

PE11-013

CHRYSLER

6-6-2011

Enclosure 4

Field Data, CAIRs

Report - Subject Vehices PG 32

RECEIVED DATE:

3/30/2010

POSTED DATE:

3/23/10

LAST NAME:

[REDACTED]
VIN (LAST 8 DIGITS)

4W [REDACTED]

CAIR #

19403682

NON-SCANABLE ITEMS: CIRCLE ONE

NO

YES

[REDACTED]
Hawthorn Woods, IL [REDACTED]

March 22, 2010

Chrysler Customer Assistance Center

PO Box 21-8004

Auburn Hills, MI 48321

To Whom It May Concern:

Per Jenny's instructions (JT841), please issue me a reimbursement check for the amount of \$150.00.

The reimbursement is for Reference Number 19403682. My original invoice and credit card payment receipt are enclosed. Also as requested by Jenny, my VIN # is: 1J8GL58K04W [REDACTED]

Please send me the check at:

[REDACTED]
Hawthorn Woods, IL [REDACTED]

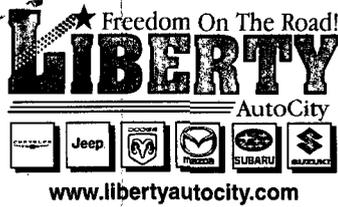
Thank you for your assistance to reimburse me.

Sincerely,

[REDACTED]

2B # 19403682-

1-800-992-1997



1000 E. Park Avenue
Libertyville, IL 60048
Phone (847) 362-2683

Service
Chrysler Jeep Dodge (847) 362-2222
Imports (847) 362-1600
Toll Free (800) 774-2700

CELL: 815-347-5271

CUSTOMER NO. 43607	ADVISOR JAMES M. GRAY 1454	TAG NO 0101	INVOICE DATE 03/17/10	INVOICE NO JEC5579065
	LABOR RATE	LICENSE NO.	MILEAGE 62,243	COLOR BRIGHT SILV
	YEAR / MAKE / MODEL 04/JEEP/LIBERTY/4WD LIMITED		DELIVERY DATE 11/20/03	DELIVERY MILES 9
HAWTHORN WOODS, IL	VEHICLE I.D. NO. 1J8GL58K04W		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE 03/17/10	
	COMMENTS			MO: 62243

LABOR & PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	PRICE
J# 1 26JEZ REAR SUSPENSION			TECH(S):105		106.13
CUST R/S REAR CONTROL ARM RUSTING...PART IS IN R AND R/S REAR CONTROL ARM					
PARTS					
JOB # 1	1	52128866-AA	ARM LOWER 17011015	143.60	143.60
				JOB # 1 TOTAL PARTS	143.60
				JOB # 1 TOTAL LABOR & PARTS	249.73
J# 2 00JEZ99D WORLD CLASS INSP DEC			TECH(S):105		0.00
PARTS					
				JOB # 2 TOTAL PARTS	0.00
				JOB # 2 TOTAL LABOR & PARTS	0.00
MISC	CODE	DESCRIPTION	CONTROL NO		
JOB # A	PC	RECORDS MANAGEMENT			0.99
JOB # A	SS	SHOP SUPPLIES			5.00
JOB # 1	JESL10D	10% JE/EA SERVICE LABOR DISC			-10.61
JOB # 1	JESP10D	10% JE/EA SERVICE PARTS DISCOUNT			-14.36
				TOTAL - MISC	-18.98

COMMENTS: WAITER

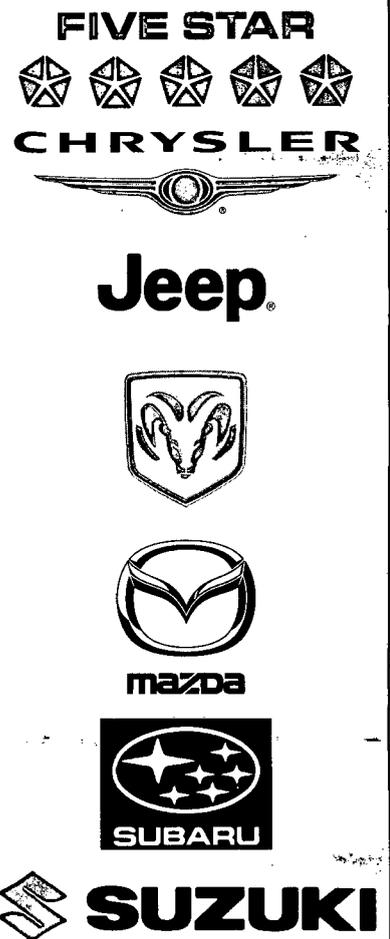
TECHNICIAN CERTIFICATION: 105 MICHAEL ARK 2078

TOTALS					

			TOTAL LABOR....	106.13	
			TOTAL PARTS....	143.60	
			TOTAL SUBLET...	0.00	
			TOTAL G.O.G....	0.00	
			TOTAL MISC CHG.	5.99	
			TOTAL MISC DISC	-24.97	
			TOTAL TAX.....	10.41	
			TOTAL INVOICE \$	241.16	

 * [] CASH [] CHARGE [] CHECK # *
 * [] MC [] VISA [] AMEX [] DISCOVER *

 SPRING IS JUST AROUND THE CORNER!!!!
 GIVE YOUR CAR A DAY AT THE SPA IN LIBERTY AUTO CITY'S
 FULL SERVICE DETAIL DEPARTMENT! SEE YOUR SERVICE ADVISOR
 FOR SPRING SPECIALS!
 AGAIN WE WANT TO THANK YOU FOR GIVING US THE OPPORTUNITY
 TO SERVICE YOU AND WELCOME YOU TO OUR FAMILY!
 JEFF/OKO AND JOE MASSARELLI
 JEEP/CHRYSLER/DODGE/847-362-2222 IMPORT SERVICE 847-362-1600



SERVICE TO BELIEVE IN!

The Factory Warranty Constitutes All Of The Warranties With Respect To The Sale Of This Item/Items. The Seller Hereby Expressly Disclaims All Warranties, Either Express Or Implied, Including Any Implied Warranty Of Merchantability Or Fitness For A Particular Purpose, And The Seller Neither Assumes Nor Authorizes Any Other Person To Assume For It Any Liability In Connection With The Sale Of This Item / Items.

PAID
 MAR 17 2010
 LIBERTY AUTO CITY

CUSTOMER SIGNATURE

Thank You! We Appreciate Your Business
PLEASE SEE YOUR SERVICE ADVISOR FOR WARRANTY COVERAGE SPECIFIC TO YOUR VEHICLE

The Reynolds and Reynolds Company ER4N17514E C060448 0 (04/09)

434332956888
LIBERTY AUTO CITY
1000E PARK
LIBERTYVILLE, IL 60048
847-362-2683

Merchant ID: 150000030591
Term ID: 009

Ref #: 010

Sale

XXXXXXXXXXXX1047

VISA

Entry Method: Swiped

03/16/10

23:18:51

Inv #: 000010

Appr Code: 075350

Apprvd: Online

Batch#: 000249

Total:

\$ 241.16

Customer Copy
THANK YOU!

Hawthorn Woods, IL

CAROL STREAM IL 6011

23 MAR 2010 PM 2 T

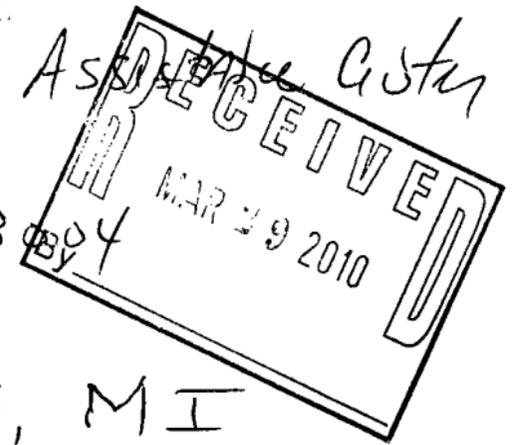


Chrysler Customer Assistance Center

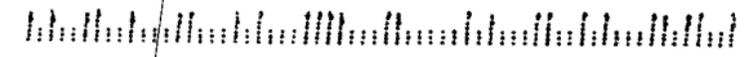
Po Box 21-804

Auburn Hills, MI

48321



483210021



From: [REDACTED]
To: customerassistre@chrysler.com
Date: Thu Aug 26 12:09:36 EDT 2010
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: Recall Information
Brief Description:

Lower control arm bar (driver's side rear) completely corroded
causing loss of control of vehicle

Comments:

The parts on the driver's side rear have needed to be replaced due to corrosion and rust. Most recently, my son was driving the Jeep when the lower control arm cracked in half, causing him to lose control of the vehicle. Thank God he wasn't on the freeway driving the legal speed limit of 70 m.p.h. He was driving only 40 m.p.h at the time and lucky for other motorists, there were no cars close to him. We had it towed home and are in the process of repairing it.

I'm not asking for Jeep to pay for the replacement part, I'm asking you to investigate if this has been a problem (rust) on this model in the past. The service team at Park Jeep said they have never seen this before on any Jeep so clearly I had a defective part when I purchased the vehicle new. I am concerned that there could be other owner's that may not be as lucky as my son if, in fact, they also have a defective part on their vehicle. As an aside, this Jeep has never been off-roading, and has always been garage kept. I do have a picture of the defective part while it was still on the Jeep.

Sincerely,

[REDACTED]

Sender Information:

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

From: customerassistre@chrysler.com
To: [REDACTED]
Date: Fri Aug 27 09:05:24 EDT 2010
Subject: Re: Chrysler Group LLC Customer Assistance
Dear Lisa:

Thank you for contacting the Chrysler Customer Assistance Center regarding the lower control arm issue on your 2004 Jeep Liberty.

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.

Your concern has been documented and will be used in product development and quality analysis.

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 us.

Thanks again for your email.

Sincerely,

Maria

Customer Service Representative
Chrysler Customer Assistance Center

For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER: 19873378
EMAIL CASE NUMBER: 2496775
REPLY LINK: [http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?](http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=[REDACTED])
trk_ID=[REDACTED]

Original Message Follows:

Recall Information - Jeep Brand Site
Brief Description:
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VIN: 4W [REDACTED]
Mileage: 120000
Servicing Dealer: Park Jeep Burnsville, Minnesota
Title: Ms.
First Name: [REDACTED]
Middle [REDACTED]
Last Name: [REDACTED]
Address [REDACTED]
Address 2: [REDACTED]
City: Lakeville
State: MN
Zip: [REDACTED]
Email: [REDACTED]
Home P [REDACTED]

RECEIVED DATE:

12/14/10

POSTED DATE:

12/13/10

LAST NAME:

[REDACTED]

VIN (LAST 8 DIGITS)

4W [REDACTED]

CAIR

00000000

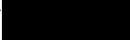
NON-SCANABLE ITEMS: CIRCLE ONE

NO

YES

December 6, 2010

Chrysler Group LLC
1000 Chrysler Drive
Auburn Hills, MI 48326-2766

Re: 2004 Jeep Liberty Vin# 1JGL48K54W 

Enclosures: Monro Invoice #21942, Date: 5/26/10
Monro Invoice #23778, Date: 11/27/10
Photos (6)

Dear Sir/Madam:

The purpose of this letter is to advise you of a serious problem I have experienced with my 2004 Jeep Liberty.

Within the last six months, I have had to replace both of the rear control arms on this vehicle. Enclosed are the respective repair invoices for these repairs. I am also enclosing photos of the right rear control arm for your review.

It might assist you if I give you a brief history on events leading up to the necessity for these repairs. In the spring of 2010, I started noticing some handling problems. As the vehicle had over 50,000 miles, I thought this might be due to tire wear and I decided to replace the tires. After installing a complete new set of tires, the handling problems persisted. Shortly thereafter, while maneuvering the vehicle in a parking lot, I heard a loud noise. Not knowing immediately what the source of the noise was, I continued to drive the car for a short distance. It was then obvious that I had very little control of the vehicle. It just so happened that I was near the auto repair shop and managed to limp the Jeep into their lot.

Upon inspection, the left rear control arm had completely snapped due to rust and corrosion. Fortunately, this failure did not occur at high speed or the result may have been catastrophic. Unfortunately, at that time, I did not have the foresight to save the control arm.

In November of this year, I took the Jeep in for new brakes and other routine maintenance. With the occurrence of the past May still fresh in my mind, I asked the shop to check the right rear control arm. As you can obviously see from the enclosed photos, this control arm was about ready to suffer the same fate.

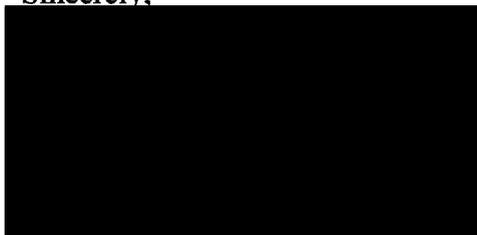
I am by no means an expert on auto mechanics or the structural integrity of car parts but it seems to me that this should not happen on a six year old vehicle with less than 60,000 miles. I do not drive off road or abuse the vehicle in any way. I believe I take reasonable

care of the vehicle and have all the routine, scheduled maintenance done at proper intervals. I have purchased two other Jeep products in the past and until recently was very satisfied with my Jeep Liberty.

I have done a little research on this issue and it appears that this problem is just now beginning to manifest itself on other 2004 Jeep Liberty's. If this is the case, it is my humble opinion that there may be an inherent structural defect with this vehicle.

I appreciate you taking the time to review this matter and I will look forward to your prompt response. My contact information is listed below.

Sincerely,

A large black rectangular redaction box covering the signature area.

Dayton, Ohio 

A black rectangular redaction box covering contact information.

12/06/2010

12/06/2010

12/06/2010

12/06/2010

12/06/2010

12/06/2010



TIRES ♦ WHEELS ♦ MUFFLERS ♦ BRAKES
STEERING ♦ SUSPENSION ♦ ALIGNMENTS
OIL CHANGES ♦ SCHEDULED MAINTENANCE

Monro Brake Tire & Service#823
4030 MARSHALL ROAD
SHOP 0823
KETTERING, OH 45429
(937) 299-3907

www.mrtire.com

www.treadquarterstire.com

5/26/10 7:35 PAGE 1
ESTIMATE #: 31551 INVOICE #: 21942
YEAR: 04 MAKE: JEEP MODEL: LIBERTY
LICENSE #: [REDACTED] COLOR: TAN
STATE: OH MILEAGE IN: 57022 OUT: 57022
VIN: 1JGL48K54W [REDACTED]

MANAGER: LAURENCE R SCHOENTHAL
TECHNICIAN: STEVEN STANFIELD

DAYTON, OH

HOME: [REDACTED]

WORK: [REDACTED]

PO #:

SERVICES REQUESTED:
CHECK REAR SUSPENSION

WHILE WE WERE WORKING WE NOTICED:

MANAGER'S SIGNATURE

QTY	PART NUMBER	REC	DESCRIPTION	LOC	WARR	LIST	NET	LABOR	AMOUNT
	SERVICE								
1	OUTSE	S	REAR CONTROL ARM	60	165.00	165.00	95.00	260.00	
			Total SERVICE					260.00	

NOTICE TO CUSTOMERS

Unless otherwise specified, all labor charges are preset or based on flat rate manuals, and not actual time spent. Unless otherwise specified in writing, all parts and labor are warranted for the earlier of 90 days or 4000 miles. Please see reverse for details. All labor performed and parts replaced were necessary to perform all repairs. All parts are new unless otherwise specified (i.e. Used or Rebuilt). All personal items should be removed from the vehicle before it is left for service. We are not responsible for these items.

I certify that this vehicle has been tested or test driven when needed and that the mechanic's work was performed satisfactorily.

Manager's Initials

The undersigned, having tendered payment of this invoice by check, credit card, or other charge, agrees to pay Monro Muffler Brake, Inc., Tread Quarters Discount Tire, Mr. Tire (the Company) a sum equal to all charges and expenses, including reasonable attorney fees and returned check charges incurred by the Company, in the event that for any reason said check or charge is not accepted for collection and paid to the Company. Your employees may operate this vehicle for inspection and testing, and/or delivery at my risk. An express mechanical lien is acknowledged on the above vehicle to secure the amount or repairs thereto.

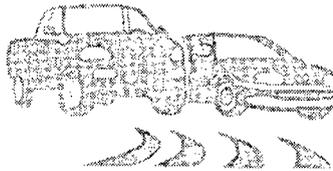
Print Name

Customer Signature

CAUTION: Owners of Mag, Custom, or Alloy wheels must have lug-nuts retorqued after 50 miles! The Company will gladly retorque these lug-nuts once after the first 50 miles at no charge.

See reverse for Diagnosis (REC), Warranty (WARR), and Location (LOC) codes.

FLEET & COMMERCIAL
ACCOUNTS WELCOME!



VISA 278.20 XXXXXXXXXXXX9721 06483A SUB TOTAL 260.00

ALEX MAYER

SALES TAX 18.20
GRAND TOTAL 278.20



TIRES ♦ WHEELS ♦ MUFFLERS ♦ BRAKES
STEERING ♦ SUSPENSION ♦ ALIGNMENTS
OIL CHANGES ♦ SCHEDULED MAINTENANCE

Monro Brake Tire & Service #823
4030 MARSHALL ROAD
SHOP #823
KETTERING, OH 45429
(937) 239-3907

MANAGER: DONALD L. CROSTHWAITTE
TECHNICIAN: LAURENCE R. SCHENKHAL

DAYTON, OH
HOME:
WORK:
PO #:

11/27/10 12:05 PAGE 1
ESTIMATE #: 34477 INVOICE #: 23778
YEAR: 04 MAKE: JEEP MODEL: LIBERTY
LICENSE #: COLOR: TAN
STATE: OH MILEAGE IN: 68889 OIL: 68589
VIN: 1J8L4BK54

SERVICES REQUESTED

WHILE WE WERE WORKING HE NOTICED:

MANAGER'S SIGNATURE

QTY	PART NUMBER	REC	DESCRIPTION	LOC	WARR	LIST	NET	LABOR	AMOUNT
BRAKES									
1	P0856A	S	THERMOQUIET BRAKE F	20		115.99	115.99	100.00	215.99
1	MP0856A	S	Discount On P0856 F	20		0.00	-62.23	-53.71	-116.00
2	52-125012	S	BRAKE ROTOR F	40		123.99	123.99	11.50	270.98
1	*52-126012	S	Discount On 52-12 F	40		0.00	-123.99	-11.50	-135.49
Total Front Brakes									235.48
Total BRAKES									235.48
SERVICE									
5	5W30B	S	5W30 VALVOLINE OI	60		3.00	3.00	0.00	15.00
1	V023	S	OIL FILTER	60		7.99	7.99	7.00	14.99
1	OUTSE	S	RR LOWER CONTROL	60		228.75	228.75	21.25	250.00
1	LUBE	S	LUBE (IF PRESTBLE)	60		15.00	0.00	0.00	0.00
1	OILRF	S	*****RECYCLE****	60		2.25	2.25	0.00	2.25
ENVIRONMENTAL COST— FOR THE DISPOSAL OF WASTE OIL.									
1	TIREROTATE	S	TIRE ROTATION	60		0.00	0.00	0.00	0.00
1	BI	S	INSPECT BRAKES	60		0.00	0.00	0.00	0.00
1	MEMO	S	COMMENTS	60		0.00	0.00	0.00	0.00
CUST. HAD FREE OIL CHANGE COUPON GIVEN TO HIM BY PREVIOUS MANAGER									
2	37-190	S	WINTER WIPER F	60		15.95	15.95	0.00	31.90
1	*37-190	S	Discount On 37-19 F	60		0.00	-15.95	0.00	-15.95
1	SRDISCOUNT	S	SR DISCOUNT				-25.24	-7.00	-32.24
Total SERVICE									275.95
TIRE									
1	RETORQUE	S	5Wheels must be Re-torqued with-10.00 24 hrs. or 25 mi. of installation. Initial: _____				0.00	0.00	0.00
Total TIRE									0.00

NOTICE TO CUSTOMERS

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I certify that this vehicle has been tested or test driven when needed and that the mechanic's work was performed satisfactorily.

The undersigned, having tendered payment of this invoice by check, credit card, or other charge, agrees to pay Monro Muffler Brake, Inc., Tread Quarters Discount Tire, Mr. Tire (the Company) a sum equal to all charges and expenses, including reasonable attorney fees and returned check charges incurred by the Company, in the event that for any reason said check or charge is not accepted for collection and paid to the Company. Your employees may operate this vehicle for inspection and testing, and/or deliver at my risk. An express mechanical lien is acknowledged on the above vehicle to secure the amount of repairs thereto.

CAUTION: Owners of Mag, Custom, or All wheels must have lug-nuts retorqued after 50 mile. The Company will gladly retorqued these lug-nut once after the first 50 miles at no charge.

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FLEET & COMMERCIAL
ACCOUNTS WELCOME!



VISA	400.00	XXXXXXXXXXXX9721	02561A	SUB TOTAL	511.63
VISA	147.25	XXXXXXXXXXXX2134	040512	SALES TAX	35.00
DONALD L. CROSTHWAITTE				GRAND TOTAL	547.23

FedEx

TRK# 0200 8608 1533 4101
NON - 13 DEC 02
PRIORITY OVERNIGHT

SH MTGA

RECEIVED
DEC 14 2010
48326
MI-08
DTM



#117500 12/10 50AG1/A98B/278D

RT 465 2 A
4101
12:13
FZ

FedEx® US Airbill
EXPRESS

8608 1533 4

1 From

Date 12/10/10 Sender's FedEx Account Number

Sender Name

Company

Address

City KETTERING

State OH ZIP

2 Your Internal Billing Reference

3 To

Recipient's Name "Jep" LIBERTY 3004 Phone

Company CHRYSLER GROUP LLC

Recipient's Address

We cannot deliver to P.O. boxes or P.O. ZIP codes.

Address 1000 CHRYSLER DR

City AUBURN HILLS State MI ZIP 48326



8608 1533 4101

BY HAND DELIVER

FedEx Priority Overnight
Next business morning, Friday
Shipments will be delivered on Monday
unless SAT/USDN Delivery is selected.

FedEx Standard Overnight
Saturday Delivery NOT available.

FedEx First Overnight
Earliest next business morning
delivery to select locations.
Saturday Delivery NOT available.

FedEx 2Day
Second business day, Thursday
unless SAT/USDN Delivery is selected.

FedEx Express Saver
Third business day, Monday
through Friday, NOT available
unless SAT/USDN Delivery is selected.

FedEx 1Day Freight*
Next business day, Friday
Shipments must be made on Monday
unless SAT/USDN Delivery is selected.

FedEx 2Day Freight
Second business day, Thursday
Shipments must be made on Monday
unless SAT/USDN Delivery is selected.

FedEx 3Day Freight
Third business day, Monday
through Wednesday, NOT available
unless SAT/USDN Delivery is selected.

Packaging Envelope
Includes FedEx Strong and FedEx Surety Pack.
*Declared Value: \$500

Special Handling
SATURDAY Delivery
Not available for
FedEx Standard Overnight,
FedEx First Overnight,
Special or FedEx 2Day Freight.

HOLD Weekday
Not available for
FedEx First Overnight,
Special or FedEx 2Day.

No
 Yes
Does this shipment contain dangerous goods (including dry ice) cannot be shipped by air?
Shipper's Declaration
Shipper's Declaration
Shipper's Declaration

Sender
 Recipient
 Third Party
 Credit Card
 Cash/Check

Payment Biller: Enter FedEx Acct. No. or Credit Card No. below.
Obtain Receipt
Acct. No.
Cash/Check

Total Packages Total Weight

8. NEW Residential Delivery Signature Options If you require a signature, check Direct or Indirect.
Your liability is limited to \$100 unless you declare a higher value. See the current FedEx Service Guide for details.
 No Signature
 Direct Signature
 Indirect Signature
Required by law for hazardous materials, firearms, and other restricted items.
Signature may be left with a neighbor or other person at a neighboring address. New sign for delivery. Fee applies.
New Data 806-747-1520-109-2005 FedEx-PRINTED IN U.S.A. SRV



RECEIVED DATE:

12/14/10

POSTED DATE:

12/13/10

LAST NAME:

[REDACTED]

VIN (LAST 8 DIGITS)

4W [REDACTED]

CAIR

00000000

NON- SCANABLE ITEMS: CIRCLE ONE

NO

YES

December 6, 2010

Chrysler Group LLC
1000 Chrysler Drive
Auburn Hills, MI 48326-2766

Re: 2004 Jeep Liberty Vin# 1JGL48K54W 

Enclosures: Monro Invoice #21942, Date: 5/26/10
Monro Invoice #23778, Date: 11/27/10
Photos (6)

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Dayton, Ohio

A black rectangular redaction box covering contact information.

12/06/2010

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12/06/2010

12/06/2010

12/06/2010



www.monro.com



www.mrtire.com



www.treadquarterstire.com

TIRES ♦ WHEELS ♦ MUFFLERS ♦ BRAKES
STEERING ♦ SUSPENSION ♦ ALIGNMENTS
OIL CHANGES ♦ SCHEDULED MAINTENANCE

Monro Brake Tire & Service#823
4030 MARSHALL ROAD
SHOP 0823
KETTERING, OH 45429
(937) 299-3907

MANAGER: LAURENCE R SCHOENTHAL
TECHNICIAN: STEVEN STANFIELD

DAYTON, OH
HOME:
WORK:

PO #:

SERVICES REQUESTED:
CHECK REAR SUSPENSION

5/26/10 7:35 PAGE 1
ESTIMATE #: 31551 INVOICE #: 21942
YEAR: 04 MAKE: JEEP MODEL: LIBERTY
LICENSE #: COLOR: TAN
STATE: OH MILEAGE IN: 57022 OUT: 57022
VIN: 1JGL40K54W

WHILE WE WERE WORKING WE NOTICED:

MANAGER'S SIGNATURE

QTY	PART NUMBER	REC	DESCRIPTION	LOC	WARR	LIST	NET	LABOR	AMOUNT
	SERVICE								
1	OUTSE	S	REAR CONTROL ARM	60		165.00	165.00	95.00	260.00
			Total SERVICE						260.00

NOTICE TO CUSTOMERS

Unless otherwise specified, all labor charges are preset or based on flat rate manuals, and not actual time spent. Unless otherwise specified in writing, all parts and labor are warranted for the earlier of 90 days or 4000 miles. Please see reverse for details. All labor performed and parts replaced were necessary to perform all repairs. All parts are new unless otherwise specified (i.e. Used or Rebuilt). All personal items should be removed from the vehicle before it is left for service. We are not responsible for these items.

I certify that this vehicle has been tested or test driven when needed and that the mechanic's work was performed satisfactorily.

Manager's Initials

The undersigned, having tendered payment of this invoice by check, credit card, or other charge, agrees to pay Monro Muffler Brake, Inc., Tread Quarters Discount Tire, Mr. Tire (the Company) a sum equal to all charges and expenses, including reasonable attorney fees and returned check charges incurred by the Company, in the event that for any reason said check or charge is not accepted for collection and paid to the Company. Your employees may operate this vehicle for inspection and testing, and/or delivery at my risk. An express mechanical lien is acknowledged on the above vehicle to secure the amount of repairs thereto.

Print Name

Customer Signature

CAUTION: Owners of Mag, Custom, or Alloy wheels must have lug-nuts retorqued after 50 miles. The Company will gladly retorque these lug-nuts once after the first 50 miles at no charge.

See reverse for Diagnosis (REC), Warranty (WARR), and Location (LOC) codes.

FLEET & COMMERCIAL
ACCOUNTS WELCOME!



VISA 270.20 XXXXXXXXXXXX9721 06403A SUB TOTAL 260.00

ALEX MAYER

SALES TAX 18.20
GRAND TOTAL 278.20

OFFICE COPY

SHOP 0823
THIS IS A HISTORY REPRINT

28232180



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TIRES ♦ WHEELS ♦ MUFFLERS ♦ BRAKES
STEERING ♦ SUSPENSION ♦ ALIGNMENTS
OIL CHANGES ♦ SCHEDULED MAINTENANCE

Monro Brake Tire & Service#2823
4030 MARSHALL ROAD
SHOP #023
KETTERING, OH 45429
(537) 239-3907

DAYTON, OH

HOME:

WORK:

PO #:

11/27/10

12:05

PAGE 1

ESTIMATE #: 34477

INVOICE #: 23778

YEAR: 04

MAKE: JEEP

MODEL: LIBERTY

LICENSE #:

COLOR: TAN

STATE: OH

MILEAGE IN: 60899

OUT: 60589

VIN: 1J7L40K54M

MANAGER: DONALD L. CROSTHWAITTE
TECHNICIAN: LAURENCE R. SCHENKHAL

SERVICES REQUESTED:

WHILE WE WERE WORKING WE NOTICED:

MANAGER'S SIGNATURE

NOTICE TO CUSTOMERS

Unless otherwise specified, all labor charges are preset or based on flat rate manuals, and not actual time spent. Unless otherwise specified in writing, all parts and labor are warranted for the earlier of 90 days or 4000 miles. Please see reverse for details. All labor performed and parts replaced were necessary to perform all repairs. All parts are new unless otherwise specified (i.e. Used or Rebuilt). All personal items should be removed from the vehicle before it is left for service. We are not responsible for these items.

I certify that this vehicle has been tested or test driven when needed and that the mechanic's work was performed satisfactorily.

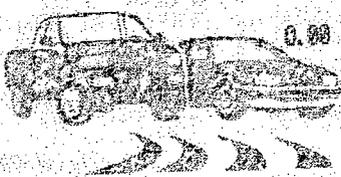
The undersigned, having tendered payment of this invoice by check, credit card, or other charge, agrees to pay Monro Muffler Brake, Inc., Tread Quarters Discount Tire, Mr. Tire (the Company) a sum equal to all charges and expenses, including reasonable attorney fees and returned check charges incurred by the Company, in the event that for any reason said check or charge is not accepted for collection and paid to the Company. Your employees may operate this vehicle for inspection and testing, and/or deliver at my risk. An express mechanical lien is acknowledged on the above vehicle to secure the amount of repairs thereto.

CAUTION: Owners of Mag, Custom, or All wheels must have lug-nuts retorqued after 50 miles. The Company will gladly retorque these lug-nuts once after the first 50 miles at no charge.

See reverse for Diagnosis (REC), Warranty (WARR), and Location (LOC) codes.

Table with columns: QTY, PART NUMBER, SEC, DESCRIPTION, LOC, WARR, UNIT, NET, LABOR, AMOUNT. Rows include BRAKES (THERMOQUIET BRAKE F, Discount On PD856 F, BRAKE ROTOR F, Discount On 52-12 F), SERVICE (5W30 VALVOLINE OI, OIL FILTER, RR LOWER CONTROL, LUBE (IF POSSIBLE), S****RECYCLE****, ENVIRONMENTAL COST FOR THE DISPOSAL OF WASTE OIL, TIRE ROTATION, INSPECT BRAKES, COMMENTS, WINTER WIPER, Discount On 37-19 F, SR DISCOUNT), and TIRE (RETORQUE).

FLEET & COMMERCIAL ACCOUNTS WELCOME!



Summary table with columns: VISA, SUB TOTAL, SALES TAX, GRAND TOTAL. Values: VISA 400.00, SUB TOTAL 511.43, SALES TAX 35.00, GRAND TOTAL 547.23.

CUSTOMER COPY

INVOICE SHOP #023 INVOICE

28232083

FedEx

TRK# 8608 1533 4101
MON - 13 DEC 09
PRIORITY OVERNIGHT
RECEIVED
DEC 14 2010
48326
MI-US
DTM

SH MTOA



#117500 12/10 509G1/A98B/278D

RT 465 2 A
4101
12:13
FZ

FedEx® US Airbill

8608 1533 4

fedex.com 1.800.GoFedEx 1.800.463.3339

1 From

Date 12/10/10 Sender's FedEx Account Number

Sender's Name

Company

Address

City KETTERING State OH ZIP

2 Your Internal Billing Reference

3 To

Recipient's Name "JEEP" LIBERTY 2004 Phone

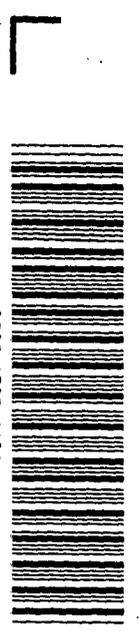
Company CHRYSLER GROUP LLC

Recipient's Address

We cannot deliver to P.O. boxes or F.O. ZIP codes.

Address 1000 CHRYSLER DR

City AUBURN HILLS State MI ZIP 48326



8608 1533 4101

MINIMUM 35% POST CONSUMPTION

© 2005 FedEx 155476/155475 REV 9/05 RT

4b Express Freight Service

FedEx 1Day Freight*
Next business day, Friday
shipments will be delivered on Monday
unless SAT/ODD Delivery is selected.

FedEx 2Day
Second business day, Thursday
shipments will be delivered on Monday
unless SAT/ODD Delivery is selected.

FedEx 2Day
Second business day, Thursday
shipments will be delivered on Monday
unless SAT/ODD Delivery is selected.

FedEx 3Day Freight
Third business day, Saturday
shipments will be delivered on Monday
unless SAT/ODD Delivery is selected.

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Third business day, Saturday
shipments will be delivered on Monday
unless SAT/ODD Delivery is selected.

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unless SAT/ODD Delivery is selected.

48326

7 Payment Bill to: Sender Recipient Third Party Credit Card Cash/Check Obtain Receipt Acct. No. Cash/Check

8. NEW Residential Delivery Signature Options. If you require a signature, check Direct or Indirect.

No Signature Required Direct Signature Required Indirect Signature Required Indirect Signature Required

520

fedex.com 1.800.GoFedEx 1.800.463.3339

20490028

MR. [REDACTED] rd Pollock

I have enclosed a few pictures of the part before repair. This vehicle was never used for anything but a family car. I felt something was wrong and got off the freeway before failure. I appreciate being re-imbursed for this repair as I do not feel this is normal in a car only 7 yrs. old. We are long time Chrysler customers and I can be reached again if you have any further questions as to how the vehicle reacted or anything.

Thank you again!

Phone # [REDACTED]

MAY - 2 2011
Proud to Support our Troops
SPECIAL INVEST

**LEGAL PHOTOS RETAINED IN DOCUMENT
RETENTION**

CUSTOMER #: 40580

505659



Ewald Chrysler Jeep Doc
6319 S. 108th Str
Franklin, WI 5313
Phone: (414) 427-2
Fax: (414) 427-20
www.ewaldauto.com

INVOICE

PAGE 1

NEW BERLIN, WI

SERVICE ADVISOR: 8048 DAVID A WIECZOREK

HOME:
BUS:

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT		
GREEN	04	JEEP LIBERTY	1J4GL48K94W		109288/109291		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
28FEB04 IS			17:00 07FEB11		0.00	CASH	08FEB11
R.O. OPENED	READY	OPTIONS: ENG:3.7L_PT_V6 TRN:A 1)STK#-96317/4SPD_AUTO 8)120252013553					
14:33 07FEB11	16:16 08FEB11						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A							
A REAR SWAY BAR IS BROKEN. BEING TOWED IN.							
45DOZ-STEERING/SUSPENSION							
				8999 CP		196.00	196.00
				D01 REWARDS CARD DISCOUNT LABOR		-19.60	-19.60
				D01A REWARDS CARD DISCOUNT PARTS		-30.91	-30.91
				2 52128866AA ARM-LOWER CONTROL	154.55	154.55	309.10
SUBL TOWING PO#52329							
				CP		100.75	100.75
PARTS: 309.10 LABOR: 196.00 OTHER: 50.24					TOTAL LINE A:		555.34

108291 TECH 8999 200 INSPECT AND REPLACE BOTH REAR LOWER CONTROL ARMS LR ROTTED OUT AND RR STARTING TO RUST OUT

B TO ENSURE YOUR VEHICLE'S PERFORMANCE, WE ARE PROVIDING YOU WITH OUR COMPLIMENTARY MULTI POINT INSPECTION, PLEASE ASK YOUR SERVICE ADVISOR FOR DETAILS.

03DOZ1 INSPECTION

8999 CP 0.00 0.00 0.00 0.00 TOTAL LINE B: 0.00

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

108291 PERFORMED COURTESY INSPECTION / SEE INSPECTION REPORT

CUSTOMER PAY SHOP CHARGES FOR REPAIR ORDER 24/7 33.50

www.ewaldauto.com

SALE APPOINTMENTS

SALE, SERVICE & MORE

800-992-1999

Am
all
mat
th
pl
lo

SALE SERVICE JEEP DODGE
6319 S. 108TH ST
FRANKLIN, WI 53132
414-427-2100

Merchant ID: 828180152279 Ref #: 015
Term ID: 664

Sale

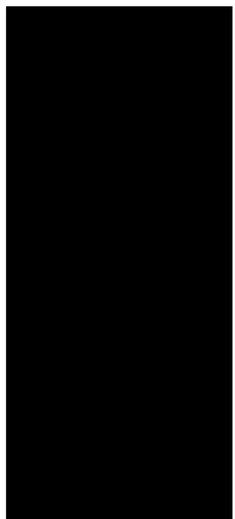
XXXXXXXXXX2301
MEX Entry Method: Saiped
02/08/11 16:38:49
Inv #: 000015 Appr Code: 539352
Apprvt: OnLine Batch#: 000230
Total: \$ 621.83

Customer Copy
THANK YOU!

DESCRIPTION	TOTALS
LABOR AMOUNT	196.00
PARTS AMOUNT	309.10
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	100.75
MISC. CHARGES	-17.01
TOTAL CHARGES	588.84
LESS INSURANCE	0.00
SALES TAX	32.99
PLEASE PAY THIS AMOUNT	621.83

CERTIFIED MAIL™

New Berlin WI



1000



48321

U.S. POSTAGE
PAID
NEW BERLIN, MI
53151
APR 28 11
PM/GUNT
\$3.29
00037146-09

Chrysler Group
P.O. Box 21-8004
Auburn Hills, MI. 48321
*Attn: Jay Syzalla

483218004



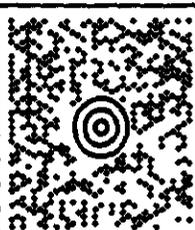
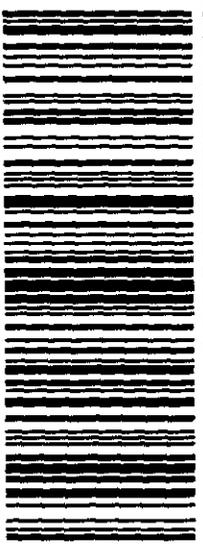
UPS Internet Shipping: View/Print Label

- 1. Print the label(s):** Select the Print button on the print dialog box that appears. Note: If your browser does not support this function select Print from the File menu to print the label.
- 2. Fold the printed label at the solid line below.** Place the label in a UPS Shipping Pouch. If you do not have a pouch, affix the folded label using clear plastic shipping tape over the entire label.
- 3. GETTING YOUR SHIPMENT TO UPS**
Customers without a Daily Pickup
 Schedule a same day or future day Pickup to have a UPS driver pickup all of your Internet Shipping packages.
 Hand the package to any UPS driver in your area.
 Take your package to any location of The UPS Store®, UPS Drop Box, UPS Customer Center, UPS Alliances (Office Depot® or Staples®) or Authorized Shipping Outlet near you. Items sent via UPS Return ServicesSM (including via Ground) are also accepted at Drop Boxes.
 To find the location nearest you, please visit the 'Find Locations' Quick link at ups.com.

Customers with a Daily Pickup
 Your driver will pickup your shipment(s) as usual.

FOLD HERE

2049 0028

<p>16 LBS</p> <p>1 OF 1</p> <p>SHIP TO: JAY SYSALLA CHRYSLER GROUP 484-04-04 800 CHRYSLER DRIVE AUBURN HILLS MI 48326-2757</p> <p>BOB KUEHN 414-427-2000 6246 EWALD CHRYSLER JEEP DODGE LLC 6319 S. 108TH STREET FRANKLIN</p>	<p>MI 480 5-09</p>  	<p>UPS GROUND</p> <p>TRACKING #: 1Z A98 F28 03 9663 6676</p>		<p>BILLING: P/P</p> <p>\$9.05</p>  <p>UPS 13.1.13. WNT1860 15.04.04/2011</p>
--	--	---	--	---

INVOICE				OVERRIDES					
INVOICE	CUST NO.	CUST-NAME	OPENED	EMP	DATE	OVERWRITE	SOLD	REASON	CREDIT
							PART-NO	REASON	LIMIT
504559	198231	[REDACTED]	14JAN11	8716	14JAN11	L=491	HR00058AA		

504561	31832	[REDACTED]	14JAN11	8602	14JAN11	GPP=0.0	68055890AA		
504561	31832	[REDACTED]	14JAN11	8602	14JAN11	GPP=0.0	PH253		

504574	11359	TRANSIT EXPRESS	14JAN11	8097	14JAN11	GPP=11.0	5104040AA		
504574	11359	TRANSIT EXPRESS	14JAN11	8716	18JAN11	GPP=11.0	4318040AB		
504574	11359	TRANSIT EXPRESS	14JAN11	8716	18JAN11	GPP=11.1	5080446AA		
504574	11359	TRANSIT EXPRESS	14JAN11	8716	18JAN11	GPP=11.0	5135866AA		
504574	11359	TRANSIT EXPRESS	14JAN11	8716	18JAN11	GPP=11.0	5104001AA		

504575	12857	[REDACTED]	14JAN11	8716	14JAN11	S=25200	52073		

504591	159396	[REDACTED]	14JAN11	8602	14JAN11	GPP=0.0	PH253		
504591	159396	[REDACTED]	14JAN11	8602	14JAN11	GPP=0.0	68055890AA		

504607	26145	[REDACTED]	14JAN11	8602	14JAN11	GPP=0.0	PH2835		
504607	26145	[REDACTED]	14JAN11	8602	14JAN11	GPP=0.0	68055890AA		

504615			14JAN11	8097	14JAN11	GPP=15.0	82211405		

504616	19956	[REDACTED] Y	14JAN11	8097	15JAN11	S=6995	52089275AB		

504618	28190	[REDACTED]	14JAN11	8716	14JAN11	L=2804	L0009007QL		
504618	28190	[REDACTED]	14JAN11	8716	14JAN11	S=2804	L0009007QL		

504621	32912	MAYFAIR LEASING LLC	14JAN11	8716	17JAN11	L=3989	52085		
504621	32912	MAYFAIR LEASING LLC	14JAN11	8716	17JAN11	S=2697	52085		
504621	32912	MAYFAIR LEASING LLC	14JAN11	8716	17JAN11	L=5060	52085		
504621	32912	MAYFAIR LEASING LLC	14JAN11	8716	17JAN11	S=3491	52085		
504621	32912	MAYFAIR LEASING LLC	14JAN11	8076	21JAN11	S=7495	M9971901		

PE11-013

CHRYSLER

6-6-2011

Enclosure 4

Field Data, CAIRs

Report - Subject Vehicles

Customer Assistance Inquiry Record (CAIR)# 16144347

VIN	1J4GL48K03W	Open Date	04/11/2007	Built Date	06/05/2003
Model Year	2003	Body	KJJH74 JEEP LIBERTY SPORT 4X4 SPORT UTILITY 4-DR		
In Service Dt	09/25/2003	Mileage	40,000	Dealer Zone	35 WASHINGTON
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US
Color	PW1	STONE WHITE CLEAR COAT			
Engine	EKG	ENGINE - 3.7L POWER TECH V6			
Transmission	DG6	TRANSMISSION-4-SPD. AUTOMATIC, 42RLE			
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	
	PITTSBURGH PA [REDACTED]			Country	UNITED STATES

Product - Suspension - Lower Control Arms/Ball Jnts - Broken - Unknown	Customer stated that her control arm broke.
Referral - Tier Two - Internal Escalation - Authorization - Default	Tier two referral.

****Begin structured narrative CL - [REDACTED]
 What is the customer requesting from DaimlerChrysler?
 assistance with control arm on left rear
 How far out of warranty is the vehicle/repair by time and/or mileage?
 6 and half months and 4000 miles
 Is there a service contract on this vehicle that would cover the repair?
 no
 Is the customer the original owner of this vehicle?
 yes
 How many DCX vehicles has the customer owned including this vehicle?
 2
 Is there warranty history related to the current concern?
 no
 Has the vehicle been taken to a Chrysler, Dodge or Jeep dealer?
 yes
 ****End structured narrative CL - GOODWILL ESCALATION
 Customer wants her control arm covered under her warranty. Agent consulted with GWH29 and transferred customer.
 Customer transferred to the internal Tier 2 escalation line for further review of concern. Customer is seeking assistance with the left rear control arm. Customer stated she went to the dealer for an oil change and was told this needed replaced. Customer is the original owner and is out of warranty by 4000 miles and 7 months. Customer stated he Father is the District regional Manager and was referred by him to call. Agent called dealer 68153 and spoke with Rich the Service Manager. Rich stated the customer is not that far out of warranty and merits some type of assistance. Rich stated he will call back with the warranty costs. Agent offered the customer call back.
 Matt called from dealer 68153 with the warranty costs for the repair.
 Parts:\$247.80
 Labor:\$22.20
 Total:\$270.00

As a one-time goodwill gesture, DaimlerChrysler will cover \$170.00 of the repair. Customer will be responsible for a co-pay in the amount of \$100.00. Agent gave Matt the file number. Matt stated he will let the customer know.

Customer Assistance Inquiry Record (CAIR)# **19262558**

VIN	1J4GL48K4	4W [REDACTED]	Open Date	01/25/2010	Built Date	10/29/2003
Model Year	2004	Body	KJJH74	JEEP LIBERTY SPORT 4X4 SPORT UTILITY 4-DR		
In Service Dt	02/27/2004	Mileage	57,320	Dealer Zone	35	WASHINGTON
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US	
Color	PX8	BLACK CLEAR COAT				
Engine	EKG	ENGINE - 3.7L POWER TECH V6				
Transmission	DG6	TRANSMISSION-4-SPD. AUTOMATIC, 42RLE				
Dealer	43892	RINALDI CHRYSLER DODGE	DODGE TRUCKS & JEEP INC			
Dealer Address	GOLD STAR HIGHWAY					
Dealer City	SHENANDOAH		Dealer State	PA	Dealer Zip	17976
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	
	MAHANNOY CITY PA [REDACTED]				Country	UNITED STATES

Corporate - Complaint Contact - Default - Default - Default	
Product - Suspension - Lower Control Arms/Ball Jnts - Broken - Rear-Pass	

Why is the customer contacting Chrysler?Complaint.
 What are the customer s expectations?To get assistance in the repair of the vehicle.
 Customer stated that he was driving down the road his rear lower control arm broke. Customer stated that he had the vehicle towed to an unauthorized Chrysler dealer. Customer stated he lost control when it broke and was lucky it didn t cause an accident. Customer stated that he would like Chrysler to pay for the repairs. Writer stated that an agent will look further into the case and get back in contact with him with in the end of business tomorrow.
 Customer was advised that due to the nature of their contact a call back is required and will take place within one business day
 Preferred call back number is [REDACTED].
 Who has possession of the vehicle?Customer
 Has the vehicle been diagnosed by a CDJ dealer?No
 Reassigned to 88F
 ***** SENIOR RESOLUTION TEAM *****
 Customer seeking assistance with control arm repairs. Vehicle was taken to an IRF.
 Vehicle was purchased new.
 No other vehicles in household.
 Vehicle over 21,000 miles out of basic warranty.
 No service contracts.
 No related repairs in history.
 No related recalls.
 **** GOODWILL ASSISTANCE HAS BEEN DECLINED ****
 Informed customer that Chrysler will not participate in the repair.
 The vehicle warranty has expired by time and/or mileage.
 Unless the customer offers new information, decision remains unchanged.

 CONTACT UPDATE - Customer was contacted today at 8:54 MST
 Answering machine did not pick up; agent unable to leave message.
 CONTACT UPDATE - Customer was contacted today at 5:19 MST

Spoke with customer and advised that assistance has been declined. Customer stated that he wants everyone to know about what happened to him, as he states that he lost control of the vehicle and could have been in an accident due to the failure of the control arms. Agent advised that his concerns have been documented.

Customer Assistance Inquiry Record (CAIR)#	19302678
---	-----------------

VIN	1J8GL58K7	4W [REDACTED]	Open Date	02/09/2010	Built Date	10/31/2003
Model Year	2004	Body	KJJP74	JEEP LIBERTY LTD EDITION 4X4 SPORT UTILITY 4-DR		
In Service Dt	11/17/2003	Mileage	119,000	Dealer Zone	51	CHICAGO
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US	
Color	PX8	BLACK CLEAR COAT				
Engine	EKG	3.7L V6 ENGINE				
Transmission	DG6	4-SPD. AUTOMATIC 42RLE TRANSMISSION				
Dealer	51808	DEARTH MOTORS INC				
Dealer Address	520-8TH STREET					
Dealer City	MONROE	Dealer State	WI	Dealer Zip	53566	
Owner	[REDACTED]			Contact Type	TELEPHONE	
Address	[REDACTED]			Home Phone	[REDACTED]	
	MONROE W [REDACTED]			Country	UNITED STATES	

Corporate - Complaint Contact - Default - Default - Default	
Product - Suspension - Upper Control Arms/Ball Jnts - Broken - Rear-Driver	

Why is the customer contacting Chrysler? Complaint issue.
 What are the customer's expectations? Goodwill assistance.
 Customer stated that the lower control arm broke while driving and had to have it replaced. Customer wants Chrysler to pay for the repair. Writer informed customer that because the vehicle is so excessively out of warranty, Chrysler will not assist with the cost of the repairs.

Customer Assistance Inquiry Record (CAIR)# 19403682

VIN	1J8GL58K04W	Open Date	03/17/2010	Built Date	10/03/2003
Model Year	2004	Body	KJJP74	JEEP LIBERTY LTD EDITION 4X4 SPORT UTILITY 4-DR	
In Service Dt	11/20/2003	Mileage	63,600	Dealer Zone	51 CHICAGO
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT			
Engine	EKG	3.7L V6 ENGINE			
Transmission	DG6	4-SPD. AUTOMATIC 42RLE TRANSMISSION			
Dealer	23605	LIBERTY JEEP CHRYSLER			
Dealer Address	1000 EAST PARK AVENUE				
Dealer City	LIBERTYVILLE	Dealer State	IL	Dealer Zip	60048
Owner	[REDACTED]			Contact Type	TELEPHONE
Address	[REDACTED]			Home Phone	[REDACTED]
	HAWTHORN WOODS IL [REDACTED]			Country	UNITED STATES

Product - Suspension - Lower Control Arms/Ball Jnts - Rusty - Rear-Pass

****Begin structured narrative T2 - Beginning Narrative
 Why is the customer contacting Chrysler?
 Customer says the control arm is rusty and ready to break.
 What are the customer s expectations?
 Cutomer expects to be reimbursed for the expense of \$240 for the repair
 ****End structured narrative T2 - Beginning Narrative
 Customer is calling about a problem with the control. Customer says the dealer told him the right rear control arm was rusty and ready to break. Customer says the dealer told him the part must be defective. Customer paid \$240 for the repair. Customer is asking to be reimbursed for the expense. Writer informed the customer the call would be referred to a senior resolution team.
 Customer was advised that due to the nature of their contact a call back is required and will take place within one business day by COB their time Preferred Morning/Midday call back number is 815-347-5271 anytime Preferred Afternoon/Evening call back number is 815-347-5271
 Who has possession of the vehicle? Customer
 Has the vehicle been diagnosed by a CDJ dealer? yes
 If a CDJ dealer has diagnosed, what is the dealer name or code? Liberty Jeep
 Reassigned to 88F
 ***** SENIOR RESOLUTION TEAM *****
 CONTACT UPDATE - Customer was contacted today at 12:21pm.
 Customer was provided with agent s name and brand number if the customer needs to re-contact the agent.
 Caller returned VM and requests a call back today rather than next Monday. 815-347-5271
 Writer spoke with customer who stated he thought the part was defective. Writer spoke with SA Jim and SM Robbie at dealership 23605 who verified mileage as 62243. SM stated the vehicle has been well maintained. Customer is the original owner. No service contract. Parts \$143.60 and labor \$106.13
 Advised customer to submit original repair order & proof of payment to:

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

Advised customer to make a copy of these documents for their records.
Asked the customer to include a brief letter of explanation & request,
including their name, address, phone number, VIN, & reference number
(CAIR). Advised customer the goodwill offer is dependent upon
verification of all documents requested.

Writer recommended reimbursement of \$150.00 as there was no customer
neglect or abuse that could have contributed to the part failure.

CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)#						19438545	
VIN	1J8GL58K0	4W [REDACTED]	Open Date	04/01/2010	Built Date	10/03/2003	
Model Year	2004	Body	KJJP74	JEEP LIBERTY LTD EDITION 4X4 SPORT UTILITY 4-DR			
In Service Dt	11/20/2003	Mileage	62,243	Dealer Zone	51	CHICAGO	
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US		
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	EKG	3.7L V6 ENGINE					
Transmission	DG6	4-SPD. AUTOMATIC 42RLE TRANSMISSION					
Dealer	23605	LIBERTY JEEP CHRYSLER					
Dealer Address	1000 EAST PARK AVENUE						
Dealer City	LIBERTYVILLE			Dealer State	IL	Dealer Zip	60048
Owner	[REDACTED]				Contact Type	LETTER	
Address	[REDACTED]				Home Phone	[REDACTED]	
	HAWTHORN WOODS IL [REDACTED]				Country	UNITED STATES	

Product - Suspension - Lower Control Arms/Ball Jnts - Rusty - Rear-Pass

POSTMARK DATE: 032310; DATE RECEIVED: 033010
 Customer seeking reimbursement for the repairs.
 As per cair 19403682 JT841 recommended reimbursement of \$150.00.
 Customer has performed the repairs on 03/17/10 at Liberty Auto City.
 The cost of the repairs is \$241.16.
 Customer has sent the credit card receipt as the proof of payment.
 Agent submitting a check of \$150.00 to 85J for approval.
 Check amount approved. Please contact the customer, verify the name and the mailing address. Please reassign to AM1109 for final approval.
 Agent called the Customer on the phone number 847-726-2456 and the spoke to Mr. [REDACTED]. Agent informed the Customer his request for reimbursement has been approved and he will be receiving the check within two to three business weeks.
 Agent verified the mailing address for the check.
 Agent reassigning the cair to AM1109 for check handling.

Customer Assistance Inquiry Record (CAIR)#	19873378
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VIN	1J4GL38K3	4W [REDACTED]	Open Date	08/27/2010	Built Date	09/17/2003
Model Year	2004	Body	KJMM74	JEEP LIBERTY RENEGADE 4X4 SPORT UTILITY 4-DR		
In Service Dt	07/16/2004	Mileage	120,000	Dealer Zone		
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US	
Color	PJC	LIGHT KHAKI METALLIC CLEAR COAT				
Engine	EKG	3.7L V6 ENGINE				
Transmission	DG6	TRANSMISSION-4-SPD. AUTOMATIC, 42RLE				

Owner	[REDACTED]	Contact Type	E-MAIL
Address	[REDACTED]	Home Phone	[REDACTED]
	LAKEVILLE MN [REDACTED]	Country	UNITED STATES

Product - Suspension - Lower Control Arms/Ball Jnts - Rusty - Rear-Driver	Lower control arm bar completely corroded
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***** EMAIL BRIEF DESCRIPTION CONTENT *****
 Lower control arm bar (driver s side rear) completely corroded causing loss of control of vehicle

***** END EMAIL BRIEF DESCRIPTION CONTENT *****
 The parts on the driver s side rear have needed to be replaced due to corrosion and rust. Most recently, my son was driving the Jeep when the lower control arm cracked in half, causing him to lose control of the vehicle. Thank God he wasn t on the freeway driving the legal speed limit of 70 m.p.h. He was driving only 40 m.p.h at the time and lucky for other motorists, there were no cars close to him. We had it towed home and are in the process of repairing it. I m not asking for Jeep to pay for the replacement part, I m asking you to investigate if this has been a problem (rust) on this model in the past. The service team at Park Jeep said they have never seen this before on any Jeep so clearly I had a defective part when I purchased the vehicle new. I am concerned that there could be other owner s that may not be as lucky as my son if, in fact, they also have a defective part on their vehicle. As an aside, this Jeep has never been off-roading, and has always been garage kept. I do have a picture of the defective part while it was still on the Jeep. Sincerely, Lisa Dryden

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

Dear Lisa:
 Thank you for contacting the Chrysler Customer Assistance Center regarding the lower control arm issue on your 2004 Jeep Liberty. 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. Your concern has been documented and will be used in product development and quality analysis. 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 us.

Thanks again for your email.
***** END OF CAC EMAIL *****

Customer Assistance Inquiry Record (CAIR)# **20027524**

VIN	1J4GL58K2	5W [REDACTED]	Open Date	10/09/2010	Built Date	03/15/2005	
Model Year	2005	Body	KJJP74	JEEP LIBERTY LTD EDITION 4X4 SPORT UTILITY 4-DR			
In Service Dt	04/01/2005	Mileage	44,061	Dealer Zone	42	DETROIT	
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US		
Color	PRH	INFERNO RED CRYSTAL PEARL COAT					
Engine	EKG	3.7L V6 ENGINE					
Transmission	DG6	4-SPD. AUTOMATIC 42RLE TRANSMISSION					
Dealer	68225	BRUNSWICK AUTO MART INC					
Dealer Address	3031 CENTER RD						
Dealer City	BRUNSWICK			Dealer State	OH	Dealer Zip	44212
Owner	[REDACTED]				Contact Type	TELEPHONE	
Address	[REDACTED]				Home Phone		
	STRONGSVILLE OH [REDACTED]				Country	UNITED STATES	

Product - Suspension - Rear Sprng / Trailing Arm - Broken - Rear-Driver

Briefly summarize why the customer is contacting Chrysler: Customer is calling for getting further assistance on the repair rear upper control arm.

Briefly summarize what the customer is expecting: Customer expects to know if Chrysler can assistance.

Writer told the customer that he s created a a case for a Chrysler CM for further assistance.

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 was advised that due to the nature of their contact a call back is required and will take place within one business day by COB their time Preferred Morning/Midday call back number is [REDACTED]. Preferred Afternoon/Evening call back number is [REDACTED].

Who has possession of the vehicle? Customer.

Has the vehicle been diagnosed by a CDJ dealer? No.

If a CDJ dealer has diagnosed, what is the dealer name or code? Dealer Code: 68225.

Reassigned to 88F

***** CASE MANAGER TEAM *****

CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED] at 8:01 AM.

Customer was not available.

Left a message indicating another attempt would be made.

Customer called stating that he would like to be contacted at this work number.

Work [REDACTED]

Correction-- Rear lower control arm. Both rusted one buckled.

Customer called and spoke to writer and states that there is rust on several components. Rusted out low control arms in the rear of the vehicle. Customer states that Rich will be the one working on the

vehicle. Customer s best number to be contacted at is 440-243-1198 - ext 261. Writer will contact the dealer and check on status of diagnosis. Writer contacted dealer, dialed [REDACTED] at 7:20 AM. Writer spoke to SM Gary who is willing to do a goodwill repair for the customer.

As a one-time goodwill gesture, Chrysler will be making a policy adjustment for this repair based on customer loyalty, and customer satisfaction. According to the dealer, the warranty costs of the repair are as follows:

Parts = \$244.00
Labor = \$320.00
Towing Bill - \$90.00

With the concurrence of the Service Manager, Gary the customer will have a co-pay of \$200.00

DIRECT-TO-DEALER #####
ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER

Customer Care is sending this file to your dealership because a joint goodwill policy decision has been made on behalf of our mutual customer. A pre-auth has been created within GWA. If you need additional assistance with this PA, you may contact Paul at 800-992-1997 extension # 66010. You may also contact us by email at:

T2email@chrysler.com. This customer has been informed of this decision. Please update and/or close CAIR when complete.

REASSIGNED TO BC/DLR 42 68225 10/12/10 09:51 O 20027524
REASSIGNED TO BC/DLR 42 68225 10/12/10 09:56 O 20027524
*Contact Date:10/12/2010

DCX goodwill repair is documented on Repair Order#555623
Request was reviewed with DM.
CAIR RETURNED FROM DEALER ON 10/12/2010 AT 12:18:565 R 20027524
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)# 20132529

VIN	1J4GL58K9 4W [REDACTED]	Open Date	11/10/2010	Built Date	11/22/2003
Model Year	2004	Body	KJJP74	JEEP LIBERTY LTD EDITION 4X4 SPORT UTILITY 4-DR	
In Service Dt	04/27/2004	Mileage	147,702	Dealer Zone	42 DETROIT
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US
Color	PW1	STONE WHITE CLEAR COAT			
Engine	EKG	3.7L V6 ENGINE			
Transmission	DG6	4-SPD. AUTOMATIC 42RLE TRANSMISSION			
Dealer	26780	HAASZ AUTOMALL, LLC			
Dealer Address	4886 STATE ROUTE 59				
Dealer City	RAVENNA	Dealer State	OH	Dealer Zip	44266
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone	[REDACTED]		
	RAVENNA OH [REDACTED]	Country	UNITED STATES		

Product - Suspension - Lower Control Arms/Ball Jnts - Rusty - Rear-Pass	Rusted through and broke
Product - Suspension - Lower Control Arms/Ball Jnts - Rusty - Rear-Driver	

****Begin structured narrative T2 - Beginning Narrative
 Briefly summarize why the customer is contacting Chrysler:
 customer has a complaint regarding the vehicle s lower controls rusted out, that his daughter almost had an accident, when the vehicle was taken to the dealership it was found that the other lower control was riddled with holes.
 Briefly summarize what the customer is expecting:
 Customer is seeking to address the safety issue and see if there is any assistance with the cost of \$435.65. Customer daughter attempted to upgrade the vehicle to a 2011 Jeep, however the deal did not work out as daughter was not able to keep payments below \$300
 ****End structured narrative T2 - Beginning Narrative
 Customer was advised that due to the nature of their contact a call back is required and will take place within one business day by COB their time Preferred Morning/Midday call back number is [REDACTED]
 Preferred Afternoon/Evening call back number is [REDACTED]
 Who has possession of the vehicle? Owner
 Has the vehicle been diagnosed by a CDJ dealer? Yes
 If a CDJ dealer has diagnosed, what is the dealer name or code? 26780
 Reassigned to 88F
 customer called in very upset transferred to CM line.
 ***** CASE MANAGER TEAM *****
 CDJ history: 4, 3 new; no CSC
 Original owner
 OOW by 111,000 miles and 3 years
 Perforation warranty by 1 year and 47,000 miles
 CONTACT UPDATE - 1st Contact attempt, phone number dialed, 330-931-1148 at 3:59.
 Customer stated he wasn t calling for reimbursement, but to notify us that the part had rusted through and broken while his daughter was driving on the interstated.
 Customer stated that the Jeep is garage kept, and that it shouldn t have

rusted that much to break through after six years.

Writer thanked customer for notifying Chrysler of the issue, and that an official complaint has been filed.

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.

CLOSED LOOP UPDATE - no need for additional follow-up.

The father - [REDACTED] - cell - [REDACTED] called back and is now wanting to know if Chrysler is prepared to assist with the cost of \$435.65 as this was a safety issue that should not have happened.

Please call the customer back.

Customer Assistance Inquiry Record (CAIR)# **20211011**

VIN	1J4GL48K04W	Open Date	12/07/2010	Built Date	10/30/2003
Model Year	2004	Body	KJJH74 JEEP LIBERTY SPORT 4X4 SPORT UTILITY 4-DR		
In Service Dt	11/22/2003	Mileage	130,000	Dealer Zone	32 NEW YORK
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US
Color	PR4	FLAME RED CLEAR COAT			
Engine	EKG	ENGINE - 3.7L POWER TECH V6			
Transmission	DG6	TRANSMISSION-4-SPD. AUTOMATIC, 42RLE			

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	
	WEST MILFORD NJ	Country	UNITED STATES

Product - Suspension - Lower Control Arms/Ball Jnts - Broken - Unknown rear control arm broken

Customer s husband called on behalf of customer. Customer is having trouble with the right rear control arm breaking. Customer is requesting assistance from Chrysler in repairing vehicle. Agent updated COIN information. Agent provided customer with brand telephone number and CAIR number. Customer is seeking cost assistance in having vehicle repaired.
*****END OF CUSTOMER CONTACT*****

Customer was advised that due to the nature of their request a call back is required and will take place within one business day.
Preferred morning/midday call back number is (work)
Who has possession of vehicle? Customer
Has the vehicle been diagnosed by a CDJ? No
Reassigned to 88F
*****END OF RATIONALE FOR ESCALATION*****

Customer s husband called on behalf of customer. Customer is having trouble with the right rear control arm breaking. Customer is requesting assistance from Chrysler in repairing vehicle. Agent updated COIN information. Agent provided customer with brand telephone number and CAIR number. Customer is seeking cost assistance in having vehicle repaired.
*****END OF CUSTOMER CONTACT*****

Customer was advised that due to the nature of their request a call back is required and will take place within one business day.
Preferred morning/midday call back number is (work)
Who has possession of vehicle? Customer
Has the vehicle been diagnosed by a CDJ? No
Reassigned to 88F
*****END OF RATIONALE FOR ESCALATION*****

***** CASE MANAGER TEAM - District 88T *****
CONTACT UPDATE - 1st Contact attempt, phone number dialed, at 11:55 EST.

1st owner, previous 1, other current 0, 7/70 power train warranty, no SC, oow 3/36 by 94000 miles and 4 year 1 months.
Mr. wanted to know if his vehicle was still under warranty.
Writer informed Mr. that his vehicle was no longer under warranty and that he is now responsible for repairs.

*** GOODWILL ASSISTANCE HAS BEEN DECLINED ***

Informed customer that Chrysler will not participate in the repair.

The vehicle warranty has expired by time and mileage.

Unless the customer offers new information, decision remains unchanged.

CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)# **20262200**

VIN	1J4GL48K5	4W [REDACTED]	Open Date	12/27/2010	Built Date	11/22/2003
Model Year	2004	Body	KJH74	JEEP LIBERTY SPORT 4X4 SPORT UTILITY 4-DR		
In Service Dt	01/10/2004	Mileage	60,889	Dealer Zone		
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US	
Color	PJC	LIGHT KHAKI METALLIC CLEAR COAT				
Engine	EKG	ENGINE - 3.7L POWER TECH V6				
Transmission	DG6	TRANSMISSION-4-SPD. AUTOMATIC, 42RLE				

Owner	[REDACTED]	Contact Type	LETTER
Address	[REDACTED]	Home Phone	[REDACTED]
	KETTERING OH [REDACTED]	Country	UNITED STATES

Corporate - Reimbursement - Default - Default - Default	Customer submitted documentation for reimbursement
Product - Suspension - Upper Control Arms/Ball Jnts - Worn - Rear-Driver	Repairs to the rear control arms

POSTMARK DATE: 121310; DATE RECEIVED: 121410

Business Case for Goodwill -1st Invoice

Customer has submitted request for goodwill, for repair to their -Rear Control Arms.

Customer s proof of payment is: Visa Receipt

Date of Repair:05/26/2010

Mileage:57,022

Loyalty:House hold shows one vehicle.

Original Owner:Yes

Out-of-Pocket:\$260.00

Multiple Repairs:Yes

Authorized Chrysler Dealership:No

Service Contract/Warranty:Yes

In-Service Date:01/10/2004

Parts \$165.00

Labor \$95.00

TOTAL \$260.00

Business Case for Goodwill -2nd Invoice

Customer has submitted request for goodwill, for repair to their -Rear Control Arm

Customer s proof of payment is:Visa Receipt

Date of Repair:11/27/2010

Mileage:60,889

Loyalty:House hold shows one vehicle

Original Owner:Yes

Out-of-Pocket:\$260.00

Multiple Repairs:Yes

Authorized Chrysler Dealership:No

Service Contract/Warranty:Yes

In-Service Date:01/10/2004

Parts \$228.75

Labor \$31.25

Total \$260.00

Writer is submitting check for approval in the amount of \$520.00.

POSTMARK DATE: 121310; DATE RECEIVED: 121410
Please correct narrative. Narrative should fall under the -Rust
Protection Warranty. Customer has rust protection warranty 5/100 (5years
or 100,000 miles). Customer is still within the warranty guidelines.
approved

Customer Assistance Inquiry Record (CAIR)# **20282012**

VIN	1J4GL48K3	5W [REDACTED]	Open Date	01/03/2011	Built Date	05/06/2005
Model Year	2005	Body	KJJH74	JEEP LIBERTY SPORT 4X4 SPORT UTILITY 4-DR		
In Service Dt	08/01/2005	Mileage	36,650	Dealer Zone	35	WASHINGTON
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US	
Color	PX8	BLACK CLEAR COAT				
Engine	EKG	3.7L V6 ENGINE				
Transmission	DG6	4-SPD. AUTOMATIC 42RLE TRANSMISSION				

Dealer	26731	JEEP DODGE OF HERMITAGE				
Dealer Address	1520 N HERMITAGE RD					
Dealer City	HERMITAGE	Dealer State	PA	Dealer Zip	16148	

Owner	[REDACTED]	Contact Type	TELEPHONE
Address	[REDACTED]	Home Phone	[REDACTED]
	SHARPSVILLE PA [REDACTED]	Country	UNITED STATES

Product - Suspension - Lower Control Arms/Ball Jnts - Worn - Unknown	Lower Control Arms Failure
Corporate - CNA Change - Default - Default - Default	New Owner
Corporate - Reimbursement - Default - Default - Default	

Customer [REDACTED] called and stated she purchased this vehicle in September 2010. Writer updated coin with customers information. Customer stated she is experiencing problems with the lower control arms on her vehicle. Customer stated the repairs were completed at dealership 26731 on December 21, 2010. Customer stated the dealership requires a call back. SM Vincent Garret would like a call back. Customer stated SM stated this is an uncommon issue and he has some concerns. Dealership Number 724-962-5733.

Writer is reassigning to 88F
 ***** CASE MANAGER TEAM - District T*****
 CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED]

Writer spoke with customer Ms. [REDACTED] who states vehicle was purchased as a certified pre-owned vehicle, and should not have had this issue with such low mileage. Customer states repairs have been completed and is seeking reimbursement for cost of repairs. Writer advised customer will contact Service Manager Mr. Garret and discuss diagnoses before goodwill reimbursement would be considered. Vehicle household 1new/1 used.

CONTACT UPDATE WITH DEALERSHIP at 11:04 a.m. EST. Writer spoke with Service Manager Vincent Garret who states lower control arms on the back and were completely disintegrated and not due to abuse, defective parts. Service Manager states both lower control arms replaced at a cost to customer of 423.36.

CONTACT UPDATE WITH CUSTOMER at 11:14 a.m. EST. Writer unable to speak with customer left voice message for contact back with Case Manager please transfer customer

to EXT 66223.

Customer called to speak with case manager. Write was unable to get a hold of case manager. Customer requested to leave a voice mail. Write transferred customer to case manager voice mail.

CONTACT UPDATE WITH CUSTOMER at 4:20 p.m. EST.

Writer unable to speak with customer. Good will reimbursement approved for amount of 423.36.

Left voice message for contact back regarding reimbursement information.

To request reimbursement for a non-recall related expense, send your original documentation (repair order and original proof of payment) to the following address for review:

Chrysler Customer Care

P. O. Box 21-8004

Auburn Hills, MI 48321-8004

For vehicle-related concerns, include the following information (where applicable) so we can respond to your issue promptly:

Name

Address

Vehicle owner name (if different)

Vehicle owner address (if different)

Day and evening phone numbers

Vehicle Identification Number (VIN)

Current vehicle mileage and mileage at time issue began

Name of dealership where vehicle was purchased / serviced

Date of purchase / service

Description of the concern

The requested action

Repair order and original proof of payment *

*Note: Original receipts from the repair facility are needed for reimbursement. If original receipts are not available, contact the service provider and request a duplicate original. Copies are generally not acceptable. Do, however, make a copy for your records.

After your letter is reviewed, we will contact you by phone with a prompt response.

Note: Please allow up to 60 days for processing.

3rd attempt made to contact customer AT 9:19 a.m. EST

Phone numbers dialed

unable to reach customer to provide reimbursement information.

Writer Left message for contact back to close CAIR.

Customer called to gather reimbursement address, writer provided this per lines 40-66.

CONTACT UPDATE WITH CUSTOMER at 4:50 p.m. EST.

Writer unable to speak with customer left voice message for contact back to close CAIR.

CONTACT UPDATE WITH CUSTOMER at 10:23 a.m. EST.

Writer unable to speak with customer. Left voice message for contact back to close CAIR. If customer calls please transfer to EXT 66223.

5th attempt made to contact customer. Left message.

Writer unable to reach customer to advise CAIR will close. Customer did call and get reimbursement information for goodwill reimbursement approved.

CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)#	20299268
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VIN	1J4GL48K5	5W [REDACTED]	Open Date	01/07/2011	Built Date	03/02/2005
Model Year	2005	Body	KJJH74	JEEP LIBERTY SPORT 4X4 SPORT UTILITY 4-DR		
In Service Dt	03/11/2005	Mileage	82,000	Dealer Zone	42	DETROIT
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US	
Color	PJT	DK. KHAKI PEARL COAT				
Engine	EKG	3.7L V6 ENGINE				
Transmission	DG6	4-SPD. AUTOMATIC 42RLE TRANSMISSION				

Dealer	68225	BRUNSWICK AUTO MART INC				
Dealer Address	3031 CENTER RD					
Dealer City	BRUNSWICK	Dealer State	OH	Dealer Zip	44212	

Owner	[REDACTED]	Contact Type	TELEPHONE
Address	[REDACTED]	Home Phone	
	NEW LEXINGTON OH [REDACTED]	Country	UNITED STATES

Corporate - Recall - Default - Default - Default	Customer inquired about any open recalls.
Product - Suspension - Lower Control Arms/Ball Jnts - Broken - Rear-Driver	Lower control arm is cracked or broken.

****Begin structured narrative T2 - Beginning Narrative
 Briefly summarize why the customer is contacting Chrysler:
 Customer called in to see if there were any open recalls. Customer states the rear driver lower control arm is broken.
 Briefly summarize what the customer is expecting:
 If this is something that may be covered.
 ****End structured narrative T2 - Beginning Narrative
 Writer advised customer there were no incomplete or open recalls.

Customer Assistance Inquiry Record (CAIR)# **20401758**

VIN	1J4GL48KX	4W [REDACTED]	Open Date	02/09/2011	Built Date	11/06/2003
Model Year	2004	Body	KJH74	JEEP LIBERTY SPORT 4X4 SPORT UTILITY 4-DR		
In Service Dt	11/28/2003	Mileage	80,000	Dealer Zone	42	DETROIT
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US	
Color	PR4	FLAME RED CLEAR COAT				
Engine	EKG	ENGINE - 3.7L POWER TECH V6				
Transmission	DG6	TRANSMISSION-4-SPD. AUTOMATIC, 42RLE				
Dealer	68959	TRUE NORTH CHRYSLER DODGE JEEP INC				
Dealer Address	6119 LAKE STREET					
Dealer City	KINGSVILLE	Dealer State	OH	Dealer Zip	44048	
Owner	[REDACTED]	Contact Type	TELEPHONE			
Address	[REDACTED]	Home Phone				
	ASHTABULA OH [REDACTED]	Country	UNITED STATES			

Product - Suspension - Unknown - Rusty - Rear | back 2 rear control arms are rusted and need to be replaced

****Begin structured narrative T2 - Beginning Narrative
 Briefly summarize why the customer is contacting Chrysler:
 Customer was having a problem with car and it was pulling to the right. She took to an IRF and he diagnosed that the 2 back control arms are rusted and will break off, and vehicle is only 7 years old. Will cost about \$500 to repair.
 Briefly summarize what the customer is expecting:
 Seeking financial assistance with repair.
 ****End structured narrative T2 - Beginning Narrative
 Customer advised a call back is required and will take place within one business day by COB their time
 Preferred Morning/Midday call back number is [REDACTED]
 Preferred Afternoon/Evening call back number is [REDACTED]
 Who has possession of the vehicle? IRF
 Has the vehicle been diagnosed by a CDJ dealer? No
 If a CDJ dealer has diagnosed, what is the dealer name or code?
 Reassigned to 88F
 ***** CASE MANAGER TEAM - District M *****
 Total vehicles:1, Current:1, New:0, Used:1(2nd owner), Household:0
 Customer had a maximum care SC that expired on 11/28/10
 OOW Basic and powertrain by 4 year 3 months and 44000 miles.
 Decline approved by MM1448
 ***** GOODWILL ASSISTANCE HAS BEEN DECLINED *****
 Informed customer that Chrysler will not participate in the repair.
 The vehicle warranty has expired by time and/or mileage.
 Unless the customer offers new information, decision remains unchanged.

 CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED] Writer spoke to customer and explained that regrettably at this time we would not be able to provide assistance with this repair, with the information we have available the vehicle is really far out of warranty, they are 2nd owner. Writer offered to provide a SC for 2 year oil changes a total of 4 because we appreciate her as a customer, Customer declined it.

CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)# **20420684**

VIN	1J4GL58K9	4W [REDACTED]	Open Date	02/16/2011	Built Date	11/22/2003
Model Year	2004	Body	KJJP74	JEEP LIBERTY LTD EDITION 4X4 SPORT UTILITY 4-DR		
In Service Dt	04/27/2004	Mileage	147,702	Dealer Zone	42	DETROIT
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US	
Color	PW1	STONE WHITE CLEAR COAT				
Engine	EKG	3.7L V6 ENGINE				
Transmission	DG6	4-SPD. AUTOMATIC 42RLE TRANSMISSION				
Dealer	42482	FUREYS WHEEL WORLD INC				
Dealer Address	206 CARROLLTON STREET					
Dealer City	MALVERN			Dealer State	OH	Dealer Zip 44644
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	[REDACTED]
	RAVENNA OH [REDACTED]				Country	UNITED STATES

Product - Suspension - Lower Control Arms/Ball Jnts - Broken - Unknown	Lower control arm replacement
Corporate - Recall - Default - Default - Default	Recall inquiry

Customer has had lower control arms replaced in November. Customer was inquiring if there is now a recall for this issue. Advised customer there is not. Customer seems concerned about the issue because it could cause a serious accident or even kill someone. Customer is not requesting cost assistance but just wanting the issue to be known. Agent advised customer that I have documented the concern.

Customer Assistance Inquiry Record (CAIR)# **20428693**

VIN	1J4GL48K5	4W [REDACTED]	Open Date	02/18/2011	Built Date	11/21/2003
Model Year	2004	Body	KJH74	JEEP LIBERTY SPORT 4X4 SPORT UTILITY 4-DR		
In Service Dt	04/30/2004	Mileage	83,523	Dealer Zone	32	NEW YORK
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US	
Color	PJC	LIGHT KHAKI METALLIC CLEAR COAT				
Engine	EKG	ENGINE - 3.7L POWER TECH V6				
Transmission	DG6	TRANSMISSION-4-SPD. AUTOMATIC, 42RLE				

Dealer	26714	PREMIER JEEP				
Dealer Address	499 ROUTE 6A					
Dealer City	EAST SANDWICH	Dealer State	MA	Dealer Zip	02537	

Owner	[REDACTED]	Contact Type	TELEPHONE
Address	[REDACTED]	Home Phone	
	E SANDWICH MA [REDACTED]	Country	UNITED STATES

Product - Suspension - Rear Sprng / Trailing Arm - Other - Unknown	both rear Link arms falling apart.
Product - Suspension - Lower Control Arms/Ball Jnts - Rusty - Unknown	rear lower control arms
Corporate - E-Reimbursement - Default - Default - Default	reimbursement for lower control arms.

Customer seeking to have both rear link arms replaced by chrysler as they are rusting out and the left rear is worse the the other. Customer states he use to sell jeeps and has two of his own. Customer states the dealer says its not a common problem with jeeps of this age. Agent advised Customer a call back is required and will take place within one business day by COB their time
 Preferred Morning/Midday call back number is [REDACTED]
 Preferred Afternoon/Evening call back number is [REDACTED]
 Who has possession of the vehicle? (Owner/Dealer/IRF) Dealer
 Has the vehicle been diagnosed by a CDJ dealer? (Yes/No) yes
 If a CDJ dealer has diagnosed, what is the dealer name or code? 26714
 Reassigned to 88F
 Customer wanted to know when the CM will be getting in touch with the customer. Agent advised the customer that the CM will be in touch with the customer on Monday. Customer stated that the previous agent advised the customer that someone in the CM department would be in touch with the customer by the end of business day Friday. Agent apologized to the customer for the incorrect information.
 ***** CASE MANAGER TEAM - District 88N *****
 -Customer is original owner andther are 4 other CDJR vehicles in household.
 -Vehicle is out of manufacturers basic 3/36 warranty by 4 years and 44000 miles
 -no CSC
 CONTACT UPDATE - 1st Contact attempt, phone number dialed, 617-596-4937
 Customer states they had the vehicle repaired on friday. Caller is actually [REDACTED]
 Agent advised that dealership will be contacted.
 Customer reiterated several times what a loyal customer he is.
 Agent called dealership and spoke with Peter SM. SM states that the rear

lower control arms rusted from the inside and he has not seen this before but thinks it might be environmental and made a note to look out for this problem in other libertys this age. SM states customer paid \$269.70 parts and \$220 labor and that they discounted the labor. Agent verified mileage

Customer requesting to speak with case manager. Transferred.
Customer called to speak with the case manager, writer transferred caller to the case manager team.

Customer calls requesting to speak Melisa (Lisa)

Customer/Caller transferred to extension 66151

Agent consulted with MC1118 and CAC will offer to reimburse customer \$150 which is in addition to the discount dealership gave on the labor.

Agent called customer and he is not happy with offer. Agent advised that usually with a diagnosis such as this , the amount of time and mileage the vehicle is out of warranty and the fact that the customer did not purchase a Service contract to protect himself, we would not offer assistance. Agent advised it is because of the customer s loyalty that we are offering any assistance. Customer states he spoke with someone earlier in the week and they told him they were thinking of a 50/50 split and told him they were sending him a link to send his paperwork in. Agent advised that she is his Case Manager and did not make that offer and there is no documentation that such an offer was given. Agent advised she will send him the link and he can send in his paperwork and we will send him a check for \$150. Customer states he is not satisfied with the offer. Agent apologised and advised that the offer was good for 30 days.

***** Below Customer Contacted for Documentation Request *****

██████████ on 2011-02-24 @ 17:24

***** Customer Document Received *****

Customer Document Reviewed.

Customer did not send proof of payment. Agent will verify with dealership that repair was paid for. Agent called dealership and spoke with Service coordinator Amber. She states the customer did pay for the repair.

****Begin structured narrative T2 - eReimbursement

What has the customer requested?

reimbursement for repairs

If this is a Recall or Extended Warranty, enter the campaign number.

n/a

If this is for a previously made goodwill decision, what is that CAIR #?

n/a

Enter the Mileage at the time of the repair.

83,523

Enter the Date when the repairs were completed.

2/15/11

What is the total cost of the Parts to be reimbursed?

n/a

What is the total cost of the Labor to be reimbursed?

n/a

What is the total Tax to be reimbursed?

n/a

What is the total amount being reimbursed?

\$150.00

****End structured narrative T2 - eReimbursement

Customer Assistance Inquiry Record (CAIR)# **20432587**

VIN	1J4GL48K3 4W [REDACTED]	Open Date	02/18/2011	Built Date	06/17/2004
Model Year	2004	Body	KJJH74	JEEP LIBERTY SPORT 4X4 SPORT UTILITY 4-DR	
In Service Dt	07/31/2004	Mileage	97,000	Dealer Zone	51 CHICAGO
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US
Color	PX8	BLACK CLEAR COAT			
Engine	EKG	ENGINE - 3.7L POWER TECH V6			
Transmission	DG6	TRANSMISSION-4-SPD. AUTOMATIC, 42RLE			

Dealer	23567	MANCARI'S CHRYSLER JEEP OF	CRESTWOOD, INC.
Dealer Address	14106 SOUTH CICERO AVENUE		
Dealer City	CRESTWOOD	Dealer State	IL Dealer Zip 60445

Owner	[REDACTED]	Contact Type	TELEPHONE
Address	[REDACTED]	Home Phone	[REDACTED]
	NEW LENOX IL [REDACTED]	Country	UNITED STATES

Corporate - Reimbursement - Default - Default - Default	Towing
Product - Suspension - Lower Control Arms/Ball Jnts - Broken - Rear-Driver	bad
Product - Suspension - Lower Control Arms/Ball Jnts - Broken - Rear-Pass	cracked and fell off
Corporate - E-Reimbursement - Default - Default - Default	
Recall - F23: - Advise Owner/Incomplete Recall	

****Begin structured narrative T2 - Beginning Narrative
 Briefly summarize why the customer is contacting Chrysler:
 Customer states that his wife was driving the vehicle and the right lower control arm cracked and fell off the vehicle. Customer states that he took the vehicle to an IRF Body Master who alleges that the left lower control arm was bad and needed to be replaced. Customer states that he feels that this is a manufacturing defect on the vehicle.
 Briefly summarize what the customer is expecting:
 Customer is seeking to be reimbursed from Chrysler for the repair cost for the lower controls arms failing.
 ****End structured narrative T2 - Beginning Narrative
 Customer advised a call back is required and will take place within one business day by COB their time
 Preferred Morning/Midday call back number is [REDACTED]
 Preferred Afternoon/Evening call back number is [REDACTED]
 Who has possession of the vehicle? IRF
 Has the vehicle been diagnosed by a CDJ dealer? No
 Reassigned to 88F
 * * * * * CASE MANAGER TEAM - District ?O? * * * * *
 MOO: 61,000
 ISD : 07/31/2004
 Vehicle purchased: New
 Vehicle history: 3 New 2 Used
 Currently owns: 2
 CSC s on file: 1
 CONTACT UPDATE - 1st Contact attempt, phone number dialed, 708-846-5992. Left a message
 Customer requested to speak with CM. Agent transferred the customer to Cm.

Customer calls to speak with their Case Manager.
Customer calls requesting to speak with CJ285
Customer/Caller transferred to extension # 66134
***** Below Customer Contacted for Documentation Request *****

██████████ on 2011-03-04 @ 14:08

Writer spoke with the customer. Customer stated that the vehicle has been repaired at IRF Body Master. Customer stated that he paid \$85.00 to have the vehicle towed and then paid \$230.00 in parts for both right and left lower control arms. Writer stated that Chrysler is looking to assist based on customer loyalty to brand, however, we can not reimburse for any labor charges for the IRF because we can not guarantee the work. Writer will authorize the reimbursement of the \$85.00 towing fee and \$200.00 toward the cost of parts only. Customer accepted the offer and provided the above email address for the e-reimbursement process. Writer stated that the link will only be good for 7 days. Writer will contact the customer when the documents have been received. Customer understood.

***** Customer Document Received *****

Customer Document Reviewed.

****Begin structured narrative T2 - eReimbursement

What has the customer requested?

Reimbursement

If this is a Recall or Extended Warranty, enter the campaign number.

N/A

If this is for a previously made goodwill decision, what is that CAIR #?

20432587

Enter the Mileage at the time of the repair.

97000

Enter the Date when the repairs were completed.

2-11-11

What is the total cost of the Parts to be reimbursed?

\$200.00

What is the total cost of the Labor to be reimbursed?

\$0.00

What is the total Tax to be reimbursed?

\$0.00

What is the total amount being reimbursed?

\$200.00 toward the cost of parts

\$85.00 for the towing charge

\$285.00 total

****End structured narrative T2 - eReimbursement

Proof of payment was attached to the invoice from the IRF Body Masters.

Writer spoke with MF728 and was authorized to reimburse the customer

\$285.00 toward the cost of the repairs.

Customer Assistance Inquiry Record (CAIR)# **20490028**

VIN	1J4GL48K9 4W [REDACTED]	Open Date	03/03/2011	Built Date	10/03/2003
Model Year	2004	Body	KJH74	JEEP LIBERTY SPORT 4X4 SPORT UTILITY 4-DR	
In Service Dt	02/28/2004	Mileage	109,000	Dealer Zone	51 CHICAGO
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US
Color	PGW	TIMBERLINE GREEN PEARL COAT			
Engine	EKG	ENGINE - 3.7L POWER TECH V6			
Transmission	DG6	TRANSMISSION-4-SPD. AUTOMATIC, 42RLE			
Dealer	63814	EWALD'S MAYFAIR CHRY-JEEP INC			
Dealer Address	2201 N MAYFAIR RD				
Dealer City	WAUWATOSA	Dealer State	WI	Dealer Zip	53226
Owner	[REDACTED]	Contact Type	LETTER		
Address	[REDACTED]	Home Phone	[REDACTED]		
	NEW BERLIN WI [REDACTED]	Country	UNITED STATES		

Product - Suspension - Lower Control Arms/Ball Jnts - Broken - Rear-Driver

Customer called because the control arm broke. Customer feels that this should not have failed. Customer is seeking assistance with some of the bill.

Customer advised a call back is required and will take place within one business day by COB their time
 Preferred Morning/Midday call back number is [REDACTED] (home)
 Preferred Afternoon/Evening call back number is [REDACTED] (cell)
 Who has possession of the vehicle? owner
 Has the vehicle been diagnosed by a CDJ dealer? yes
 If a CDJ dealer has diagnosed, what is the dealer name or code? 63814
 Reassigned to 88F

***** CASE MANAGER TEAM - District P *****

2 current, 2 previous all purchased new.
 Writer contacted dealer 63814 and left a message for Paul in service asking for a return call.
 Writer spoke to SA Dave at dealer 63814 who stated that it does not look like a defect because if it was then this would have happened a lot earlier in the vehicles life. Dave also states that customer is not very loyal to dealership. Last time he was in was at 62,000 miles.
 Writer contacted customer at [REDACTED] and spoke to Mr [REDACTED] who stated that both rear control arms need to be replaced. Writer apologized about situation and informed that due to age and mileage of vehicle.
 Writer offered customer a year of oil changes but customer declined and stated that he would take this to his local news.
 CLOSED LOOP UPDATE - no need for additional follow-up.

 VSO would like to see old parts. Called owner, he will drop part off at dealer and have them call for shipping instructions. Offered to reimburse owner as goodwill for repairs. Owner will send me the bill.
 Dealer called, will ship part.
 POSTMARK DATE: 042811; DATE RECEIVED: 050211
 Received part and bill. Hand delivered part to VSO. Requested check to reimburse owner for repair cost of 621.83.
 POSTMARK DATE: 050611; DATE RECEIVED: 050911

Customer Assistance Inquiry Record (CAIR)# **20516643**

VIN	1J4GL38K9 5W [REDACTED]	Open Date	03/09/2011	Built Date	03/01/2005
Model Year	2005	Body	KJJM74	JEEP LIBERTY RENEGADE 4X4 SPORT UTILITY 4-DR	
In Service Dt	03/24/2005	Mileage	68,000	Dealer Zone	42 DETROIT
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US
Color	PGV	DEEP BERYL GREEN PEARL COAT			
Engine	EKG	3.7L V6 ENGINE			
Transmission	DG6	4-SPD. AUTOMATIC 42RLE TRANSMISSION			

Dealer	67057	BRIGHTON CHY-PLY-DGE INC			
Dealer Address	9827 EAST GRAND RIVER				
Dealer City	BRIGHTON	Dealer State	MI	Dealer Zip	48116

Owner	[REDACTED]	Contact Type	TELEPHONE
Address	[REDACTED]	Home Phone	
	HOWELL MI [REDACTED]	Country	UNITED STATES

Product - Suspension - Unknown - Other - Rear-Driver	axle broke at rear of the driver side
Product - Transmission / Transaxle - Unknown - Broken or Cracked - Default	driver side rear axle broke
Corporate - E-Reimbursement - Default - Default - Default	
Corporate - Excessive Contacts - Default - Default - Default	
Corporate - Rental Vehicle - Default - Default - Default	

*****88F*****

Caller name: [REDACTED]
 Caller s Number: [REDACTED]
 Where is the vehicle? The vehicle is with the caller at moment.
 Has the vehicle been at a dealership for diagnostics? No the vehicle has not been looked at. Caller will have to get the vehicle towed to the nearest dealership.
 What is wrong with the Vehicle? The rear driver side axle just broke. Caller thought that would cover under the powertrain warranty and agent told the caller no it was not but could start a case for her.
 What does the caller seek by calling Chrysler? Caller is seeking help with the repairs and if there is a way to get a rental for the time the vehicle will be in to get fixed.
 Caller would like a CM to contact them on this matter. Agent informed the caller it would be 1 business day before a CM contacts them on this matter.

*****88F*****

The vehicle is still under the Powertrain warranty.
 NO SC
 Original Owner
 There is 1 used additional vehicle under the ownership and household.
 CONTACT UPDATE - 1st Contact attempt, phone number dialed, 248-505-4931. Customer was contacted and there was voicemail only. Left a message asking to contact the agent and provided the agent s direct extension.
 Customer calls to speak with their Case Manager.
 Customer would like to us to pay for the steering arm that rusted and broke on the rear drivers side.
 Customer states that she would like to be reimbursed for repairs that she

is having done now.

Customer states that she is available until 1230 PM our time.

Caller requesting to speak with Case Manager.

Customer called to speak with the case manager, customer states she has left multiple messages for the case manager and has only gotten one call back. Customer is irate. Writer transferred caller to the case manager team.

Customer requested supervisor for her case stating this needs to be a recall. Before writer was able to get supervisor request customer disconnected call.

CONTACT UPDATE - 1st Contact attempt, phone number dialed, 248-505-4931. Customer was contacted and there was voicemail only. Left a message asking to contact the agent and provided the agent s direct extension.

Customer called to speak with case manager. Transferred to case manager s line for further assistance.

***** Below Customer Contacted for Documentation Request *****

di121@charter.net on 2011-03-17 @ 13:40

Customer called in saying that the control arm was replaced by the IRF. She said that she paid \$281.00 for the repair. Customer was informed that writer will reimburse for the part only. Customer was sent the link for to be to be considered for reimbursement.

***** Customer Document Received *****

Customer Document Reviewed.

Customer sent a letter requesting reimburse for the rear lower control that was performed at the IRF. Writer received the original repair order and proof of payment from customer. Per case# 20516643 , customer will be reimbursed the part only for the repair per lines 49-50. The following repair information listed below:

Part: \$136.58

Tax: \$ 8.20

Total: \$ 144.78

Writer verified the mailing address with the Vehicle Owner information and it matched.

****Begin structured narrative T2 - eReimbursement

What has the customer requested?

rear lower control

If this is a Recall or Extended Warranty, enter the campaign number.

No

If this is for a previously made goodwill decision, what is that CAIR #?

no

Enter the Mileage at the time of the repair.

82164

Enter the Date when the repairs were completed.

03/14/2011

What is the total cost of the Parts to be reimbursed?

\$136.58

What is the total cost of the Labor to be reimbursed?

What is the total Tax to be reimbursed?

8.20

What is the total amount being reimbursed?

144.78

****End structured narrative T2 - eReimbursement

Customer Assistance Inquiry Record (CAIR)# 20536229

VIN	1J4GL38K9	5W [REDACTED]	Open Date	03/15/2011	Built Date	03/01/2005
Model Year	2005	Body	KJYM74	JEEP LIBERTY RENEGADE 4X4 SPORT UTILITY 4-DR		
In Service Dt	03/24/2005	Mileage	82,000	Dealer Zone		
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US	
Color	PGV	DEEP BERYL GREEN PEARL COAT				
Engine	EKG	3.7L V6 ENGINE				
Transmission	DG6	4-SPD. AUTOMATIC 42RLE TRANSMISSION				

Owner	[REDACTED]	Contact Type	E-MAIL
Address	[REDACTED]	Home Phone	[REDACTED]
	HOWELL MI [REDACTED]	Country	UNITED STATES

Product - Suspension - Unknown - Other - Rear-Driver	axle broke at rear of the driver side
Product - Transmission / Transaxle - Unknown - Broken or Cracked - Default	driver side rear axle broke
Corporate - Excessive Contacts - Default - Default - Default	
Corporate - Rental Vehicle - Default - Default - Default	

***** EMAIL BRIEF DESCRIPTION CONTENT *****
 Need to have a recall on a controlling arm on rear
 ***** END EMAIL BRIEF DESCRIPTION CONTENT *****
 I have a case # 20516643 Ext.66100 Monica has only left me 1 message. The trailing/control Arm on the rear of my jeep rusted thru and broke in half.
 Which caused me to have no control, I could have been killed along with other people, if I had been on the freeway. If I do not hear from some one in the next few days, I will contact the T.V. stations. Thank you Diane Kuschel
 *****END OF CUSTOMER EMAIL*****
 Dear Diane:
 Thank you for contacting the Jeep Customer Assistance Center regarding your open Case File.
 Our records show that you have contacted us by telephone and we are in the process of addressing your concern. We have updated your file to reflect the latest information you provided in the email message. It will be made available to your Case Manager.
 Thanks again for your email, Diane.
 Sincerely,
 *****END OF CAC EMAIL RESPONSE*****
 LINKING CAIR 20516643

Customer Assistance Inquiry Record (CAIR)# **20538241**

VIN	1J4GL48K04W	Open Date	03/14/2011	Built Date	10/03/2003
Model Year	2004	Body	KJJH74 JEEP LIBERTY SPORT 4X4 SPORT UTILITY 4-DR		
In Service Dt	11/28/2003	Mileage	117,000	Dealer Zone	32 NEW YORK
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US
Color	PBJ	ATLANTIC BLUE PEARL COAT			
Engine	EKG	ENGINE - 3.7L POWER TECH V6			
Transmission	DG6	TRANSMISSION-4-SPD. AUTOMATIC, 42RLE			

Dealer	23043	BOLLES MOTORS INC			
Dealer Address	84 WEST ROAD				
Dealer City	ELLINGTON	Dealer State	CT	Dealer Zip	06029

Owner		Contact Type	TELEPHONE
Address		Home Phone	
	STAFFORD SPRINGS CT	Country	UNITED STATES

Product - Body / Trim / Paint Finish - Body Hardware - Rusted - Unknown | Customer Inquiring about safety concern

Customer advised a call back is required and will take place within one business day by COB their time
 Preferred Morning/Midday call back number is [REDACTED]
 Preferred Afternoon/Evening call back number is [REDACTED] 1
 Brief Summary: Customer is calling regarding rust issue, on tow arm
 Expectations: Chrysler cover expenses regarding issue
 Customer email address for case updates:
 Who has possession of the vehicle? (Owner/Dealer/IRF)
 Has the vehicle been diagnosed by a CDJ dealer? (Yes/No)
 If a CDJ dealer has diagnosed, what is the dealer name or code?
 Reassigned to 88F
 ***** CASE MANAGER TEAM - District 88T *****
 2nd owner, purchased 2 used, exp SC
 CONTACT UPDATE - 1st Contact attempt, phone number dialed, 860-684-3771. Customer stated that a specific part of the trailing arm rotted out. The trailing arm is part of the rear suspension. Customer also stated that for the record she wanted Chrysler to be aware that on hills and on ramps, the vehicle will loose RPM s and then all of the sudden it will accelerate. Customer stated that she took her vehicle into the dealer 3 different times and they told her it was the overdrive kicking in. Customer states that the issue is getting worse. Writer informed customer that due to the terms of the warranty being expired by so much that there was nothing that could be done as far as assistance for the repair. Customer just mostly wanted it notated that she didn t appreciate the way she was treated at dealer 23043.
 CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)# **20719141**

VIN	1J4GL58K2 5W [REDACTED]	Open Date	04/19/2011	Built Date	05/05/2005
Model Year	2005	Body	KJJP74	JEEP LIBERTY LTD EDITION 4X4 SPORT UTILITY 4-DR	
In Service Dt	08/30/2005	Mileage	82,471	Dealer Zone	32 NEW YORK
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US
Color	PBJ	ATLANTIC BLUE PEARL COAT			
Engine	EKG	3.7L V6 ENGINE			
Transmission	DG6	4-SPD. AUTOMATIC 42RLE TRANSMISSION			
Dealer	44796	CENTRAL DODGE OF RAYNHAM			
Dealer Address	191 NEW STATE HIGHWAY				
Dealer City	RAYNHAM	Dealer State	MA	Dealer Zip	02767
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone	[REDACTED]		
	CARVER MA [REDACTED]	Country	UNITED STATES		

Corporate - Reimbursement - Default - Default - Default	Reimbursement for repair to right traction bar
Referral - Tier Two - Internal Escalation - Authorization - Default	Requesting assistance Customer with out vehicle till fixed
Product - Suspension - Torsion / Sway Bars - Broken - Rear	Right traction bar rusted through

Briefly summarize why the customer is contacting Chrysler: Requesting assistance

Briefly summarize what the customer is expecting: Customer stated that the right rear traction bar rusted through and caused the customer to lose control for the rear of the vehicle making her fish tail on the free way. Customer is stranded and requesting assistance if needed she will; go to a dealer 44796 but is at a IRF at this point Customer is requesting assistance in repairing the vehicle. Customer stated that she has been taking good care of the vehicle and does not know how the vehicle being so young would rust through like this.

Customer advised a call back is required and will take place within one business day by COB their time

Preferred Morning/Midday call back number is [REDACTED]

Preferred Afternoon/Evening call back number is [REDACTED]

Customer email address for case updates:

Who has possession of the vehicle? (Owner/Dealer/IRF) IRF

Has the vehicle been diagnosed by a CDJ dealer? (Yes/No) yes

If a CDJ dealer has diagnosed, what is the dealer name or code? 44796

Reassigned to 88F

***** CASE MANAGER TEAM - District 88T *****

2nd owner, 2 vehicles; 1 used, 1 new, owns 1, exp SC by miles

CONTACT UPDATE - 1st Contact attempt, phone number dialed, 508-292-2027. Customer was not available. Left a detailed message.

Dialed 508-866-2776. Customer was not available. Left a detailed message.

CUSTOMER CONTACTED WRITER and stated that her mechanic could not believe that the traction bar just broke. Writer told customer that due to the age and mileage of the vehicle, customer would need to get the vehicle to the dealer at her own discretion and expense. Customer stated that the

vehicle is not driveable. Writer told customer that if she could email the picture of the part to the service department and they could determine that it is a manufacturer defect by that, assistance to get the vehicle towed might be considered. Customer stated that she will contact the dealer and provide them with the picture and writer agreed to follow up with customer 4/21.

Bruce from dealer left a voicemail to return his call.

WRITER CONTACTED DEALER and asked to speak with Bruce who was not available. Writer left message.

Dealer asking for case manager. Transferred.

Dealership called in to speak with the case manager. Writer transferred to 800-763-8422

SM Bruce requesting to speak with Case Manager.

Bruce SA who stated that the picture showed a rotted and broken but until the car is on their hoists and they can diagnose if thoroughly, SA stated that they can't come to any conclusions.

WRITER CONTACTED CUSTOMER at [REDACTED] Writer told customer that the SA had looked at the pictures customer had sent and stated what he saw.

Writer concurred with the SA in that unless they saw the vehicle, assistance could not be considered. Customer told writer that it would cost as much to tow as the parts cost. Writer told customer that after the repairs are done that reimbursement for the part only could be considered if it could be proven that the part installed was a mopar part. Customer stated that the IRF was ordering the part through Central CJD. Writer obtain customer's email address: ekendrick@comcast.net

Writer will follow up with customer on 4/28.

WRITER CONTACTED CUSTOMER at [REDACTED] Customer was not available. Left a detailed message.

Customer calls to speak with their Case Manager. Customer stated they received a call from their case manager. Agent transferred the customer to their case manager.

Customer called to speak to their case manager. Agent directed them to case management 1800 763 8422 ext 66251

WRITER CONTACTED CUSTOMER at [REDACTED] Customer stated that the IRF purchased the part from the dealer. Writer verified that no dollar amount on the assistance had been provided and that the link would be sent to the customer.

***** Below Customer Contacted for Documentation Request *****

[REDACTED] on 2011-05-04 @ 10:00

***** Customer Document Received *****

***** Below Customer Contacted for Documentation Request *****

[REDACTED] on 2011-05-05 @ 10:23

WRITER CONTACTED CUSTOMER at [REDACTED] Customer was not available.

Left a message telling customer that per the message left on writer's voicemail, customer would get the link sent again to provide additional documentation.

Status update provided via email to the following email address:

[REDACTED]

Dear Mrs. [REDACTED]

I am sorry to hear that there has been difficulty in attaching your documents to the link. Here is the mail in information you requested.

Chrysler Customer Assistance Center

PO Box 21-8004

Auburn Hills, MI 48321

Please include your case #20719141 and all contact information even though we did verify it. The reimbursement process takes about 6-8 weeks. Unfortunately, emailing the documents is not an option.

Thank you for being a part of the Jeep family.

Sherri Floyd

Case Manager

End of Status Update

WRITER CONTACTED CUSTOMER at [REDACTED] Customer was not available.

Writer left a message telling customer that the amount of reimbursement needed to be established prior to her sending the documentation to Auburn Hills. Writer will follow up on Monday 5/9.

WRITER CONTACTED CUSTOMER at [REDACTED] Customer was not available.

Left a detailed message.

3rd attempt made to contact customer at [REDACTED] Left message.

customer that after discussing the shape of the part that broke with the SM Bruce, writer agreed with customer that we would reimburse for the part only and customer stated that was \$300 and agreed to those terms.

Tier 2 Agent

Previous Agent Promise

Customer submitted documents for request for reimbursement for their repair to the broken rear traction bar on their 2005 Jeep Liberty, on lines 100 & 101 in CAIR #20719141, reimbursement in the amount of \$300.00.

The customer s whole repair cost \$386.75. Writer notes that the customer has the warranty code 8/80 with a service contract number of #33704989-PPW880N.

The customer also previously owned 1 new that they disposed of and currently owns 1 used.

Due to the fact that the customer has a service contract, and the repair was not due to customer neglect or abuse, writer is reimbursing the whole amount.

Date of parts purchase: April 21/2011

Parts: \$244.00 (2 @ \$122.00)

Tax: \$15.25

Total: \$259.25

Date of repair: April 21/11

Labor: \$120.00

Tax: \$7.50

Total \$127.50

Total Reimbursement: \$386.75

Customer s proof of payment is: the customer s invoice shows no payment information.

Writer contacted the Central CJD dealership (parts department) at [REDACTED] at 12:40pm and spoke with the Parts Advisor, Bill. Bill was able to confirm and verify that the customer purchased the part and paid in full by cash.

Bill had never heard of Chrysler reimbursing the customer s so writer explained a little bit to him about our process and thanked him for his verification.

Writer contacted the IRF who performed the labor, Richard s Auto at [REDACTED] at 12:46pm and was notified that the number was no longer in service.

Writer contacted the customer at 508-292-2027 at 12:51pm and got their VM

Writer left a detailed message indicating that writer was pursuing reimbursing the customer for the labor involved in the repair, however writer is unable to contact Richard s Auto due to the fact that their number is no longer in service. Writer indicated that if the customer can provide an alternate number so writer can verify payment ?or provide proof of payment? then writer can reimburse. Writer left the recall number with the CAIR# for reference for when the customer calls back. Writer is suspending the reimbursement until writer hears from the customer.

The IRF moved the garage and the new number is 774-454-9862.

Writer contacted the IRF, Richard s Auto at the number the customer has provided which is 774-454-9862 at 10:10am and spoke with the Owner, Richard. Richard was able to confirm and verify that the customer had the repair completed and paid in full.

Writer forgot to document, when speaking with Richard, the total amount

There were some shop fees that were not documented on the repair invoice and that is why there is a different amount on line 130.
The whole reimbursement amount is \$420.00

Writer contacted the customer at [REDACTED] at 10:15am and spoke with Mrs [REDACTED]. Writer was able to give her the reimbursement amount and she thanked writer for all of her effort and work involved in this reimbursement.

Writer also verified with the customer that the address we have on file is correct.

Writer is submitting a check in the amount of \$420.00 for approval.

-----TIER 2 AGENT-----

Approved amount of \$420.00

Customer Assistance Inquiry Record (CAIR)# **20735501**

VIN	1J4GL48K6	4W [REDACTED]	Open Date	04/25/2011	Built Date	09/19/2003
Model Year	2004	Body	KJJH74	JEEP LIBERTY SPORT 4X4 SPORT UTILITY 4-DR		
In Service Dt	12/23/2003	Mileage	59,000	Dealer Zone	35	WASHINGTON
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US	
Color	PBJ	ATLANTIC BLUE PEARL COAT				
Engine	EKG	ENGINE - 3.7L POWER TECH V6				
Transmission	DG6	TRANSMISSION-4-SPD. AUTOMATIC, 42RLE				

Dealer	44530	DIEHL CHRYSLER JEEP DODGE				
Dealer Address	258 PITTSBURGH RD					
Dealer City	BUTLER	Dealer State	PA	Dealer Zip	16002	

Owner	[REDACTED]	Contact Type	TELEPHONE
Address	[REDACTED]	Home Phone	[REDACTED]
	BUTLER PA [REDACTED]	Country	UNITED STATES

Product - Suspension - Lower Control Arms/Ball Jnts - Rusty - Rear-Driver	Rear control arm rusted through.
Corporate - E-Reimbursement - Default - Default - Default	

Customer called in stating that the rear lower control arm rusted out on their vehicle. Customer states that the dealership sent the parts to Chrysler stating that the part should not have rusted that fast. Customer wanting to know if they can get reimbursed for the repairs. Customer advised a call back is required and will take place within one business day by COB their time
 Preferred Morning/Midday call back number is [REDACTED]
 Preferred Afternoon/Evening call back number is [REDACTED]
 Customer email address for case updates: n/a
 Who has possession of the vehicle? (Owner)
 Has the vehicle been diagnosed by a CDJ dealer? (Yes)
 If a CDJ dealer has diagnosed, what is the dealer name or code? 44530
 Reassigned to 88F
 ***** CASE MANAGER TEAM - District ? Q ? *****
 1 new vehicle
 No SC
 CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED] Customer states he did give the dealership pictures and they indicated to him they would send the information to Chrysler. Writer advised customer that is sent to another division of Chrysler. Customer states his email address is [REDACTED]
 ***** Below Customer Contacted for Documentation Request *****
 [REDACTED] on 2011-04-26 @ 12:44
 ***** Customer Document Received *****
 *****Begin structured narrative T2 - eReimbursement
 What has the customer requested?
 To be reimbursed for repairs.
 If this is a Recall or Extended Warranty, enter the campaign number.
 No
 If this is for a previously made goodwill decision, what is that CAIR #?
 No
 Enter the Mileage at the time of the repair.
 55,667

Enter the Date when the repairs were completed.

10-16-2010

What is the total cost of the Parts to be reimbursed?

\$124.95

What is the total cost of the Labor to be reimbursed?

N/A

What is the total Tax to be reimbursed?

N/A

What is the total amount being reimbursed?

\$124.95

****End structured narrative T2 - eReimbursement

Customer Document Reviewed.
