

PE12-009

CHRYSLER

5/22/2012

Enclosure 2

SUBJECT VEHICLES

Customer Complaints and

Backup data

CAIRS Report

Customer Assistance Inquiry Record (CAIR)#						18976292
VIN	1J4BA6H15	AL	Open Date	09/30/2009	Built Date	08/26/2009
Model Year	2010	Body	JKJS74	JEEP WRANGLER UNLIMITED RUBICON 4X4 SPORT UTILITY		
In Service Dt	09/17/2009	Mileage	1,000	Dealer Zone	74	DENVER
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)	Market	U	US	
Color	PBS	DEEP WATER BLUE PEARL COAT				
Engine	EGT	3.8L V6 SMPI ENGINE				
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS				
Dealer	24230	THE FARICY BOYS				
Dealer Address	4950 NEW CAR DR					
Dealer City	COLORADO SPRINGS	Dealer State	CO	Dealer Zip	80923	
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	[REDACTED]
	AVONDALE CO [REDACTED]				Country	UNITED STATES

Product - Electrical - Unknown - Other - Default	Customer vehicle towed into to dealership alleging fire.
Product - Unknown - Unknown - Fire - Engine Compartment	fire
Corporate - Property Damage - Default - Default - Default	
Product - Unknown - Unknown - Fire - Unknown	

Dealership reports that vehicle was towed in last night and customer states there was an engine fire. Vehicle is parked at the dealership and Dealer and Parts and Service Director have been advised they will be contacted by a Special Investigations Agent and they should await his findings before proceeding with and / or attempting any diagnosis / repair.
 Contact at Dealership is Mike Davis, 719-867-5616

VEHICLE IS LOCATED AT:
 THE FARICY BOYS CJ
 4950 NEW CAR DR COLORADO SPRINGS CO 80923 719-636-1333

Per OGC Matrix, reassigned to 82T. JSS15.
 10/1/09 ASSIGN TO RLG92.
 CAIR NUMBER 18976292 REQUEST EAA INSPECTION 10-01-2009 11:08
 CAIR NUMBER 18976292 E-MAIL SENT TO EAA 10-01-2009 11:08
 CCRG Open Date: 09/30/2009 13:22:44
 Letter Sent: Acknowledgement 10/02/2009 10:15:40
 PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 10/13/09 AT 15:47:05 18976292
 Insurance Company contacts CAC regarding this CAIR. Contact information:
 Travelers Insurance
 Pam Carter
 1 800 925-7693 extension (7290).
 Why is the Insurance Company calling? To find out if the service being done at the dealership with the issue is going to be covered under warranty.
 Customer from the insurance department called to find if the repair is going to be covered under the warranty or not. Writer advised will send to the right department who will determine the issue.

Per OGC Matrix, reassigned to 82T. JSS15.
_10/15/09 UPDATED CCRG FILE. RLG92/LSE6.

Customer Assistance Inquiry Record (CAIR)# 19289978

VIN	1J4BA6D16	AL [REDACTED]	Open Date	02/03/2010	Built Date	10/19/2009
Model Year	2010	Body	JKJS72	JEEP WRANGLER RUBICON 4X4 SPORT UTILITY 2-DOOR		
In Service Dt	11/09/2009	Mileage	1	Dealer Zone	05	MILITARY
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)	Market	U	US	
Color	PBS	DEEP WATER BLUE PEARL COAT				
Engine	EGT	3.8L V6 SMPI ENGINE				
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS				
Dealer	19991	OMSC - RTE DE LA GLANE107				
Dealer Address	1752 VILLARS-SUR-GLANE					
Dealer City	SWITZERLAND	Dealer State	EX	Dealer Zip	48231	
Owner	[REDACTED]	Contact Type	LETTER			
Address	[REDACTED]	Home Phone	[REDACTED]			
	AUSTIN TX [REDACTED]	Country	UNITED STATES			

Dealer - By-Pass - Default - Default - Default	.
Product - Unknown - Unknown - Fire - Engine Compartment	.
Product - Unknown - Unknown - Insurance / Subrogation - Default	.
Corporate - Property Damage - Default - Default - Default	.
Product - Unknown - Unknown - Fire - Unknown	.

POSTMARK DATE: 012710; DATE RECEIVED: 020310

02.03.10
 USAA
 Claims-Auto theft rep: Shannon R Smith 800.531.8722
 Claim# [REDACTED]
 DOL 12.30.09
 Sending a request for subro information and location of vehicle
 LETTER MAILED. MG17
 POSTMARK DATE: 021510; DATE RECEIVED: 021510
 POSTMARK DATE: 021510; DATE RECEIVED: 021510

02.16.10
 Called [REDACTED]
 for a vehicle location -
 VEHICLE LOCATED AT:
 Insurance Auto Auctions, Inc.
 211 Production Dr
 Yorktown, VA 23693
 (757) 595-8493
 Call Gary for joint inspection 804.425.5104 _
 Per OGC Matrix, reassigned to 82T. MG17
 2/16/10 ASSIGN TO RLG92.
 CAIR NUMBER 19289978 REQUEST EAA INSPECTION 02-16-2010 16:16
 CAIR NUMBER 19289978 E-MAIL SENT TO EAA 02-16-2010 16:16
 CCRG Open Date: 02/16/2010 14:26:02

Letter Sent: Acknowledgement 02/17/2010 09:39:42
PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 03/04/10 AT 04:18:42 19289978
Letter Sent: Denial 03/05/2010

Customer Assistance Inquiry Record (CAIR)# 19419224

VIN	1J4BA3H15	AL [REDACTED]	Open Date	03/24/2010	Built Date	08/28/2009
Model Year	2010	Body	JKJM74	JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY		
In Service Dt	08/31/2009	Mileage	5,400	Dealer Zone	71	LOS ANGELES
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)	Market	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT				
Engine	EGT	3.8L V6 SMPI ENGINE				
Transmission	DBA					

Dealer 49944 MAROONE D/NATIONAL

Dealer Address 8600 PINES BLVD

Dealer City PEMBROKE PINES **Dealer State** FL **Dealer Zip** 33024

Owner [REDACTED] **Contact Type** LETTER

Address [REDACTED] **Home Phone**

LOMBARDOUIS IL [REDACTED] **Country** UNITED STATES

Corporate - Property Damage - Default - Default - Default	
Dealer - By-Pass - Default - Default - Default	
Product - Unknown - Unknown - Fire - Engine Compartment	
Product - Unknown - Unknown - Fire - Unknown	
Product - Unknown - Unknown - Insurance / Subrogation - Default	

Insurance Company contacts CAC regarding this CAIR. Contact information:
ELCO

[REDACTED]
[REDACTED]
Why is the Insurance Company calling? Claim [REDACTED] [REDACTED]/Elco insurance called about engine fire in customers vehicle needs to be assigned to special investigations.
left vm requesting location. jss15.
Received call from [REDACTED] of Liability Claims return call from jss15.
Writer transferred call to Jay at 248-944-7149

VEHICLE IS LOCATED AT:
Sapulpa Auto Pool
3847 Taussig Ave
Bridgeton, MO 63044
(314) 227-2077 or 800-228-3542
Contact [REDACTED] to set up inspection arrangements as ELCO rep must be present, and other insurance company may attend also.

Per OGC Matrix, reassigned to 82T.
3/26/10 ASSIGN TO RLG92.
CAIR NUMBER 19419224 REQUEST EAA INSPECTION 03-26-2010 15:08
CAIR NUMBER 19419224 E-MAIL SENT TO EAA 03-26-2010 15:08
CCRG Open Date: 03/26/2010 11:21:05
Inspection Delayed: 03/29/2010
Letter Sent: Acknowledgement 03/29/2010 08:37:02

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 04/06/10 AT 16:34:22 19419224

Letter Sent: Denial 04/08/2010

POSTMARK DATE: 061010; DATE RECEIVED: 061710

Received letter from ELCO advising they intend to release vehicle.

Per OGC Matrix, reassigned to 82T.

6/17/10 UPDATED CCRG FILE. RLG92/LSE6

POSTMARK DATE: 060910; DATE RECEIVED: 061810

CAIR UN-Gd

Customer Assistance Inquiry Record (CAIR)# 19484556

VIN	1J4BA3H16 AL [REDACTED]	Open Date	04/20/2010	Built Date	08/31/2009
Model Year	2010	Body	JKJM74	JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY	
In Service Dt	04/13/2010	Mileage	1,400	Dealer Zone	66 ORLANDO
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)	Market	U	US
Color	PW1	STONE WHITE CLEAR COAT			
Engine	EGT	3.8L V6 SMPI ENGINE			
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS			
Dealer	63401	CASS BURCH CHRYSLER DODGE JEEP			
Dealer Address	801 EAST SCREVEN STREET				
Dealer City	QUITMAN	Dealer State	GA	Dealer Zip	31643
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone			
	VALDOSTA GA [REDACTED]	Country	UNITED STATES		

Product - Electrical - Engine Wiring - Burned Out - Default	Fire in engine under hood.
Dealer - By-Pass - Default - Default - Default	
Product - Unknown - Unknown - Fire - Unknown	

1. Who is calling and what is their contact information? [REDACTED], Dealer #63401
 Preferred: 229-740-2277

2. What happened? Fire broke out under hood. Car was towed to dealer #63401

3. What is the current location of the vehicle? 801 EAST SCREVEN STREET, QUITMAN GA 31643
 vm not set-up *****
 VEHICLE IS LOCATED AT:
 CASS BURCH CHRYSLER DODGE JEEP CJDT
 801 EAST SCREVEN STREET QUITMAN GA 31643 229-263-2277

Per OGC Matrix, reassigned to 82T.
 email to lz40.
 4/20/10 Assigned to RLG92. MJK
 CAIR NUMBER 19484556 REQUEST EAA INSPECTION 04-20-2010 16:52
 CAIR NUMBER 19484556 E-MAIL SENT TO EAA 04-20-2010 16:52
 CCRG Open Date: 04/20/2010 11:19:41
 Letter Sent: Acknowledgement 04/21/2010 13:21:29
 PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 04/27/10 AT 10:44:38 19484556
 Letter Sent: Denial 04/29/2010

Customer Assistance Inquiry Record (CAIR)# 19676141

VIN	1J4BA3H11	AL [REDACTED]	Open Date	06/29/2010	Built Date	09/25/2009
Model Year	2010	Body	JKJM74	JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY		
In Service Dt	09/28/2009	Mileage	102	Dealer Zone	71	LOS ANGELES
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)	Market	U	US	
Color	PX8	BLACK CLEAR COAT				
Engine	EGT	3.8L V6 SMPI ENGINE				
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS				
Dealer	49944	MAROONE D/NATIONAL				
Dealer Address	8600 PINES BLVD					
Dealer City	PEMBROKE PINES	Dealer State	FL	Dealer Zip	33024	
Owner	[REDACTED]			Contact Type	TELEPHONE	
Address	[REDACTED]			Home Phone		
	ST LOUIS MO [REDACTED]			Country	UNITED STATES	

Corporate - Property Damage - Default - Default - Default	
Product - Unknown - Unknown - Fire - Unknown	

Renter claims vehicle was parked on lawn for only a few seconds before fire began
 Vehicle Location
 Brian Harris Super Center
 11955 Airline Hwy
 Baton Rouge LA 70817
 **** Contact LIONEL BERNARD at 225-753-2000 Prior to Inspection !
 Contact at ERAC Corporate to complete document exchange is Deborah Levalds at phone / address listed on Primary Screen

 Per OGC Matrix, reassigned to 82T.
 6.29.10 One Open Recall:
 J31 TRANSMISSION FLUID TEMPERATURE WARNING WARRANTY 06/11/2010 INCOMPLETE
 6.29.10 Assigned to RLG92. MJK
 CAIR NUMBER 19676141 REQUEST EAA INSPECTION 06-29-2010 14:25
 CAIR NUMBER 19676141 E-MAIL SENT TO EAA 06-29-2010 14:25
 CCRG Open Date: 06/29/2010 13:52:03
 Letter Sent: Acknowledgement 06/30/2010 11:33:41
 PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 07/09/10 AT 04:19:02 19676141

Customer Assistance Inquiry Record (CAIR)# **20138173**

VIN	1J4AA2D12	AL [REDACTED]	Open Date	11/12/2010	Built Date	01/21/2010
Model Year	2010	Body	JKJL72	JEEP WRANGLER X 4X4 SPORT UTILITY 2-DOOR		
In Service Dt	01/30/2010	Mileage	11,000	Dealer Zone	32	NEW YORK
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)	Market	U	US	
Color	PAV	DK. CHARCOAL PEARL COAT				
Engine	EGT	3.8L V6 SMPI ENGINE				
Transmission	DBA					
Dealer	37002	FITZPATRICKS INC				
Dealer Address	430 E MAIN STREET					
Dealer City	ANSONIA	Dealer State	CT	Dealer Zip	06401	
Owner	[REDACTED]				Contact Type	LETTER
Address	[REDACTED]				Home Phone	[REDACTED]
	OXFORD CT [REDACTED]				Country	UNITED STATES

Corporate - Property Damage - Default - Default - Default	
Dealer - By-Pass - Default - Default - Default	
Product - Unknown - Unknown - Fire - Engine Compartment	
Product - Unknown - Unknown - Fire - Unknown	
Recall - J31: TRANSMISSION FLUID TEMPERATURE WARNING - Advise Owner/Incomplete Recall	

1. Who is calling and what is their contact information? [REDACTED]
 [REDACTED], the owner
 Preferred:

Alternate: None

2. What happened?
 Customer alleges he felt a burning smell while driving and saw a black smoke coming from underneath the engine compartment. Customer states then the flame started coming out, he got off the car and the car started burning.

3. What is the current location of the vehicle?

Quality Auto body
 516 oxford road
 Oxford, ct 06478
 Phone: 203-888-0297

Advised customer the file requires reassignment to another department for further review and special handling and they will be contacted within 2 business days.
 Reviewed with KM674

 11.16.10
 >> case is being forwarded to Chrysler Legal (CCRG) (2-5 days contact)
 VEHICLE LOCATED AT:
 Quality Auto Body & Restoration
 516 Oxford Road
 Oxford, CT 06478-1233
 203-888-0297
 Per OGC Matrix, reassigned to 82T. MG17

J31 37002 OPEN TRANSMISSION FLUID TEMPERATURE WARNING

CNA Match Date: 2010-11 2010-06

11.16.10 One Open Recall:J31 TRANSMISSION FLUID TEMPERATURE WARNING WARRA

_NTY 06/11/2010 INCOMPLETE USA

11.16.10 Assigned to RLG92. MJK

CAIR NUMBER 20138173 REQUEST EAA INSPECTION 11-16-2010 15:33

CAIR NUMBER 20138173 E-MAIL SENT TO EAA 11-16-2010 15:33

CCRG Open Date: 11/16/2010 10:46:35

Letter Sent: Acknowledgement 11/17/2010 11:22:08

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 11/29/10 AT 04:22:16 20138173

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 11/29/10 AT 04:22:17 20138173

Claim department called wanted the customer

Home address and phone number. Writer told the

Claim department can t not give personal information

On our customer for security.

01.05.11

E-Surance

Scott 631-404-4357

Claim# NY [REDACTED]

gave address to send in subro claim

01.06.11

Katlin from Esurance called to see if we made a decision on liability

Call Amy Gibbs 800-343-7262 X3532

Claim# NY [REDACTED]

her VMM says call Donna 800-343-7262 X3492

She is looking for liability responsibility decision.

Per OGC Matrix, reassigned to 82T. MG17

1/7/11 UPDATED CCRG FILE. RLG92/LSE6

POSTMARK DATE: 010711; DATE RECEIVED: 011411

01.14.11

E-Surance

Janeen Moreno 800.343.7262 X3532

Claim# NY [REDACTED]

DOL 11.12.10

Notice Of Subrogation Claim

Per OGC Matrix, reassigned to 82T. MG17

1/14/11 UPDATED CCRG FILE. RLG92/LSE

Customer Assistance Inquiry Record (CAIR)# **20184560**

VIN	1J4BA3H12	AL [REDACTED]	Open Date	11/29/2010	Built Date	09/16/2009
Model Year	2010	Body	JKJM74	JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY		
In Service Dt	12/10/2009	Mileage	16,802	Dealer Zone	63	DALLAS
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)	Market	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT				
Engine	EGT	3.8L V6 SMPI ENGINE				
Transmission	DBA					
Dealer	62932	HEAFNER MOTORS INC				
Dealer Address	935 HIGHWAY 6 WEST					
Dealer City	BATESVILLE	Dealer State	MS	Dealer Zip	38606	
Owner	[REDACTED]			Contact Type	TELEPHONE	
Address	[REDACTED]			Home Phone	[REDACTED]	
	BATESVILLE MS [REDACTED]			Country	UNITED STATES	

Corporate - Property Damage - Default - Default - Default	
Dealer - By-Pass - Default - Default - Default	
Product - Exhaust - Exhaust Pipe / Tail Pipe - Defective - Default	
Product - Unknown - Unknown - Fire - Unknown	

Customer indicates he was hunting this past weekend, and while the vehicle was in idol, the jeep started to smoke. He looked under the vehicle and claims the exhaust caught on fire. He used a water hose to eliminate the flames and washed everything out underneath it. Customer indicates grass and whatnot often gets caught in the exhaust. Customer concerned this is a safety hazard and does not want his vehicle seriously catching on fire while driving. He would like to prevent this from happening in the future. Customer took vehicle to a Chrysler dealership; the SM looked under the vehicle but was unable to diagnose the problem. Customer inquired the option of installing a shield to eliminate debris from entering the exhaust but the SM indicated this is not possible. The dealership allowed the customer to leave without resolving the problem. Customer is now seeking assistance directly from Chrysler. Writer contacted the dealership and spoke with the SM C.W. C.W claims there is nothing he can do for the customer. He states there is no temporary fix and that the case needs to be escalated to the hands of the design team as this is a design issue. C.W indicates he will report this issue to his district rep. but indicates that the problem is not recurring on the make and model and that this needs to be handled as a case by case scenario. Writer spoke with supervisor who suggested the escalation to 88S for a special investigation review.

Dealership information:
 Heafner Motors 662 563 7631
 CW Balden, SM
 Customer can be best reached at [REDACTED], anytime.

1. Who is calling and what is their contact information? [REDACTED]
 Preferred: [REDACTED]

- 2. What happened? Please see lines 1-25.
- 3. What is the current location of the vehicle? Unknown.

12.01.10

I called SM - he said he knows of 2 Wranglers that have caught fire due to grass accumulating in crossover pipe bracket - which may be due to design He has also discussed with Service Rep John Springer / he feels more of these vehicles are subject to fire part or feature caused a fire (open flame)

VEHICLE LOCATED AT: RESIDENCE

[REDACTED]

BATESVILLE MS [REDACTED]

Per OGC Matrix, reassigned to 82T. MG17

12/1/10 INCOMPLETE RECALL: J31 TRANSMISSION FLUID TEMPERATURE WARNING

12/1/10 ASSIGN TO RLG92.

CAIR NUMBER 20184560 REQUEST EAA INSPECTION 12-01-2010 10:55

CAIR NUMBER 20184560 E-MAIL SENT TO EAA 12-01-2010 10:55

CCRG Open Date: 12/01/2010 09:59:19

Letter Sent: Acknowledgement 12/02/2010 09:04:53

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 12/07/10 AT 04:17:21 20184560

Letter Sent: Denial 12/08/2010

Customer Assistance Inquiry Record (CAIR)# **20192732**

VIN	1J4HA5H10 AL [REDACTED]	Open Date	12/01/2010	Built Date	04/28/2010
Model Year	2010	Body	JKJP74	JEEP WRANGLER UNLIMITED SAHARA 4X4 SPORT UTILITY	
In Service Dt	05/28/2010	Mileage	100	Dealer Zone	63 DALLAS
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)	Market	U	US
Color	PW1	STONE WHITE CLEAR COAT			
Engine	EGT	3.8L V6 SMPI ENGINE			
Transmission	DBA				

Dealer	67879	WOLFCHASE CHRYSLER DODGE JEEP			
Dealer Address	8170 U S HIGHWAY 64				
Dealer City	BARTLETT	Dealer State	TN	Dealer Zip	38133

Owner	[REDACTED]	Contact Type	CERTIFIED LETTER
Address	[REDACTED]	Home Phone	[REDACTED]
	MEMPHIS TN [REDACTED]	Country	UNITED STATES

Corporate - Property Damage - Default - Default - Default	
Product - Unknown - Unknown - Accident - Default	
Product - Unknown - Unknown - Fire - Unknown	

Vehicle caught fire over weekend of 11/26-11/28.
 VIN# AL [REDACTED] 2010 JEEP WRANGLER

MEMPHIS TN
 LIPSCOMB AND PITTS CLAIMS DIRECTOR
 JOHNNY JACKSON
 901-321-1000 XT 1040
 LOCATION OF VEHICLE
 B AND C TOWING
 PHONE NUMBER 901-357-3330

David Montgomery received phone call from insurance agent notifying him about the fire 11/29 and notified DM 11/30.
 SM inspected vehicle and parts were ordered for K-15 recall 9/13.
 Customer never returned for recall work.
 Transferred Johnny Jackson Claims Director at Lipscomb Pitts Ins. to Case Management Team Johnny s phone 901-321-1000
 Johnny Jackson the Claims Director from Lipscomb Pitts Ins. Company contacting us in regards to this case wanting to speak with JTS4. Writer advised the caller that there is no information in the case that we have for him. Writer advised the caller that it is in the process of review for the Special Investigations department to review since the vehicle allegedly caught fire. Writer advised the caller that he will be contacted as soon as possible. Caller understood.

Mrs. Eva Vereb (Claims Adjuster for insurance company) called to provide information on where the vehicle will be located. Mrs. Vereb stated that investigators should contact Copart before going to view the vehicle. The vehicle is located at the following address:

Copart
5545 Swinnea Rd
Memphis TN 38118
901-398-8989
Reference#: 24206780

North Eastern Technical Service (Forensics)
800-221-4058
Reference#: 11-0287

Writer transferred Mrs. Vereb to the CM department (800-763-8422).
Eva with MEt Life insurance, Calling to give the location of the car.
Co- Parts 5545 Swinnea rd Memphis rd 38118 901-398-8989
Reff # 24206780
assigned an investigator but wants to set up a meeting with our
investigator
can call 1-800-221-4058 File # 11-0287
Customer requesting to speak with their Case Manager. Call-back note
completed and delivered to floor support for distribution to Case
Manager.

Per OGC Matrix, reassigned to 82T.
12.8.10 One Open Recall:
K15 MASTER CYLINDER BRAKE TUBE(S) SAFETY 08/13/2010 INCOMPLETE
12.8.10 Assigned to RLG92. MJK
CAIR NUMBER 20192732 REQUEST EAA INSPECTION 12-08-2010 13:42
CAIR NUMBER 20192732 E-MAIL SENT TO EAA 12-08-2010 13:42
CCRG Open Date: 12/08/2010 11:10:49
Letter Sent: Acknowledgement 12/09/2010 11:28:13
POSTMARK DATE: 120610; DATE RECEIVED: 121310

12.14.10
MetLife
Eva Vereb 800-854-6011 X6545
Claim# [REDACTED] QG
DOL 11.27.10

VEHICLE LOCATED AT:

Coparts

5545 Swinnea Rd
Memphis, TN 38118
901-398-8989
Lot 24206780
Call to set joint inspection
> Northeastern Tech Serv
800-221-4058
File# 11-0287

Per OGC Matrix, reassigned to 82T. MG17

12/14/10 updated ccrg file. rlg92/lse6

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 12/22/10 AT 09:16:33 20192732

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 01/06/11 AT 13:10:51 20192732

Letter Sent: Denial 01/06/2011

Customer Assistance Inquiry Record (CAIR)# **20222151**

VIN	1J4BA3H10	AL [REDACTED]	Open Date	12/10/2010	Built Date	07/20/2010
Model Year	2010	Body	JKJM74	JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY		
In Service Dt	10/26/2010	Mileage	3,000	Dealer Zone	66	ORLANDO
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)	Market	U	US	
Color	PBS	DEEP WATER BLUE PEARL COAT				
Engine	EGT	3.8L V6 SMPI ENGINE				
Transmission	DBB					
Dealer	60338	AIRPORT CHRYSLER DODGE JEEP				
Dealer Address	5751 EAGLE VAIL DR					
Dealer City	ORLANDO	Dealer State	FL	Dealer Zip	32822	
Owner	[REDACTED]			Contact Type	TELEPHONE	
Address	[REDACTED]			Home Phone	[REDACTED]	
	ORLANDO FL [REDACTED]			Country	UNITED STATES	

Corporate - Property Damage - Default - Default - Default	
Product - Unknown - Unknown - Fire - Engine Compartment	
Product - Unknown - Unknown - Fire - Unknown	

1. Who is calling and what is their contact information? [REDACTED], the owner's wife.
 Preferred: Cell phone [REDACTED]
 Alternate: home [REDACTED]

2. What happened?
 Customer states her son was on his way home when he smelt smoke from the inside; then pulled over, got out of the car, tried to open the hood but it was too hot. Customer states her son then noticed flames underneath the engine compartment and the car burned up. Customer states they called the fire department but it was too late to save the vehicle. Customer states they called the dealer who in turn told them to call Chrysler.

3. What is the current location of the vehicle?
 Customer's home address.
 [REDACTED]
 ORLANDO, FL - [REDACTED]

Advised customer the file requires reassignment to another department for further review and special handling and they will be contacted within 2 business days.
 Reviewed with BD649

 Per OGC Matrix, reassigned to 82T.
 12/13/10 ASSIGN TO RLG92.
 CAIR NUMBER 20222151 REQUEST EAA INSPECTION 12-13-2010 10:01
 CAIR NUMBER 20222151 E-MAIL SENT TO EAA 12-13-2010 10:04
 PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 12/14/10 AT 18:33:54 20222151
 CCRG Open Date: 12/13/2010 09:10:24
 Letter Sent: Acknowledgement 12/14/2010 08:53:48
 Caller requested to speak to the case manager. Agent transferred caller

to the case manager's office.

Customer wanted to speak to CM regarding case. Writer informed customer that their CM was in a different department and provided the number for JSS15. Customer understood.

The AnswerCONNECT article that was referenced to provide the answer to the

customer was # ?18819?

Customer stated that she is frustrated with this situation. Customer stated that she would like to know what is going on. Customer stated that she would like a supervisor call back. Writer set up a supervisor call back.

Writer advised the customer that the only person that knows what is going on is agent JSS15 and that the customer would have to talk with that agent.

Owner requests callback

Per OGC Matrix, reassigned to 82T.

12.16.10 Updated Law Manager and Case Manager. MJK

*****Supervisor Callback*****

1st Contact attempt, phone number dialed,

██████████ at 1:15 PM MT.

Writer spoke to customer who stated that her rental vehicle needs to be returned soon and they will not have another vehicle. Customer is requesting a call back from case manager. Writer apologized and informed that she will need to wait for a return call.

Customer called back stating that she is getting JSS15 voicemail stating agent is on vacation until January. Customer states it is impossible for her to wait until then and she needs to have someone work with her.

Writer informed customer only an agent from the appropriate department can assist. Advised customer to contact MG17. Gave phone number.

12.17.10

Customer Call Back Seeking update on 82T

Phone# ██████████

Per OGC Matrix, reassigned to 82T. MG17

12/17/10 UPDATED CCRG FILE. LSE6

Letter Sent: Denial 12/17/2010

Customer stated she isn't able to get in touch with anyone from the legal department that it goes straight to voice mail. Customer would like to speak to someone from legal, customer was informed Chrysler CAC wouldn't be able to answer question about legal information.

CAIR UN-Gd

Customer Assistance Inquiry Record (CAIR)# 20226454

VIN	1J4BA5H12 AL [REDACTED]	Open Date	12/13/2010	Built Date	03/19/2010
Model Year	2010	Body	JKJP74	JEEP WRANGLER UNLIMITED SAHARA 4X4 SPORT UTILITY	
In Service Dt	06/12/2010	Mileage	3,200	Dealer Zone	63 DALLAS
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)	Market	U	US
Color	PEM	RED ROCK CRYSTAL PEARL COAT			
Engine	EGT	3.8L V6 SMPI ENGINE			
Transmission	DBA				
Dealer	26010	RON CARTER CHRYSLER-JEEP			
Dealer Address	3005 FM 528				
Dealer City	ALVIN	Dealer State	TX	Dealer Zip	77511
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone	[REDACTED]		
	PEARLAND TX [REDACTED]	Country	UNITED STATES		

Corporate - Property Damage - Default - Default - Default	
Product - Unknown - Unknown - Fire - Engine Compartment	
Product - Unknown - Unknown - Fire - Unknown	

Customer was driving home from work, about 40 mins. into driving about 30 miles an hour, customer smelt smoke, flames started coming our from under the engine.. roughly where the transmission is. Customer pulled into the nearest parking lot, customer had a fire extinguisher on him... tried to put the fire out., flames were too large. Customer contacted 911. Fire department arrived, vehicle was currently burned out at that point. Customer had a full tank of gas so it took about 45 minutes to get the fire/flames under control and out. What was left of the vehicle, was towed to a wrecking lot. Customer has not had to pay for the towing expense yet.

Customer can be reached at [REDACTED]. Customer is within Central Time Zone and would like to b e contacted within business hours.

Customer s concern is that he would like to have the deductible taken care of.

Writer will reassign CAIR to the proper inbasket of 82S.

Above phone number is disconnected.

Correct number is [REDACTED]

VEHICLE IS LOCATED AT:
 American Wrecker of Pearland
 3502 Lockheed
 Pearland, TX 77581
 (281) 485-6663

Per OGC Matrix, reassigned to 82T.
 12.15.10 Assigned to RLg92. MJK
 The remains are now at Copart Houston.1655 Rankin Rd. Houston, TX 77073.
 281-214-7800.

The customer called to advise the vehicle will be moved within the next 2 days to the location on lines 27,28.

CAIR NUMBER 20226454 REQUEST EAA INSPECTION 12-15-2010 14:23

CAIR NUMBER 20226454 E-MAIL SENT TO EAA 12-15-2010 14:24

CCRG Open Date: 12/15/2010 10:54:54

Letter Sent: Acknowledgement 12/16/2010 11:28:13

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 12/23/10 AT 13:15:34 20226454

Customer Assistance Inquiry Record (CAIR)# **20234384**

VIN	1J4BA3H17	AL [REDACTED]	Open Date	12/15/2010	Built Date	05/19/2010
Model Year	2010	Body	JKJM74	JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY		
In Service Dt	09/18/2010	Mileage	530	Dealer Zone	66	ORLANDO
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)	Market	U	US	
Color	PW1	STONE WHITE CLEAR COAT				
Engine	EGT	3.8L V6 SMPI ENGINE				
Transmission	DBB					

Owner	[REDACTED]	Contact Type	LETTER
Address	[REDACTED]	Home Phone	[REDACTED]
	ADGER AL [REDACTED]	Country	UNITED STATES

Product - Unknown - Unknown - Accident - Default	car burst into flames
Corporate - Property Damage - Default - Default - Default	
Product - Unknown - Unknown - Fire - Unknown	

1. Who is calling and what is their contact information?
Preferred
Alternate:
2. What happened? car burrst into flames
3. What is the current location of the vehicle?

batton rouge, la

 called and provided fax # to.
 POSTMARK DATE: 122110; DATE RECEIVED: 122210
 Customer called in requesting to speak with CM. Writer transferred customer per request.

VEHICLE IS LOCATED AT:
 IAA
 1600 Highway 150
 Bessemer, AL 35022
 (205) 426-2300

Per OGC Matrix, reassigned to 82T. JSS15.
 1.4.11 Assigned to RLG92. MJK
 CAIR NUMBER 20234384 REQUEST EAA INSPECTION 01-04-2011 12:03
 CAIR NUMBER 20234384 E-MAIL SENT TO EAA 01-04-2011 12:04
 CCRG Open Date: 01/04/2011 11:23:15
 Letter Sent: Acknowledgement 01/05/2011 10:22:07
 PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 01/13/11 AT 11:08:11 20234384
 with customer s insurance company calls advising everything had been finalized the other day, and she would like to speak with that agent.
 Writer advised the number for Jay is the only number available, however, she has that number. Writer advised whomever contacted her would be at the same department, if they were calling with the legal department.

Customer Assistance Inquiry Record (CAIR)# **20307780**

VIN	1J4BA3H15 AL [REDACTED]	Open Date	01/11/2011	Built Date	03/22/2010
Model Year	2010	Body	JKJM74	JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY	
In Service Dt	05/27/2010	Mileage	14,000	Dealer Zone	66 ORLANDO
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)	Market	U	US
Color	PBS	DEEP WATER BLUE PEARL COAT			
Engine	EGT	3.8L V6 SMPI ENGINE			
Transmission	DBA				

Dealer 23841 LOCKLEAR CHRYSLER JEEP DODGE, LLC

Dealer Address 550 SKYLAND BLVD E

Dealer City TUSCALOOSA **Dealer State** AL **Dealer Zip** 35405

Owner [REDACTED] **Contact Type** TELEPHONE

Address [REDACTED] **Home Phone** [REDACTED]

JEFFERSON CITY TN [REDACTED] **Country** UNITED STATES

Product - Electrical - Body Wiring - Other - Default	Engine Compartment Electrical
Corporate - Property Damage - Default - Default - Default	
Product - Unknown - Unknown - Fire - Unknown	

Service Manager reported that the subject vehicle was towed to the dealership with extensive fire damage in the engine compartment area of the battery. All plastic components are damaged. The owner was traveling to home to Tennessee and did not accompany the tow truck. The vehicle has aftermarket Lights and Winch, and there are visible signs of added wiring.

 Last 8 of VIN: AL [REDACTED]
 Mileage: Approximately 14,000 (Unable to read)
 Date and time of incident: 1/10/2011
 Customer Alleges: SM was told that the owner contacted his insurance company.
 Description of the incident: No details available.
 Customer s insurance company: Allstate Insurance Company
 Where the vehicle is currently located:
 Locklear CJD 23841
 550 Skyland Blvd. E
 Tuscaloosa, AL 35406
 Dealer Contact: Perry Stevens (205) 759-4421
 Police or Fire report: Unknown

DM requests special investigation inspection.

Per OGC Matrix, reassigned to 82T.
 1.11.11 Assigned to RLG92. MJK
 CAIR NUMBER 20307780 REQUEST EAA INSPECTION 01-11-2011 14:57
 CAIR NUMBER 20307780 E-MAIL SENT TO EAA 01-11-2011 14:57
 CCRG Open Date: 01/11/2011 12:54:36

Letter Sent: Acknowledgement 01/12/2011 11:57:54

The wrong VIN was originally associated with this car-1J4BA3H19AL [REDACTED]

The correct VIN is - 1J4BA3H15AL [REDACTED]

Verified Coin is correct for each VIN.

Per OGC Matrix, reassigned to 82T.

1/19/11 UPDATED CCRG FILE. LSE6

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 01/21/11 AT 04:21:02 20307780

Letter Sent: Denial 01/24/2011

Customer Assistance Inquiry Record (CAIR)# **20312967**

VIN	1J4BZ3H12 AL	Open Date	01/12/2011	Built Date	06/07/2010
Model Year	2010	Body	JKUM74	JEEP WRANGLER UNLIMITED X SPORT UTILITY 4-DOOR	
In Service Dt	09/02/2010	Mileage	1	Dealer Zone	66 ORLANDO
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)	Market	U	US
Color	PJR	RESCUE GREEN MET. CLEAR COAT			
Engine	EGT	3.8L V6 SMPI ENGINE			
Transmission	DBA				

Dealer 43127 ANDERSON CHRYSLER JEEP DODGE

Dealer Address 280 HYATT CREEK RD

Dealer City WAYNESVILLE **Dealer State** NC **Dealer Zip** 28786

Owner [REDACTED] **Contact Type** CERTIFIED LETTER

Address [REDACTED] **Home Phone** [REDACTED]

FRANKLIN NC [REDACTED] **Country** UNITED STATES

Corporate - Property Damage - Default - Default - Default	
Product - Unknown - Unknown - Fire - Engine Compartment	
Product - Unknown - Unknown - Fire - Unknown	

POSTMARK DATE: 010411; DATE RECEIVED: 011211
 Penn National Insurance fire claim# [REDACTED] DOL 10-12-2010
 This is a right hand drive vehicle used for rural postal delivery.
 Vehicle was being used to deliver mail at time of incident.
 Check engine light came on during route, owner continued driving with light on for 30 minutes. Then heard a 'pop' noise and saw light grey smoke coming out of sides of vehicle, then flames from (unspecified) wheel well.
 Insurance company C&O blames fire on electrical short in the area of the battery.

 VEHICLE IS LOCATED AT:
 Biltmore Asset Recovery
 20 Stone Rd.
 Asheville, NC 28803
 (828) 254-0077
 Contact Robin Kendig @ 800-388-4764 x2174 to set up inspection.

Per OGC Matrix, reassigned to 82T.
 1/12/11 ASSIGN TO RLG92.
 CAIR NUMBER 20312967 REQUEST EAA INSPECTION 01-12-2011 15:17
 CAIR NUMBER 20312967 E-MAIL SENT TO EAA 01-12-2011 15:17
 CCRG Open Date: 01/12/2011 15:01:26
 Letter Sent: Acknowledgement 01/13/2011 09:29:31
 PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 01/21/11 AT 04:21:03 20312967
 PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 01/21/11 AT 04:21:03 20312967

Customer Assistance Inquiry Record (CAIR)# **20411867**

VIN	1J4BA3H13	AL [REDACTED]	Open Date	02/14/2011	Built Date	07/06/2010
Model Year	2010	Body	JKJM74	JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY		
In Service Dt	08/26/2010	Mileage	7,786	Dealer Zone	35	WASHINGTON
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)	Market	U	US	
Color	PVG	MANGO TANGO PEARL COAT				
Engine	EGT	3.8L V6 SMPI ENGINE				
Transmission	DBA					

Dealer	42958	SCRANTON DODGE CHRYSLER JEEP				
Dealer Address	1146 WYOMING AVE					
Dealer City	SCRANTON	Dealer State	PA	Dealer Zip	18509	

Owner	[REDACTED]	Contact Type	LETTER
Address	[REDACTED]	Home Phone	[REDACTED]
	SCRANTON PA [REDACTED]	Country	UNITED STATES

Product - Engine - Unknown - Other - Default	Front end burned up
Product - Unknown - Unknown - Fire - Engine Compartment	Front end burned up
Corporate - Property Damage - Default - Default - Default	
Product - Unknown - Unknown - Fire - Unknown	

Briefly summarize why the customer is contacting Chrysler:
 Customer is calling because his vehicle burn up
 Briefly summarize what the customer is expecting:
 Customer seeking information about 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]
 Who has possession of the vehicle? (Owner/Dealer/IRF) Customer
 Has the vehicle been diagnosed by a CDJ dealer? (Yes/No)- N/A
 If a CDJ dealer has diagnosed, what is the dealer name or code? Customer
 has until insurance
 Reassigned to 88F
 Notes
 Customer is calling because his wife had just took the vehicle out on
 Saturday and went to the car wash, and upon returning home the within 2
 minutes the vehicle front end was on fire. The customer stated that the
 whole front end of the vehicle is torched. The customer has the vehicle
 in his driveway and is waiting for his insurance company to come look at
 the vehicle and any answer that Chrysler will have for him. The customer
 is seeking information for Chrysler in why this could have happen and if
 this is a known problem.
 1. Who is calling and what is their contact information?
 Preferred: [REDACTED]
 2. What happened? Please see notes above.
 3. What is the current location of the vehicle? Customers home,
 SCRANTON , PA-

Per OGC Matrix, reassigned to 82T.
2.14.11 Assigned to RLG92. MJK
CAIR NUMBER 20411867 REQUEST EAA INSPECTION 02-14-2011 11:32
CAIR NUMBER 20411867 E-MAIL SENT TO EAA 02-14-2011 11:32
CCRG Open Date: 02/14/2011 10:46:17
Letter Sent: Acknowledgement 02/15/2011 13:09:19
Insurance company requested mailing address, writer provided with
address.

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

Customer states that she was expecting a call from someone regarding her
case and writer transferred her to CM for further information.

customer called in to talk to the cm on this case and writer found it
closed and the customer had stated and there are no notes in the case as
to why or what they are doing on it but customer would like a call back
and know what is happening or why it is closed

POSTMARK DATE: 021711; DATE RECEIVED: 022211

02.22.11 Notice Of Subrogation Claim

Ohio Casualty
Candace Nave 636-326-8823
Claim RCS [REDACTED]
DOL 02.12.11

Fire to vehicle & Residence

Call for Joint inspection which will be done 03.02.11 10AM

>> Bill Cyfik @ Unified Investigative Services 413-345-0436

Coparts

210 Alpine St
Duryea PA 18642
570.451.1871
Stk# 12250641

Per OGC Matrix, reassigned to 82T. MG17

2/23/11 UPDATED CCRG FILE. RLG92/LSE6

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 03/02/11 AT 15:02:17 20411867

Letter Sent: Denial 03/07/2011

POSTMARK DATE: 032111; DATE RECEIVED: 032411

Liberty Mutual subrogation claim # [REDACTED] DOL 2-12-2011

Per OGC Matrix, reassigned to 82T.

3/24/11 UPDATED CCRG FILE. RLG92/LSE6

POSTMARK DATE: 032411; DATE RECEIVED: 032811

03.29.11 Notice Of Subrogation Claim

Liberty Mutual

Andre McBride 800-332-3226 X628695

Claim# [REDACTED]

DOL 02.12.11

Per OGC Matrix, reassigned to 82T. MG17

3/29/11 UPDATED CCRG FILE. RLG92/LSE6

Customer Assistance Inquiry Record (CAIR)# 20758850

VIN	1J4AA2D1X	AL [REDACTED]	Open Date	05/03/2011	Built Date	04/09/2010
Model Year	2010	Body	JKJL72	JEEP WRANGLER X 4X4 SPORT UTILITY 2-DOOR		
In Service Dt	06/30/2010	Mileage	2,500	Dealer Zone	42	DETROIT
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)	Market	U	US	
Color	PGN	NATURAL GREEN PEARL COAT				
Engine	EGT	3.8L V6 SMPI ENGINE				
Transmission	DBA					

Dealer	60334	CHAMPION CHRYSLER JEEP, INC				
Dealer Address	495 N CEDAR RD					
Dealer City	MASON	Dealer State	MI	Dealer Zip	48854	
Owner	[REDACTED]			Contact Type	TELEPHONE	
Address	[REDACTED]			Home Phone	[REDACTED]	
	MANTENO IL [REDACTED]			Country	UNITED STATES	

Product - Unknown - Unknown - Fire - Unknown	Vehicle caught fire. Completely demolished.
Corporate - Property Damage - Default - Default - Default	

1. Who is calling and what is their contact information? [REDACTED]

Schubert
 Preferred: [REDACTED]
 Alternate: [REDACTED]

2. What happened? Customer stated that while driving down the road his Jeep caught fire.

The Jeep is completely burnt up and the only thing remaining is a back tire. Customer has been in contact with his insurance company.

3. What is the current location of the vehicle? The vehicle is currently at Beaupre Towing ; however the customer did not have the address available.

Beaupre Towing: 815-932-5841
 Mel Foster Insurance: 1-800-383-5446
 Reassign to 88S

 VEHICLE IS LOCATED AT:
 Beaupre s Towing & Repair
 275 S Indiana AveKankakee
 Kankakee, IL 60901
 (815) 932-5841

Per OGC Matrix, reassigned to 82T.
 5/3/11 ASSIGN TO RLG92.
 CAIR NUMBER 20758850 REQUEST DEKRA INSPECTION 05-03-2011 13:33
 CAIR NUMBER 20758850 E-MAIL SENT TO DEKRA 05-03-2011 13:33
 CCRG Open Date: 05/03/2011 10:20:34
 Letter Sent: Acknowledgement 05/04/2011 08:53:17
 PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 05/12/11 AT 16:08:16 20758850

Customer Assistance Inquiry Record (CAIR)# **20868109**

VIN	1J4AA2D18	AL [REDACTED]	Open Date	05/22/2011	Built Date	03/03/2010
Model Year	2010	Body	JKJL72	JEEP WRANGLER X 4X4 SPORT UTILITY 2-DOOR		
In Service Dt	03/09/2010	Mileage	10,646	Dealer Zone	71	LOS ANGELES
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)	Market	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT				
Engine	EGT	3.8L V6 SMPI ENGINE				
Transmission	DBA					
Dealer	49944	MAROONE D/NATIONAL				
Dealer Address	8600 PINES BLVD					
Dealer City	PEMBROKE PINES			Dealer State	FL	Dealer Zip 33024
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	
	ST. LOUIS MO [REDACTED]				Country	UNITED STATES

Corporate - Property Damage - Default - Default - Default	
Dealer - By-Pass - Default - Default - Default	
Product - Unknown - Unknown - Fire - Engine Compartment	
Product - Unknown - Unknown - Fire - Unknown	

FIRE
 Vehicle Location
 ALAMO RENTALS
 Molokai Airport (Alamo Rent a Car)
 Hoolehua
 Hawaii 96729
 Contact Yolanda Vahinui _Phone 808-567-6381
 Contact at Enterprise Corporate to complete document exchange is Deborah Levalds at phone / address on primary screen
 Per OGC Matrix, reassigned to 82T. MG17
 5/23/11 ASSIGN TO RLG92.
 CAIR NUMBER 20868109 REQUEST DEKRA INSPECTION 05-23-2011 10:36
 CAIR NUMBER 20868109 E-MAIL SENT TO DEKRA 05-23-2011 10:36
 CCRG Open Date: 05/23/2011 08:50:13
 Letter Sent: Acknowledgement 05/24/2011 08:26:31
 PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 05/31/11 AT 18:43:53 20868109

Customer Assistance Inquiry Record (CAIR)# **20878844**

VIN	1J4BA5H12	AL [REDACTED]	Open Date	05/24/2011	Built Date	08/19/2009
Model Year	2010	Body	JKJP74	JEEP WRANGLER UNLIMITED SAHARA 4X4 SPORT UTILITY		
In Service Dt	06/12/2010	Mileage	20,000	Dealer Zone	63	DALLAS
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)	Market	U	US	
Color	PEM	RED ROCK CRYSTAL PEARL COAT				
Engine	EGT	3.8L V6 SMPI ENGINE				
Transmission	DBA					

Owner	[REDACTED]	Contact Type	TELEPHONE
Address	[REDACTED]	Home Phone	[REDACTED]
	AUSTIN TX [REDACTED]	Country	UNITED STATES

Corporate - Property Damage - Default - Default - Default	
Dealer - By-Pass - Default - Default - Default	
Product - Exhaust - Catalytic Converter - Overheated - Default	
Product - Unknown - Unknown - Fire - Unknown	
Recall - J31: TRANSMISSION FLUID TEMPERATURE WARNING - Advise Owner/Incomplete Recall	

1. Who is calling and what is their contact information? [REDACTED]
 Preferred [REDACTED]
 Alternate:

2. What happened? Customer was the the carnival with her family and states the skid plate on the back of the Jeep has a lip on it. Customer states they were driving through the water and there was grass on top of the water and it got underneath the skid plate up by the catalytic converter. Once the grass dried and the converter headed up it caught on fire and caught the gas lines on fire and they had to get out of the jeep as fast as possible.

3. What is the current location of the vehicle?
 State Farm in Austin Texas
 Writer tried to contact the customer at [REDACTED] but had to leave a message. Writer would like to know the name of the insurance adjuster and their phone number.
 Writer contacted the customer and she stated that the insurance adjuster is:
 Blake Greg 8778576974 Ext 82728
 Claim [REDACTED]

05.26.11
 State Farm
 Blake Greg 877-857-6974 X82728
 Claim# [REDACTED]
 DOL 05.21.11
 VEHICLE LOCATED AT:
 Insurance Auto Auctions Inc
 1000 Dalton Lane
 Austin, TX 78742-2806
 (512) 385-3126
 STK# 242307
 Per OGC Matrix, reassigned to 82T. MG17
 J31 45462 OPEN TRANSMISSION FLUID TEMPERATURE WARNING
 Owner Name:

CNA Match Date: 2010-11 2010-08 2010-07
INCOMPLETE RECALL: J31 TRANSMISSION FLUID TEMPERATURE WARNING
5/26/11 ASSIGN TO RLG92.
CAIR NUMBER 20878844 REQUEST EAA INSPECTION 05-26-2011 10:39
CAIR NUMBER 20878844 E-MAIL SENT TO EAA 05-26-2011 10:39
CCRG Open Date: 05/26/2011 09:50:11
Letter Sent: Acknowledgement 05/27/2011 10:21:42
PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 06/01/11 AT 19:11:32 20878844
Letter Sent: Denial 06/06/2011

Customer Assistance Inquiry Record (CAIR)# **20896381**

VIN	1J4BA3H12 AL [REDACTED]	Open Date	05/26/2011	Built Date	05/12/2010
Model Year	2010	Body	JKJM74	JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY	
In Service Dt	06/02/2010	Mileage	24,540	Dealer Zone	71 LOS ANGELES
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)	Market	U	US
Color	PJR	RESCUE GREEN MET. CLEAR COAT			
Engine	EGT	3.8L V6 SMPI ENGINE			
Transmission	DBA				
Dealer	45358	STEVENS CREEK CHRYSLER JEEP DODGE			
Dealer Address	4100 STEVENS CREEK BLVD				
Dealer City	SAN JOSE	Dealer State	CA	Dealer Zip	[REDACTED]
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone			
	LOS ANGELES CA [REDACTED]	Country	UNITED STATES		

Corporate - Property Damage - Default - Default - Default	
Dealer - By-Pass - Default - Default - Default	
Product - Unknown - Unknown - Fire - Unknown	
Recall - K15: MASTER CYLINDER BRAKE TUBE(S) - Advise Owner/Incomplete Recall	

*** Fleet Request for Investigation. Fire in Product *****
 05/26/2011 EVG3. Fleet customer contacted writer to request investigation of vehicle fire. Vehicle is a rental vehicle that was operated by a rental customer at the time of the incident. Customer states that driver/customer filed accident/incident report with Nevada Highway Patrol number 110505.1237.
 Vehicle is currently located at the FOX Rent A Car location at 7480 Earhart Road, Oakland, CA 94621. Local contact is Chris Rivera at 510-882-2106. Customer contact with title authority is [REDACTED] at [REDACTED]

Vehicle has incomplete Recall K-15 and RRT 10-066.

05.27.11
 >> case is being forwarded to Chrysler Legal (CCRG) (2-5 days contact)
 VEHICLE LOCATED AT:
 Fox Rent A Car
 7480 Earhart Road
 Oakland, CA 94621
 510-882-2106
 Per OGC Matrix, reassigned to 82T. MG17
 5.27.11 One Open Recall:
 K15 MASTER CYLINDER BRAKE TUBE(S) SAFETY 08/13/2010 INCOMPLETE
 5.27.11 Assigned to RLG92. MJK
 CAIR NUMBER 20896381 REQUEST EAA INSPECTION 05-27-2011 11:19
 CAIR NUMBER 20896381 E-MAIL SENT TO EAA 05-27-2011 11:19
 CCRG Open Date: 05/27/2011 08:49:14
 Letter Sent: Acknowledgement 05/31/2011 10:13:03

Customer Assistance Inquiry Record (CAIR)# 21044511

VIN	1J4BA3H16	AL [REDACTED]	Open Date	06/27/2011	Built Date	12/02/2009
Model Year	2010	Body	JKJM74	JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY		
In Service Dt	12/31/2009	Mileage	20,223	Dealer Zone	71	LOS ANGELES
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)	Market	U	US	
Color	PAV	DK. CHARCOAL PEARL COAT				
Engine	EGT	3.8L V6 SMPI ENGINE				
Transmission	DBA					
Dealer	49961	MARTY FRANICH CPD/HERTZ				
Dealer Address	14501 HERTZ QUAIL SPRINGS ROAD					
Dealer City	OKLAHOMA CITY			Dealer State	OK	Dealer Zip 73134
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	
	LOS ANGELES CA [REDACTED]				Country	UNITED STATES

Corporate - Property Damage - Default - Default - Default	
Product - Unknown - Unknown - Fire - Unknown	

Vehicle Fire
 Vehicle Location:
 The Hertz Corporation
 850 Mokuea Pl. Kahului Maui, HI 96732 .U.S.A.
 Glen M English ph 808-893-5225
 *** Hertz wishes for a joint inspection with Eileen Miranda and Daniel Navarrette of Hertz clms Office (claim # [REDACTED])
 Contact at Hertz Corporate to complete document exchange is Marc Domer at phone / address on primary screen

Per OGC Matrix, reassigned to 82T.
 6.28.11 One Open Recall:
 J31 TRANSMISSION FLUID TEMPERATURE WARNING WARRANTY 06/11/2010
 INCOMPLETE USA
 6/29/11 assign to rig92.

CAIR NUMBER 21044511 REQUEST EAA INSPECTION 06-29-2011 12:14
 CAIR NUMBER 21044511 E-MAIL SENT TO EAA 06-29-2011 12:14
 CCRG Open Date: 06/28/2011 07:57:22
 Letter Sent: Acknowledgement 06/30/2011 08:31:54
 PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 07/27/11 AT 14:11:28 21044511

Customer Assistance Inquiry Record (CAIR)# 21128264

VIN	1J4BA3H15	AL [REDACTED]	Open Date	07/19/2011	Built Date	02/15/2010
Model Year	2010	Body	JKJM74	JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY		
In Service Dt	05/15/2010	Mileage	12,000	Dealer Zone	51	CHICAGO
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)	Market	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT				
Engine	EGT	3.8L V6 SMPI ENGINE				
Transmission	DBA					

Owner	[REDACTED]	Contact Type	LETTER
Address	[REDACTED]	Home Phone	[REDACTED]
	ST CHARLES IL [REDACTED]	Country	UNITED STATES

Product - Unknown - Unknown - Fire - Engine Compartment	Fire Department was unable to extinguish fire.
Corporate - Property Damage - Default - Default - Default	
Dealer - By-Pass - Default - Default - Default	
Product - Unknown - Unknown - Fire - Unknown	

****Begin structured narrative T2 - Beginning Narrative
 Briefly summarize why the customer is contacting Chrysler:
 [REDACTED] calls on behalf of his daughter to report that the vehicle caught fire unexpectedly.
 Briefly summarize what the customer is expecting:
 Customer is seeking replacement of the vehicle.
 ****End structured narrative T2 - Beginning Narrative
 1. Who is calling and what is their contact information?
 Preferred: [REDACTED]
 Alternate: [REDACTED]
 2. What happened? [REDACTED] did not know why this happened.
 3. What is the current location of the vehicle? Redman s Towing
 12705 spaulding raod Elgin IL, 847-895-6162.
 Fire Department contact number 630-584-3473 - Dereck M Pice claim number 2011-0270

 VEHICLE IS LOCATED AT:
 Redmon s Village Towing
 1323 Rodenburg Rd_
 Schaumburg, IL 60193 _
 (847) 895-6162

Per OGC Matrix, reassigned to 82T.
 ASSIGNED TO RLG92
 CAIR NUMBER 21128264 REQUEST EAA INSPECTION 07-19-2011 15:18
 CAIR NUMBER 21128264 E-MAIL SENT TO EAA 07-19-2011 15:19
 CCRG Open Date: 07/19/2011 14:51:43
 Letter Sent: Acknowledgement 07/20/2011 08:53:42
 PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 07/25/11 AT 04:22:37 21128264
 PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 07/28/11 AT 15:31:17 21128264
 Customer calls to speak with their Case Manager. Customer called for an update on their case. Customer transferred.
 [REDACTED] requesting to speak with Case Manager. Customer states that they did not receive the letter documented on line 28.

Owner leaves message requestign status update. [REDACTED]

Per OGC Matrix, reassigned to 82T.

8/2/11 UPDATED CCRG NOTEBOOK

Trans to case management for update

Customer called in requesting an update on the case. Writer advised customer that when there is an update available, the person handling the case will contact her.

Customer Insurance Company Called Looking for an update on there Case. To contact them their information is USAA Insurance. Contact Julie and her number is 1-800-531-8722 extension 79743. Their Claim Number is [REDACTED]

8/17/11 RETURNING TO AGENT. ALL CAIRS MUST BE SENT THROUGH 82S/SI.

POSTMARK DATE: 081911; DATE RECEIVED: 082211

USAA Insurance claim [REDACTED] DOL 7-13-2011

Per OGC Matrix, reassigned to 82T.

8/24/11 UPDATED CCRG FILE.

Customer Assistance Inquiry Record (CAIR)# **21236407**

VIN	1J4BA3H16	AL [REDACTED]	Open Date	08/15/2011	Built Date	04/08/2010
Model Year	2010	Body	JKJM74	JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY		
In Service Dt	05/31/2010	Mileage	9,000	Dealer Zone	66	ORLANDO
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)	Market	U	US	
Color	PGN	NATURAL GREEN PEARL COAT				
Engine	EGT	3.8L V6 SMPI ENGINE				
Transmission	DBA					
Dealer	60009	CENTRAL FLORIDA CHRY JEEP DODGE				
Dealer Address	8675 COMMODITY CIRCLE					
Dealer City	ORLANDO	Dealer State	FL	Dealer Zip	32819	
Owner	[REDACTED]	Contact Type	TELEPHONE			
Address	[REDACTED]	Home Phone	[REDACTED]			
	ORLANDO FL [REDACTED]	Country	UNITED STATES			

Product - Electrical - Unknown - Other - Default	The caller states that his vehicle caught fire but the cause is unknown.
Corporate - Property Damage - Default - Default - Default	
Dealer - By-Pass - Default - Default - Default	
Product - Unknown - Unknown - Fire - Underbody Fire	
Product - Unknown - Unknown - Fire - Unknown	

1. Who is calling and what is their contact information? [REDACTED]
 Preferred: [REDACTED]
 Alternate: [REDACTED]

2. What happened? The caller called in because his Jeep had caught fire on the weekend. The caller states that he was driving his vehicle when the vehicle caught. The caller states that flames were coming from the under carriage of the vehicle. The caller states that he has contacted his insurance company and he is doing his own investigation. The caller states that the fire department had to put the fire out. The caller states that the under carriage of the vehicle is destroyed. The caller states that the dealer has full documentation.

3. What is the current location of the vehicle? The vehicle is at dealership 60009
 Customer stated that the vehicle is located at:
 CENTRAL FLORIDA CHRY JEEP DODGE
 8675 COMMODITY CIRCLE
 ORLANDO FL 32819
 4073519940

 Per OGC Matrix, reassigned to 82T.
 8/15/11 ASSIGNED TO RLG92/PAG
 CAIR NUMBER 21236407 REQUEST DEKRA INSPECTION 08-15-2011 13:15
 CAIR NUMBER 21236407 E-MAIL SENT TO DEKRA 08-15-2011 13:15

CCRG Open Date: 08/15/2011 11:49:33

Letter Sent: Acknowledgement 08/16/2011 08:03:20

Customer calling about his case # as per line 20 - 25 agent telling customer it was reassigned customer got a call and will call back had to hang up

Customer called seeking when her will receive a cal back. Agent advised the customer that the file is in our SI teams hands and they should contact him back with in a few days. Agent advised the customer that we are thankful for his patiance in the matter but they should contact him before end of the week. Customer states that is no problem and will be waiting to hear from chrysler soon.

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 08/19/11 AT 12:45:58 21236407

Customer called in to find out status of case and wanted to speak to legal.

The case should be reopened due to the photos being linked to CAIR

Owner leaves message seeking status update [REDACTED]

Per OGC Matrix, reassigned to 82T.

8/19/11 UPDATED CCRG FILE. PAG

Customer Assistance Inquiry Record (CAIR)# 21276632

VIN	1J4BA3H14 AL [REDACTED]	Open Date	08/24/2011	Built Date	04/15/2010
Model Year	2010	Body	JKJM74	JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY	
In Service Dt	04/30/2010	Mileage	34,598	Dealer Zone	71 LOS ANGELES
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)	Market	U	US
Color	PR4	FLAME RED CLEAR COAT			
Engine	EGT	3.8L V6 SMPI ENGINE			
Transmission	DBA				

Dealer 45358 STEVENS CREEK CHRYSLER JEEP DODGE

Dealer Address 4100 STEVENS CREEK BLVD

Dealer City SAN JOSE **Dealer State** CA **Dealer Zip** 95129

Owner [REDACTED] **Contact Type** TELEPHONE

Address [REDACTED] **Home Phone**

LOS ANGELES CA [REDACTED] **Country** UNITED STATES

Corporate - Property Damage - Default - Default - Default	
Product - Unknown - Unknown - Fire - Unknown	

****Fire in Product Customer Requests Investigation of Rental Vehicle *******
 08/24/2011 EVG3. Customer contacted writer to request investigation of fire in rental vehicle operated by rental customer. Incident occurred while vehicle was in operation.
 Vehicle is currently located at Fox Rent A Car location at the following address: 460 S. Redwood Road, Salt Lake City UT, 84104. _
 Local Contact is: Edgar; 310-342-5155 x6101 _
 Contact with title authority at Fox Rent A Car is [REDACTED] who may be reached using information on primary screen.
 Vehicle currently has two incomplete RRTs: 10-066 and 11-068. _

Per OGC Matrix, reassigned to 82T.
 8/25/11 ASSIGNED TO RLG92.PAG45
 CAIR NUMBER 21276632 REQUEST EAA INSPECTION 08-25-2011 14:35
 CAIR NUMBER 21276632 E-MAIL SENT TO EAA 08-25-2011 14:35
 CCRG Open Date: 08/25/2011 11:28:11
 Letter Sent: Acknowledgement 08/26/2011 08:08:21
 PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 08/30/11 AT 13:05:37 21276632
 Letter Sent: Denial 08/31/2011

Customer Assistance Inquiry Record (CAIR)# 21394588

VIN	1J4HA6H16	AL [REDACTED]	Open Date	09/28/2011	Built Date	12/17/2009
Model Year	2010	Body	JKJS74	JEEP WRANGLER UNLIMITED RUBICON 4X4 SPORT UTILITY		
In Service Dt	02/01/2010	Mileage	36,000	Dealer Zone	71	LOS ANGELES
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)	Market	U	US	
Color	PGN	NATURAL GREEN PEARL COAT				
Engine	EGT	3.8L V6 SMPI ENGINE				
Transmission	DBA					

Owner	[REDACTED]	Contact Type	TELEPHONE
Address	[REDACTED]	Home Phone	
	REDLANDS CA [REDACTED]	Country	UNITED STATES

Corporate - Property Damage - Default - Default - Default	Fire
Product - Unknown - Unknown - Fire - Engine Compartment	
Product - Unknown - Unknown - Fire - Unknown	

09-27: Loren from Redlands Auto Plaza calls on the customers behalf. He informs me vehicle caught fire this past weekend. He was not sure of the exact location of the vehicle at this time. WHS 092811 reassigned to jss15 tmt

Vehicle was being driven on freeway. Owner heard loud bang underneath vehicle, pulled to side of road. Vehicle was on fire underneath. Vehicle has been modified with a 4.5 inch lift kit and 35' tires

VEHICLE IS LOCATED AT:
 Copart Salvage Auto Auctions
 615 S 51st Ave
 Phoenix, AZ 85043
 (602) 484-7075
 lot # 24436331
 Contact Jenna at State Farm @ 858-715-5971 to be allowed access to vehicle.

Per OGC Matrix, reassigned to 82T.
 9/29/11 ASSIGNED TO RLG92. PAG45
 CAIR NUMBER 21394588 REQUEST EAA INSPECTION 09-29-2011 10:17
 CAIR NUMBER 21394588 E-MAIL SENT TO EAA 09-29-2011 10:17
 PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 09/29/11 AT 14:43:12 21394588
 CCRG Open Date: 09/29/2011 07:53:26
 Letter Sent: Acknowledgement 09/30/2011 09:38:01
 PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 10/03/11 AT 12:17:25 21394588
 Letter Sent: Denial 10/11/2011

Customer Assistance Inquiry Record (CAIR)# **21412839**

VIN	1J4BA3H10	AL [REDACTED]	Open Date	10/03/2011	Built Date	02/23/2010
Model Year	2010	Body	JKJM74	JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY		
In Service Dt	05/26/2010	Mileage	22,000	Dealer Zone	63	DALLAS
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)	Market	U	US	
Color	PBS	DEEP WATER BLUE PEARL COAT				
Engine	EGT	3.8L V6 SMPI ENGINE				
Transmission	DBA					

Dealer	26201	RANDALL NOE CHRYSLER DODGE INC				
Dealer Address	1608 WEST MOORE					
Dealer City	TERRELL	Dealer State	TX	Dealer Zip	75160	

Owner	[REDACTED]	Contact Type	LETTER
Address	[REDACTED]	Home Phone	
	KEMP TX [REDACTED]	Country	UNITED STATES

Corporate - Property Damage - Default - Default - Default	
Dealer - By-Pass - Default - Default - Default	
Product - Unknown - Unknown - Fire - Unknown	
Product - Unknown - Unknown - Insurance / Subrogation - Default	

POSTMARK DATE: 093011; DATE RECEIVED: 100311

 10.03.07 Notice Of Subrogation Claim
 Allstate Ins
 David Laughlin 800-776-2615 X7132
 Claim# [REDACTED] F8D
 DOL 09.02.11
 Damages \$29274.75
 VEHICLE LOCATED AT:
 Copart Salvage Auto Auctions
 505 Idlewild Road
 Grand Prairie, TX 75051-2410
 (972) 263-2711
 LOT# 23418411
 Call agent - Deconstructive Testing planned
 Per OGC Matrix, reassigned to 82T. MG17
 > Engine fire around some wires
 10/4/11 ASSIGNED TO RLG92
 CAIR NUMBER 21412839 REQUEST EAA INSPECTION 10-04-2011 09:40
 CAIR NUMBER 21412839 E-MAIL SENT TO EAA 10-04-2011 09:40
 CCRG Open Date: 10/03/2011 16:05:49
 Letter Sent: Acknowledgement 10/05/2011 08:25:12
 PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 02/14/12 AT 23:33:57 21412839
 Letter Sent: Denial 02/16/2012

Customer Assistance Inquiry Record (CAIR)# 21607208

VIN	1J4HA3H12	AL [REDACTED]	Open Date	11/29/2011	Built Date	02/22/2010
Model Year	2010	Body	JKJM74	JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY		
In Service Dt	04/17/2010	Mileage	24,476	Dealer Zone	32	NEW YORK
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)	Market	U	US	
Color	PQD	SURF BLUE PEARL COAT				
Engine	EGT	3.8L V6 SMPI ENGINE				
Transmission	DBA					

Dealer	67282	RAMSEY CHRYSLER-PLYMOUTH				
Dealer Address	1555 ROUTE 17					
Dealer City	RAMSEY	Dealer State	NJ	Dealer Zip	07446	

Owner	[REDACTED]	Contact Type	LETTER
Address	[REDACTED]	Home Phone	[REDACTED]
	RAMSEY NJ [REDACTED]	Country	UNITED STATES

Corporate - Property Damage - Default - Default - Default	
Dealer - By-Pass - Default - Default - Default	
Product - Unknown - Unknown - Fire - Underbody Fire	
Product - Unknown - Unknown - Fire - Unknown	
Product - Unknown - Unknown - Insurance / Subrogation - Default	

POSTMARK DATE: 112511; DATE RECEIVED: 112911
 Dictated letter requesting more info.
 LETTER MAILED.
 POSTMARK DATE: 121511; DATE RECEIVED: 121911

 12.22.11 Notice Of Subrogation Claim
 Ameriprise Ins
 Ann LaBo 800.872.5246 X5380
 Claim# 1 [REDACTED]
 DOL 10.22.11
 VEHICLE LOCATED AT:
 Copart Auto Auction _
 908-541-2200
 2124 Camplain Rd
 Hillsborough, NJ 08844
 >> CALL FOR JOINT INSPECTION
 Per OGC Matrix, reassigned to 82T. MG17
 12/22/11 ASSIGNED TO RLG92. PAG
 CAIR NUMBER 21607208 REQUEST DEKRA INSPECTION 12-22-2011 13:35
 CAIR NUMBER 21607208 E-MAIL SENT TO DEKRA 12-22-2011 13:35
 CCRG Open Date: 12/22/2011 11:48:48
 Letter Sent: Acknowledgement 12/23/2011 08:45:58
 PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 01/23/12 AT 10:49:02 21607208

Customer Assistance Inquiry Record (CAIR)# **21608392**

VIN	1J4AA2D19	AL [REDACTED]	Open Date	11/29/2011	Built Date	05/07/2010
Model Year	2010	Body	JKJL72	JEEP WRANGLER X 4X4 SPORT UTILITY 2-DOOR		
In Service Dt	07/09/2010	Mileage	2,600	Dealer Zone	32	NEW YORK
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)	Market	U	US	
Color	PW1	STONE WHITE CLEAR COAT				
Engine	EGT	3.8L V6 SMPI ENGINE				
Transmission	DBA					
Dealer	23107	SEA VIEW AUTO CORPORATION				
Dealer Address	810 HIGHWAY 35					
Dealer City	WANAMASSA			Dealer State	NJ	Dealer Zip 07712
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	[REDACTED]
	AVENTURA FL [REDACTED]				Country	UNITED STATES

Corporate - Company Information Contact - Default - Default - Default	Customers vehicle burst into flames
Product - Unknown - Unknown - Fire - Engine Compartment	Customers vehicle burst into flames
Dealer - By-Pass - Default - Default - Default	Engine smoking - vehicle caught fire
Product - Engine - Unknown - Other - Default	Engine smoking - vehicle caught fire
Corporate - Property Damage - Default - Default - Default	
Product - Unknown - Unknown - Fire - Unknown	

Briefly summarize why the customer is contacting Chrysler: Customer was driving downtown all of a sudden the engine starting smoking. A few moments later a heavy dark smoke started coming out of the front. Customer pulled vehicle off the road and shut the vehicle off and ran to safety. Vehicle went up in flames. [REDACTED] and two other persons were in the vehicle.

Briefly summarize what the customer is expecting:
 Customer advised a call back is required and will take place within one business day by COB their time
 Preferred Morning/Midday call back number is
 Preferred Afternoon/Evening call back number is
 Customer email address for case updates:
 Who has possession of the vehicle? Junk yard
 Has the vehicle been diagnosed by a CDJ dealer? Yes - Customer called Dealership
 Sea View Dealership - 1-732-774-6508
 If a CDJ dealer has diagnosed, what is the dealer name or code?
 Reassigned to 88S
 1. Who is calling and what is their contact information? Mr. Robert Adjmi
 Preferred [REDACTED]
 Alternate: [REDACTED]
 1. What happened Customer was driving downtown all of a sudden the engine started smoking. A few moments later a heavy dark smoke started coming out of the front [REDACTED] pulled the vehicle off the road and shut the vehicle off and ran to safety. Vehicle went up in flames. Mr.

██████████ and two others were in the vehicle.

2. What is the current location of Vehicle ██████████ does not know where just that it is in a junkyard

1. Who is calling and what is their contact information?

Preferred:

Alternate:

2. What happened?

3. What is the current location of the vehicle?

Reassign - 88S

Writer attempted to contact ██████████ at number ██████████

Writer left message seeking if the customer has worked with his insurance regarding the incident on file.

If the customer has signed over his vehicle, or the insurance has started working on it, the customer would need to go through his insurance. If the insurance has not gotten involved as of yet the current location of the vehicle is needed.

Writer attempted to contact ██████████ at number ██████████.

Writer left message seeking if the customer has worked with his insurance regarding the incident on file.

Customer called stating that he has not received contact as yet. Agent checked file and found that CM is calling ██████████ at the wrong phone number. Contact phone number for the customer is ██████████ Agent transferred customer to case management line for assistance.

Caller requesting to speak with Case Manager. He said the vehicle was in possession of the vehicle. He said they had it at a wrecking yard. He gave the number for Chubb Group 800-252-4670 ext 4341 Helena White is the insurance representative holding the vehicle. He said he told the insurance company not to do anything to the vehicle. He said nothing has been done to the vehicle.

left message for insurance company, requesting vehicle location.

Caller Sharon requesting to speak with Case Manager. She said the vehicle was Downtown Towing 15415 NE 21st Ave North Miami Beach Fl. phone 305-940-4408. She asked what the next step was. Writer referred her to the case manager.

Customer requesting to speak with the Case manager. Writer advised that the case manager is still reviewing the case. Customer requests a call back as soon as possible at 212-398-1110 ext 1333 (sharon)

VEHICLE IS LOCATED AT:

Downtown Towing

15415 NE 21st Ave

North Miami Beach, FL 33162

(305) 940-4408

CAIR NUMBER 21608392 REQUEST DEKRA INSPECTION 12-06-2011 15:43

CAIR NUMBER 21608392 E-MAIL SENT TO DEKRA 12-06-2011 15:43

12/6/11 ASSIGNED TO RLG92

**Customer called in requesting to speak with AA882. Writer informed

customer that a notification/message will be placed for contact to be

made to customer. Customer needs an update of what the status is on case.

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 01/10/12 AT 12:17:18 21608392

Customer Assistance Inquiry Record (CAIR)# **21642613**

VIN	1J4AA2D1X AL [REDACTED]	Open Date	12/08/2011	Built Date	05/21/2010
Model Year	2010	Body	JKJL72	JEEP WRANGLER X 4X4 SPORT UTILITY 2-DOOR	
In Service Dt	07/28/2010	Mileage	13,000	Dealer Zone	35 WASHINGTON
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)	Market	U	US
Color	PX8	BLACK CLEAR COAT			
Engine	EGT	3.8L V6 SMPI ENGINE			
Transmission	DBA				

Dealer	65113	WALDORF CHRYSLER JEEP			
Dealer Address	11755 BUSINESS PARK DRIVE				
Dealer City	WALDORF	Dealer State	MD	Dealer Zip	20601

Owner	[REDACTED]	Contact Type	LETTER
Address	[REDACTED]	Home Phone	[REDACTED]
	WALDORF MD [REDACTED]	Country	UNITED STATES

Corporate - Recall - Default - Default - Default	Customer states there should be a recall
Product - Unknown - Unknown - Fire - Unknown	Customer states vehicle burst into flames
Corporate - Property Damage - Default - Default - Default	
Dealer - By-Pass - Default - Default - Default	
Product - Unknown - Unknown - Insurance / Subrogation - Default	

Briefly summarize why the customer is contacting Chrysler: Customer is calling in because he bought a vehicle for his son. Customer states that his son was on his way home from school the other day when the vehicle burst into flames. Customer is seeking to be reimbursed for the cost of damages as well as an inquiry as to who he should sue, Chrysler or the dealership. Agent informed customer that is a question that he will have to address to his lawyer. Customer also states that there should be a recall on this vehicle.

Briefly summarize what the customer is expecting: Customer is seeking reimbursement for the damages.

- Who is calling and what is their contact information?
Preferred: [REDACTED], [REDACTED]
Alternate:
- What happened? Customer s son was driving vehicle when it burst into flames.
- What is the current location of the vehicle? Vehicle was taken by the insurance company to be stored.

Customer advised a call back is required and will take place within two to five business days.
Preferred Morning/Midday call back number is [REDACTED] (leave message)
Preferred Afternoon/Evening call back number is [REDACTED]
Customer email address for case updates: Declined
Who has possession of the vehicle? Insurance company towed
Has the vehicle been diagnosed by a CDJ dealer? Yes

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

Reassigned to 96S

Called and left word with owner, will get more info on loss and send it too 82s

Called and found owner at home. Owner very elusive about providing information, appears very untrusting of Chrysler and its policies and arrangements for fire inspections. Refused to provide insurance information, advised he was going to talk to his Atty to see that this episode got the

'type of exposure' it deserves

Owner refuses to provide info needed to investigate matter. Will close file pending recontact. _

Caller Lynn from the insurance company called to see if there are any recalls on the vehicle. Agent informed the caller that the owner of the vehicle would have to call for this information.

Briefly summarize why the customer is contacting Chrysler: Caller, Lynn from Geico called in requesting mailing information because she is representing a customer who s car caught on fire and wants to mail in a letter. Agent attempted to get customer s information in order to update coin, but caller refused. Agent provided caller with Chrysler Customer Service mailing address.

Briefly summarize what the customer is expecting: Caller wants Chrysler Customer Care mailing address.

POSTMARK DATE: 010712; DATE RECEIVED: 011112

01.11.12

GEICO

Amoslyn Manneh 1.800.841.1003 X4625

Claim [REDACTED]

DOL 12.08.11

VEHICLE LOCATED AT:

Insurance Auto Auctions, Inc

14149 Brandywine RD

Brandywine, MD 20613

(301) 372-8876

Stk# 9073070

>> CALL TO GET PERMISSION TO INSPECT

Thomas Pavis 410.781.7085

Per OGC Matrix, reassigned to 82T. MG17

1/11/12 ASSIGNED TO RLG92. PAG

CAIR NUMBER 21642613 REQUEST EAA INSPECTION 01-11-2012 13:35

CAIR NUMBER 21642613 E-MAIL SENT TO EAA 01-11-2012 13:35

CCRG Open Date: 01/11/2012 13:07:57

Letter Sent: Acknowledgement 01/12/2012 09:42:14

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 01/19/12 AT 11:33:29 21642613

Letter Sent: Denial 01/24/2012

Customer Assistance Inquiry Record (CAIR)# **21676832**

VIN	1J4BA3H18	AL [REDACTED]	Open Date	12/19/2011	Built Date	08/27/2009
Model Year	2010	Body	JKJM74	JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY		
In Service Dt	09/15/2009	Mileage	32,000	Dealer Zone	63	DALLAS
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)	Market	U	US	
Color	PBS	DEEP WATER BLUE PEARL COAT				
Engine	EGT	3.8L V6 SMPI ENGINE				
Transmission	DBA					

Dealer	68936	BRAD FENTON MOTORS OF POTEAU INC				
Dealer Address	3003 N BROADWAY ST					
Dealer City	POTEAU	Dealer State	OK	Dealer Zip	74953	

Owner	[REDACTED]	Contact Type	TELEPHONE
Address	[REDACTED]	Home Phone	[REDACTED]
	WISTER OK [REDACTED]	Country	UNITED STATES

Product - Electrical - Unknown - Burned Out - Default	jeep caught fire
Corporate - Property Damage - Default - Default - Default	
Dealer - By-Pass - Default - Default - Default	
Product - Unknown - Unknown - Fire - Unknown	

Briefly summarize why the customer is contacting Chrysler: Caller states that he has had the vehicle in many times to have the vehicle repaired for the engine light coming on. Dec 16, 2011 the vehicle caught fire and his daughter was driving ([REDACTED] No injuries but lost a lot of personal items, Laptop, tablet, ipad, gps, 3 ipods, cell phones and many other items.

Briefly summarize what the customer is expecting: Caller is expecting Chrysler to do something for him due to this issue.

Who is calling and what is their Contact Information? [REDACTED]
 Phone [REDACTED] Cell [REDACTED]

What Happened? Daughter was driving the vehicle and flames started coming from under the hood. They got out safe but the jeep was fully engulfed in flames.

What is the Current location of the vehicle? towing yard.

Reassign to 88s

CONTACT UPDATE - 1st Contact attempt, phone number dialed, cell [REDACTED] for [REDACTED]. Left message seeking whether or not the insurance has gotten involved.

2nd attempt made to contact customer. Left message seeking whether or not the insurance has gotten involved.

Customer states yes the insurance has been informed and involved. Writer informed the customer that at this time he will need to contact his insurance and have them contact Chrysler. Customer states that he will have the insurance company call asap writer informed that the case will be closed until Chrysler has received a call by the insurance company.

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

Insurance Company contacts CAC regarding this CAIR. Contact information:

Allstate

Susan Swetel

480-827-3578

Why is the Insurance Company calling? Customer s vehicle burned down and contacted insurance.

claim# [REDACTED]

12.22.11

>> case is being forwarded to Chrysler Legal (CCRG) (2-5 days contact)

VEHICLE LOCATED AT:

Copart Salvage Auto Auctions

15976 Bill Campbell Road

Prairie Grove, AR 72753-9334

(479) 846-1246

LOT# 29000281

>> Call for Joint Inspection

Allstate

Susan Swetel 480-827-3578

[REDACTED]

Per OGC Matrix, reassigned to 82T. MG17

12/23/11 ASSIGNED TO RLG92. PAG

CAIR NUMBER 21676832 REQUEST DEKRA INSPECTION 12-22-2011 13:20

CAIR NUMBER 21676832 E-MAIL SENT TO DEKRA 12-22-2011 13:20

CCRG Open Date: 12/22/2011 09:34:58

Letter Sent: Acknowledgement 12/23/2011 08:35:49

[REDACTED] called for an update on the case. Writer transferred the customer to Maggie - MG17 - 248-[REDACTED] (8:30 - 5:15 ET, M-F).

[REDACTED] seeking an update. Writer informed customer that case has been escalated. Customer stated that an electrical fire started in the fuse box, underneath the hood on the passenger side. Customer seeking to know what is going to be done. Customer stated that he will get his lawyer involved. Writer after a certain point didnt get a response from customer and writer disconnected that call.

Customer calls to speak with their Case Manager.

Customer called back, stating that Maggie - MG17 at 248-944-7084 has not returned his call. Writer probed customer to discover that Chrysler has offered to pay off vehicle involved in incident and reimburse customer for money lost, but customer is currently considering to invest \$60,000 on a new truck and is asking, 'What is Chrysler going to do to keep me a satisfied customer?'

01.10.12

Customer Call Back Seeking update on 82T -

Phone [REDACTED]

Per OGC Matrix, reassigned to 82T. MG17

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 01/10/12 AT 12:35:29 21676832

Customer called. Would like updates on his case. Customer would like to get a phone call from his case manager.

SI85

1/10/12 UPDATED CCRG FILE & CASE MANAGER. PAG

Customer called back, stating that Maggie - MG17 at 248-944-7084 has not returned his call, Writer provided the number for Jay - JSS15 - 248-944-7149 and explained that all the updates would be coming from them since this was escalated to a different department, customer understood.

Owner leaves message requesting call. [REDACTED]

Per OGC Matrix, reassigned to 82T.

1/19/12 UPDATED CCRG FILE & CASE MANAGER. PAG



Customer Assistance Inquiry Record (CAIR)# **21703094**

VIN	1J4BA3H18	AL [REDACTED]	Open Date	12/28/2011	Built Date	01/22/2010
Model Year	2010	Body	JKJM74	JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY		
In Service Dt	03/22/2010	Mileage	20,000	Dealer Zone	66	ORLANDO
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)	Market	U	US	
Color	PAV	DK. CHARCOAL PEARL COAT				
Engine	EGT	3.8L V6 SMPI ENGINE				
Transmission	DBA					

Owner	[REDACTED]	Contact Type	LETTER
Address	[REDACTED]	Home Phone	[REDACTED]
	HIALEAH FL [REDACTED]	Country	UNITED STATES

Product - Unknown - Unknown - Fire - Engine Compartment	Engine shut off and caught fire
Corporate - Property Damage - Default - Default - Default	
Dealer - By-Pass - Default - Default - Default	
Product - Unknown - Unknown - Fire - Unknown	

Briefly summarize why the customer is contacting Chrysler:
 The caller stated that his vehicle caught fire yesterday. The caller stated that they were taking video of themselves and the vehicle was running on the side of the road and then it shut off and caught on fire. The caller stated that the smoke started coming from under the engine. The caller stated that he has found online that there were other Jeep s caught on fire also. The caller stated that the vehicle was totaled. The caller stated that the vehicle was towed to his residence.

Briefly summarize what the customer is expecting:
 The caller would like Chrysler to investigate the incident.

1. Who is calling and what is their contact information?

Owner is calling [REDACTED]

Preferred: [REDACTED]

Alternate: [REDACTED]

2. What happened?

Engine shut off and caught fire.

3. What is the current location of the vehicle?

Owner s Residence

[REDACTED]

HIALEAH , FL [REDACTED]

Per OGC Matrix, reassigned to 82T.
 1/4/12 ASSIGNED TO RLG92. PAG
 CAIR NUMBER 21703094 REQUEST EAA INSPECTION 01-04-2012 15:59
 CAIR NUMBER 21703094 E-MAIL SENT TO EAA 01-04-2012 15:59
 Letter Sent: Acknowledgement 01/05/2012 09:57:59
 CCRG Open Date: 12/29/2011 07:45:39
 PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 01/23/12 AT 09:48:41 21703094
 POSTMARK DATE: 022212; DATE RECEIVED: 022712

Farmers Insurance Group claim #099-SUB-1020412871-1 DOL 12-27-2011 _
 Per OGC Matrix, reassigned to 82T.
 2/28/12 UPDATED CCRG FILE & CASE MANAGER. PAG

Customer Assistance Inquiry Record (CAIR)# **21783764**

VIN	1J4HA3H15	AL [REDACTED]	Open Date	01/18/2012	Built Date	06/12/2010
Model Year	2010	Body	JKJM74	JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY		
In Service Dt	08/04/2010	Mileage	40,021	Dealer Zone	66	ORLANDO
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)	Market	U	US	
Color	PJR	RESCUE GREEN MET. CLEAR COAT				
Engine	EGT	3.8L V6 SMPI ENGINE				
Transmission	DBA					

Dealer 26118 KEFFER CHRY-JEEP INC

Dealer Address 8110 E INDEPENDENCE BLVD

Dealer City CHARLOTTE **Dealer State** NC **Dealer Zip** 28227

Owner [REDACTED] **Contact Type** TELEPHONE

Address [REDACTED] **Home Phone** [REDACTED]

INDIAN TRAIL NC [REDACTED] **Country** UNITED STATES

Product - Unknown - Unknown - Fire - Unknown	vehicle fire.
Corporate - Property Damage - Default - Default - Default	
Dealer - By-Pass - Default - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Dawn from Liberty Mutual is calling on behalf of customer. Dawn states that the customers vehicle has caught on fire. Dawn states that she has dealt with this problem with Jeeps before and believes that transmission fluid is forced out, hitting the manifold, causing a fire. Dawn states that the vehicle is in the companys salvage yard pending further investigation. Briefly summarize what the customer is expecting: A representative from Chrysler to come for investigation

1. Who is calling and what is their contact information? Dawn
Preferred: 1-800-521-0986 73407 Claim number [REDACTED]
Alternate:

2. What happened? vehicle fire
3. What is the current location of the vehicle? salvage yard- 1081 Recovery Rd, China Groove, North Carolina, 28023.

Customer advised a call back is required and will take place within two to five business days.
Preferred Morning/Middy call back number is 1-800-521-0986 73407 Claim number 21407081-01

VEHICLE IS LOCATED AT:
Copart
1081 RECOVERY ROAD
CHINA GROVE, NC 28023
Phone: (704) 857-5177
Fax: (704) 857-5186

Per OGC Matrix, reassigned to 82T.
1/19/12 ASSIGNED TO RLG92. PAG

CAIR NUMBER 21783764 REQUEST EAA INSPECTION 01-19-2012 15:31

CAIR NUMBER 21783764 E-MAIL SENT TO EAA 01-19-2012 15:31

CCRG Open Date: 01/18/2012 15:26:45

Letter Sent: Acknowledgement 01/20/2012 09:33:36

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 01/26/12 AT 04:18:02 21783764

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 01/30/12 AT 04:20:31 21783764

Letter Sent: Denial 01/31/2012

Dawn from Liberty Mutual called seeking the status of the customers
Special Investigation Case. Agent advised Dawn a letter was sent out to
the customer January 31, 2012. Agent advised Dawn the customer will
receive the letter in the mail.

Customer Assistance Inquiry Record (CAIR)# **21798680**

VIN	1J4BA6H15	AL [REDACTED]	Open Date	01/23/2012	Built Date	11/25/2009
Model Year	2010	Body	JKJS74	JEEP WRANGLER UNLIMITED RUBICON 4X4 SPORT UTILITY		
In Service Dt	12/09/2009	Mileage	32,100	Dealer Zone	66	ORLANDO
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)	Market	U	US	
Color	PX8	BLACK CLEAR COAT				
Engine	EGT	3.8L V6 SMPI ENGINE				
Transmission	DBA					
Dealer	26118	KEFFER CHRY-JEEP INC				
Dealer Address	8110 E INDEPENDENCE BLVD					
Dealer City	CHARLOTTE	Dealer State	NC	Dealer Zip	28227	
Owner	[REDACTED]	Contact Type	TELEPHONE			
Address	[REDACTED]	Home Phone	[REDACTED]			
	INDIAN TRAIL NC	[REDACTED]	Country	UNITED STATES		

Corporate - Property Damage - Default - Default - Default	
Dealer - By-Pass - Default - Default - Default	
Product - Unknown - Unknown - Fire - Unknown	

1. Who is calling and what is their contact information?
 [REDACTED] states that on thursday, january 19th, 2012, his vehicle got fire while driving.
 Preferred: [REDACTED]
 Alternate: n/a

2. What happened?
 Caller states that he noticed smoke coming from the back of the vehicle and he pulled over and put the vehicle in park, however, the vehicle did not stop so he had to put the emergency brake on.
 Caller was able to retrieve his personal items from the back of the vehicle, his passenger went for help, but within 20 to 30 seconds, the vehicle was completely engulfed in flames.
 Caller states that the fire truck was there within 2 to 3 minutes.
 Caller states that there was a deputy sheriff in the area and he recorded the whole thing on his dash camara.
 Caller states that no one was injured.
 Caller states that his insurance company has provided him with a rental and he would like to know what jeep is going to do for him in this in form of compensation for this fire.

3. What is the current location of the vehicle?
 Vehicle was towed to Secrest Wrecker Service in Monroe, NC. 704-226-1888
 Caller has contacted the insurance company:
 State Farm Insurance in Monroe, NC. 704-283-7886 - Linda Brown is his agent.

*****Agent advised the customer: that the file requires reassignment to another department for further review and special handling and they will follow up within 2-5 business days, by phone or mail. No promises on inspections, rental, or repairs should be made at this time. Preferred call back number is: [REDACTED]

Alternate call back number is: N/A
Customer email address for case updates: s [REDACTED]
Who has possession of the vehicle: wrecker
Has the vehicle been diagnosed by a CDJ dealer: N/A
If a CDJ dealer has diagnosed, what is the dealer name or code: N/A
Reassigned to 88S

Please provide a complete address location of vehicle prior to escalation.

Secrest Wrecker Service 3501 N Rocky River Rd
Monroe, NC 28110
704-226-1888

Writer sending case to 82S for further review. Please allow 2-5 business days in order for an investigation to be completed. Customer will be notified of decision.

Per OGC Matrix, reassigned to 82T.

1/24/12 ASSIGNED TO RLG92. PAG

CAIR NUMBER 21798680 REQUEST EAA INSPECTION 01-24-2012 09:48

CAIR NUMBER 21798680 E-MAIL SENT TO EAA 01-24-2012 09:48

CCRG Open Date: 01/24/2012 08:15:38

Letter Sent: Acknowledgement 01/25/2012 10:41:29

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 01/31/12 AT 00:07:43 21798680

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 01/31/12 AT 21:05:04 21798680

Customer states that he would like a copy of the inspection report for his insurance and would like to receive that as soon as possible.

Customer seeks a copy of the inspection report.

Agent advised customer that a noted request would be left on the file for a copy of the inspection report.

2/6/12 SEND BACK TO AGENT. ALL CAIRS MUST GO THROUGH 82S/SI.

Letter Sent: Denial 02/06/2012

Customer called to speak to CM about his file and when his copy of his inspection report can be sent out to him. Customer states that he has been dealing with this for over the last few weeks now. Agent transferred to chrysler directory for further SI inquiries.

Customer was informed of the letter sent 02/06/12. Customer stated he will wait for the letter to arrive in the mail.

Customer Assistance Inquiry Record (CAIR)# 21829289

VIN	1J4AA2D19	AL [REDACTED]	Open Date	01/31/2012	Built Date	07/22/2010
Model Year	2010	Body	JKJL72	JEEP WRANGLER X 4X4 SPORT UTILITY 2-DOOR		
In Service Dt	08/10/2010	Mileage	15,000	Dealer Zone	63	DALLAS
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)	Market	U	US	
Color	PQD	SURF BLUE PEARL COAT				
Engine	EGT	3.8L V6 SMPI ENGINE				
Transmission	DBA					
Dealer	45057	GULFGATE DODGE INC				
Dealer Address	7250 GULF FREEWAY					
Dealer City	HOUSTON	Dealer State	TX	Dealer Zip	77017	
Owner	[REDACTED]			Contact Type	TELEPHONE	
Address	[REDACTED]			Home Phone	[REDACTED]	
	KATY TX [REDACTED]			Country	UNITED STATES	

Product - Unknown - Unknown - Fire - Engine Compartment	Customer stated her vehicle caught on fire
Corporate - Property Damage - Default - Default - Default	
Dealer - By-Pass - Default - Default - Default	
Product - Unknown - Unknown - Fire - Unknown	

Briefly summarize why the customer is contacting Chrysler: Customer called in and stated her son borrowed there jeep wrangler to go to a friends house and when he was there he heard a pop sound in the engine and then the vehicle stated smoking and then caught on fire. Customer also stated there warranty has expired and they are seeking chrysler to replace or give her a discount on a new 2012 vehicle. Customer started that she doesn t feel she should have to pay for anything since they vehicle did catch and fire and her son was lucky not to be burnt. Agent advised customer that her case would be escalated up to a special investigation case manager and to allow 1 business day by no later then 8 PM EST to receive a call back.

Briefly summarize what the customer is expecting: New vehicle
 Customer advised a call back is required and will take place within one business day by COB their time
 Preferred Morning/Midday call back number is [REDACTED]
 Preferred Afternoon/Evening call back number is [REDACTED]
 Customer email address for case updates: N/A
 Who has possession of the vehicle? Tow Yard
 Has the vehicle been diagnosed by a CDJ dealer? No
 If a CDJ dealer has diagnosed, what is the dealer name or code? 45057
 Reassigned to 88F
 ***** CASE MANAGER TEAM - District U* *****
 Second Owner
 6/2 4 new 2 used
 12 new in HH
 In warranty
 No SC
 CONTACT UPDATE - 1st Contact attempt, phone number dialed,

Who is calling and what is their contact information?
NANCY CALLAIS [REDACTED] or [REDACTED]

What happened?

Customer s son borrowed the jeep wrangler to go to a friend s house and when he was there he got out of the vehicle and was standing out side talking with his friends and heard a pop sound in the engine and then the vehicle stated smoking and then caught on fire.

What is the current location of the vehicle?

World Tech Auto
17623 FM 529
Huston TX 77095
281-550-6675

Writer advised customer the case was being escalated

Per OGC Matrix, reassigned to 82T.

2/1/12 ASSIGNED TO RLG92. PAG45

CAIR NUMBER 21829289 REQUEST EAA INSPECTION 02-01-2012 15:27

CAIR NUMBER 21829289 E-MAIL SENT TO EAA 02-01-2012 15:27

CCRG Open Date: 02/01/2012 13:20:02

Letter Sent: Acknowledgement 02/02/2012 09:49:07

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 02/06/12 AT 04:20:36 21829289

Letter Sent: Denial 02/07/2012

Customer Assistance Inquiry Record (CAIR)# 21990578

VIN	1J4BA6H11	AL [REDACTED]	Open Date	03/13/2012	Built Date	03/15/2010
Model Year	2010	Body	JKJS74	JEEP WRANGLER UNLIMITED RUBICON 4X4 SPORT UTILITY		
In Service Dt	07/26/2010	Mileage	20,000	Dealer Zone	42	DETROIT
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)	Market	U	US	
Color	PX8	BLACK CLEAR COAT				
Engine	EGT	3.8L V6 SMPI ENGINE				
Transmission	DBA					
Dealer	66262	SUBURBAN CHRYSLER JEEP DODGE				
Dealer Address	24315 HAGGERTY					
Dealer City	NOVI	Dealer State	MI	Dealer Zip	48375	
Owner	[REDACTED]			Contact Type	TELEPHONE	
Address	[REDACTED]			Home Phone	[REDACTED]	
	HAMBURG MI [REDACTED]			Country	UNITED STATES	

Product - Unknown - Unknown - Fire - Unknown	Vehicle caught fire
Corporate - Property Damage - Default - Default - Default	
Dealer - By-Pass - Default - Default - Default	
Product - Unknown - Unknown - Fire - Engine Compartment	
Recall - L24: SOFT TOP WEAR - Advise Owner/Incomplete Recall	
Recall - L34: REPROGRAM PCM - OXYGEN SENSOR MONITOR - Advise Owner/Incomplete Recall	

1. Who is calling and what is their contact information?

[REDACTED]
 [REDACTED]
 Brighton, MI
 [REDACTED]
 Preferred: [REDACTED]
 Alternate: [REDACTED]

2. What happened? Customer states that while driving the vehicle it caught fire/burst into flames and he had to jump out of the moving vehicle.

3. What is the current location of the vehicle?
 Vehicle was towed to a tow yard by the fire department. Customer will provide that information when he obtains it.
 Customer is seeking to speak with someone right away. Customer declined to provide the information where the vehicle was towed too.
 Customer stated he will keep calling back until he can talk to a Special Investigations agent today. Agent provided timeframes for the callback to customer, customer is dissatisfied,
 An address location of the vehicle is required in order to proceed.
 Format is provided per answer connect 18819. Once information is collected send back to 88S for further review.
 Agent called customer [REDACTED]; left message. Agent provided contact number and case number and requested that customer call in to provide the information regarding the current location of the vehicle.

Briefly summarize why the customer is contacting Chrysler:Customer called in with the information regarding the location of the vehicle. The vehicle Corrigan Towing 775 North Second Street Brighton Michigan 48116 . The number to call is 810-229-6323

Briefly summarize what the customer is expecting:Customer seeks to speak with an agent as soon as possible.

Agent advised the customer that the case manager will call him as soon as possible.

Tow Yard information obtained.

Reassigning case to 88S for further review.

Writer sending case to 82S for further review. Please allow 2-5 business days for contact.

03.14.12

>> case is being forwarded to Chrysler Legal (CCRG) (2-5 days contact)

VEHICLE LOCATED AT:

Corrigan Oil

775 North 2nd Street

Brighton, MI 48116-1262

(810) 229-6323

Per OGC Matrix, reassigned to 82T. MG17

Customer called in to get an update on his case.

Agent advised customer of information in line 39. Customer would like someone to contact him asap.

3/15/12 ASSIGNED TO RLG92. PAG

CAIR NUMBER 21990578 REQUEST EAA INSPECTION 03-15-2012 08:47

CAIR NUMBER 21990578 E-MAIL SENT TO EAA 03-15-2012 08:47

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 03/16/12 AT 13:42:01 21990578

CCRG Open Date: 03/14/2012 15:49:32

Letter Sent: Acknowledgement 03/16/2012 11:18:34

Agent from Allstate Insurance company states that they would like to inform Chrysler that they are making a settlement to the customer this week. Agent Debra Hall, direct line is 248-994-9491, states that the case number for this customer is [REDACTED]

Allstate Insurance MDA

PO box 9229

Farmington Hills, MI

48333.

Customer Assistance Inquiry Record (CAIR)# 22069713

VIN	1J4AA2D18	AL [REDACTED]	Open Date	04/02/2012	Built Date	03/15/2010
Model Year	2010	Body	JKJL72	JEEP WRANGLER X 4X4 SPORT UTILITY 2-DOOR		
In Service Dt	05/03/2010	Mileage	25,400	Dealer Zone	70	
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)	Market	U	US	
Color	PQD	SURF BLUE PEARL COAT				
Engine	EGT	3.8L V6 SMPI ENGINE				
Transmission	DBA					
Dealer	68737	CHAPMAN CHRYSLER JEEP LLC				
Dealer Address	930 AUTO SHOW DR					
Dealer City	HENDERSON			Dealer State	NV	Dealer Zip 89014
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	[REDACTED]
	LAS VEGAS NV [REDACTED]				Country	UNITED STATES

Corporate - Product Information - Default - Default - Default	caught fire
Corporate - Goodwill Escalation Matrix - Escalated - Default - Default	fire
Product - Engine - Unknown - Other - Default	smoke and fire
Corporate - Property Damage - Default - Default - Default	
Dealer - By-Pass - Default - Default - Default	
Product - Unknown - Unknown - Fire - Engine Compartment	
Product - Unknown - Unknown - Fire - Unknown	

Briefly summarize why the customer is contacting Chrysler: Customer states he was driving to Albuquerque New Mexico and vehicle caught fire. The engine area is where the smoke and flames were coming from. The fire department came out and put the fire out. Customer states he was alone. Customer did not have any injuries he stated he was fine. Customer states the vehicle under the hood is melted and there is damage on the passenger side fender. Customer states there are many out there with the same year and model that caught fire. Customer states he is stranded without a vehicle. Customer states he is awaiting a call from the insurance company also. Customer states he is still in New Mexico.

Briefly summarize what the customer is expecting: Customer seeks to have this documented and the customer wants to know why the vehicle starts fire and that he is not the only one. Customer dropped the call before the agent had completed so therefore the customer is not aware of the case number.

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? Bernalillo Motors and Towing 505-877-9960
 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

Has customer had previous history with current issue? Y/ N customer had
dropped the call
Customer has a history of diagnosis for an intermittent problem? Y/N
Customer had dropped the call
Has had repair history at Chrysler dealership(s)? Y/N customer had
dropped the call
Was this vehicle purchased new by this customer? Y
Customer has a history of purchasing Chrysler vehicles? Y
If yes, number in household?1
Customer claims to maintain vehicle as per maintenance schedule? Y /N
Customer had dropped the call
Has a mechanical Chrysler Group Service Contract? N
Warranty coverage code?536
Ownership status?original
Basic warranty component? N
Powertrain warranty component? N
Service contract or Mopar warranty component? N
Within 3 years or 36,000 miles? Y
Within 2 years or 24,000 miles? N
Within 1 year or 12,000 miles? N
Please note vehicle is at:
Bernalillo Motors & Towing LLC
2720 Coors SW Blvd
Albuquerque, NM 87121
(505) 877-9960

Per OGC Matrix, reassigned to 82T.
4/4/12 ASSIGNED TO RLG92.
INSPECTION REQUESTED
CCRG Open Date: 04/03/2012 07:41:37
Letter Sent: Acknowledgement 04/05/2012 09:46:15
PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 05/14/12 AT 10:06:10 22069713

PE12-009

CHRYSLER

5/22/2012

Enclosure 2

SUBJECT VEHICLES

Customer Complaints and

Backup data

18976292

LB

TIRES

COLD

TIRES

COLD



THIS VEHICLE CONFORMS TO ALL APPLICABLE U.S.A. FEDERAL MOTOR VEHICLE SAFE THEFT PREVENTION STANDARDS IN EFFECT ON THE DATE OF MANUFACTURE SHOWN ABOVE

VIN: 1J4BAGH15[REDACTED] TYPE: MPV MIA: 082613
VEHICLE MADE IN U.S.A. PAINT: PBS TRIM: ATD





RUBICON



RUBICON





**NO WIRING DAMAGE
VISABLE FROM
BENEETH**









PIAA

PIAA





P R N D

366



























GENERATOR 34011-10













OVERHEATED CABLE
BEHIND ENGINE AT
BULKHEAD



BACK OF ENGINE



**BACK OF
ENGINE**



**BATTERY GROUND
CABLE BURNED AND
SEPARATED**























ONLY IN A

Jeep

The Fancy Boys

PE12-009

CHRYSLER

5/22/2012

Enclosure 2

SUBJECT VEHICLES

Customer Complaints and

Backup data

19289978









ALLE









RYSLER GROUP LLC

GUAR:

10-09

1259 KG 2775 LB WITH RIMS AT

1452 KG 3200 LB WITH RIMS AT

2314 KG 5100 LB

LT255/75R17 C TIRES

260 KPA (37 PSI) COLD

LT255/75R17 C TIRES

260 KPA (37 PSI) COLD



THIS VEHICLE CONFORMS TO ALL APPLICABLE U.S.A. FEDERAL MOTOR VEHICLE SAFETY AND THEFT PREVENTION STANDARDS IN EFFECT ON THE DATE OF MANUFACTURE SHOWN ABOVE.

VIN: 1J4BA6D16AL

VEHICLE MADE IN U.S.A.

TYPE:

PAINT: PBS

MPV

TRIM: A7DD

MDH: 101914 011AB

TIRE AND LOADING INFORMATION

SEATING CAPACITY - TOTAL 4 FRONT 2 REAR 2
 THE COMBINED WEIGHT OF OCCUPANTS AND CARGO SHOULD NEVER EXCEED
 317 KG OR 700 LB

TIRE	FRONT	REAR	SPARE
ORIGINAL TIRE SIZE	LT255/75R17 C	LT255/75R17 C	LT255/75R17 C
COLD TIRE INFLATION PRESSURE	260 kPa / 37 PSI	260 kPa / 37 PSI	260 kPa / 37 PSI

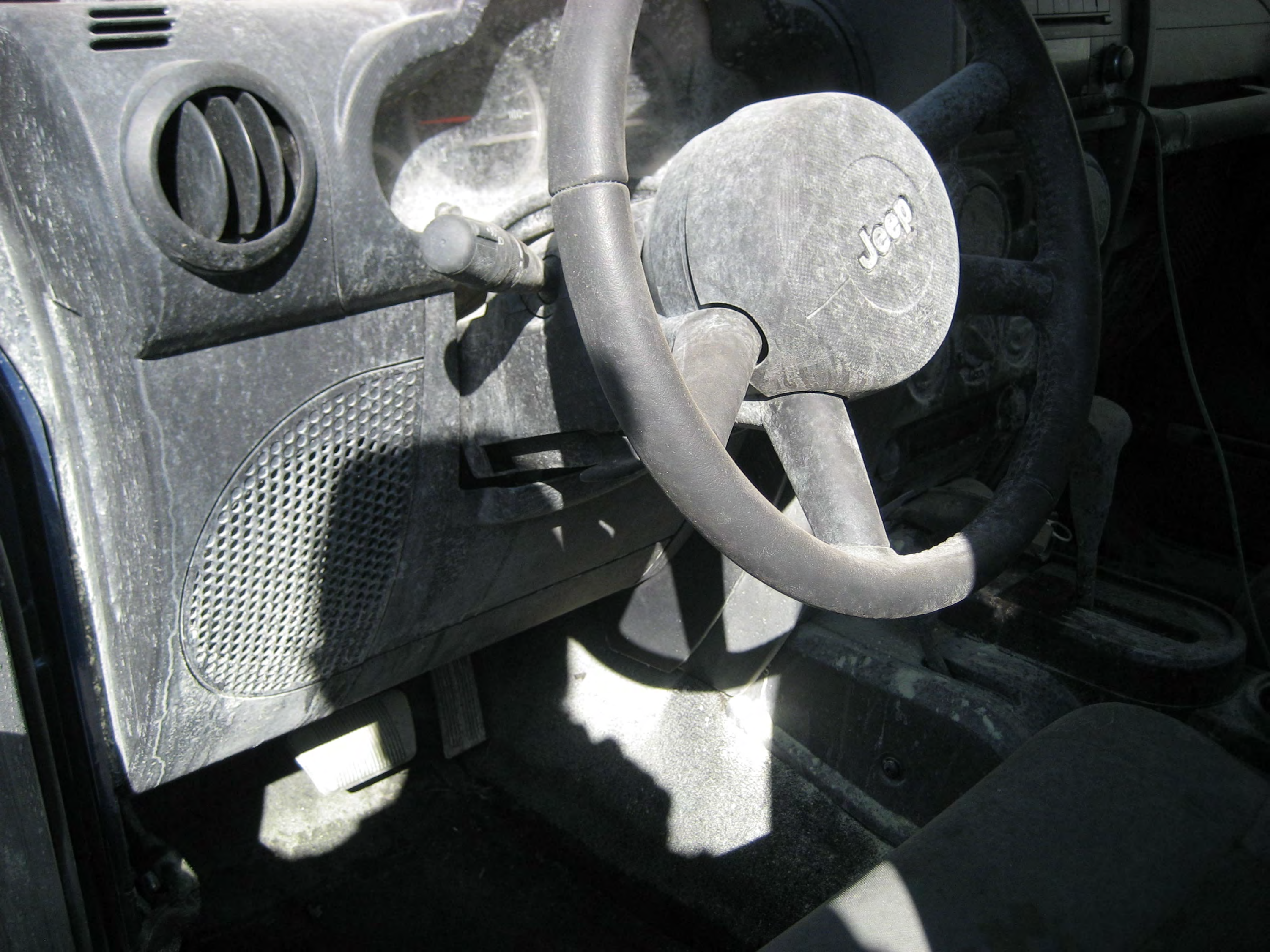
SEE OWNERS MANUAL FOR ADDITIONAL INFORMATION



AL128491

This vehicle is equipped with the following devices:
 * VIDEO
 * NAVIGATION
 * H.I.I.D.

Remove this label
 Upon removal
 recycle or













USA - 201 (ED)
WRING
N

















6981

(EDI)

WRANGLER

VIC

10-10

VA 213 BK





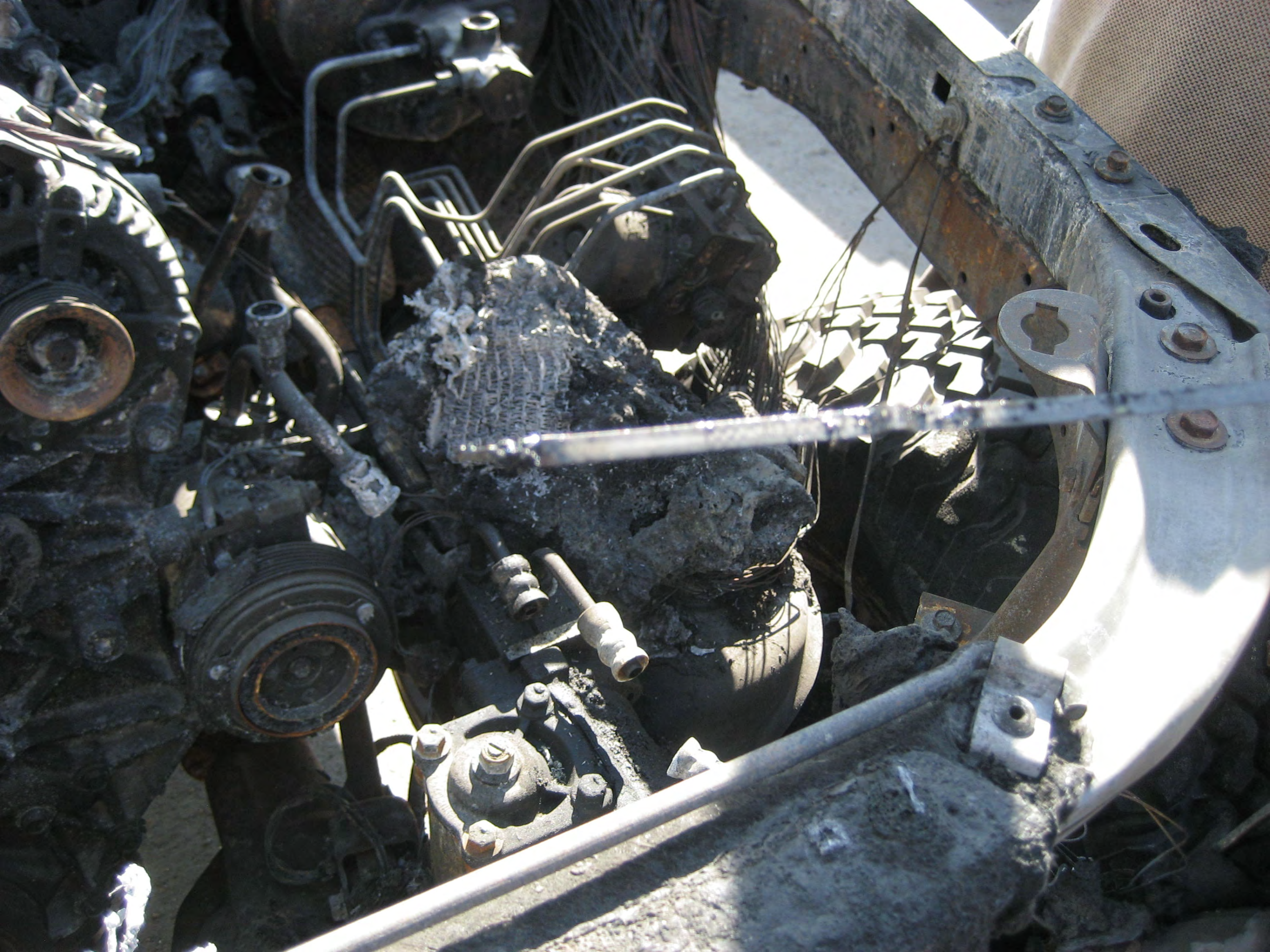




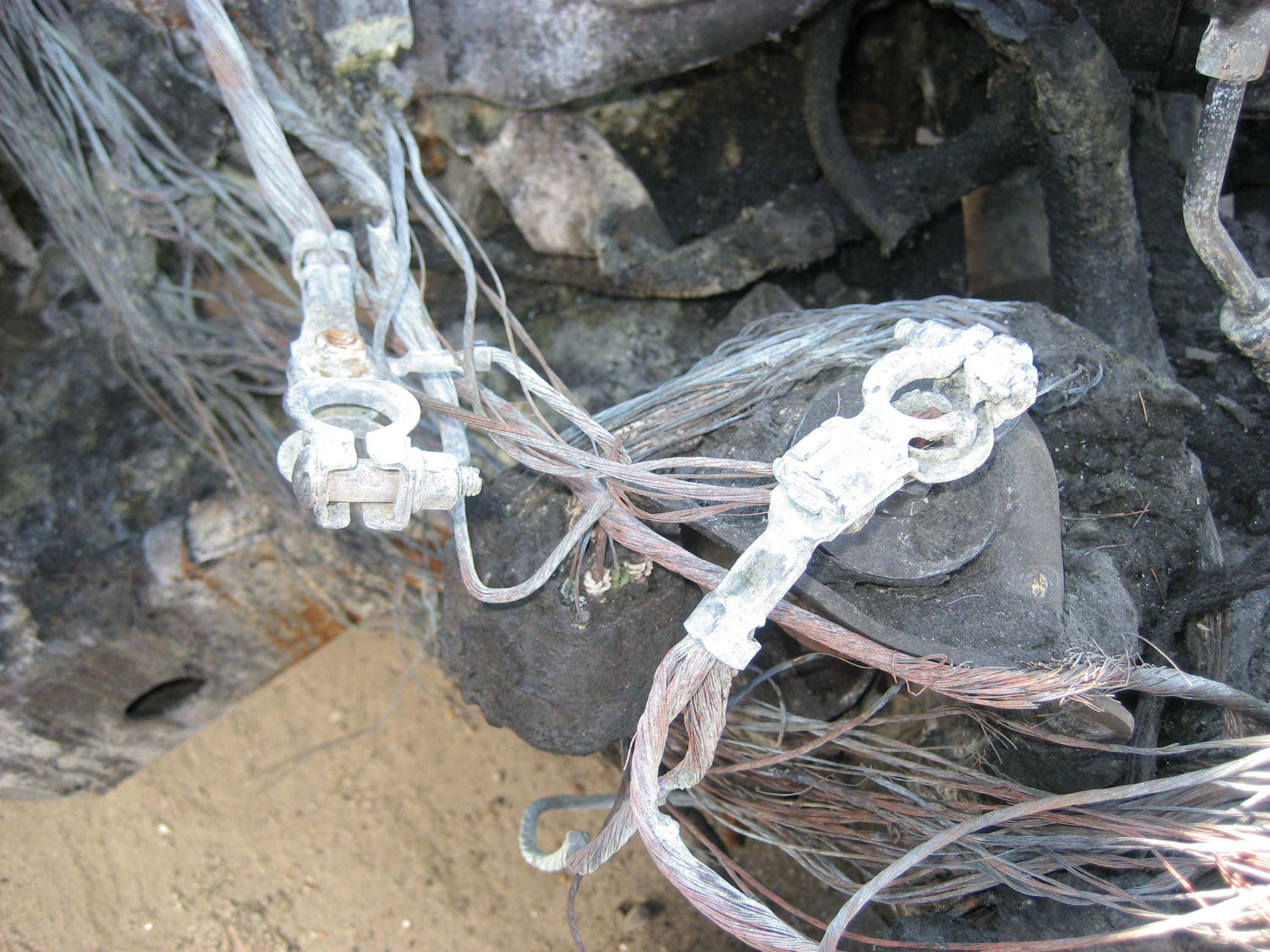


















800 Free
an Antor

TAYLOR'S TOWING SERVICE

3501 Woodlawn Street
HOPEWELL, VIRGINIA 23860

DAY (804) 458-0880 NIGHT (804) 458-1567

DATE <i>12/30/09</i>	TIME A.M. P.M.	REQUESTED BY
LOCATION OF VEHICLE		
NAME <i>CASH</i>		PHONE
ADDRESS		ZIP
MILEAGE: FINISH _____ START _____ TOTAL _____		
YEAR <i>10</i>	MAKE / MODEL / COLOR <i>Jeep</i>	MILEAGE
STATE	LIC. NO.	VEHICLE I.D. NO.
VEHICLE TOWED TO		

REMARKS
*6qt Synthetic
oil / Filter
change*

MILEAGE CHARGE	
TOWING CHARGE	
LABOR CHARGE	
STORAGE CHARGE	
	<i>59 95</i>
<i>tax</i>	<i>2 99</i>
TOTAL	<i>62 94</i>

OPERATOR'S SIGNATURE _____
AUTHORIZED SIGNATURE _____

ROAD SERVICE

*Incident Report
0003014*

*fire
30 mins. after
oil change*

left message

January 25, 2010

Yorktown

the loss listed below.
on that we intend to

our recovery right
I, or one of my

*Jeep
oil change*

De





SAFE

ADD 1 QT AT MIN

DO NOT OVERFILL

SEE OWNER'S MANUAL FOR PROPER OIL VOLUME































000-06366981
USAA - SD1 (ED1)
2004 JEEP WRANGLER
VIC

10+10
DEPARTMENT OF DEFENSE
H3N-9A3
FORT LEE
JUL 14













February 4, 2010

Ms. Shannon R. Smith
USAA
Claims-Auto Theft Unit
9800 Fredericksburg Road
San Antonio, TX 78288

RE: Your Claim No.: [REDACTED]
Your Insured: [REDACTED]
Date of Loss: December 30, 2009
Our File No.:
V.I.N.: 1J4BA6D16AL [REDACTED]

Dear Ms. Smith:

This will acknowledge your recent correspondence of January 25, 2010, regarding your insured referenced above.

A review of our records indicates that this is the first notification we have had of your insured's loss. In order for us to properly evaluate your claim, we require the following information:

1. The complete address for the location at which the vehicle may be inspected in its damaged state.
2. A copy of the police/fire department report relating to this incident.
3. Copies of repair estimates or repair bills.
4. A copy of any engineering or inspection report you may possess relating to the incident, as well as the photographs.
5. A detailed explanation as to why you feel we have a liability in this matter.

We will investigate your claim following receipt of the above requested information. Thank you for your cooperation in this regard.

Sincerely,

M. Gentry
Special Investigations
(248) 944-7084

MG/kat

February 4, 2010

Ms. Shannon R. Smith
USAA
Claims-Auto Theft Unit
9800 Fredericksburg Road
San Antonio, TX 78288

RE: Your Claim No.: [REDACTED]
Your Insured: [REDACTED]
Date of Loss: December 30, 2009
Our File No.:
V.I.N.: 1J4BA6D16AL [REDACTED]

Dear Ms. Smith:

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1. The complete address for the location at which the vehicle may be inspected in its damaged state.
2. A copy of the police/fire department report relating to this incident.
3. Copies of repair estimates or repair bills.
4. A copy of any engineering or inspection report you may possess relating to the incident, as well as the photographs.
5. A detailed explanation as to why you feel we have a liability in this matter.

We will investigate your claim following receipt of the above requested information. Thank you for your cooperation in this regard.

Sincerely,

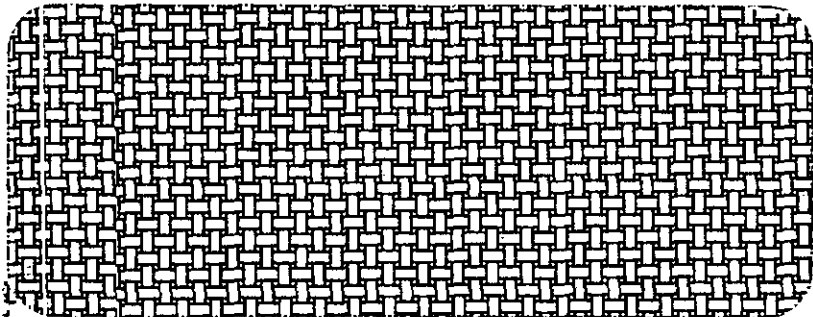
M. Gentry
Special Investigations
(248) 944-7084

MG/kat



9800 Fredericksburg Road
San Antonio, Texas 78288

IMPORTANT INFORMATION FROM USAA ENCLOSED



5-13-62

PRESORTED
FIRST CLASS



PITNEY BOWES

US POSTAGE

\$00.357

JAN 27 2010

ZIP 78288

001161

21 6950067



KAWBS31 48326





9800 Fredericksburg Road
San Antonio, Texas 78238

CHRYSLER GROUP LLC
1000 CHRYSLER DR
AUBURN HILLS MI 48326

January 25, 2010

RECEIVED

FEB 03 REC'D

SPECIAL INVESTIGATIONS

Reference: Request for payment

ATTN: CHRYSLER;

We will be reimbursing our insured for damages sustained as a result of the loss listed below. Our investigation shows that your insured is responsible. This is notification that we intend to recover the amount we will be paying.

USAA policyholder:
Claim #:
Date of loss:
Loss location:
USAA tax ID:
Your policyholder:
Your reference #:

[REDACTED]
December 30, 2009
Hopewell, Virginia
74-0959140
[REDACTED]
VIN: 1J4BA6D16A1 [REDACTED]

We ask that you not settle the claim with our insured without protecting our recovery rights.

If you need additional assistance, please call 1-800-531-8722. I, or one of my co-workers, will assist you.

Sincerely,

Shannon R. Smith
Claims-Auto Theft Unit
United Services Automobile Association

Chrysler Group LLC
Office of the General Counsel

FEB 02 2010

By [Signature] ^{St. Class}
[Signature] (Mail/Reg. Agent/
Sec. of State/Proc. Server

.....

P.O. Box 2243
Chester, VA 23831
Toll Free 1-888-303-1723
Fax # 804-717-2093

RECEIVED

FEB 15 REC'D

SPECIAL INVESTIGATIONS

Offices in:

February 10, 2010

Subrogation & Legal Section

*ATTN: Chrysler Legal Department
Re: Letter of intent to place on notice for examination
Reference: Fire & Damage to 2010 Jeep Wrangler
VIN #: 1J4bAGD16A[REDACTED]
Insured: [REDACTED]
Insurance Company: USAA Insurance
Date of loss: 12-30-09*

RECEIVED
FEB 15 REC'D
SPECIAL INVESTIGATIONS

To Whom It May Concern:

Please be advised that my company represents USAA Insurance and the above referenced vehicle was involved in a fire, which resulted from, an alleged mechanical/electrical component defect or workmanship defect. The incident occurred on December 30, 2009.

In order to determine the exact cause of the fire & damage in regards to the failure, including a determination as to whether any defect in workmanship or components was in existence at the time of the fire, an inspection and testing of the items in the origin area and components will need to be conducted by engineers/investigators representing FACC, an authorized representative of the above. This inspection will take in the next 15 days or as soon as your Insurance Company or experts can make arrangements to meet with our experts.

As you may have an interest in this matter as potential defendant's in litigation, you are invited to have your experts attend and participate in the inspection and testing procedures. The vehicles engine compartment and any components will be examined at that time. You may want to contact your insurance carrier prior to the exam to notify them of the loss and have them contact us.

To coordinate the inspection date and time please contact Gary Haun Jr. at (804) 425-5104. Should you have any questions pertaining to this matter, or wish to discuss the same in further detail, you may contact the home office of F.A.C.G. at 1-804-425-5104.

I would like to ask that you fax a letter of intent to the above fax number in regards to if you are going to attend or you will not attend the joint examination. I would also like to caution you that should you or your expert fail to appear at the inspection or you or your expert elects not to be present, you will forfeit any right to subsequently claim of prejudice/spoliation under *Nally vs. Volkswagen of America, Inc. 405 mass 191 (1989)*

I WILL ATTEND THE EXAM _____ **I WILL NOT ATTEND THE EXAM** _____

Sincerely

Gary L. Haun Jr. C.F.I./C.F.E.I./C.F.I.I./C.V.F.I.
Board Certified Vehicle Fire Investigator

.....| | | | |

Put Our Winning Team Of Experts To Work For You

DC 157 11-2689

Bank of America

VISA SIGNATURE

Prepared for: [REDACTED]
Account Number: [REDACTED]

November 2009 Statement
Credit Line: **\$5,900.00**
Cash or Credit Available: **\$4,802.79**

For Information on Your Account Visit:
www.bankofamerica.com
Call toll-free 1-800-421-2110
TDD hearing-impaired 1-800-346-3178
Mail Payments to:
BANK OF AMERICA
P.O. BOX 15019
WILMINGTON, DE 19886-5019
Mail Billing Inquiries to:
BANK OF AMERICA
P.O. BOX 15026
WILMINGTON, DE 19850-5026

Summary of Transactions

Previous Balance	\$918.74
Payments and Credits	- \$918.74
Purchases and Adjustments	+ \$1,097.21
Periodic Rate Finance Charges	+ \$0.00
Transaction Fee Finance Charges	+ \$0.00
New Balance Total	\$1,097.21

Billing Cycle and Payment Information

Days in Billing Cycle	32
Closing Date	11/02/09
Payment Due Date	11/29/09
Current Payment Due	\$15.00
Past Due Amount	\$0.00
Total Minimum Payment Due	\$15.00

Payments and Credits	Promotional Offer ID	Posting Date	Transaction Date	Reference Number	Account Number	Amount
PAYMENT - ELECTRONIC		10/28				918.74 CR
Purchases and Adjustments						
TAHA MARINE CENTER POMPANO BEACHFL	CXVW-6KTH4	10/05	10/04	2220	5891	416.00
ARNST OCEAN AUTOMOTIVE DELRAY BEACH FL	CXVW-6KTH4	10/17	10/15	4020	5891	163.45
SHELL OIL 57543607501 POMPANO BEACHFL	CXVW-6KTH4	10/17	10/15	2417	5891	38.02
RACETRAC469 00004697 PAMPANO BEACHFL	CXVW-6KTH4	10/27	10/25	2990	5891	31.74
TAHA MARINE CENTER POMPANO BEACHFL	CXVW-6KTH4	10/30	10/29	9430	5891	419.50
STARLITE LOUNGE POMPANO BEACHFL	CXVW-6KTH4	10/31	10/29	5006	5891	28.50

WORLDPOINTS
 1,096 MONTHLY EARNINGS
 0 BONUS POINTS THIS MONTH
 3,591 POINTS AVAILABLE

Ref #
19316335

START MANAGING YOUR ACCOUNT THE FAST, EASY WAY AND SIGN-UP FOR ONLINE BANKING AT BANKOFAMERICA.COM. ONCE ENROLLED - GO GREEN WITH PAPERLESS STATEMENTS.

GET UP TO 20% CASH BACK WITH THE BANK OF AMERICA CHECK CARD AND CREDIT CARD YOU CARRY WITH THE ADD IT UP PROGRAM. VISIT BANKOFAMERICA.COM/ADDITUP TO SIGN UP.

BANK OF AMERICA IS PROUD TO OFFER MOBILE BANKING TO ALL ONLINE BANKING CUSTOMERS. JUST GO TO WWW.BOFA.MOBI ON YOUR PHONE'S WEB BROWSER TO GET STARTED.

PAY YOUR BILL QUICKLY WITH THE PAY BY PHONE SERVICE. CALL 1.866.297.9258 TO USE THE AUTOMATED SERVICE OR DISCUSS OTHER PAYMENT OPTIONS.

03 0010972100001500000918740004313070458545891

BANK OF AMERICA
 P.O. BOX 15019
 WILMINGTON, DE 19886-5019



88 1105 N 159 000 145 03556 #001 8P 0.357

POMPANO BEACH FL



Check here for a change of mailing address or phone number(s). Please provide all corrections on the reverse side.

ACCOUNT NUMBER:	[REDACTED]
NEW BALANCE TOTAL:	\$1,097.21
PAYMENT DUE DATE:	11/29/09
Enter Payment Amount Enclosed.	
\$	

Mail this payment coupon along with a check or money order payable to: **BANK OF AMERICA**

Reference No.: 19289978

PLEASE IGNORED [REDACTED] FILE SCANNED
UNDER THIS CAIR # IN ERROR.

THANK YOU

PE12-009

CHRYSLER

5/22/2012

Enclosure 2

SUBJECT VEHICLES

Customer Complaints and

Backup data

19419224

495851

Enterprise Vehicle Exchan

Driver Initials: LG
Date: 4/2/10
Time: _____

Lot Check-In Initials: LG
Date: 4/2/10
Time: _____

ACV:\$ 0

2010 Jeep Wrangler

1J4BA3H15AL [REDACTED]

INOP
TOTAL
BURN

















































































































































ELCO Administrative Services

P.O. Box 360200
Strongsville, Ohio 44136
Phone: (216) 265.9440
Fax: (216) 265.9441

RECEIVED
JUN 17 2010
SPECIAL INVESTIGATIONS

Number of Pages Including Cover Sheet: 2

Attention: [REDACTED]

RE: Repair invoice from Walker Chrysler Jeep Dodge for the
2009 Dodge Charger

Date: June 17, 2010

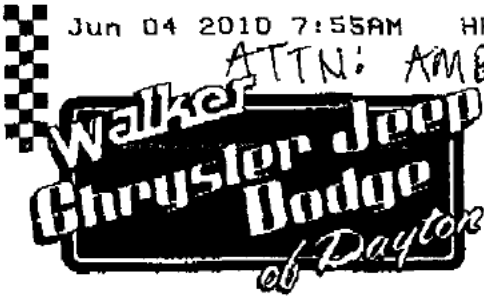
Notes: [REDACTED]

Per your request, attached please find attached the
repair invoice regarding the replaced right retractor on
the 2009 Dodge Charger.

Your file number: 19638300

If you have any question you may contact me directly at
(216) 265.1471 and reference the ELCO claim number:
597714.

Thank you,
Amber



ATTN: AMBER claim # 597714

95 Loop Rd., Dayton, OH 45459
(937) 434-9500 • Fax (937) 434-3682
Toll Free 1(866)255-9188
www.walkercjd.com



CUSTOMER NO. 3338	ADVISOR ELATNF	TAG NO. 383 796	INVOICE DATE 06/03/10	INVOICE NO. CHCS71137
ENTERPRISE RENT A CAR 465 MIAMISBURG-CENTERVILLE RD CENTERVILLE, OH 45459	LABOR RATE	LICENSE NO.	MILEAGE 26,747	COLOR WHITE/
	YEAR / MAKE / MODEL 09/DODGE/CHARGER/4DR SDN RWD SXT	DELIVERY DATE		DELIVERY MILES
	VEHICLE ID NO. 2B3KA33V69H	SELLING DEALER NO.		PRODUCTION DATE
17	F.Y.E. NO. 43-1153492	P.O. NO.	R.O. DATE 06/01/10	
RESIDENCE PHONE	REPAIRER PHONE	COMMENTS		

MO: 267A

www.walkercjd.com



Limited Warranty

This dealership warrants all new parts from the original equipment manufacturer and labor performed in conjunction with the repair for twelve (12) months or twelve thousand (12,000) miles, whichever come first. Gaskets and seals excluded. If a factory part or labor falls in normal service within that period, the dealership will replace the defective parts and/or repair at no cost in workmanship. Any warranty on parts or accessories which are not the original equipment manufacturer parts or made solely by the manufacturer or supplier of such parts. Except for any limited warranty given above, the dealership disclaims all warranties, express or implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said parts and accessories. The dealership shall not be liable for any incidental or consequential damages or commercial losses arising out of such purchase.

THANK YOU FOR THIS OPPORTUNITY TO SERVE YOU. IT IS OUR AIM TO PERFORM ALL THE REPAIR REQUESTED ON THIS REPAIR ORDER TO YOUR COMPLETE SATISFACTION. IF OUR SERVICE WAS SATISFACTORY TELL YOUR FRIENDS; IF NOT, PLEASE TELL US IMMEDIATELY.

FIVE STAR



The Repairing and Rebuilding Company, EQUAL OPPORTUNITY, CREDITORS & SERVICES

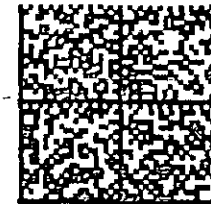


P.O. BOX 99
LOMBARD, IL 60148

ZTC

4-4-4

Chrysler
1000 Chrysler Dr
Auburn Hills, MI 48326



US POSTAGE
\$ 00.44

Mailed From 60148
06/09/2010
031A 0002303389

4832632778 0009





P.O. BOX 99
LOMBARD, IL 60148
Tel: 630-424-6400 • Fax: 630-424-0880

194/9224

RECEIVED
JUN 17 2010
SPECIAL INVESTIGATIONS

Chrysler
1000 Chrysler Dr
Auburn Hills, MI 48326

RE: Vehicle: 2010 Jeep Wrangler
VIN: 1J4BA3H15AL [REDACTED]
Unit No.: 7C1SS4
Our File No.: 1526689

Dear Chrysler:

Please be advised this office handles claims for National Car Rental (hereinafter "National").

Due to the allegation that the above vehicle had a mechanical defect, Chrysler inspected the vehicle. Upon inspection, no defect or malfunction was found to exist.

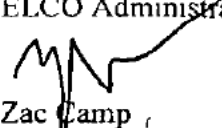
We intend to release the vehicle on 6/18/10 and allow National to commence repairs or dispose of the vehicle. If you need National to continue holding this vehicle, please notify us in writing no later than the stated release date. Please note that if we do not receive notification from you on or before 6/18/10, your silence will be deemed a waiver of your rights to inspect.

We remind you that National reserves all rights of recovery relating to inspection costs, loss of use and storage fees which continue to increase each day the vehicle is held.

If you have any questions concerning this matter, please contact me at 630-424-6400 ext. 312.

Sincerely,

ELCO Administrative Services Company


Zac Camp
Liability Claims Representative

Via Certified Mail No.: 70092250000158787140

PE12-009

CHRYSLER

5/22/2012

Enclosure 2

SUBJECT VEHICLES

Customer Complaints and

Backup data

19484556



Jeep

























OMRON
04692141AA

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MADE IN CANADA
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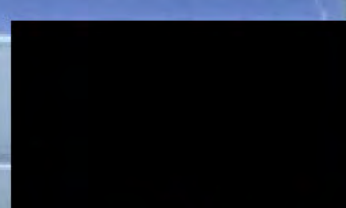
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SMC



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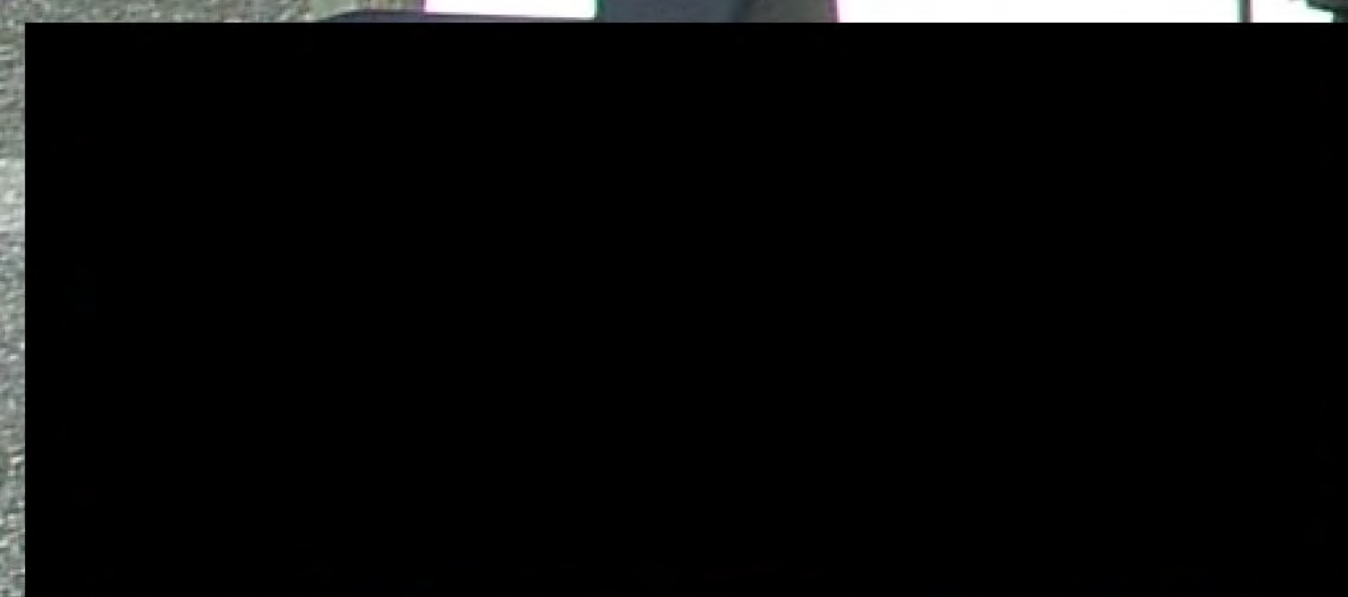
SPC

WRA
UN

Mud-Terrain







BFGoodrich

Mud-Terrain T/A

6Y22 BT



CASS BURCH
QUITMAN - VALDOSTA



BFGOODRICH

TRAIL T/A



SPORT
WRANGLER
UNLIMITED





MUD
LE
HOME

TRAIL
RATED

SPORT

**WRANGLER
UNLIMITED**

BFGoodrich

MUD-TERRAIN T/A