Date	09/01/2004
Model Year	2005	Body	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON	
In Service Dt	01/12/2005	Mileage	16,500	Dealer Zone	
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US
Color	PYG	LINEN GOLD METALLIC PEARL COAT			
Engine	EGA	3.3L V6 OHV ENGINE			
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION			

Owner	[REDACTED]	Contact Type	E-MAIL
Address	[REDACTED]	Home Phone	[REDACTED]
	BOLLING AFB DC [REDACTED]	Country	UNITED STATES

Product - Transmission / Transaxle - Unknown - Worn - Default	Customer sent email regarding issue with transmission.
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***** EMAIL BRIEF DESCRIPTION CONTENT *****

Transmission

***** END EMAIL BRIEF DESCRIPTION CONTENT *****

My van dropped the bearings from the transmission while we were all (wife plus four kids) in the van. The rental is going to cost us \$40.00 per day and as the problem occurred on Friday before Memorial Day we can anticipate having the rental until Tuesday when Enterprise reopens and the transmission specialist comes back, plus any days beyond that until our vehicle is fixed. This is not the first problem that we have had with our van but it is the worst. Previously the main fuse had to be replaced and the AC has not been the same since (July 2005). The automatic door locks have stopped working and the headlights shut off while driving down the highway (April/May 2006). The locks and headlights are apparently caused by the same problem which is awating a part to be fully resolved. Needless to say I am not impressed with the quality of our vehicle. It seems that rentals are not covered by my warranty but I CANNOT be with out a vehicle because my daughter is being scheduled for surgery shortly. I will not have an estimated time for the repair until Tuesday at the earliest, so I am expecting to have this rental for no less than a week. At \$40 a day, this will add up quickly. In light of all of this, I would like to know if there is any way for Dodge to re-imburse me, in whole or in part, for the cost of renting this vehicle. Thank you, [REDACTED]

*****End of Email*****

Dear [REDACTED]:

Thank you for contacting DaimlerChrysler regarding your request for a rental assistance.

Please call the Customer Assistance Center at 1-800-992-1997 between 8:00 a.m. and 5:00 p.m. Monday through Friday. It is necessary to discuss this issue with you directly. Before calling the Customer Assistance Center, please have the following information handy:

Vehicle owner name

Vehicle owner address

Day and evening phone numbers

Vehicle Identification Number (VIN)

Name of dealership where vehicle was purchased

Date of purchase

Dealership where service was performed

Date of last service

Current vehicle mileage
An explanation of the problem
We have trained Senior Staff agents available to address the questions
and concerns you may have.
Thank you again for your email.
*****End of Response to Email*****

Customer Assistance Inquiry Record (CAIR)#						14983881	
VIN	2D4GP44LX	5R	Open Date	05/31/2006	Built Date	03/20/2004	
Model Year	2005	Body	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
In Service Dt	05/15/2004	Mileage	20,565	Dealer Zone			
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US		
Color	PPK	MAGNESIUM PEARL COAT					
Engine	EGH	3.8L V6 OHV ENGINE					
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION					
Owner					Contact Type	E-MAIL	
Address					Home Phone		
	FARMINGTON MN				Country	UNITED STATES	

Product - Electrical - Lamps and Switches - Defective - Default	Customer states the headlights do not work.
Product - Electrical - Unknown - Defective - Default	Customer states the instrument cluster has been replaced twice.

***** EMAIL BRIEF DESCRIPTION CONTENT *****

unhappy customer

***** END EMAIL BRIEF DESCRIPTION CONTENT *****

I own a 05 grand caravan and am very unhappy. Since I have owned it I have had the instrument cluster replaced the a/c fixed twice the lt slider door motor replaced both outer tie rods replaced and the gate and qtr are rusting and the door needs to be repainted. For what these vehicles cost there is no way this should have all this wrong already. When I bought this van I had plans of keeping it for a long time now I am not so sure. This van is no what I was hoping for. The headlights are not working now which makes it impossible to drive at night. I just spent three days back and forth to the dealer in the last couple weeks which was tough with a busy schedule. Now I will be making additional trips back. Needless to say I am not very happy with the product that you have sold me. I have had it 2 years now and it has been babied with 20,000 miles on it. The way this van has been it is become more and more obvious that you are not concerned with my concerns. I am sure that I am just another number but at this point I would never buy a Dodge again. Thanks

*****END OF EMAIL*****

Thank you for your recent email to DaimlerChrysler Customer Assistance. I regret your dissatisfaction in your DaimlerChrysler product, and appreciate the time and effort you took to bring this matter to my attention. Comments like yours are one way to learn of problems that may develop and improvements desired by customers. The information received is used in product development and quality analysis. DaimlerChrysler Motors Corporation has made tremendous gains in customer satisfaction and vehicle quality. Apparently, your expectations have not been met. Please accept my apology for the problems you have experienced.

Thank you for sharing your concerns.

Thank you again for your email.

*****END OF RESPONSE TO EMAIL*****

Customer Assistance Inquiry Record (CAIR)#						14988712
VIN	2C4GP44R9	5R	Open Date	05/30/2006	Built Date	03/12/2005
Model Year	2005	Body	RSYH53	CHRYSLER TOWN & COUNTRY LX FWD LWB		
In Service Dt	03/14/2005	Mileage	22,000	Dealer Zone	63	DALLAS
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PW1	STONE WHITE CLEAR COAT				
Engine	EGA	3.3L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				
Dealer	41548	BANKSTON DODGE OF GRAND PRAIRIE				
Dealer Address	2615 INTERSTATE 20					
Dealer City	GRAND PRAIRIE	Dealer State	TX	Dealer Zip	75052	
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	ARLINGTON TX				Country	UNITED STATES

Dealer - Sales - Personnel - Cooperative - Salesperson	Customer states she was very pleased with the sales dept.
Dealer - Service/Body Shop - Personnel - Discourteous/ Rude - Service Advisor	Customer states that personnel uncooperative and rude.
Corporate - Lost Customer - Default - Default - Default	Customer very displeased with service dept. at 41548.

Customer states that when she purchased the vehicle two months ago, they had to take it back twice for detailing and it still was not clean. She took it into 41548 for recall F06 and also asked if she could get her headlights checked because they were intermittently going off. Dealer said that they couldn't check them unless they did it all the time. Customer left the vehicle at 7:45am and they said it would take 2 hours to complete the recall. Customer called at 10:30am and they had not started. Customer went in at 4:45 pm to pick up and they still had not put it inside for work. Customer got her keys and left and decided she didn't want a vehicle that had such unconcerned service people that she took the vehicle into a dealer yesterday and traded it in on another vehicle. Today she wanted to vent about her treatment and will not buy another DCX product.

Customer Assistance Inquiry Record (CAIR)#						14997000	
VIN	2C4GP54L9	5R	Open Date	06/01/2006	Built Date	02/09/2005	
Model Year	2005	Body	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB			
In Service Dt	05/01/2005	Mileage	27,602	Dealer Zone	71	LOS ANGELES	
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US		
Color	PPK	MAGNESIUM PEARL COAT					
Engine	EGH	3.8L V6 OHV ENGINE					
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION					
Dealer	44517	DODGE-CHRY-JEEP OF VACAVILLE					
Dealer Address	681 ORANGE DRIVE						
Dealer City	VACAVILLE	Dealer State	CA	Dealer Zip	95687		
Owner					Contact Type	TELEPHONE	
Address					Home Phone		
	PETALUMA CA				Country	UNITED STATES	

Recall - F06: UNDERBODY HEATER HOSES - Advise Owner/Incomplete Recall	Agent advised customer of the incomplete recall on the vehicle.
Product - Electrical - Lamps and Switches - Other - Default	Customer states the head light will cut off and on.

REASSIGNED TO BC/DLR 71 44517 06/01/06 13:10 O 14997000
 Customer states the head light will cut off and on. Customer states this issue is an on going issue for a year. Customer states she want the vehicle repaired. Agent advised customer that DCX was going to get other parties invovled with the issue. Agent advised customer to keep working with the dealership over the issue. Agent provided customer with the reference number. Agent advised customer of the incomplete recall. Agent sent a Direct-to-Dealer.

*****ATTENTION SERVICE MANAGER*****

Please follow your Business Center guidelines and, if needed, seek technical assistance (District Manager/Business Center/STAR) in an attempt to resolve customer s concern(s). Please update the CAIR with the final resolution. Thank you.

*Contact Date:06/02/2006

Service / Parts Director at the dealership has closed the Cair# 14997000

Warranty repair has been documented on Repair Order#201337

CAIR RETURNED FROM DEALER ON 6/02/2006 AT 10:00:431 R 14997000

Customer Assistance Inquiry Record (CAIR)#	15010109
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VIN	2C4GP54L3	5R	Open Date	06/08/2006	Built Date	09/15/2004
Model Year	2005	Body	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB		
In Service Dt	09/21/2004	Mileage	22,000	Dealer Zone	42	DETROIT
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PW1	STONE WHITE CLEAR COAT				
Engine	EGH	3.8L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				

Dealer	26751	TELEGRAPH CHRYSLER JEEP, INC.				
Dealer Address	12000 TELEGRAPH ROAD					
Dealer City	TAYLOR	Dealer State	MI	Dealer Zip	48180	

Owner		Contact Type	LETTER
Address		Home Phone	
	SOUTHGATE MI	Country	UNITED STATES

Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer states Air Bag lamp is constantly illuminated.
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Customer states headlamps work intermittently.
Product - Body / Trim / Paint Finish - Glass - Inoperative - R. Door-Driver	Customer states rear vent window will not open.
Product - Body / Trim / Paint Finish - Glass - Inoperative - R. Door-Pass	Customer states rear vent window will not open.

Customer states vehicle is having numerous issues and wants to get vehicle repaired. Per previous CAIR# 14980050 Customer was informed to continue working with dealership. Agent sending letter 002.

Customer Assistance Inquiry Record (CAIR)#						15028218
VIN	2C4GP44R3	5R	Open Date	06/09/2006	Built Date	03/19/2005
Model Year	2005	Body	RSYH53	CHRYSLER TOWN & COUNTRY LX FWD LWB		
In Service Dt	05/29/2005	Mileage	39,900	Dealer Zone	71	LOS ANGELES
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PRH	INFERNO RED CRYSTAL PEARL COAT				
Engine	EGA	3.3L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				
Dealer	68600	AVONDALE CHRYSLER-JEEP				
Dealer Address	10055 W PAPAGO FREEWAY					
Dealer City	AVONDALE	Dealer State	AZ	Dealer Zip	85323	
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	PHOENIX AZ				Country	UNITED STATES

Recall - F06: UNDERBODY HEATER HOSES - Advise Owner/Incomplete Recall	Agent advised customer of the incomplete recall F06.
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	customer called concerning head light switch.
Product - Body / Trim / Paint Finish - Exterior Styling/Appearance - Unsatisfactory / Dislikes - Sides	customer concerned about paying for molding and trim repair.

Customer concerned about her molding and body trim. Customer also is concerned about her intermittent headlight switch. Vehicle is currently at dealership and is out of warranty. Agent advised that customer will be transferred per DLM153 for review of possible assistance.

***** Internal Transfer *****

Customer states that the molding on the bottom of the vehicle where the deck lid around the latch is adhesive is not holding. Customer states that this has been happening for awhile. Customer states that the rubber handle on deck lid is split and has been split for the same length of time as the molding. Customer states that there is an intermittent headlights switch is not working properly. Customer states that the vehicle headlights do not come in but the next day the light would come on. Customer states that the vehicle is currently at dealership 68600. Customer states that the driver side door handle molding is peeling as well. Agent contacted dealership 68600 and spoke with Don - Service Manager who states that there is a list of items that need to be repaired. Don states that this list ranges from the molding around deck lid to the paint peeling around the door handle. Don states that the rear cup holders are loose. Don states that there are a long list of small repairs for the vehicle. Don states that he does not feel that the customer merits goodwill consideration. Agent advised customer that no assistance will be provided due to the components customer is seeking for repair is considered wearable items and the vehicle is outside of the warranty period. Customer states that she is going to contact the media for their involvement. Agent advised customer of the incomplete recall F06.

Customer Assistance Inquiry Record (CAIR)#						15036977
VIN	2C4GP44R8	5R	Open Date	06/12/2006	Built Date	09/22/2004
Model Year	2005	Body	RSYH53	CHRYSLER TOWN & COUNTRY LX FWD LWB		
In Service Dt	11/10/2004	Mileage	50,000	Dealer Zone	74	DENVER
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PB8	MIDNIGHT BLUE PEARL COAT				
Engine	EGA	3.3L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				
Dealer	60182	LITHIA CHRYSLER JEEP DODGE OF	OMAHA			
Dealer Address	5402 L STREET					
Dealer City	OMAHA	Dealer State	NE	Dealer Zip	68117	
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	OMAHA NE				Country	UNITED STATES

Product - Electrical - Power Door Lock / Deck Lid - Intermittent or Inoperative - Unknown	Customer states locks not working.
Product - Electrical - Unknown - Intermittent or Inoperative - Default	Customer states that headlights work off and on.

Customer asking if she has a lemon car. Customer states that she purchased vehicle from Enterprise. Customer states vehicle is in shop for the third time. Customer states that the electrical system repair will cost \$1000. Customer states she has a service contract from a third party. Customer states she has had problems with door locks and headlights. Customer states that a panel has gone out and this is the cause of the problems.

Agent advised customer of blue and white booklet, but did advise that due to mileage, she might be out of the requirements.

Customer Assistance Inquiry Record (CAIR)#						15044554
VIN	2D4GP44L0	5R [REDACTED]	Open Date	06/14/2006	Built Date	10/20/2004
Model Year	2005	Body	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON		
In Service Dt	11/11/2004	Mileage	11,621	Dealer Zone	42	DETROIT
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT				
Engine	EGH	3.8L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				
Dealer	45012	NORWALK CHRY-DODGE-JEEP LTD				
Dealer Address	226 MILAN AVENUE					
Dealer City	NORWALK	Dealer State	OH	Dealer Zip	44857	
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	[REDACTED]
	WOOSTER OH [REDACTED]				Country	UNITED STATES

Recall - F01: REAR A/C AND HEATER TUBE CORROSION - Advise Owner/Incomplete Recall	Advised owner of incomplete recall F01.
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Customer states that the headlights are intermittent.

Customer states that back in March the lights in her vehicle stopped working while she was driving at night. Customer states that she has had numerous repairs. Customer states that the issue is still occurring. Agent contacted dealership 45012 for further information. Agent spoke with Blaine in the service department. Blaine provided further repairs on vehicle. April of 2006 pulled cluster out and reset needle head. Also replaced headlight switch. June of 2006 a new cluster was put in vehicle. Agent informed Blaine that a direct to dealer would be sent and provided reference number. Agent informed customer that other parties were going to be involved with the current issue and she would need to stay in contact with the service manager at her local dealership for further assistance and updates.

Customer calls seeking recall information. Advised the customer of incomplete recall F01 for this vehicle. Customer was advised to contact a Chrysler, Dodge, or Jeep dealer to schedule an appointment to complete recall repair.

REASSIGNED TO BC/DLR 42 45012 06/14/06 11:06 O 15044554

*Contact Date:06/27/2006

Field Staff / DM at the dealership has updated the Cair# 15044554

An appointment has been set with the customer.

7212006 DM advised a software update is to be completed on Monday July 24

*Contact Date:07/24/2006

Service Director at the dealership has updated the Cair# 15044554

An appointment has been set with the customer.

ISG has had a case submitted. djp23

Customer Assistance Inquiry Record (CAIR)#						15056290
VIN	1D4GP24R9	5B	Open Date	06/16/2006	Built Date	04/11/2005
Model Year	2005	Body	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON		
In Service Dt	04/22/2005	Mileage	35,566	Dealer Zone	35	WASHINGTON
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US	
Color	PPK	MAGNESIUM PEARL COAT				
Engine	EGA	3.3L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				
Dealer	41838	OURISMAN DODGE INC				
Dealer Address	5900 RICHMOND HWY					
Dealer City	ALEXANDRIA	Dealer State	VA	Dealer Zip	22303	
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	WOODBIDGE VA				Country	UNITED STATES

Recall - F06: UNDERBODY HEATER HOSES - Advise Owner/Incomplete Recall	Agent informed customer of incomplete recall.
Recall - F10: WINDSHIELD WIPER MOTOR - Advise Owner/Incomplete Recall	Agent informed customer of incomplete recall.
Corporate - Dealer Information - Default - Default - Default	Customer is seeking another dealership.
Corporate - Rental Vehicle - Default - Default - Default	Customer request rental vehicle.
Product - Electrical - Unknown - Intermittent or Inoperative - Default	Headlights and wipers would automatically begin to function.

Customer is inquiring that vehicle is taken to another dealership because they are not happy about the service at dealer 42125. Customer states that the high beam lights were coming on, the wiper and wiper fluid kept coming on, and customer took vehicle to dealer and it took the dealer 1 week to make the vehicle driveable. Customer calls seeking recall information. Advised the customer of incomplete recall ?F06 and F10? for this vehicle. Customer was advised to contact a Chrysler, Dodge, or Jeep dealer to schedule an appointment to complete recall repair. Agent informed customer that he could take his vehicle to another dealer 41838. Customer stated that dealer stated that if he takes his vehicle to another dealership that he can mess up his warranty. Agent informed the customer that he could take his vehicle to any other dealership as long as it is under the warranty.

**** Begin structured narrative CL-RENTAL ****

Is the vehicle still under warranty?:Yes

Does the vehicle have any service contract that covers rental?:No

What repairs are currently being completed?

The vehicle has been taken to dealer 42125 and stayed there for five days to see how to fix the issue with the headlights and wipers automatically functioning. After no resolution, customer brought the vehicle to dealer 41838 where they had the vehicle for nine days for the same issue but no resolution yet.

Why has the vehicle not been repaired and returned to the owner?

the issue with the eletrical has not been resolved yet. Kim the service

manager states that they have ordered a front control module and it will be installed today and hopefully that will fix the issue.

What is the estimated date that the repair will be completed?

possibly 6/28/06

Is this a recall repair?:No

Is this a pre-authorization or a request for reimbursement?

NO ANSWER PROVIDED BY AGENT

DCX authorizes rental? Explain why or why not...

NO ANSWER PROVIDED BY AGENT

How many days are being authorized and at what dollar amount?

NO ANSWER PROVIDED BY AGENT

**** End structured narrative CL-RENTAL ****

Customer stated that she has brought her vehicle into service of dealer 41838 from when they were advised to do so. Customer states that dealer 42125 had the vehicle for five days and advised customer not to use the vehicle that it is hazardous to drive since it was having a issue with the electrical but the dealership could not find resolution to issue. The vehicle is now at dealer 41838 about the issue and they had for nine days already and no resolution. Customer requests to see if she could get assistance with a rental vehicle.

Agent was reviewing previous agents notes and customer disconnected the call.

Customer states was at dealership 42125 for five days. Customer states she had vehicle taken to dealership 41838. Customer states that the vehicle has been at dealership 41838 for ten days. Customer states the windshield wipers come on for no reason. Customer states the light switch on and off by them selfs. Customer states the rear hatch will not open and the windshield washer fluid will spray by them selfs. Customer states that the dealerships can not figure what's going on with the vehicle.

Customer calls seeking rental assistance because issue with electrical components functioning intermittently. Contacted Service Manager, Ken at dealer 41838 to discuss the customer's request for rental assistance.

Confirmed customer's concern and with Service Manager concurrence, authorized two of days of rental per guidelines in Warranty Bulletin D-04-26. per ccp14

Customer states dealership 41838 helped them get a rental. Customer states the five days is up. Customer is seeking assistance with a rental vehicle. Customer states the vehicle must accommodate a family of six. Customer owns two DCX vehicles. Customer purchased both vehicles used. Customer does not own a service contract.

Agent advised customer that since dealership 41838 provided her with rental she would need to see if they would extend the rental offer. Agent declined assistance.

UN02095100628

REASSIGNED TO BC/DLR 35 41838 06/28/06 13:54 R 15056290

6/30/06 DM spoke to dealer today, advised that STAR and MABC Tech Advisor involved in repairs. Tech Advisor instructed dealer to order more parts for vehicle. DM authorizes additional days for loaner car. RR16 _

Customer calling in to check on rental information. Agent advised as of 6/30 any rental information would be handled by the district manager through the dealership since it was under the district manager's approval. Agent advised customer that the agent does not have current access to the amount that was covered by the initial rental, but the service manager who received the authorization should have a record. Agent advised customer anything about the authorized amount would be the customer's responsibility. Customer claims was not advised of a maximum dollar amount by either agent or dealership. Customer said he would follow up with dealership.

9/14/06 DM spoke to dealer about owner's vehicle still at the dealership.

MABC Tech Advisor and STAR have been involved in several repair attempts since the vehicle has been in dealer possession. MABC Tech Advisor recommends the vehicle be repurchased due to the amount of time with no _ repair.

9/25/06 DM spoke to owner, offered vehicle repurchase. Owner advised that he does not want another vehicle. Owner wants three months of car payments the amount of time the vehicle has been down, and the vehicle repaired.

DM contacted MABC Tech Advisor, advised he will resume repairs week of

10-3-06 CAIR reassigned to Tech Advisor Jeff Price to investigate and resolve. MPW

10/12/06 DM R. Reid request Direct Check Reimbursement to owner. This action is needed due to this vehicle being down for 3 months. The owner agrees to 3 months car payment instead of vehicle replacement. RR16

Recipient: [REDACTED], Locust Grove VA. [REDACTED]

Amount: \$1301.88, equal to 3 car payments at \$433.96/mo.

Date: 10/12/06

Requestor: Randy Reid, DM

Dealer Info: Ourisman Dodge 41838, contact Andy Heye GM 703-329-1600

11/3/06 DM R. Reid authorizes repurchase of this vehicle due length of time with no repair. STAR and Tech Advisor could not help dealer with repairs.

No mileage charge will be assessed to the repurchase. Owner will turn in rental after receiving check from Daimler Chrysler. This owner declined prior repurchase offers but due to length of time agrees to terms of repurchase. RR16

11-3-06 File sent to ISG for processing. MPW

1-8-07 Dealer requesting refund for rental bills of \$5519.45 and pre buy back and \$1290.43 post buy back. The MABC agreed to refund the dealer this amount. MPW

Customer Assistance Inquiry Record (CAIR)#						15060168
VIN	1C4GP45R0	5B [REDACTED]	Open Date	06/19/2006	Built Date	08/10/2004
Model Year	2005	Body	RSYH52	CHRYSLER TOWN & COUNTRY FWD SWB WAGON		
In Service Dt	09/10/2004	Mileage	27,681	Dealer Zone	35	WASHINGTON
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US	
Color	PYG	LINEN GOLD METALLIC PEARL COAT				
Engine	EGA	3.3L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				
Dealer	68781	LAKELAND CHRY-DODGE INC				
Dealer Address	31 HADLEY ROAD					
Dealer City	GREENVILLE	Dealer State	PA	Dealer Zip	16125	
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	[REDACTED]
	HERMITAGE PA [REDACTED]				Country	UNITED STATES

Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Customer claims repetitive issues with the headlight damper switch.
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	Customer claims that two airbag sensors were replaced on vehicle.
Product - Engine - Unknown - Check Engine Lamp On/Flashing - Default	Customer states previous issue with check engine light coming on.

Customer is inquiring about lemon law. Customer claims that he has had repetitive issues with the headlight damper switch. Agent contacted dealership 68781 and spoke with SM Steve who stated that vehicle was in about check engine light coming on and that the lifters and EGR valve were replaced at 27,685 miles on 6/05/06. Agent contacted dealership 62489 and spoke with SM Vince who stated that on 10/26/05 with 14,829 miles, power steering cooler line was replaced per TSB. Vince also stated that on 12/29/05 with 20,061 miles, the multi-function switch related to headlight was replaced as well as the left front airbag sensor. On January 2006 with 21,184 miles, the thermostat and radiator fan was replaced because fan was running all the time and relay was shorted out. On March 2006, with 23,561 miles, the alternator was replaced due to a noise issue. On 04/04/06 with 24,449 the washer pump and cruise control were replaced. Agent contacted dealership 09861 and spoke with SA Bonny who stated that on February 2005 with 5,241 miles, a TSB was performed on rotors due to brakes pulsating. SA stated that on 02/23/05 with 5,556 miles, the right front sensor was replaced due to airbag light coming on. Bonny stated that the headlight switch was replaced on 08/23/05 with 12,138 miles on vehicle because headlight will not come on. Customer claims that there are still issues with headlight. Customer claims that he was allegedly offered a service contract by DM at dealership 68781 but that he does not want to pay the \$100 deductible. Agent advised customer to contact SM at dealership 68781 on this issue. Customer understood. Agent offered a call back to customer. Customer agreed and provided contact phone number as [REDACTED]. Agent provided customer with reference number. Agent contacted back customer and transferred him to

another agent for further review per CCG19.

I offered owner 7/70 service contract (50\$ deductible). Owner states he would mull it over and contact me back to advise.

Advised owner DCX would continue to honor warranty on vehicle as outlined in warranty manual.

**Closing CAIR on this date- owner has my ext for further contact if needed

8.02.2006

COMMONWEALTH OF PENNSYLVANIA OFFICE OF THE ATTORNEY GENERAL

RE: CASE NUMBER: D-001389-2006

Seeking response to previous correspondence

Forwarded to BC. mrp

8-7-06 CAIR reassigned to DM Jim Hoag to investigate and resolve. MPW

9-22-06 DM inspected vehicle on 8-21-06 for light switch not working and high low beam switch not working. DM also listened to the engine.

Light switch and high low beam switch working as designed. Engine had a valve replaced to address the noise. DM states the vehicle operating as designed now. MPW

9-22-06 Response to the AG:

The DaimlerChrysler District Manager inspected vehicle on 8-21-06 for light switch not working and high low beam switch not working. DM also listened to the engine. Light switch and high low beam switch working as designed. Engine had a valve replaced to address the noise. DM states the vehicle operating as designed now.

10-27-06 PA AG letter received in MABC. AG requestes clarification on DM findings. Letter scanned and emailed to DM. CAIR reassigned to DM Jim Hoag to investigate and resolve. Please reassign this CAIR back to MPW when complete for another response to the AG. MPW

Customer Assistance Inquiry Record (CAIR)#						15090878
VIN	2D4GP44L9	5R	Open Date	06/26/2006	Built Date	03/10/2004
Model Year	2005	Body	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON		
In Service Dt	07/22/2004	Mileage	42,000	Dealer Zone	74	DENVER
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PBE	BUTANE BLUE PEARL COAT				
Engine	EGH	3.8L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				
Dealer	43563	BOB HOSS DODGE CHRYSLER JEEP, INC.				
Dealer Address	6640 STATE AVENUE					
Dealer City	KANSAS CITY	Dealer State	KS	Dealer Zip	66102	
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	LEAVENWORTH KS				Country	UNITED STATES

Service Contract - Deductible - Unknown - Default - Default	Customer seeking to have the deductible waived.
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Customer states there is an issue with the head lamps.
Referral - Tier Two - Internal Escalation - Authorization - Default	Tier Two Internal Escalation Authorization.

****Recall****

Customer states the vehicle has an issue with the head lamps. Customer states the issue happened while the vehicle was covered under the basic warranty, but the issue was never duplicated. Customer seeking to have the deductible waived. Agent informed the customer that the department that the customer would be transferred to is closed at the moment. Agent provided the reference number and advised the customer to call back for further review.

**** Begin structured narrative CL - GOODWILL ESCALATION1 ****

What is the customer requesting from DaimlerChrysler?

Customer wanting deductible waived.

How far out of warranty is the vehicle/repair by time and/or mileage?

Customer is out of basic 3/36 warranty.

Is there a service contract on this vehicle that would cover the repair?

Yes

Is the customer the original owner of this vehicle?

Yes

How many DCX vehicles has the customer owned including this vehicle?

One other.

Is there warranty history related to the current concern?

No

Has the vehicle been taken to a Chrysler, Dodge or Jeep dealer?

Yes, dealership 43563

**** End structured narrative CL - GOODWILL ESCALATION1 ****

null

Customer transferred to the internal Tier 2 escalation line for further review of concern. Customer states that the headlamps will intermittently go out. Customer states that he would move the switch back and forth to stop working almost completely. Customer states that the headlamps have been completely failed. Customer seeking to see if Chrysler would be able to waive the 100.00 deductible for this repair

under the terms of the contract. Agent advised customer that the terms of the contract, the deductible would be waived under the terms of the service contract.

Customer Assistance Inquiry Record (CAIR)#						15095491	
VIN	1D4GP24R7	5B [REDACTED]	Open Date	06/27/2006	Built Date	07/06/2004	
Model Year	2005	Body	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON			
In Service Dt	07/06/2004	Mileage	25,000	Dealer Zone	66	ORLANDO	
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US		
Color	PBE	BUTANE BLUE PEARL COAT					
Engine	EGA	3.3L V6 OHV ENGINE					
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION					
Dealer	58517	TARPON DODGE					
Dealer Address	1925 US 19						
Dealer City	HOLIDAY			Dealer State	FL	Dealer Zip	34691
Owner	[REDACTED]					Contact Type	TELEPHONE
Address	[REDACTED]					Home Phone	[REDACTED]
	PORT RICHEY FL [REDACTED]					Country	UNITED STATES

Product - Electrical - Power Door Lock / Deck Lid - Other - Unknown	Customer states there is an elictrical issue.
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Customer states she has had a headlight switch and window switch already replaced. Customer states a while back she took the vehicle in stating that the service tech at the dealership replaced a fuse which fixed the issue. Customer states the electrical door locks do not work. Agent states that the doors do not lock as well. Customer states the horn honks on the security system but the doors do not lock. Customer stating complaint because she has to use the key to unlock the vehicle. Customer states she brought the vehicle in to the dealership today because she was having the issue again and she was doing as she was directed by the service tech. Customer states dealership is unable to reduplicate the issue she is having with the door locks. Customer is seeking assistance with rental until vehicle is working properly. Customer states this is a manufacturers problem with the vehicle and she wants a rental car. Informed customer that before DaimlerChrysler would be able to consider offering any goodwill assistance outside of warranty a diagnosis would need to be performed by an authorized Chrysler, Dodge, or Jeep dealer. Informed customer that any authorization for a Chrysler, Dodge, or Jeep dealer diagnosis would be at their discretion and expense. No commitment for goodwill assistance has been made at this time. Customer transferred to the internal Tier 2 escalation line for further review of concern. Writer informed customer that the warranty does not provide for rental coverage and the customers request for a rental vehicle is declined. Customer stated that she will not purchase another DCX vehicle. Writer informed customer this concern will be documented.

Customer Assistance Inquiry Record (CAIR)#						15100947
VIN	1C4GP45R7	5B	Open Date	06/28/2006	Built Date	03/22/2005
Model Year	2005	Body	RSYH52	CHRYSLER TOWN & COUNTRY FWD SWB WAGON		
In Service Dt	05/01/2005	Mileage	21,000	Dealer Zone	71	LOS ANGELES
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT				
Engine	EGA	3.3L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				
Dealer	26337	SHAVER AUTO CENTER				
Dealer Address	770 SHOWCASE DRIVE NORTH					
Dealer City	SAN BERNARDINO			Dealer State	CA	Dealer Zip 92408
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	SN BERNRDNO CA				Country	UNITED STATES

Product - Electrical - Speedo/Gauges/Ometer/EIC - Other - Default	Customer states that the gas guage is not working.
Product - Electrical - Lamps and Switches - Other - Default	Customer states that the lights did not work.
Product - Electrical - Wipers / Washers - Other - Front	Customer states that the wipers did not work.

Customer states that the wipers did not work. Customer states that the lights did not work. Customer states that the gas gauge is not working. Customer states that when you turn on the light then turn them off they will not turn back on. Customer states that vehicle has been at dealer twice for the lights and now it is started doing the same thing. Customer states that the wipers did not work. Customer states that she took vehicle to dealer and had a fuse replaced. Customer states that now the gas gauge is not working right. Customer is seeking lemon law. Agent informed customer that agent would need to contact dealer, customer stated that she could not hold and would call back. Agent provided reference number. Agent contacted dealer 26337 and spoke with service manager Keith. Keith stated that on 2-17-06 that replaced the forward control module. Keith stated that on 4-14-06 they replaced the headlight switch. Keith stated that they replaced a fuse to the window wipers. ***** When customer calls back please inform her that DCX will repair vehicle per the terms of her warranty.***** Vehicle does not meet buy back criteria.

Customer called back seeking an update. Agent advised customer that DCX will repair the vehicle per the terms of the warranty. Customer disconnected.

Customer states that she was disconnected. Agent informed customer that she did not qualify for buy back. Customer is inquiring about criteria. Agent referred customer to her blue and white booklet in her glove compartment.

Customer Assistance Inquiry Record (CAIR)#						15109112
VIN	2D4GP44L0	5R	Open Date	06/30/2006	Built Date	06/08/2004
Model Year	2005	Body	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON		
In Service Dt	09/14/2004	Mileage	33,000	Dealer Zone	51	CHICAGO
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PB8	MIDNIGHT BLUE PEARL COAT				
Engine	EGH	3.8L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				
Dealer	41426	BUYSSE DODGE INC				
Dealer Address	4100 BRADY STREET					
Dealer City	DAVENPORT	Dealer State	IA	Dealer Zip	52806	
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	ELDRIDGE IA				Country	UNITED STATES

Recall - F01: REAR A/C AND HEATER TUBE CORROSION - Advise Owner/Incomplete Recall	Agent advised of incomplete recall.
Referral - Tier Two - Internal Escalation - Authorization - Default	Customer seeking assistance with the repairs.
Product - Brakes - Pads/Shoes - Other - Front	Customer states that the brakes need replaced.
Product - Brakes - Unknown - Other - Unknown	Customer states the rotors need replaced.

**** Begin structured narrative CL - GOODWILL ESCALATION1 ****

What is the customer requesting from DaimlerChrysler?

Customer is seeking assistance with the repairs.

How far out of warranty is the vehicle/repair by time and/or mileage?

The vehicle is still under basic warranty, but does not cover the repairs.

Is there a service contract on this vehicle that would cover the repair?

No

Is the customer the original owner of this vehicle?

yes

How many DCX vehicles has the customer owned including this vehicle?

1

Is there warranty history related to the current concern?

No.

Has the vehicle been taken to a Chrysler, Dodge or Jeep dealer?

Yes

**** End structured narrative CL - GOODWILL ESCALATION1 ****

Customer states that the vehicle is at the dealership now. Customer states that the brakes, struts, rotors, turn signals, light switch.

Customer states that the vehicle is in need of two new tires. Customer is seeking assistance with the brakes, rotors, and tires. Agent advised customer that the tires are warrantied under a different company, and agent is transferring for further review. Agent provided the reference number.

Customer calls seeking recall information. Advised the customer of incomplete recall F01 for this vehicle. Customer was advised to contact a Chrysler, Dodge, or Jeep dealer to schedule an appointment to complete recall repair.

Customer transferred to the internal Tier 2 escalation line for further review of concern. First owner seeking assistance with the repair of the rotors. Customer states that the tires are worn due to the struts. Writer called dealer and spoke with Tom the service manager. He states that the customer came in for a turn signal and a headlamp issue. He states that a BCM module is ordered for that. He states that the brakes are just worn, the sway bar links need to be replaced and is covered under warranty. He states that the struts are not bad. He informed that the rear tires are not that worn. He informed that the front tires are worn, and the tires have not been rotated. Writer informed the customer that DCX will not assist in the replacement to the tires due to DCX does not warranty tires the tires. Customer became irate and using inappropriate language. She states that she will contact her lawyer and call DCCAC back.

Customer Assistance Inquiry Record (CAIR)#						15115274
VIN	2D4GP44L1	5R [REDACTED]	Open Date	07/03/2006	Built Date	07/09/2004
Model Year	2005	Body	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON		
In Service Dt	08/11/2004	Mileage	21,000	Dealer Zone	32	NEW YORK
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				
Engine	EGH	3.8L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				
Dealer	25002	CARBONE DODGE CITY				
Dealer Address	5017 COMMERCIAL DR					
Dealer City	YORKVILLE	Dealer State	NY	Dealer Zip	13495	
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	[REDACTED]
	WHITESBORO NY [REDACTED]				Country	UNITED STATES

Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Customer stated that the lights turned on and off.
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Customer called in about an ongoing issue. Customer stated that he keeps going in for an issue with his vehicle. Customer stated that the lights in the vehicle. The headlights the dash lights and such as well as the radio would go on an off all the time when the vehicle was on and sometimes would not even turn on. Customer stated he has been in to the dealership for this repair repeatedly and had the radio and sensors replaced already. Writer confirmed past repairs. Customer stated that he was also having a squeaking noise and the dealership charged him \$40 to have someone tell him his pads and rotors were worn. Writer submitted request for provisions to be sent to the customer as he questioned brakes under the service contract. Writer contacted dealership 25002 and spoke with Tim. Writer advised Tim of the issue and that at this time a direct to dealer would be sent. Tim understood and agreed to have the customer come back in and look into contacting STAR. Writer advised customer of reference number and that we have the dealership looking further into the issue if the customer would be willing to bring the vehicle back in. Customer stated she would make an appointment.

*****ATTENTION SERVICE MANAGER*****

Please follow your Business Center guidelines and, if needed, seek technical assistance (District Manager/Business Center/STAR) in an attempt to resolve customer s concern(s). Please update the CAIR with the final resolution. Thank you.

REASSIGNED TO BC/DLR 32 25002 07/03/06 11:32 O 15115274
vehicle repaired.

Customer Assistance Inquiry Record (CAIR)#						15116360	
VIN	2D4GP44L7	5R	Open Date	07/03/2006	Built Date	08/14/2004	
Model Year	2005	Body	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
In Service Dt	03/07/2005	Mileage	12,765	Dealer Zone	51	CHICAGO	
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US		
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	EGH	3.8L V6 OHV ENGINE					
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION					
Dealer	68881	JENSEN AUTO CENTER					
Dealer Address	605 EAST OSKALOOSA ST						
Dealer City	PELLA	Dealer State	IA	Dealer Zip	50219		
Owner					Contact Type	TELEPHONE	
Address					Home Phone		
	OSKALOOSA IA				Country	UNITED STATES	
Product - Drivability - Unknown - No Start - Default				Customer states that vehicle does not start.			

Customer states that the vehicle is having issues starting. Customer states that the vehicle had this issues on the June 28th and June 30th. Customer states that the dealer is waiting on someone for DCX. Agent contacted dealer, 68881 for further information. Agent spoke with the service manager, Steven. Steven states that he kept the vehicle for two weeks and could not duplicate the issue. Customer states that he has contacted STAR and waiting for contact back. Agent advised Steven of sending a direct to dealer. Agent advised customer of sending the direct to dealer. Customer states that the DVD player had to be replaced. Customer inquiring if that would cause an issue. Customer states that the dealership has not seen the vehicle when it doesn t start. Customer states that if the vehicle is not repaired this time, then she is going to pursue Lemon Law.

*****ATTENTION SERVICE MANAGER*****

Please follow your Business Center guidelines and, if needed, seek technical assistance (District Manager/Business Center/STAR) in an attempt to resolve customer s concern(s). Please update the CAIR with the final resolution. Thank you.
 REASSIGNED TO BC/DLR 51 68881 07/03/06 14:07 O 15116360
 8/7 DM follow-up with dealer. Service manager advises that ther are currently working w/STAR to diagnose. Dealer has installed a toggle switch for security system to eliminate it from the system. Customer expected back next week for next step if problem does not reoccur. T.Schatz
 Customer is states that last night it happened again, customer states that since the toggle switch has been placed in the vehicle her electronics have been activating. Customer states that she had her doors open, the engine was off, and the radio kept comming on and off. Customer states that she called them today and someone from Chrysler is going to be there tomarrow to look at the vehicle. Customer states that if something does not get fixed tomarrow she will be calling her lawyer. Agent contacted dealership and spoke with Steve, service manager. Steve confirmed that there would be someone there tomarrow to look at the vehicle. Steve stated that they are attempting to help the customer in this issue. Agent advised customer to continue to work with the dealership about this issue. Customer asked how to go about Lemon Law if she would decide to do that at a later date. Agent referred her to her

blue and white booklet in the glove box of vehicle.

***Dave calling on behalf of customer seeking lemon law, who has already retained a lawyer. Writer requested repair attempts, dates, and mileage. 7/1/05: 4182 mi, DVD player replaced. On 4/10/06 at 10749 mi, No start issue. Dealer replaced engine cntr and headlamp switch. On 6/13/06 at 11673 mi, no start issue again, dealer replaced starter system. Current R/O open at dealership. Customer has been to dealership for same concern 3 times on same R/O. On 6/2/06, Star contacted for electrical draw concern. Per STAR, 'Complaint has returned. Found draw would jump to 22ma. Advised 22ma is not enough to cause a problem in a over weekend dead battery situation. Recommend showing the owner where the iod fuse is located. Have them remove the iod when the vehicle is parked for a couple days at a time. If the draw does not repeat- the cause is iod related. At that point u can start disconnecting inputs that will wake the vehicle up- door ajars, key in switch, head light switch, hazard switch...' Dave states he was advised that following these recommendations to weed out issue could take more than six months. Customer not satisfied. Customer has now retained lawyer.

*Reviewed situation with NJI. Escalated cair for further review of situation. Advised Dave at the dealership to continue following the processes outlined by STAR at this time, as situation is in the review process.

Dave states he does not know if a copilot has been installed in vehicle.

***** ATTENTION SERVICE MANAGER / DISTRICT MANAGER *****

No recent updates on this issue owner has called back and again demanding but back please resolve and update owner. mfp

REASSIGNED TO BC/DLR 51 68881 08/11/06 13:08 O 15116360

8-11-06 CRS contacted service manager, Steve, who says that DM was at dealer yesterday for inspection. CRS contacted Tom, DM, who confirms that he is involved in bringing situation to final resolution. dmm9

8/15 DM follow up with Steve at dealer. Steve to get estimate for replacing all 5 questionable modules. We also discussed replacing the vehicle as another option with customer paying MSRP difference and mileage based off the Iowa formula which would be about 30 cents per mile. Steve to review with Dave and to find out if customer in fact has retained and atty. and if we should be talking to the atty. instead of customer.

T.Schatz

Customer calling in for an update on previous issues regarding no start.

Agent transferred for further assistance.

8/16/06 - Owner stated she is upset that she has to pay to have her vehicle replaced. Writer advised owner her concerns have been documented and recommended that she follow up with the dealership for further information.

*Contact Date:08/31/2006

Corporate Personnel at the dealership has closed the Cair# 15116360

Warranty repair has been documented on Repair Order#50012

CAIR RETURNED FROM DEALER ON 8/31/2006 AT 04:38:661 R 15116360

Customer Assistance Inquiry Record (CAIR)#						15116734
VIN	1D4GP45R5	5B	Open Date	07/03/2006	Built Date	03/19/2004
Model Year	2005	Body	RSKH52	DODGE CARAVAN SXT FWD SWB WAGON		
In Service Dt	04/27/2004	Mileage	26,477	Dealer Zone	51	CHICAGO
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US	
Color	PPK	MAGNESIUM PEARL COAT				
Engine	EGA	3.3L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				
Dealer	41575	SOUTHLAKE DODGE INC				
Dealer Address	4191 E LINCOLN HIGHWAY					
Dealer City	MERRILLVILLE	Dealer State	IN	Dealer Zip	46410	
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	GRIFFITH IN				Country	UNITED STATES

Product - Drivability - Unknown - Poor Idle Quality - Default	Customer states she is having issues with vehicle.
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Customer called stating that she was having issues with vehicle. Customer states that a week after she purchased vehicle, she had a leak in the manifold. Customer states that her headlights went out, and that there was a spark plug misfire. Customer states she is seeking lemon law. Agent contacted dealer 41575 and spoke with Joe service coordinator. Joe stated that customer had been in 4/17/06 @ 23000 for a headlight switch and 7/3/06 @ 26477 for a spark plug misfire. Agent referred customer to blue and white book for further information regarding lemon law. Agent informed Joe of direct to dealer.

*****ATTENTION SERVICE MANAGER*****

Please follow your Business Center guidelines and, if needed, seek technical assistance (District Manager/Business Center/STAR) in an attempt to resolve customer's concern(s). Please update the CAIR with the final resolution. Thank you.

REASSIGNED TO BC/DLR 51 41575 07/03/06 14:59 O 15116734

Customer also stated she was very dissatisfied with dealer 51659.

Customer states that the sales and service people were very rude, and did not help her at all. Customer states the dealer 41575 has been very helpful.

*Contact Date:07/03/2006

Service / Parts Director at the dealership has closed the Cair# 15116734

Warranty repair has been documented on Repair Order#380500

CAIR RETURNED FROM DEALER ON 7/03/2006 AT 06:08:601 R 15116734

*Contact Date:07/03/2006

Service / Parts Director at the dealership has closed the Cair# 15116734

Warranty repair has been documented on Repair Order#380500

CAIR RETURNED FROM DEALER ON 7/03/2006 AT 06:08:333 R 15116734

Customer Assistance Inquiry Record (CAIR)#						15126703	
VIN	2C4GP54L2	5R	Open Date	07/06/2006	Built Date	11/04/2004	
Model Year	2005	Body	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB			
In Service Dt	03/26/2005	Mileage	19,000	Dealer Zone	42	DETROIT	
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US		
Color	PYG	LINEN GOLD METALLIC PEARL COAT					
Engine	EGH	3.8L V6 OHV ENGINE					
Transmission	DGL	4-SPEED AUTOMATIC 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		
	BALTIC OH				Country	UNITED STATES	

Product - Air Conditioning / Heater - Unknown - Leak/Water Damage/Mildew - Default	Customer states that the air conditioning leaks.
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Customer states that the air conditioning leaks. Customer states that he has taken vehicle to dealer three time for this issue. Customer states that he is taken vehicle back to dealer on Wednesday of next week for the forth time. Customer states that he has had issues with the head lights also. Agent contacted dealer 43528 and spoke with service warranty administrator Randy. Randy stated that customer was in for recall for A/C tube. Randy stated that customer was in on June 28, 2006 and the A/C drain hose was cleaned out. Randy stated that these are the only times customer was in for any kind of air conditioning repairs. Customer wanting to know about lemon law. Agent referred customer to keep working with dealer to resolve the problem. Agent informed customer when he takes vehicle back to dealer to contact DCX back and we can get outside parties involved to get issues with A/C resolved. Customer asked about lemon law. Agent referred customer to blue and white booklet in glove compartment for the laws in his state.

*****NEXT AGENT*****

Please send a Direct to Dealer when customer calls back to get issues resolved with A/C.

Customer Assistance Inquiry Record (CAIR)#						15127646	
VIN	2C4GP64L4	5R	Open Date	07/06/2006	Built Date	04/25/2005	
Model Year	2005	Body	RSYS53	CHRYSLER TOWN & COUNTRY LTD FWD LWB			
In Service Dt	07/27/2005	Mileage	3,100	Dealer Zone	71	LOS ANGELES	
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US		
Color	PPK	MAGNESIUM PEARL COAT					
Engine	EGH	3.8L V6 OHV ENGINE					
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION					
Dealer	68737	CHAPMAN CHRYSLER JEEP LLC					
Dealer Address	930 AUTO SHOW DR						
Dealer City	HENDERSON			Dealer State	NV	Dealer Zip	89014
Owner						Contact Type	TELEPHONE
Address						Home Phone	
	HENDERSON NV					Country	UNITED STATES

Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Customer states the check engine light is intermittent.
Product - Electrical - Lamps and Switches - Defective - Default	Customer states the head light, running light and turn signals are improp
Product - Transmission / Transaxle - Automatic Trans / Transaxle - Hard Shifting - Default	Customer states the transmission doesn't shift properly.

Customer states the Braun company (licensed modifier for DCX) ramped vehicle for scooter and cost was 19,000 to have vehicle converted. Customer states the engine light was coming on and he went to the Braun company with no resolution. Customer then takes vehicle to dealership. Customer states the first time a vapor leak was found, the second time a leak in the fuel line was found. Customer states the engine light keeps coming on and going off intermittently. Customer states if you turn on the running lights the turn signals cause the head lights go off opposite side of turn signal being used. Customer states the dealership disconnected the running lights for the solution. Customer states he would like to have his running lights and the dealership stated he did not need the running lights. Customer states the inside courtesy lights do not work. Customer states the dealership ordered a relay and it still has not been recieved. Customer states while on expressway and started to accelerate the vehicle did not shift properly. Customer feels like this is a very serious issue. Customer states he feels like he got a Lemon and he is afraid of it. Customer states the dealership referred him back to Braun. Customer states that Braun suggested that the dealership resolve the issue and if it is there fault they will pay for the repair. Customer states the dealership cannot duplicate issues and he is at a loss as to what to do. Agent informed customer to continue working with dealership. Customer states he would really like to have his running lights and doesn t feel like disconnecting the running lights is a real resolution. Customer states the purchased vehicle from a company that works with Braun Company. Customer inquiring about lemon law. Agent referred customer to the blue and white booklet that comes with vehicle.

Customer Assistance Inquiry Record (CAIR)#						15138621
VIN	1D4GP45R4	5B [REDACTED]	Open Date	07/10/2006	Built Date	03/11/2004
Model Year	2005	Body	RSKH52	DODGE CARAVAN SXT FWD SWB WAGON		
In Service Dt	04/03/2004	Mileage	42,000	Dealer Zone	35	WASHINGTON
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US	
Color	PEL	INFERNO RED TINTED PEARL COAT				
Engine	EGA	3.3L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				
Dealer	44430	THE NEW MONROEVILLE DODGE INC				
Dealer Address	3633 WILLIAM PENN HWY					
Dealer City	MONROEVILLE	Dealer State	PA	Dealer Zip	15146	
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	[REDACTED]
	JEANNETTE PA [REDACTED]				Country	UNITED STATES

Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Headlights operate intermittently
Corporate - Warranty Coverage - Default - Default - Default	Request for warranty information

Caller asked for warranty coverage; writer provided her with warranty and service contract coverage; she alleges headlights function intermittently; writer recommended she contact Dodge dealership for diagnosis and repair; writer stressed coverage cannot be determined until dealer has performed diagnosis; she asks if she will have to pay for diagnosis; writer informed her if service contract covers issue it will also pay for diagnosis; informed her of first-day rental provision; caller understands.

Customer Assistance Inquiry Record (CAIR)#	15148526
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VIN	2D4GP44L1	5R	Open Date	07/12/2006	Built Date	03/22/2004
Model Year	2005	Body	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON		
In Service Dt	03/25/2004	Mileage	46,133	Dealer Zone	35	WASHINGTON
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PPK	MAGNESIUM PEARL COAT				
Engine	EGH	3.8L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				

Dealer	67125	PEARSON DODGE				
Dealer Address	11701 MIDLOTHIAN PIKE					
Dealer City	MIDLOTHIAN	Dealer State	VA	Dealer Zip	23113	

Owner		Contact Type	LETTER
Address		Home Phone	
	CHESTERFIELD VA	Country	UNITED STATES

Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	headlights not turning on
Product - Air Conditioning / Heater - Unknown - Inoperative - Default	heat not working
Product - Body / Trim / Paint Finish - Air Bag - Other - Unknown	not functioning properly
Product - Electrical - Power Windows - Defective - Unknown	not functioning properly
Product - Cooling System - Water Pump / Thermostat - Defective - Default	water pump not working
Corporate - Lemon Law - Default - Default - Default	

* Customer sent letter seeking replacement/repurchase under Lemon Law.

Number of repair attempts owner claims is for the same condition:

4 for airbag not functioning properly

3 for windows not functioning properly

2 for headlights not turning on

1 for water pump leaking

1 for heat not working

* Contacted customer and advised of receipt and handling of correspondence.

Advised customer that business center will decide if they feel that vehicle falls under lemon law and what, if anything, they will do for him.

Customer states vehicle is current at dealer for airbag_issue. _

* Per DCCAC policy, writer not to determine merits, but to forward to appropriate business center personnel for review.

***** ATTENTION: BUSINESS CENTER *****

Please review/handle as merited.

7-12-06 CAIR reassigned to Steve Schoof to investigate and resolve. MPW

Customer seeking in service date. Agent informed customer of the in service date for the vehicle.

08/01/06 DM spoke with Mike Rowe, SM, who states vehicle has been repaired. The driver side seat belt tensioner had an open circuit that was causing the airbag light to come on. All other issues mentioned in this care had been repaired previously. This is 2nd owner. DM closing CAIR.

SCS21

Customer Assistance Inquiry Record (CAIR)#						15148534		
VIN	2D4GP44L4	5R	Open Date	07/12/2006	Built Date	11/16/2004		
Model Year	2005	Body	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON				
In Service Dt	03/29/2005	Mileage	27,000	Dealer Zone	32	NEW YORK		
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US			
Color	PBJ	ATLANTIC BLUE PEARL COAT						
Engine	EGH	3.8L V6 OHV ENGINE						
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION						
Dealer	68665	FRANKLIN SUSSEX AUTO MALL INC						
Dealer Address	ROUTE 23							
Dealer City	SUSSEX	Dealer State	NJ	Dealer Zip	07461			
Owner					Contact Type	TELEPHONE		
Address					Home Phone			
	DINGMANS FERRY PA				Country	UNITED STATES		
<table border="1"> <tr> <td>Product - Electrical - Lamps and Switches - Other - Default</td> <td>Customer states the headlights go dim.</td> </tr> </table>							Product - Electrical - Lamps and Switches - Other - Default	Customer states the headlights go dim.
Product - Electrical - Lamps and Switches - Other - Default	Customer states the headlights go dim.							

Customer states he has taken his vehicle to two dealership to see what the problem is for his headlights. Customer states when the heated seats are on the headlights will phase dim and bright. Customer states he was informed by the dealerships this is a design intent and there is no flaw. Customer believes this is a flaw and states other similar vehicles do not do this but his vehicle and another one at a dealership did. Agent informed customer we will have corporate technical assistance invovled. Agent contacted dealership 68665 and spoke with Steve and provided reference number. Customer states he feels more comfortable using dealership 68665 and trusts their mechanics more because they are a 5 star dealership. Customer believes the problem is a Diode.

*****ATTENTION SERVICE MANAGER*****

Please follow your Business Center guidelines and, if needed, seek technical assistance (District Manager/Business Center/STAR) in an attempt to resolve customer s concern(s). Please update the CAIR with the final resolution. Thank you.

REASSIGNED TO BC/DLR 32 68665 07/12/06 09:11 O 15148534

*Contact Date:07/12/2006

Service Manager at the dealership has closed the Cair# 15148534

Vehicle operates properly and explanation has been provided to customer.

CAIR RETURNED FROM DEALER ON 7/12/2006 AT 09:39:835 R 15148534

Customer Assistance Inquiry Record (CAIR)#						15154333	
VIN	2C4GP54L3	5R	Open Date	07/13/2006	Built Date	09/20/2004	
Model Year	2005	Body	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB			
In Service Dt	10/11/2004	Mileage	26,344	Dealer Zone	42	DETROIT	
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US		
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	EGH	3.8L V6 OHV ENGINE					
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION					
Dealer	62301	DEACON'S CHRYSLER JEEP					
Dealer Address	835 SOM CENTER RD						
Dealer City	CLEVELAND	Dealer State	OH	Dealer Zip	44143		
Owner					Contact Type	TELEPHONE	
Address					Home Phone		
	LYNDHURST OH				Country	UNITED STATES	
Product - Electrical - Lamps and Switches - Other - Default				Customer states that his head light don't come on sometimes.			

Customer states that his head light don t come on sometimes. Customer states that he has taken the vehicle to the dealership but the dealership can not find the issue. Customer states that the light always come on but it may take a while. Customer states that the dealership has seen this issue happened. Customer is wanting to know what to do. Agent advised customer to keep working with the dealership or seeking a second opinion.

Customer Assistance Inquiry Record (CAIR)#						15159438
VIN	2C4GP44R7	5R	Open Date	07/14/2006	Built Date	11/03/2004
Model Year	2005	Body	RSYH53	CHRYSLER TOWN & COUNTRY LX FWD LWB		
In Service Dt	02/17/2005	Mileage	17,513	Dealer Zone	74	DENVER
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PRH	INFERNO RED CRYSTAL PEARL COAT				
Engine	EGA	3.3L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				
Dealer	26517	MILLER HILL CHRYSLER JEEP				
Dealer Address	4710 MILLER TRUNK HIGHWAY					
Dealer City	DULUTH	Dealer State	MN	Dealer Zip	55811	
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	SUPERIOR WI				Country	UNITED STATES

Product - Fuel System - Fuel Pump - Defective - Default	Customer states fuel pump defective.
Product - Electrical - Lamps and Switches - Complete Failure - Default	Customer states that head lamps completely went out.

Customer called in, stating that the dealership told her that the factory put the wrong fuel pump in. Customer stated that her headlights went out and she is wanting a supervisor.

MDB79 took over the call

Customer is wanting writer to advise her what she can do if she takes her vehicle back to be repaired and the issue still exists, how long does she have to keep working with the dealer. Advised that we cannot advise her how many times she will have to take her vehicle in before it is too much. She then stated that she wants to know how to file lemon law. Writer informed the customer that I cannot advise her on this issue because lemon laws are mandated by state. Agent offered address to seek reimbursement for her towing but customer declined. Advised that file is being sent to the dealer to make sure that this is resolved for her.

*****ATTENTION SERVICE MANAGER*****

Please follow your Business Center guidelines and, if needed, seek technical assistance (District Manager/Business Center/STAR) in an attempt to resolve customer's concern(s). Please update the CAIR with the final resolution. Thank you.

REASSIGNED TO BC/DLR 74 26517 07/14/06 12:38 O 15159438

*Contact Date:07/18/2006

Service Manager at the dealership has updated the Cair# 15159438

Parts have been ordered.

Close to CAIR 15165029.

Customer Assistance Inquiry Record (CAIR)#						15165029
VIN	2C4GP44R7	5R	Open Date	07/18/2006	Built Date	11/03/2004
Model Year	2005	Body	RSYH53	CHRYSLER TOWN & COUNTRY LX FWD LWB		
In Service Dt	02/17/2005	Mileage	17,000	Dealer Zone		
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PRH	INFERNO RED CRYSTAL PEARL COAT				
Engine	EGA	3.3L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				
Owner					Contact Type	E-MAIL
Address					Home Phone	
	SUPERIOR WI				Country	UNITED STATES

Product - Fuel System - Fuel Pump - Defective - Default	Customer states fuel pump defective.
Product - Electrical - Lamps and Switches - Complete Failure - Default	Customer states that head lamps completely went out.

***** EMAIL BRIEF DESCRIPTION CONTENT *****

Enacting the Lemon Law on my Town & Country

***** END EMAIL BRIEF DESCRIPTION CONTENT *****

Comments:

I am having recurring electrical harness and programming issues with my 2005 Chrysler T&C. I like the product very much, however the headlights are unreliable and I have had it back to the service department four times for the same electrical issues. I have lost confidence in the T&C that I currently own. I like the Chrysler product and want to continue to be a loyal customer but I am having difficulty navigating through the Daimler Chrysler organization to get a straight answer regarding my rights. All I am asking is that Chrysler takes my current T&C back and provides me another vehicle in return without me having to put money down and without increasing my monthly payments. Again, I like the Chrysler product and want to continue to be a customer, but I have lost confidence in the T&C that I currently own. Thank you in advance for your time and assistance. v/r, Steve

*****WRITER CONTACTED RICH AT DEALER WHO STATES THAT VEHICLE JUST LEFT DEALER. AFTER PREVIOUS REPAIR, DEALER FAILED TO REPROGRAM ROLLING LOCK FEATURE ON OVERHEAD CONSOLE, DEALER SET TO OWNER LIKING. COMPLAINT OF HEADLAMPS BEING INOPERATIVE NOTED BY OWNER, DEALER CONTACTED STAR AND HAS A HEADLAMP SWITCH ORDERED. OWNER GOING ON VACATION WITHOUT VEHICLE, AS COURTESY, DEALER WILL PICK UP VEHICLE AND HAVE REPAIRED BEFORE OWNER GETS BACK FROM VACATION. RICH WILL HAVE SM BOB SWORE CALL WRITER BACK*****

BOB CALLS BACK STATING THAT PER STAR AND DM HEADLAMP SWITCH ON ORDER AND HE IS WORKING DIRECTLY WITH OWNER.

Customer Assistance Inquiry Record (CAIR)#**15168841**

VIN	2D4GP44L3	5R	Open Date	07/20/2006	Built Date	10/26/2004
Model Year	2005	Body	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON		
In Service Dt	03/22/2005	Mileage	10,613	Dealer Zone	32	NEW YORK
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT				
Engine	EGH	3.8L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				

Dealer	43691	YONKERS AVENUE DODGE				
Dealer Address	500 YONKERS AVENUE					
Dealer City	YONKERS	Dealer State	NY	Dealer Zip	10704	

Owner		Contact Type	LETTER			
Address		Home Phone				
	BRONX NY	Country	UNITED STATES			

Product - Brakes - Pads/Shoes - Worn - Rear Pass	Customer claims brakes were completely worn.
Product - Electrical - Lamps and Switches - Other - Default	Customer claims the headlight switch was replaced.
Product - Brakes - Disc Brake Assy/Calipers - Worn - Rear	Customer complaint that brakes wore prematurely
Dealer - Service/Body Shop - Personnel - Discourteous/ Rude - Technician	Customer complaint that service technician was rude
Referral - Other - Default - Default - Default	survey

Customer sent survey and duplicate letter regarding dealer 43691. Per reference 14783846 customer has already called DCCAC and his concerns have been addressed by telephone. Per reference 14834072 customer was sent letter 006. Customer concerns were regarding the service technician being rude and the brakes. Agent consulted with CDC45 and was advised to send letter 002.
CAIRs linked.

Customer Assistance Inquiry Record (CAIR)#						15189834		
VIN	2D4GP44LX	5R	Open Date	07/21/2006	Built Date	11/17/2004		
Model Year	2005	Body	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON				
In Service Dt	12/06/2004	Mileage	42,192	Dealer Zone	66	ORLANDO		
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US			
Color	PBE	BUTANE BLUE PEARL COAT						
Engine	EGH	3.8L V6 OHV ENGINE						
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION						
Dealer	60089	SAWGRASS CHRYSLER JEEP DODGE						
Dealer Address	5901 MADISON AVENUE							
Dealer City	TAMARAC	Dealer State	FL	Dealer Zip	33321			
Owner					Contact Type	TELEPHONE		
Address					Home Phone			
	CORAL SPRINGS FL				Country	UNITED STATES		
<table border="1"> <tr> <td>Product - Engine - Unknown - Defective - Default</td> <td>Customer states vehicle shuts off.</td> </tr> </table>							Product - Engine - Unknown - Defective - Default	Customer states vehicle shuts off.
Product - Engine - Unknown - Defective - Default	Customer states vehicle shuts off.							

Customer call in around 10:00 this morning while system was updating. Customer states and issue with vehicle for over 3 months. Customer states the vehicle after five minutes wont run. Customer states that she has been to multiple dealership in her area for issue and none of them have been able to find issue with the vehicle. Customer states that she is fed up and does not know what to do at this time. Customer states she went to dealership 43655 over 8 times, then to dealership 44819 a couple times as well. Customer states that she was charged \$55.00 for a headlight switch that did not solve issue. Customer states she went to the selling dealership Izuzu and the said that they would trade her vehicle but she would have to pay more. Agent advised customer to bring others involved on this issue we have to have her vehicle at a dealership. Agent advised customer of another local dealership she can take her vehicle too. Agent informed customer once she gets her vehicle at the dealership we will bring others involved. Customer understood. Agent provided customer with reference number.

Jeff called from dealership 44819 wanting to speak with RMS116. Jeff states that previous agent sent customer to him to fix vehicle. Jeff states taht he knows absolutely nothing about the customers issue and is completely blindsided. Agent advised Jeff that he will try to contact RMS116 as soon as possible.

Agent advised customer that agent will her contact customer back.

Customer states that he can be reached at 954.914.3970.

Customer calling back in. Customer states that no one has called her back. Customer inquiring what to do. Agent consulted with CCG19. Agent informed customer that the vehicle is outside of factory warranty and the repair would be at her expense. Customer states that the computer is what is wrong with the vehicle. Customer states that she has lost her job over this vehicle. Customer states that no one has been able to diagnosis what is wrong with the vehicle. Customer inquiring what to do if no one can repair the vehicle.

Agent called dealership 44819 and could not get a hold of Jeff the service manager. Agent left a message for Jeff to call DCCAC back. Agent offered customer a call back after agent speaks to the service manager and to the previous agent. Agent provided customer with reference number.

Customer states that she vehicle to dealer as she was advised by a DCX representative. Customer states that she in not taking her vehicle to any other dealer. Customer states that she has spent 400 dollars within this vehicle. Customer states that she wants someone to buyback her vehicle. Agent contacted dealer for repair dates and what exactly was repaired. Agent contacted Fairbanks Dodge on Sawgrass. Agent spoke with Jeremy in service. Jeremy states that they were unable to duplicate the issue. Agent contacted the 2nd dealer at 954*525*4880. Agent spoke with [REDACTED] in Service. [REDACTED] states that on May 23rd they put in a PCM. [REDACTED] states that 2weeks later they noticed a terminal was loose. Chris states they tightened the terminal twice. [REDACTED] states that they also flushed the PCM and BCM. Agent contacted 3rd dealer at 954*917*1280. Agent spoke with Brian in service. Brian states that they were unable to duplicate the issue. Agent advised customer that at this time agent can forward this file to the dealer to get proper parties involved. Customer states that she does not want to take her vehicle to the dealership for the 11th time.

*****ATTENTION SERVICE MANAGER*****

Please follow your Business Center guidelines and, if needed, seek technical assistance (District Manager/Business Center/STAR) in an attempt to resolve customer s concern(s). Please update the CAIR with the final resolution. Thank you.

REASSIGNED TO BC/DLR 66 44819 07/31/06 13:15 R 15189834

*Contact Date:08/02/2006

Service Manager at the dealership has closed the Cair# 15189834

Complaint could not be duplicated and explanation has been provided to customer.

CAIR RETURNED FROM DEALER ON 8/02/2006 AT 09:10:207 R 15189834

Customer calling in regards to the vehicle shutting off. Customer stated that she was informed that the information was sent to the wrong dealership and should have been sent to dealership #60089. Agent informed customer that the information would be sent to the appropriate dealership and to stay in contact with them. Customer understood.

REASSIGNED TO BC/DLR 66 60089 08/03/06 12:23 R 15189834

*Contact Date:08/03/2006

Assistant Service Manager at the dealership has updated the Cair# 15189834

An appointment has been set with the customer.

Customer calling back in. Customer states that the vehicle is with her, not at the dealership. Customer states that the bank called her twenty minutes ago to tell her she was thirty-three days late on the payment of the vehicle. Customer states that she has lost her job because of this vehicle. Customer seeking to have the loan paid off on the vehicle.

Customer states the bank is about to repo the vehicle. Agent informed customer that DCCAC cannot do anything further. Agent informed customer that any repairs would be at her cost because the vehicle is outside of warranty. Customer states this is not right. Customer seeking to speak with someone higher.

JDb116 took over call per request, informed caller a file has been sent to the dealership to get all parties involved for a final resolution on her issue. Caller states the dealership keeps referring her back to CGCAC. Informed caller CGCAC has sent a file to the dealership she needs to continue to work with her servicing dealership for proper diagnosis and repair. Caller claims the dealership has advised her this issue she is currently having is a manufacturing defect and there is nothing the dealership can do. Customer stated she was going to contact the Better Business Bureau and then disconnected call. Contacted dealer left message to be contacted back.

*Contact Date:08/08/2006

Assistant Service Manager at the dealership has closed the Cair# 15189834

Customer pay repair is documented on Repair Order#97068

CAIR RETURNED FROM DEALER ON 8/08/2006 AT 07:55:782 R 15189834

Customer Assistance Inquiry Record (CAIR)#						15190472	
VIN	2D4GP44L4	5R	Open Date	07/24/2006	Built Date	02/15/2005	
Model Year	2005	Body	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
In Service Dt	03/31/2005	Mileage	24,000	Dealer Zone	51	CHICAGO	
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US		
Color	PPK	MAGNESIUM PEARL COAT					
Engine	EGH	3.8L V6 OHV ENGINE					
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION					
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	E-MAIL
Address	null					Home Phone	
	ST ANN MO null					Country	UNITED STATES
Product - Electrical - Unknown - Defective - Default							

***** EMAIL BRIEF DESCRIPTION CONTENT *****

Contact Us: Current Chrysler Financial Customer: General: Comments

***** END EMAIL BRIEF DESCRIPTION CONTENT *****

Email States:

I HAVE A ELECTRICAL PROBLEM THAT THEY WILL NOT FIX AND I M SICK OF IT. IT S 101 OUT AND I AM WITHOUT AC ON A 24000 DOLLAR PIECE OF CRAP. PLUS I HAVE NO DASH LIGHTS. AT LEAST I HAVE HAVE HEADLIGHTS WHICH WAS NOT THE CASE LAST YEAR WHEN THEY WOULD GO OUT AS I WAS DRIVING WHICH WESTPORT SAID THEY DID NOT BELIEVE ME UNLESS I BROUGHT IT IN WHEN THE HEADLIGHTS WERE OUT. ALL I WANT IS A 1000 DOLLARS FOR SALES TAX AND A NEW VAN JUST LIKE THE ONE I GOT ONLY PR5OBLEM FREE. I DON T MIND GOING BACK TO 60 MONTHS AT 400. A MONTH LIKE I M PAYING BUT I AM TIRED OF THAT PIECE OF CRAP YOU SOLD ME.

Email States:

Dear :Thank you for contacting the DaimlerChrysler Customer Assistance Center.Thank you for your email message regarding the service problems with your 2005 Dodge Grand Caravan. We are very sorry to learn of your dissatisfaction with the handling of your service needs.Intermittent problems are often very difficult for the dealer to duplicate. This may cause delay in diagnosis and repair. Often, there are many components that could produce the same symptoms. Unless the dealer is able to duplicate the problem, he cannot properly diagnose the concern and properly repair your car.We have found that if the customer keeps a log or notes on when the problem does occur, this can assist the dealer in diagnosing the problem. Any specific information you are able to provide relative to when a certain problem appears, will help the dealer to perform prompt diagnosis and repairs.Your request for a replacement vehicle is declined. We regret your dissatisfaction and trust you will understand our position.Thanks again for your email.

Email States:

Will thank you for declining my relacement car. I know times are tough and why should you care that I m stuck with a lemon. I thought maybe you would stand behind your product and I was willing to go back in debt another 18 months just to get something that worked. I would have never bought a foreign car before but it looks like I will have to trade it in for a Toyota or Honda but it was nice you took the time to defend chrysler and the hunk of you know what sitting in my drive way. I hope the best for you and your never out on the highway at 10 pm driving with

your kids in the car. Thank You
nan

Customer Assistance Inquiry Record (CAIR)#						15197104
VIN	1D8GP25B3	5B [REDACTED]	Open Date	07/24/2006	Built Date	05/13/2005
Model Year	2005	Body	RSKL52	DODGE CARAVAN SE FWD SWB WAGON		
In Service Dt	07/22/2005	Mileage	26,000	Dealer Zone	63	DALLAS
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US	
Color	PBE	BUTANE BLUE PEARL COAT				
Engine	EDZ	2.4L 4 CYL DOHC 16V SMPI ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				
Dealer	43173	DODGE COUNTRY, LTD.				
Dealer Address	1902 E CENTRAL TEXAS EXPRESSWAY					
Dealer City	KILLEEN	Dealer State	TX	Dealer Zip	76542	
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	[REDACTED]
	KILLEEN TX [REDACTED]				Country	UNITED STATES

Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Customer states the headlights turn off while she is driving.
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Customer states she is having problems with the vehicle. Customer states the dealership got a part in today to fix the window. Customer states that the engine does not run correctly. Customer states there is headlights will turn off when she is driving the vehicle. Customer states she is seeking lemon law because she feels unsafe driving the vehicle. Agent contacted dealership and spoke with Mike in the service department. Mike provided agent with the service history.

On 1/4/06 with 11,471 miles customer brought the vehicle to the dealership because the headlamps shut off while driving. Dealer states no problem was found.

On 1/31/2006 with 13,519 miles the vehicle was brought into the dealership because the engine runs rough.

On 3/30/06 with 17250 miles the vehicle was brought in because it runs rough and makes noise in engine. Dealer ordered a serpentine belt tensioner.

On 4/5/2006 with 17954 miles the dealership replaced the tensioner. Agent informed customer that a file can be sent to the dealership that would be the correct authorities with DCX involved in diagnosing the vehicle. Agent informed customer that the vehicle does have to be at the dealership in order to send the file over. Agent provided customer with the reference number. Agent states she will call back when the vehicle is at the dealership.

Customer Assistance Inquiry Record (CAIR)#						15209738	
VIN	1C4GP45RX	5B [REDACTED]	Open Date	07/26/2006	Built Date	02/26/2004	
Model Year	2005	Body	RSYH52	CHRYSLER TOWN & COUNTRY FWD SWB WAGON			
In Service Dt	06/25/2004	Mileage	35,088	Dealer Zone	51	CHICAGO	
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH		Market	U	US	
Color	PPK	MAGNESIUM PEARL COAT					
Engine	EGA	3.3L V6 OHV ENGINE					
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION					
Dealer	65805	UNIVERSITY CHRYSLER JEEP					
Dealer Address	1200 INTERSTATE 70 DR SW						
Dealer City	COLUMBIA			Dealer State	MO	Dealer Zip	65203
Owner	[REDACTED]					Contact Type	TELEPHONE
Address	[REDACTED]					Home Phone	[REDACTED]
	COLUMBIA MO [REDACTED]					Country	UNITED STATES

Referral - Tier Three - Default - Default - Default	Agent transferred customer to tier three for further review.
Product - Electrical - Unknown - Other - Default	Customer claims that she is having major electrical issues.

Customer claims that her vehicle has been having major electrical since she purchased it. Customer claims that she has had issues with the vehicle stalling out, the door locks not work, and a burning smell in the vehicle due to electrical related issues. Customer seeking Lemon Law in regards to this situation. Agent contact the dealership in regards to this situation. Agent spoke with John the service manager. Repair dates for electrical related issues are as follows.

July 19, 2006-35,088 miles- EGR valve replaced for check engine light and a module was reprogrammed for the power door locks not working.

July 19, 2005-18,891 miles- Power window regulator replaced for the driver door and an intermittent problem with the passenger window.

April 11, 2005-14,286 miles- Body control module replaced for instrument panel not working properly and issues with the head lights.

Agent transferred customer to tier three for further review of this issue.

First owner transferred seeking to file for lemon law, advised that dealer has already been contacted. Per process all DCCAC can do is forward direct to dealer CAIR.

***** ATTENTION SERVICE MANAGER *****

Owner is seeking relief under state Lemon Law or Customer Arbitration process. Please bring this to the attention of your district manager in an attempt to resolve customer s concern.

If needed, please seek technical assistance (district manager/zone/STAR) in an attempt to resolve customers concern. Please update with final resolution

REASSIGNED TO BC/DLR 51 65805 07/26/06 15:31 R 15209738

Customer states they want to add a comment to the previous information. Customer states that yesterday was the third trip to fix the door locks. They fixed it. It worked about two hours. Customer states they brought the car back this morning. Customer states that this is the fourth trip

regarding the door locks.

*Contact Date:08/08/2006

Service Manager at the dealership has closed the Cair# 15209738

Warranty repair has been documented on Repair Order#135897

CAIR RETURNED FROM DEALER ON 8/08/2006 AT 03:10:150 R 15209738

Customer calling back stating that the dealership has contacted her about the above issues, however, no one from DCX has contacted her back. Agent then reviewed the documentation, and informed the customer that DCX sent the information to the dealers DM for the repairs to be done. The SM of the dealership then sent information back confirming that the repairs for the vehicle have been completed. Customer then stated that the vehicle is currently not having any issues now, but she would like to have DCX buy the vehicle back. Agent informed the customer that DCX repaired the vehicle per the terms of the warranty. Customer then states that it does not matter because the vehicle is an issue and she will be contact that attorney generals office. Customer then disconnected the line.

Customer Assistance Inquiry Record (CAIR)#						15214014
VIN	1D4GP45R6	5B [REDACTED]	Open Date	07/27/2006	Built Date	02/25/2005
Model Year	2005	Body	RSKH52	DODGE CARAVAN SXT FWD SWB WAGON		
In Service Dt	03/25/2005	Mileage	55,000	Dealer Zone	66	ORLANDO
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US	
Color	PRH	INFERNO RED CRYSTAL PEARL COAT				
Engine	EGA	3.3L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				
Dealer	42689	STOKES CHRYSLER CO				
Dealer Address	2003 7TH ST N					
Dealer City	CLANTON	Dealer State	AL	Dealer Zip	35045	
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	[REDACTED]
	VERBENA AL [REDACTED]				Country	UNITED STATES

Corporate - Technical Assistance - Default - Default - Default	Customer seeking assistance with vehicle.
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Customer states he has had problems with his vehicle. Customer states the head lights on his vehicle will shut of while driving. Customer states this is a safety issue and Chrysler should help him. Agent contacted dealership and spoke to Jeff Peirce. Jeff states the vehicle was at the dealership 1/23/06 at 35621 for head lamp switch and on 2/20/06 at 39008 it was installed. Jeff states that on 5/18/06-5/30/06 the dash wiring in the vehicle was replaced. Refer to CAIR 14429667 for previous repairs. Jeff informed agent that he offered to take the customer s vehicle home to diagnose the problem. Jeff states customer refused to let him take the vehicle home. Customer states he is going to file for lemon law. Agent informed customer he does not apply for lemon law, to refer to his blue and white booklet. Agent informed customer he will have to get a diagnosis from the dealership on the problem before he can be assisted.

Customer Assistance Inquiry Record (CAIR)#						15214058
VIN	2D4GP44LX	5R	Open Date	07/27/2006	Built Date	06/29/2004
Model Year	2005	Body	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON		
In Service Dt	08/19/2004	Mileage	36,000	Dealer Zone	35	WASHINGTON
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PPK	MAGNESIUM PEARL COAT				
Engine	EGH	3.8L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				
Dealer	41281	KEYSTONE DODGE INC				
Dealer Address	2350 LEHIGH STREET					
Dealer City	ALLENTOWN	Dealer State	PA	Dealer Zip	18103	
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	NEW TRIPOLI PA				Country	UNITED STATES

Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Customer states the headlights were inoperative.
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Customer states she took her vehicle to dealer for the headlights being inoperative or intermittent. Customer states the dealer found that there was no communication between the computer system and the diagnostic machine. Customer claims the dealer advised her that they would have to order a computer for the vehicle. Customer states this was in March. Customer states she still has not had the issue resolved. Customer requesting if the part is going to get to the dealer. Agent contacted dealer and spoke with Service Manager, Dennis. Dennis states the module was ordered for the headlights and the dash lights being intermittent. Dennis states the Service Manager that was there is no longer at dealer. Dennis states he will find out what happened with the part and is going to contact customer for a follow up. Agent advised Dennis that the file will be forwarded to get customer s issues resolved.

*****ATTENTION SERVICE MANAGER*****

Please follow your Business Center guidelines and, if needed, seek technical assistance (District Manager/Business Center/STAR) in an attempt to resolve customer s concern(s). Please update the CAIR with the final resolution. Thank you.

REASSIGNED TO BC/DLR 35 41281 07/27/06 12:23 O 15214058

*Contact Date:08/09/2006

Dealer 41281 has updated the mileage to 34292.

Service Manager at the dealership has closed the Cair# 15214058

Warranty repair has been documented on Repair Order#28497

CAIR RETURNED FROM DEALER ON 8/09/2006 AT 04:37:334 R 15214058

Customer Assistance Inquiry Record (CAIR)#						15234122	
VIN	2C4GP54L3	5R	Open Date	08/01/2006	Built Date	02/11/2005	
Model Year	2005	Body	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB			
In Service Dt	04/26/2005	Mileage	30,200	Dealer Zone	32	NEW YORK	
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US		
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	EGH	3.8L V6 OHV ENGINE					
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION					
Dealer	42369	COPPER CITY CHRYSLER JEEP DODGE			INC		
Dealer Address	5827 ROME-TABERG						
Dealer City	ROME	Dealer State	NY	Dealer Zip	13440		
Owner					Contact Type	TELEPHONE	
Address					Home Phone		
	WATERVILLE NY				Country	UNITED STATES	
Product - Electrical - Unknown - Intermittent or Inoperative - Default				Customer having turn signal issues.			

Customer calling stating that he has a on going issue with his electrical system on the vehicle. Customer states that he has taken the vehicle to the dealership 5 or 6 times over this issue. Agent contacted dealership 42369 to recieve repair history. Agent spoke with Tom. Tom states that on 7/14/06 30120 miles turn signals not working, replaced cluster. 6/28/06 28903 miles signals wipers not working, installed head lamp switch. Agent contacted dealer 25002 spoke with carl. Carl states that on 7/15/05 turn signals not working dash cluster ordered. Carl state that on 11/21/05 dash cluster installed. Customer requested call back at [REDACTED]. Agent informed customer that depending on high call volume would determine on when agent would call customer back. Agent did inform customer that at first chance would call back.

Customer is seeking to have vehicle replaced. Due to high call volume agent unable to call customer back to resolve issue .Agent consulted with LBD3 over issue and was informed to assign CAIR to 82H for review. Agent reassigned.

Attention service manager / district manager please contact the owner asap and resolve all complaints the owner has on repeat issue. Thank You Mike REASSIGNED TO BC/DLR 32 42369 08/02/06 12:49 O 15234122 Customer called again for update. Informed him that it was sent to another department for review and some one would contact him.

*Contact Date:08/03/2006

Service Manager at the dealership has closed the Cair# 15234122

After repeated attempts the dealer was unable to contact this customer.CAIR closed pending further contact from the customer.

CAIR RETURNED FROM DEALER ON 8/03/2006 AT 07:52:347 R 15234122

Customer states that he wants a new vehicle and will not take the vehicle back to the dealership. Writer transferred for further review.

Owner was advised of narrative in lines 24 & 25. Owner disputes that calls were made. Owner is a veteraniarian and he is unable to wait any longer. Owner wouls like to schedule an appointment for inspectgtion and his wife will bring the vehicle in. Writer called the dealer and spoke iwth Sueanna . Writer provided the home and cell phone number for the wife to be contacted to schedule the appointment.

Customer s wife called in demanding a supervisor. Agent informed the customer that agent is empowered by Chrysler and can assist her.

Customer is very frustrated and wants something done today. Customer

stated she has had multiple issues and wants the vehicle fixed or another vehicle today. Agent transferred the customer for further review. Owner states frustration with vehicle and with dealer, will not take vehicle back to dealer. Owner states that dealer did NOT attempt to call owner back (as indicated above). Owner seeks replacement. Writer advised owner that dcx will review these kinds of request will be evaluated only after an owner submits for Lemon Law. Owner seeks to take vehicle to dealer 25002. WRiter called dealer Tim, who will arrange test drive with owner and evaluate. Writer authorized up to 2 days of rental assist at \$40/day. WRiter referred owner to dealer.

Customer Assistance Inquiry Record (CAIR)#						15234763
VIN	1D4GP24R4	5B [REDACTED]	Open Date	08/01/2006	Built Date	12/16/2004
Model Year	2005	Body	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON		
In Service Dt	04/16/2005	Mileage	28,800	Dealer Zone	71	LOS ANGELES
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT				
Engine	EGA	3.3L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				
Dealer	36952	S J DENHAM INC				
Dealer Address	772 N MARKET ST					
Dealer City	REDDING	Dealer State	CA	Dealer Zip	96003	
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	[REDACTED]
	CORNING CA [REDACTED]				Country	UNITED STATES

Product - Body / Trim / Paint Finish - Body Hardware - Other - Door-Sliding	States he has to slam the door to shut it.
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	States that his dash lights, head lights, and check engine light goes off.

Advised of recall. Customer states that his vehicles dash lights, head lights, and check engine lights go off at times; he also states that his sliding has to be slammed to shut and the dealers can not duplicate the light issues and can not fix the door issue. Agent advised the customer that he would need to take the vehicle to another DCX Dodge dealer to get a second diagnoses or continue working with the other dealer on the issue, advised that if dealer can not resolve call DCCAC back and DCCAC can send paper work to the dealer to get other parties involved in the issue, and advised of the reference number.

Customer Assistance Inquiry Record (CAIR)#						15239636
VIN	1C4GP45R6	5B [REDACTED]	Open Date	08/02/2006	Built Date	09/09/2004
Model Year	2005	Body	RSYH52	CHRYSLER TOWN & COUNTRY FWD SWB WAGON		
In Service Dt	12/31/2004	Mileage	31,152	Dealer Zone	35	WASHINGTON
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US	
Color	PBE	BUTANE BLUE PEARL COAT				
Engine	EGA	3.3L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				
Dealer	65694	SOUTH HILLS CHRYSLER JEEP				
Dealer Address	3344 WASHINGTON ROAD					
Dealer City	MCMURRAY	Dealer State	PA	Dealer Zip	15317	
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	[REDACTED]
	WASHINGTON PA [REDACTED]				Country	UNITED STATES

Product - Electrical - Lamps and Switches - Complete Failure - Default	Headlights do not work.
Corporate - Dealer Information - Default - Default - Default	Provided another DCX dealer.

Mrs. [REDACTED] calling states her headlights went out last night while driving and the dealership 65694 cannot guarantee that they would be able to fix vehicle tomorrow. Customer is going on vacation and would like the vehicle fixed. Informed customer if the dealership 65694 has a busy schedule, DCX cannot make them fix her vehicle. Referred customer to another dealer. Provided another dealer in the area.

Customer Assistance Inquiry Record (CAIR)#						15253125
VIN	1D4GP45R5	5B	Open Date	08/04/2006	Built Date	06/15/2004
Model Year	2005	Body	RSKH52	DODGE CARAVAN SXT FWD SWB WAGON		
In Service Dt	09/14/2004	Mileage	19,690	Dealer Zone	35	WASHINGTON
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US	
Color	PBE	BUTANE BLUE PEARL COAT				
Engine	EGA	3.3L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				
Dealer	43722	CHARAPP RT. 28 CHRYSLER JEEP &	DODGE			
Dealer Address	112 ROUTE 908					
Dealer City	NATRONA HEIGHTS	Dealer State	PA	Dealer Zip	15065	
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	NATRONA HEIGHTS PA				Country	UNITED STATES

Product - Electrical - Lamps and Switches - Defective - Default	Customer seeking for the van to be bought back.
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Customer seeking for the van to be bought back. Customer states that the van had had issues every two months. Repair history as follows
6-30-06 18583 miles noise, the fluids were topped off; the head lights turn off at night, replaced a head lamp switch.
3-10-06 14821 miles noise over bumps, replaced sway bar bushings; belt noise on start up, replaced timing belt;
1-06-06 10607 miles left front power lock, replaced BCM.
Customer informed that the issues that she keeps taking it back for are not related. Customer ask agent how would he feel, agent informs customer that agent s opinion does not matter in this issue. Customer thanks agent and release the call.
Customer inquiring what to do about the vehicle. Customer states the vehicle has had the following issues: the temperature gauge did not work when first bought, the brakes have been replaced, the power door locks and windows had issues, suspension issues, rotors need replaced, a module has been replaced, the steering pump leaks fluid and has been looked but is still there, the lights shut off randomly, the airbag light is on, and the flashers turn on randomly.
Agent reviewed previous notes.
Agent informed customer that at this time, the vehicle will be repaired under terms of warranty. Customer inquiring how to go through arbitration. Agent informed customer that DCCAC does not have that information. Customer inquiring how to start that process. Agent informed customer he would have to discuss that with his state attorney general s office.

Customer Assistance Inquiry Record (CAIR)#						15254898
VIN	2C4GP54LX	5R	Open Date	08/04/2006	Built Date	01/24/2005
Model Year	2005	Body	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB		
In Service Dt	02/15/2005	Mileage	29,000	Dealer Zone	51	CHICAGO
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PRH	INFERNO RED CRYSTAL PEARL COAT				
Engine	EGH	3.8L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				
Dealer	45163	WARD CHRYSLER CENTER, INC				
Dealer Address	1412 WEST MAIN					
Dealer City	CARBONDALE	Dealer State	IL	Dealer Zip	62901	
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	DU QUOIN IL				Country	UNITED STATES

Product - Electrical - Unknown - Defective - Default | Customer seeking to place a complaint about the electrical issue.

Customer states that his head lights turn off by them self. Customer states that his turn signals don t work, the door comes open by them selfs, the truck lid does not open with a key. Customer seeking to have this documented so when his warranty runs out his case can be taken into consiteration. Customer given file number.

Customer Assistance Inquiry Record (CAIR)#						15268022
VIN	1D4GP24R3	5B [REDACTED]	Open Date	08/08/2006	Built Date	07/27/2004
Model Year	2005	Body	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON		
In Service Dt	08/03/2004	Mileage	33,000	Dealer Zone	35	WASHINGTON
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT				
Engine	EGA	3.3L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				
Dealer	44347	JENKINS CHRYSLER SOUTH INC				
Dealer Address	RT 53 WINCHESTER RD					
Dealer City	CUMBERLAND	Dealer State	MD	Dealer Zip	21502	
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	[REDACTED]
	CUMBERLAND MD [REDACTED]				Country	UNITED STATES

Dealer - Service/Body Shop - Transaction - Repeated Trips Required - Default	Customer states he is having issues with the dealership.
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Customer states that there have been issues with the headlights on the vehicle. Customer states it has been in 3 times. Customer states the dealer was unable to duplicate the issue. Customer also states that that there were issues with the front end and the tires. Customer states that there was an issue found with the lights and she was charged. Customer states the other two times were under warranty. Agent contacted dealership and spoke with the service manager Mike. Mike states that there was a black substance down the side of the vehicle and there were 2 different makes of tires on the vehicle. Mike states that the \$30 was for the diagnosis.

Customer Assistance Inquiry Record (CAIR)#						15291604	
VIN	2C4GP54L4	5R	Open Date	08/22/2006	Built Date	10/18/2004	
Model Year	2005	Body	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB			
In Service Dt	11/13/2004	Mileage	23,920	Dealer Zone			
Plant	R	WINDSOR ASSEMBLY PLANT		Market	U	US	
Color	PYG	LINEN GOLD METALLIC PEARL COAT					
Engine	EGH	3.8L V6 OHV ENGINE					
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION					
Owner					Contact Type	E-MAIL	
Address					Home Phone		
	MIDDLETOWN CT				Country	UNITED STATES	
Dealer - Loaner Vehicle - Unknown - Declined to Provide - Default						Unahppy with dealer.	

***** EMAIL BRIEF DESCRIPTION CONTENT *****

Recently I brought my 2005 Town& Country Van in for service. My complaints were squeaky brakes, noise when turing-whistleor'whooping' sound, clunking so und underneath. They replaced the front brakes and rotors. They need do fix all problems.

***** END EMAIL BRIEF DESCRIPTION CONTENT *****

We had additional problems in the past with the van which had required repeat visits in order to get the problems fixed. Specifically, the sunroof leaked and took 4 return trips. This lead to the headliner and mold problem. We also had a headlight switch problem. The noises under the car and when turning have been an ongoing problem, we have left the car with them for 8 hours at a time, they have not been able to 'hear' the problem so they said they can t do anything about it. Today I asked for the car to be repaired tomorrow, but that I would need a loaner, and they refused to give me a free loaner. I indicated that since I had already left the car once for a whole day, it only seemed fair that I have a loaner at this time. I think they need to try a little harder to service their customers. We are ready to trade this van in and return to the Chevy dealer in town. We were extremely happy Chevy customers for the last 23 years! Their service department was exemplary! We were always teased for owing an Astrovan and not the highly rated Chrysler mini-van. We bought the Chrysler van for the stow and go seats, and we feel like we got a lemon of a car and a very poor dealership to deal with.

Dear ,
Thank you for contacting the Chrysler Group Customer Assistance Center. I regret your dissatisfaction with the service you received and appreciate the time and effort you took to bring this matter to my attention.

We realize DaimlerChrysler s reputation depends in part on the quality of service provided by our dealers. Because DaimlerChrysler dealers are independently owned businesses, they are responsible for addressing concerns directly related to their sales and service activities, as well as their personnel. Although DaimlerChrysler does not have the authority to resolve concerns related to dealer workmanship, service scheduling, or repair pricing, you may want to pursue the matter directly with dealership management for further resolution.

Information received from customers such as yourself enables better evaluation of dealers service activities. Your complaint will be retained in the dealer s file.

Rental or loaner vehicles, while an owner s vehicle is being serviced, are not provided under the terms of the manufacturer s warranty. Thank you for giving us the opportunity to review this matter with you.

Information received from customers better enables us to evaluate our policies for future consideration.

Customer Assistance Inquiry Record (CAIR)#						15303923
VIN	2D4GP44L1	5R	Open Date	08/16/2006	Built Date	06/22/2004
Model Year	2005	Body	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON		
In Service Dt	04/06/2005	Mileage	23,000	Dealer Zone	51	CHICAGO
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT				
Engine	EGH	3.8L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				
Dealer	54623	CASSENS & SONS INC				
Dealer Address	3333 S HIGHWAY 159					
Dealer City	GLEN CARBON	Dealer State	IL	Dealer Zip	62034	
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	GRANITE CITY IL				Country	UNITED STATES

Product - Electrical - Body Control Module - Defective - Default	Customer having issues with the body module.
Product - Electrical - Lamps and Switches - Other - Default	Customer having problems with the headlights.
Product - Fuel System - Unknown - Poor Fuel Economy - Default	Customer states that he is not getting enough miles pure gallon.

Customer called in stating that he is continuing to have issues concerning the body module, headlights, and not getting enough miles per gallon. Customer would like to refer to lemon law. Agent informed customer that he is still under warranty and that if he feels the current dealership is not handling his situation than he can go to another authorize dealership. Customer stated that he will take his vehicle to another dealership. Customer also wants a to purchase another service contract and would like a discount. Agent informed customer that he would have to go to a local dealership. Customer understood. Custmer called back in over the same service contract issue. Agent advised that we did not sell service contracts here and he would need to go through the finance manager at a dealership. Customer understood.

Customer Assistance Inquiry Record (CAIR)#						15326723	
VIN	2C4GP54L4	5R	Open Date	09/06/2006	Built Date	12/17/2004	
Model Year	2005	Body	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB			
In Service Dt	06/25/2005	Mileage	24,586	Dealer Zone	51	CHICAGO	
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US		
Color	PYG	LINEN GOLD METALLIC PEARL COAT					
Engine	EGH	3.8L V6 OHV ENGINE					
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION					
Dealer	68218	RICHARD CHRYSLER JEEP DODGE					
Dealer Address	1845 E MAIN ST						
Dealer City	ST CHARLES			Dealer State	IL	Dealer Zip	60174
Owner						Contact Type	LETTER
Address						Home Phone	
	SARASOTA FL					Country	UNITED STATES
Product - Electrical - Power/Engine Control Module - Other - Default				Customer seeking reimbursement for reprogramming power control module			

Customer submitting in work order from an IRF and a copy of front page of Maximum Care service contract. Customer states that while on a road trip the lights of the instrument panel, the headlights, and the air conditioning unit quit working. Customer states that there was not a Chrysler dealership close by to take the vehicle for repair. Customer states he took the vehicle to an IRF. Customer states the IRF adjusted the computer and charged the amount of \$37.10. Customer seeking reimbursement for \$37.10.

Agent reviews terms per Maximum Care service contract. Agent verifies that per terms of the Maximum Care service contract, the customer had roadside assistance. Agent denies reimbursement based on the fact that the customer had roadside assistance available which would have towed the vehicle to the nearest dealership.

Agent attempted to contact the customer on 09/06/06 at 3:35 p.m. on the customer's home phone. Agent left contact information for customer to call Agent back. Agent will retry another time.

Customer called in, stating that he received a message from the previous agent. Customer states that he is seeking reimbursement for the amount paid to independent. Agent advised customer that reimbursement has been denied. Agent advised customer that he possessed a service contract that would have covered the towing to a dealership and covered the repair of the vehicle. Customer stated that he will write a letter to try and appeal this decision.

Customer Assistance Inquiry Record (CAIR)#						15336643
VIN	2C8GP44R9	5R	Open Date	08/23/2006	Built Date	03/16/2004
Model Year	2005	Body	RSYH53	CHRYSLER TOWN & COUNTRY LX FWD LWB		
In Service Dt	07/07/2004	Mileage	40,000	Dealer Zone	35	WASHINGTON
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PBE	BUTANE BLUE PEARL COAT				
Engine	EGA	3.3L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				
Dealer	23219	SOUTH SHORE AUTO WORLD				
Dealer Address	105 S SHORE RD					
Dealer City	MARMORA	Dealer State	NJ	Dealer Zip	08223	
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	WESTVILLE FL				Country	UNITED STATES

Referral - Chrysler Credit - Default - Default - Default	Chrysler Financial Referral.
Product - Electrical - Lamps and Switches - Complete Failure - Default	Customer states all of the headlights failed.
Dealer - Sales - Transaction - Incorrectly Equipped - Default	Customer states she still does not have her tow package.
Product - Fuel System - Fuel Pump - Defective - Default	Customer states the fuel pump was replaced.
Product - Electrical - Power Windows - Complete Failure - F. Door-Driver	Customer states the motor and relay was replaced.
Product - Electrical - Power Windows - Defective - F. Door-Pass	Customer states the motor is going out.

Customer calls seeking recall information. Advised the customer of incomplete recall #F01 for this vehicle. Customer was advised to contact a Chrysler, Dodge, or Jeep dealer to schedule an appointment to complete recall repair. Customer states she had a tow package added to her contract when she purchased the vehicle through dealer 23219. Customer states the dealer is not in business any longer. Customer states the dealer put a tow package on her bill and she has been making payments on it, but has not received one. Customer wanted to know what can be done. Agent consulted with CDC43 and was advised to inform the customer that DCX can not do anything about the cost and could contact Chrysler Financial to see if they are willing to take the cost off. Customer wanted to know about lemon law for her states. Agent referred customer to the blue and white booklet. Customer states she has had the fuel pump go out, 2 headlights, and the driver window motor and relay was replaced. Customer states the passenger side is going out. Customer wanted to know if her Service Contract was still active. Agent advised customer she does not have a DCSC and would have to contact the company that provided it.

Customer Assistance Inquiry Record (CAIR)#						15345714
VIN	2D4GP44L0	5R	Open Date	08/25/2006	Built Date	09/09/2004
Model Year	2005	Body	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON		
In Service Dt	03/21/2005	Mileage	16,000	Dealer Zone	74	DENVER
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PW1	STONE WHITE CLEAR COAT				
Engine	EGH	3.8L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				
Dealer	44613	JAY WOLFE DODGE-CHRY-JEEP INC				
Dealer Address	1051 SOUTHEAST OLDHAM PARKWAY					
Dealer City	LEE'S SUMMIT	Dealer State	MO	Dealer Zip	64081	
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	INDEPENDENCE MO				Country	UNITED STATES

Product - Electrical - Lamps and Switches - Complete Failure - Default	Customer states her lights and the switches don't work.
Product - Electrical - Speedo/Gauges/Ometer/EIC - Complete Failure - Default	Customer states instrument panel is inoperative.
Product - Electrical - Body Control Module - Complete Failure - Default	Customer states that her BCM is defective.

Customer called in stating that her instrument panel was inoperative. Customer states that her headlights fail. Customer states that her doors wouldn't open. Customer states that she has been to the dealer multiple times for repairs. Customer states that she wants a new car. Agent contacted dealer 44613 and spoke with service advisor, Justin. Justin states that on April 9, 2005 at 300 miles the vehicle was brought in because the gauge cluster was inoperative. Justin states that they replaced the instrument cluster. Justin states that the vehicle was brought back in on December 28, 2005 at 9032 miles for the rear windshield wipers not spraying. Justin states that they could not duplicate the issue. Justin states that on May 5, 2006 at 13142 miles the vehicle was brought in again for the headlights being inoperative. Justin states that they reprogrammed the BCM and fixed the headlights. Justin states that on August 8, 2006 at 16570 miles the vehicle was brought back in because the headlights were failing and the headlight switch was malfunctioning. Justin states that they fixed the headlights and replaced the switch. Justin states that when the customer came to pick the vehicle up on August 14, 2006 the instrument panel was not working as well as the power sliding door. Justin states that they replaced the BCM and reprogrammed it. Agent informed customer that she would need to refer to her blue and white booklet as well as contacting her state attorney general for further information. Customer understood. Agent provided reference number. Customer accepted.

Customer Assistance Inquiry Record (CAIR)#						15350522
VIN	1C4GP45R9	5B [REDACTED]	Open Date	08/28/2006	Built Date	06/02/2005
Model Year	2005	Body	RSYH52	CHRYSLER TOWN & COUNTRY FWD SWB WAGON		
In Service Dt	06/21/2005	Mileage	24,551	Dealer Zone	66	ORLANDO
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US	
Color	PYG	LINEN GOLD METALLIC PEARL COAT				
Engine	EGA	3.3L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				
Dealer	44825	BACHMAN-BERNARD CHRYSLER DODGE	JEEP, INC.			
Dealer Address	200 BACHMAN DRIVE					
Dealer City	GREENEVILLE	Dealer State	TN	Dealer Zip	37745	
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	[REDACTED]
	MIDWAY TN [REDACTED]				Country	UNITED STATES

Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Customer stated headlights on the vehicle are intermittent.
Product - Electrical - Speedo/Gauges/Ometer/EIC - Other - Default	Customer stated instrument cluster is inoperative.

Customer calling in regards to the instrument cluster and the headlight being intermittent in the vehicle. Customer stated that the vehicle has been to the dealership numerous times in regards to this issue and they have not been able to diagnose or duplicate the vehicle but once and they informed her that they would contact DCX and see what could be done to repair the vehicle. Customer inquiring what to do if the vehicle can not be repaired. Agent informed customer that at this time the only thing that DCCAC would be able to inform him of would be to continue to work with a Chrysler dealership until they can diagnose or duplicate the vehicle and then it will be repair per the terms of the warranty. Agent informed Customer that the issues with the vehicle would be documented and reviewed internally within DCX. Customer understood and was informed of the incomplete recall on the vehicle.

Customer Assistance Inquiry Record (CAIR)#						15355730
VIN	2C4GP44R8	5R	Open Date	08/29/2006	Built Date	09/09/2004
Model Year	2005	Body	RSYH53	CHRYSLER TOWN & COUNTRY LX FWD LWB		
In Service Dt	11/10/2004	Mileage	44,000	Dealer Zone	32	NEW YORK
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PPK	MAGNESIUM PEARL COAT				
Engine	EGA	3.3L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC 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	
	RINGOES NJ				Country	UNITED STATES

Referral - Tier Two - Internal Escalation - Authorization - Default	Agent transferred customer to tier two for further review.
Product - Engine - Unknown - Check Engine Lamp On/Flashing - Default	Customer claims her check engine light is coming on.
Product - Electrical - Power/Engine Control Module - Other - Default	Customer claims she recently had the PCM replaced.

**** Begin structured narrative CL - GOODWILL ESCALATION1 ****

What is the customer requesting from DaimlerChrysler?
Reimbursement for previous repairs on the PCM and EGR valve.
How far out of warranty is the vehicle/repair by time and/or mileage?
8,000 miles.
Is there a service contract on this vehicle that would cover the repair?
No
Is the customer the original owner of this vehicle?
No
How many DCX vehicles has the customer owned including this vehicle?
1 used and 1 new.
Is there warranty history related to the current concern?
No
Has the vehicle been taken to a Chrysler, Dodge or Jeep dealer?
Yes for previous repairs.

**** End structured narrative CL - GOODWILL ESCALATION1 ****

Customer claims that since has purchased her vehicle she has been having many issues with it. Customer claims the first issue was with the head lights. Customer claims the head lights would turn off randomly. Customer claims the PCM was replaced to fix this issue. Customer claims that after that the check engine light came on. Customer claims the EGR valve was replaced to fix this. Customer claims that now the check engine light is on again. Customer claims that her personell mechanic performed tests on the vehicle and codes were coming up for the oxygen sensor. Customer inquiring if this will be covered under warranty. Agent informed customer that the oxygen sensor is covered under the extended federal emissions warranty. Agent informed customer to have a diagnosis performed at her local Chrysler dealership to verify whether or not the oxygen sensor needs to be replaced and will be covered under warranty. Customer understood. Customer seeking reimbursement for previous repairs on her

vehicle.

Customer transferred to the internal Tier 2 escalation line for further review of concern.

Second owner. Stated that she has had the EGR valve replaced and PCM replaced by her mechanic: (609) 397-8032.

Advised customer that no reimbursement will be considered/extended due to work being performed at an unauthorized independent repair facility.

Customer stated that she would never buy another Chrysler vehicle.

Customer Assistance Inquiry Record (CAIR)#						15364252
VIN	1C4GP45R4	5B [REDACTED]	Open Date	08/30/2006	Built Date	03/26/2004
Model Year	2005	Body	RSYH52	CHRYSLER TOWN & COUNTRY FWD SWB WAGON		
In Service Dt	04/17/2004	Mileage	46,000	Dealer Zone	42	DETROIT
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US	
Color	PBE	BUTANE BLUE PEARL COAT				
Engine	EGA	3.3L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				
Dealer	23432	YARK CHRYSLER-JEEP				
Dealer Address	6019 WEST CENTRAL AVENUE					
Dealer City	TOLEDO	Dealer State	OH	Dealer Zip	43615	
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	[REDACTED]
	BOWLING GREEN OH [REDACTED]				Country	UNITED STATES

Corporate - Dealer Information - Default - Default - Default	Agent provided the number to a local dealer.
Dealer - Unknown - Unknown - Problem Not Resolved - Default	Customer states the dealer provides poor service.
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Customer states the lights cut off.
Product - Electrical - Radio/Spkrs/Clock/Antenna - Intermittent or Inoperative - Default	Customer states the radio is inoperative.

Customer states the vehicle has had numerous electrical issues. Customer states that dealer 23432 repaired the vehicle after DCCAC forwarded a file to the dealer. Customer states that for a time, the issues were resolved. Customer states that at this point in time, the issues are unresolved. Customer states the head lamps cut on and off, and the radio is inoperative. Customer states the dealer provides horrible service, and does not want to have to work with the dealer again. Agent apologized for the inconvenience. Agent provided the number to a local dealer and informed the customer that the vehicle's service contract does provide electrical coverage. Agent advised the customer to consult any local DCX Chrysler dealer to have warranty work performed. Customer understood. Agent provided the reference number.

Customer Assistance Inquiry Record (CAIR)#						15377409
VIN	2D4GP44L4	5R [REDACTED]	Open Date	09/05/2006	Built Date	08/23/2004
Model Year	2005	Body	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON		
In Service Dt	09/15/2004	Mileage	20,900	Dealer Zone	35	WASHINGTON
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PB8	MIDNIGHT BLUE PEARL COAT				
Engine	EGH	3.8L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				
Dealer	59663	COURTESY MOTOR SALES INC				
Dealer Address	3100 PLEASANT VALLEY BLVD					
Dealer City	ALTOONA	Dealer State	PA	Dealer Zip	16602	
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	[REDACTED]
	ALTOONA PA [REDACTED]				Country	UNITED STATES

Product - Air Conditioning / Heater - Unknown - Defective - Default	Customer states had trouble with the air conditioner.
Product - Electrical - Lamps and Switches - Defective - Default	Customer states that head lights would turn off while driving.
Referral - Other - Default - Default - Default	Referral to dealership.

Customer states that she has had a lot of problems with her vehicle. Customer states that she has had the vehicle in the shop a lot. Customer states she is worried that once the warranty has run out, that they will have to pay a lot of money to have it repaired. Customer states that her head lights would go out while driving and had it repaired three times for that. Customer states that the air conditioning had problems and has been repaired a few times for that. Customer states that she would like to buy a new vehicle and is wondering if she could have the same payment plan with the new vehicle as with her current vehicle. Agent advised customer that she would need to work with the dealership on that matter.

Customer Assistance Inquiry Record (CAIR)#						15388569	
VIN	2C4GP54L4	5R	Open Date	09/07/2006	Built Date	12/23/2004	
Model Year	2005	Body	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB			
In Service Dt	02/16/2005	Mileage	41,859	Dealer Zone	42	DETROIT	
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US		
Color	PRH	INFERNO RED CRYSTAL PEARL COAT					
Engine	EGH	3.8L V6 OHV ENGINE					
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION					
Dealer	55412	FERNELIUS CHRYSLER DODGE					
Dealer Address	S MAIN ST @ US27						
Dealer City	CHEBOYGAN	Dealer State	MI	Dealer Zip	49721		
Owner					Contact Type	TELEPHONE	
Address					Home Phone		
	ONAWAY MI				Country	UNITED STATES	

Referral - Tier Two - Internal Escalation - Authorization - Default	Agent transferred customer to tier two for further review.
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Customer claims that her headlights will not come on.
Dealer - Service/Body Shop - Personnel - Discourteous/ Rude - Service Management	Customer claims the service department has very poor service.

**** Begin structured narrative CL - GOODWILL ESCALATION1 ****

What is the customer requesting from DaimlerChrysler?

Assistance in the cost of repairing her headlights.

How far out of warranty is the vehicle/repair by time and/or mileage?

5,859 miles

Is there a service contract on this vehicle that would cover the repair?

No

Is the customer the original owner of this vehicle?

Yes

How many DCX vehicles has the customer owned including this vehicle?

1

Is there warranty history related to the current concern?

No

Has the vehicle been taken to a Chrysler, Dodge or Jeep dealer?

No

**** End structured narrative CL - GOODWILL ESCALATION1 ****

Customer claims she has taken her vehicle in for service 11 times.

Customer claims that she is currently having issues with the headlights

not working. Customer claims she is considering lemon law for her

vehicle. Customer claims that she has not taken the vehicle to the

dealership because she does not like the service the dealership provides.

Customer claims she also thinks the battery in her vehicle is too small.

Customer claims that after having her doors open for more then 15

minutes, the vehicle is dead. Customer claims she thinks this is due to

the battery in the vehicle not being big enough. Customer seeking

assistance in the cost of the repair of the headlights.

Customer transferred to the internal Tier 2 escalation line for further

review of concern.

Customer transferred to the internal Tier 2 escalation line for further

review of concern. Customer states she has not had the vehicle to the

dealership for this issue. Customer states the dealer advised the

warranty has expired. Writer advised customer of the same. Customer then states she will just keep in contact with the lawyer. Writer advised customer that DCCAC can look into assistance and customer states that is okay and disconnected the call.

Customer Assistance Inquiry Record (CAIR)#						15419153	
VIN	1D4GP24R1	5B [REDACTED]	Open Date	09/14/2006	Built Date	03/08/2005	
Model Year	2005	Body	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON			
In Service Dt	05/02/2005	Mileage	19,100	Dealer Zone	63	DALLAS	
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH		Market	U	US	
Color	PW1	STONE WHITE CLEAR COAT					
Engine	EGA	3.3L V6 OHV ENGINE					
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION					
Dealer	68655	COLEMAN MOTORS INC					
Dealer Address	510 ADDISON ST						
Dealer City	NEW BOSTON			Dealer State	TX	Dealer Zip	75570
Owner	[REDACTED]					Contact Type	E-MAIL
Address	[REDACTED]					Home Phone	
	TEXARKANA TX [REDACTED]					Country	UNITED STATES

Product - Brakes - Disc Brake Assy/Calipers - Worn - Unknown	Alleges pads require replacement due to calipers.
--	---

***** EMAIL BRIEF DESCRIPTION CONTENT *****

Extreme Dissatisfaction

***** END EMAIL BRIEF DESCRIPTION CONTENT *****

I don't have my vin because my husband and I share a vehicle and he has it. I took my vehicle to MIDAS to get brake pads, and was informed they couldn't put them on without replacing the calipers, which are a warranty item. I was then told it really wasn't safe to drive the way it is. My husband and I have four kids and share a vehicle. They want us to leave our vehicle all day to attempt to repair, but my husband and I both go to school full time and work full time, plus I have 3 kids in school and one to a babysitter. We are running all day different places and I need a vehicle. This is why we purchased a new vehicle, for reliability. It should not be after a year and a half and less than 20K miles that it needs work. I have also had other problems such as the service engine soon light coming on, and indicating that the computer lost communication, headlights not working, and windows that will not roll up after rolling down. Sometimes the locks don't work. Something is not right with this van, and I am not happy. I requested a loaner vehicle for the day tomorrow so that I could get my kids to school, my husband to school, my daughter to baby sitter, myself to work, and then pick everyone back up beginning at 1:15, through 4:00. They said Dodge will not pay for this and I need to deal with Dodge over the issue if I don't like it, as this is what the warranty is. They also said I will still have to pay for brake pads, even though the calipers caused the wear. I saw the brakes and pads and the metal was extensively worn down on the right side more than the left, and the caliper was completely shot to the point midas couldn't even replace the brake pad. This put me in danger to have to further drive. On top of that, we had attempted to take it in the day before to McLarty Dodge, and they tried to tell us this type of wear was normal for in town driving, but they couldn't do it that day because they were busy. This was at 3:30 and there were at least four mechanics sitting around chit chatting and perhaps one car in a bay. The problem is

we didn't buy the van at this dealership and they don't want to do the warranty work. I am sorely disappointed and it is doubtful that if I can ever get from being upside down on this piece of junk van that I will ever buy a Dodge or Dodge family vehicle again, if someone cannot make this right. I really need a rental car for tomorrow, September 13, no later than 9:30 a.m., and I need my brake pads to be covered under the warranty, and I do not mean reimbursed. I do not intend to drive a vehicle that it is simply standard for substandard parts to be used, for substandard customer service, and for it to not be an issue that I am placing my children's lives in danger just to drive the van to the nearest dealership, much less to Coleman in New Boston where I actually purchased it. The van went from no symptoms to metal on metal in a few days (less than a week), and I had to cancel my own thirtieth birthday party that was being thrown for me by family in my hometown 30 miles away for danger of driving that far to see my family. From what I see, this is just the cost of driving a Dodge. It is not a cost I intend to bear any longer than I have to, nor will I ever recommend a Dodge to anyone, if this is how your customer service is handled.

*****END OF EMAIL*****

Thank you for contacting the Chrysler Group Customer Assistance Center. I regret your dissatisfaction in the quality of your vehicle and appreciate the time and effort you took to bring this matter to my attention. Comments like yours are one way to learn of problems that may develop and improvements desired by customers. The information received is used in product development and quality analysis.

DaimlerChrysler Motors Corporation has made tremendous gains in customer satisfaction and vehicle quality. Apparently, your expectations have not been met. Please accept my apology for the problems you have experienced.

In the Warranty Information booklet that came with your vehicle, under the section titled 'What's Not Covered' you will find: 'Your DaimlerChrysler Motors limited warranties do not cover any incidental or consequential damages ...Such damages include lost time; inconvenience; the loss of the use of your vehicle; the cost of rental cars, gasoline, telephone, travel or lodging; the loss of personal or commercial property; the loss of revenue, etc.'

It is regrettable that you have suffered the loss or inconvenience described in your email. Unfortunately, we are unable to comply with your request for assistance.

Thank you again for your email.

*****END OF RESPONSE*****

NOTE: Customer made aware of recall in CAIR 15416002.

CUSTOMER'S REPLY:

Had the loss of the use of my vehicle been due to NORMAL wear and tear, I would not have had a problem with it, however, I have a problem paying over 1/2 the price of my house for a van that uses low quality parts. Brake pads should last 40,000 miles, not 19,000. Dealers should have Dodge parts in stock, so that I am not without my vehicle for more than one day. Dealer mechanics should be more forthcoming and helpful without having to throw a hissy fit to get something done. I am very happy with the service that I FINALLY received, however, only because the dealership saw my point and the dealership ate the cost of a rental. You guys don't care about your customers. We will not be buying Dodge again, and we will not be buying in the Dodge family, either. American customer service STINKS. I am ashamed to say that as an American, but you guys are all about the almighty dollar, not providing a good quality vehicle you can stand behind. One Disappointed Customer. [REDACTED]

*****END OF EMAIL*****

NAN.

Customer Assistance Inquiry Record (CAIR)#						15456071
VIN	2D4GP44L9	5R	Open Date	09/22/2006	Built Date	04/03/2004
Model Year	2005	Body	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON		
In Service Dt	04/16/2004	Mileage	51,000	Dealer Zone	35	WASHINGTON
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PB8	MIDNIGHT BLUE PEARL COAT				
Engine	EGH	3.8L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				
Dealer	60193	NORTHSIDE CHRYSLER JEEP DODGE, LLC				
Dealer Address	812 NORTHSIDE DR					
Dealer City	SUMMERSVILLE	Dealer State	WV	Dealer Zip	26651	
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	MOUNT NEBO WV				Country	UNITED STATES

Referral - Tier Three - Default - Default - Default	Tier Three referral
Product - Unknown - Unknown - Fire - Engine Compartment	
Product - Unknown - Unknown - Fire - Unknown	

Insurance agent calling stating vehicle caught fire. Per tgc15, referred customer to DCCAC for discussion of Special Investigations issue.

**** Begin structured narrative SI POLICY FIRE OR ACCIDENT ****

Owner Alleges:

NO ANSWER PROVIDED BY AGENT

Description of the incident (what, when, where, injuries, etc)

9/11/06. Owner alleges while driving fog light kept coming on by themselves an headlamps were turning off by themselves. Owner pulled over and noticed smoke from under hood. No injury. Vehicle total loss. Has the owners insurance company been contacted ?

Yes

If yes provide name/policy number and phone number

Progressive

Claim

Where is the vehicle exactly located (provide name/address/phone #)

Copart Salvage

4281 Route 60

Hurricane WV 25526

304-562-2088

Stock #9600376

Is there property damage or other vehicles involved in the accident?

No

Has a Police or Fire report been filed (what municipality & report #)

Yes. Hookersville Mudlettee volunteer fire departments. Fax

#304-872-0882

**** End structured narrative SI POLICY FIRE OR ACCIDENT ****

null

_9.25.2006

Forwarded to 82t m rp

_9/25/06 assigned to rlg92/jlg117

CAIR NUMBER 15456071 REQUEST EAA INSPECTION 09-25-2006 09:37

CAIR NUMBER 15456071 E-MAIL SENT TO EAA 09-25-2006 09:37

Inspection Requested: 9/25/2006 (KThornton)

10-2-06 Canceled inspection with EAA until we receive correct customer information from Insurance Agent. Insurance agent to call SI with correct owner information. We will close CAIR. SSS8

Inspection Delayed: 9/29/2006 (KThornton)

Customer Assistance Inquiry Record (CAIR)#						15502971	
VIN	1C4GP45R2	5B	Open Date	10/03/2006	Built Date	05/07/2004	
Model Year	2005	Body	RSYH52	CHRYSLER TOWN & COUNTRY FWD SWB WAGON			
In Service Dt	01/31/2005	Mileage	61,000	Dealer Zone	42	DETROIT	
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH		Market	U	US	
Color	PPK	MAGNESIUM PEARL COAT					
Engine	EGA	3.3L V6 OHV ENGINE					
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION					
Dealer	63051	SALEM CHRYSLER JEEP INC					
Dealer Address	5010 SALEM AVE						
Dealer City	DAYTON			Dealer State	OH	Dealer Zip	45426
Owner						Contact Type	TELEPHONE
Address						Home Phone	
	POTSDAM OH					Country	UNITED STATES

Product - Electrical - Lamps and Switches - Defective - Default	Custoemr states the vehicle's electrical system has failed.
Corporate - Lemon Law - Default - Default - Default	Customer has had many problems with the vehicle.
Product - Transmission / Transaxle - Automatic Trans / Transaxle - Defective - Default	Customer states the vehicle's transmission had to be replaced.

Customer calling seeking information concerning lemon law. Customer states that the vehicle has had trouble with several items since they bought they vehicle. First problem was trouble with interior (weather stripping) Dealership glued back on, however dealership got glue on interior and had replaced seats. Dealership has replaced the seats in the back several time. The speakers hasve had to be replaced due to brakets being misfited. Two days after buying the car the customer could hear ticking in the motor. Customer states you would put the vehicle into drive and you would roll backwards for several feet until it would start to go forwards. The transmission and transaxel were replaced at approximatly 32,000 miles. A leak at the rear hatch whcih was repaired several times. The head rest trim was sepperated. Customer has all documents from each dealership that has done repairs on the vehicle. The vehicle had several fuse problems. The electric slidding door would work sometimes and then would not work other times. Customer states they have had alot of electrical problems. Customer states the vehicle will shut off while driving. Customer states that the rear tale light and front head lights would not come on. The alternater had to be replaced at approximatly 61,000 miles. While driving the fan would just shut off. Customer states this vehicle should not have been sold at all. Agent will advise customer that she will be transfered to DCCAC. Cusotmer states she has several issue with the vehicle. Cusotmer states she is loooking to get out of the vehicle. Customer states she was advised to file for lemon law. Agent referred customer to the blue and white book. Cusotmer states she does not want to go that route. Agent advised customer to contact her selling dealer. Customer states she would

likd to see what DCX can do for her. Agent provided with DCX address.

Customer Assistance Inquiry Record (CAIR)#						15525760
VIN	2D4GP44L6	5R	Open Date	10/09/2006	Built Date	06/01/2004
Model Year	2005	Body	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON		
In Service Dt	07/15/2004	Mileage	54,900	Dealer Zone	63	DALLAS
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PPK	MAGNESIUM PEARL COAT				
Engine	EGH	3.8L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				
Dealer	66770	DON ELLIOTT CHRYSLER-PLYMOUTH-	DODGE			
Dealer Address	1225 NORTH RICHMOND STREET					
Dealer City	WHARTON	Dealer State	TX	Dealer Zip	77488	
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	WHARTON TX				Country	UNITED STATES

Product - Engine - Unknown - Noisy - Default	Customer states engine makes knocking sound.
Product - Electrical - Lamps and Switches - Other - Default	Customer states headlights will not stay on.
Referral - Tier Two - Internal Escalation - Authorization - Default	Tier 2 support referral.

**** Begin structured narrative CL - GOODWILL ESCALATION1 ****

What is the customer requesting from DaimlerChrysler?

Assistance with the cost of this repair.

How far out of warranty is the vehicle/repair by time and/or mileage?

18900.

Is there a service contract on this vehicle that would cover the repair?

No.

Is the customer the original owner of this vehicle?

Yes.

How many DCX vehicles has the customer owned including this vehicle?

1.

Is there warranty history related to the current concern?

Yes.

Has the vehicle been taken to a Chrysler, Dodge or Jeep dealer?

Yes.

**** End structured narrative CL - GOODWILL ESCALATION1 ****

Customer states that she is having a knocking sound in her vehicle.

States that she is having a lot of electrical problems with this vehicle.

States that the ABS switch continues to go out. States that she does not want this vehicle any longer. States that the headlight do no stay on

while she is driving at night. States that dealership 66770 did provide

her with a rental vehicle with all of her previous repairs. Agent informs

customer that she does still have a powertrain warranty. And that if the

issue with the engine is determined to be a manufacture s defect, then this will be covered. Customer is seeking assistance with the cost of ABS switch, and headlights. Consulted with EJK28. Transferred for further assistance.

Customer calling in stating that she was disconnected during transfer.

Agent consulted with TLD50 an transferred the customer for futher review.

Internal tier two transfer recieved

Customer calling stating she is experiencing a knocking noise in the engine. Customer states she is also experiencing issues with the ABS switch and headlight. Customer states the components were replaced once

within warranty and another time outside of warranty. Customer states the headlight switch was replaced last week. Agent contacted dealer 66770 and spoke with Burt Service Manager. Burt states the multifunction switch headlight was replaced. Burt states he ordered a ABS right rear speed sensor. Agent requested warranty cost for the repair to the ABS right rear speed sensor. Agent advised the customer if she is experiencing issues with the headlight she still holds the warranty. Agent advised the customer she would need to contact the dealership for a diagnosis to see if the issue will be covered under the 12/12 warranty. Agent offered the customer a call back. Customer accepted.

Customer Assistance Inquiry Record (CAIR)#						15533931
VIN	2D4GP44L2	5R [REDACTED]	Open Date	10/11/2006	Built Date	04/07/2005
Model Year	2005	Body	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON		
In Service Dt	07/28/2005	Mileage	1	Dealer Zone	35	WASHINGTON
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PRH	INFERNO RED CRYSTAL PEARL COAT				
Engine	EGH	3.8L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				
Dealer	44668	JEFF D'AMBROSIO MAIN LINE JEEP	DODGE			
Dealer Address	487 LANCASTER AVE					
Dealer City	FRAZER	Dealer State	PA	Dealer Zip	19355	
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	
	DEVON PA [REDACTED]				Country	UNITED STATES

Product - Electrical - Lamps and Switches - Defective - Default	
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10-11-06 Legal repurchase in process. Head lights turn off by them selves while driving. Writer authorized a rental for \$35 per day not to exceed 10 days from today. MPW
Case being handled by Elaine McKenzie.
12/14/06 - Rec d file - js

Customer Assistance Inquiry Record (CAIR)#						15536954
VIN	1D4GP24R9	6B	Open Date	11/02/2006	Built Date	06/01/2006
Model Year	2006	Body	RSKL53	DODGE GRAND CARAVAN SE		
In Service Dt	07/21/2006	Mileage	1	Dealer Zone	66	ORLANDO
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH		Market	U	US
Dealer	43900	BRANDON DODGE INC				
Dealer Address	9207 EAST ADAMO DR					
Dealer City	TAMPA			Dealer State	FL	Dealer Zip 33619
Owner					Contact Type	SURVEY
Address					Home Phone	
	SUN CITY CENTER FL				Country	UNITED STATES

Product - Electrical - Lamps and Switches - Other - Default	Customer states the head lamps are dim.
Dealer - Sales - Delivery - Not Properly Prepped - Default	Customer states the vehicle did not have the options he opted for.

Dealer survey from August. No need to contact customer. Agent closed the cair. Custome sent in a satisfied survey. Customer went to dealer to trade the 2003 for the 2006. Customer went and the dealer did not have all the options they wanted on the vehicles on the lot. Dealer found one in FL. Customer states the dealer talked them into going ahead and doing the paperwork and leaving the trade in there. Customer went back the next day to get the vehicle and it was silver and very pretty. Customer states that when his wife got in she noticed their was not power windows or door locks. Customer left the vehicle there to have this done. Customer states that they were charged \$310 for the installation. Customer states that when he got there they were filming an ad and asked him to do the ad and waived the \$310. Customer is not as satisfied with this vehicle as the 2003 because of the dim headlights.

Customer Assistance Inquiry Record (CAIR)#						15553990
VIN	2D4GP44L2	5R [REDACTED]	Open Date	10/16/2006	Built Date	09/17/2004
Model Year	2005	Body	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON		
In Service Dt	10/15/2004	Mileage	36,100	Dealer Zone	51	CHICAGO
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				
Engine	EGH	3.8L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				
Dealer	44077	JOLIET DODGE INCORPORATED				
Dealer Address	2617 WEST JEFFERSON STREET					
Dealer City	JOLIET	Dealer State	IL	Dealer Zip	60435	
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	[REDACTED]
	LOCKPORT IL [REDACTED]				Country	UNITED STATES

Recall - F01: REAR A/C AND HEATER TUBE CORROSION - Advise Owner/Incomplete Recall	Agent advised customer of recall #F01.
Product - Electrical - Unknown - Intermittent or Inoperative - Default	Customer called regarding issue with electrical system.

Customer called regarding issue with electrical system. Agent advised customer of recall #F01. Customer states the headlights won't come on and everything electrical goes out. Customer states the dash indicators flash. Customer states the dealer has been unable to duplicate the issue. Customer states the vehicle has been to the dealer 6 times, 2 times at dealer 44077 and 4 times at selling dealer. Agent contacted dealer 44077 and spoke with Mike the service manager. Mike states the issue cannot be duplicated. Mike states the technician is still working with the vehicle. Agent advised Mike the customer is upset about the rental cost. Mike states he will look into it and to tell the customer to contact him regarding the rental. Agent advised customer of what Mike stated to agent. Agent advised customer to continue to work with the dealer.

Customer Assistance Inquiry Record (CAIR)#						15563424
VIN	2D4GP44L6	5R	Open Date	10/18/2006	Built Date	02/14/2004
Model Year	2005	Body	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON		
In Service Dt	03/13/2004	Mileage	61,000	Dealer Zone	71	LOS ANGELES
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PBE	BUTANE BLUE PEARL COAT				
Engine	EGH	3.8L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				
Dealer	44221	LITHIA'S GRANTS PASS AUTO CENTER				
Dealer Address	1421 N.E. 6TH ST					
Dealer City	GRANTS PASS	Dealer State	OR	Dealer Zip	97526	
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	SELMA OR				Country	UNITED STATES
Product - Body / Trim / Paint Finish - Interior Ornamentation/Mirrors - Inoperative - Instrum't Panel-G. Box				Customer stated the instrument cluster is not working.		

Customer stated the vehicle was taken to the dealership 44221 at the beginning of September for some problems with vehicle. Customer stated the dealership 44221 could not find the problem with the vehicle. Customer stated the vehicle was kept at the dealership 44221 for six days. Customer stated the dealership provided her with a loaner during that time. Customer the vehicle needed a new instrument cluster. Customer stated the vehicle worked fine for about three days. Customer stated the vehicle was taken to the dealership 44221 again. Customer stated she again was provided with a loaner vehicle for three weeks at no charge. Customer stated the vehicle was fine for four days and it then started affecting the headlights. Customer stated the vehicle was taken back to the dealership 44221 again and the instrument cluster was tested fine. Customer stated the vehicle worked just fine for 2 days and the vehicle is currently at the dealership 44221. Customer stated the dealership has been absolutely wonderful to her during these problems with the vehicle. Customer stated this vehicle is the only transportation she has to transport her disabled mother. Customer stated she does not trust the vehicle anymore and feels that it is not safe. Customer stated if the vehicle is repaired she would like to be assured that it would not break down again. Agent spoke with Gordon service advisor at dealership 44221. Gordon stated the vehicle has been in for the dash cluster once and the two times for the instrument cluster. Gordon stated the vehicle is now at the dealership 44221 for the dash cluster to be inspected. Agent informed Gordon that a direct to dealer is being sent to get someone out there to look at the vehicle. Agent informed customer that the file will be sent so that a factory technician can come out to look at the vehicle. Customer was provided with the reference number.

*****ATTENTION SERVICE MANAGER*****

Please follow your Business Center guidelines and, if needed, seek technical assistance (District Manager/Business Center/STAR) in an attempt to resolve customer's concern(s). Please update the CAIR with the final resolution. Thank you.

REASSIGNED TO BC/DLR 71 44221 10/18/06 12:48 O 15563424

Customer states why it is taking so long for someone to come out and look at her vehicle. Customer states the dealership stated they will not touch

the vehicle intel technical support comes out and look at the vehicle.

Agent advised customer that she would need to contact the service manager at the dealership to see why it is taking so long for them to get someone out to look at her vehicle. Customer understood.

Spoke with customer last week on November 2. Bill Miller and Mr. [REDACTED] were on the phone from Lithia Grants Pass. Explained that we are trying to get a good part for his vehicle. Bud Prince the parts manager will order an other module (will try for a new one - not remanufactured). Mr. [REDACTED] has my phone number and will call if there are further issues. Appointment has been scheduled pending exact date the part will arrive. 11/09/2006 rbf1

Customer Assistance Inquiry Record (CAIR)#						15584253
VIN	1D4GP45R1	5B [REDACTED]	Open Date	10/24/2006	Built Date	02/02/2005
Model Year	2005	Body	RSKH52	DODGE CARAVAN SXT FWD SWB WAGON		
In Service Dt	05/27/2005	Mileage	34,000	Dealer Zone	42	DETROIT
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US	
Color	PYG	LINEN GOLD METALLIC PEARL COAT				
Engine	EGA	3.3L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				
Dealer	67731	ROUEN CHRYSLER DODGE JEEP				
Dealer Address	1091 FREMONT PIKE RTE 20					
Dealer City	WOODVILLE	Dealer State	OH	Dealer Zip	43469	
Owner	[REDACTED]			Contact Type	TELEPHONE	
Address	[REDACTED]			Home Phone	[REDACTED]	
	GENOA OH [REDACTED]			Country	UNITED STATES	

Dealer - Service/Body Shop - Transaction - Problem Not Resolved - Default	Caller is not happy with the service she has recieved.
Product - Transmission / Transaxle - Unknown - Noisy - Default	Caller states that her transmission makes a loud noise.
Product - Electrical - Body Wiring - Defective - Default	Caller states that she has electrical issues with her vehicle.

Caller states that her vehicle has been making noise in the front end and the transmission is slipping and making a loud roaring noise. Caller claims that her stabilizer bar is defective and her headlights will blink when she turns on her blinker. Caller states that the dealership has been avoiding the big repairs that she believes her vehicle needs. Caller states that she wants to take her vehicle to an alternate dealership for further repair concerns. Writer provided to alternate contact numbers and the reference numbers for further assistance.

Customer Assistance Inquiry Record (CAIR)#						15591357
VIN	2D4GP44L4	5R	Open Date	10/25/2006	Built Date	11/08/2004
Model Year	2005	Body	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON		
In Service Dt	01/11/2005	Mileage	33,750	Dealer Zone	32	NEW YORK
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PRH	INFERNO RED CRYSTAL PEARL COAT				
Engine	EGH	3.8L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				
Dealer	68381	SUDBAY CHRYSLER DODGE INC				
Dealer Address	29 CAUSEWAY ST					
Dealer City	GLOUCESTER	Dealer State	MA	Dealer Zip	01930	
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	GLOUCESTER MA				Country	UNITED STATES

Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Customer reporting head lights go off and on
Product - Electrical - Radio/Spkr/Clock/Antenna - Intermittent or Inoperative - Default	Customer reporting radio turns off and on
Product - Drivability - Unknown - Hesitation/No Power - Default	Customer reporting vehicle loses power while driving
Product - Electrical - Power Windows - Intermittent or Inoperative - Unknown	Customer reporting windows to not operate all the time
Product - Drivability - Unknown - No Start - Default	Customer stated vehicle will not start
Referral - Other - Default - Default - Default	Referred to Blue and White book that came with vehicle

Customer's wife, Holly stated vehicle is on way to 68381 for the 8th or 10th time in a 1 1/2 years time. Customer stated vehicle loses power while driving and head lights, radio goes off and on, and power windows do not work all the time. Customer stated she is afraid of vehicle and not longer wants. Writer called 68381, Service Manager unavailable and Operator stated there is no one available to verify repair information at this time. Writer referred customer to blue and white book that came with vehicle and advised will continue to check with 68381 and offered call back. Customer agreed for call back at extension 301.

***** NEXT AGENT *****

If customer calls back before JG823 has received 68381 repair information, call 68381 to verify repairs.

Customer called back. Agent contacted dealer 68381 and spoke with Ron the Service Advisor that worked on the vehicle and verified repairs with dealer.

10/17/2006 Cushion, front sway bar|One and/or both

04/26/2006 Diagnostic LOP - Fuel|FUEL

04/21/2006 A/C Heater lines|Replace underbody A/C Refrigerant/engine coolant

02/09/2006 Outer-Right or left|Tie rod ends

02/08/2006 Tie Rods/Drag Link-Inquiry

01/19/2006 Regulator, front door glass|4D

sedan-Van-Wagon-Electric-Right or left

08/13/2005 A/C system leak test and recharge|Front and rear unit|Note:

This operation is only used when refrigerant is missing and no leaks

are found

05/02/2005 Front-Right or left|Sensor, air bag impact

Ron did state replacement of battery today for no start issue. Ron stated unable to duplicate headlights going on and off issue, radio turning on and off issue, windows not operating all the time issue. Agent advised customer that a battery had been replaced for no start issue.

Customer stated she was going to get a lawyer.

Customer Assistance Inquiry Record (CAIR)#						15595413	
VIN	2C4GP54L7	5R	Open Date	10/26/2006	Built Date	08/12/2004	
Model Year	2005	Body	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB			
In Service Dt	08/31/2004	Mileage	29,100	Dealer Zone	32	NEW YORK	
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US		
Color	PYG	LINEN GOLD METALLIC PEARL COAT					
Engine	EGH	3.8L V6 OHV ENGINE					
Transmission	DGL	4-SPEED AUTOMATIC 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		
	ROME NY				Country	UNITED STATES	

Product - Engine - Unknown - Check Engine Lamp On/Flashing - Default	Cusotmer states check engine light is on.
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Customer states headlight switch only works intermittently.
Dealer - Service/Body Shop - Transaction - Problem Not Resolved - Default	Customer states repeated repairs for same issues.
Referral - Tier Three - Default - Default - Default	Tier three support referral.

Customer states his vehicle has been to dealership for many repairs. Customer states some issues are recurring. Customer states he purchased this vehicle for reliability and he has not received that. Customer states he can not trust this vehicle to transport him anywhere. Customer is seeking either a buy back or replacement vehicle. Advised customer a call back will be required as agent must contact dealership to obtain details on each previous repair. Customer states he will be at business number until 4:30, and at home number after 5:30. Agent did not provide extension number; however should customer call back, next agent may transfer to extension 69955. Provided customer reference number 15595413.

Agent phoned dealer 25002 and spoke with Tim, Service Manager. Tim is to fax complete repair and diagnosis history to 2, attn: Vivian, Pole 21.

Customer stated he contacted DCCAC and has not had any response. Writer checked previous narrative. Writer consulted with BDF17 and he checked with VLS18, not here and advised contacting 25002 for repair information. Writer advised customer unable to verify receipt of fax was received from 25002 and will have to contact 25002 for repair information. Cusotmer could not hold and requested call back at provided telephone numbers.

Agent phoned Tim, Service Manager, dealer 25002 and left a voice mail that still have not received service history on customer.

Received fax from Tim Kuhn, Service Manager at dealer 25002, with service records for customer (see images for complete details).

Regarding ENGINE:

10/27/06, mileage 29048 - Symptoms: check engine light; #2 cylinder misfire; runs rough intermittently, Repair: valve decarbonized; set SIT overnight and retested ok

10/2/06, mileage 27687 - Symptoms: check engine light, Repair: #2

cylinder misfire; replaced spark plugs and secondary ignition cables and retested ok

6/20/06, mileage 24728 - Symptoms: check engine light, Repair: performed diagnostic test, found DTC P0302 #2 cylinder misfire, reprogrammed PCM

10/26/05, mileage 15425 - Symptoms: check engine light, higher gas usage, Repairs: performed diagnostic test, found DTC P0300 multiple cylinder mis-fire, removed and checked all spark plugs, cleaned air box.

Regarding POWER STEERING (PS):

9/20/06, mileage 27103 - Symptoms: PS groaning and moaning when backing and turning, Repair: replaced power steering pump and both outer tie rods, performed TSB 19-006-05 for noise, shudder concern, retested ok.

6/22/05, mileage 11334 - Symptoms: clicking noise while steering, Repairs: front sway bar links loose, bushing bracket improperly adjusted; replaced both front sway bar links, readjusted swaybar bushing cradles, readjusted bushing retainer.

12/9/04, mileage 2174 - Symptoms: groaning noise when turning, Repairs: R&R steering gear replacement.

Regarding ANTI-LOCK BRAKING SYSTEM (ABS):

9/20/06, mileage 27103 - Symptoms: ABS light comes on and off all the time, Repair: performed diagnostic, found OCM failure, recalibrated OCM, retested ok

Regarding MISCELLANEOUS:

9/20/06, mileage 27103 - Symptoms: headlight switch does not always work, Repair: headlight switch internal, ordered headlight switch

6/20/06, mileage 24728 - Symptoms: air bag light is on, Repairs: performed air bag diagnostic test, found open sensor, replaced and retested ok.

1/26/06, mileage 17619 - Symptoms: air bag light is on, Repairs: impact sensor has open circuit, installed new impact sensor and spliced in wiring harness.

7/28/05, mileage 12684 - Symptoms: air bag light is on, Repairs: replaced clockspring assembly.

7/28/05, mileage 12684 - Symptoms: air conditioning (a/c) not cold, Repairs: rear a/c lines leaking; replaced rear a/c lines and recharged.

6/22/05, mileage 11334 - Symptoms: air bag light is on, Repairs: air bag sensor inoperable, internal failure; replaced sensor.

6/22/05, mileage 11334 - Symptoms: right rear 1/4 window rattles while open and driving; Repairs: replaced window actuator.

12/9/04, mileage 2174 - Symptoms: speaker rattles, Repairs: could not duplicate

Referred customer to DCCAC for discussion of Special Investigations issue.

Per lbd3.

Phoned customer and provided with update on vehicle issues.

Service Manager Tim was notified about customer service issues. Customer is still not satisfied with the Town & Country van. Customer was contacted and left message. Forwarded CAIR to dealer for further Service Manager & District Manager involvement. Attention dealer: Please contact Customer and handle customer. Involve our technical support group/Business Center & field personal to resolve. Thanks

REASSIGNED TO BC/DLR 32 25002 11/10/06 14:25 R 15595413

Customer calling regarding 2 phone calls he received. The second call just said they wanted to talk to him regarding investigation. The narrative did not say what information they might need.

Customer calling requesting an update on his request, caller states he has not received a contact back from his previous contacts. Informed caller his request has been reviewed and sent to the dealership to get all parties involved on his issue. Caller requested to speak with the location his file was originally sent to. Referred caller to tier three for further review.

Owner calls expressing disappointment with the 12 times the vehicle has been back to the dealer and down for more than 15 days. Owner states he was never contacted since 11/10/06, so he did not know what would happen next.

Writer contacted Tim and left message, since their phone system was down. Service manager, please continue to follow current concerns to a conclusion and follow zone procedures for assist as needed. Thanks..dg2

REASSIGNED TO BC/DLR 32 25002 11/20/06 10:37 R 15595413

Service Manager at the dealership has closed the Cair# 15595413
Vehicle operates properly and explanation has been provided to customer.
Request was reviewed with DM.
CAIR RETURNED FROM DEALER ON 3/14/2007 AT 07:53:628 R 15595413

Customer Assistance Inquiry Record (CAIR)#						15602732	
VIN	2C4GP54L0	5R	Open Date	12/04/2006	Built Date	07/04/2005	
Model Year	2005	Body	RSYP53	CHRYSLER TWN & COUNTRY TOURING FWD LWB			
In Service Dt	08/23/2005	Mileage	13,000	Dealer Zone	74	DENVER	
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US		
Color	PBE	BUTANE BLUE PEARL COAT					
Engine	EGH	3.8L V6 OHV ENGINE					
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION					
Dealer	63566	BILLION MOTORS					
Dealer Address	3401 WEST 41ST STREET						
Dealer City	SIOUX FALLS			Dealer State	SD	Dealer Zip	57106
Owner						Contact Type	LETTER
Address						Home Phone	
	SIOUX FALLS SD					Country	UNITED STATES

Dealer - Service/Body Shop - Personnel - Other - Service Management	Customer complaint that manager did not ask if he had a spare key
Dealer - Service/Body Shop - Transaction - Other - Default	Customer not satisfied with service received
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Customer stated concern with headlight switch
Dealer - Service/Body Shop - Transaction - Poor Scheduling - Default	Customer stated he made an appointment but had to leave vehicle for a day

Customer sent survey and letter from October. Customer letter states that he took his vehicle to dealer 63566 for a concern with the headlight switch. Customer stated that he made an appointment and was informed that the part had to be ordered and he would be contacted. Customer stated he took his vehicle in to be repaired and arrived 10 minutes early. Customer stated that he was told by some lady in service that they were too busy to fix it unless he left it for the whole day and then they might get to it. Customer stated that he took the vehicle in for an oil change and the service manager locked the keys in it. Customer stated instead of him asking him if he had a spare key he had a mechanic use something to open the door and it scratched the inside of the door. Customer stated they apologized and made an appointment to fix it. Customer stated they informed him that they would need the vehicle the whole day. Customer stated that the dealer did not provide loaner vehicles. Customer not happy with service received. Agent left message (605) 361- 3466. Agent provided customer with reference number and contact information. Customer had contact number on answering machine (605) 310-9146. Agent spoke with customer and informed that his concerns have been documented. Customer inquired what happens then. Agent informed customer that his concern is reviewed internally.

Customer Assistance Inquiry Record (CAIR)#						15609166
VIN	1D4GP45RX	6B [REDACTED]	Open Date	10/30/2006	Built Date	10/27/2005
Model Year	2006	Body	RSKH52	DODGE CARAVAN SXT		
In Service Dt	01/25/2006	Mileage	15,000	Dealer Zone	35	WASHINGTON
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT				
Engine	EGA	3.3L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				
Dealer	45027	SAFFORD MOTORS DODGE				
Dealer Address	5202 JEFFERSON DAVIS HWY					
Dealer City	FREDERICKSBURG	Dealer State	VA	Dealer Zip	22408	
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	[REDACTED]
	ORANGE VA [REDACTED]				Country	UNITED STATES

Product - Electrical - Unknown - Defective - Default	owner unhappy with vehicle electrical issues.
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Owner calls dccac on 10/30/06 is unhappy with vehicle that is in shop for third time. Transmission is slipping, headlights not working, power windows not working. Dealer will reinspect issues tomorrow. Provided direct extension if further assistance is needed. Customer wants vehicle fixed or replaced repairs are under warranty.

Customer Assistance Inquiry Record (CAIR)#						15617302	
VIN	2D4GP24R8	5R268955					
			RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON			
In Service Dt	06/11/2005	Mileage	29,751	Dealer Zone			
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US		
Color	PB8	MIDNIGHT BLUE PEARL COAT					
Engine	EGA	3.3L V6 OHV ENGINE					
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION					
Owner						Contact Type	E-MAIL
Address						Home Phone	
	AYLETT VA					Country	UNITED STATES

Product - Electrical - Unknown - Intermittent or Inoperative - Default	Customer states that he is having electrical issues.
Dealer - Service/Body Shop - Transaction - Problem Not Resolved - Default	Customer states that the axel issue is not resolved.
Product - Differential Gear Assy's - Axle Shaft - Broken, Cracked - Unknown	Customer states that the axle fell out.

***** EMAIL BRIEF DESCRIPTION CONTENT *****

Broken axle

***** END EMAIL BRIEF DESCRIPTION CONTENT *****

BEGIN EMAIL

Dear Sirs: My Wife and I bought a new 2005 Dodge Grand Caravan SE on June 11, 2005. It has had numerous problems, few of which were fixed properly when brought back to the dealership. Finally, on October 04, 2006, with 29751 miles on the vehicle, an axle broke as my son, daughter-in-law, and two grandchildren under two years old pulled out of a parking lot onto the road. Had this happened on an interstate, with the vehicle moving at a high rate of speed, there is every likelihood that a fatal accident would have occurred. Axles do not break except under extreme circumstances or when there is some fatal fault with the manufacture itself. This is not a vehicle which has been abused. It has been used to transport housewives and small children back and forth to school, to grocery, etcetera. It has been serviced at all proper intervals at the Mechanicsville, VA dealership where it was purchased. In addition, the service department at this dealership may be called "Five Star" by you, but my wife and daughter in law have found them to be condescending and dissembling in every case that they have dealt with them. I have also been lied to by the general manager, Mr. Todd Curle. He claims that there is no safety problem with the vehicle because there was no axle breakage, but a CV joint failure. I hold in my hand a work order (invoice number 231886) which says it was an axle, and nothing else, no parts, no labor, nothing else is listed on the work order. In my estimation, the entire management and service department is totally

untrustworthy at this location. Except to move the vehicle so as to avoid storage charges, I will not have any member of my family transported in this vehicle. The service department at Mechanicsville Dodge claims to have repaired the vehicle and that it is safe. They have all "... driven it and it drives fine!" That is illogical for a number of reasons. First, it "drove fine" right up until the moment the axle broke, even though numerous electrical and other problems existed which were not fully repaired at that time. Second, I have absolutely no reason, based on my past experiences with shoddy work and outright falsehoods at this store, to believe that this shop is capable of properly repairing the vehicle. Third, there is no reason to believe that other life threatening problems do not exist, lurking in this vehicle to strike my family if we were to trust it or Mechanicsville Dodge once again with our lives. Though I am certain you can find some legal reason not to do so, I believe Daimler Chrysler Corporation is morally obligated to purchase the remainder of my contract for this vehicle. I will take the loss of any monies I have already invested in the vehicle, since I have had use of it for 29000 miles. I do NOT want another vehicle to replace it. Why should I ever deal with Mechanicsville Dodge again? For your reference, the VIN is: 2D4GP24R85R [REDACTED]. Respectfully yours: [REDACTED], Aylett, VA [REDACTED]

END EMAIL

BEGIN RESPONSE

Please call the Customer Assistance Center at 1-800-992-1997 between 8:00 a.m. and 5:00 p.m. Monday through Friday. It is necessary to discuss this issue with you directly. Before calling the Customer Assistance Center, please have the following information handy:

Vehicle owner name

Vehicle owner address

Day and evening phone numbers

Vehicle Identification Number (VIN)

Name of dealership where vehicle was purchased

Date of purchase

Dealership where service was performed

Date of last service

Current vehicle mileage

An explanation of the problem

We have trained Senior Staff agents available to address the questions and concerns you may have.

END EMAIL

Customer states that he wants his vehicle bought back because of the axel concern. Customer states that the vehicle is not safe to drive. Customer states that he is also experiencing electrical issues with the vehicle. Agent contacted dealer 804-559-4767 Keith Lucas for repair history, Keith states that these repairs were done on the electrical issues. 9-7-06 head lights not working put a head light switch, 9-20-06 blinkers getting stuck put a control module in 804-559-4767 Keith Lucas Customer is not happy with this vehicle.

Customer Assistance Inquiry Record (CAIR)#						15629023	
VIN	2D4GP44L0	5R	Open Date	11/08/2006	Built Date	02/12/2005	
Model Year	2005	Body	RSKH53	DODGE GRAND CARAVAN SXT FWD LWB WAGON			
In Service Dt	05/03/2005	Mileage	30,000	Dealer Zone	74	DENVER	
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US		
Color	PBE	BUTANE BLUE PEARL COAT					
Engine	EGH	3.8L V6 OHV ENGINE					
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION					
Dealer	44351	DULUTH DODGE INC					
Dealer Address	4755 MILLER TRUNK HWY 53						
Dealer City	DULUTH	Dealer State	MN	Dealer Zip	55811		
Owner						Contact Type	E-MAIL
Address						Home Phone	
	EVELETH MN					Country	UNITED STATES
Product - Electrical - Lamps and Switches - Other - Default				Customer states headlights cut on and off.			

***** EMAIL BRIEF DESCRIPTION CONTENT *****

Electrical Problem

***** END EMAIL BRIEF DESCRIPTION CONTENT *****

Date: November 6, 2006 From: [REDACTED]
[REDACTED], Mn [REDACTED] Subject: Electrical problem with my
2005 Dodge Caravan VIN: 2D4GP44L05R [REDACTED] To: Whom it may concern
This letter is re: to a problem I have with my 2005 Dodge Caravan.
Shortly after purchasing my van last May (2005) from Duluth Dodge in
Duluth, MN I brought it in for a problem with the headlights. While
driving at night my headlights would suddenly blink off and come back on.
This blink lasted about a second. Also my headlights would dim whenever
any electrical device was operated. Whether it was the windows, power
seats, heater fan, applying the brakes, etc. it didn't make any
difference they would dim down. I brought the van in to Duluth Dodge
numerous times with this complaint and the last time they said they
changed the main computer. They also told me that they had contacted
Dodge Corporation Main Service Department and that they told them that
they would not find the problem the customer would. Well I have had
this van for over a year and a half now and the problem still exists. The
service personal at Duluth Dodge claim this dimming is normal. They
say operating the electric window is a big load and that the dimming is
to be expected. I have been in the electronics and electrical field for
over forty years and this vehicle has a definite voltage problem. Either
the alternator is not putting out the required voltage/current or the
battery is not large enough to handle the load. There is no way a proper
system should not be able to handle the load when say you turn on the
rear window wiper. The lights should not dim down if the system is set up
right. I have had numerous other vehicles both Dodge and other
manufacturers vehicles with electric windows, door locks, power seats,
etc. and none of them have ever had this
problem My greatest concern is that one of these times while traveling
down the highway one night at 55 miles per hour that the lights are going
to go off and that they will not come back on. I shudder at the possible
consequences of this happening. To not only myself but any passengers I
may be carrying or other vehicles and their occupants that might be on
the road and in the vicinity of my vehicle if this were to happen. If the
service people at Duluth Dodge are not capable of fixing this problem is
there a service center that I could bring this vehicle to and get this

taken care of? Is there someone I could call and get help for this situation? Any assistance that you may be able to give with this problem would be appreciated. Thank you, [REDACTED] I may also be reached via e-mail at [REDACTED]

Agent contacted dealer 44351 and spoke with Lori. Lori states they have replaced a lighting control switch, front control module, and multi function switch. Lori states the dimming is normal. They have repaired the lights shutting off. Lori states the customer has not been into their dealer since Feb. for the dimming concern.

Dear [REDACTED]:

Thank you for contacting Dodge regarding an electrical concern with your 2005 Dodge Grand Caravan.

We regret to read of your dissatisfaction in your product and appreciate the time and effort you took to bring this matter to our attention.

Comments like yours are one way to learn of problems that may develop and the improvements that are desired by customers. The information received is used in product development and quality analysis. We have documented your comments and have forwarded them to the appropriate department for review.

Chrysler Group has made tremendous gains in customer satisfaction and vehicle quality. and we are dismayed to learn that your expectations have not been met. Please accept our apology for the problems you have experienced.

We regret that you are still experiencing problems with your vehicle. It is our suggestion that you continue to work with your servicing dealer. If the dealer has been unable to determine or resolve your concerns, you may want to seek a second opinion from another authorized Dodge dealership.

If your concerns are still not resolved after consulting another dealer, please contact our office at 1-800-992-1997, 8:00 a.m. to 5:00 p.m., Monday through Friday, to speak with one of our trained Agents.

Thank you again for your email.

Customer Assistance Inquiry Record (CAIR)#						15631053
VIN	1D4GP24RX	5E	Open Date	11/08/2006	Built Date	05/17/2004
Model Year	2005	Body	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON		
In Service Dt	05/17/2004	Mileage	37,000	Dealer Zone		
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US	
Color	PBE	BUTANE BLUE PEARL COAT				
Engine	EGA	3.3L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				
Owner					Contact Type	E-MAIL
Address					Home Phone	
	YORKTOWN VA				Country	UNITED STATES

Corporate - Technical Assistance - Default - Default - Default	Customer seeking technical assistance.
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***** EMAIL BRIEF DESCRIPTION CONTENT *****

Issue with headlights

***** END EMAIL BRIEF DESCRIPTION CONTENT *****

BEGIN EMAIL

I have had more problems with my 2005 Dodge Grand Caravan, burnt window motors, broken electric mirrors and now the headlights and interior lights flicker. Any suggestions on what it may be before I take it to the dealership ? I would like to have an idea of the problem before I make the appt. Thank You

END EMAIL

BEGIN RESPONSE

I regret the problem your vehicle has experienced and appreciate the time and effort you took to bring this matter to my attention. Comments like yours are one way we have to learn of problems that may develop and improvements desired by customers.

Unfortunately, given the many variables involved, we are unable to diagnose your vehicle s problem via email. We recommend contacting your authorized DaimlerChrysler dealership to arrange an appointment for proper diagnosis and repair.

Our dealerships have the factory training, equipment and information available to them to diagnose and correct problems with DaimlerChrysler Motors Corporation vehicles. Should your dealer require factory assistance, it is available through the regional Business Center.

If you have been working with an authorized dealership but the problem is not yet resolved, seeking a second opinion from a different dealer may be a viable option.

END RESPONSE

Customer Assistance Inquiry Record (CAIR)#						15631081
VIN	1C4GP45RX	5B [REDACTED]	Open Date	11/06/2006	Built Date	07/07/2005
Model Year	2005	Body	RSYH52	CHRYSLER TOWN & COUNTRY FWD SWB WAGON		
In Service Dt	08/01/2005	Mileage	27,514	Dealer Zone	35	WASHINGTON
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT				
Engine	EGA	3.3L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				
Dealer	44457	HERITAGE CHRYSLER DODGE JEEP	OF SOUTH HILL			
Dealer Address	1112 W DANVILLE ST					
Dealer City	SOUTH HILL			Dealer State	VA	Dealer Zip 23970
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	[REDACTED]
	CHASE CITY VA [REDACTED]				Country	UNITED STATES

Dealer - Service/Body Shop - Transaction - Poor Scheduling - Default	Customer states the dealership has poor scheduling.
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Customer states the headlight would not work at night but would work in the morning. Customer states the dealership told her nothing was wrong with the vehicle. Customer states he head lights went off while driving. Customer states she took the vehicle was at the dealership for 8 days. Customer states the vehicle was not involved in a timely manner. Customer states she was charged for rental. Customer states the dealership installed the child seats in the rental and was not installed properly. Customer states the dealership gave her a rental and told he it was free of charged and then charged her for rental. Agent advised customer the information has been documented and would need to speak with management of the dealership over the issue. Agent advised customer the dealership are independently owned and operated.

Customer Assistance Inquiry Record (CAIR)#						15635986	
VIN	2D4GP24R2	5R	Open Date	11/09/2006	Built Date	11/02/2004	
Model Year	2005	Body	RSKL53	DODGE GRAND CARAVAN SE FWD LWB WAGON			
In Service Dt	04/16/2005	Mileage	8,000	Dealer Zone			
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US		
Color	PPK	MAGNESIUM PEARL COAT					
Engine	EGA	3.3L V6 OHV ENGINE					
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION					
Owner					Contact Type	E-MAIL	
Address					Home Phone		
	LYNNWOOD WA				Country	UNITED STATES	

Product - Electrical - Lamps and Switches - Defective - Default	Customer states that the head lamps do not work.
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***** EMAIL BRIEF DESCRIPTION CONTENT *****

Head lights are not turned on sometimes. Need to switch on and off several times to turn on. Check with you before costing your money at dealer.

***** END EMAIL BRIEF DESCRIPTION CONTENT *****

BEGIN RESPONSE

Dear Shuliang:

Thanks for contacting DaimlerChrysler. Your message has been forwarded to us for response.

If you are currently experiencing a concern with your 2005 Dodge Grand Caravan, we recommend that you contact your authorized DaimlerChrysler Corporation dealership for an appointment for proper diagnosis and repair.

END RESPONSE

Customer Assistance Inquiry Record (CAIR)#						15637469	
VIN	2A4GP54L9	6R	Open Date	11/07/2006	Built Date	10/28/2005	
Model Year	2006	Body	RSYP53	CHRYSLER TOWN & COUNTRY TOURING			
In Service Dt	04/03/2006	Mileage	6,670	Dealer Zone	51	CHICAGO	
Plant	R	WINDSOR ASSEMBLY PLANT		Market	U	US	
Color	PE5	SUNSET BRONZE PEARL COAT					
Engine	EGH	3.8L V6 OHV ENGINE					
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION					
Dealer	23591	BUD MULCAHY'S JEEP INC					
Dealer Address	201 EAST LOCUST						
Dealer City	DES MOINES			Dealer State	IA	Dealer Zip	50309
Owner						Contact Type	TELEPHONE
Address						Home Phone	
	WINDSOR HEIGHTS IA					Country	UNITED STATES
Corporate - Recall - Default - Default - Default				Customer inquiring if recall exists on vehicle.			

Recall Contact

Customer states when vehicle was parked, the parking lights would not go off. The dash lights started blinking on and off and finally the parking lights went off. Customer states he started vehicle 15 minutes after and the headlights would not come on. Customer states he switched the headlight switch on and off a few times and finally they came on. Customer states when vehicle was taken home everything shut off normally. Customer states when his wife pulled out of the garage the next morning the parking lights came on but the headlights did not. Customer states his wife then turned the parking lights off and then turned the headlights on and with a two second delay the headlights came on. Customer states when his wife got to work the headlights and parking lights all shut off normally. Customer calls seeking recall information. Advised the customer there are no incomplete recalls for this vehicle. The customer was also advised a notification letter will be mailed to the address on file in the event their vehicle is involved in a future recall. Agent advised customer to contact his chrysler dealership to have these problems assessed. Advised customer his vehicle is still under bumper to bumper warranty.

Customer Assistance Inquiry Record (CAIR)#						15645427
VIN	1D4GP45R6	5B [REDACTED]	Open Date	11/10/2006	Built Date	07/27/2004
Model Year	2005	Body	RSKH52	DODGE CARAVAN SXT FWD SWB WAGON		
In Service Dt	06/02/2005	Mileage	24,000	Dealer Zone	51	CHICAGO
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				
Engine	EGA	3.3L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				
Dealer	56888	HARTWIG MOTORS INC				
Dealer Address	629 SOUTH RIVERSIDE DR					
Dealer City	IOWA CITY	Dealer State	IA	Dealer Zip	52246	
Owner	[REDACTED]				Contact Type	E-MAIL
Address	[REDACTED]	#1	Home Phone			
	CORALVILLE IA [REDACTED]				Country	UNITED STATES

Product - Suspension - Spindle / Bearings/S Knuckle - Other - Unknown	Bearings and bushings need replaced.
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***** EMAIL BRIEF DESCRIPTION CONTENT *****

many vehicle problems on a new vehicle

***** END EMAIL BRIEF DESCRIPTION CONTENT *****

Dear Pamela:

Thank you for contacting the Chrysler Group Customer Assistance Center regarding your 2005 Dodge Caravan.

Please call the Customer Assistance Center at 1-800-992-1997 between 8:00 a.m. and 5:00 p.m. Monday through Friday. It is necessary to discuss this issue with you directly. Before calling the Customer Assistance Center, please have the following information handy:

Vehicle owner name

Vehicle owner address

Day and evening phone numbers

Vehicle Identification Number (VIN)

Name of dealership where vehicle was purchased

Date of purchase

Dealership where service was performed

Date of last service

Current vehicle mileage

An explanation of the problem

We have trained Senior Staff agents available to address the questions and concerns you may have.

Thanks again for your email.

Sincerely,

Talarisha

*****End of Email*****

Customer states that he has had multiple issues with his vehicle and states that he is tired of it. Customer states the vehicle has been in 7 to 8 times for the electronic power sliding passenger door, powersteering pump replaced, light module when head lights and rear lights went out and also for bushings replaced in the front end and the noise still exists. Customer states that he has an appointment to take his vehicle back to

the dealership. Agent contacted dealership 56888 and spoke with Seth . Seth states that the vehicle was in on 3/28/06 power door issue (replaced wiring harness), on 11/28/05 malfunction indicator light (switch replaced), and on 6/23/05 power sliding door issue (replaced door module). Seth states that there is an appointment for the customer to bring his vehicle on December 4th and a technician is suppose to drive with the customer to find the noise of the vehicle. Agent informed customer that at this time he will have to keep working with the dealership because on record that there was only two repairs on his power sliding door. Customer states that the power sliding doors are fix for now but may go. Customer understood and states that he will work with the dealership.

Customer Assistance Inquiry Record (CAIR)#						15668077
VIN	1A4GP45R7	6B [REDACTED]	Open Date	11/15/2006	Built Date	04/22/2006
Model Year	2006	Body	RSYH52	CHRYSLER TOWN & COUNTRY		
In Service Dt	06/02/2006	Mileage	7,065	Dealer Zone	66	ORLANDO
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US	
Color	PW1	STONE WHITE CLEAR COAT				
Engine	EGA	3.3L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC 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	TELEPHONE
Address	[REDACTED]				Home Phone	[REDACTED]
	MIAMI FL [REDACTED]				Country	UNITED STATES

Product - Electrical - Engine Wiring - Defective - Default	Customer has an electrical defect.
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Customer is seeking information on her warranty. Customer stated that her key remote does not work and her right signal blinks at a rapid pace and back brake light does not work and she was driving down the hyway and head lights went off so a hyway patrol officer had her to turn vehicle off and turn back on and the lights came on. Customer just found out she had no service contract and dealership 23962 has not done a diagnostic test. Customer is asking for rental assistance. Agent spoke Elica and she stated that it is electrical but dealership 23962 is at this time getting a technician to look at vehicle. They do not have the diagnostic as of yet.

Agent advised that DCX will not assist with a rental because there has not been a diagnostic test and we have no time of how long they will have vehicle and advised her to call back for consideration after she gets it diagnosed.

***Owner states the selling dealer and 'promised a loaner' when she purchased the vehicle in June, 2006. There is an electrical problem and owner is at the dealership requesting a rental or loaner. Writer spoke to Victor, the service manager, and Alicia, the service advisor, and gave authorization for a rental. She will call back for preauthorization for this rental.

Customer Assistance Inquiry Record (CAIR)#						15669268
VIN	2C4GP44R0	5R	Open Date	11/15/2006	Built Date	06/05/2005
Model Year	2005	Body	RSYH53	CHRYSLER TOWN & COUNTRY LX FWD LWB		
In Service Dt	06/06/2005	Mileage	20,000	Dealer Zone	63	DALLAS
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Color	PW1	STONE WHITE CLEAR COAT				
Engine	EGA	3.3L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				
Dealer	49980	C-H-S, INC./DOLLAR RAC	DODGE			
Dealer Address	5330 E 31 ST					
Dealer City	TULSA	Dealer State	OK	Dealer Zip	74135	
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	PT CHARLOTTE FL				Country	UNITED STATES

Recall - F06: UNDERBODY HEATER HOSES - Advise Owner/Incomplete Recall	Advised customer of incomplete recall F06.
Recall - F10: WINDSHIELD WIPER MOTOR - Advise Owner/Incomplete Recall	Advised customer of incomplete recall F10.
Product - Electrical - Cruise Control - Complete Failure - Default	Customer states cruise control does not work.
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Customer states head lights flicker on and off.

*****Recall Contact*****

Customer calls seeking recall information. Advised the customer of incomplete recall F06 and F10 for this vehicle. Customer was advised to contact a Chrysler, Dodge, or Jeep dealer to schedule an appointment to complete recall repair. Customer also states she is having problems with her headlights. Customer states they flicker on and off and does not stop. Customer also states her cruise control is completely defective. Agent advised customer to contact her local dealer for the recalls and the electrical issues she is having with her vehicle.

Customer Assistance Inquiry Record (CAIR)#						15684421
VIN	1D4GP24R1 6B	Open Date	11/20/2006	Built Date	09/15/2005	
Model Year	2006	Body	RSKL53	DODGE GRAND CARAVAN SE		
In Service Dt	12/28/2005	Mileage	14,804	Dealer Zone	32	NEW YORK
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US	
Color	PBE	BUTANE BLUE PEARL COAT				
Engine	EGA	3.3L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				
Dealer	66894	WARNOCK DODGE CHRYSLER JEEP				
Dealer Address	175 ROUTE 10					
Dealer City	EAST HANOVER	Dealer State	NJ	Dealer Zip	07936	
Owner				Contact Type	TELEPHONE	
Address				Home Phone		
	WEST CALDWELL NJ			Country	UNITED STATES	

Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Customer states that the head lights will not come on.
---	--

REASSIGNED TO BC/DLR 32 66894 11/20/06 11:57 O 15684421
 Customer states that the head lights will not come on. Customer states that head lights went off while he was driving. Customer states that he has taken the vehicle to dealer 66894 and they advised customer that they can not get the problem to reoccur. Customer states that this has happened three times that he could not get the head lights to come on and one time while he was driving the vehicle and the head lights went off. Customer states that he has only taken vehicle to dealer 66894 once for this problem. Customer will take vehicle back to dealer 66894. Agent contacted dealer 66894 and spoke to service advisor Scott, Scott referred agent to service manager Joe and agent advised them to contact technical assistance to repair this vehicle. Joe states that their is nothing to replace at this point, they can not duplicate the problem. Agent advised Joe that customer would be contacting and bringing the vehicle in. Joe states that he could not find problem and that STAR would not be able to find problem either. Joe also stated that even if customer brought vehicle in he would not be able to get to the vehicle for repairs anyway until after Holidays.

*****ATTENTION SERVICE MANAGER*****

Please follow your Business Center guidelines and, if needed, seek technical assistance (District Manager/Business Center/STAR) in an attempt to resolve customer s concern(s). Please update the CAIR with the final resolution. Thank you.

Customer called in regarding an issue with headlights on his vehicle. Customer states the dealer is unable to duplicate the issue. Customer states he already spoke with another agent. Writer pulled up the file which showed as reassigned to the dealer. Writer found no previous notiations. Writer re-assigning to dealer to verify they have documentation.

*****ATTENTION SERVICE MANAGER*****

Please follow your Business Center guidelines and, if needed, seek

technical assistance (District Manager/Business Center/STAR) in an attempt to resolve customer s concern(s). Please update the CAIR with the final resolution. Thank you.

*Contact Date:11/21/2006

Service Manager at the dealership has updated the Cair# 15684421

An appointment has been set with the customer.

*Contact Date:12/14/2006

Service Manager at the dealership has closed the Cair# 15684421

Warranty repair has been documented on Repair Order#84637

CAIR RETURNED FROM DEALER ON 12/14/2006 AT 05:18:480 R 15684421

Customer Assistance Inquiry Record (CAIR)#						15687477
VIN	1D4GP45R5	5B	Open Date	11/22/2006	Built Date	03/10/2004
Model Year	2005	Body	RSKH52	DODGE CARAVAN SXT FWD SWB WAGON		
In Service Dt	08/13/2004	Mileage	33,000	Dealer Zone		
Plant	B	ST. LOUIS ASSEMBLY PLANT II - SOUTH	Market	U	US	
Color	PBE	BUTANE BLUE PEARL COAT				
Engine	EGA	3.3L V6 OHV ENGINE				
Transmission	DGL	4-SPEED AUTOMATIC TRANSMISSION				
Owner					Contact Type	E-MAIL
Address					Home Phone	
	FORT MILL SC				Country	UNITED STATES

Dealer - Service/Body Shop - Transaction - Problem Not Resolved - Default | customer upset how issues are handled

***** EMAIL BRIEF DESCRIPTION CONTENT *****

Multiple poor service experiences at local dealer.

***** END EMAIL BRIEF DESCRIPTION CONTENT *****

*****EMAIL SUMMARY*****

We have had a number of poor experiences with the service staff at Stateline Dodge. It is obvious that the quality of the vehicle is poor and the commitment to address the issues is much worse. For a vehicle still under warranty, I have never heard so many reasons why issues are not covered. Here is a partial list of issues that we have encountered since we have purchased the vehicle: *Faulty transmission - covered under warranty *Brake failure at 31k miles - not covered *Sticking throttle - not covered *Faulty suspension components - covered *Faulty cooling components - covered *Faulty alternator - covered *Recurring electrical issues that caused the headlights to not work in the rain - finally covered after many trips back to the dealer As a reminder, here is a copy of the Dodge warranty statement: 'You pay nothing for these repairs. These warranty repairs or adjustments including all parts and labor connected with them will be made by your dealer at no charge, using new or remanufactured parts.' I do not understand why the dealer insists to charge to correct issues that should be covered under warranty. I also do not understand the poor diagnostic capability at the dealer facility and the poor customer service skills of the service counter staff. We would like the warranty to be honored for our vehicle and for the dealer to be more responsive to service issues. Stephen Hueser

*****END EMAIL SUMMARY*****

*****EMAIL RESPONSE*****

Thank you for contacting the Chrysler Group Customer Assistance Center. I regret your dissatisfaction with the service you received and appreciate the time and effort you took to bring this matter to my attention.

We realize DaimlerChrysler's reputation depends in part on the quality of service provided by our dealers. Because DaimlerChrysler dealers are independently owned businesses, they are responsible for addressing concerns directly related to their sales and service activities, as well as their personnel. Although DaimlerChrysler does not have the authority to resolve concerns related to dealer workmanship, service scheduling, or repair pricing, you may want to pursue the matter directly with dealership management for further resolution.

Information received from customers such as yourself enables better