

Coppage, MI

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

Krohn & Moss, Ltd.

(Arizona, California, Florida, Illinois, Indiana, Kentucky, Minnesota, Missouri, Nevada, Ohio, Wisconsin, Washington, DC)

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*Writer licensed to practice in
Illinois, Kentucky and Minnesota*

April 4, 2012

Chrysler Group, LLC
Attn: Legal Department
PO Box 21-8004
Auburn Hills, MI 48321

RE: [REDACTED] v. Chrysler Group LLC

Vehicle: 2011 Chrysler 200

VIN: 1C3BC1FG3BN [REDACTED]

Dear Sir or Madam:

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

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

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

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

1. Defective engine as evidenced by the vehicle repeatedly stalling;
2. Defective body and trim as evidenced by misaligned driver's door;
3. Defective transmission as evidenced by transmission not shifting;
4. Defective brakes as evidenced by excessive brake noise; and

5. Any additional complaints made by our client, whether or not they are contained in your company's records or on any dealer repair orders.

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

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

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

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

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

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

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

Please be advised that pursuant to Uniform Commercial Code § 2-711(3) my client has a security interest in the vehicle for return of the amounts described above, plus expenses in handling and inspecting the vehicle. Until you pay this amount, my client will hold the car and use it to the extent necessary to preserve it, to protect the security interest, and to minimize your damages. Moreover, my client needs return of the monies listed above before a substitute vehicle can be acquired. In addition, any attempt by you or your agents to repossess the car will be wrongful and may subject you to liability for conversion and for wrongful repossession under Uniform Commercial Code §§ 9-503 and 9-507, as well as any other applicable remedies.

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

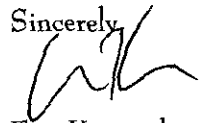
April 4, 2012

liable under Uniform Commercial Code § 9-404(1) in the amount of \$100.00, plus any loss caused to my client by your failure to do so.

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

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

Sincerely,

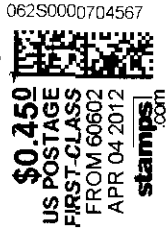


Eric Kaczander
Attorney at Law

EK/tm

CC: [REDACTED]

Krohn & Moss, Ltd.
10 N Dearborn Street Floor 3rd
Chicago IL 60602-4276



30389



Chrysler Group LLC
Attn: Legal Department
P.O. Box 218004
Auburn Hills MI 48321-8004

Motor Vehicle Defect Notification

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

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

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

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

Description of continuing defect(s) or condition(s) 4/14
has been taken back to dealer 3 times
for the transmission and stays the same. Also 2 times
was for unknown vibration, Believed that was also the
transmission.
(NOTE: this is not a complete description; the manufacturer should ascertain all repair information.)

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

Vehicle Make Dodge Model Avenger Year 2011

VIN 11B3/B/D/11E/G/7/B/N/510/710/318 Date of Delivery _____

Name and City/State of selling dealer or leasing company (if applicable) _____
Miami/Florida (Planet Dodge)

APR 17 2012

Name and City/State of authorized service agent(s) attempting previous repairs _____
Miami/Florida (Planet Dodge)

Consumer Lazaro Jesus Hernandez Home phone (305) 345-5325 / (305) 319-622

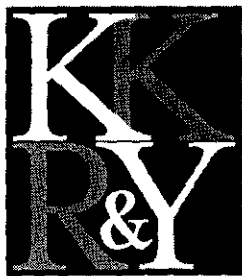
Address 600 nw 133 ave Work phone (305) 819-4060

Miami FL 33182 Signature _____

Date Mailed 4/14/12

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

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



KENNEDY
KENNEDY
ROBBINS &
YARBRO, LC

MARK A. KENNEDY*
DOUGLAS R. KENNEDY*
SCOTT A. ROBBINS*
CHRISTOPHER L. YARBRO*
SAMANTHA D. PENNINGTON*
JENNIFER R. WILLIAMS
*Also Licensed in Arkansas
*Also Licensed in Illinois

Writer's Direct E-mail: mark@kkrylawfirm.com

RECEIVED

JUL 18

2012

July 16, 2012

SPECIAL INVESTIGATIONS

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

Customers: [REDACTED]
Vehicle: 2011 Chrysler Sedan
VIN: 1C3BC1FG0BN [REDACTED]
Date of Purchase: 09/28/2011
Servicing Dealer: Blackwell-Baldwin Dodge, Inc. of
Dexter, Missouri

TO WHOM IT MAY CONCERN:

I have been contacted by [REDACTED] to try to help them obtain suitable repairs or a trade-in for their 2011 Chrysler Sedan which has had a continuing problem from the date they purchased the vehicle. They have complained to me of the following:

1. The car dies randomly. It doesn't matter whether the engine is cold or hot, warmed up or not. The engine completely stops (or dies) and the operator has to put the vehicle in park and restart the engine with the key.
2. This has happened at least 15 different times since they purchased the vehicle and usually happens when a stop is made in traffic, at a stop sign, or in slow stop and go traffic. On occasion this happens after acceleration from a stop sign and the vehicle died out in the intersection with oncoming traffic, which is the primary worry to the consumer.
3. This vehicle has been in the shop at least five times for this problem and was in the shop two times with transmission problems and the dealer has failed to identify or fix the problem.

Mrs. [REDACTED] has persisted with complaints of these problems to the point she is now being treated rudely by employees and cannot understand why they have been rude to her when all she wants is to have her car fixed.

This vehicle was purchased by a husband and wife together and has approximately 15,000 miles on it now and they are concerned that it is a death trap.

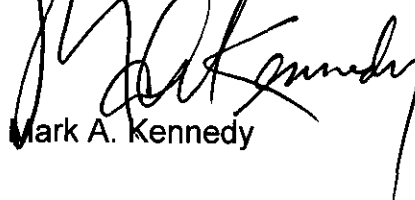
Mrs. [REDACTED] has requested service invoices from the dealer to bring to me but has been put off or promises have been made to her, but nothing has been done.

This customer simply wants her vehicle fixed or a suitable trade arranged so that she can get rid of the vehicle because she is very uncomfortable transporting her four children in such an unreliable vehicle.

Please reply to this letter as soon as possible because, like my client, I feel that it is dangerous for her to be driving the vehicle with children in a car that dies in traffic without warning.

Sincerely,

KENNEDY, KENNEDY, ROBBINS & YARBRO, LC



Mark A. Kennedy

MAK:slh

pc:

[REDACTED]
Blackwell-Baldwin Dodge, Inc.
National Highway Traffic Safety Administration

CENTER

63945 (Zip)

Harvie (State)

NOTIFICATION

Customer Name

Address (Street)

Daytime Telephone

VIN Number

Date of Purchase

Servicing Dealer

Number of days vehicle has been Out-of-Service

Number of repair attempts to repair same condition

Description of Concern:

Approx. 15,000 Mileage

LC3VC1FG08N9

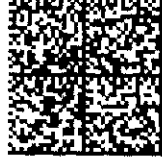
09/28/2011

Blackwell - Baldwin Dodge, Inc.

At least 5 times

See Attached letter.

**Kennedy, Kennedy, Robbins & Yarbro, LC
Attorneys & Counselors at Law
1165 Cherry Street
P.O. Box 696
Poplar Bluff, MO 63902**



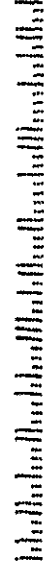
02 1P
0004648080 JUL 16 2012
MAILED FROM ZIP CODE 63901

\$ 000.450

PITNEY BOWES

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

48321+8004



RECEIVED DATE:

4/27/12

POSTED DATE :

4-18-12

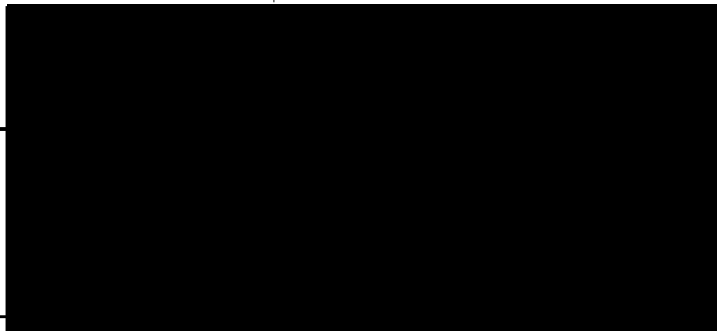
VIN (FIRST 9 DIGITS)

006000000

VIN (LAST 8 DIGITS)

00000000

FIRST NAME:



LAST NAME :

CAIR :

00000000

NON - SCANABLE ITEMS : CIRCLE ONE

NO

YES



Street Address

Bessemer, AL

City, State, ZIP



35022524980



7011 1150 0000 7412 71

Lordis McLarty -
Business Center

5580 Ardency way

Street Address

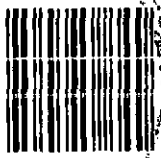
Bessemer, AL 35022

City, State, ZIP

\$5.75

U.S. POSTAGE
PAID
BESSEMER, AL
35022
APR 18, '12
AMOUNT

00100520-13



35022

NOTIFICATION TO BUSINESS CENTER

Customer

Address

(Street)

(City)

(State)

(Zip)

Daytime Telephone

VIN Number

Date of Purchase

Mileage

Servicing Dealer

Number of days vehicle has been Out-of-Service

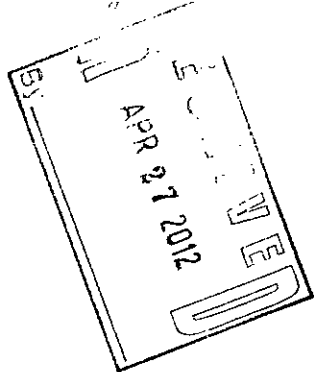
Number of repair attempts to repair same condition

Description of Concern:

Car makes several noises when
drives when the AC is on and when
the AC is off the loud whining noise stops
disc issues with transmission



5080 Academy Lane, Bessemer, AL 35022

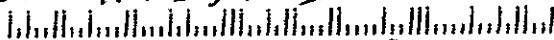


Chrysler Group LLC
Customer Center.

PO Box 21-8004

Auburn Hills, MI 48321-8004

4832188004



NOTIFICATION TO THE SERVICE GROUP CUSTOMER CENTER

Customer Name

Address

(Street)

(City)

(State)

(Zip)

Daytime Telephone

VIN Number

Date of Purchase

Mileage

Servicing Dealer

Number of days vehicle has been Out-of-Service

Number of repair attempts to repair same condition

Description of Concern:

Car makes several noises when driving rep from Chrysler states all new cars makes noises and when AC is turned off the noise (whining) goes away + transmission

7/26/11
2
4

4/18

[Redacted]

[Redacted]

Bessemer

Ala

[Redacted]

[Redacted]

[Redacted]

1C3BC8FG5BNS

7/26/2011

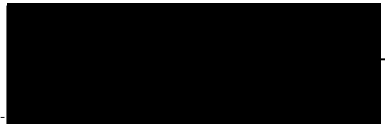
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Landers McLarty

28

6

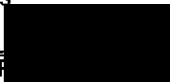
CERTIFIED MAIL™



Street Address

Bessemer, AL

City, State, ZIP



7011 1150 0000 7412 7135



48321

RETURN RECEIPT
REQUESTED

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

U.S. POSTAGE
PAID
BESSEMER, AL
35022
APR 18 12
AMOUNT
\$5.75
00100520-13

48321800404



22210222

CCAC Sarah Hinzman

Name [REDACTED]

VIN: 1C3BC1FG2BN [REDACTED]

Email [REDACTED]

Phone: 319.360.1713

Issue: Chrysler 200 odometer has 8,800 miles and has been in the shop 3 times for stalling out.


Initial Complaint – Twitter



[REDACTED]

Abakinzie

4 May

 ChryslerAutos My 200's odometer is 8800 and it's been in the shop 3 times for stalling out.

[view conversation](#)

Correspondence – Tweet & Direct Message Sent

Public Tweet:

@Abakinzie We are very sorry to hear about your negative experience and will contact you via DM for further information.

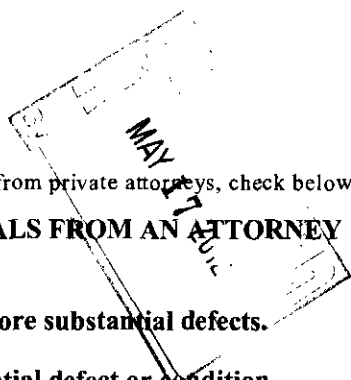
Direct Message:

Sorry to hear about your experience. Please provide your contact info & VIN# so that we can notify our Customer Care team.

Motor Vehicle Defect Notification

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

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



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

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

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

Description of continuing defect(s) or condition(s) The vehicle stalls out at a stop. The car is in drive w/ the foot on the brake.

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

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

Vehicle Make Chrysler Model 200 Year 2011

VIN 1C3B/C1F/G7B/N [redacted] Date of Delivery December 2011

Name and City/State of selling dealer or leasing company (if applicable)

Greenway Dodge Chrysler Orlando FL (800) 650-8303

Name and City/State of authorized service agent(s) attempting previous repairs:

Orlando Dodge Chrysler Orlando FL (407) 299-1120

Consumer Name [redacted]

Address [redacted]

Orlando, FL [redacted]

Home phone [redacted]

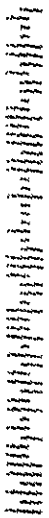
Work phone [redacted]

Signature [redacted]

Date Mailed 5/3/12 ()

CERTIFIED MAIL™

Orlando, FL

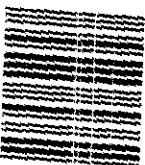


7011 2970 0003 1948 4033



UNITED STATES
POSTAL SERVICE

1080



48321

U.S. POSTAGE
PAID
ORLANDO, FL
Permit No. 112
HAMOUNT

\$6.20
00031258-18

RETURN RECEIPT
REQUESTED

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

FINAL REPAIR OPPORTUNITY NOTICE

This constitutes my notice as a consumer, pursuant to the Georgia Lemon Law, O.C.G.A. Section 10-1-784(a)(2), that the manufacturer's authorized agent has been unable to repair or correct the nonconformity or nonconformities (defects) listed below in the new motor vehicle described below, and that you as the manufacturer have an opportunity for a final repair attempt.

- Defect # 1 Vehicle cut off at anytime without warning
- Defect # 2 Brake light come on
- Defect # 3 Brake squeaking all the time.
- Defect # 4 _____
- Defect # 5 _____

Vehicle Make Chrysler Model 200 Limited Year 2011

Vehicle identification number (VIN) 1C131B1C121F1G191B1M [REDACTED]

Name/address of selling/leasing dealer Carl Gregory - Chrysler/Plymouth/Jeep: 3000 Northlake Pkwy, Bldg #100 Columbus, Ga 31909

Date of delivery 3/16/11 Date registered in GA if bought/leased in another state 3/30/11

Odometer reading on delivery date 46 Current odometer reading 14715

Name/address of facility/facilities where repairs were made and date/s of repairs Carl Gregory 3000 Northlake Pkwy 09-14-11, 09-27-11, 03-09-12, 03-12-12, 03-19-12
Carl Gregory Dodge of Columbus 2201 Victory Dr.
Carl Gregory 3000 Northlake Pkwy 05-09-12

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

Consumer name [REDACTED] Home phone [REDACTED]
 Street address [REDACTED] Cell phone [REDACTED]
 City/State/ZIP [REDACTED] Work phone [REDACTED]
 Consumer signature [REDACTED] Today's date 5/15/12

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

Also, for our records, please send us a copy at the address listed on the first page, or fax it to OCP at 404-656-3569.

A

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When used internationally
affix customs declarations
(PS Form 2976, or 2976A).

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Please recycle.



EP13F

Home or office at usps.com/pickup

Print postage online - Go to usps.com/postage

PLEASE I

Flat Rate Mailing Envelope
For Domestic and International Use

Visit us at usps.com



Mailing Label
Label T-B, March 2004

UNITED STATES POSTAL SERVICE® Post Office To Addressee

DELIVERY (POSTAL USE ONLY)		Employee Signature	
Delivery Attempt	Time <input checked="" type="checkbox"/> AM <input type="checkbox"/> PM	Employee Signature	
Mo. Day	5 16 1041	Employee Signature	TM
Delivery Attempt	Time <input type="checkbox"/> AM <input type="checkbox"/> PM	Employee Signature	
Mo. Day		Employee Signature	
Delivery Date	Time <input type="checkbox"/> AM <input type="checkbox"/> PM	Employee Signature	
Mo. Day		Employee Signature	

CUSTOMER USE ONLY

PAYMENT BY ACCOUNT
Express Mail Corporate Acct. No. **WARRANTY OF SIGNATURE (Domestic Mail Only)**
Additional merchandise insurance is void if customer requests waiver of signature.
I warrant delivery to be made without obtaining signature of addressee. If signature is required, I warrant that I am authorized to sign for the addressee (or authorized) and I authorize that delivery employee's signature constitutes valid proof of delivery.

Federal Agency Acct. No. or Postal Service Acct. No. _____

NO DELIVERY Holiday Mailer Signature

TO: (PLEASE PRINT) PHONE () _____

Chrysler Group Service Contracts
P.O. Box 2700
Troy, MI 48007-2700
ZIP 5+4 (U.S. ADDRESSES ONLY. DO NOT USE FOR FOREIGN POSTAL CODES.)
48007+

FOR INTERNATIONAL DESTINATIONS, WRITE COUNTRY NAME BELOW.

PLEASE PRESS FIRMLY



EI 521975871 US

ORIGIN (POSTAL SERVICE USE ONLY)		Postage	
PO ZIP Code	Day of Delivery	Postage	\$18.95
31907	Next <input type="checkbox"/> 2nd <input type="checkbox"/> 3rd Day	Return Receipt Fee	
Date Accepted	Scheduled Date of Delivery		
5 15 12	Mo. Day		
Time Accepted	Scheduled Time of Delivery	COD Fee	
2:07 PM	<input checked="" type="checkbox"/> Noon <input type="checkbox"/> 3 PM		
Flat Rate or Weight	Military	Insurance Fee	
2.07 lbs.	<input type="checkbox"/> 2nd Day <input type="checkbox"/> 3rd Day		
	Int'l Alpha Country Code	Total Postage & Fees	\$18.95
		Acceptance Fee	

FROM: (PLEASE PRINT) PHONE (706) _____

Columbus, GA

FOR PICKUP OR TRACKING
Visit www.usps.com
Call 1-800-222-1811

PRESS HARD, YOU ARE MAKING 3 COPIES.

visit us at usps.com

We Deliver!

From: [REDACTED]
To: customerassist@chrysler.com
Date: Sat May 26 20:28:43 EDT 2012
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service
Brief Description:

Chrysler 200 major safety issue
Comments:

Pursuant to North Carolina New Motor Vehicles Warranties Act (N.C.G.S. 20-351) this message is an official notification an unresolved issue regarding our new vehicle purchased 9/2011 from Hendrick Chrysler of Fayetteville, NC.

Beginning in December of 2011 our car started to encounter a major safety issue wheras the car would completely shutdown while in operation and without any check engine lights or computer problem codes. We have taken the vehicle to E-Golf of Hendersonville, NC on multiple occasions for this issue however thus far it has only been documented 3 times. The vehicle will be going in to E-Golf's Service Department for an official 4th time coming this Tuesday May 29, 2012, which under the NC Lemon Law we have made allowed a "reasonable" opportunity for Chrysler to remedy the situation.

When the vehicle "dies" it mimics how a vehicle would react were it to be knocked out by an electromagnetic impulse. There is no warning of when it happens and there are no signs of what is causing the problem. The safety issue is that the car typically dies during or following the car being at a complete stop, typically as the car moves towards the center of an intersection is when it stalls, rendering the power steering and power brakes to lock up which removes the driver from maintaining control of the car. To date the car has stalled more times than I have digits on my hands and feet. On 5 separate occasions the car has stalled in the middle of busy intersections. Chrysler customer service is working within the limitations that corporate has empowered them with however in this instance it is not enough. Because the problem is intermittent, the service department must drive the car regularly over a period of an extended time. As a result I must rent a car to replace my transportation. During the last trip to the service shop Chrysler paid \$40 a day for 7 days for a rental car however the "courtesy" does not completely cover the rental agreement at today's rental rates. As the car is going in to the shop this coming Tuesday I must rent a vehicle using my

extended warranty purchased by a third party of Chrysler and offered by Hendrick Motors. The warranty only covers \$30 per day up to 5 days not to exceed \$150. Here is my question. WHY DO I HAVE TO PAY FOR ANYTHING???? This is clearly an issue with the vehicle that YOU PRODUCE. In my eyes, as soon as the issue was recreated by the service department and all skepticism was removed, at that exact moment Chrysler should have notified me that they appreciate my business and will do whatever it takes to keep me and my child safe. Instead I am expected to foot the bill which I find absolutely horrendous considering the fact that I spent \$28,000 for this vehicle. You do realize it is not a DVD player? Right? Peoples lives are at stake here.

Consider this my official written notification of the issue at hand and should the service department fail at resolving my issue I will expect a suitable replacement vehicle with no additional cost to us. Additionally I am requesting that Chrysler pay for the extra and principal costs for rental cars from this point forward relating to this currently unresolved issue. I have done what I am supposed to do and by following your policies I am at a breaking point and should I ever purchase another brand new car I will more than likely look at a GM or Ford product, not because of the vehicle but because of your customer service policies...despite what you might think they are not exactly very customer friendly. I don't want a "courtesy" I want my car fixed and Chrysler to stand behind their product 110% by doing whatever it takes to resolve the problem. This includes being willing to rent me a car for however long it takes until you can find a solution. I know for a fact that I am not the only person reporting this problem and you can be rest assured that should anything happen to me or my child, both my father and husband are armed and ready to make every attempt to bring down Chrysler's name for quality products. All you people need to do is show me you give a damn and that is really all it takes. Instead I am getting nothing that screams that I am a valued customer...Kat, our case manager is working within her scope of support and quite honestly it is not enough. I expect Chrysler to be cooperative moving forward in resolving this issue. Should I be forced in to using the justice system to get a satisfactory result I will use military lawyers and will see to it that the Chrysler 200 gets blacklisted by the military because of the serious danger it poses to the

soldiers and
their families.

Regards,

[REDACTED]

Sender Information:

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

From: customerassist@chrysler.com
To: [REDACTED]
Date: Wed May 30 11:10:16 EDT 2012
Subject: Re: Chrysler Group LLC Customer Assistance
Dear [REDACTED]

Thank you for contacting the Chrysler Customer Assistance Center.

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

If your concerns have not been addressed, or you have other concerns, please email or contact the Chrysler Group Customer Care Center by telephone at 1-800-CHRYSLER (247-9753).

Thanks again for your email.

Sincerely,

[REDACTED]
Customer Service Representative
Chrysler Customer Assistance Center

For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER: 22268596
EMAIL CASE NUMBER: 2706634
REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM7746534V90616L0KM&

Original Message Follows:

US Customer Service - Chrysler Brand Site

Brief Description:

Chrysler 200 major safety issue

Comments:

Pursuant to North Carolina New Motor Vehicles Warranties Act (N.C.G.S.

20-351) this message is an official notification an unresolved issue regarding our new vehicle purchased 9/2011 from Hendrick Chrysler of Fayetteville, NC. Beginning in December of 2011 our car started to encounter a major safety issue wheras the car would completely shutdown

while in operation and without any check engine lights or computer problem

codes. We have taken the vehicle to E-Golf of Hendersonville, NC on multiple occasions for this issue however thus far it has only been documented 3 times. The vehicle will be going in to E-Golf's Service Department for an official 4th time coming this Tuesday May 29, 2012, which

under the NC Lemon Law we have made allowed a "reasonable" opportunity for

Chrysler to remedy the situation. When the vehicle "dies" it mimics how

a vehicle would react were it to be knocked out by an electromagnetic

impulse. There is no warning of when it happens and there are no signs of

what is causing the problem. The safety issue is that the car

typically

dies during or following the car being at a complete stop, typically as the

car moves towards the center of an intersection is when it stalls, rendering the power steering and power brakes to lock up which removes the

driver from maintaining control of the car. To date the car has stalled

more times than I have digits on my hands and feet. On 5 separate occasions

the car has stalled in the middle of busy intersections. Chrysler customer

service is working within the limitations that corporate has empowered them

with however in this instance it is not enough. Because the problem is

intermittent, the service department must drive the car regularly over a

period of an extended time. As a result I must rent a car to replace my

transportation. During the last trip to the service shop Chrysler paid \$40

a day for 7 days for a rental car however the "courtesy" does not completely cover the rental agreement at today's rental rates. As the car

is going in to the shop this coming Tuesday I must rent a vehicle using my

extended warranty purchased by a third party of Chrysler and offered by

Hendrick Motors. The warranty only covers \$30 per day up to 5 days not to

exceed \$150. Here is my question. WHY DO I HAVE TO PAY FOR ANYTHING????

This is clearly an issue with the vehicle that YOU PRODUCE. In my eyes, as

soon as the issue was recreated by the service department and all skepticism was removed, at that exact moment Chrysler should have notified

me that they appreciate my business and will do whatever it takes to keep

me and my child safe. Instead I am expected to foot the bill which I find

absolutely horrendous considering the fact that I spent \$28,000 for this

vehicle. You do realize it is not a DVD player? Right? Peoples lives are at

stake here. Consider this my official written notification of the issue

at hand and should the service department fail at resolving my issue I will

expect a suitable replacement vehicle with no additional cost to us. Additionally I am requesting that Chrysler pay for the extra and

principal

costs for rental cars from this point forward relating to this currently

unresolved issue. I have done what I am supposed to do and by following

your policies I am at a breaking point and should I ever purchase another

brand new car I will more than likely look at a GM or Ford product, not

because of the vehicle but because of your customer service policies...despite what you might think they are not exactly very customer

friendly. I don't want a "courtesy" I want my car fixed and Chrysler to stand behind their product 110% by doing whatever it takes to resolve the problem. This includes being willing to rent me a car for however long it takes until you can find a solution. I know for a fact that I am not the only person reporting this problem and you can be rest assured that should anything happen to me or my child, both my father and husband are armed and ready to make every attempt to bring down Chrysler's name for quality products. All you people need to do is show me you give a damn and that is really all it takes. Instead I am getting nothing that screams that I am a valued customer...Kat, our case manager is working within her scope of support and quite honestly it is not enough. I expect Chrysler to be cooperative moving forward in resolving this issue. Should I be forced in to using the justice system to get a satisfactory result I will use military lawyers and will see to it that the Chrysler 200 gets blacklisted by the military because of the serious danger it poses to the soldiers and their families. Regards, [REDACTED]

VIN: [REDACTED]
Mileage: 15400
Servicing Dealer: E-Golf of Hendersonville
Title: Mrs.
First Name: [REDACTED]
Middle: [REDACTED]
Last Name: [REDACTED]
Address: [REDACTED]
Address: [REDACTED]
City: Hendersonville
State: NC
Zip: [REDACTED]
Email: [REDACTED]
Work Phone: [REDACTED]

From: [REDACTED]
To: customerassist@chrysler.com
Date: Sun May 27 14:31:37 EDT 2012
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service
Brief Description:

Chrysler 200 transmission problem.

Comments:

I am concerned that my 2011 200 has a shifting problem. It seems whenever it decelerates to around 1000 RPMS, it makes a 'jolt' and is quite noticeable. The same jerking problem occurs when traveling at the slower speed. I feel it isn't the smooth ride I started out with last year in May when I purchased the car. Is there a solution to this problem? I am embarrassed when others ride with me as it is noticable to them as well.

Sender Information:

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

From: customerassist@chrysler.com
To: [REDACTED]
Date: Wed May 30 12:42:55 EDT 2012
Subject: Re: Chrysler Group LLC Customer Assistance
Dear Rebecca:

Thank you for contacting the Chrysler Customer Assistance Center in regards to your 2011 Chrysler 200.

Due to the nature of your concern, I would like to discuss this matter with you in more detail. Therefore, I will attempt to call you soon at the phone number you provided in your email.

My name is Jennifer and I will be your Case Manager. I look forward to assisting you; as such, here is some information that will be helpful for you to have when I contact you:

*Your case number is: 22268951
*The Chrysler Case Management telephone number is 877-759-5427
*My direct extension: 4718193

I will contact you within one business day by telephone to review your case with you.

If you need immediate assistance, please call the Customer Care Center at 1-800-CHRYSLER (247-9753). Before calling, please have the following information handy.

- ? Vehicle owner name
- ? Vehicle owner address
- ? Day and evening phone numbers
- ? Vehicle Identification Number (VIN)
- ? Current vehicle mileage
- ? Further explanation of the problem

Thanks for contacting us. I look forward to talking to you soon.

Sincerely,

Jennifer

Customer Service Representative
Chrysler Customer Assistance Center

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

REFERENCE NUMBER: 22268951
EMAIL CASE NUMBER: 2706725
REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM7746731V96175L0KM&

Original Message Follows:

US Customer Service - Chrysler Brand Site

Brief Description:

Chrysler 200 transmission problem.

Comments:

I am concerned that my 2011 200 has a shifting problem. It seems whenever

it decelerates to around 1000 RPMS, it makes a 'jolt' and is quite noticeable. The same jerking problem occurs when traveling at the

slower
speed. I feel it isn't the smooth ride I started out with last year
in
May when I purchased the car. Is there a solution to this problem? I
am
embarrassed when others ride with me as it is noticable to them as
well.

VIN:

BN [REDACTED]

Mileage:

20000

Servicing Dealer:

Liberty

Title:

Mrs.

First Name:

Middle [REDACTED]

Last Name [REDACTED]

Address [REDACTED]

Address [REDACTED]

City:

Pataskala

State:

OH

Zip:

Email: [REDACTED]

Home Phone: [REDACTED]

From: [REDACTED]
To: customerassist@chrysler.com
Date: Mon Jun 04 17:50:33 EDT 2012
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service
Brief Description:

LEMON

Comments:

I am a veteran and I bought a 2011 Dodge Avenger, last year, brand new thinking that I wouldn't/shouldn't have any problems with it. Since then I have taken the car back to numerous dealerships to try and figure out what is wrong with it and I keep getting the same response or lack of services. I took it in this past weekend for an oil change and to look over the pre-existing issue with my engine shutting off at stop lights and in traffic which I have taken it in for the same issue previously and my computer was "replaced". I did not get an oil change, I dropped the car off at 0930 and didn't get it back until 1800 and the problem is still happening except "we looked through everything and nothing is wrong with it". That is unexceptable! So at this point I am very upset because I needed an oil change for starters and this is a huge safety issue that I am dealing with that should not be happening on a car that is only 13 months old with only 22000 miles on it! If someone can help relieve this issue for me or tell me how to go about dealing with this that would be great.

[REDACTED]
Sender Information:

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

From: customerassist@chrysler.com
To: [REDACTED]
Date: Tue Jun 05 17:47:07 EDT 2012
Subject: Re: Chrysler Group LLC Customer Assistance
Dear [REDACTED]

Thank you for contacting the Dodge Customer Assistance Center in regards to your 2011 Avenger.

In order to provide you with further assistance we will require your correct Vehicle Identification Number (VIN).

The VIN is located in several places on the vehicle, but is primarily located on the instrument panel, driver's side, just at the bottom of the windshield. It is sometimes called the serial number of the vehicle. It is also on your vehicle registration and insurance certificate.

The VIN you have supplied in your original email shows as invalid in the database.

We require the last 8 Digits in order to access your vehicle in our files.

Once we have your proper VIN number, we will be able to provide you with further assistance.

I regret the problem your vehicle has experienced and appreciate the time and effort you took to bring this matter to my attention.

Due to the nature of your concern, I would like to discuss this matter with you in more detail. Therefore, I will attempt to call you soon at the phone number you provided in your email.

My name is Harry and I have been assigned as your Case Manager and look forward to assisting you. Here is some information that will be helpful to you to have:

Your case number is: 22291222

The Chrysler Case Management telephone number is: 877-759-5427.

My direct extension is: 4718159

My work hours are: 8:00 ? 6:30 Eastern Time Monday - Thursday.

I will attempt to contact you at the phone number provided in your email at [REDACTED] within one business day.

If you wish to be reached at an alternative number, please respond to this email so I may update your file appropriately.

Thanks again for your email.

Sincerely,

Harry

Customer Service Representative
Dodge Customer Assistance Center

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

REFERENCE NUMBER: 22291222
EMAIL CASE NUMBER: 2709085
REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM7753102V32827L0KM&

Original Message Follows:

US Customer Service - Dodge Brand Site
Brief Description:

LEMON

Comments:

I am a veteran and I bought a 2011 Dodge Avenger, last year, brand new thinking that I wouldn't/shouldn't have any problems with it. Since then I have taken the car back to numerous dealerships to try and figure out what is wrong with it and I keep getting the same response or lack of services. I took it in this past weekend for an oil change and to look over the pre-existing issue with my engine shutting off at stop lights and in traffic which I have taken it in for the same issue previously and my computer was "replaced". I did not get an oil change, I dropped the car off at 0930 and didn't get it back until 1800 and the problem is still happening except "we looked through everything and nothing is wrong with it". That is unexceptable! So at this point I am very upset because I needed an oil change for starters and this is a huge safety issue that I am dealing with that should not be happening on a car that is only 13 months old with only 22000 miles on it! If someone can help relieve this issue for me or tell me how to go about dealing with this that would be great.

VIN:

1B [REDACTED]

Mileage:

22000

Servicing Dealer:

Title:

Ms.

First Name:

Middle [REDACTED]

Last Name [REDACTED]

Address [REDACTED]

Address [REDACTED]

City:

State: San Clemente

Zip: CA

Email:

Work P



From: [REDACTED]
To: customerassist@chrysler.com
Date: Tue Jun 05 19:13:54 EDT 2012
Subject: Re: Chrysler Group LLC Customer Assistance
(KMM7753102V32827L0KM)
Hi Harry,

Thank you very much for getting back to me so quickly and I apologize if I seemed very rude in my previous email I am just very frustrated. My VIN # is as follows 1B3BD1FG2BN548824). I look forward.

Connected by DROID on Verizon Wireless

-----Original message-----

From: customerassist <customerassist@chrysler.com>
To: [REDACTED]
Sent: Tue, Jun 5, 2012 21:48:09 GMT+00:00
Subject: Re: Chrysler Group LLC Customer Assistance
(KMM7753102V32827L0KM)

Dear [REDACTED]

Thank you for contacting the Dodge Customer Assistance Center in regards to your 2011 Avenger.

In order to provide you with further assistance we will require your correct Vehicle Identification Number (VIN).

The VIN is located in several places on the vehicle, but is primarily located on the instrument panel, driver's side, just at the bottom of the windshield. It is sometimes called the serial number of the vehicle.

It is also on your vehicle registration and insurance certificate.

The VIN you have supplied in your original email shows as invalid in the database.

We require the last 8 Digits in order to access your vehicle in our files.

Once we have your proper VIN number, we will be able to provide you with further assistance.

I regret the problem your vehicle has experienced and appreciate the time and effort you took to bring this matter to my attention.

Due to the nature of your concern, I would like to discuss this matter with you in more detail. Therefore, I will attempt to call you soon at the phone number you provided in your email.

My name is Harry and I have been assigned as your Case Manager and look forward to assisting you. Here is some information that will be helpful to you to have:

Your case number is: 22291222

The Chrysler Case Management telephone number is: 877-759-5427.

My direct extension is: 4718159

My work hours are: 8:00 ? 6:30 Eastern Time Monday - Thursday.

I will attempt to contact you at the phone number provided in your email at

[REDACTED] within one business day.

If you wish to be reached at an alternative number, please respond to this email so I may update your file appropriately.

Thanks again for your email.

Sincerely,

Harry

Customer Service Representative
Dodge Customer Assistance Center

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

following information:

REFERENCE NUMBER: 22291222

EMAIL CASE NUMBER: 2709085

REPLY LINK:

[http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?](http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM7753102V32827)

[trk_ID=KMM7753102V32827](http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM7753102V32827)

L0KM&

Original Message Follows:

US Customer Service - Dodge Brand Site

Brief Description:

LEMON

Comments:

I am a veteran and I bought a 2011 Dodge Avenger, last year, brand new

thinking that I wouldn't/shouldn't have any problems with it. Since then I

have taken the car back to numerous dealerships to try and figure out

what

is wrong with it and I keep getting the same response or lack of services.

I took it in this past weekend for an oil change and to look over the

pre-existing issue with my engine shutting off at stop lights and in traffic which I have taken it in for the same issue previously and

my

computer was "replaced". I did not get an oil change, I dropped the car

off

at 0930 and didn't get it back until 1800 and the problem is still happening except "we looked through everything and nothing is wrong

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that
I am
dealing with that should not be happening on a car that is only 13
months
old with only 22000 miles on it! If someone can help releive this
issue
for
me or tell me how to go about dealing with this that would be great.

[REDACTED]

VIN: 1B [REDACTED]

Mileage: 22000

Servicing Dealer:

Title: Ms.

First Name: [REDACTED]

Middle [REDACTED]

Last Name [REDACTED]

Address [REDACTED]

Address 2: [REDACTED]

City: San Clemente

State: CA

Zip: [REDACTED]

Email: [REDACTED]

Work Ph: [REDACTED]

From: [REDACTED]
To: customerassist@chrysler.com
Date: Tue Jun 05 19:16:17 EDT 2012
Subject: Re: Chrysler Group LLC Customer Assistance
(KMM7753102V32827L0KM)

Sorry about that my phone sent the previous email prematurely. I look forward to your phone call.

Respectfully Sent
[REDACTED]

Connected by DROID on Verizon Wireless

-----Original message-----

From: customerassist <customerassist@chrysler.com>
To: [REDACTED]
Sent: Tue, Jun 5, 2012 21:48:09 GMT+00:00
Subject: Re: Chrysler Group LLC Customer Assistance
(KMM7753102V32827L0KM)

Dear [REDACTED]

Thank you for contacting the Dodge Customer Assistance Center in regards to your 2011 Avenger.

In order to provide you with further assistance we will require your correct Vehicle Identification Number (VIN).

The VIN is located in several places on the vehicle, but is primarily located on the instrument panel, driver's side, just at the bottom of the windshield. It is sometimes called the serial number of the vehicle.

It is also on your vehicle registration and insurance certificate.

The VIN you have supplied in your original email shows as invalid in the database.

We require the last 8 Digits in order to access your vehicle in our files.

Once we have your proper VIN number, we will be able to provide you with further assistance.

I regret the problem your vehicle has experienced and appreciate the time and effort you took to bring this matter to my attention.

Due to the nature of your concern, I would like to discuss this matter with you in more detail. Therefore, I will attempt to call you soon at the phone number you provided in your email.

My name is Harry and I have been assigned as your Case Manager and look forward to assisting you. Here is some information that will be helpful to you to have:

Your case number is: 22291222

The Chrysler Case Management telephone number is: 877-759-5427.

My direct extension is: 4718159

My work hours are: 8:00 ? 6:30 Eastern Time Monday - Thursday.

I will attempt to contact you at the phone number provided in your email at

[REDACTED] within one business day.

If you wish to be reached at an alternative number, please respond to this email so I may update your file appropriately.

Thanks again for your email.

Sincerely,

Harry

Customer Service Representative
Dodge Customer Assistance Center

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

following information:

REFERENCE NUMBER: 22291222

EMAIL CASE NUMBER: 2709085

REPLY LINK:

[http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?](http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM7753102V32827)

[trk_ID=KMM7753102V32827](http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM7753102V32827)

LOKM&

Original Message Follows:

US Customer Service - Dodge Brand Site

Brief Description:

LEMON

Comments:

I am a veteran and I bought a 2011 Dodge Avenger, last year, brand new

thinking that I wouldn't/shouldn't have any problems with it. Since then I

have taken the car back to numerous dealerships to try and figure out

what

is wrong with it and I keep getting the same response or lack of services.

I took it in this past weekend for an oil change and to look over the

pre-existing issue with my engine shutting off at stop lights and in traffic which I have taken it in for the same issue previously and

my

computer was "replaced". I did not get an oil change, I dropped the car

off

at 0930 and didn't get it back until 1800 and the problem is still happening except "we looked through everything and nothing is wrong

with

it". That is unexceptable! So at this point I am very upset because I

needed an oil change for starters and this is a huge safety issue that I am dealing with that should not be happening on a car that is only 13 months old with only 22000 miles on it! If someone can help releive this issue for me or tell me how to go about dealing with this that would be great.

VIN: [REDACTED]
1B [REDACTED]
Mileage: 22000
Servicing Dealer:

Title:
Ms.
First Name:
Middle [REDACTED]
Last Name [REDACTED]
Address [REDACTED]
Address 2:

City: San Clemente
State: CA
Zip:
Email: [REDACTED]
Work Ph: [REDACTED]

NOTIFICATION TO BUSINESS CENTER

Customer

Address

(Street)

(City)

(State)

(Zip)

Daytime Telephone

VIN Number

1C3BC2FG8BN

Date of Purchase

4-23-2011

Mileage

11,760

FIRST VISIT 9,805

Servicing Dealer

HAROLD ZEIGLER CHRYSLER-JEEP-DODGE

Number of days vehicle has been Out-of-Service

0 (I REFUSE TO LEAVE IT FOR DAYS IF I HAVE TO PAY FOR)

Number of repair attempts to repair same condition

2

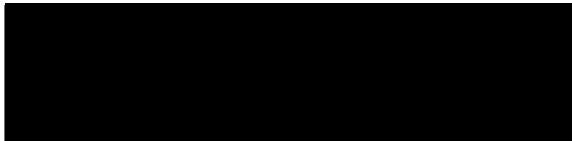
A RENTAL.

Description of Concern:

ENGINE HAS SHUT DOWN NUMEROUS TIMES AFTER

COMING TO A STOP. MY WIFE HAS EXPERIENCED SEVERAL NEAR REAR END COLLISIONS. I REQUEST A REPLACEMENT VEHICLE BEFORE SOMETHING VERY DISASTEROUS HAPPENS, AS THIS CAR IS PROVING TO BE UNSAFE.

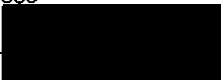
JUN 6 2012



Street Address

CALEDONIA, MI.

City, State,



CHRYSLER GROUP LLC CUSTOMER CENTER

Business Center

P.O. Box 21-8004

Street Address

AUBURN HILLS, MI. 48321-8004

City, State, ZIP





June 6, 2012

[REDACTED]

Caledonia, MI [REDACTED]

Reference No.: 22297158

Dear Mr. [REDACTED]

Thank you for your recent letter to Chrysler Group LLC regarding your 2011 Chrysler 200.

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

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

Thank you again for writing.

Sincerely,

Carol
Senior Staff

CLA/cm

RECEIVED DATE:

6/15/12

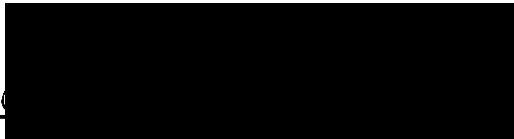
POSTED DATE:

6-13-12

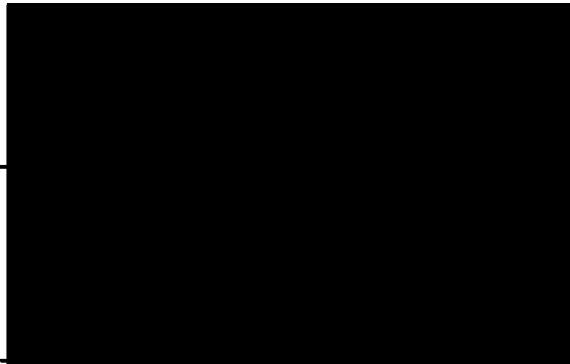
VIN (FIRST 9 DIGITS)

1C3BC1FG6

VIN (LAST 8 DIGITS)

BN 

FIRST NAME:



LAST NAME:

CAIR:

22312535

NON - SCANABLE ITEMS : CIRCLE ONE

NO

YES

SEQUOYAH'S 2164 TOWING SERVICE

120 DRAGONFLY LANE, WHITTIER, NC 28789
497-5291 • 497-5924 • PAGER # _____

DATE <i>6-9-12</i>	TIME	REQUESTED BY	
LOCATION OF VEHICLE <i>441 N. mile marker 18.</i>			
NAME			PHONE
ADDRESS			
MILEAGE	BEGINNING	END	EXTRA PERSON TIME:
YEAR <i>2011</i>	MAKE/MODEL/COLOR <i>Inferno Chrysler Red 200</i>		VEHICLE LICENSE # SERIAL #
TYPE OF SERVICE			
<input type="checkbox"/> JUMP START <input type="checkbox"/> WRECK <input checked="" type="checkbox"/> BRAKE DOWN <input type="checkbox"/> FLAT			
PLACED TOWED TO: <i>Drama Inn Hwy 441. N.</i>			
REMARKS <i>Pd Debit</i>	MILEAGE CHG.	\$	
	TOWING CHG.	\$	
	LABOR CHG.	\$	
DRIVERS SIGNATURE <i>Tony A.</i>	STORAGE CHG.	\$	
		\$	
	TOTAL	\$	<i>100.00</i>

To whom it may concern:

Case # 22312535

2011 Inferno Red Chrysler 200

Vin # 1C3BC1FG6BN [REDACTED]

[REDACTED]
Winchester, Ky [REDACTED]

Ph # [REDACTED]

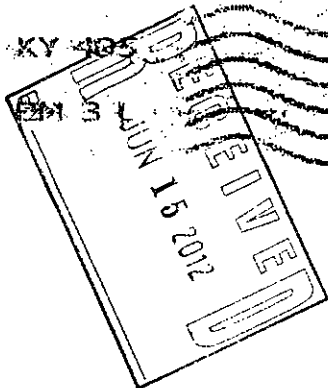
Broke down on U.S. 441 N.C.
at mile marker #18. I called Chrysler
road service and location wasn't
good enough direction. Park ranger
called a local towing service
and delivered us to Drama Inn
at Cherokee, N.C. I would like
to be reimbursed for \$100.00
tow bill. My son came down
with a trailer and delivered it
back to dealership in Winchester,
Ky.

[REDACTED]

WINCHESTER KY 40391

Winchester, Ky

2012

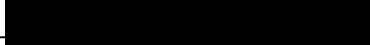


Chrysler Customer assistance
center
P.O. Box 21-8004
Auburn Hills, mi 48321

VEHICLE REPURCHASE OR REPLACEMENT REQUEST

As detailed below, this constitutes my request as a consumer for a repurchase or a replacement vehicle, pursuant to the Georgia Lemon Law, O.C.G.A. Section 10-1-784(b)(1).

Vehicle Make Chrysler Model 200 Limited Year 2011

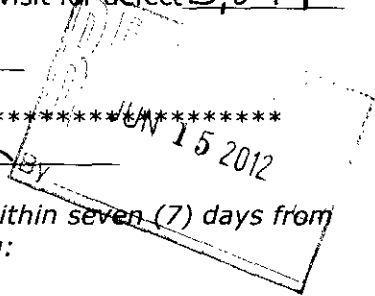
Vehicle identification number (VIN) 11C131B1C121F1G191B1N 

Name/address of selling/leasing dealer Carl Gregory - Chrysler / Plymouth
Jeep: 3000 Northlake Park Bldg. #100 Columbus Ga 31909

Vehicle was: purchased leased (check one) Date of delivery 3/16/11

Odometer reading on delivery date 46 Odometer reading at first repair visit for defect 5,894

Date vehicle registered in GA if bought/leased in another state 3/30/11

Date final repair attempt request was received by manufacturer 5/16/12 

If the manufacturer designated a reasonably accessible repair facility within seven (7) days from the receipt of your final repair attempt request, please list the following:


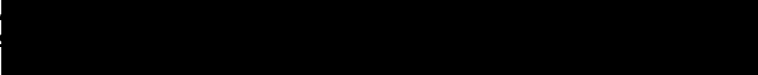

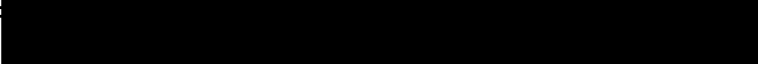
Date of final repair 5/25/12 and name of the facility where the final repair attempt took place:
Carl Gregory 3000 Northlake Park Bldg. #100 Columbus Ga 31909

Was the defect corrected on the final repair attempt? Yes No

AND/OR

Date 5/25/12 and odometer reading 14,971 on 30th day vehicle was out of service for repair

I am requesting that you replace repurchase (check one) the vehicle described above within 20 days from the receipt of this notice. My contact information is:

Consumer name  Home phone _____
Street address  Cell phone 
City/State/ZIP  Work phone _____
Consumer signature  Today's date 6/12/12

Instructions to consumer: Remember to make a copy for your records and send the original by overnight mail delivery or certified mail, return receipt requested, **to the manufacturer at the address provided in your owner's manual.** If your vehicle is a motor home, you must send notices to all known manufacturers.

Also, for our records, please send us a copy at the address listed on the first page, or fax it to OCP at 404-656-3569.

PLEASE PRESS FIRMLY

PLEASE F

1007

\$18.95
00013984-14



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Label 1-B, March 2004

PRESS HARD. YOU ARE MAKING 3 COPIES.

ORIGIN (POSTAL SERVICE USE ONLY)		DELIVERY (POSTAL SERVICE USE ONLY)	
PO ZIP Code	Day of Delivery	Postage	Insurance Fee
31908	Next 1st 2nd DN Day	\$ 18.95	\$
Date Accepted	Scheduled Date of Delivery	Return Receipt Fee	
6 12 12	Month 6 Day 13		
Mo. Day Year	Scheduled Time of Delivery	COD Fee	
	AM PM	\$	
Time Accepted	Military	Total Postage & Fees	
10:54	<input checked="" type="checkbox"/> AM <input type="checkbox"/> PM	\$ 18.95	
Flat Rate Weight	Int'l Alpha Country Code	Acceptance Emp. Initials	
lbs. ozs.		MAA	

DELIVERY ATTEMPT		DELIVERY ATTEMPT	
Mo. Day	Time	Mo. Day	Time
6 13	1034		
	AM PM		AM PM
Delivery Attempt	Employee Signature	Delivery Attempt	Employee Signature
	7M		
Mo. Day	Time	Mo. Day	Time
	AM PM		AM PM
Delivery Date	Employee Signature	Delivery Date	Employee Signature

CUSTOMER USE ONLY

PAYMENT BY ACCOUNT
Express Mail Corporate Acct. No. _____

WARRANTY OF SIGNATURE (Domestic Mail Only)
Additional merchandise insurance is void if customer requests waiver of signature. USPS delivery is not made without signature. If signature is not obtained, the carrier will attempt to deliver the article to the addressee's address. If the article is not delivered, the carrier will attempt to deliver the article to the addressee's address. If the article is not delivered, the carrier will attempt to deliver the article to the addressee's address. If the article is not delivered, the carrier will attempt to deliver the article to the addressee's address.

Federal Agency Acct. No. or Postal Service Acct. No. _____

NO DELIVERY
 Weekend Holiday Mailing Signature

FOR PICKUP OR TRACKING
Visit www.usps.com
Call 1-800-222-1811

TO: (PLEASE PRINT) PHONE () _____

Chrysler Group Service Center
P.O. Box 2700
Troy, MI 48007-2700

ZIP + 4 (U.S. ADDRESSES ONLY. DO NOT USE FOR FOREIGN POSTAL CODES.)

FOR INTERNATIONAL DESTINATIONS, WRITE COUNTRY NAME BELOW.

Visit us at usps.com

FOR CONTACT



EP13

USPS packaging products awarded Credit to Customers for their ecologically-friendly initiatives.
For more information visit redix.usps.com
Circle 1 on Reader Service

Please recycle.

From: [REDACTED]
To: customerassist@chrysler.com
Date: Sat Jun 16 06:40:15 EDT 2012
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service
Brief Description:

engine stops when car stops at idle

Comments:

My vehicle has stalled while stopped at red lights, stop signs etc.
This is
a dangerous situation. I see others are having the same problem. My
dealer
claims to have had no information from Chrysler on this issue. Please
let
me know what the situation is. Thank you [REDACTED]

Sender Information:

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

From: customerassist@chrysler.com
To: [REDACTED]
Date: Mon Jun 18 10:54:25 EDT 2012
Subject: Re: Chrysler Group LLC Customer Assistance
Dear [REDACTED]

Thank you for contacting the Chrysler Customer Assistance Center in regards to your 2011 Chrysler 200 Limited.

I regret the problem your vehicle has experienced and appreciate the time and effort you took to bring this matter to my attention.

Due to the nature of your concern, I would like to discuss this matter with you in more detail. Therefore, I will attempt to call you within one business day at the phone number you provided in your email. If you have an alternate phone number that you would like to be reached at and a preferred time you would like to be contacted, please let me know by replying to the link below.

My name is Annie and I will be your Case Manager. I look forward to assisting you; as such, here is some information that will be helpful for you to have when I contact you:

*Your case number is: 22331598
*The Chrysler Case Management telephone number is 877-759-5427
*My direct extension:4718172
*My work hours are: 10 AM-6:30 PM Eastern Time, Monday, Wednesday-Friday. Tuesday, I work from 8:30 AM-5 PM (ET).

If you need immediate assistance, please call the Customer Care Center at: 1-800-CHRYSLER (247-9753). Before calling, please have the following information handy.

? Vehicle owner name
? Vehicle owner address
? Day and evening phone numbers
? Vehicle Identification Number (VIN)
? Current vehicle mileage
? Further explanation of the problem

Thanks for contacting us. I look forward to talking to you soon.

Sincerely,

Annie

Customer Service Representative
Chrysler Customer Assistance Center

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

REFERENCE NUMBER: 22331598
EMAIL CASE NUMBER: 2712842
REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM7765150V31265L0KM&

Original Message Follows:

US Customer Service - Chrysler Brand Site
Brief Description:

engine stops when car stops at idle

Comments:

My vehicle has stalled while stopped at red lights, stop signs etc.

This is

a dangerous situation. I see others are having the same problem. My dealer

claims to have had no information from Chrysler on this issue.

Please let

me know what the situation is. Thank you [REDACTED]

VIN:

BN [REDACTED]

Mileage:

7200

Servicing Dealer:

Manley Motors

Title:

Mr.

First Name:

Middle [REDACTED]

Last Name [REDACTED]

Address [REDACTED]

Address [REDACTED]

City:

Rockford

State:

IL

Zip:

Email: [REDACTED]

Home P [REDACTED]

Customer Assistance Inquiry Record (CAIR)# 20561278

VIN	1C3BC1FG0	BN [REDACTED]	Open Date	03/17/2011	Built Date	02/03/2011
Model Year	2011	Body	JSCE41	CHRYSLER 200 TOURING 4-DOOR SEDAN		
In Service Dt	03/10/2011	Mileage	179	Dealer Zone	74	DENVER
Plant	N	STERLING HEIGHTS ASSEMBLY PLANT	Market	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT				
Engine	ERB	3.6L V6 VVT ENGINE				
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				
Dealer	68978	LUTHER BROOKDALE CHRY-JEEP				
Dealer Address	8188 BROOKLYN BLVD					
Dealer City	BROOKLYN PARK			Dealer State	MN	Dealer Zip 55445
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	[REDACTED]
	BROOKLYN PARK MN [REDACTED]				Country	UNITED STATES

Dealer - Service/Body Shop - Transaction - Satisfactory Repairs - Default	Dealer did a great job to taking care of the vehicle when he had problem
Product - Electrical - Power/Engine Control Module - Improper Installation/Missing - Default	Nut attaching power cable to TIPM missing caused stall.
Corporate - Outbound - Survey Follow-Up - CPS - Customer Contact Complete	
Corporate - Outbound - Survey Follow-Up - CPS - Default	

CPS Survey Record Received Date: 03/17/2011
 Survey Number : BN52542101
 Quality Survey ID Number: 184100737
 Survey Date : 03/15/2011
 VIN Number : 1C3BC1FG0BN [REDACTED]
 Mapping Class : Non-Legal/Non-Dealer
 Event Type : Vehicle sale
 CPS Score : 0
 ***** CASE MANAGER TEAM - District Z *****
 Customer comments from survey.
 002. Poor quality
 The car died yesterday. It had to be towed in with 171 miles on it. The car is very good. I just question the quality control coming out of Chrysler right now.
 RO 03/15/2011 ODM 179
 Customer Complaint: CUST STATES THE ENGINE STALLED WHILE DRIVING. BATTERY ISSUES ??
 Cause: CHECK OUT AND WE FOUND THE POSITIVE CABLE OFF OF THE BATTERY TO TIPM DID NOT HAVE A NUT SECURING THE CABLE TO THE TIPM. WE INSTALLED A NEW NUT.
 COIN 7 [REDACTED] 2
 CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED]
 Caller requesting to speak with Case Manager.

Writer spoke to the customer. Customer said his only complaint was the break down of the vehicle.
Customer said the dealer did a great job of taking care of him and the vehicle when he had the problem.

Customer Assistance Inquiry Record (CAIR)# **20568149**

VIN	1C3BC2FG8	BN [REDACTED]	Open Date	03/19/2011	Built Date	12/14/2010
Model Year	2011	Body	JSL41	CHRYSLER 200 LIMITED 4-DOOR SEDAN		
In Service Dt	02/11/2011	Mileage	2,150	Dealer Zone		
Plant	N	STERLING HEIGHTS ASSEMBLY PLANT	Market	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				
Engine	ERB	3.6L V6 VVT ENGINE				
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				

Owner	[REDACTED]	Contact Type	E-MAIL
Address	[REDACTED]	Home Phone	
	PALATKA FL [REDACTED]	Country	UNITED STATES

Dealer - Service/Body Shop - Transaction - Poor Scheduling - Default	Customer feels length of repairs to vehicle excessive.
--	--

***** EMAIL BRIEF DESCRIPTION CONTENT *****
 Dealer unable to find and fix cause in a timely manner.
 ***** END EMAIL BRIEF DESCRIPTION CONTENT *****
 Dealer has been working on vehicle for a week now. The issue is that it stalls in traffic. While slowing down at a stop light moving at a slow speed the RPM s drop and engine quits. Check engine light comes on and anti skid light, car jerks and will not shift when restarted until a mile or two down the road. Very dangerous in traffic. Beck has car and I have rental.
 *****END OF CUSTOMER EMAIL *****
 Dear Dennis:
 Thank you for contacting the Chrysler Customer Assistance Center in regards to your 2011 200 Limited.
 I am sorry to learn of the problems you have experienced with your vehicle and your dissatisfaction with the length of the repairs. I do appreciate the time and effort you took to bring this matter to my attention.
 At this time we strongly advise allowing your Service Department to further address the issue accordingly. Our dealerships have the factory training, equipment and information available to them to diagnose and correct problems with our vehicles. Should your dealer require factory assistance, it is available through the regional Business Center.
 I thank you for sharing your concerns with us, I have updated your Customer file to reflect the comments expressed in your email message.
 Thanks again for your email, [REDACTED].
 Sincerely,
 *****END OF CAC EMAIL RESPONSE*****

Customer Assistance Inquiry Record (CAIR)# **20624918**

VIN	1B3BD1FG4 BN	Open Date	03/29/2011	Built Date	12/03/2010
Model Year	2011	Body	JSDE41	DODGE AVENGER MAINSTREET 4-DOOR SEDAN	
In Service Dt	02/18/2011	Mileage	900	Dealer Zone	32 NEW YORK
Plant	N	STERLING HEIGHTS ASSEMBLY PLANT	Market	U	US
Color	PRM	REDLINE 2 COAT PEARL			
Engine	ERB	3.6L V6 VVT ENGINE			
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION			
Dealer	23170	BROWN'S JEEP CHRYSLER DODGE			
Dealer Address	483 ROUTE 112				
Dealer City	PATCHOGUE	Dealer State	NY	Dealer Zip	11772
Owner	[REDACTED]			Contact Type	TELEPHONE
Address	[REDACTED]			Home Phone	[REDACTED]
	HOLTSVILLE NY [REDACTED]			Country	UNITED STATES

Corporate - Lemon Law - Default - Default - Default	Electrical issues sine ISD
Corporate - Complaint Contact - Default - Default - Default	Excessive accounts to repair the vehicle
Product - Body / Trim / Paint Finish - Body Hardware - Other - Fender-Driver	Scatched fender and bumper from dealer.
Dealer - By-Pass - Default - Default - Default	
Product - Electrical - Power/Engine Control Module - Intermittent or Inoperative - Default	

Agent updated COIN.
 Briefly summarize why the customer is contacting Chrysler: Customer is calling in because since she purchased this vehicle 5-6 weeks ago she has had terrible electrical issues. Customer states that the check engine like came on so she brought it back to the dealer and they told her it was a computer problem so they reset the computer and sent her on her way. Customer continued to have electrical with the vehicle having is buck and stall in the middle of intersections. When this happened customer had every light in the vehicle come on and could not even operate the vehicle, this was days after she got the vehicle back and she had to have the vehicle towed back to the dealership. Customer states that now the vehicle has been in the dealership for 2 weeks and they have continued to give her the run around with how to fix her vehicle and what they can do for her. Cusotmer keeps being told that they are ordering parts, they are working on it but it has been 2 weeks and nothing has been done. Customer states that this vehicle is a lemon and she wants it to be replaced in better condition then the brand new vehicle she was supposed to get.
 Briefly summarize what the customer is expecting: Customer is very upset and would really appreciate having a brand new vehicle like she is supposed to be paying for. Customer is coming up on her first payment for the car and she doesn t feel like she should have to pay for it because she has barely even had the chance to drive it and have it in her possession.

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: XXXXX@XXXXX.com
Who has possession of the vehicle? (Owner/Dealer/IRF) Dealer
Has the vehicle been diagnosed by a CDJ dealer? (Yes/No) Yes
If a CDJ dealer has diagnosed, what is the dealer name or code? 23170
Reassigned to 88F

*****Reassign to 88L.

***** QUALIFIER TEAM *****

CONTACT UPDATE - 1st Contact attempt, phone number dialed,

[REDACTED]

***** ATTENTION SERVICE DIRECTOR/MANAGER *****

This customer has contacted Customer Care seeking lemon law buyback/replacement. Preliminary research has determined this vehicle doesn't appear to qualify for lemon law/Buyback/Replacement and the customer has been informed of such. They have also been told that we are interested in repairing the vehicle if a repair is required. Please use all available resources as required (Area Manager, Business Center or STAR) to bring this to a resolution.

RESEARCH RESULTS:

Explain why this vehicle either appears to qualify or not: Vehicle does not appear to have the needed repairs under the terms of protection.

Number of related repair attempts = 1

Number of days out of service = 8

Writer informed customer that their vehicle does not appear to qualify for buy-back/replacement. Writer let customer know that we do want to see their vehicle fixed. Writer informed customer that we would send an unresolved concern over to the dealer.

Writer left message for Mark, Service Manager that the customer filed for LL/buyback and did not qualify. Writer let SM know that we would send over an unresolved concern and see the customer's issue resolved and documented. Writer let SM know that we want to show we are making ourselves available for repairs.

Customer states the body issues with fenders and bumper were caused by dealer #68242.

Reassigned to I2R for follow-up.

Latonya S. is handling the CAIR. If the customer calls, please direct them to 888-542-7239 x520

4/1 I called Brown's and spoke with Stephen (Advisor) who stated the vehicle has been repaired and returned. He stated it came in with a Check Engine Light at 922 miles and the contacted STAR who advised them to replace the Crank Sensor. Prior to that the vehicle was seen with 200 miles for like concern, multiple codes; they cleared the codes and road tested for 30-40 miles and unable to duplicate the concern again so the vehicle was returned.

First attempt to contact the customer a message was left requesting a callback. Also called work number but she was off today. Follow up set for 4/4. LS

4/4 I spoke with the customer and inquired about the performance of the vehicle and she stated the vehicle is doing fine. I provided her with my contact information and asked that she call me back if like concerns are experienced. LS

Customer states that the vehicle died again and she is done with her vehicle. Customer wants Chrysler to take the vehicle and claims she has had enough. The dealership has had the number longer than the customer has, customer states they are fed up with the dealership and wants her old case manager to try and figure this out. Customer does not feel that this should be happening on a 2011 vehicle

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

Preferred number to call back is: [REDACTED] if Monday call at work @

[REDACTED]

Preferred Time is: ANYTIME

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

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

Reassigned to 88F*****

4/19 The customer called and left a message requesting a callback. I returned the call at the requested number 631 467 1316. She stated this is the third time the vehicle has been taken in regarding a hard start, no acceleration, bucking/jolting and then it stalls out.

She stated the Check Engine Light stays on when starting the vehicle at times it keeps turning over and takes 30-40 seconds for the vehicle to actually start. She stated she wants the vehicle replaced; she is not driving the vehicle anymore.

I requested that the customer allow me to contact the dealership regarding their findings and advised that I will contact her back; she stated okay.

I called Brown to check the status of the vehicle and spoke with Steven (Advisor) who stated the vehicle came in yesterday, he was off but the ticket was written up in his name because he has been assisting her in the past. He stated the vehicle has not been looked at yet and probably won't be until tomorrow. LS

4/19/11 Case reopened to further assist customer with repairs. CM

4/21 I called Brown and spoke with Steven (Advisor) who stated per STAR they performed a wire repair to the harness and have been and are currently road testing the vehicle. If all is well the vehicle will be returned today. Follow-up set for 4/22 to check the status of the vehicle. LS

4/22 I called Brown to check the status of the vehicle and spoke with Steven (Advisor) who stated the vehicle was test driven last night and again today and put exactly 100 miles on the vehicle so she will be contact to pick up. Follow-up set for 4/29 to check the performance of the vehicle. LS

4/29 First attempt to follow up with the customer regarding the performance of the vehicle; follow up set for 5/2. LS

5/2 I spoke with the customer to check the performance of the vehicle and she stated all the major concerns have been resolved however the vehicle is shifting very fast and she is highly upset that the dealership charged her \$25 for gas and they wanted to keep the vehicle and drive it 100 miles to verify repairs. I inquired if the dealership was contacted regarding the shifting concern and she stated yes but she was advised that the automatic six speeds shift like that but she doesn't believe it. I advised the customer that she can either drive a like vehicle or take the vehicle to an alternate dealership for a second opinion. The customer stated she will test drive a like vehicle and contact me back. I offered her a reimbursement as a goodwill for the gas charge; the customer was pleased. LS

5/6 I called the customer to inquire if like vehicle has been driven regarding shifting concern; a message was left requesting a callback. Follow-up set for 5/9. LS

5/9 I spoke with the customer and inquired if a like vehicle had been test driven and she stated no but she is going to try and go this week. She stated the vehicle is running very well as long as she can see that like vehicles experience that shifting concern in the beginning she will be fine. Follow-up set for 5/13. LS

5/13/11 DS891

Called the customer on two of her numbers and left her a voice mail message asking her how the vehicle was doing. Will follow up on Wednesday, May 18th.

5/19/11 DS891

Called the customer on her work number [REDACTED] and was left on hold. Called her home number at [REDACTED] and left her a voice mail message to follow up. Will try again on Tuesday, May 24th.

5/24/11 DS891

Spoke with the customer and she said that she really hasn't had time to take the vehicle to the dealership to test drive with a service person or to drive another Avenger. I told her that when her schedule permitted then just call me and we could walk through the test drive with the dealership together.

If the customer calls again with additional concerns, please refer them to DJ Streat/12R Coordinator at 888-542-7239 extension 465.

7/13/11 DS891

bucks and it stalls. She said that the vehicle has had an ongoing problem since the day she got it. She said that the vehicle is at Brown Dodge. The customer said that she is not in a loaner vehicle right now. She said that she said that the dealership told her that she did not buy the vehicle there so they had to ration the loaner vehicles out. She said that she is paying \$500 a month for a vehicle that she seldom has. She said that she no longer wants the vehicle. She said that her vehicle was towed to Browns on Friday. She said it would be nice to get a loaner. Customer calls to speak with their Case Manager.

Customer Assistance Inquiry Record (CAIR)# **20689729**

VIN	1B3BD1FG2	BN [REDACTED]	Open Date	04/10/2011	Built Date	12/21/2010
Model Year	2011	Body	JSDE41	DODGE AVENGER MAINSTREET 4-DOOR SEDAN		
In Service Dt	03/10/2011	Mileage	700	Dealer Zone	51	CHICAGO
Plant	N	STERLING HEIGHTS ASSEMBLY PLANT	Market	U	US	
Color	PRM	REDLINE 2 COAT PEARL				
Engine	ERB	3.6L V6 VVT ENGINE				
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				
Dealer	23748	KOLOSSO JEEP				
Dealer Address	2701 WEST COLLEGE AVENUE					
Dealer City	APPLETON	Dealer State	WI	Dealer Zip	54914	
Owner	[REDACTED]			Contact Type	ROADSIDE	
Address	[REDACTED]			Home Phone		
	GREENVILLE WI [REDACTED]			Country	UNITED STATES	

Corporate - Roadside Services - Warranty - Towing - Default []

Roadside Assistance Contacted - DATE : 2011-04-08
 Road Side File Created 04-10-11 FOR WARRANTY
 VEHICLE PROBLEM AT: VEHICLE TAKEN TO:
 W 6362 2445 W COLLEGE AVE
 EVERGLADE ROAD
 GREENVILLE APPLETON
 WI USA WI
 CALLER_COMMENTS CUST SAID VEH STALLS W 6362 /
 DEALER CODE : 23748 KOLOSSO CHRYSLER JEEP DODGE

Customer Assistance Inquiry Record (CAIR)# **20707097**

VIN	1C3BC1FG8	BN [REDACTED]	Open Date	04/14/2011	Built Date	12/16/2010
Model Year	2011	Body	JSCE41	CHRYSLER 200 TOURING 4-DOOR SEDAN		
In Service Dt	03/16/2011	Mileage	2,181	Dealer Zone	63	DALLAS
Plant	N	STERLING HEIGHTS ASSEMBLY PLANT	Market	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT				
Engine	ERB	3.6L V6 VVT ENGINE				
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				

Owner	[REDACTED]	Contact Type	TELEPHONE
Address	[REDACTED]	Home Phone	[REDACTED]
	SAINT MARYS WV [REDACTED]	Country	UNITED STATES

Product - Drivability - Unknown - Stalling - Default	Car is stalling.
Corporate - Rental Vehicle - Default - Default - Default	

****Begin structured narrative T2 - Beginning Narrative
 Briefly summarize why the customer is contacting Chrysler:
 Customer called with a stalling issue on his new vehicle. Customer states that it has had 4 different parts changed. Customer states the vehicle stalls at low speeds and says the dealer is unable to find the issue.
 Briefly summarize what the customer is expecting:
 Customer seeking to have his vehicle repaired and not have to worry about in town driving where he would be at low speeds and it stalling out. Customer also seeking a rental until his vehicle is fixed as he is on vacation down in texas and needs a vehicle.
 ****End structured narrative T2 - Beginning Narrative
 Customer advised a call back is required and will take place within one business day by COB their time
 Preferred Morning/Midday call back number is [REDACTED]
 Preferred Afternoon/Evening call back number is [REDACTED]
 Customer email address for case updates: Customer wished not to leave one
 Who has possession of the vehicle? (Owner/Dealer/IRF) Owner
 Has the vehicle been diagnosed by a CDJ dealer? (Yes/No) no
 If a CDJ dealer has diagnosed, what is the dealer name or code?
 Reassigned to 88r and reassign to 88f
 ***** CASE MANAGER TEAM - District ? V ? *****
 CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED].
 Writer spoke with Mr. [REDACTED] and discussed his case. Owner states the vehicle stalls out and cannot be driven over 15 mph. Owner is currently in TX but is from MD. STAR cases have been open at his local dealers for similar concern. Selling/Repair dealer had informed the vehicle was repaired but when the customer arrived to his destination in TX the concern recurred. Owner stated he had to rent a non-vehicle through Enterprise. Advised owner rental is not a portion of the coverage that is offered by the factory warranty. Owner states he is a regular Chrysler customer and wants to be treated fairly and the rental expenses covered. Advised writer will review this information and the diagnosis with the Service Manager at the dealership and will call him back with more information.

 Writer spoke with Dorena-SM and she indicated the vehicle came in last night (5:00 PM EST) and they have not been able to duplicate the stalling

concern. Dealer will continue to drive the vehicle today and will have more information, if possible, by 3:30 PM EST. Vehicle has approx 2900 miles.

Attempted to speak with Doreena-SM , however. SM is not available. Writer will try again later.

Writer spoke with Doreena - Service Manager and she confirmed with the writer that the dealer was unsuccessful in duplicating the stalling issue. Vehicle was picked up and the customer headed back home.

Writer spoke with Mr. [REDACTED] and there was a really bad connection. Owner confirmed the vehicle was driven to another facility in Arlington, TX. Dealer code is 45477 Holt CDJ and they were able to identify a problem with the vehicle and have ordered parts. Attempted to advise the customer that alternate transportation will be covered by Chrysler as a one-time goodwill gesture, however, the call dropped.

Writer called the dealer and spoke with Pam-SA. SM- Sean King is not available. Pam Service Advisor confirmed this is a traveling customer. Dealer ordered a valve body, when coming to a stop the vehicle feels/acts like it is going to die and makes a hard shift noise. Vehicle has 2804 miles. Parts are expected today and as soon as they arrive, the techs will be on this job.

Writer will continue to check with the dealership and the customer later today.

Writer called dealer 23871 and spoke with Doreena-SM in error. Writer called dealer 45477 and the dealer is currently closed. Writer will attempt later.

Service Department @ 45477 is not available at this time.

Writer called dealer 45477 and attempted to speak with Sean-SM, however, he is not available. Writer left a message.

Writer spoke with Sean-SM who happened to be busy with customer. SM will contact writer back as soon as time and customers permit.

Writer attempted to speak with Sean King-SM, receptionist paged him twice, no answer. Left a message with email option.

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

Customer Assistance Inquiry Record (CAIR)# **20793303**

VIN	1B3BD1FG1	BN [REDACTED]	Open Date	05/09/2011	Built Date	12/03/2010
Model Year	2011	Body	JSDE41	DODGE AVENGER MAINSTREET 4-DOOR SEDAN		
In Service Dt	01/31/2011	Mileage	2,000	Dealer Zone	35	WASHINGTON
Plant	N	STERLING HEIGHTS ASSEMBLY PLANT	Market	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				
Engine	ERB	3.6L V6 VVT ENGINE				
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				
Dealer	23224	MILLER'S INC				
Dealer Address	300 BALTIMORE PIKE					
Dealer City	SPRINGFIELD	Dealer State	PA	Dealer Zip	19064	
Owner	[REDACTED]			Contact Type	TELEPHONE	
Address	[REDACTED]			Home Phone	[REDACTED]	
	PHILA PA [REDACTED]			Country	UNITED STATES	

Corporate - Lemon Law - Default - Default - Default	
Dealer - Sales - Transaction - Other - Default	

Customer states that when he purchased his vehicle it had 240 miles on it. Customer states that he has spoken with Dealership and he keeps getting ' the run around'. Customer wants a brand new vehicle with no miles on. Customer feels that maybe the vehicle has been in an accident and repaired and sold as a new vehicle. Writer also referenced CAIR #20611032 to customer and customer confirmed information. Customer informed a call back is required and will take place within one business day. Preferred Morning/Midday call back number is [REDACTED]. Customer email address for case updates: Customer declined. Who has possession of the vehicle? (Owner/Dealer/IRF)owner. Is this a request for Lemon Law, buy-back or replacement? replacement. Reassigned to 88L. OTS-PG680. ***** QUALIFIER TEAM ***** CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED]. ***** ATTENTION SERVICE DIRECTOR/MANAGER ***** This customer has contacted Customer Care seeking lemon law buyback/replacement. Preliminary research has determined this vehicle doesn't appear to qualify for lemon law/Buyback/Replacement and the customer has been informed of such. They have also been told that we are interested in repairing the vehicle if a repair is required. Please use all available resources as required (Area Manager, Business Center or STAR) to bring this to a resolution. RESEARCH RESULTS: Explain why this vehicle either appears to qualify or not: Vehicle does not appear to qualify, Customer has no related repairs and this is an unresolved sales concern and is not defect related. Number of related repair attempts = 0. Number of days out of service = 0.

Writer is calling customer to inform them of the above information.
Customer is stating he was lied to he was told this is a new vehicle and on his paper work he stated said had only 30 miles.
Customer is stating when he picked up the vehicle it had over 240 miles and does not want this vehicle.
Writer informed customer this is an unresolved sales concern that would need to be taken up at the dealership level.
Writer informed customer we would forward his case to a case manager for follow up.
Writer is sending cair to 88D for further handling.
***** CASE MANAGER TEAM - District Q *****
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED] Left message.
customer called back for case manager, no extension, transferred to queue.
Caller requesting to speak with Case Manager.
Caller requested to speak to the case manager. Agent transferred caller to the case management department.
customer requesting to speak with case manager
Caller requesting to speak with Case Manager ext 66370, went to VM.
Customer states now vehicle is stalling and exhibiting other mechanical concerns.
Customer calls to speak with their Case Manager. Customer is transferred to CM.
Customer calls to speak with their Case Manager.
Agent transfers the customer to Case Management, ext. 66370
Caller requesting to speak with Case Manager.
Writer spoke with customer, who was very concerned with the situation, and extremely unhappy with the dealerships treatment to him.
Customer stated that this dealership will not allow him to bring the vehicle in for service, even though he is experiencing a problem now, they tell him to wait until he brings the vehicle in for maintenance.
Writer contacted MILLER S INC and asked if the service manager was available.
Rather than answering writer s question, the receptionist just transferred to the service managers voice mail.
Writer called back and informed the receptionist that it is important that the writer speaks with someone about this now and does not leave a message.
Writer again asked if the service manager is available.
Receptionist replied, stating that he is, but is probably not at his desk.
Writer asked if the service manager could be paged.
Receptionist replied, stating that she will not page him, and immediately transferred to another voice mail, not allowing writer to speak further.
Writer ended the call, and called MILLER S INC again.
Writer insisted that the receptionist find someone in service that is available.
Receptionist transferred to service department voice mail.
Writer ended the call, and again called MILLER S INC.
Writer further explained that it is very important that writer speaks with someone now, and does not leave a message.
Writer asked for the receptionist to physically go to the closest department to her, and get anyone at all, preferably management, because writer will not leave a message.
Writer was placed on hold.
Someone came back to the line, with no introduction.
Writer asked for this persons name, who replied 'Dennis'.
With no information at all, Dennis insisted on transferring writer to another extension.
Writer had to interrupt Dennis multiple times, and tell him that writer must speak with someone about a customer now, and will not leave a message. Dennis would not tell writer his position, and transferred to the service department line.
Someone answered in the service department with no introduction.
Writer asked for this persons name, who replied 'Jim'.
Writer informed Jim that the customer would like to bring the vehicle in for service, as he is having a problem with the vehicle.

customer at all, yet after writer asked that this customer be allowed service, he replied stating 'The customer is probably just not use to the transmission'. Jim stated that the customer may bring the vehicle in anytime he would like next week.

Writer contacted customer at [REDACTED].

Customer was not available.

Writer left a message advising that he contact the dealership to schedule an appointment with Jim in service.

Caller requested to speak to the case manager. Agent transferred caller to the case management department.

Caller requesting to speak with Case Manager.

Writer contacted customer, who stated that he has an appointment next Tuesday.

Writer informed the customer that we will follow-up at that time.

The writer called the customer and left a message.

Customer calls to speak with their Case Manager.

Customer states he took the car back, seeking to speak with CM. Writer informed caller CM not available and would note his call.

Customer calls to speak with their Case Manager.

Customer calls to speak with their Case Manager. Customer is transferred to Case Management

Writer contacted customer at [REDACTED]. Customer was not available.

Writer was not able to leave a message.

Writer received a message from the customer, who stated that the dealership will be repairing the vehicle on Friday.

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

Customer calls to speak with their Case Manager.

Caller requesting to speak with Case Manager.

Caller requesting to speak with Case Manager. - Customer upset as he has not been able to reach his CM. Writer advised Case Manager s shift does not start for a couple of hours. While searching for another CM, call was lost.

Customer called in seeking to speak with case manager. Writer transferred customer to case management team for assistance.

Caller requesting to speak with Case Manager. Customer states that he hasnt heard from CM.

Customer Assistance Inquiry Record (CAIR)# **20925780**

VIN	1B3BD1FG9	BN [REDACTED]	Open Date	06/03/2011	Built Date	01/27/2011
Model Year	2011	Body	JSDE41	DODGE AVENGER MAINSTREET 4-DOOR SEDAN		
In Service Dt	04/26/2011	Mileage	1,430	Dealer Zone	42	DETROIT
Plant	N	STERLING HEIGHTS ASSEMBLY PLANT	Market	U	US	
Color	PRM	REDLINE 2 COAT PEARL				
Engine	ERB	3.6L V6 VVT ENGINE				
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				
Dealer	44424	MIKE ANDERSON DODGE INC				
Dealer Address	3527 SOUTH WESTERN AVE					
Dealer City	MARION	Dealer State	IN	Dealer Zip	46953	
Owner	[REDACTED]			Contact Type	TELEPHONE	
Address	[REDACTED]			Home Phone	[REDACTED]	
	FAIRMOUNT IN [REDACTED]			Country	UNITED STATES	

Dealer - Service/Body Shop - Transaction - Vehicle Damaged - Default	Customer claims dealer scratched steering wheel
Product - Electrical - Radio/Spkr/Clock/Antenna - Defective - Default	blyetooth installed and not working.

Customer states that they took the vehicle in to have Bluetooth installed and after leaving the dealer noticed that it did not work. After taking it back to the dealer the dealer looked at the Bluetooth and told the customer that they could not fix it because Chrysler would not let them. Dealer is saying that it is not a factory defect so there is nothing they can do. Customer feels that this is very poor service on the dealers part and wants Chrysler to help them find out why the Bluetooth is not working and get it fixed. The vehicle is brand new and the customer has not even made a payment on it and this is happening. Customer advised a call back is required and will take place within one business day by COB their time Preferred Morning/Midday call back number is [REDACTED] Preferred Afternoon/Evening call back number is [REDACTED] Customer email address for case updates: [REDACTED] Who has possession of the vehicle? (Owner/Dealer/IRF) Owner Has the vehicle been diagnosed by a CDJ dealer? (Yes/No) Yes If a CDJ dealer has diagnosed, what is the dealer name or code? 44424 Reassigned to 88F ***** CASE MANAGER TEAM - District 88 V ***** What is the customer requesting from Chrysler assistance with repair and or replacement of radio/bluetooth. How far out of warranty is the vehicle repair by time NO and or mileage NO Service contract that would cover the repair NO, vehicle is under manufactures warranty. Original owner? Yes purchased when 04/26/2011. How many Chrysler vehicles has the customer owned including this vehicle 3 new. Is there any repair history related to the current concern NO.

Agent attempted to contact dealer Service Manager SM Josh , however, SM not available. Agent did speak with David service adviser who advised that vehicle was in on 05/18/11 because vehicle stalled and for basic service , David service adviser states that at that time there was no mention of radio/ blueooth issue.

Status update provided via email to the following email address:

the [REDACTED]
Please contact dealership, MIKE ANDERSON DODGE INC service dept for appointment. Advise them of your open case# 20925780 and then call me back with appointment date and Time is I am unavailable please leave voice message. always refer to you case #.

End of Status Update

Status update provided via email to the following email address:

the [REDACTED]

Dear MR, MRS [REDACTED]

Case # 20925780

My Name is Barbara and I have Been assigned as your case manager. Here is some information the will be helpful for you to have.

Chrysler Case Managemnet telephone # 800-763-8422.

My direct extension: 66029.

My work hours:9:AM-5:PM Eastern time Monday-Friday.

Note: This is a system generated message. Please do not reply.

Sincerely

Barbara

Customer Care.

End of Status Update

CONTACT UPDATE - 1st Contact attempt, phone number dialed, agent did speak with customer and advised to make appointment and advise the dealership of case #.

Customer will call back with appointment date and time.

Customer advised that she has an appointment at th dealer at 2:00 PM on 6/8/11

Travis SA request to speak with case Manager

Customer calls to speak with their Case Manager, not available.

Customer said when she took vehicle in to have the blue tooth repaired, there was a scratch on her steering wheel. She said she wants a new steering wheel, and the dealer took pictures. She thinks the dealer scratched it, possibly from something in their pocket. She said she took the vehicle in 6/8/11. She said the dealer said her Case Manager has not called them, and she is requesting Case Manager call dealer to find out if Chrysler is paying for a new steering wheel. Customer worked with Travis at Mike Anderson Dodge.

Writer spoke with Josh Heox Service Manager, and he said he sent the vehicle to DI, and they rejected it because it was damaged. He said it looks like a fingernail, or something scratched the steering wheel. Josh requested to be notified if Chrysler is assisting or not.

Josh said the customer said that Chrysler would assist. Writer told her, there are no notes verifying this.

**** GOODWILL ASSISTANCE HAS BEEN DECLINED ****

Informed customer that Chrysler will not participate in the repair due to vehicle damage/abuse which contributed to the scratches on the steering wheel.

Unless the customer offers new information, decision remains unchanged.

Writer spoke with Josh SM and informed him, Chrysler will not be assisting customer with replacing the steering wheel.

Writer informed customer that Chrysler will not be assisting with repair, due to steering wheel was damaged.

Customer said to tell Chrysler to come and pick up her vehicle. She said she will speak with a lawyer. Writer told her, if she wants to persue the issue, she will need to take it up directly with the dealer.

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

Customer Assistance Inquiry Record (CAIR)# **20938747**

VIN	1C3BC2FG1	BN [REDACTED]	Open Date	06/06/2011	Built Date	12/23/2010
Model Year	2011	Body	JSCL41	CHRYSLER 200 LIMITED 4-DOOR SEDAN		
In Service Dt	02/28/2011	Mileage	100	Dealer Zone	32	NEW YORK
Plant	N	STERLING HEIGHTS ASSEMBLY PLANT	Market	U	US	
Color	PW1	STONE WHITE CLEAR COAT				
Engine	ERB	3.6L V6 VVT ENGINE				
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				
Dealer	62125	D'AMICO CHRYSLER DODGE JEEP				
Dealer Address	1051 RTS 5 & 20					
Dealer City	GENEVA			Dealer State	NY	Dealer Zip 14456
Owner	[REDACTED]				Contact Type	LETTER
Address	[REDACTED]				Home Phone	[REDACTED]
	GENEVA NY [REDACTED]				Country	UNITED STATES

Product - Electrical - Engine Wiring - Complete Failure - Default

DURING FIRST DAY OF OWNERSHIP THE MAIN VEHICLE WIRING HARNESS FAILED,VEHICLE STALLED AND WOULD NOT RESTART. WORKING WITH STAR IT WAS DETERMINED THE ENTIRE WIRING HARNESS NEEDED TO BE REPLACED. NEW LAUNCH VEHICLE PART WAS NOT AVAILABLE, VEHICLE WAS DOWN 26 DAYS. FOR CUSTOMER SATISFACTION AND TO RESTORE OWNER CONFIDENCE AM AGREED TO PROVIDE OWNER WITH A SERVICE CONTRACT AND A MAINTENANCE PLAN. CHECK TO REIMBURSE DEALER FOR COST. CHECK = 870.00. JRD
 POSTMARK DATE: 061011; DATE RECEIVED: 061311

Customer Assistance Inquiry Record (CAIR)# **20962006**

VIN	1C3BC2FG3	BN [REDACTED]	Open Date	06/09/2011	Built Date	12/14/2010
Model Year	2011	Body	JSCL41	CHRYSLER 200 LIMITED 4-DOOR SEDAN		
In Service Dt	04/13/2011	Mileage	2,491	Dealer Zone	35	WASHINGTON
Plant	N	STERLING HEIGHTS ASSEMBLY PLANT	Market	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				
Engine	ERB	3.6L V6 VVT ENGINE				
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				
Dealer	60344	BLAISE ALEXANDER CHRYSLER JEEP,		INC.		
Dealer Address	1080 E COLLEGE AVE					
Dealer City	STATE COLLEGE			Dealer State	PA	Dealer Zip 16801
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	[REDACTED]
	PLEASANT GAP PA [REDACTED]				Country	UNITED STATES

Corporate - Outbound - Survey Follow-Up - CPS - Customer Contact Complete	
Corporate - Outbound - Survey Follow-Up - CPS - Default	
Product - Unknown - Unknown - Happy - Default	

CPS Survey Record Received Date: 06/09/2011
 Survey Number : BN50314404
 Quality Survey ID Number: 188744178
 Survey Date : 06/06/2011
 VIN Number : 1C3BC2FG3BN [REDACTED]
 Mapping Class : Dealer
 Event Type : 1st Warranty Visit
 CPS Score : 5
 ***** CASE MANAGER TEAM - District 88Z *****
 CONTACT UPDATE - 1st Contact attempt, phone number dialed,
 [REDACTED]
 2nd attempt made to contact customer. Left message.
 3rd attempt made to contact customer. Left message.
 CLOSED LOOP UPDATE - no need for additional follow-up.
 Customer states that his vehicle has shut down while he was driving on the freeway and he had to get it towed into the dealership. Customer does not feel comfortable with his vehicle, and will like to receive oil changes.
 Morgan the service Advisor states the check engine light was flashing and the car shut off due to the connector not being connected to the PCM. Writer left a message for customer to inform him that he will receive oil changes for the vehicle.
 CLOSED LOOP UPDATE - no need for additional follow-up.
 connected customer to CM Ext
 Customer wanted to know the status of his service contract. Writer advised customer that it can take up to 30 -45 days for customer to receive.

Customer Assistance Inquiry Record (CAIR)# **21010049**

VIN	1C3BC2FG3	BN [REDACTED]	Open Date	06/20/2011	Built Date	01/07/2011
Model Year	2011	Body	JSCL41	CHRYSLER 200 LIMITED 4-DOOR SEDAN		
In Service Dt	01/29/2011	Mileage	6,410	Dealer Zone	66	ORLANDO
Plant	N	STERLING HEIGHTS ASSEMBLY PLANT	Market	U	US	
Color	PWL	WHITE GOLD CLEAR COAT				
Engine	ERB	3.6L V6 VVT ENGINE				
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				
Dealer	45091	GREENWAY CHRYSLER-JEEP-DODGE, INC.				
Dealer Address	9051 EAST COLONIAL DRIVE					
Dealer City	ORLANDO	Dealer State	FL	Dealer Zip	32817	
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	
	ORLANDO FL	[REDACTED]	Country	UNITED STATES		

Corporate - Rental Vehicle - Default - Default - Default	Customer seeking rental vehicle due to backordered part.
Dealer - Parts - Transaction - Parts N/A / Backordered - Default	Dealer #45091 SM Tom advised part is on backorder
Product - Exhaust - Unknown - Other - Default	SM Tom advises CAM phaser is on backorder.

SM Tom, Greenway Dodge, dealer #45091 called on behalf of customer (at dealer) requesting a rental vehicle due to a backordered part. SM Tom advised that the customer has been experiencing an intermittent problem since owning this new vehicle, and they have finally been able to diagnose the vehicle, with the help of Customer states his technician has been working with TechConnect to resolve customer s issue. SM Tom states they have ordered a Cam phaser for the customer, which is not available regionally at this time.

 Customer was advised that due to the nature of their rental request a call back is required and will take place by close of business today. Preferred call back number is [REDACTED]
 - SM Tom has already put the customer in a rental vehicle and is requesting the call back. SM Tom advises this case is nearing lemon law. Customer email address for case updates: N/A
 Reassigned to 88R
 SM [REDACTED]

***** CASE MANAGER TEAM - District R *****
 In Warranty
 Service Contract
 1 vehicle, original owner
 CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED]. Left message for Service Manager, Tom, to contact writer back to discuss inquiry.
 Writer spoke to SM, Tom, who advised they have had the car since 6/13 relating to intermittent stalling or intermittent no start.
 SM advised the engineering team had dealership replace cam sensor and

road tested it until it failed to insure code didn't follow cam sensor.
SM advised they have replaced the cam sensor and issue hasn't recurred.
SM advised they aren't positive that repairs have resolved concern, but advised issue hasn't duplicated at this point. SM advised they are seeking assistance for 9 days of rental at 35 dollars a day. Writer advised will review case to see what assistance can be provided. SM advised customer is leaning towards Lemon Law and SM is trying to prevent it. SM advised vehicle has been at dealership since 6/13/11.
Agent attempted to contact dealer Service Manager (SM), however, SM not available. Left message for a return call at extension 66381.
SM Tom requesting to speak with Case Manager.
Writer contacted Service Manager (SM), [REDACTED], who advised Chrysler has s.o.p. a camface sensor for repairs and that part arrived today. SM advised repairs will take a level 4 engine mechanic. SM advised repairs will begin Monday. Writer advised will follow up for an update on repairs needed.
Writer contacted 45091 and left message for SM to contact writer back to discuss customer's inquiry.
Service advisor(SA) [REDACTED] requesting to speak with Case Manager. SA states that they need an RA for 15 days at \$35 total rental for a total of \$525.00. SA requests follow-up with them or SM Jimmy.
Writer contacted 45091 and left message for Service Advisor Tom or SM Jimmy to discuss inquiry for rental assistance.
Voicemail received from SM requesting a call back.
Writer contacted dealership and left message for SM to contact writer back to confirm total days needed for rental assistance.
Inbound call received from SM advising that customer had rental for a total for 15 days at 35 dollars a day and is requesting RA.
Customer seeking rental assistance because vehicle was down for Warranty repairs.
Contacted Service Manager, Jim at 45091 to discuss the customer's request for rental assistance. Confirmed customer's concern and with Service Manager concurrence, authorized 15 days of rental per guidelines in Warranty Bulletin D-04-26.
REASSIGNED TO BC/DLR 66 45091 06/30/11 17:10 O 21010049
*Contact Date:07/01/2011
Warranty repair has been documented on Repair Order#27409
CAIR RETURNED FROM DEALER ON 7/01/2011 AT 08:41:007 R 21010049
SM Jimmy states the rental vehicle has been returned.
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)# 21029292

VIN	1C3BC1FG0	BN [REDACTED]	Open Date	06/23/2011	Built Date	03/10/2011
Model Year	2011	Body	JSCE41	CHRYSLER 200 TOURING 4-DOOR SEDAN		
In Service Dt	04/07/2011	Mileage	3,565	Dealer Zone	42	DETROIT
Plant	N	STERLING HEIGHTS ASSEMBLY PLANT	Market	U	US	
Color	PRP	DEEP CHERRY RED CRYSTAL PEARL COAT				
Engine	ERB	3.6L V6 VVT ENGINE				
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				
Dealer	68947	BAUMANN CHRY-JEEP-DODGE INC				
Dealer Address	2577 WEST STATE STREET					
Dealer City	FREMONT	Dealer State	OH	Dealer Zip	43420	
Owner	[REDACTED]			Contact Type	TELEPHONE	
Address	[REDACTED]			Home Phone	[REDACTED]	
	FREMONT OH [REDACTED]			Country	UNITED STATES	

Corporate - Lemon Law - Default - Default - Default	
Product - Drivability - Unknown - Hesitation/No Power - Default	

Customer bought the car 2 months ago. June 10th customer lost power in the vehicle. When customer brought the vehicle to the dealer they have not been able to solve the problem. Recently customer had the problem again. The dealer has finally fixed the problem but customer is not satisfied and wants to look into some one buying the vehicle back so she can get a new one, she believes that she will always have problems. 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] Who has possession of the vehicle? (Owner/Dealer/IRF) Dealer Has the vehicle been diagnosed by a CDJ dealer? (Yes/No) Yes If a CDJ dealer has diagnosed, what is the dealer name or code? 68947 Reassigned to 88L
 ***** QUALIFIER TEAM *****
 CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED]
 ***** ATTENTION SERVICE DIRECTOR/MANAGER *****
 This customer has contacted Customer Care seeking lemon law buyback/replacement. Preliminary research has determined this vehicle doesn't appear to qualify for lemon law/Buyback/Replacement and the customer has been informed of such. They have also been told that we are interested in repairing the vehicle if a repair is required. Please use all available resources as required (Area Manager, Business Center or STAR) to bring this to a resolution.
 RESEARCH RESULTS:
 Explain why this vehicle either appears to qualify or not: Vehicle does not appear to have the needed repairs under the terms of protection.
 Number of related repair attempts = 1
 Number of days out of service = 3
 Writer informed customer that their vehicle does not appear to qualify for buy-back/replacement. Writer let customer know that we do want to see

their vehicle fixed. Writer informed customer that a case manager will follow up for further handling.

Writer let Derek Service Manager know that the customer requested LL/buyback and did not appear to qualify. Writer let SM know that we want to show we are making ourselves available for repairs. Advised customer that a case manager will follow up in one business day.

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

CONTACT UPDATE - 1st Contact attempt, phone number dialed,

██████████ Writer spoke with customer who states that the vehicle is currently being repaired writer will follow up with customer after repairs are complete customer understood.

DIRECT-TO-DEALER

ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER

Writer is sending car to dealership once repairs are complete on vehicle please send case back so writer can follow up with customer.

REASSIGNED TO BC/DLR 42 68947 06/27/11 10:26 O 21029292

Customer called looking to speak with CM supervisor. Agent transferred customer to CM.

Customer wants a supervisor. Writer set up supervisor call back for 1 hour.

Writer spoke with Derek at dealer 68947 and informed him that we are sending the case over. Derek stated that the parts should be in on wensday and the vehicle is on VOR. So the repairs should be done early next week.

*****SUPERVISOR CALLBACK*****

Writer calling customer in regards to request for supervisor call.

Customer is unhappy that vehicle does not qualify for lemon law/buyback or replacement. Customer also feels that Chrysler is not backing up our product. Writer expressed empathy and advised customer that Chrysler is backing up our product and will repair it under the terms of the warranty. Customer feels that even if her vehicle is repaired it will not be the same, (customer states the engine was 'torn' into twice). Customer stated to writer that she will never purchase another Chrysler vehicle again and she will be contacting her attorney. Writer advised customer that her concerns will be documented.

07012011 DM advised phaser is on backorder had dealer upgrade to VOR. _

07092011 AM contacted and advised part will be shipped 7/18 dealer order is 50th on list per expediting. _

07152011 AM advised part expected this upcoming week.

REASSIGNED TO BC/DLR 42 68947 07/19/11 17:52 O 21029292

Writer spoke with Derek SM, and he said the vehicle is repaired and picked up. He will close car.

2nd attempt made to contact customer. Left message writer under the understanding part came in, vehicle repaired and returned. Left call back number for future concerns.

*Contact Date:07/20/2011

Warranty repair has been documented on Repair Order#55798

CAIR RETURNED FROM DEALER ON 7/20/2011 AT 08:25:143 R 21029292

CLOSED LOOP UPDATE - customer contacted today to confirm repairs.

Customer Assistance Inquiry Record (CAIR)# **21086074**

VIN	1C3BC7EG0	BN [REDACTED]	Open Date	07/08/2011	Built Date	03/16/2011
Model Year	2011	Body	JSCX27	CHRYSLER 200 LIMITED TWO DOOR CONVERTIBLE		
In Service Dt	05/28/2011	Mileage	1,801	Dealer Zone	66	ORLANDO
Plant	N	STERLING HEIGHTS ASSEMBLY PLANT	Market	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT				
Engine	ERB	3.6L V6 VVT ENGINE				
Transmission	DBA					

Dealer	44538	TILLEY-LANE CHRYSLER DODGE	DODGE TRUCKS JEEP			
Dealer Address	1206 E BROADWAY					
Dealer City	LENOIR CITY	Dealer State	TN	Dealer Zip	37771	

Owner	[REDACTED]	Contact Type	TELEPHONE
Address	[REDACTED]	Home Phone	[REDACTED]
	MARYVILLE TN [REDACTED]	Country	UNITED STATES

Product - Electrical - Unknown - Intermittent or Inoperative - Default	Check engine light and no start
--	---------------------------------

The vehicle came into the shop shortly after purchase with a check engine light. The technician could not define the fault code. The SM and the Area Manager both called STAR and the senior Field Technical Support staff. They were aware of the situation that is a calibration issue between the crank sensor and the cam sensor. The AM advised the SM to wait a week to see if engineering had a solution. After a week, the owner was put back in their vehicle to drive it as the check engine light was constant and not flashing. After a week, the vehicle stalled and cannot be restarted. The SM called STAR and there is no flash update at this current time, and there is no set promise date for the resolution. The Area Manager was contacted on July 7, 2011 by the dealer principal and the SM. The Area Manager advised the dealer to replace the vehicle with a like vehicle. The vehicle is financed. The vehicle comes with an SEBC Owner Care Package that comes standard with all new vehicles sold in the Southeast Business Center. The new vehicle should have one as well.

Customer Assistance Inquiry Record (CAIR)# 21091875

VIN	1C3BC2FG1	BN [REDACTED]	Open Date	07/11/2011	Built Date	01/06/2011
Model Year	2011	Body	JSCL41	CHRYSLER 200 LIMITED 4-DOOR SEDAN		
In Service Dt	05/14/2011	Mileage	746	Dealer Zone	42	DETROIT
Plant	N	STERLING HEIGHTS ASSEMBLY PLANT	Market	U	US	
Color	PRP	DEEP CHERRY RED CRYSTAL PEARL COAT				
Engine	ERB	3.6L V6 VVT ENGINE				
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				
Dealer	43527	BOBILYA CHRY-PLYM-DGE INC				
Dealer Address	144 EAST CHICAGO ROAD					
Dealer City	COLDWATER	Dealer State	MI	Dealer Zip	49036	
Owner	[REDACTED]			Contact Type	TELEPHONE	
Address	[REDACTED]			Home Phone	[REDACTED]	
	COLDWATER MI [REDACTED]			Country	UNITED STATES	

Corporate - Outbound - Survey Follow-Up - Continuous Quality Insight - Default

CQI Survey Record Received - DATE : 07/11/2011
 Survey Number : 405713
 Quality Survey ID Number: 190471746
 Survey Date : 07/08/2011
 VIN Last 8 : BN [REDACTED]
 CQI Comments : 517-278-4280
 Survey says, 'It was a warm day and at a stop sign the car QUIT completely - it had to be towed back to the dealership.' 'Engine has a hesitation, momentarily cuts out, or surges while accelerating. The car hesitates between 0-25 mph.'
 ***** CASE MANAGER TEAM - District Z *****
 CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED]. 'Not a valid number.' Writer also dialed [REDACTED].
 Writer was informed that the customer has stepped out for lunch and will be back about 2 PM.
 Writer dialed 517-278-3300. Writer was informed that the customer had already left for the day and confirmed that [REDACTED] is the customer s home number. Writer dialed [REDACTED] and the line worked.
 Writer was informed that the customer was not home but would be in an hour. Writer will try again tomorrow.
 Writer dialed [REDACTED]. Writer was unable to be connected with the customer.
 Writer dialed [REDACTED].
 3rd attempt made to contact customer. Left message.
 CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)# 21096740

VIN	1C3BC8FG1	BN [REDACTED]	Open Date	07/11/2011	Built Date	05/27/2011
Model Year	2011	Body	JSCR41	CHRYSLER 200 S 4-DOOR SEDAN		
In Service Dt	06/28/2011	Mileage	900	Dealer Zone	51	CHICAGO
Plant	N	STERLING HEIGHTS ASSEMBLY PLANT	Market	U	US	
Color	PX8	BLACK CLEAR COAT				
Engine	ERB	3.6L V6 VVT ENGINE				
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				
Dealer	45322	STEW HANSEN CHRYSLER DODGE JEEP				
Dealer Address	2412 N JEFFERSON WAY					
Dealer City	INDIANOLA	Dealer State	IA	Dealer Zip	50125	
Owner	[REDACTED]			Contact Type	TELEPHONE	
Address	[REDACTED]			Home Phone	[REDACTED]	
	AUDUBON IA [REDACTED]			Country	UNITED STATES	

Corporate - Outbound - Survey Follow-Up - CPS - Customer Contact Complete	
Corporate - Outbound - Survey Follow-Up - CPS - Default	
Product - Engine - Unknown - Check Engine Lamp On/Flashing - Default	

CPS Survey Record Received Date: 07/11/2011
 Survey Number : BN56715301
 Quality Survey ID Number: 190494301
 Survey Date : 06/29/2011
 VIN Number : 1C3BC8FG1BN [REDACTED]
 Mapping Class : Legal
 Event Type : Vehicle sale
 CPS Score : 8

***** CASE MANAGER TEAM - District Z *****

CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED] at 1:10pm

Writer spoke with Owner states she rated vehicle a zero due to vehicle has been at dealership ever since vehicle valve failed and now she is a rental were she is paying for gas. Owner states after her purchase she had vehicle for six days, when was on her way to work vehicle started to idle and it shut down, dealership towed vehicle in and she has been in rental for a week now. Owner states dealership did nothing wrong and states that part for vehicle came in today so they are working on vehicle and should be completed tomorrow. Writer informed owner that dealership will contact to see what cause of failure and see what they are replacing owner agreed.

Contact dealership 45322 dialed [REDACTED] Service Advisor Andrew states vehicle came to dealership barely running when vehicle came in, SA states they had to get a cam shaft gear and states other parts for vehicle had come in today and see that vehicle is in technician stalls.

Service Manager Gary states they order parts for vehicle and states parts arrive and states techs are working on vehicle right now. SM states vehicle should be repaired tomorrow morning. SM states its hard to say why parts failed and states it make mechanical issue.

Contact dealership 45322 dialed [REDACTED] Service manager Gary SM did not know anything of the vehicle. Writer left message for SA Andrew requesting a call back. Customer contact attempt at phone number [REDACTED], customer explained that her vehicle has been successfully repaired as of 07-18-11. Customer explained she was without her vehicle for 14 days, however the dealership offered customer a rental during repairs. Customer wanted to verify if there were any other options Chrysler will be offering, writer offered customer the contact number for Chrysler Customer assistance and informed customer that her information would be documented.

Customer Assistance Inquiry Record (CAIR)# **21103913**

VIN	1B3BD1FG4 BN [REDACTED]	Open Date	07/13/2011	Built Date	12/03/2010
Model Year	2011	Body	JSDE41	DODGE AVENGER MAINSTREET 4-DOOR SEDAN	
In Service Dt	02/18/2011	Mileage	3,000	Dealer Zone	32 NEW YORK
Plant	N	STERLING HEIGHTS ASSEMBLY PLANT	Market	U	US
Color	PRM	REDLINE 2 COAT PEARL			
Engine	ERB	3.6L V6 VVT ENGINE			
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION			
Dealer	23170	BROWN'S JEEP CHRYSLER DODGE			
Dealer Address	483 ROUTE 112				
Dealer City	PATCHOGUE	Dealer State	NY	Dealer Zip	11772
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone	[REDACTED]		
	HOLTSVILLE NY [REDACTED]	Country	UNITED STATES		

Product - Drivability - Unknown - Other - Default

7/13/11 I2R case opened to further assist the customer. Original case and CAIR number was 20624918. CM

****DJ Streat with ISG I2R Owner Retention Task Force Team is assisting with this CAIR. If the customer should call, please request them to contact DJ Streat at 888-542-7239, extension 465. Thank you.****

7/13/11 DS891

The customer called and said that the car doesn't drive. She said that it bucks and it stalls. She said that the vehicle has had an ongoing problem since the day she got it. She said that the vehicle is at Brown Dodge.

The customer said that she is not in a loaner vehicle right now. She said that she said that the dealership told her that she did not buy the vehicle there so they had to ration the loaner vehicles out. She said that she is paying \$500 a month for a vehicle that she seldom has. She said that she no longer wants the vehicle. She said that her vehicle was towed to Browns on Friday. She said it would be nice to get a loaner.

7/13/11 DS891

Called Brown's Jeep Eagle Chrysler and left a voice mail message for Rich Sullivan the service manager to give me a call concerning the repairs on the vehicle and status. Will follow up on tomorrow.

Called to get status of the vehicle. Left Rich Sullivan another voice mail.

Customer called and is very upset that case manager DS891 will not return calls. Agent attempted to conference customer with DS891 but got the voice message and left a message explaining the customer was upset and need a return call ASAP. Customer was informed of message and understood. Customer is also tired of getting transferred to different people.

7/19/11 DS891

Spoke with the customer and she said that she has picked up her vehicle from Browns. She said that they replaced the crankshaft position sensor and she said that she went to the dealership last night. The customer said that she seriously wants out of the vehicle. She said that she is financing the vehicle.

Called Brown s Jeep Eagle and left a message for Steven, the service manager to get the repair information and to see who the AM is.

7/20/11 DS891

The customer wishes to have the vehicle bought back. Called Rich Sullivan, Service Manager at Brown s Jeep and he said that the last time that the customer was there was on April 28th. I asked him to please fax me the repair orders. I also called Star Chrysler and left a voice mail for the Steve Alisino the service manager asking for any warranty repair history. Sent an email and left a voice mail for the AM, RGR1 to let him know that the customer wishes to have the vehicle bought back.

7/21/11 DS891

Called RGR1, AM and also sent him an email asking him to please assess the vehicle so that we can determine whether or not he is going to consider replacing the vehicle. Will follow up on Monday, July 25th.

7/25/11 DS891

The customer called and left a voice mail and said that her vehicle stalled on her again. She said that the vehicle is currently at Browns. She said that Roadside Assistance towed it to them and she was not in a loaner vehicle. I called her and she said that she took all of her belongings out of the vehicle. She said that she is done. The customer said that she called her lender and her lender told her to contact the Attorney Generals office. She said that she is getting the paperwork. I apologized to the customer because she had encountered this problem again. I asked her was she in a loaner and she said that she was not. I told her that I would call the Brown Jeep and set it up.

7/25/11 DS891

Emailed the AM, RGR1 and told him that I the customer s vehicle was back at Browns. Called Brown s Jeep and was kept on hold off and on for 12 minutes to try to speak with Chris in service to get a loaner vehicle for the customer. Called Browns again and was placed on hold for additional 5 minutes. Hung up and called back and spoke with Ashley in service and told her that I was needing to get a loaner vehicle for the customer. She placed me on hold another time. I hung up and called again and pressed 2 for service again and this time got a voice mail. Rich the service manager is out of the shop today. Will continue to try to get the customer a loaner.

Customer calls to speak with DJ Streat with ISG I2R Owner Retention Task Force Team. Agent transferred customer to 888-542-7239, extension 465. Customer states that she feels like she isn t getting any help from DJ Streat, and is ready to 'get on a plane, fly to where she is, and punch her in the head'.

Agent apologized for the problems customer is having, and reassured her that the case is being investigated and worked on.

7/26/11 DS891

Called the customer and told her that I released a loaner vehicle to her. The customer said that she does not want the vehicle back at all. She said that she wants the vehicle bought back. The customer also asked if she would have to use her credit card and I told her that her debit card would work but she wouldn t be charged for the loaner. The customer also said that someone, Maybe Latonya told her that she would get reimbursed for her gas that the dealership used up. I told her that I would look into that. The customer said that she would call Steve about her loaner vehicle.

7/26/11 DS81

Called RGR1, AM and he said that he has released a tech advisor on the vehicle. He said that he is also in touch with the dealership. He said that just because a light came on it doesn t mean that we are going to buy the vehicle back and she could contact the attorney general s office if she choses, but he wants to make sure that the vehicle has been diagnosed before he makes a decision. Will follow up on tomorrow.

7/26/11 DS891

customer called and left a voice mail and said that she did not want a loaner vehicle. She said that she wanted her vehicle bought back. I called the customer back and she said that Enterprise was asking for a \$250 deposit on the rental. She said that she did not have that. I told her that I would see if we could get the deposit waived. She said that she didn t want a replacement, she only wanted a repurchase and get her money back because her credit would not allow her to get another vehicle.

7/26/11 DS891

Called Rich Sullivan, Service Manager at Brown s Jeep Eagle and left him a voice mail message regarding the loaner vehicle for the customer. Also called Steven the service advisor and left him a voice mail as well and asked him if we could waive the rental deposit for the customer. dealership.

7/27/11 DS891

Called the customer and she said that she still does not want the vehiicle. She said that she doesn t trust it any longer. I told her that I was awaiting a response from my AM but int the interim, she could pick up the vehicle.

7/29/11 DS891

Called Steven, Service Advisor at Brown s Jeep and he said that they replaced the wiring harness and test drove the vehicle for 60 miles and found the vehicle to be operating fine. He said that the customer is back in the vehicle. I called the AM, RGR1 and he was on a conference call. Will call him back later today.

8/1/11 DS891

Emailed and left a voice mail for the AM, RGR1 as the customer wants the vehicle bought back. Wanted to see what his thoughts were on the customer s request. Called the customer and she said that she has gotten the vehicle back but she has not changed her mind regarding wanting the vehicle bought back. She said that her credit will not allow her to trade out of the vehicle. She just wants her money back. I told her that I was standing by for a call back from my AM. Will follow up on Thursday, August 4th.

8/3/11 DS891

Spoke with the AM, RGR1 and he said that at this time we would not replace the vehicle. I called the customer and told her that at this time we would not replace the vehicle, however I would offer her a payment reimbursement for her troubles. I confirmed her address. I asked her to send me her retail installment contract and a payment receipt. Will follow up on Tuesday, August 9th.

8/9/11 DS891

Called the customer to see if she was going to receive the payment reimbursement. She said that she would get the documents requested by the end of the week. Will follow up on Friday, August 12th.

8/9/11 DS891

The customer faxed over her payment information. I called her back and confirmed her address. I told her that I would only be able to do one monthly payment and not the two she requested. She said that s fine. I told her that I would process that monthly payment of \$528.23 reimbursement today.

8/9/11 DS891

Submitting customer payment reimbursement for \$528.23 for processing.

8/10/11 Emailed tjb16 requesting to process the customer-s payment reimbursement in the amount of \$528.23. Follow up regarding reimbursement on 8/15/11. CM

Check has been generated and approved.

Check received an sent to customer through US Mail.

8/11/11 Received email from tjb16 confirming customer-s payment reimbursement in the amount of \$528.23 has been issued and mailed to the customer. Customer is satisfied. Closing case. CM

Customer Assistance Inquiry Record (CAIR)# 21107455

VIN	1B3BD2FG6 BN [REDACTED]	Open Date	07/13/2011	Built Date	02/08/2011
Model Year	2011	Body	JSDL41	DODGE AVENGER LUX 4-DOOR SEDAN	
In Service Dt	05/17/2011	Mileage	1,365	Dealer Zone	35 WASHINGTON
Plant	N	STERLING HEIGHTS ASSEMBLY PLANT	Market	U	US
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT			
Engine	ERB	3.6L V6 VVT ENGINE			
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION			
Dealer	43642	ELM GROVE DODGE CHRYSLER JEEP INC			
Dealer Address	2538 NATIONAL RD				
Dealer City	WHEELING	Dealer State	WV	Dealer Zip	26003
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone	[REDACTED]		
	GLEN EASTON WV [REDACTED]	Country	UNITED STATES		

Product - Engine - Unknown - Other - Default	engine stalls out at low speeds
Dealer - Service/Body Shop - Transaction - Problem Not Resolved - Default	nothing was done with it and we're not satisfied
Corporate - Outbound - Survey Follow-Up - CPS - Customer Contact Complete	
Corporate - Outbound - Survey Follow-Up - CPS - Default	

CPS Survey Record Received Date: 07/13/2011
 Survey Number : BN51052104
 Quality Survey ID Number: 190593498
 Survey Date : 07/11/2011
 VIN Number : 1B3BD2FG6BN [REDACTED]
 Mapping Class : Dealer
 Event Type : 1st Warranty Visit
 CPS Score : 0
 Survey says, 'We took it up there to get serviced, they gave the car back to us as it was, nothing was done with it and we re not satisfied at all with it.'
 ***** CASE MANAGER TEAM - District 88Z *****
 CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED]
 2nd attempt made to contact customer. Left message.
 Mrs. West, complains that the vehicle stalls and that she doesn't like to drive it. Mrs. [REDACTED] alleges that the stall occurs when she is driving slow, then the RPM falls, the vehicle pulsates and then it dies. The problem started when the 43642 ELM GROVE DODGE Dealer replaced a gasket that was causing an oil spill. Mrs. [REDACTED] states that the dealer test drove the vehicle and couldn't duplicate the problem. The customer states that she will get a second opinion. Agent thanked the customer for her feedback and advised to contact 800 763-8422 if we can assist her in the future.
 CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)# 21109908

VIN	1B3BD1FG9 BN [REDACTED]	Open Date	07/14/2011	Built Date	01/11/2011
Model Year	2011	Body	JSDE41	DODGE AVENGER MAINSTREET 4-DOOR SEDAN	
In Service Dt	03/31/2011	Mileage	7,200	Dealer Zone	32 NEW YORK
Plant	N	STERLING HEIGHTS ASSEMBLY PLANT	Market	U	US
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT			
Engine	ERB	3.6L V6 VVT ENGINE			
Transmission	DBA				

Dealer 26776 METRO CHRYSLER JEEP

Dealer Address 1667 HARTFORD AVE

Dealer City JOHNSTON **Dealer State** RI **Dealer Zip** 02919

Owner [REDACTED] **Contact Type** TELEPHONE

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

JOHNSTON RI [REDACTED] **Country** UNITED STATES

Corporate - Complaint Contact - Default - Default - Default	Customer complaint
Product - Fuel System - Unknown - Other - Default	Problem with A/C or fuel system.
Corporate - Lemon Law - Default - Default - Default	
Product - Suspension - Torsion / Sway Bars - Poor Ride - Unknown	

Customer states the check engine light came on, the transmission is not accelerating, and bushing stabilizing bar, as well as another light on the dash, and it caused the vehicle not go get any gas. When the lights on the dash came on the customer was traveling in the fast lane and her vehicle would not go any more so the customer ended up on a major highway and the vehicle would only coast and then came to a stop. Once the customer restarted the vehicle the check engine light was on so she drove the vehicle back to the dealer. Customer drove the vehicle to work and it will not accelerate and it is worse when the AC is on. Dealer last Thursday advised the noise is normal. On Sunday while the customer was in a drive through the vehicle was shaking. The dealer replaced the bushing stabilizing bar. There is also a ticking noise in the engine when you stop the vehicle when it is cold it is very loud. Customer states she drives her vehicle a lot for work and does not feel safe. Customer states she did have a rental vehicle. Customer informed a call back is required and will take place within one business day. Preferred Morning/Midday call back number is [REDACTED] Preferred Afternoon/Evening call back number is [REDACTED] Customer email address for case updates: s [REDACTED] Who has possession of the vehicle? Owner Is this a request for Lemon Law, buy-back or replacement? Buy back Reassigned to 88L Status update provided via email to the following email address: [REDACTED]

Dear MS [REDACTED] :
 Case #: 21109908 VIN: 1B3BD1FG9BN [REDACTED] Vehicle Description:
 2011 DODGE AVENGER MAINSTREET 4-DOOR SEDAN

My name is Charlie and I have been assigned as your Case Manager. Here is some information that will be helpful for you to have:

Your Case number: 21109908

Chrysler Case Management telephone number: 800-763-8422

My work hours: 7:30am-4:00pm Mountain Time Monday-Friday

I will contact you within one business day by telephone to review your case with you.

Note: This is a system generated message. Please do not reply.

Sincerely,

Charlie

Customer Care

End of Status Update

***** QUALIFIER TEAM *****

CONTACT UPDATE - 1st Contact attempt, phone number dialed,

[REDACTED]

***** ATTENTION SERVICE DIRECTOR/MANAGER *****

This customer has contacted Customer Care seeking lemon law buyback/replacement. Preliminary research has determined this vehicle doesn't appear to qualify for lemon law/Buyback/Replacement and the customer has been informed of such. They have also been told that we are interested in repairing the vehicle if a repair is required.

Please use all available resources as required to bring this to a resolution.

RESEARCH RESULTS:

Explain why this vehicle either appears to qualify or not: Vehicle does not appear to have the needed repairs under the terms of protection.

Number of related repair attempts = 2

Number of days out of service = 3

Writer informed customer that their vehicle does not appear to qualify for buy-back/replacement. Writer let customer know that we do want to see their vehicle fixed. Writer informed customer that a case manager will follow up for further handling.

Writer left message for Greg, Service Manager that the customer requested LL/buyback and did not appear to qualify. Writer let SM know that we want to show we are making ourselves available for repairs. Advised customer that a case manager will follow up in one business day.

Status update provided via email to the following email address:

[REDACTED]

Hello Ms. [REDACTED],

We apologize for the issues you have experienced. Your case 21109908 has been sent to our case management team to work with the dealership to help resolve your issue. If you have any questions please feel free to contact your case manager Alexis at 1-800-763-8422 extension 66198. Thank you

End of Status Update

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

Status update provided via email to the following email address:

[REDACTED]

My name is Alexis and I have been assigned as your Case Manager.

Here is some information that will be helpful for you to have.

Your Case number: 21109908

My direct extension: 66198

My work hours: 6:00 AM to 2:30 PM Mountain Standard Time, Monday-Friday.

I will contact you within one business day by telephone to review your case with you.

Thank you,

Alexis.

End of Status Update

Caller requesting to speak with Case Manager.

Writer called dealership and was unable to contact SM (Greg). Will call back later.

Customer calls to speak with their Case Manager.

Customer calling is very upset stating her vehicle is back at the dealership for the same issue of vehicle stalling and having no power.

Customer states she purchased a new vehicle because she wanted something she could trust. Customer states she works out of her vehicle and has to be able to rely on her vehicle. Customer states she has been very loyal to Chrysler. Writer was advised by case manager AS1622 that she would contact customer after she has spoken with the dealership. Customer

Writer called dealership and asked for SM (Greg). Was informed he went on vacation. Writer spoke with SA (Chris) who is working on the vehicle, to establish what was wrong with the vehicle. SA informed writer that their e-thernet tools were not working so they are unable to use any of the scanners to diagnose the vehicle. SA stated they would call the customer, and writer agreed they should. Writer told the SA they would also call the customer but it would be a good idea that the dealership do the same for reassurance purposes.

Customer states she wants resolution.

CONTACT UPDATE - 1st Contact attempt, phone number dialed,

██████████. Writer spoke with customer who explained the issue with the vehicle. Writer informed the customer, that as of right now the diagnosis had not been completed because the SA was not able to use the tools necessary but that the SA would inform the writer when the vehicle had been diagnosed and from there they could proceed. Customer said it was okay. Writer established a call back would take place on 7/20/11.

Dealer called to speak to their Case Manager.

Agent transferred to Case Management for further assistance ext 66198

Writer called customer and left a message. Call back 7/21/11.

MIO elimination came on e0340. Replacement of the camshaft exhaust phaser, part number: 05184369AF. Traction, C121C because the torque signal was not able to go through because of the camshaft was not operating.

Writer called dealership, parts to try and get a hold of the PM (Jeff), so the part could be changed to VOR or Special Handling. Writer was informed that he went out to lunch, left a VM. Call back later. 7/21/11.

Customer calls to speak with their Case Manager. Ext 66198. Could not locate EXT. for AS1622.

Customer calls to speak with their Case Manager at extension 66198. Agent transferred the customer to this extension.

Writer spoke with customer, customer seemed very upset at the situation.

Customer states they no longer want her vehicle but she wants to stick with Chrysler so she hopes there is a way for her to get the right financing so she can trade in her vehicle and get a new Chrysler 200.

Writer informed her she would have to speak with the Dealer and see if there was something that could be done, Customer understood. Call back later after a call to the dealer.

Writer called the dealer and asked for the Chrysler Sales Manager (Matt Ward) but was informed he was not in for the day.

Writer called customer to inform her that the Sales Manager from Chrysler was not available until tomorrow customer said it was okay to call her back once the writer talked to him, she also stated she would go to the dealership today and try and talk with the General Manager.

Call back 7/22/11.

Writer called dealership to talk to the Chrysler Sales Manager (Matt) who informed the writer that they had already offered Ms. Cummings the most they could with only 3,000 less than what she paid for her vehicle and that they could not go any lower.

Writer called customer, phone number dialed, 339-235-0470. Writer spoke with Ms. ██████████ stating that the dealership would make the final decision on what they can offer the customer, or that they could call the Chrysler Incentives Assistance Center. Customer seemed very upset and asked for the number, the number was then relayed to the customer.

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

Customer called in to see if agent could re open case and send it back off to her case manager from before. Agent advised that she would have to contact her AG to re do the whole process again

Customer Assistance Inquiry Record (CAIR)# **21110979**

VIN	1C3BC1FG3	BN [REDACTED]	Open Date	07/16/2011	Built Date	01/07/2011
Model Year	2011	Body	JSCE41	CHRYSLER 200 TOURING 4-DOOR SEDAN		
In Service Dt	01/22/2011	Mileage	4,200	Dealer Zone		
Plant	N	STERLING HEIGHTS ASSEMBLY PLANT	Market	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT				
Engine	ERB	3.6L V6 VVT ENGINE				
Transmission	DBA					

Owner	[REDACTED]	Contact Type	E-MAIL
Address	[REDACTED]	Home Phone	
	HARBOR CITY CA [REDACTED]	Country	UNITED STATES

Corporate - Recall - Default - Default - Default	Customer inquiring into pending recall.
Product - Transmission / Transaxle - Unknown - Other - Default	Customer states vehicle transmission issue still present.
Dealer - Service/Body Shop - Transaction - Other - Default	Customer wishes to address issue with Southern Bay Chrysler.
Corporate - Excessive Contacts - Default - Default - Default	
Corporate - RRT - Default - Default - Default	

***** EMAIL BRIEF DESCRIPTION CONTENT *****
 Chrysler Case No.21078695 - the choking and shaking problem of my new 2011 C hrysler Tourning is still not completely fixed. I want your company to reop en my case and deal with South Bay Chrysler under TAG T7912. I am not happy with your Dealer Champion

***** END EMAIL BRIEF DESCRIPTION CONTENT *****
 I am not happy with your Dealer Champion Chrysler trying to fix my car the 2nd time. South Bay Chrysler told me they need to replace the Camshaft of my car and are waiting the part from Chrysler Company. From now on, I shall deal with South Bay Chrysler only. Please don t contact Champion Chrysler in Downey, CA for my 2011 200 Chrysler Touring anymore. Thank you.

*****END OF CUSTOMER EMAIL*****
 Dear Chapmun:
 Thank you for contacting the Chrysler Customer Assistance Center in regards to your 2011 200.
 I am sorry to learn of the problems you have experienced with your vehicle. Your concerns, particularly in view of the inconvenience involved in this issue, is understandable and I appreciate the time and effort you took to bring this matter to my attention.
 Your files have been updated to reflect the information provided in your recent email message.
 At this time we advise allowing Southern Bay Chrysler the opportunity to further assist with your inquiry. Should your dealer require factory assistance, it is available through the regional Business Center.
 Thanks again for your email, Chapmun.
 Sincerely,
 Jeff
 Customer Service Representative
 Chrysler Customer Assistance Center
 *****END OF CAC EMAIL RESPONSE*****

Dear Chrysler Executives,

Re: Your Ref.: 21110979 Case No.21078695 (Manager REANA)
(KMM7408091V68895L0KM) VIN 1C3BC1FG3BN [REDACTED]

Thank you for your email in reply to my complaint of my defective 2011 new Chrysler 200 Touring Sedan purchased from Champion Chrysler in Downey, California on Saturday, Jan-22-2011. I would like to summarize a few more important points to your Company for my several months unsettled complaint in your official record.

Exhibit 11 1st time check: I told the Service Advisor with Champion Chrysler that I felt my new car with choking and shaking problem. He told me that everything will be taken care of but in vain. Around 2 weeks later, the engine light of my car turned on.

Exhibit AA Jun-28-2011, I took my car to South Bay Chrysler for service. Please refer to Exhibit AA car service statement for more details (parts required and recalls).

A week later I called South Bay Chrysler and was advised that the required parts for repairing my car are still not shipped to them from Chrysler Company. Few days later, I called Chrysler Customer Service Center and was advised that the Case No.21078695 Manager, Reana will contact me later. On Tuesday, Jul-12-2011 Reana called me and advised me that the required parts to repair my car are still not available and she does not know when the required parts will be available. Finally, I told Reana that I shall call her one month later to find out when the required parts to fix my car will be available.

From Exhibit AA South Bay Chrysler Service statement point C** indicated that there are 2 recalls (recall #RRT-11-013 and recall #2182). Please advise me when these 2 recalls were posted on your website and what is each recall. Also advise me what kinds of parts are required to repair my car. Champion Chrysler people told me 2 different stories. Today on your website it indicated that No Incomplete Recall or Customer Satisfaction Notification Exist.

Exhibit BB On Monday Jul-11-2011, I took my car back to Champion Chrysler (sold me the car) again because their Principal, Paul Antepara told me that they can repair the problem of my car and they have the parts. Please refer to Exhibit BB service statement for more details. Their Chief Mechanic and me drove my car for around 15 minutes in the near by service streets. The gentleman told me to leave my car there. Their Service Manager told me that they are going to repair my car immediately. From their service statement, they did not indicate for changing any parts. The choking and shaking problem of my car was slightly better during the first hour. The choking and shaking problem of my car started again from the next day. On Thursday, Jul-14-2011 I emailed the Service Manager and their Principal, Paul Antepara that they did not fix the problem of my car. For more details, please refer to Exhibit CC attached. Up to this writing, I have not received any reply from Champion Chrysler where I bought my car.

Last week, I called your Customer Service Center and was advised that my complaint case No.21078695 was already closed. Honestly, it makes me quite nervous that your case Manager Reana is still working for my complaint and your record indicated my complaint case was closed. Please note on your record to ship the required parts for repairing my car to South Bay Chrysler in Hawthorne, Torrance, California.

I believe that Chrysler would not sell any defective car to their customers and don't care for their guaranteed warranty. To be fair to me, please advise me in writing by email approximately when Chrysler will ship the required parts to South Bay Chrysler in Hawthorne, Torrance, California to repair the choking and shaking problem of my car. Within next 2 months from the date hereof, if the required parts are not shipped to South Bay Chrysler in Hawthorne, Torrance, California to repair the choking and shaking problem of my car, I shall be forced to report my complaint to Consumer Council and seek proper legal action. Thank you.

Best regards - [REDACTED]

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

Dear [REDACTED]:

Thank you for your response.

Unfortunately the information you are seeking is either unavailable or considered proprietary. At this time we advise continuing to work with

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

Your comments have been documented your Customer File.

Thanks again for your email, [REDACTED]

Sincerely,

Jeff

Customer Service Representative

Chrysler Customer Assistance Center

*****END OF CAC EMAIL RESPONSE*****

RE-SENT WITH ATTACHMENT

Best regards - Chapman YIU chapmunyiu@sbcglobal.net

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

Dear [REDACTED]:

Thank you for your response.

Unfortunately we cannot accept attachments from this email address. If you would like to attach a document to your file, please respond. I will be more than happy to provide an electronic documentation link for your use.

Thanks again for your email.

Sincerely,

Jeff

Customer Service Representative

Chrysler Customer Assistance Center

*****END OF CAC EMAIL RESPONSE*****

Dear Jeff,

null

Thank you for your following two emails. In fact, I also mailed your Company a copy of my emails and the related attachments.

null

Of course, I would like to email you again the related attachments so that you guys can find out more specifically about my complaints. Please provide me your email link at your convenience. Thank you.

null

If your company Chrysler cannot send the required parts (Camshaft, etc.) to South Bay Chrysler, how can they repair my defective 2011 new Chrysler 200 Touring Sedan. Please do something to resolve this problem and let s do less emails.

null

Aslo, please advise me when 2 recalls (recall #RRT-11-013 and recall #2182) were posted on your website and what is specifically is each recall.

Best regards - [REDACTED]

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

Dear [REDACTED]:

Thank you for your response.

We have sent you an email containing the Document Submission Link. You should be receiving it shortly. Please note the link will expire if not used within 7 days.

Your concerns regarding this matter are regrettable. Information concerning your inquiry is currently not available. Your best resource concerning this information is your authorized Chrysler Dealership. They will be your best resource for further discussion regarding your concern and will be provided further information as it becomes available.

Rapid Response Transmittals (RRTs) are used as a means for the company to alert dealer service departments as to prompt corrective action early on, to head issues off before they become bigger matters. RRTs are thus intended for internal purposes only.

If your vehicle qualifies for a specific RRT, in other words, if your vehicle s Vehicle Identification Number (VIN) is on that RRT s VIN list, we will be happy to provide you a copy of the RRT in question.

RRT # Description

11-013 2011 JS 3.6L EXHAUST VIBRATION AT 2200 - 2500 RPM (Completed)

11-069 2011 JS RT RM 3.6L MIL P0128 OR LONG CRANK TIME

Once a determination has been made by Chrysler Group LLC that a safety recall is necessary to correct a problem with one of our products, a

(NHTSA) to advise them of the issue. Since this typically occurs in the early stages of the overall recall process, the vehicles involved and the repair procedure have not been finalized. Further, the necessary repair parts need to be manufactured and distributed to our Dealers. When all of this is accomplished, the recall is 'launched'. At that time, involved vehicles are loaded into the computer and our Dealers and customers are sent recall notification letters.

The involved vehicle information for a recall is not available until the recall is launched. Therefore, the information you are seeking is not yet available. If your vehicle is involved in a recall you will be notified by U.S. mail. If the number of recalled vehicles is substantial, often a phased launch is conducted and notices are sent out over a period of time.

The information provided is the extent we can supply at this time. A documentation link has been provided and any information provided will be documented in our system. We advise at this time continuing to work with your authorized Dealership for any further assistance concerning this matter. Any future communication related to this issue will be retained in corporate records.

Although a more favorable response could not be provided at this time, we appreciate the opportunity to review your inquiry with you.

Thanks again for your email.

Sincerely,

Jeff

Customer Service Representative

Chrysler Customer Assistance Center

*****END OF CAC EMAIL RESPONSE*****

Hello Jeff,

null

I deeply appreciate your prompt response.

null

When did Chrysler company post the 2 recalls on your website to Chrysler Dealers?

null

Champion Chrysler Manager told me the recalls were posted after May 2011. Another person told me there was no recall for my defective 2011 Chrysler 200 Touring Sedan. One of Chrysler Customer Service Representative told me over the phone that the recalls was posted in the middle of February 2011. I just want to know the true story.

null

The related 2 recalls are for all 2011 Chrysler 200 Touring Sedans or just for my defective 2011 Chrysler 200 Touring Sedan?

South Bay Chrysler people told me that they can't do anything to repair my defective 2011 Chrysler 200 Touring Sedan. How can your record indicated 11-013 2011 JS 3.6L EXHAUST VIBRATION AT 2200 - 2500 RPM (Completed)? Now the choking and shaking problem of my car is still not properly repaired. Recall 11-069 2011 JS RT RM 3.6L MIL P0128 OR LONG CRANK TIME - I don't know what does this mean?

It seems your company Chrysler is trying to kick me to South Bay Chrysler Dealer and they are waiting the required parts from your company. South Bay Chrysler people told me to find out when Chrysler company to find out when Chrysler company can ship them the required parts?

null

I paid good money to buy a new car from Chrysler Dealer. Now I have been driving a defective 2011 new Chrysler 200 Touring Sedan for several months. Well, I need fruitful solution and no more useless communication with Chrysler company or Chrysler Dealers. Please be fair to your customers and honor your guys commitment. Thank you.

Best regards - [REDACTED]

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

NAN-No further action required at this time

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

chapmunyiu@sbcglobal.net on 2011-07-20 @ 19:37

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

Customer has been advised documents submitted will be retained in file. Customer has been informed of status of repairs on lines 43-46 in CAIR 21078695. No further action required

null

I think you have received all my supporting documents sent to you via a separate email.

null

Today, I called South Bay Chrysler and was advised that they are still waiting reply and shipment of the required parts from Chrysler Company.

null

I hope you can tell me simply how long I still have to wait for Chrysler Company to resolve my complaint for my new and defective Chrysler 200 Touring with specific written guarantee by your company. I don't think it is fair for you guys just kick me to South Bay Chrysler while they are waiting technical reply and parts from Chrysler company. I bought the new Chrysler 200 Touring Sedan because I trust Chrysler company and not Champion Chrysler.

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

NAN- Customer has been informed of status of repairs on lines 43-46 in CAIR 21078695.

From: [REDACTED] To:

CAC_Case_Manager@chrysler.com Cc: Wayne.Ferrin@southbaycpj.com Sent: Thu, November 17, 2011 12:31:59 PM Subject: Chrysler Update Case#:21248699

Hello Meghan, I regret to advise you that in addition to a few problems (previously recorded in your file - cannot be properly fixed by your authorized South Bay - California Dealer) of my 200 Chrysler Touring, there

is one more additional problem. On Monday, Oct-31-2011 morning when I was going to work, my car engine dropped dead at the traffic light.

On Monday, Oct-31-2011 evening when I was returning home, my car engine dropped dead at the traffic light again. Today, Nov-17-2011 morning when I was going to work, my car engine dropped dead at the traffic light.

As you know that my car suddenly dropped dead is quite dangerous because the cars behind mine will always try to start their cars when the traffic light turns green and my still stopping (not moving). I don't know whether or not it is normal for Chrysler cars. I have never experienced the same problem before for my cars used up to 5 years. It is really hard to believe that Chrysler Company Experts cannot find a proper way to repair my car in a normal condition. Best regards - [REDACTED]

[REDACTED] (Office Hours 10:00 am to 5:00 pm)

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

NAN-Duplicate Email, being handled in linked CAIR to 21248699

Hello Wayne,

null

Thank you for your phone call to my home yesterday.

null

Well, the previous problems (slightly shaking and stalled car) seem slow down but there is a new problem I discovered around 2 weeks ago.

Frankly, the shaking problem is on and off.

null

I changed the oil of my 200 Chrysler Touring around 5,070 miles from your company. 2 weeks ago, the mileage of my car was around 7,500 miles.

When I started the car, shortly Change Oil Required light was turned on and disappeared quickly. I checked the oil level was slightly below the bottom of safe zone. I put some oil to slightly higher than the safe bottom level. The Change Oil Required light still turned on. I was told by one of Chrysler Service Representative that my car needs to reset the computer program or change oil.

null

Regarding your letter asking me to extend the warranty of my car, I can tell you honestly that I don't need it because 3 years or 36,000 miles warranty by Chrysler Company is enough for me. If you want to contact me again, please call me at my office number [REDACTED] from 10:00 am to 4:00 pm. Thank you and have a nice day.

Best regards - [REDACTED]

Office [REDACTED]

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

Dear [REDACTED]:

I have updated your file to reflect the information provided in your recent email message. It will be provided to your Case Manager for their attention and review.

Thanks again for your email.

Sincerely,

Jeff

Customer Service Representative

Chrysler Customer Assistance Center

*****END OF CAC EMAIL RESPONSE*****

Hello Wayne,

Good morning. Thank you for your help from time to time. I would like to

schedule an appointment to repair the Oil Change Required - warning signal of my

2011 200 Chrysler Touring car on coming Friday, Jan-13-2012 between 7:00 to 8:00

am.

Should ask for you when I arrive your repair shop or I can contact any

one of

your Advisors?

Please also advise me if the Oil Change is really required, the warning signal

should stay on for a while or just flash and disappear after few seconds.

I am going to copy this email with my historical problems to Chrysler

Company

because I am really getting more frustrated with Chrysler Company people not

taking full responsibility of their products (cars) sold to me. I don't

want to

take my new car to your Repair Shop again and again so often.

Best regards -

1. On May 20, 2011 I took my new 2011 Chrysler 200 Touring to Champion Chrysler for the 1st time maintenance service. I told the Service Representative

that I felt my vehicle idle rough (sometimes it was choking when driving in slow

speed). When I took back my vehicle around two hours later, the Service Representative told me that my vehicle is okay and no more problems.

null

2. After around two weeks later, I discovered the Engine Light was on turn. I

took my vehicle to South Bay Chrysler (SBC - Hawthorne Blvd.) for service.

null

3. Jun-28-2011 I took my 2011 200 Chrysler Touring car to South Bay Chrysler for repair. The Service Representative told me that there was a recall

for my vehicle. They need to replace the Camshaft in my vehicle. They (SBC TAG

T7912) have order the camshaft from Chrysler. The required part Camshaft was

not available.

null

4. Aug-12-2011 SBC just performed REFLASH and RESET THE COMPUTER PART of my

car because it is not necessary to change the Camshaft.

null

5. Sept-01-2011 I changed Oil around 5070 miles by SBC.

null

6. Nov-22-2011 I took my 200 Chrysler Touring to SCB to repair for stalled

car problem. The Service Representative told me that they need to RESET THE

COMPUTER PART OF MY CAR AGAIN.

COMPUTER PART OF MY CAR AGAIN.

null

REQUIRED light turn on shortly after I started my and the light disappeared shortly. I was advised that the COMPUTER PART OF MY CAR was not proper set and needs to reset again.

null

8. IS 200 CHRYSLER TOURING SO UNRELIABLE AND NEEDS SERVICE EVERY 2 MONTHS?

Around Dec-20-2011, one Chrysler Customer Service Advisor called me and advised me that they had forwarded my complaint to Chrysler California Regional Office.

Chrysler California Regional Representative will contact me shortly regarding my request to trade-in my lemon 200 Chrysler Touring for a normal and good Chrysler car. Up to this writing, nobody from Chrysler California Regional Office has called me.

null

9. Below is a self explanatory email I sent to SBC.

null

Sent: Friday, January 06, 2012 8:51 AM

To: Ferrin, Wayne

Cc: customerassistre@chrysler.com

Subject: Chrysler Group LLC Customer Assistance (KMM7414540V19L0KM)

Hello Wayne,

Thank you for your phone call to my home yesterday.

Well, the previous problems (slightly shaking and stalled car) seem slow down

but there is a new problem I discovered around 2 weeks ago. Frankly, the shaking

problem is on and off.

2 weeks ago, the mileage of my car was around 7,500 miles. When I started the

car, shortly Change Oil Required light was turned on and disappeared quickly.

I checked the oil level was slightly below the bottom of safe zone. I put some

oil to slightly higher than the safe bottom level. The Change Oil Required

light still turned on. I was told by one of Chrysler Service Representative that

my car needs to reset the computer program or change oil.

Regarding your letter asking me to extend the warranty of my car, I can tell you

honestly that I don't need it because 3 years or 36,000 miles warranty by Chrysler Company is enough for me. If you want to contact me again, please call

me at my office number [REDACTED] from 10:00 am to 4:00 pm. Thank you

and have a nice day.

Best regards - [REDACTED]

[REDACTED]

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

Dear [REDACTED]:

Thank you for your response.

I have updated your file to reflect the information provided in your recent email message. It will be provided to your Case Manager for their attention and review.

Thanks again for your email, [REDACTED].

Sincerely,

Jeff

Customer Service Representative

*****END OF CAC EMAIL RESPONSE*****

We have you scheduled for your required maintenance on Friday the 13th,
We look forward to seeing you then.

Thank You,
Wayne Ferrin

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

NAN-Correspondence sent prior to previous response

Customer Assistance Inquiry Record (CAIR)# 21137358

VIN	1C3BC1FG1	BN [REDACTED]	Open Date	07/21/2011	Built Date	04/08/2011
Model Year	2011	Body	JSCE41	CHRYSLER 200 TOURING 4-DOOR SEDAN		
In Service Dt	05/07/2011	Mileage	5,433	Dealer Zone	42	DETROIT
Plant	N	STERLING HEIGHTS ASSEMBLY PLANT	Market	U	US	
Color	PX8	BLACK CLEAR COAT				
Engine	ERB	3.6L V6 VVT ENGINE				
Transmission	DBA					
Dealer	68225	BRUNSWICK AUTO MART INC				
Dealer Address	3031 CENTER RD					
Dealer City	BRUNSWICK	Dealer State	OH	Dealer Zip	44212	
Owner	[REDACTED]	Contact Type	TELEPHONE			
Address	[REDACTED]	Home Phone	[REDACTED]			
	BEDFORD OH	Country	UNITED STATES			

Corporate - Survey By-Pass - Default - Default - Default	3+ diag
Product - Brakes - Pads/Shoes - Other - Unknown	Brakes are squeaking
Product - Brakes - Unknown - Noisy - Unknown	Customer seeking goodwill
Corporate - Goodwill Escalation Matrix - Escalated - Default - Default	Good will assistance
Product - Unknown - Unknown - Stalling - Default	Unknown reason
Corporate - Warranty Coverage - Default - Default - Default	brakes already squeaking
Product - Body / Trim / Paint Finish - Conv Top / Sunroof / T-Top - Not Retracting Properly - Default	sunroof wont close
Product - Electrical - Wipers / Washers - Other - Front	wipers turn on, on its own
Corporate - Lemon Law - Default - Default - Default	

****Begin structured narrative T2 - Beginning Narrative
 Briefly summarize why the customer is contacting Chrysler:
 Customer states that her car has been giving her major issues since she bought it. Now she is at work and the sunroof wont close and its a high crime area. Customer asking if roadside assistance is available.
 Briefly summarize what the customer is expecting:
 Agent advised customer that he would tranfer her to roadside assisatance, and advised customer that she had towing assistance but no roadside assistance. Customer understood.
 ****End structured narrative T2 - Beginning Narrative
 ****Begin structured narrative T2 - Beginning Narrative
 Briefly summarize why the customer is contacting Chrysler:
 Customer no longer wants the vehicle.
 Briefly summarize what the customer is expecting:
 The customer called in stating the vehicle is currently getting towed to the dealership due to the vehicle stalled for no reason. The customer also stated that the brakes are still squealing even though they were just replaced. The customer stated that they are worse then before they were replaced. The customer also stated that the sunroof will not closed.

The customer stated that she no longer wants the vehicle. The customer stated that she contacted the dealership and the dealership advised her that there is nothing that they can do.

****End structured narrative T2 - Beginning Narrative

Customer informed a call back is required and will take place within one business day.

Preferred Morning/Midday call back number is [REDACTED]

Preferred Afternoon/Evening call back number is [REDACTED]

Customer email address for case updates: [REDACTED]

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

Is this a request for Lemon Law, buy-back or replacement? Replacement

Reassigned to 88L

Customer called to find out we have a lemon law dept, writer advised we do, and gave the customer her case#.

Status update provided via email to the following email address:

[REDACTED]

Dear Customer:

Case #: 21137358 VIN: 1C3BC1FG1BN [REDACTED]. Description: 2011 CHRYSLER 200 TOURING 4-DOOR SEDAN

My name is Brandon and I have been assigned as your Case Manager. Here is some information that will be helpful for you to have:

Your Case number: 21137358

Chrysler Case Management telephone number: 800-763-8422

My work hours: 6:30 am 3:00 pm Mountain Time Monday-Friday

I will contact you within one business day by telephone to review your case with you.

Note: This is a system generated message. Please do not reply.

Sincerely,

Brandon

Customer Care

End of Status Update

***** QUALIFIER TEAM *****

CONTACT UPDATE - 1st Contact attempt, phone number dialed,

[REDACTED]

***** ATTENTION SERVICE DIRECTOR/MANAGER *****

This customer has contacted Customer Care seeking lemon law buyback/replacement. Preliminary research has determined this vehicle doesn't appear to qualify for lemon law/Buyback/Replacement and the customer has been informed of such. They have also been told that we are interested in repairing the vehicle if a repair is required.

Please use all available resources as required to bring this to a resolution.

RESEARCH RESULTS:

Explain why this vehicle either appears to qualify or not: Vehicle does not appear to qualify, Customer has no related repairs at this time.

Number of related repair attempts = 0.

Number of days out of service = 0.

Writer called customer to inform them of the above information.

Customer is stating that the vehicle has issues with the brakes and the sun roof will not close.

Writer informed customer that Chrysler does want the vehicle repaired and we will escalate her case to seek resolution.

Writer called dealership and informed SM Paul customer requested Lemon Law and the vehicle did not appear to meet the guidelines.

Writer is sending car to 88D for further handling.

***** CASE MANAGER TEAM - District V *****

Status update provided via email to the following email address:

[REDACTED]

My name is Lynn and I have been assigned as your Case Manager.

Here is some information that will be helpful for you to have.

Your Case number: 21137358

Chrysler Case Management telephone number: 1-800-763-8422

My direct extension: 66037

My work hours: 9:30 AM to 6:00 PM Eastern Standard Time, Monday-Friday.

I will contact you within one business day by telephone to review your case

With you.

End of Status Update

CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED]. Left message.

2nd attempt made to contact customer. Left message. [REDACTED]

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

Writer spoke to Mike at [REDACTED] 0 acting on SM GARY behalf due to being out sick.

No history on file for this vehicle or customer. May 7th they delivered the vehicle but no history.

4th attempt made to contact customer at [REDACTED]. Left message.

Customer left a voicemail stated that she has not been into the dealership but has spoken to the Owner of the dealership or manager.

Customer stated that she would like to take the vehicle into the dealership this week but wants to speak to the CM first.

Customer left a voicemail that she will be calling into the dealership to make an appointment Friday for her squeaking brakes.

Writer contact customer at [REDACTED]

Writer left message that we are trying to see if the customer has made an appointment to come in.

Writer contacted the SM Gary at 330-273-3300. CM informed SM is out to lunch. Writer left message with receptionist to call the CM back.

Mike stated that the customer still has not been in yet or set an appointment.

Writer contact customer at [REDACTED].

Writer left message that the case will be placed on hold until the customer takes the vehicle into the dealership and has had a diagnoses completed. Writer stated that once the diagnoses has been completed to call us in and we will continue the case at that time.

Customer is requesting to speak directly with Case Manager (CM) CD839.

Writer attempted to reach CD839 at extension # 66282. The CM was unavailable. Customer requested CD839 s voicemail. Writer transferred.

Customer calls to speak with their Case Manager.

Customer left voicemail stating that she still has not had the time to get into the dealership.

Writer is placing the case on hold until the SM Gary or ASM Mike call in to provide customer diagnoses.

Customer calling back and stating that she will make an appointment with the dealership 68225 now and will ask the (SM) to provide the result of the diagnoses, because she is still having noise issue regarding the brakes.

Customer called in stating that the wipers turned on its own. The customer stated that multifunction for the wiper was on the off position and the wipers turned on its own. The customer wanted to file the new information on the file. Agent advised the customer that new information will be added to CM is aware.

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

Customer Assistance Inquiry Record (CAIR)# 21142563

VIN	1C3BC2FG3	BN [REDACTED]	Open Date	07/21/2011	Built Date	01/13/2011
Model Year	2011	Body	JSCL41	CHRYSLER 200 LIMITED 4-DOOR SEDAN		
In Service Dt	05/20/2011	Mileage	2,940	Dealer Zone	74	DENVER
Plant	N	STERLING HEIGHTS ASSEMBLY PLANT	Market	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				
Engine	ERB	3.6L V6 VVT ENGINE				
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				
Dealer	24294	DAVIS-MOORE AUTOMOTIVE INC				
Dealer Address	6215 E KELLOGG DR					
Dealer City	WICHITA	Dealer State	KS	Dealer Zip	67218	
Owner	[REDACTED]			Contact Type	TELEPHONE	
Address	[REDACTED]			Home Phone	[REDACTED]	
	EMPORIA KS [REDACTED]			Country	UNITED STATES	

Corporate - Product Information - Default - Default - Default	Customer asked about available color options on the new 200s.
Corporate - Outbound - Survey Follow-Up - CPS - Customer Contact Complete	
Corporate - Outbound - Survey Follow-Up - CPS - Default	
Product - Unknown - Unknown - Happy - Default	

CPS Survey Record Received Date: 07/21/2011
 Survey Number : BN50435704
 Quality Survey ID Number: 191141274
 Survey Date : 07/12/2011
 VIN Number : 1C3BC2FG3BN [REDACTED]
 Mapping Class : Non-Legal/Non-Dealer
 Event Type : 1st Warranty Visit
 CPS Score : 10
 Survey says, 'First time when I drove my car a fuse came out of it, and it stalled. I had to take it to go get it fixed. Then the second time, according to Chrysler over there, it happened it was referring to the battery. I had two incidents already on my car. If it wasn't for that, I'm really happy with it. I Love it. I love the car, but that's what happened to me twice.'
 ***** CASE MANAGER TEAM - District Z *****
 CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED]. Left message.
 Customer called the writer back stating that everything is going good with the vehicle now but he did have a couple of questions. 1st question was if Chrysler would be able to provide a discount on the rims that he is looking at through Mopar. Writer informed the customer that he would need to speak with the dealership to see if that is an option. Customer understood. Customer also asked if the Ivory Tri Coat Pearl that is available on the 300s will be available for the new 2012 200s. Writer informed the customer that from the information she has that color is only available on the 300s. Customer thanked the writer for looking that

up and stated that overall he really does love his vehicle.
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)# **21155129**

VIN	1C3BC2FG6	BN [REDACTED]	Open Date	07/25/2011	Built Date	04/12/2011
Model Year	2011	Body	JSCL41	CHRYSLER 200 LIMITED 4-DOOR SEDAN		
In Service Dt	05/30/2011	Mileage	3,000	Dealer Zone	71	LOS ANGELES
Plant	N	STERLING HEIGHTS ASSEMBLY PLANT	Market	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT				
Engine	ERB	3.6L V6 VVT ENGINE				
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				

Owner	[REDACTED]	Contact Type	LETTER
Address	[REDACTED]	3 CALIFORNIA DR	Home Phone
	BURLINGAME CA [REDACTED]	Country	UNITED STATES

Corporate - E-Reimbursement - Default - Default - Default	Reimburse dealer for customers rental
Corporate - Rental Vehicle - Default - Default - Default	seeking rental assistance
Product - Drivability - Unknown - No Start - Default	

Briefly summarize why the customer is contacting Chrysler: Ms [REDACTED] called in stating that her engine would not turn over, customer took to a CDJ dealership (60435) need to keep the vehicle.

Briefly summarize what the customer is expecting: Customer is seeking rental assistance

Customer was advised that due to the nature of their rental request a call back is required and will take place by close of business today.

Preferred Morning/Midday call back number is [REDACTED]

Preferred Afternoon/Evening call back number is [REDACTED]

Customer email address for case updates: XXXXXX@XXXXXX.com

Reassigned to 88R

***** CASE MANAGER TEAM - District 88R *****

Writer spoke with SA Aldo. SA states that custoemr has a no-start issue and dealership is waiting for STAR to respond. Writer will authorize 5 days . Can be extended to 14 if needed.

#####

Customer seeking rental assistance because of stalling issue.

Contacted Service Advisor, Aldo at 60435 to discuss the customer s request for rental assistance. Confirmed customer s concern and with Service Manager concurrence, authorized 5 days of rental per guidelines in Warranty Bulletin D-04-26.

#####

CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED] . Left message. Writer advised that rental assistance will be provided. Custoemr can contact dealership to arrange. Writer will forward case to zone case manager for follow up. If needed rental can be extended to 14 days.

No email.

Writer spoke with Service Manager Jeffrey to acknowledge the rental and let him know that if needed the rental can be extended up to 14 days.

Jeffrey stated the parts should arrive the end of the week. Writer will follow up on Friday 7/29/11

Extend to 8/08/11

Agent attempted to contact dealer Service Manager (SM) Jeffrey, however, he was not available. Left message for a return call at extension 66089

Left message for Service Advisor Aldo to call Case Manager at 800-763-8422 ext 66089 regarding the part and repair of the customers

vehicle.

Service Manager Jeffrey stated the part has finally arrived and the technician is working on the vehicle to complete the repairs. SM has requested extending the rental until Tuesday 8/16/11. Writer agreed.

Rental: 22 days total up to 8/16/11

Writer spoke with Service Manager Jeffrey regarding the status of repair and rental. SM stated they are putting in a wiring harness and having some difficulties. SM requested an email sent so he can update writer on what the part is and why the delay.

Received email from Service Manager Jeffrey stating the vehicle has been completed and the total rental is 24 days @ total of \$35.00 per day for a total of \$840.00.

****Begin structured narrative T2 - eReimbursement

What has the customer requested?

Reimburse dealer for customers rental

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

No

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

No

Enter the Mileage at the time of the repair.

3,135

Enter the Date when the repairs were completed.

8/19/11

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

\$840.00

24 days @ \$35.00

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

0.00

What is the total Tax to be reimbursed?

0.00

What is the total amount being reimbursed?

\$840.00

****End structured narrative T2 - eReimbursement

reassigning to DD550 to receipts for the rental amounts.

Sent request to Service Manager Jeffrey for invoice on customers rental.

Received invoice for Enterprise rental, sent to SM1203 for scanning.

POSTMARK DATE: 090111; DATE RECEIVED: 090111

Reimbursement adjustment.

Line 63 shows 24 days @ \$35.00 per day, Dealer states the total days are 25 (per Oreett Lichaa)

New Reimbursement amount is \$875.00 (per Invoice scanned)

check approved.

Customer Assistance Inquiry Record (CAIR)# 21155535

VIN	1C3BC2FG1	BN [REDACTED]	Open Date	07/25/2011	Built Date	02/09/2011
Model Year	2011	Body	J5CL41	CHRYSLER 200 LIMITED 4-DOOR SEDAN		
In Service Dt	04/09/2011	Mileage	0	Dealer Zone	63	DALLAS
Plant	N	STERLING HEIGHTS ASSEMBLY PLANT	Market	U	US	
Color	PRP	DEEP CHERRY RED CRYSTAL PEARL COAT				
Engine	ERB	3.6L V6 VVT ENGINE				
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				
Dealer	44554	DAVID STANLEY DODGE LLC				
Dealer Address	7609 S E 29TH STREET					
Dealer City	MIDWEST CITY	Dealer State	OK	Dealer Zip	73110	
Owner	[REDACTED]			Contact Type	TELEPHONE	
Address	[REDACTED]			Home Phone	[REDACTED]	
	NORMAN OK [REDACTED]			Country	UNITED STATES	

Corporate - Outbound - Survey Follow-Up - CPS - Customer Contact Complete	
Corporate - Outbound - Survey Follow-Up - CPS - Default	
Product - Unknown - Unknown - Happy - Default	

CPS Survey Record Received Date: 07/25/2011
 Survey Number : BN52767003
 Quality Survey ID Number: 191309388
 Survey Date : 07/22/2011
 VIN Number : 1C3BC2FG1BN [REDACTED]
 Mapping Class : Dealer
 Event Type : 1st Service customer pay
 CPS Score : 7

***** CASE MANAGER TEAM - District 88Z*****
 CONTACT UPDATE - 1st Contact attempt, phone number dialed,
 [REDACTED]

Customer states that she purchased two new vehicles on the same day. She is having problems with her daughter vehicle. Customer states that as her daughter was driving down the road the vehicle shut off while she is driving. Customer states that her back up light was burnt out and they had it replaced. Customer is enjoying her vehicle, but is concerned about her daughter.

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

Customer Assistance Inquiry Record (CAIR)# 21155538

VIN	1C3BC2EG8 BN [REDACTED]	Open Date	07/25/2011	Built Date	04/05/2011
Model Year	2011	Body	JSCL27	CHRYSLER 200 TOURING TWO DOOR CONVERTIBLE	
In Service Dt	05/28/2011	Mileage	2,922	Dealer Zone	35 WASHINGTON
Plant	N	STERLING HEIGHTS ASSEMBLY PLANT	Market	U	US
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT			
Engine	ERB	3.6L V6 VVT ENGINE			
Transmission	DBA				
Dealer	23245	NEWARK CHRYSLER JEEP INC			
Dealer Address	244 EAST CLEVELAND AVE				
Dealer City	NEWARK	Dealer State	DE	Dealer Zip	19711
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone	[REDACTED]		
	TOWNSEND DE [REDACTED]	Country	UNITED STATES		

Corporate - Outbound - Survey Follow-Up - CPS - Customer Contact Complete	
Corporate - Outbound - Survey Follow-Up - CPS - Default	
Product - Drivability - Unknown - Stalling - Default	

CPS Survey Record Received Date: 07/25/2011
 Survey Number : BN53030803
 Quality Survey ID Number: 191307649
 Survey Date : 07/19/2011
 VIN Number : 1C3BC2EG8BN [REDACTED]
 Mapping Class : Dealer
 Event Type : 1st Service customer pay
 CPS Score : 8
 ***** CASE MANAGER TEAM - District 88Z *****
 CONTACT UPDATE - 1st Contact attempt, phone number dialed,
 [REDACTED]
 Customer loves the vehicle, but it shuts off when she is at a red light.
 Customer has taken the vehicle to the dealership but they have not been
 able to locate the problem. Customer is going to another dealership to
 see if they can locate the problem.
 CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)# 21161136

VIN	1C3BC2EG2 BN [REDACTED]	Open Date	07/26/2011	Built Date	04/25/2011
Model Year	2011	Body	JSCL27	CHRYSLER 200 TOURING TWO DOOR CONVERTIBLE	
In Service Dt	05/22/2011	Mileage	2,450	Dealer Zone	42 DETROIT
Plant	N	STERLING HEIGHTS ASSEMBLY PLANT	Market	U	US
Color	PBF	SAPPHIRE CRYSTAL METALLIC CLEAR COAT			
Engine	ERB	3.6L V6 VVT ENGINE			
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION			
Dealer	44254	BOB CALDWELL CHRYSLER JEEP DODGE			
Dealer Address	1888 MORSE RD				
Dealer City	COLUMBUS	Dealer State	OH	Dealer Zip	43229
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone	[REDACTED]		
	GROVE CITY OH [REDACTED]	Country	UNITED STATES		

Corporate - Lemon Law - Default - Default - Default	
Dealer - By-Pass - Default - Default - Default	
Product - Drivability - Unknown - Stalling - Default	

Briefly summarize why the customer is contacting Chrysler: Customer called in today because her vehicle is about 2 months old. Customer states that the vehicle just dies and had no power. Customer states that this has happened twice now and the dealer can not find any issues.

Briefly summarize what the customer is expecting: Customer is seeking for Chrysler to assist in the replacement to the vehicle as she does not feel safe in the vehicle or comfortable in it aswell.

Customer would like the vehicle replcased as she likes the car just no the issues.

Customer informed a call back is required and will take place within one business day.

Preferred Morning/Midday call back number is [REDACTED]

Preferred Afternoon/Evening call back number is [REDACTED]

Customer email address for case updates: N/A

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

Is this a request for Lemon Law, buy-back or replacement? Replacement

Reassigned to 88L

***** QUALIFIER TEAM *****

CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED]. Left message.

***** ATTENTION SERVICE DIRECTOR/MANAGER *****

This customer has contacted Customer Care seeking lemon law buyback/replacement. Preliminary research has determined this vehicle doesn t appear to qualify for lemon law/Buyback/Replacement and the customer has been informed of such. They have also been told that we are interested in repairing the vehicle if a repair is required.

Please use all available resources as required to bring this to a resolution.

RESEARCH RESULTS:

Explain why this vehicle either appears to qualify or not: Vehicle does not appear to have the needed repairs under the terms of protection.

Number of related repair attempts = 0

Number of days out of service = 0

Call back 7/28.

Reassigned to I2R for follow-up.

Customer called to speak with the case manager. Writer informed the customer that CN146 will contact her to further along the case asap.

*****Cathy Nelson with ISG I2R Owner Retention Task Force Team is assisting with this CAIR. If the customer should call, please request them to contact Cathy Nelson at 888-542-7239, extension 502. Thank you.*****

08/01/11 CN146:

Called for the service department at Bob Caldwell Dodge and left a voice mail message requesting a return call regarding the vehicle repair concerns.

08/01/11 CN146:

Per Dustin in service at Crown Chrysler the vehicle has been in for stalling, but they could not duplicate the concern.

08/01/11 CN146:

Completed the initial call with the customer. The vehicle has stalled twice. Crown Chrysler has been unable to duplicate the concern. She intends to take the vehicle to Bob Caldwell this evening and see if they can find the problem. She is very discouraged with this and wants out of the vehicle.

08/02/11 CN146:

Per Donny, service advisor, the vehicle has not acted up for them. They did keep it in order to try to duplicate the concern. Requested he contact STAR for assistance.

08/04/11 CN146:

Per Donny, service advisor, at Bob Caldwell Dodge they couldn't find anything wrong with the vehicle and it has been returned to the customer. The vehicle has not stalled since last it was at Crown Chrysler. The customer wants the vehicle towed to Bob Caldwell the next time the vehicle stalls.

08/04/11 CN146:

Spoke with the customer. She is frustrated that the dealership could not find a way to repair the vehicle. It has stalled twice on her in two months. She does not want to go on with this happening. Apologized for her frustration.

8/8/2011 Please contact the customer review concern and handle on merits.

GPJ

08/08/11 CN146:

Called the customer and left a voice mail message advising that her concerns have been escalated and the CAIR reassigned.

DM contacted customer who was busy and requested another call back later today.

DM, spoke to customer who is extremely frustrated with her vehicle, she stated it has completely died twice and would like the issue resolved. DM spoke to both dealers who have seen vehicle, both could not duplicate the issue and no codes were found. Customer is going to bring her vehicle in to crown dealer 68405 and leave it for a few days so they can attempt to duplicate her issue and resolve it.

Vehicle has been dropped off at dealer 68405 and they are attempting to duplicate her concern.

DM, dealer has co pilot hooked up to vehicle and is still attempting to duplicate the customers complaint.

DM, attempted to contact customer with status update, left message. Dealer has not been able to duplicate customer concern, dm requested dealer keep vehicle until friday in an attempt to duplicate. _

DM, received a message from customer asking for a call during her lunch hour.

DM, spoke to customer and explained the dealer has had the vehicle for a week and has not been able to duplicate her concern. Customer become very upset, dm explained that without any stored codes and not being able to duplicate the customer concern we can not attempt a repair. Customer stated this is crazy and asked for a replacement vehicle, DM DECLINED

the attorney generals office. Dm requested she return the rental vehicle and pick her vehicle up at this time customer discounted call.

Update(Derek MacNeil):

Customer not satisfied with the response from the Area Manager. The Dealer was unable to duplicate an issue with the vehicle. The dealer placed 200 miles on the vehicle with the Co-pilot to attempt to duplicate. Dealer did all checks as instructed by the Star Hotline.

Customer want vehicle repurchased. Area manager explained that this would not be possible. Customer not happy with answer request to speak to Area Manager supervisor. I attempted to contact the customer during the designated time of 12:15. Call at 12:17, 12:31. No answer, call again at 12:35 Customer answered but could not speak, asked to call back at 1:30PM

Update(Derek MacNeil):

Customer not satisfied with the response from the Area Manager. The Dealer was unable to duplicate an issue with the vehicle. The dealer placed 200 miles on the vehicle with the Co-pilot to attempt to duplicate. Dealer did all checks as instructed by the Star Hotline.

Customer want vehicle repurchased. Area manager explained that this would not be possible. Customer not happy with answer request to speak to Area Manager supervisor. I attempted to contact the customer during the designated time of 12:15. Call at 12:17, 12:31. No answer, call again at 12:35 Customer answered but could not speak, asked to call back at 1:30PM

Derek MacNeil spoke to the customer on Friday August 19 to arrange a courtesy review by the local Chrysler Tech Advisor, Mike Gallegos. At 4:30 August 23rd, Mike Gallegos met directly with and Mr. and Mrs. Jane Sanders Tuesday August 23, 2011 4:30PM. She alleges that on two different occasions while at a complete stop and at a traffic light the vehicle lost all electrical power and the engine died. She claims that the vehicle would not start or gain back electrical power until five minutes had past. She then drove the vehicle home and then had towed to the dealer from her home because she was afraid to drive it even though the vehicle was running. I have inspected the vehicle with the with wi-Tec scan tool. The mileage at the time of inspection was 3,526. No codes, faults or DTC s were present including pending, stored or active.

A vehicle SCAN report was also retained with no DTC or environmental data listed with in the report. Most of our vehicles have redundant system s that that will set a DTC if and when it does not see valid information during the cross check. With an alleged phantom shut down and with no duplication by two different dealers and with my vehicle inspection no repair can be performed or diagnosed correctly without duplication.

Vehicle did not display any idle undershoot issues. I also over filled the fuel tank in an attempt to see if the Purge Solenoid was working properly no issues found. I informed the customer that the dealer had inspected vehicle for loose electrical connections at the harness ends of each module as well as at frame mounts. Unfortunately she wanted me to address hypothetical situations, she was informed that we would do our best to honor the terms of the manufactures warranty. She is dissatisfied with our conclusion and states that she no longer wants this vehicle. I have empathized with the customer and gave her my business card and instructed her to call me if she has any issues in the future. Also during the test drive the oil change minder indicator/chime came on. I informed her that we would change her oil at no charge. Unfortunately the dealer ship had already closed before we could have the oil changed. I will contact Damon Clark the Service Director and inform him of the no charge L.O.F. At this time no concerns or issue could be fould with the vehicle.

dm, has placed a 2 year ESSENTIAL CARE maintenance contract on customer vehicle.

Customer Assistance Inquiry Record (CAIR)#	21193182
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VIN	1C3BC2FG0 BN [REDACTED]	Open Date	08/03/2011	Built Date	12/17/2010
Model Year	2011	Body	JSCL41	CHRYSLER 200 LIMITED 4-DOOR SEDAN	
In Service Dt	02/05/2011	Mileage	7,600	Dealer Zone	32 NEW YORK
Plant	N	STERLING HEIGHTS ASSEMBLY PLANT	Market	U	US
Color	PBV	BLACKBERRY PEARL COAT			
Engine	ERB	3.6L V6 VVT ENGINE			
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION			

Dealer	66932	FULLERTON CHRYSLER JEEP DODGE CORP
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Dealer Address	1050 ROUTE 22				
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Dealer City	SOMERVILLE	Dealer State	NJ	Dealer Zip	08876
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Owner	[REDACTED]	Contact Type	E-MAIL
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Address	[REDACTED]	Home Phone	[REDACTED]
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EAST BRUNSWICK NJ [REDACTED]	Country	UNITED STATES
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Corporate - E-Reimbursement - Default - Default - Default	Rental Reimbursement
Corporate - Complaint Contact - Default - Default - Default	Vehicle complaint

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

dissatisfied with product/service

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

I am asking for help with my new car, it has been nothing but problems, it has required multiple repairs already taking it off the road for a total of 15 days so far, and had to be towed back to the dealership last night because it is broken down once again. I have the extended warranty and the maintenance package, yet no one has offered to reimburse me with my \$1000 of trip interruption coverage through chrysler (it broke down while driving over 100miles from home. infact currently I am being charged for some of the rental expenses from the last break down. I really need some help here, if the car is off the road for 5 more days it is considered a lemon under NJ law. I dont want to be driving an unreliable car that breaks down when driving, what should I do?

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

Dear Greg:

Thank you for contacting the Chrysler Customer Assistance Center in regards to your 2011 Chrysler 200 Limited. Your email was reviewed by Customer Care for Chrysler vehicles and has been forwarded to a more appropriate area for their attention and response.

This referral action will provide the best opportunity for your request. A representative will be in contact with you within one business day. We appreciate the time and effort you took to tell us of your concern with our product. Comments like yours are one way to learn of problems that develop and the improvements desired. We have documented your

comments and provide them to the product development team for review. Chrysler Group has made tremendous gains in customer satisfaction and vehicle quality and we are dismayed to learn that your expectations have not been met. Please accept our apology for the problems you have experienced.

Thanks again for your email.

*****END OF CAC EMAIL RESPONSE*****

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

Preferred Morning/Midday call back number is [REDACTED]

Preferred Afternoon/Evening call back number is [REDACTED]

Customer email address for case updates: [REDACTED]

Who has possession of the vehicle? Dealer

Has the vehicle been diagnosed by a CDJ dealer? Yes

If a CDJ dealer has diagnosed, what is the dealer name or code? 66932

Reassigned to 88F

Customer states back in may vehicle stop reading how much gas was in the vehicle it was dealer for a week when he got the car back while on vacation vehicle stop working in middle of the highway. Customer states that took another week to fix at that time dealer. Dealer provided customer with a rental vehicle which was covered under SC for 5days. He had it a total of 7 days so enterprise charged him for a few days customer would like to be reimbursed for the few days of rental. Customer states after coming back from vacation four days later vehicle shut off again and vehicle is now back at dealer. Customer states dealer informed him the fuel pump needs repaired which is on back order for 14days so his vehicle will be at dealer for another week or so. Writer will have customer send in proof of payment for the rental reimbursement. Writer informed customer CM will contact dealer to gather more information regarding the part and will follow up with customer 8/5.

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

[REDACTED] on 2011-08-04 @ 17:03

CONTACT UPDATE - 1st Contact attempt, phone number dialed,

Customer has been contacted

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

Writer spoke to SM Rich who stated they replaced a wiring module for the fuel pump.

Customer Document Reviewed.

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

[REDACTED] on 2011-08-08 @ 17:57

Status update provided via email to the following email address:

[REDACTED]

Hello Mr. [REDACTED], my name is Dustin. I have been assigned to you as your Case Manager. Here is some information that will be helpful for you to have:

Chrysler Case Management Phone Number: 1-800-763-8422

My extension: 66376

Case Number: 21193182

Working Hours: Mon-Fri 9:00-5:30PM Eastern Time

I will be contacting you within one business day by telephone to review your case with you.

End of Status Update

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

Customer Document Reviewed.

Attempt made to contact customer. Left message. [REDACTED].

Advised customer to submit original repair order & proof of payment to:

Chrysler Customer Assistance Center

PO Box 21-8004

Auburn Hills, MI 48321

Advised customer to make a copy of these documents for their records.

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

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

[REDACTED] on 2011-08-12 @ 09:44

Writer spoke to Mr. [REDACTED] who stated contacted SC and they told him he has trip interruption. Writer informed Mr. [REDACTED] the documentation is

**** Customer Document Received ****

Customer Document Reviewed.

Attempt made to contact customer. Left message. [REDACTED]

2nd attempt made to contact customer. [REDACTED]. Left message.

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

Status update provided via email to the following email address:

[REDACTED]

CSC

p.o. box 2700

Troy, Mi 48007-2700

End of Status Update

Writer spoke to Mr. Schultz who was happy with the reimbursement. Writer

provided above info for submittal to service contracts.

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

****Begin structured narrative T2 - eReimbursement

What has the customer requested?

Rental Reimbursement

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

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

Enter the Mileage at the time of the repair.

7600

Enter the Date when the repairs were completed.

8/3/2011

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

\$0.00

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

\$175.00

What is the total Tax to be reimbursed?

\$0.00

What is the total amount being reimbursed?

\$175.00

****End structured narrative T2 - eReimbursement

Customer Assistance Inquiry Record (CAIR)# 21197886

VIN	1C3BC7EG7	BN [REDACTED]	Open Date	08/04/2011	Built Date	05/19/2011
Model Year	2011	Body	JSCX27	CHRYSLER 200 LIMITED TWO DOOR CONVERTIBLE		
In Service Dt	05/27/2011	Mileage	2,575	Dealer Zone	42	DETROIT
Plant	N	STERLING HEIGHTS ASSEMBLY PLANT	Market	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT				
Engine	ERB	3.6L V6 VVT ENGINE				
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				
Dealer	44864	BOB-BOYD DODGE				
Dealer Address	2810 N COLUMBUS STREET					
Dealer City	LANCASTER			Dealer State	OH	Dealer Zip 43130
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	[REDACTED]
	LANCASTER OH [REDACTED]				Country	UNITED STATES

Product - Engine - Unknown - Check Engine Lamp On/Flashing - Default	Check Engine Light On
Product - Electrical - Cruise Control - Intermittent or Inoperative - Default	Cruise control won't work when light is on
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Dashboard lights going on and off intermittently
Corporate - Rental Vehicle - Default - Default - Default	Rental Request
Product - Drivability - Unknown - Stalling - Default	Vehicle Stalls
Product - Drivability - Unknown - Hesitation/No Power - Default	Vehicle loses power and won't go over 55mph when light on

*****PARTS EXPEDITE*****

Briefly summarize why the customer is contacting Chrysler: Customer advised that since he bought this vehicle on June 1 he hears a grinding sound when starting it then it shuts off on him when an engine light is on. CDJ replaced a cam sensor in an attempt to repair this issue but this repair attempt was unsuccessful. CDJ now advising him that there is a 3.6L engine tool required that his vehicle needs but Chrysler is not releasing this part until October. Customer advising that he is going to look into the lemon law rules and possibly getting an attorney.

Briefly summarize what the customer is expecting: Customer is requesting either a rental vehicle (another 2011 Chrysler 200 convertible) until the vehicle can be repaired in October or some type of compensation for not being able to bring this vehicle out of town in fear that it will stall him and his family on the highway OR preferably to have this part expedited to his CDJ, Taylor Motors.

Has customer had previous history with current issue? Yes
 Customer has a history of diagnosis for an intermittent problem? Yes
 Has had repair history at Chrysler dealership(s)? Yes
 Was this vehicle purchased new by this customer? Yes
 Customer has a history of purchasing Chrysler vehicles? Yes
 If yes, number in household?

Customer maintains vehicle as per Chrysler Maintenance Schedule? N/A
Has a Mechanical Chrysler Group Service Contract? No
Warranty Coverage Code? 536
Customer Status? Original Owner
Basic Warranty Component? No
Powertrain Warranty Component? Yes
Within 3 years or 36,000 miles? Yes
Within 2 years or 24,000 miles? No
Within 1 year or 12,000 miles? No
Customer advised a call back is required and will take place within one business day by COB their time.

Preferred call back number is [REDACTED] (cell)
Alternate call back number is [REDACTED] (home)
Customer email address for case updates: [REDACTED]

Who has possession of the vehicle? Dealer
Has the vehicle been diagnosed by a CDJ dealer? Yes
If a CDJ dealer has diagnosed, what is the dealer name or code? 44560
Reassigned to 88R
Please Reassign to 88F for Parts Expedite after

***** CASE MANAGER TEAM - District 88R *****

Writer contacted dealer 44560 and spoke with service manager (SM) David who states his dealership does not have rental capability s. David states they can not duplicate the customers concern but the cam sensor gear needs to be adjusted. David states he contacted STAR (S111800012) and was advised that the tools that he needs to complete the repair will not be available until 10/07/11. David states the customer has picked up the vehicle.

CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED]. The writer advised the customer that the dealership can not duplicate the concern and because of that I can not authorize rental at this time. I did advise the customer that I will send his case to a case manager so they can send an unresolved concern to the dealership.

***** CASE MANAGER TEAM - District V *****

CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED]

CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED]
Writer spoke with customer, and he is complaining he purchased a brand new vehicle, and took possession of the vehicle 6/1/11. He said a light comes on, on the dashboard, but not sure what the light is. He said when the light was on, when starting the vehicle, it would grind. Then, a different light would come on, in the middle of the instrument, and has no power, cruise won t work, and vehicle won t go over 55 mph, also shifts hard. He said the dealer Taylor 44560, found something that is effecting all the Chrysler 300 s. He said last week, the part came in, and the technician was at school, and had to have customer come back. He said dealer called today, and they have the part that will fix the problem, but Chrysler can t give them the tool until October 2011. He said dealer can t duplicate problem, yet he says dealer can t repair vehicle until October. Writer told him he is saying the vehicle can t repair vehicle until October, yet dealer can t duplicate the problem, write don t understand. He said he don t either. He said the lights come on intermittently. He doesn t know if the dealer has seen the light on. Customer said the dealer said the one part they need, is something to do with the cam, and he thinks it will fix the problems, but not sure. Dealership SM Dave states that they are not able to work on vehicle until october that tools that are needed are not in . The vehicle was brought in on the 3rd with more problems no power when exceleating the vehicle is not throwing any codes the dealership can not do anything for the fix at this time.

CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED]. Left message.

Customer drove the car of the lot on june 1.He started having trouble with the vehicle, Malfunction indicator light comes on intermittently and when that comes on he starts the vehicles it grinds for about 10 min. When this light is not the car runs fine . Also the elecronic control active malfunction light comes on. When this light

when it shifts.

Customers cell # 740-707-1322.

DIRECT-TO-DEALER

ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER

Please follow your Business Center guidelines in an attempt to resolve this customers concern(s). If needed, seek assistance from your District Manager, Business Center or STAR.

The unresolved concern is Vehicle Stalls Vehicle Stalls
Vehicle loses power and won t go over 55mph when light on
Cruise control won t work when light is on

Agent called dealer and spoke to David, informed that CAIR was being sent. Please update this CAIR with resolution.

#####

Agent contacted the customer to let him know that we are sending over an unresolved concern to the dealership left message.

REASSIGNED TO BC/DLR 42 44560 08/08/11 12:23 O 21197886

Agent contacted the dealership and asked the SM Dave to open up a star case left a message.

CONTACT UPDATE - 1st Contact attempt, phone number dialed,740-277-6644
Left message.

Agent called the customer and talked to him about both vehicles agent advised customer that when they are having an issue he should take them into the nearest dealership so they can see what the vehicles are doing.

*Contact Date:08/11/2011

Service Manager at the dealership has updated the CAIR# 21197886
The vehicle has been diagnosed.

Agent contacted the customer to see if he was able to have the vehicle diagnosed the customer states that he took his vehicle into another dealership that told him they could repair the vehicle so the customer has made an appointment for Wednesday. Agent will follow up on Thursday.
Agent contacted the customer to see if he was able to have his vehicle fixed at the new dealership.

The received a voice mail form customer stating that the new dealership said the same thing the other dealership said . Agent will contact the customer to see if he wants to stay with the old dealership or go with the new one.

The customer called in and he is going to the new dealership 44864 , The agent contacted the dealership and spoke with the SM Mike he states that the part is in for the customers vehicle and was so busy he could not call him and let him know. Agent contacted the customer to let him know the part is in and now that he has changed dealerships he will have a new case manager Gus.

Writer called dealer. SM Mike states the customer has an appointment on 09/12/11. SM states he is upset that customer gave them a five on the survey. SM states the customer came from another dealer that could not repair the vehicle and they are trying to help the customer. SM states if the customer has a problem with the service department he would like to know what it is.

Writer called dealer. SM Mike not available.

Writer called customer. Customer states the dealer called and said the vehicle has been repaired and he will pick it up later today. Writer advised customer that writer will follow up in a day or two.

Writer called customer at [REDACTED]. No message was left.

Writer called [REDACTED]. Customer states the vehicle has been repaired.

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

Customer Assistance Inquiry Record (CAIR)# **21211360**

VIN	1C3BC2FG3	BN [REDACTED]	Open Date	08/08/2011	Built Date	02/23/2011
Model Year	2011	Body	J5CL41	CHRYSLER 200 LIMITED 4-DOOR SEDAN		
In Service Dt	04/30/2011	Mileage	7,000	Dealer Zone	66	ORLANDO
Plant	N	STERLING HEIGHTS ASSEMBLY PLANT	Market	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT				
Engine	ERB	3.6L V6 VVT ENGINE				
Transmission	DBA					

Dealer	68646	MYRTLE BEACH CHRY-JEEP INC				
Dealer Address	785 JASON BLVD					
Dealer City	MYRTLE BEACH	Dealer State	SC	Dealer Zip	29577	
Owner	[REDACTED]			Contact Type	TELEPHONE	
Address	[REDACTED]			Home Phone	[REDACTED]	
	SURFSIDE BEACH SC [REDACTED]			Country	UNITED STATES	

Product - Unknown - Unknown - No Start - Default	Intermittent no start.
Corporate - Lemon Law - Default - Default - Default	
Corporate - Product Information - Default - Default - Default	
Corporate - Replacement - Default - Default - Default	
Dealer - By-Pass - Default - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Caller stated that he goes to start his vehicle and it shuts right off. Caller stated it happens first thing in the morning and it happens after they have had the vehicle running for a while. Caller stated that the dealer had the vehicle for a week and they were unable to duplicate the problem. Caller stated he loves the vehicle and the only problem he has with it is the intermittent no start problem.

Briefly summarize what the customer is expecting: Caller stated he wants it fixed or he wants a new car.

Customer advised a call back is required and will take place within one business day by COB their time
 Preferred Morning/Midday call back number is [REDACTED]
 Preferred Afternoon/Evening call back number is [REDACTED]
 Customer email address for case updates: [REDACTED]
 Who has possession of the vehicle? (Owner)
 Has the vehicle been diagnosed by a CDJ dealer? (No)
 If a CDJ dealer has diagnosed, what is the dealer name or code? 68646
 Reassigned to 88F
 ***** CASE MANAGER TEAM - District 88 M N/Q *****
 Status update provided via email to the following email address:
 [REDACTED]

Hi Larry, my name is Elise , your case manager for the no start concern on the 200. I can be reached at [REDACTED] and your case number is 21211360 . I am in the office from 8-4 EST M-F and will be contacting you on 8/9 to discuss the concern. Thanks for being a Chrysler customer. Sincerely, Elise
 End of Status Update

Writer called dealer. SM is Wes Gibson. Wes is out on test drive. Writer spoke with John who states the vehicle was there one time and they did not duplicate the concern. Writer provided the car number and asked that he let Wes know the car is coming over as unresolved concern and that writer will send Wes email.

Email sent to Wes advising car is coming over and to see about getting STAR involved as writer will be sending the customer back in.

DIRECT-TO-DEALER

ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER

Please follow your Business Center guidelines in an attempt to resolve this customer's concern. If needed, seek assistance from your District Manager, Business Center or STAR.

The unresolved concern is vehicle will shut off. Agent called dealer and spoke to John, informed that CAIR

was being sent. Please update this CAIR with resolution.

#####

CONTACT UPDATE - 1st Contact attempt, phone number dialed,

██████████.

Customer stated he is in DR office getting his pacemaker checked and asked that writer call later.

Email received from Wes, SM : I kept his vehicle 4 a week, if we are talkin about Mr Corbin, I personally looked @ his car, tech called STAR and no bulletin were available 4 him, it started every time and never cut off. He came in yesterday and was very ugly. I walked him out 2 his car and we started up 10 times wth no issue. I gave my cell # 2 him and told him if it happens I will drive 2 his house and ck it out there wth tech and the cpu 2 read if ant codes are stored. That s all I can do!!

Please advise if I need 2 do anything else!!

2nd attempt made to contact customer on ██████████. Customer is very frustrated and just wants to have the vehicle be repaired. Customer is willing to drive the vehicle for the next couple weeks as he states he really does have no plans to go out of town. Customer agreed that the dealership was not able to get the vehicle to act up the last time it was there but he is concerned about taking trips with it. Customer was advised if it happens again to contact Wes and writer and writer will follow up with him on 8/17.

Customer left message that the vehicle has acted up again and that he did contact the dealer and the SM Wes was coming out to his house. Writer called customer . Customer states the dealer ordered a PCM and it has been installed but they have just picked up the vehicle and not sure the concern has been resolved. Writer advised will follow up on 8/22 giving them time to drive it a bit. Customer agreed and thanked writer.

Message received from customer that the vehicle is back at the dealership as it has acted up again and shut off. Customer states the dealer called him and asked that his tech have permission to drive the vehicle over the weekend and he gave them this as he just wants the vehicle repaired.

Writer advised customer that dealer will be contacted for information.

Customer thanked writer for the follow up call.

Writer called dealer for update if available. Also email is not working for Wes. Wes is not available.

Agent attempted to contact dealer Service Manager Wes, however, SM not available. Left message for a return call at extension 66111.

Writer called dealer for update from Wes, SM. Wes is with the police as the dealer was broken into. Writer spoke with Bob who states the customer is in rental and will not pick up the vehicle.

Agent attempted to contact dealer Service Manager Wes, however, SM not available. Left message for a return call at extension

66111, email, car and VIN left in message along with reason for call.

Called customer on ██████████. Customer states he spoke with Wes on 8/24 who told him that they are working with STAR and engineering and have not heard anything. Writer advised will return call once more information is available from the dealer. Customer states he has been extremely patient and at this time he has many concerns that if and when the vehicle is repaired is it going to be a dependable vehicle.

Email received from Wes asking for return call on his cell: ██████████.

Message left.

Customer was contacted on ██████████. Customer states that SM Wes called to tell him that they are ordering three parts that have to do

advised will be calling to speak with Wes and if any other information is obtained will return call. Customer thanked writer.

Called SM Wes on his cell [REDACTED]. Message left asking for return call.

Email sent to Wes, SM : Wes, I spoke with customer who told me you have ordered 3 parts that have to do with the ignition. When will these parts be in and installed? What parts are they? Customer said something about hopefully having his vehicle back today? let me know Thanx, Elise.

Customer [REDACTED] called to speak with case manager. Caller states the computer, ignition switch and one other part having to do with the ignition were replaced but that has not fixed the problem. Caller alleges the vehicle has been in the shop approximately 4 out of the last 6 weeks. Caller states he and his wife love the vehicle except for this problem that has existed since he purchased the vehicle and thinks it is time to look into buy back or replacement.

Caller requesting to speak with Case Manager ext 66065, VM not working, writer notified case manager.

Customer states he has possession of vehicle but has notified dealer that concern has not been resolved. Customer states he would like the vehicle replaced since dealer cannot fix problem.

Customer informed a call back is required and will take place within one business day.

Preferred Morning/Midday call back number is [REDACTED]-cell

Preferred Afternoon/Evening call back number is [REDACTED]-cell

Customer email address for case updates: [REDACTED]

Who has possession of the vehicle? Owner

Is this a request for Lemon Law, buy-back or replacement? replacement

Reassigned to 88L

Caller requesting to speak with a Case Manager, which may be GA622 ext 66065, declined VM.

Writer explained case has been sent over for replacement request review, David will follow up with him today. Customer ask that any case manager contact dealership then follow up with him today.

***** QUALIFIER TEAM *****

CONTACT UPDATE - 1st Contact attempt, phone number dialed,

[REDACTED]

Writer contacted the customer and informed that additional research is needed. Customer states that he has owned several Chrysler vehicles and has not had a concern until now. Writer advised that he will be contacted by the end of the day Monday.

***** ATTENTION SERVICE DIRECTOR/MANAGER *****

This customer has contacted Customer Care seeking lemon law buyback/replacement. Preliminary research has determined this vehicle doesn't appear to qualify for lemon law/Buyback/Replacement and the customer has been informed of such. They have also been told that we are interested in repairing the vehicle if a repair is required.

Please use all available resources as required to bring this to a resolution.

RESEARCH RESULTS:

Explain why this vehicle either appears to qualify or not: Vehicle does not appear to qualify at this time for LL terms of protection.

Number of related repair attempts = TIPM totally integrated power module.

Number of days out of service = 4 days.

CONTACT UPDATE - 1st Contact attempt, phone number dialed,

[REDACTED]. Writer called the customer and informed of the above information.

Customer states that there was 3 repairs done.

Called for Wes and he was not able to take the call at that time.

Informed the customer.

Wes cell number is: [REDACTED].

Writer called the dealership and no one in service was available.

Owner called to speak with case manager. Writer indicated the case manager has been trying to get in touch with Wes at the dealership as requested but has not yet been able to speak with him. Caller states he will contact Wes and request he call the case manager as well.

Left a VM with SM will try again later writer needs to get the repair orders to the customers claim.

case for further review. Sending to dealer for further review under lemon law. SM needs to contact area rep for LL.

REASSIGNED TO BC/DLR 66 68646 09/15/11 13:23 O 21211360

ISG handling Replacement request.

*Contact Date:10/18/2011

Service Director at the dealership has updated the CAIR# 21211360

The vehicle has been diagnosed.

*Contact Date:11/09/2011

Service Director at the dealership has closed the CAIR# 21211360

Customer request has been fulfilled.

CAIR RETURNED FROM DEALER ON 11/09/2011 AT 08:52:324 R 21211360

Customer Assistance Inquiry Record (CAIR)# 21260214

VIN	1B3BD2FG5	BN [REDACTED]	Open Date	08/19/2011	Built Date	01/06/2011
Model Year	2011	Body	JSDL41	DODGE AVENGER LUX 4-DOOR SEDAN		
In Service Dt	05/31/2011	Mileage	1,620	Dealer Zone	70	
Plant	N	STERLING HEIGHTS ASSEMBLY PLANT	Market	U	US	
Color	PRM	REDLINE 2 COAT PEARL				
Engine	ERB	3.6L V6 VVT ENGINE				
Transmission	DBA					
Dealer	56440	WITHNELL DODGE				
Dealer Address	2650 COMMERCIAL SE					
Dealer City	SALEM	Dealer State	OR	Dealer Zip	97302	
Owner	[REDACTED]			Contact Type	TELEPHONE	
Address	[REDACTED]			Home Phone	[REDACTED]	
	ALBANY OR [REDACTED]			Country	UNITED STATES	

Product - Unknown - Unknown - Stalling - Default | Vehicle stalls, dealers cannot fix

Customer complains of vehicle stalling and many different electrical issues. Check engine light is on almost continually and when dealers check there are many different DTCs present. So far dealers (Mark Thomas Motors 44090) and (Withnell 56440) cannot duplicate the stalling. Customer is pursuing Oregon Lemon Law and per time and repair attempts does qualify. Customer will accept new vehicle and Withnell Dodge is working to acquire a similar vehicle. Vehicle is at Withnell Dodge, for questions contact Byron Otteson or Rich Purinton 503-364-0184. Vehicle has nothing added that has to be transferred over to new vehicle. As the customer is going into another Chrysler product and the mileage is so low I do not want to charge them for any mileage, much of this is due to dealers service employees trying to duplicate the concerns. 082311 submitted isg template for rbf1, sent to mdm5 tmt _ 8/23 submitted request to ISG. mdm5

Customer Assistance Inquiry Record (CAIR)# 21312618

VIN	1C3BC1FG6 BN [REDACTED]	Open Date	09/06/2011	Built Date	04/01/2011
Model Year	2011	Body	JSCE41	CHRYSLER 200 TOURING 4-DOOR SEDAN	
In Service Dt	05/09/2011	Mileage	4,000	Dealer Zone	66 ORLANDO
Plant	N	STERLING HEIGHTS ASSEMBLY PLANT	Market	U	US
Color	PW7	BRIGHT WHITE CLEAR COAT			
Engine	ERB	3.6L V6 VVT ENGINE			
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION			
Dealer	43084	BIG O DODGE OF GREENVILLE INC			
Dealer Address	2645 LAURENS RD				
Dealer City	GREENVILLE	Dealer State	SC	Dealer Zip	29606
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone	[REDACTED]		
	TAYLORS SC [REDACTED]	Country	UNITED STATES		

Dealer - Loaner Vehicle - Unknown - Unsatisfactory Condition - Default	NARRATIVE indicates (per Owner) loaner not mechanically sound.
Corporate - Rental Vehicle - Default - Default - Default	NARRATIVE line 18 indicates RENTAL REQUEST
Product - Electrical - Power/Engine Control Module - Intermittent or Inoperative - Default	PCM and coil replacement
Product - Electrical - Unknown - Other - Default	shuts off for no reason.

Briefly summarize why the customer is contacting Chrysler: Customer called in stating that their vehicle will shut off for no reason. Customer states it ahs happened 4 times. Customer states that the SM cannot duplicate the problem. Customer states they are taking it in again today, 09/06/11. Customer states they wanted to call and let CAC know and also that the dealership has been wonderful in trying to help with the problem.

Briefly summarize what the customer is expecting: Customer seeking the information be documented.

Customer states that they are leaving for a wedding on 09/09/11 and they are concerned for their safety and the reliability for their travels.

Briefly summarize why the customer is contacting Chrysler: every couple weeks the customers vehicle will just shut off while driving. Customer states this has happened 4 times since they purchased it 4 months ago. Customer states they were told months ago the issue was repaired and it is still recurring. Customer was given a temporary vehicle rental which was asked to be returned today.

Customer is requesting a car rental as they had planned a trip out of town on 09/10/11.

Briefly summarize what the customer is expecting:Customer is not claiming lemon law, customer is suggesting a new vehicle replacement or to have the issue finally resolved. Customer states she just wants a safe vehicle and they do not feel safe to drive this vehicle any longer. Customer was very upset, crying and stated how she feels this vehicle will injure her and her husband.

Customer advised a call back is required and will take place within one business day by COB their time
Preferred Morning/Midday call back number is [REDACTED]
Preferred Afternoon/Evening call back number is [REDACTED]
Customer email address for case updates: [REDACTED]
Who has possession of the vehicle? (Owner/Dealer/IRF): dealership
Has the vehicle been diagnosed by a CDJ dealer? (Yes/No): yes
If a CDJ dealer has diagnosed, what is the dealer name or code? 43084
Reassigned to 88F
NARRATIVE line 18 indicates RENTAL REQUEST - reassigning to 88R.
***** CASE MANAGER TEAM - District ? 88R ? *****
Current new, Active Owner Care-2 years/4 oil changes SC.
Agent attempted to contact dealer 43084 Service Manager (SM) Don, however, SM not available.
Agent was informed that SA Mike is working with the vehicle.
Dealer states the customer will be leaving tomorrow 09/09/2011 in their vehicle.
Dealer states that a PCM and a set of coils is going into the vehicle and District Manager approved a rental while the vehicle is in for repairs and if this does not handle the situation tomorrow they will be extending the rental for the customer for their trip.
CONTACT UPDATE - 1st Contact to Edna Lewis, phone number dialed, [REDACTED].
Agent informed the customer of lines 40-46 (omitted DM information).
Customer states the rental is not a very good upon stepping on the brakes it pulls to the left and they will be going 900 miles and needs to have a vehicle that is running properly.
Customer states that she and her husband were almost in an accident last week and is the third time at the dealership and is questioning the drivability even if it is fixed.
Customer states that she was promised from KM739 that a case manager will call back today about trading her vehicle in.
Agent informed the customer that if the case was sent for pre-qualification to a case manager for Lemon Law will take 1-2 business days to review and could take longer if the vehicle does qualify.
Customer states the dealer is not able to find the problem and shuts off intermittently.
Customer states they will be leaving 09/09/2011-09/19/2011 and is requesting to swap out for another rental.
Agent informed the customer that since the dealer is already assisting for rental would be up to them to either trade the rental or use her own vehicle.
Agent provided 800-763-8422 BS717 at extension 66208 and case number.
Customer requesting a call back as soon as possible before they leave tomorrow to see if rental can be extended from the dealer for the trip.
Agent re-assigning case to BS717 for follow up with repairs and/or extension of rental for trip.
*Customer requesting a call back as soon as possible 09/09/2011.
Calling SM - John Wright at 43084 - DSAP1 at 864-288-5000 x2818 and left a VM advising that the Owner is not happy with the RENTAL/loaner that has been provided and they are requesting a replacement - requested anticipated repair time as Owner states they will not be returning home until 19SEPT11.
FUD 20SEPT11 - Owners returning on 19SEPT11.
Calling Mrs. EDNA LEWIS at 860-803-6182 and the vehicle has been returned to them.
CLOSED LOOP UPDATE - customer contacted today to confirm repairs.

Customer Assistance Inquiry Record (CAIR)# 21322362

VIN	1C3BC7EG2	BN [REDACTED]	Open Date	09/07/2011	Built Date	05/03/2011
Model Year	2011	Body	JSCX27	CHRYSLER 200 LIMITED TWO DOOR CONVERTIBLE		
In Service Dt	08/27/2011	Mileage	180	Dealer Zone	51	CHICAGO
Plant	N	STERLING HEIGHTS ASSEMBLY PLANT	Market	U	US	
Color	PX8	BLACK CLEAR COAT				
Engine	ERB	3.6L V6 VVT ENGINE				
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				
Dealer	65191	ADEL CHRYSLER INC				
Dealer Address	818 COURT ST					
Dealer City	ADEL	Dealer State	IA	Dealer Zip	50003	
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	[REDACTED]
	ALTOONA IA [REDACTED]				Country	UNITED STATES

Dealer - By-Pass - Default - Default - Default	Customer was upset with the dealership treatment.
Corporate - Complaint Contact - Default - Default - Default	New vehicle still at dealer for repair
Corporate - Product Information - Default - Default - Default	update on his vehicle.
Corporate - Lemon Law - Default - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer called in stating that he wanted an update on his vehicle. Writer informed the customer that engineering is involved and may have an update. All the customer is asking for is acknowledgement for the issues with his vehicle.

Briefly summarize what the customer is expecting: Customer seeking information on his vehicle.

Customer [REDACTED] called, his vehicle is still at Dealer 65191 waiting for repair, there is an open STAR case # 11641526 on this issue and it does not appear to have been resolved at this time.

Customer is upset that he does not have this vehicle purchased less than 2 weeks ago, which seems to have major problems. Customer stated that he wished he had stuck with Ford.

Customer is also upset as the dealer told him that they are waiting for a response from Chrysler.

Writer will escalate to 88F, this vehicle does not qualify for escalation to 82H.

Customer provided cell phone number [REDACTED] available any time.

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

65191 Writer spoke with service manager Carl, SM verified has not received update on STAR case but may have further information within a couple of days

CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED] writer called customer, writer informed still waiting on information from Technicians, customer became upset stating has been waiting too long and would like that information now or would like refund to purchase

██████████ writer called customer, not available. left message
65191 writer spoke with service manager Carl, verified STAR case has been updated and sent to engineering

██████████ writer called customer, customer feels has been given run around and alleges vehicle is a lemon and would like to replace it, writer informed will escalate

Status update provided via email to the following email address:
██

Dear Customer:

Case #: 21322362 VIN: 1C3BC7EG2BN██████████. Description: 2011 CHRYSLER 200 LIMITED TWO DOOR CONVERTIBLE

My name is Brandon and I have been assigned as your Case Manager. Here is some information that will be helpful for you to have:

Your Case number: 21322362

Chrysler Case Management telephone number: 800-763-8422

My work hours: 6:30 am 3:00 pm Mountain Time Monday-Friday

I will contact you within one business day by telephone to review your case with you.

Note: This is a system generated message. Please do not reply.

Sincerely,

Brandon

Customer Care

End of Status Update

***** QUALIFIER TEAM *****

CONTACT UPDATE- 515-419-5782.

***** ATTENTION SERVICE DIRECTOR/MANAGER *****

This customer has contacted Customer Care seeking lemon law buyback/replacement. Preliminary research has determined this vehicle doesn't appear to qualify for lemon law/Buyback/Replacement and the customer has been informed of such. They have also been told that we are interested in repairing the vehicle if a repair is required. Please use all available resources as required to bring this to a resolution.

RESEARCH RESULTS:

Explain why this vehicle either appears to qualify or not: Vehicle does not appear to qualify, Customer does not have any repairs at this time.

Number of related repair attempts = 0.

Number of days out of service = 0.

Writer called customer to inform them of the above information.

Customer is stating the dealership has had his vehicle since day one and he wants the vehicle repaired.

Writer informed customer that Chrysler does want his vehicle repaired and we will escalate his case to seek resolution. Writer called dealership and informed SM Carl customer requested Lemon Law and the vehicle did not appear to meet the guidelines. Writer is sending car to JH1437 for further handling.

██████████ writer called customer, was not available, left message
65191 Writer spoke with service manager Carl who then transferred writer to technician Andrew, tech confirmed repairs complete and that they will be delivering vehicle to owner

Customer contacted back in regards to his case. Customer was informed that he did not qualify for lemon law. Customer states that he has heard the same information from multiple people. Customer took the vehicle to the dealership and as they were leaving the dealership they lost power. Customer has had many issues with the vehicle and the dealership. Customer states that he was upset with the buy back team. According to the customer in the state of Ohio after 3 attempts the vehicle qualifies for Lemon Law. Customer states that his wife received a call from the dealership and that the check engine light came back on that they are not going to deliver the vehicle. Customer requested that the case to be sent over to try to be qualified again based on the amount of attempts performed to repair the check engine light. Dealership was waiting for General Manager to purchase a laptop to plug it into the vehicle to see what is wrong to tell Chrysler. Customer received a call for the same problem and customer asks please to refund money back to the customer and they will go away quietly. Dealership will need to be contacted on behalf of the customers concerns with buying back the vehicle. Customer states that if he does not receive a call then he will pursue this further with

██████████ writer called customer, customer stated vehicle failed when dealership attempted to deliver it to him, customer advised this would be the 3rd time this has happened so writer advised will escalate case

***** QUALIFIER TEAM *****

Called ██████████ and left message.

***** ATTENTION SERVICE DIRECTOR/MANAGER *****

This customer has contacted Customer Care seeking lemon law buyback/replacement. Preliminary research has determined this vehicle doesn't appear to qualify for lemon law/Buyback/Replacement and the customer has been informed of such. They have also been told that we are interested in repairing the vehicle if a repair is required. Please use all available resources as required to bring this to a resolution.

RESEARCH RESULTS:

Explain why this vehicle either appears to qualify or not: Vehicle does not appear to have the needed repairs under the terms of protection.

Number of related repair attempts = 1

Number of days out of service = 5

Call back 9/16.

Reassigned to I2R for follow-up.

****DJ Streat with ISG I2R Owner Retention Task Force Team is assisting with this CAIR. If the customer should call, please request them to contact DJ Streat at 888-542-7239, extension 465. Thank you.****
9/16/11 DS891

First call to the customer. Left him a voice mail message responding to his call to Chrysler. Left my name and number on the customer's voice mail, DJ Streat, 888-542-7239 extension 465 for him to return the call to address his concern. Will call the customer again on tomorrow.
9/19/11 DS891

Called the customer and he said that vehicle has been at the dealership since the day they purchased it. He said that after they purchased the vehicle, they drove the vehicle about a tenth of a mile and they were unable to accelerate and the check engine light came on. They turned around and took the vehicle back to the dealership. He said that they should have stopped payment on the check. He said that after the vehicle was there for about a week, he got pretty upset. He said that he is just waiting for the 24 working days before he gets his attorney involved. The customer said that the vehicle has been at the dealership since August 29th. He said that this is his wife's vehicle and she is getting frustrated and it's frustrating him. I offered the customer my number and he said that he really doesn't want it because he expects us to call him with updates. He said that he wants his money back, his vehicle fixed in the next couple or a new vehicle that is exactly the same. He said that he wants a lifetime extended warranty. He said that Chris Weathers gave him a call and told him that a Chrysler technician would come out to look at the vehicle. He said that he is awaiting an update.
9/19/11 DS891

Sent an email and voice mail to the AM, CAW77 regarding the customer's disposition and him looking to have a conversation with him. The AM and I spoke and he said that a Tech Advisor will not be available until after Thursday, September 22nd. He said that the Tech Advisor had been involved with the dealership in diagnosing the vehicle. He said that he would contact the technician on tomorrow and provide a follow up.
9/21/11 DS891

Emailed the AM, CAW77 and asked him if he was going to have the Zone Tech come out and when.

9/22/11 DS891

The AM, CAW776 responded via email and said that he is still in the process of arranging the Chrysler technician to come out. Will follow up on Wednesday, September 28th.

9/28/11 DS891

Called and spoke with Andrew, SA for this vehicle. He informed me that they will be replacing the entire engine. They just received the engine and began working on it today 9-26-11. Will check back with the dealership once they have completed the repairs.

****DJ Streat with ISG I2R Owner Retention Task Force Team is assisting with this CAIR. If the customer should call, please request

Called dealership. They only have one open RO on this vehicle. Transmission problems. Does not have RO complete to fax over. Vehicle has been at the dealership since 9-12-11.

9/28/11 DS891

The AM, CAW77 said that the Tech Advisor, AWM2 has said that he is involved already with the case and the repair.

9/30/11 DS891

Called Adel Chrysler and spoke with Andrew, the Service Advisor and he said that the vehicle was repaired and the engine was in and the customer wanted to wait until the service contract paperwork was in his hands before picking up the vehicle. I asked him who was giving the customer a service contract and he mentioned that the AM, CAW77 to Doug the Warranty Manager. Called the AM, CAW77 and he said that he was going to apply the service contract.

9/30/11 DS891

Called the customer and left him a voice mail and told him that the AM was applying the service contract and it should be applied by Monday. I told him that we would be in touch with him on next week. Will follow up on Wednesday, October 5th.

10/5/11 DS891

Called Adel Chrysler and left a message for Carl the service manager and for Andrew the service advisor and asked either of them for a status of the service contract for the customer. Also emailed CAW77, the AM and inquired about the service contract that he offered the customer.

10/11/11 DS891

I called the customer and he said that he had gotten the vehicle back and he was just waiting on the extended warranty of 7 year, 70,000 mile that he was promised. Called the AM, CAW77 and he said that he would be happy to let us go ahead and apply the extended warranty. Spoke with customer and apologized for the delay and told him that the AM had given us permission to go ahead and apply the service contract. Confirmed the service contract with the customer and the customer was very happy that he was taken care of. He said that it salvaged his relationship with chrysler. Maximum Care 7 year, 70,000 -0 deductible, WMX770N. Confirmed the customer s address.

10/12/11 Emailed rw100 for approval to process Chrysler Service Contract.

Follow up on Service Contract approval on 10/14/11. CM

10/14/11 Received approval from rw100 to process the Chrysler Service Contract. Chrysler applied the Service Contract Max Care 7 year / 70,000 mile \$0.00 deductible. Contract code MWX770N. The customer accepted the final resolution of the Chrysler Service Contract and is very satisfied with the offer. Closing case and CAIR. CM

Customer Assistance Inquiry Record (CAIR)# **21338999**

VIN	1C3BC1FG3BN	Open Date	09/14/2011	Built Date	01/07/2011
Model Year	2011	Body	JSCE41	CHRYSLER 200 TOURING 4-DOOR SEDAN	
In Service Dt	04/09/2011	Mileage	6,300	Dealer Zone	
Plant	N	STERLING HEIGHTS ASSEMBLY PLANT	Market	U	US
Color	PRP	DEEP CHERRY RED CRYSTAL PEARL COAT			
Engine	ERB	3.6L V6 VVT ENGINE			
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION			

Owner		Contact Type	E-MAIL
Address		Home Phone	
	ASTON PA	Country	UNITED STATES

Corporate - Rental Vehicle - Default - Default - Default | Not satisfied with outcome of rental reimbursement

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

why I will buy a Ford next time

null

null

null

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

Reasons I will NEVER buy another Dodge or Chrysler product: Last year (2010) I had a 2006 Chrysler Pacifica that died on me and was stuck and had to get another car. I purchased a used Chrysler 300 at your dealership. The salesman was not very honest, to say the least. He tried to get me to commit insurance fraud by asking me to tell the insurance company the Pacifica was still mine...this was after we had closed the deal. So I decided not to hold it against Chrysler for that. I didn't feel 'comfortable' in the 300 so I decided to buy a new car. I purchased a brand new 2011 Chrysler 200 from your dealership. I saw the unscrupulous salesman was still there so I asked for a different salesman. I was very happy with my new car until Sunday, Aug 28 when I was driving on rt 452 and it just stopped!!!!!! Imagine for a minute if I was driving home from work on I 95 during rush-hour. What a nightmare! After waiting 1 1/2 hrs for a tow truck that Chrysler was supposed to send, which never showed up. (a friend of mine called a local tow company and they responded). Then I had to find somewhere to rent a car to get to work on Monday. The only place open was at the airport; and due to some issues with my credit card, I had to have my sister rent me a car. She rented it from Hertz, got AAA discount My car was fixed the next day so I was able to return the rental on Monday evening. When I picked up my car, I was told by the mechanic that it was a loose wire that was barely touching that caused the problem and he was surprised I got as far as I did because it had to be that way from the time I got the car. I sent copies of the rental receipts to the Chrysler case manager and was just informed tonight that I will only be re-imbursed \$40 for the rental.....THE COST WAS \$160.86...i.e. \$118/day rental + taxes and other fees for total of \$160.86. I am extremely angry about the re-imburement of \$40. I should have had to put out anything for rental since this was a brand new car. Ergo...I will never buy another chrysler product again! Furthermore, I will discourage anyone I know from buying one due to the above mentioned experiences. I also intend to send a copy of this complaint to Chrysler corporate.

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

****Begin structured narrative T2 - RENTAL

Is the vehicle still under warranty?

Does the vehicle have any service contract that covers rental?

What repairs are currently being completed?

Why has the vehicle not been repaired and returned to the owner?

What is the estimated date that the repair will be completed?

Is this a recall repair?

Is this a pre-authorization or a request for reimbursement?

Chrysler authorizes rental? Explain why or why not...

****End structured narrative T2 - RENTAL

Dear Karen:

Thank you for contacting the Chrysler Customer Assistance Center in regards to your 2011 Chrysler 200 Touring 4-Door Sedan.

After thoroughly reviewing your request and the files on this matter, we respectfully concur with the decision rendered by our Customer Service Representative.

Thank you for taking the time to communicate with us. We re sorry we can t provide a more favorable reply.

Thanks again for your email.

Sincerely,

Sabrina

Customer Service Representative

Chrysler Customer Assistance Center

****END OF CAC EMAIL****

REFERENCE NUMBER: 21338999EMAIL CASE NUMBER: 2622395 In reference to the

above case # and email reference number. I received your check for the amount of \$60. This is not acceptable and again I am requesting full reimbursement of the \$160 I had to pay for a rental car. I called

Chrysler for assistance when my new Chrysler 200 just stopped in traffic.

Had this happened when I was driving to or from work,I m sure it would

have resulted in a traffic fatality. I did not get the assistance I was

expecting. I ended up having to get someone to tow my car to the

dealership, which was closed and had to seek a rental car on my own at

the only place that was open after hurricane Irene. I needed a car to get

to my new job and the fact that Chrysler was of no assistance to me in

obtaining a rental I had to go where I could get something to rent and

that was at the airport. I m sure if chrysler had assisted me than they

could have negotiated a better rental rate. Unfortunately, they didn t

assist me at all. If I don t receive a favorable response to my request I

will need the name and address of the district manager for Chrysler and

the name and address of the company president. I don t want to have to go

to the local mangistrate and the state attorney general over \$100, but I

will if I have too. Sincerely, Karen M. Elliott

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

Dear [REDACTED]:

Thank you for contacting the Chrysler Customer Assistance Center in regards to your 2011 Chrysler 200 Touring 4-Door Sedan.

After thoroughly reviewing your request and the files on this matter, we respectfully concur with the decision rendered by our Customer Service Representative.

Thank you for taking the time to communicate with us. We re sorry we can t provide a more favorable reply.

Thanks again for your email.

Sincerely,

Sabrina

Customer Service Representative

Chrysler Customer Assistance Center

****END OF CAC EMAIL****

Customer Assistance Inquiry Record (CAIR)#						21381584	
VIN	1B3BD1FG7	BN [REDACTED]	Open Date	09/23/2011	Built Date	01/04/2011	
Model Year	2011	Body	JSDE41	DODGE AVENGER MAINSTREET 4-DOOR SEDAN			
In Service Dt	09/03/2011	Mileage	4,956	Dealer Zone	35	WASHINGTON	
Plant	N	STERLING HEIGHTS ASSEMBLY PLANT	Market	U	US		
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	ERB	3.6L V6 VVT ENGINE					
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION					
Dealer	66320	DARCARS CHRYSLER JEEP DODGE OF	MARLOW HEIGHTS				
Dealer Address	5060 AUTH WAY						
Dealer City	TEMPLE HILLS			Dealer State	MD	Dealer Zip	20746
Owner	[REDACTED]				Contact Type	TELEPHONE	
Address	[REDACTED]				Home Phone	[REDACTED]	
	FORESTVILLE MD [REDACTED]				Country	UNITED STATES	

Product - Electrical - Unknown - Intermittent or Inoperative - Default	Customer seeks lemon law.
Corporate - Warranty Coverage - Default - Default - Default	Warranty Information
Product - Engine - Unknown - Other - Default	engine stalling
Dealer - By-Pass - Default - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Warranty information

Briefly summarize what the customer is expecting:
 Customer called stating that the above vehicle is in the dealership for repairs of it stalling and jumping. Customer stated she was advised by the SM that she is only covered for 1 day of rental under her SC. Writer advised customer that she has a \$175.00 per visit allowance, which amounts to about 5 days for a rental. Customer understands. Writer advised if she encounters any further problems to call back or have dealership call.

Briefly summarize why the customer is contacting Chrysler. Calling back, she had her car repaired few days ago and now the vehicle is doing the same issue again. The dealership told the customer that it was a good thing she brought her vehicle in as it had 2 command codes flashing. The service technician told her she was very lucky she brought that in. The customer is upset she traded in a good vehicle and now this brand new vehicle will jerk then cuts off at long traffic light. Customer states she has to leave room to roll the vehicle at the light if its going to be a long light or it will jerk and cut off. The dealership stated they fixed the problem but driving the vehicle this morning to church and it did it again. The customer is worried with the traffic in DC that someone is going to ram into the back of her and there be a bad accident.

Briefly summarize what the customer is expecting. Customer is calling today as she wants the vehicle switched out. She wants the vehicle switched with a vehicle that runs properly. Agent informed the customer that her case would have to be sent to a case manager for more review. Customer is also seeking a rental, agent informed the customer that will have to be handled by the case manager who contacts her at that time.

Customer informed a call back is required and will take place within one business day.

Preferred Morning/Midday call back number is [REDACTED] (cell- between 8-8:30am , or 11:50am-12:25pm teacher in class)

Preferred Afternoon/Evening call back number is [REDACTED] (home after 6:30pm)

Customer email address for case updates: [REDACTED]

Who has possession of the vehicle? Owner

Is this a request for Lemon Law, buy-back or replacement? replacement

Reassigned to 88L

Reassigned to I2R for follow-up.

****DJ Streat with ISG I2R Owner Retention Task Force Team is assisting with this CAIR. If the customer should call, please request them to contact DJ Streat at 888-542-7239, extension 465. Thank you.****

9/28/11 DS891

First call to the customer. Left her a voice mail message responding to her call to Chrysler. Left my name and number on the customer s voice mail, DJ Streat, 888-542-7239 extension 465 for her to return the call to address her concern. Will call the customer again on tomorrow.

9/29/11 DS891

Second call to the customer. Left her a voice mail message responding to her call to Chrysler. Left my name and number on the customer s voice mail, DJ Streat, 888-542-7239 extension 465 for her to return the call to address her concern. Will call the customer again on tomorrow.

10/3/11 DS891

The customer called and left a voice mail. Called the customer and left a voice mail message and told her specifically that I was on CST and if there was an opportunity for us to speak at a certain time to please let me know.

10/5/11

Spoke with the customer and she said that the vehicle has been cutting off, jumping and vibrating. She said that the last time that she went to Darcars it was with them for 2 hours and then after that they gave it back to her and did nothing. She said that she would need a loaner vehicle.

10/6/11 DS891

Spoke with Bill Amos, Service Manager at Darcars. He said that they test drove the vehicle for 7 miles and were unable to duplicate the concern. I told him that maybe we needed a little more time with the vehicle. He said that he could take the vehicle home with him and give the customer a loaner vehicle. He said that will be a 120 mile trip. He said that he would have to get the customer s permission. I called the customer and got her voice mail. Left her a message. Will try her again if she does not return the call.

10/7/11 DS891

Called the customer and she said that she was going to take the vehicle into Darcars on Monday, October 10th. Will follow up on Tuesday, October 12th.

10/12/11 DS891

Called Darcars Chrysler and spoke with Christopher the service advisor and he said that the customer did bring her vehicle in and she is in a loaner and they have not had an opportunity to diagnose the vehicle as yet.

10/14/11 DS891

Called the customer and got her voice mail. I left her a message and I told the customer that I apologized that we are unable to reach her as much as we would like during the day as we know that she is in class, but we would really like to get in touch with her.

10/14/11 DS891

Called Darcars Chrysler and spoke with Christopher the service advisor and he said that the technician drove the car for 20 miles attempting to duplicate the customer s concern. I asked him did Bill Amos the service manager take the vehicle home with him and drive it. Spoke with Bill Amos and he said that the customer would not allow him to drive the vehicle home for a greater distance and the customer declined. He said that the technician drove it around town to attempt to duplicate the concern, but could not.

10/14/11 DS891

service manager at Darcars permission to drive the vehicle home to attempt to duplicate her concern. I told her that would be awesome so that we could have an opportunity to try and duplicate her concern and exhaust all measures. She said that she feels very uncomfortable in the vehicle. She said that there is a jump in the engine and then it just shuts off while she's driving. She said that she is so terrified of the vehicle that she catches the train to work and she's sometimes late. I asked her to please give Bill permission to drive the vehicle and she said that she would call him. I told her that in the event that they are still unable to duplicate her concern that she could speak with her salesperson, Derrick and see how she could trade out of it. I called Bill Amos and he said that the customer did call him and give him permission to drive the vehicle. I told him that we wanted to exhaust all measures to fix the vehicle. I asked him to please call Star to see if they have heard of this happening before although in this particular vehicle we could not duplicate it. He said that he would. I told him that I would extend the loaner vehicle for three days.

10/18/11 DS891

Called Darcars and spoke with Mario in service and he said that the customer traded out of the vehicle. Called the customer to confirm. Left her a voice mail message.

10/18/11 DS891

Called the customer and she said that she traded in to a Chrysler 200. I told her that was great and if she was happy we all were happy. She said that she test drove it and test drove it and went over hills and she is happy. I told her that was wonderful. I told her that I was so happy for her.

Customer Assistance Inquiry Record (CAIR)# 21393797

VIN	1B3BD1FG6 BN	Open Date	09/27/2011	Built Date	02/01/2011
Model Year	2011	Body	JSDE41	DODGE AVENGER MAINSTREET 4-DOOR SEDAN	
In Service Dt	04/22/2011	Mileage	16,000	Dealer Zone	66 ORLANDO
Plant	N	STERLING HEIGHTS ASSEMBLY PLANT	Market	U	US
Color	PW1	STONE WHITE CLEAR COAT			
Engine	ERB	3.6L V6 VVT ENGINE			
Transmission	DBA				

Dealer	44422	CARL GREGORY CHRYSLER DODGE OF BRU	NSWICK, INC.		
Dealer Address	5400 ALTAMA AVE				
Dealer City	BRUNSWICK	Dealer State	GA	Dealer Zip	31525
Owner	[REDACTED]			Contact Type	TELEPHONE
Address	[REDACTED]			Home Phone	[REDACTED]
	NAHUNTA GA [REDACTED]			Country	UNITED STATES

Corporate - Rental Vehicle - Default - Default - Default	Seeking a loaner vehicle
Product - Drivability - Unknown - No Start - Default	Vehicle will not start

Briefly summarize why the customer is contacting Chrysler: Customer called in because she had to tow her vehicle to dealer 44422 because it completely shut off on the highway and would not start back up. Customer states she needs a loaner vehicle to get to work tomorrow morning and will need to pick the vehicle up at 8:00 am her time. Briefly summarize what the customer is expecting: Seeking loaner vehicle Customer was advised that due to the nature of their rental request a call back is required and will take place by close of business today. Preferred Morning/Midday call back number is [REDACTED] Preferred Afternoon/Evening call back number is [REDACTED] Customer email address for case updates: XXXXX@XXXXX.com Reassigned to 88R ***** CASE MANAGER TEAM - District 88R *****

Writer attempted to contact dealership. Dealership is closed for the evening.

CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED]. Number has been disconnected. Writer attempted twice. Writer is attempting to advise that before rental can be obtained in house a diagnosis is needed from a CDJR dealership. Dealership is closed for the evening. If customer needs rental before diagnosis she can rent one and if repair is a warranty repair she can be reimbursed \$40.00 a day for a CDJR and \$20.00 for a competitor for 2 days. If customer calls back please obtain working number and advise of reimbursement offer. Coin shows. [REDACTED] Left message.

Customer called to speak with Case Manager. Writer advised lines 16-23. Customer became upset that there wouldn't be a vehicle ready for her in the morning and hung up on Writer. Customer was advised of reimbursement offer. Forwarding to case manager to inquire if rental can be obtained in house once diagnosis is completed. Customer calls to speak with their Case Manager. Transferred to the case

management.

Customer calls to speak with their Case Manager. Transferred to CM s voice mail.

Called customer at [REDACTED]. Customer stated she thought someone could call the dealership and get her a rental. Agent advised customer of lines 20-22. Customer was not happy with the offer. Agent explained to customer that we do not provide rental coverage while a vehicle is being diagnosed but in this case we are offering to. Agent advised customer when the vehicle is fully diagnosed we can look into providing her rental as well. Customer was very upset with the offer and demanded to speak with a supervisor. Agent advised customer it will be one to two hours before a supervisor calls her back.

** Supervisor call to Dealer 44422 ** MM1448 contacted the Service Manager, Stan, to discuss rental assistance for the customer. SM advised the vehicle was towed in. There was a cam sensor code, however there is some internal engine concern. They have stopped working on the vehicle because the selling dealership (44721) contacted them and advised they would bring the vehicle to the dealership (44721) for the repair. The dealership (44721) never picked up the vehicle. Now dealer 44422 will resume the repair. MM1448 questioned if RRT 11-069 may have something to do with the concern. SM advised he will advise the technician.

Customer seeking rental assistance because the vehicle shut off on the highway. Contacted Service Manager, Stan at 44422 to discuss the customer s request for rental assistance. Confirmed customer s concern and with Service Manager concurrence, authorized 3 days of rental per guidelines in Warranty Bulletin D-11-01. Case Manager, HP570, will follow up with the dealership to inquire on the need for additional rental.

** Supervisor Call to Customer ** MM1448 contacted [REDACTED] and spoke with the customer regarding the rental assistance.

Customer explained she is upset that she has been without a vehicle and borrowing a vehicle for the past 3 days. She does not believe it should take 3 days to diagnose a vehicle. MM1448 advised the customer of the information provided by the SM on lines 44 through 49 as the reason the vehicle is not diagnosed. Customer disputes the information, she feels it is not the correct information.

Customer has been advised the SM and MM1448 agreed to provide 3 days of rental. She understands to contact dealer 44422 and speak with Kristy or Stan the SM if Kristy is not available. Customer has also been advised the case manager, HP570, will follow up with the dealership and her on 09/30/11 for the rental extension if needed. Customer agreed.

Agent sent email to service manager Stan for an update.

2nd attempt made to contact customer at [REDACTED]. Number is disconnected.

Customer calls in requesting to speak to CM. transferred to Cm Agent spoke with customer on inbound call. Customer stated she wants her rental extended through Monday. Customer stated dealer 44422 is lying to everyone and telling stories. Customer was very upset and doesn t think anyone is willing to help her. Customer stated she is leaving her vehicle at dealer 44422.

Called dealer 44422 at [REDACTED]. Agent spoke with service manager Stan. SM stated Bennett Chrysler called them stating the customer wants the vehicle towed to their dealership. SM stated the customer called them and and stated if the vehicle wasn t repaired today she wants the vehicle at Bennett Chrysler. SM stated they have the vehicle back together so the customer can take the vehicle to Bennett like the customer requested. customer called requesting case manager, writer advised not available, customer asked to extend rental vehicle, writer contacted dealership 44422 but at the moment customer disconnected the call

Called dealer 44721 [REDACTED]. Agent spoke with service manager Doug. SM stated he does not know what is going on with the customer s vehicle. SM stated the customer was originally going to have dealer 44422 repair the vehicle and then trade it in for a new one at his dealer. SM stated he is going to have the vehicle towed to his dealership because he said he would but will have to pay the tow bill. Agent advised SM we cannot provide anymore rental in this case prior to a diagnosis because dealer 44422 was handling the situation correctly and had already diagnosed the vehicle. SM stated he will call the customer.

being towed to Bennett and we would not be able to authorize anymore rental in that case. Agent advised customer dealer 44422 is doing the things they should be doing to resolve the issues with the vehicle. Agent advised customer dealer 44422 has diagnosed and put the vehicle back together twice thinking it was being towed and now it will have to be towed to Bennett for further diagnosis and repairs. Agent advised customer we cannot authorize anymore rental at this point because she made the decision to have the vehicle removed from the dealership that had already started working on her vehicle after diagnosing it. Agent advised customer we cannot authorize rental through dealer 44422 when dealer 44721 is going to have her vehicle. Customer stated she will get her attorney involved on Monday.

**** GOODWILL ASSISTANCE HAS BEEN DECLINED ****CF303

Informed customer that Chrysler will not participate in with rental beyond the three days approved through dealer 44422. Vehicle does not have rental coverage. Dealer 44422 had already started diagnosing and working to resolve her concerns. Customer requested to have the vehicle removed from dealer 44422 and towed to dealer 44721. No further rental will be provided prior diagnosis. Unless the customer offers new information, decision remains unchanged.

Closing case. Customer stated she will be seeking legal advise on 10/3/11.

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

Customer Assistance Inquiry Record (CAIR)# **21401058**

VIN	1C3BC7EG3 BN [REDACTED]	Open Date	09/29/2011	Built Date	03/22/2011
Model Year	2011	Body	JSCX27	CHRYSLER 200 LIMITED TWO DOOR CONVERTIBLE	
In Service Dt	09/04/2011	Mileage	300	Dealer Zone	66 ORLANDO
Plant	N	STERLING HEIGHTS ASSEMBLY PLANT	Market	U	US
Color	PBF	SAPPHIRE CRYSTAL METALLIC CLEAR COAT			
Engine	ERB	3.6L V6 VVT ENGINE			
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION			
Dealer	66999	ED VOYLES CHRYSLER JEEP, INC			
Dealer Address	789 COBB PARKWAY SOUTH				
Dealer City	MARIETTA	Dealer State	GA	Dealer Zip	30060
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone	[REDACTED]		
	MARIETTA GA [REDACTED]	Country	UNITED STATES		

Corporate - Product Information - Default - Default - Default	Customer asking for rental assistance.
Corporate - Rental Vehicle - Default - Default - Default	Customer wants rental vehicle.
Product - Engine - Timing Belts / Chains - Seized, Sticks, Binds - Default	vehicle stalls and timing is off

Briefly summarize why the customer is contacting Chrysler: Customer called cause she was told by her dealership that Chrysler will supply her with a rental vehicle but she had to call.

Briefly summarize what the customer is expecting: Customer is expecting a rental vehicle while her vehicle is being fixed. Agent explained that there are no promise of a rental vehicle however the case manager will be in contact with her within one business day to see what can be done. Customer was advised that due to the nature of their rental request a call back is required and will take place by close of business today. Preferred Morning/Midday call back number is [REDACTED]. Preferred Afternoon/Evening call back number is [REDACTED]. Reassigned to 88R

***** CASE MANAGER TEAM - District 88R *****

OO, 1 vehicle, no SC

CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED]. Customer stated that at the first hard stop of the day, the vehicle stalled and now the vehicle s timing seems to be off. Customer stated that the dealer wants to keep her vehicle for a couple of days with a co-pilot in it to determine the point of failure. Writer told customer that the dealer will be contacted and writer will follow up with customer shortly.

CONTACTED DEALER and asked to speak to the SM Alan who was not available. Writer spoke to Chrissy SA who stated that Burt SM would like to assist the customer while they are working on diagnosing the vehicle.

Customer seeking rental assistance because dealer needs time to work on the vehicle.

Contacted Service Manager,Burt at 66999 to

discuss the customer s request for rental assistance. Confirmed customer s concern and with Service Manager concurrence, authorized 5 days of rental per guidelines in Warranty Bulletin D-11-01.

CONTACTED CUSTOMER at [REDACTED] and told her that rental was being provided and that the case is being forwarded to a case manager who will follow up with any additional needs the customer or dealer may have. 09/30 dj393 Call SM about repair status and then customer on 10/04/11 to make sure is going ok after rental

Writer contacted customer and said car is still at dealer. Writer will follow up later and find out what s going on with car
Writer contacted SM Alan and was infomred are still diagnosising. SM infomred writer that will get info from tech.

* * * * * CASE MANAGER TEAM - District ? m ? * * * * *

Customer:

Owned: 1

NEW: 1

USED:

Currently owns: 1

Service Contract: 1

Writer spoke to SM and is still being diagnosed. Writer sent email to dealer about vehicle.

Writer contacted SM Alan and was informed that there is a problem with the Crank Shaft Sensor and is working with STAR for resolution.

Writer called SM Alan and was infomred that repairs had been comepted but needed to update the rental to 7 days for vehicle repair

Customer seeking rental assistance because car is in shop for repair.

Contacted Service Manager, Alan at 66999 to discuss the customer s request for rental assistance. Confirmed

customer s concern and with Service Manager concurrence, authorized 2 more days for a total of 7 days of rental per guidelines in Warranty Bulletin D-11-01.

Agent attempted to contact dealer Service Manager (Bert), however, SM not available. Left message for a return call at extension 66325

Agent contacted Sm Bert left a message asking if any further rental is needed and ask for a return call.

CONTACT UPDATE - 1st Contact attempt, phone number dialed [REDACTED]

customer is stating this last repair is done and all is fine.

Customer has noticed a vibration and will take back in to dealer but id

Case Manager is needed a new case will be opened.

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

REASSIGNED TO BC/DLR 66 66999 11/17/11 13:18 R 21401058

Writer reopened to send to dealer. Writer now closed.

Customer Assistance Inquiry Record (CAIR)# **21408207**

VIN	1C3BC1FG1	BN	Open Date	09/30/2011	Built Date	04/08/2011
Model Year	2011	Body	JSCE41	CHRYSLER 200 TOURING 4-DOOR SEDAN		
In Service Dt	05/07/2011	Mileage	8,301	Dealer Zone	42	DETROIT
Plant	N	STERLING HEIGHTS ASSEMBLY PLANT	Market	U	US	
Color	PX8	BLACK CLEAR COAT				
Engine	ERB	3.6L V6 VVT ENGINE				
Transmission	DBA					
Dealer	68225	BRUNSWICK AUTO MART INC				
Dealer Address	3031 CENTER RD					
Dealer City	BRUNSWICK	Dealer State	OH	Dealer Zip	44212	
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	[REDACTED]
	BEDFORD OH [REDACTED]				Country	UNITED STATES

Corporate - Product Information - Default - Default - Default	Documentation for recurrence
Product - Brakes - Unknown - Noisy - Unknown	customer did not specify area
Product - Electrical - Wipers / Washers - Other - Front	operate by themselves
Dealer - By-Pass - Default - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer stated the wipers came on by themselves again today and the brakes are still squeaking. Customer stated the dealership suggested the squeak is normal. Customer stated she called and left a message with the dealership and suggested she will wait to hear back from them about this before going any further.

Briefly summarize what the customer is expecting: Documentation at this time. Agent did not ad narrative to previous case as customer had said this was a different problem. Agent advised customer to call back should further assistance be required.

Briefly summarize why the customer is contacting Chrysler: Customer is contacting Chrysler because her engine light came on. Customer states this is the second time in as many days that she has had to take this vehicle into the dealership. Customer states she is contacting her attorney and seeking lemon law because she is unhappy with this vehicle. Customer also states that she is not going to make another payment on this vehicle.

Briefly summarize what the customer is expecting: Customer is expecting Chrysler to take this vehicle back because she feels like this is a lemon.

Customer informed a call back is required and will take place within one business day.

Preferred Morning/Midday call back number is [REDACTED]

Customer email address for case updates: [REDACTED]

Who has possession of the vehicle? Owner

Is this a request for Lemon Law, buy-back or replacement? Lemon Law

Reassigned to 88L

***** QUALIFIER TEAM *****

Status update provided via email to the following email address:

My name is David and I have been assigned as your Case Manager for lemon law, replacement, buy-back. Here is some information that will be helpful for you to have:

Your Case number: 21408207

Chrysler telephone number: 800-247-9753.

I will contact you within one business day by telephone after I have reviewed your case.

Note: This is a system generated message. Please do not reply.

Sincerely,

David

Lemon Law. Replacement. Buy-back.

End of Status Update

Called the dealership for the service manager and received a busy signal will try again soon.

Garry Long SM states that he will fax the service records by tomorrow morning.

CONTACT UPDATE - 1st Contact attempt, phone number dialed, 216-220-4968 informed the customer that writer is awaiting documents from dealer.

Customer has also been to 62301, and 41943. Writer will obtain information from each dealer.

***** QUALIFIER TEAM *****

This customer is seeking lemon law buyback/replacement. Preliminary research has determined this vehicle doesn't appear to qualify for lemon law/Buyback/Replacement. The customer has been informed of this research and was told that we are willing to assist in getting the vehicle repaired

The customer was also informed that a case manager will be assigned to them for further follow-up.

RESEARCH RESULTS:

Explain why this vehicle either appears to qualify or not: Vehicle does not appear to qualify per terms of protection at this time.

Number of related repair attempts =

Fuse

EATX (Module, Engine Controller)

Number of days out of service = 11 days.

Reassigned to I2R for follow-up.

*****Cathy Nelson with ISG I2R Owner Retention Task Force Team is assisting with this CAIR. If the customer should call, please request them to contact Cathy Nelson at 888-542-7239, extension 502. Thank you.*****

10/05/11 CN146:

Per the service department at Ganley Chrysler the vehicle was in once for the sun roof not closing. Per the service department at Deacon's Chrysler the vehicle was in for a squeaking noise, which they could not duplicate, but replaced the rear brake pads anyway. Per Jonathan, service advisor, at Brunswick Auto Mart the vehicle was in for seven days for a stalling complaint. The repair order does not state whether or not they were able to duplicate the concern. They replaced the TIPM.

10/05/11 CN146:

Called the customer at the given contact number and left a voice mail message requesting a return call regarding the vehicle repair concerns.

10/06/11 CN146:

Completed the initial call with the customer. The brakes squeak still, after the pads were replaced, then it started cutting off while driving. Since the last repair the windshield wipers came on by themselves. Then, the other day, her check engine light came on and turned back off. The service manager had told her that there are a lot of issues with her vehicle and that he intended to contact Chrysler about it. She wants Chrysler to know that she is not satisfied with this vehicle.

Per the customer she has recorded another incident where the windshield wipers activated themselves. She is no longer considering taking the vehicle back in for repair because there is no point. They can't fix the problem.

10/11/11 CN146:

Spoke with Jonathan at Brunswick Auto and advised of customer complaint

by themselves. He advised that all they can do is take a look at the vehicle.

10/13/11 CN146: Emailed CRM with case maturity.

10/13/2011 please contact the customer review concern and handle on merits

gpj

ATTN GARY LONG. PLEASE BECOME DIRECTLY INVOLVED TO ADDRESS CUSTOMER S CONCERN.

REASSIGNED TO BC/DLR 42 68225 10/14/11 10:12 R 21408207

Dealer reports appt with owner this coming week.

*Contact Date:10/17/2011

Service Director at the dealership has updated the CAIR# 21408207

An appointment has been set with the customer.

*Contact Date:10/17/2011

Service Director at the dealership has closed the CAIR# 21408207

Customer request has been fulfilled.

CAIR RETURNED FROM DEALER ON 10/17/2011 AT 03:47:46Z R 21408207

Customer Assistance Inquiry Record (CAIR)# 21422284

VIN	1C3BC1FG5	BN [REDACTED]	Open Date	10/05/2011	Built Date	05/26/2011
Model Year	2011	Body	JSCE41	CHRYSLER 200 TOURING 4-DOOR SEDAN		
In Service Dt	09/29/2011	Mileage	300	Dealer Zone	66	ORLANDO
Plant	N	STERLING HEIGHTS ASSEMBLY PLANT	Market	U	US	
Color	PDM	TUNGSTEN METALLIC CLEAR COAT				
Engine	ERB	3.6L V6 VVT ENGINE				
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				
Dealer	61767	HOLLYWOOD CHRYSLER JEEP				
Dealer Address	2100 NORTH STATE ROAD 7					
Dealer City	HOLLYWOOD			Dealer State	FL	Dealer Zip 33021
Owner	[REDACTED]				Contact Type	ROADSIDE
Address	[REDACTED]				Home Phone	[REDACTED]
	HOLLYWOOD FL [REDACTED]				Country	UNITED STATES

Corporate - Roadside Services - Warranty - Towing - Default

Roadside Assistance Contacted - DATE : 2011-10-05
 Road Side File Created 10-05-11 FOR WARRANTY
 VEHICLE PROBLEM AT: VEHICLE TAKEN TO:
 16290 NW 27TH AVENUE 2100 NORTH STATE ROAD 7
 NW 163RD STREET
 OPA LOCKA HOLLYWOOD
 FL USA FL
 VEH STALLD, WILL NOT RESTART,ACROSS FROM ADDRESS I
 DEALER CODE : 61767 HOLLYWOOD CHRYSLER JEEP

Customer Assistance Inquiry Record (CAIR)# 21425672

VIN	1C3BC1FG1	BN [REDACTED]	Open Date	10/05/2011	Built Date	12/22/2010
Model Year	2011	Body	JSCE41	CHRYSLER 200 TOURING 4-DOOR SEDAN		
In Service Dt	06/07/2011	Mileage	5,000	Dealer Zone	71	LOS ANGELES
Plant	N	STERLING HEIGHTS ASSEMBLY PLANT	Market	U	US	
Color	PWL	WHITE GOLD CLEAR COAT				
Engine	ERB	3.6L V6 VVT ENGINE				
Transmission	DBA					

Dealer	45189	DCH CHRYSLER JEEP DODGE OF	TEMECULA		
Dealer Address	26845 YNEZ ROAD				
Dealer City	TEMECULA	Dealer State	CA	Dealer Zip	92589
Owner	[REDACTED]	Contact Type	E-MAIL		
Address	[REDACTED]	Home Phone	[REDACTED]		
	MURRIETA CA [REDACTED]	Country	UNITED STATES		

Product - Drivability - Unknown - Hesitation/No Power - Default	Complete loss of power
Dealer - By-Pass - Default - Default - Default	Dealer By-Pass

***** EMAIL BRIEF DESCRIPTION CONTENT *****
 2011 Chrysler 200 Touring Sedan, has complete electrical shut downs (4 so far) while driving vehicle
 ***** END EMAIL BRIEF DESCRIPTION CONTENT *****
 *****Begin structured narrative T2 - Beginning Narrative
 Briefly summarize why the customer is contacting Chrysler:
 Briefly summarize what the customer is expecting:
 *****End structured narrative T2 - Beginning Narrative
 My vehicle has sustained four (4) electrical blackouts, complete shut downs while driving this vehicle. first three were at city speeds and 4th was at freeway speed (65-70 MPH). Complete loss of all power, no steering assist, no brake assist, vehicle is completely dead for up to two to four minutes.
 Near tramutic accident on one occassion. Dealer so far cannot find a solution to the problem. Please respond with your thoughts.
 ***** END OF CUSTOMER EMAIL *****
 Customer advised a call back is required and will take place within one business day by COB their time
 Preferred Morning/Midday call back number is [REDACTED]
 Preferred Afternoon/Evening call back number is [REDACTED]
 Customer email address for case updates: [REDACTED]
 Who has possession of the vehicle? Owner
 Has the vehicle been diagnosed by a CDJ dealer? Yes
 If a CDJ dealer has diagnosed, what is the dealer name or code? 45189
 Who has possession of the vehicle? Dealer
 Dear [REDACTED]
 Thank you for contacting the Chrysler Customer Assistance Center regarding your 2011 CHRYSLER 200 TOURING 4-DOOR SEDAN.
 My name is Alex and I have been assigned as your Case Manager and look forward to assisting you. Here is some information that will be helpful

for you to have:

Your Case number is: 21425672

The Chrysler Case Management Telephone number is: 1 877 759 5427

My Direct Extension is: 4718479

I will contact you by telephone to review your Case with you on October 8th 2011.

If you are in need of assistance prior to my call, you may contact 1 800 992 1997.

Thanks again for your email.

Sincerely,

Alex

Customer Service Representative

Chrysler Customer Assistance Center

***** END OF CAC EMAIL *****

CM contacted the customer in order to find out more information regarding the customer s vehicle. Customer advised that their local dealer has contacted STAR and apparently have found a solution for the vehicle s issues. According to the customer the issue is related to some type of computer component, a 'Tipin Motor' which when it goes bad causes all sorts of electrical failure issues. Customer alleges that their local dealer has ordered the part and have replaced this part on the customer s vehicle. Customer is about to pick up their vehicle on Saturday October 8 2011. Customer was advised that the local dealer has test driven the vehicle for about 100 miles and it is ready for pick up. Customer stated that he hopes that this repair has fixed their vehicle s issues.

CLOSE CAIR.

CM contacted customer in order to find out details about their vehicle. Customer stated that after two attempts already to repair their vehicle at the local dealer they are still experiencing problems with their vehicle. Customer stated that he had a meeting with the General Manager Mr Eric Willis and Service Manager Mr Allan Beekman in order to discuss the possibility of getting their vehicle replaced and getting their equity back so they can apply it towards the purchase of another vehicle. Customer was advised that the local dealer will have to contact a local Chrysler Representative for approval. Customer was advised that this information will be provided via e-mail. Customer states that they would like to read this email, or have contact information for this Chrysler Business Representative or DM.

CM advised the customer that they would contact the dealer in order to clarify this information.

CM contacted local dealer, spoke with Mrs Sarah receptionist and asked the receptionist to have their General Manager contact Chrysler Case Management Team at 18777595427 ext 4718479.

CM contacted local dealer, spoke with GM Mr Eric Willis. General Manager advised that they are in contact with District Manager at this point.

General Manager stated that they have not been able to duplicate the safety concern that the customer has with their vehicle.

General Manager will advise the customer once further information is provided by District Manager.

CM attempted to contact the customer in order to find out if the GM has contacted the customer regarding the customer s vehicle. CM left voicemail. If customer does not return phone call by end of business day then CM will attempt to contact the customer on Monday October 17 2011.

CM attempted to contact the GM Mr Eric Willis in order to find more information regarding the customer s vehicle. CM left voicemail.

CM attempted to contact the GM Mr Eric Willis, GM not available. CM left message with receptionist to have their GM return a phone call.

dm has agreed to replace the vehicle but customer wants a Ram truck.

Vehicle has stalled twice on owner and does not have faith in the vehicle. Previously owned Ram truck and wants to return to truck.

CM contacted customer and was advised of the following: Customer would like DM to contact the customer Mr [REDACTED] (home phone or [REDACTED] (cellphone). Customer will consider a replacement vehicle and reserves the right for a full refund on his money. Customer wants to resolve the problem immediately. Customer would like the DM to contact the customer to resolve the issue at hand.

REASSIGNED TO BC/DLR 71 45189 10/17/11 17:32 R 21425672

process. customer is in a lease vehicle and wants to purchase another vehicle. isg to contact customer with all details..slw5 _

Customer contacted CM and advised that they have attempted to contact their local dealer on Monday and Tuesday and no return phone calls have been provided to the customer by either the GM Mr Eric Willis nor the DM.

Customer alleges that they have to return their rental vehicle today Wednesday October 19 2011. Customer stated that he hopes that there is a resolution at that moment or else customer alleges that he will be seeking legal action since he has an appointment at 1:30 pm with their attorney.

REASSIGNED TO BC/DLR 71 45189 10/21/11 19:53 R 21425672
102811..isg has file and chrysler offered repurchase..slw5

Customer Assistance Inquiry Record (CAIR)# 21426834

VIN	1C3BC2FG6	BN [REDACTED]	Open Date	10/05/2011	Built Date	02/24/2011
Model Year	2011	Body	JSCL41	CHRYSLER 200 LIMITED 4-DOOR SEDAN		
In Service Dt	05/11/2011	Mileage	0	Dealer Zone	32	NEW YORK
Plant	N	STERLING HEIGHTS ASSEMBLY PLANT	Market	U	US	
Color	PRP	DEEP CHERRY RED CRYSTAL PEARL COAT				
Engine	ERB	3.6L V6 VVT ENGINE				
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				
Dealer	26581	FUCCILLO JEEP				
Dealer Address	328-332 DIVISION ST					
Dealer City	AMSTERDAM	Dealer State	NY	Dealer Zip	12010	
Owner	[REDACTED]			Contact Type	TELEPHONE	
Address	[REDACTED]			Home Phone	[REDACTED]	
	REXFORD NY [REDACTED]			Country	UNITED STATES	

Corporate - Outbound - Survey Follow-Up - CPS - Customer Contact Complete	
Corporate - Outbound - Survey Follow-Up - CPS - Default	
Dealer - Service/Body Shop - Transaction - Insufficient Follow-Up - Default	
Product - Drivability - Unknown - Stalling - Default	

CPS Survey Record Received Date: 10/05/2011
 Survey Number : BN52683703
 Quality Survey ID Number: 195484574
 Survey Date : 10/04/2011
 VIN Number : 1C3BC2FG6BN [REDACTED]
 Mapping Class : Legal
 Event Type : 1st Service customer pay
 CPS Score : 8

***** CASE MANAGER TEAM - District Z*****

Customer s comments from the survey:'The car had a problem. They didn t find it and they were supposed to call me back when they had a loaner car. That was about two months ago and I haven t heard from them'.
 CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED] Customer was contacted and there was voicemail only. Left a message asking to contact the agent and provided the agent s direct extension.
 2nd attempt made to contact customer. Writer called the customer who said that the vehicle stalled while he was driven and took it in to the dealer for diagnosis. He said that the dealer was not able to duplicate the problem and the dealer was supposed to provide him a loaner car. He said that he is still waiting for the loaner car. Writer offered to call the dealership for further information and denied any assistance. He was informed that all his concerns will be documented for future reference.

Customer Assistance Inquiry Record (CAIR)# 21431487

VIN	1C3BC1FG9	BN [REDACTED]	Open Date	10/06/2011	Built Date	05/26/2011
Model Year	2011	Body	JSCE41	CHRYSLER 200 TOURING 4-DOOR SEDAN		
In Service Dt	07/21/2011	Mileage	0	Dealer Zone	66	ORLANDO
Plant	N	STERLING HEIGHTS ASSEMBLY PLANT	Market	U	US	
Color	PX8	BLACK CLEAR COAT				
Engine	ERB	3.6L V6 VVT ENGINE				
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				
Dealer	42631	LANDMARK DODGE CHRYSLER JEEP				
Dealer Address	6850 MOUNT ZION BLVD					
Dealer City	MORROW	Dealer State	GA	Dealer Zip	30260	
Owner	[REDACTED]			Contact Type	TELEPHONE	
Address	[REDACTED]			Home Phone	[REDACTED]	
	PEACHTREE CITY GA [REDACTED]			Country	UNITED STATES	

Corporate - Outbound - Survey Follow-Up - CPS - Customer Contact Complete	
Corporate - Outbound - Survey Follow-Up - CPS - Default	

CPS Survey Record Received Date: 10/06/2011
 Survey Number : BN60497403
 Quality Survey ID Number: 195551647
 Survey Date : 09/26/2011
 VIN Number : 1C3BC1FG9BN [REDACTED]
 Mapping Class : Dealer
 Event Type : 1st Service customer pay
 CPS Score : 10
 ***** CASE MANAGER TEAM - District ? Z ? *****

CPS Survey Narrative:
 I took my car in because it stalled on me once and it was jerking. When you get it up to third gear it started jerking again. The guy looked at me like I was crazy. He told me he looked at it and put it on a tester and test drove it and found nothing. The same day it was still doing the same thing.
 CONTACT UPDATE - 1st Contact attempt, phone number dialed, 7 [REDACTED]. Spoke with Mrs. [REDACTED], she is the owners mother. her daughter cannot be reached during the day. She requested the writers number and will give it to her daughter to call back.
 DEALER CONTACTED: Spoke with Theresa in Service, at DLR 42631, LANDMARK. She provided a 2nd contact#: 7 [REDACTED].
 2nd attempt made to contact customer. Left message at [REDACTED].
 3rd attempt made to contact customer. Left message.

Customer Assistance Inquiry Record (CAIR)# **21437177**

VIN	1C3BC1FG3	BN [REDACTED]	Open Date	10/08/2011	Built Date	05/18/2011
Model Year	2011	Body	JSCE41	CHRYSLER 200 TOURING 4-DOOR SEDAN		
In Service Dt	06/30/2011	Mileage	7,600	Dealer Zone	42	DETROIT
Plant	N	STERLING HEIGHTS ASSEMBLY PLANT	Market	U	US	
Color	PRP	DEEP CHERRY RED CRYSTAL PEARL COAT				
Engine	ERB	3.6L V6 VVT ENGINE				
Transmission	DBA					

Dealer	26334	SOUTHFIELD CHRYSLER PLYMOUTH JEEP	EAGLE		
Dealer Address	28100 TELEGRAPH ROAD				
Dealer City	SOUTHFIELD	Dealer State	MI	Dealer Zip	48034
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone	[REDACTED]		
	EASTPOINTE MI	Country	UNITED STATES		

Product - Transmission / Transaxle - Unknown - Improper Shift - Default	Car jumps and stalls.
Corporate - Goodwill Escalation Matrix - Escalated - Default - Default	Customer wants help figuring out problem.

Briefly summarize why the customer is contacting Chrysler: The customer called stating that the vehicle has been stalling on her. She brought it into the dealership to have it fixed. The technician said that they just had to set a switch and she would be fine. The vehicle stalled again and also feels like the idling is trying to push the car when brakes are applied.

Briefly summarize what the customer is expecting: The customer would like a case manager to work with the dealership to help figure this problem out.

Has customer had previous history with current issue? Yes
 Customer has a history of diagnosis for an intermittent problem? Yes
 Has had repair history at Chrysler dealership(s)? Yes
 Was this vehicle purchased new by this customer? Yes
 Customer has a history of purchasing Chrysler vehicles? Yes
 If yes, number in household? 4
 Customer claims to maintain vehicle as per maintenance schedule? Yes
 Has a mechanical Chrysler Group Service Contract? Yes
 Warranty coverage code? 536
 Ownership status? Original
 Basic warranty component? No
 Powertrain warranty component? Yes
 Service contract or Mopar warranty component? No
 Within 3 years or 36,000 miles? Yes
 Within 2 years or 24,000 miles? Yes
 Within 1 year or 12,000 miles? Yes
 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 313-429-4440
 Preferred Afternoon/Evening call back number is xxx-xxx-xxxx
 Customer email address for case updates: k [REDACTED]
 Who has possession of the vehicle? (Owner)

Has the vehicle been diagnosed by a CDJ dealer? (Yes)
If a CDJ dealer has diagnosed, what is the dealer name or code? 68973
Reassigned to 88F

***** CASE MANAGER TEAM - District V *****

Status update provided via email to the following email address:

██████████
Dear Customer,

Case: 21437177 VIN: 1C3BC1FG3BN ██████████ Description: 2011 CHRYSLER 200
TOURING 4-DOOR SEDAN

My name is Natasha and I have been assigned as your Case Manager. Here is
some information that will be helpful for you to have:

Your Case number: 21437177

Chrysler Case Management telephone number: 800-763-8422

My direct extension: 66253

My work hours: 8:30 am- 5 pm Eastern Standard Time Monday - Friday

I will contact you within one business day by telephone to review your
case with you

Natasha

Case Manager

End of Status Update

Original owner, 4 new (2 current), 1 used, active 6/70 service contract

CONTACT UPDATE - 1st Contact attempt, phone number dialed,

██████████. Customer states that she is driving vehicle to dealer 26334

rights now. Customer states that this is the second time she has taken

vehicle into a dealer; first time was in September 2011 at dealer 68973.

Customer would like Chrysler to help resolve concern. Writer is
reassigning to RH1076.

Vehicle is still under warranty.

Service contract: 35785870 Active WM670N 6 YEARS / 70,000 MILES - \$100

DEDUCTIBLE, NEW MAXIMUM CARE (FOR VEHICLES WITH 5/100 WARRANTY).

Customer currently owns 2 vehicles.

5 vehicles in house hold, 4 new, 1 used.

Writer contacted customer, writer could not leave voice mail.

Service manger Shawn states they can not get the vehicle to duplicate the
issue at this time.

Agent contacted customer at ██████████, left message

Left message with case number and case manager s extension.

3rd attempt made to contact customer. Left message.

Writer contacted customer who stated that the dealership told her lines

65-66. Writer advised customer that there was nothing we could do until

we had a diagnosis on the problem. Writer also advised a foolow up no

later than Friday. Customer understood.

Writer called the dealer and talked to Pat, SA who said they were not

able to duplicate the concern.

The customer needs to be informed that unfortunately there s nothing we

can do, if the dealer can t duplicate the problem is hard for us to get

involved. Case can be closed.

CONTACT UPDATE - Contact attempt, phone number dialed,

██████████ Left message.

Writer contacted customer and advised them that without the dealership

being able to duplicate the problem it is hard for Chrysler to be able to

help. Writer advised customer that if the issue continues to take it back

to the dealerhsip and when they know what it is to give us a call back.

Writer informed customer that we would be closing her case. Customer

understood.

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

Customer Assistance Inquiry Record (CAIR)# 21439538

VIN	1C3BC1FG7	BN [REDACTED]	Open Date	10/10/2011	Built Date	04/07/2011
Model Year	2011	Body	JSCE41	CHRYSLER 200 TOURING 4-DOOR SEDAN		
In Service Dt	07/11/2011	Mileage	4,500	Dealer Zone	66	ORLANDO
Plant	N	STERLING HEIGHTS ASSEMBLY PLANT	Market	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT				
Engine	ERB	3.6L V6 VVT ENGINE				
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				
Dealer	66908	GARY MATHEWS MOTORS INC				
Dealer Address	1100 NEW ASHLAND CITY RD					
Dealer City	CLARKSVILLE	Dealer State	TN	Dealer Zip	37040	
Owner	[REDACTED]			Contact Type	TELEPHONE	
Address	[REDACTED]			Home Phone	[REDACTED]	
	CLARKSVILLE TN [REDACTED]			Country	UNITED STATES	

Corporate - Warranty Coverage - Default - Default - Default	Inquiring on the warranty about paint
Product - Exhaust - Muffler - Other - Default	Left muffler hanging an inch lower than right. muffler
Product - Drivability - Unknown - Stalling - Default	Vehicle stalled out while at stop light.
Product - Body / Trim / Paint Finish - Paint Finish - Other - Unknown	Where quarter pannels contact bumpers, paint is rubbing againt bumper

Briefly summarize why the customer is contacting Chrysler:
 Customer calling inquiring about the warranty coverage on paint.
 Customer stated that were the front and rear bumpers come into contact with the quarter pannels, they are rubbing against the paint and wearing it away.
 Customer also stated they are taking vehicle to the dealership concerning an issue where there vehicle stalled out while at a stop sign. Customer stated was a sunny day at 80 degrees, and vehicle was on a slight incline, but the vehicle had plenty of gass and it would not be a case of gass not getting to the pump.
 Customer was able to turn key to off, place in park and restart vehicle without any problem.
 Customer also made note that the left muffler on the vehicle is hanging a noticeable inch lower than the right side.

 Briefly summarize what the customer is expecting:
 Inquiring on the warranty coverage of the paint, and to put a complaint in about the other two issues

 Agent advised customer paint falls under the 336 warranty and agent advised customer of what perforation was.
 Agent advised customer dealership may take photos and send them to DI to see if the repair to the paint can be covered.

Customer Assistance Inquiry Record (CAIR)# 21443418

VIN	1B3BD1FG7	BN [REDACTED]	Open Date	10/11/2011	Built Date	01/04/2011
Model Year	2011	Body	JSDE41	DODGE AVENGER MAINSTREET 4-DOOR SEDAN		
In Service Dt	09/03/2011	Mileage	19	Dealer Zone	35	WASHINGTON
Plant	N	STERLING HEIGHTS ASSEMBLY PLANT	Market	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				
Engine	ERB	3.6L V6 VVT ENGINE				
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				
Dealer	66320	DARCARS CHRYSLER JEEP DODGE OF	MARLOW HEIGHTS			
Dealer Address	5060 AUTH WAY					
Dealer City	TEMPLE HILLS			Dealer State	MD	Dealer Zip 20746
Owner	[REDACTED]				Contact Type	ROADSIDE
Address	[REDACTED]				Home Phone	
	FORESTVILLE MD [REDACTED]				Country	UNITED STATES

Corporate - Roadside Services - Warranty - Towing - Default

Roadside Assistance Contacted - DATE : 2011-10-11
 Road Side File Created 10-11-11 FOR WARRANTY
 VEHICLE PROBLEM AT: VEHICLE TAKEN TO:
 7212 MT FOREST TERRACE 5060 AUTH WAY
 ASTER RIDGE COURT
 DISTRICT HEIGHTS TEMPLE HILLS
 MD USA MD
 VEHICLE STALLS, APPROX 5,100 MILES ON VEHICLE, GPS P
 DEALER CODE : 66320 DARCARS CHRYSLER JEEP DODGE OF

Customer Assistance Inquiry Record (CAIR)# **21460144**

VIN	1C3BC1FG2	BN [REDACTED]	Open Date	10/14/2011	Built Date	05/26/2011
Model Year	2011	Body	JSCE41	CHRYSLER 200 TOURING 4-DOOR SEDAN		
In Service Dt	07/21/2011	Mileage	5,000	Dealer Zone	35	WASHINGTON
Plant	N	STERLING HEIGHTS ASSEMBLY PLANT	Market	U	US	
Color	PDM	TUNGSTEN METALLIC CLEAR COAT				
Engine	ERB	3.6L V6 VVT ENGINE				
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				

Dealer 41007 DICK GREENFIELD DODGE INC

Dealer Address 2700 BRUNSWICK PIKE RT 1

Dealer City LAWRENCEVILLE **Dealer State** NJ **Dealer Zip** 08648

Owner [REDACTED] **Contact Type** TELEPHONE

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

TRENTON NJ [REDACTED] **Country** UNITED STATES

Referral - Service Contracts - Default - Default - Default	seeking reimbursement for towing
Product - Drivability - Unknown - No Start - Default	vehicle just shut down

Briefly summarize why the customer is contacting Chrysler: Customer called because took her vehicle in to dealership. Caller stated that the vehicle was jerking. Caller stated the vehicle on the way to the dealership the vehicle just shut down. Customer stated that the vehicle was towed to her dealership.

Briefly summarize what the customer is expecting: Customer is seeking a reimbursement for the towing expense. Agent transferred the caller to service contracts.

Customer Assistance Inquiry Record (CAIR)# 21460373

VIN	1C3BC1FG8	BN [REDACTED]	Open Date	10/14/2011	Built Date	12/20/2010
Model Year	2011	Body	JSCE41	CHRYSLER 200 TOURING 4-DOOR SEDAN		
In Service Dt	02/28/2011	Mileage	10,400	Dealer Zone	63	DALLAS
Plant	N	STERLING HEIGHTS ASSEMBLY PLANT	Market	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				
Engine	ERB	3.6L V6 VVT ENGINE				
Transmission	DBA					

Dealer 44990 ALLEN SAMUELS DODGE

Dealer Address 21777 KATY FREEWAY

Dealer City KATY **Dealer State** TX **Dealer Zip** 77450

Owner [REDACTED] **Contact Type** TELEPHONE

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

KATY TX [REDACTED] **Country** UNITED STATES

Corporate - Lemon Law - Default - Default - Default	
Dealer - By-Pass - Default - Default - Default	
Product - Drivability - Unknown - Hesitation/No Power - Default	

****Begin structured narrative T2 - Beginning Narrative
 Briefly summarize why the customer is contacting Chrysler:
 Customer is vibration issues when she drive the vehicle.
 Briefly summarize what the customer is expecting:
 Customer states when she gets she get up to 50mph she hears noises.
 Customer also states that her vehicle vibrates.
 ****End structured narrative T2 - Beginning Narrative
 Customer advised a call back is required and will take place within one business day by COB their time
 Preferred Morning/Midday call back number is [REDACTED]
 Preferred Afternoon/Evening call back number is [REDACTED]
 Customer email address for case updates: [REDACTED]
 Who has possession of the vehicle? (Owner)
 Has the vehicle been diagnosed by a CDJ dealer? (No)
 If a CDJ dealer has diagnosed, what is the dealer name or code?44990
 Reassigned to 88F
 Customer states that she believes she is having issue with the power steering gear. Customer feels that her life is in danger when she drives the vehicle. Customer wants to get into another vehicle. Customer states that it vibrates sometimes when she is at complete stop. Customer will like for a call on contact number [REDACTED].
 Customer called in and quoted a previous case number that is now closed. Agent was able to determine this case number with the customer. Agent advised that he would transfer customer accordingly. Customer insisted that she could call on her own behalf.
 Customer called and wanted to have her case number and Case Managers name.
 ***** CASE MANAGER TEAM - District U *****
 Status update provided via email to the following email address:

Hi Ms. [REDACTED]

My name is Heidi and I m helping your case manager Joni today. Here is some helpful information as we work to get your issue resolved.

Case # 21460373

Joni s can be reached at 800-763-8422 ext 66313.

Mon - Fri from 8:00 am - 4:30 pm MST.

I will be contacting you shortly to discuss the case.

Thanks

Heidi

Case Management Team

End of Status Update

CONTACT UPDATE - 1st Contact attempt, phone number dialed,

[REDACTED] Left message.

Writer then called [REDACTED]. Customer stated that about a month ago she lost control of steering so last Friday she took it into dealer without appt. Customer was told she it was safe to drive even though vehicle keeps stalling. Customer has not made an appointment yet and wants to file for buyback because she doesn t want vehicle anymore. Writer stated that file would be sent over for review and explained that if vehicle didn t qualify, we would do everything we can to help repair vehicle. Writer also stated that case manager would followup in a few days.

Writer reassigning to 88L.

***** QUALIFIER TEAM *****

This customer is seeking lemon law buyback/replacement. Preliminary research has determined this vehicle doesn t appear to qualify for lemon law/Buyback/Replacement. The customer has been informed of this research and was told that we are willing to assist in getting the vehicle repaired

The customer was also informed that a case manager will be assigned to them for further follow-up.

RESEARCH RESULTS:

Explain why this vehicle either appears to qualify or not: Vehicle does not appear to qualify at this time.

Number of related repair attempts = 1

Number of days out of service = 1

[REDACTED] writer called the customer and informed of the above information.

Sending for further assistance in getting the vehicle fixed.

Reassigned to I2R for follow-up.

****DJ Streat with ISG I2R Owner Retention Task Force Team is assisting with this CAIR. If the customer should call, please request them to contact DJ Streat at 888-542-7239, extension 465. Thank you.****

10/20/11 DS891

First call to the customer. Left him a voice mail message responding to his call to Chrysler. Left my name and number on the customer s voice mail, DJ Streat, 888-542-7239 extension 465 for him to return the call to address his concern. Will call the customer again on tomorrow.

Customer LAWANDA KEITH calls to speak with their Case Manager DJ Streat at 888-542-7239, but she needed ext, writer gave her extension 465, she is happy now.

10/21/11 DS891

Spoke with the customer and she said that she has been having a problem with her vehicle. She said that she took the vehicle into Allen Samuels and they weren t able to duplicate her concern. She said that she almost lost control of the vehicle while she was driving. She said that there is vibration in the steering wheel. She said that she has been to the dealership 7 or 8 times for the vibration in the steering wheel concern.

Customer says that she wants a loaner vehicle when she goes back in. She said that she is taking it back into Northwest Dodge.

10/21/11 DS891

Called Allen Samuels Dodge/44990 and spoke with Jackie, the service advisor and she said that and they put over 45 miles on the vehicle and they were unable to duplicate her concern. Jackie said that the customer went to one of their sister stores and they told her that she needed a steering gear. She said that the customer said that the vehicle idles rough when sitting still. Jackie said that there is nothing

throw parts at the vehicle.

10/21/11 DS891

Called Northwest Dodge and spoke with Melvin, the service advisor and told him that the customer was having some steering concerns. I told Melvin that the customer had gone to another dealership and they were unable to duplicate her concern. Melvin agreed to give her a call and set up an appointment with her. I told Melvin that I would like to partner with them to resolve the customer's concern and make her experience better. He agreed. I called the customer and left her a voice mail message and told her that Melvin would be giving her a call to set an appointment to meet with her.

10/27/11 DS891

Called the customer and she said that she took the vehicle to Northwest Dodge and spoke with Pete in service. She said that Melvin and Pete have been very nice, but there was no status when she called. Called Northwest Dodge and spoke with Melvin the service advisor and he said that he spoke with Roy Henderson the service manager and the AM from Chrysler along with the shop foreman about the vehicle. He said that the shop foreman and his service manager should have an update. He transferred me to Roy Henderson and he said that the AM did not have an opportunity to look at the vehicle while they were there. He said that he would attempt to get some information for us and get back.

10/31/11 DS891

Called Northwest Dodge and spoke with Melvin the service advisor and he said that they have been unable to duplicate the customer's concern. He said that they are going to give the customer back the vehicle. He said that his technicians contacted Star.

11/3/11 DS891

Called the customer and she said that she is going to take the vehicle in on Saturday and drive for the the service advisor, Melvin and try to see if she could duplicate her concern with her driving. I told her that I understood. She said that she feels like she is being passed around. I told her that is not the case at all. I told her that she is very special to Chrysler and as long as she is a customer we are connected. I told her that is why we had two dealerships to look at her vehicle because we wanted to service her to our best ability. I told her that after she test drives on Saturday, lets talk and I will speak with Melvin at Northwest.

11/7/11 DS891

Called the customer and asked her did she take the vehicle into the dealership for them to do the test drive and she said that she did not. She said that she really hadn't had time. She said that she is too busy at work. She said that everyone has been very nice but she can't take anymore time off work right now. I told her that when she got ready to take her vehicle in she would let us. She said that she would but it wouldn't be anytime soon. I made sure that she had my number.

If the customer calls again with additional concerns, please refer them to DJ Streat/I2R Coordinator at 888-542-7239 extension 465.

11/30/11 DS891

Called the customer and she said that she was still having problems with her vehicle. I then begin to read to her the NCDS/BC 63 Arbitration Statement. The customer accepted the arbitration number 1-800-777-8119 extension 120 and thanked me for my assistance.

Customer Assistance Inquiry Record (CAIR)# 21464843

VIN	1C3BC2FG6	BN [REDACTED]	Open Date	10/17/2011	Built Date	03/23/2011
Model Year	2011	Body	JSCL41	CHRYSLER 200 LIMITED 4-DOOR SEDAN		
In Service Dt	05/02/2011	Mileage	6,774	Dealer Zone	42	DETROIT
Plant	N	STERLING HEIGHTS ASSEMBLY PLANT	Market	U	US	
Color	PBV	BLACKBERRY PEARL COAT				
Engine	ERB	3.6L V6 VVT ENGINE				
Transmission	DBA					

Dealer	26348	SNETHKAMP CHRYSLER-JEEP INC				
Dealer Address	23951 PLYMOUTH ROAD					
Dealer City	REDFORD	Dealer State	MI	Dealer Zip	48239	
Owner	[REDACTED]			Contact Type	CERTIFIED LETTER	
Address	[REDACTED]			Home Phone	[REDACTED]	
	CANTON MI [REDACTED]			Country	UNITED STATES	

Product - Engine - Unknown - Check Engine Lamp On/Flashing - Default	Owner states check engine light on and stalls or jerks when stopping
Corporate - Lemon Law - Default - Default - Default	

POSTMARK DATE: 101311; DATE RECEIVED: 101711
 Owner submits a notification card to Chrysler via certified mail and received on 10-17-2011. It states the 'check engine light comes on, stalls and or jerks when car comes to a stop'. Writer will forward this to the bc for further review and handling and send an acknowledgement letter to the owner.
 10/17/2011 Please contact the customer review concern and handle on merits. GPJ
 REASSIGNED TO BC/DLR 42 26348 10/17/11 17:10 O 21464843
 Vehicle repaired owner is satisfied. AM agreed to reimburse owner 2 payments for the issues and inconvenience.jad _

Customer Assistance Inquiry Record (CAIR)# 21474967

VIN	1B3BD2FG6 BN [REDACTED]	Open Date	10/19/2011	Built Date	02/08/2011
Model Year	2011	Body	JSDL41	DODGE AVENGER LUX 4-DOOR SEDAN	
In Service Dt	05/17/2011	Mileage	3,902	Dealer Zone	35 WASHINGTON
Plant	N	STERLING HEIGHTS ASSEMBLY PLANT	Market	U	US
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT			
Engine	ERB	3.6L V6 VVT ENGINE			
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION			
Dealer	43642	ELM GROVE DODGE CHRYSLER JEEP INC			
Dealer Address	2538 NATIONAL RD				
Dealer City	WHEELING	Dealer State	WV	Dealer Zip	26003
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone	[REDACTED]		
	GLEN EASTON WV [REDACTED]	Country	UNITED STATES		

Corporate - Rental Vehicle - Default - Default - Default	
Product - Unknown - Unknown - Stalling - Default	

Customer calling because their vehicle has been into the dealer 3 times for the same issue and they can not find what is wrong with it. Customer just recently had the vehicle towed to the dealer because it had stalled again. The dealer had told her to call in to see if she can get an approval for a rental vehicle.

Customer was advised that due to the nature of their rental request a call back is required and will take place by close of business today.

Preferred Morning/Midday call back number is [REDACTED] Savannah

Preferred Afternoon/Evening call back number is [REDACTED] or [REDACTED]

Customer email address for case updates: Customer Declined Reassigned to 88R

***** CASE MANAGER TEAM - District 88R *****

OO, 2 new; 2 used, SC with no rental

CONTACT UPDATE - 1st Contact attempt, phone number dialed, dealer and spoke to Travis SA who stated that there are a couple of things not working quite right so he believes they could be able to find a solution to the problem. SA stated that the SM Paul is out today. Writer asked to speak to the Warranty Administrator (WA) Rick who agreed to accept an RA for rental.

Customer seeking rental assistance because vehicle has a stalling issue. Contacted Warranty Administrator, Rick at 43642 to discuss the customer s request for rental assistance. Confirmed customer s concern and with Service Manager concurrence, authorized 3 days of rental per guidelines in Warranty Bulletin D-11-01.

CONTACTED CUSTOMER at [REDACTED] and told customer that rental was being provided and to contact the dealer. Writer told customer that the cair is being escalated to a case manager who will follow through with

the repair and any further assistance that might be needed.

Briefly summarize why the customer is contacting Chrysler: Customer is contacting Chrysler because she went to the dealership and they do not have any rental vehicles for her to use.

Briefly summarize what the customer is expecting: Customer is expecting to speak to her case manager to find out on what she should be doing next.

Customer stated that when she spoke to the dealer Customer was advised that they had no rentals available and there will not be any until late on 10/20/11. Writer advised that Case Manager is not available at the moment, however she will contact Dealer and then customer Agent attempted to contact dealer Service Manager (SM), however, SM not available. Left message for a return call at extension 66208 As no one in the Service Department was available, writer will offer to reimburse customer up to \$40.00 a day for up to 2 days per line 40-41, a rental should be available through the dealership late on 10/20.

Briefly summarize why the customer is contacting Chrysler:

Customer calling in stating that the dealership advising that there is still no rentals available.

Briefly summarize what the customer is expecting:

Customer is wanting a rental vehicle.

Agent transferred customer to CM ext 66208

Writer contacted Service manager who states that they are in a small area and there is only one Enterprise company close to them. Sm states that Enterprise is out of vehicles but they are on the list for the first one that comes back. Sm states that they are hoping that they will have one by this afternoon.

Writer called dealership and spoke with Service advisor Travis who states that they were able to get a rental for the customer, and the vehicle has been repaired and picked up.

Writer attempted to contact customer, left message regarding the repairs.

CLOSED LOOP UPDATE - customer contacted today to confirm repairs.

Customer Assistance Inquiry Record (CAIR)# 21475436

VIN	1C3BC2FG1	BN [REDACTED]	Open Date	10/19/2011	Built Date	06/01/2011
Model Year	2011	Body	JSCL41	CHRYSLER 200 LIMITED 4-DOOR SEDAN		
In Service Dt	09/10/2011	Mileage	2,324	Dealer Zone	63	DALLAS
Plant	N	STERLING HEIGHTS ASSEMBLY PLANT	Market	U	US	
Color	PBV	BLACKBERRY PEARL COAT				
Engine	ERB	3.6L V6 VVT ENGINE				
Transmission	DBA					
Dealer	43380	LANDERS DODGE				
Dealer Address	315 EAST GOODMAN RD					
Dealer City	SOUTHAVEN			Dealer State	MS	Dealer Zip 38671
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	[REDACTED]
	HORN LAKE MS [REDACTED]				Country	UNITED STATES

Product - Fuel System - Unknown - Other - Default	Customer Seeking Replacement vehicle
Product - Electrical - Unknown - Intermittent or Inoperative - Default	Stalls vehicle
Dealer - By-Pass - Default - Default - Default	

Briefly summarize why the customer is contacting Chrysler: About 3 weeks ago the vehicle cut off at the red light, this has happened a few times since then. yesterday it cut off on his wife while sitting at the red light. 3 weeks ago they downloaded new software and then a week and half later it done it again. he did not tell his wife what was going on and he found out yesterday it has cut off on her twice. the customer does not want the car anymore as they travel a lot and don t want to have to worry about this problem. The dealership told the customer they are confused as they do not know what is going on with the car that it cuts out.

Briefly summarize what the customer is expecting: Customer is seeking a replacement vehicle. this is his wife s car and she does not trust the vehicle to drive it anymore. Agent advised the customer that his case would be sent to a case manager for review.

Customer informed a call back is required and will take place within one business day.

Preferred Morning/Midday call back number is [REDACTED] (Till 11:30 am, has voice mail)

Preferred Afternoon/Evening call back number is [REDACTED] (work)

Customer email address for case updates: [REDACTED]

Who has possession of the vehicle? Dealer

Is this a request for Lemon Law, buy-back or replacement? Replacement

Reassigned to 88L

***** QUALIFIER TEAM *****

CONTACT UPDATE - 1st Contact attempt, phone number dialed, 901-859-0218. Writer called the customer and left VM.

This customer is seeking lemon law buyback/replacement. Preliminary research has determined this vehicle doesn t appear to qualify for lemon law/Buyback/Replacement. The customer has been informed of this research and was told that we are willing to assist in getting the vehicle

repaired

The customer was also informed that a case manager will be assigned to them for further follow-up.

RESEARCH RESULTS:

Explain why this vehicle either appears to qualify or not: Vehicle does not appear to qualify at this time.

Number of related repair attempts = 1

Number of days out of service = 1

Reassigned to I2R for follow-up.

*****Andres Cruz with ISG I2R Owner Retention Task Force Team is assisting with this CAIR. If the customer should call, please request them to contact Andres Cruz at 888-542-7239, extension 464. Thank you.*****

10-21-11 AC1264

Called and left message with owner with contact information. Will attempt to reach owner again. Home number on file is currently disconnected.

10-24-11 AC1264

Called owner, was unable to reach owner. Will make 3rd attempt.

10-26-11 AC1264

Called and spoke with the owner. He informed me that he is still experiencing the cut off problems on his vehicle. Informed him that I would like to involve our STAR team on diagnosing and repairing the vehicle. Owner stated that he will make an appointment with Landers Dodge tomorrow. Will call ahead to the service department to approve a rental vehicle for the owner. Called the dealership to approve a rental for the owner. Will check back Friday to see if the vehicle has been dropped off and check on the diagnoses.

10-26-11 AC1264

Called the dealership and spoke with Stan, SW. He informed me that they have test driven the vehicle and have not been able to reduplicate the issue. Will continue to test drive the vehicle to check for any faults and to reduplicate the issue Will check with the dealership next week on status of the vehicle.

11-2-11 AC1264

Called and spoke with Stan, SW, for and update on the status of the owners vehicle. He informed me that he has continued to test the vehicle. No codes have come up, and he stated that they ve also continued to test drive the vehicle and still have not been able to duplicate the shut off. I asked how many more days of testing were going to be done, Stan,SW informed that one more day. Will Call Stan, SW, tomorrow to see if they were able to duplicate the shut off.

Briefly summarize why the customer is contacting Chrysler: SA Mr. Sam Landers called in for the Customer.

Briefly summarize what the customer is expecting: The Agent noticed the Zone 91, which is Corporate, and not a department we can transfer to, so the Agent asked SA Mr. Sam Landers to call back tomorrow to see if there is an update on this Open Case.

11-8-11 AC1264

Owner was informed that the issue with the vehicle shutting off was not duplicated. Dealership informed that 120 plus miles were put on the vehicle and the cut off did not occur. Owner picked their vehicle back up Saturday. Owner has my contact information, if the issue does reoccur or any other concerns were to occur advised to contact to assist with repairs.

Customer Assistance Inquiry Record (CAIR)# **21477059**

VIN	1C3BC2FG0	BN [REDACTED]	Open Date	10/19/2011	Built Date	02/03/2011
Model Year	2011	Body	JSCL41	CHRYSLER 200 LIMITED 4-DOOR SEDAN		
In Service Dt	05/17/2011	Mileage	6,700	Dealer Zone	66	ORLANDO
Plant	N	STERLING HEIGHTS ASSEMBLY PLANT	Market	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				
Engine	ERB	3.6L V6 VVT ENGINE				
Transmission	DBA					
Dealer	68161	ATLANTIC DODGE-CHRY-JEEP INC				
Dealer Address	2330-40 US 1 SOUTH					
Dealer City	ST AUGUSTINE	Dealer State	FL	Dealer Zip	32086	
Owner	[REDACTED]			Contact Type	TELEPHONE	
Address	[REDACTED]			Home Phone	[REDACTED]	
	ST AUGUSTINE FL [REDACTED]			Country	UNITED STATES	

Corporate - Rental Vehicle - Default - Default - Default rental vehicle

Customer states that vehicle was stalling and brought it to dealer 68161 for repairs. Customer is seeking rental assistance while vehicle is repaired

Customer was advised that due to the nature of their rental request a call back is required and will take place by close of business today. Preferred Morning/Midday call back number is [REDACTED] Preferred Afternoon/Evening call back number is xxx-xxx-xxxx Customer email address for case updates: ash0175@yahoo.com Reassigned to 88R

***** CASE MANAGER TEAM - District R *****

Writer called dealer SM, Larry. Writer was unable to reach Larry. Writer spoke to Lori who stated that no codes are pulling. SA stated that they are not sure why the vehicle is stalling. SA and SM have advised the customer to pick the vehicle up until the issue duplicates, then she will need to have the vehicle brought back immediately. Writer stated that due to the issue, Chrysler suggests the dealer contact STAR as well as DM if needed, however, Chrysler would like to approve 2 days of rental during diagnosis (if or when the customer comes in) and have the customer followed-up with tomorrow by a case manager. SM and SA agreed and accepted RA.

CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED], and advised that Chrysler will cover two days of rental, when/if issue duplicates itself and that regardless a case manager will call her tomorrow to follow-up to make sure no other issues have recurred. Customer thanked writer and ended call.

Contacted Service Manager, and Lori at 68161 to discuss the customer s request for rental assistance. Confirmed customer s concern and with Service Manager concurrence, authorized 2 days of rental per guidelines in Warranty Bulletin D-11-01.

***** CASE MANAGER TEAM - District M *****

Customer history-Southeast business center owner care 2years and GAPXN 61 to gap Service contracts.

Original owner - only in brand.

Status update provided via email to the following email address:

Ms. [REDACTED]: My name is Mike, I have been assigned your case manager. Case# 21477059-call back# 1-800-763-8422 ext 66236. My hours are 06:00 am to 02:00 pm, Mountain standard time. I will attempt phone contact before end of business day 10/20. Thanks for choosing Chrysler, Mike CCM.

End of Status Update

CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED]. Customer driving- advised case# and call back# are in e-mail sent to customer. Advised that rental department has approved at least 2 days rental when return to dealer for stalling issue. Writer advised to contact case manager if returning to dealer for stalling issue, so writer can follow up with dealer ship. Writer will follow up 10/27 to see if issue has returned. Customer agreeable.

2nd attempt made to contact customer. Left message, seeking to know if issue returned- if going back to dealer ship.

[REDACTED], Customer states is sluggish sometimes-but no shut off. Customer advised would follow up 11/09, customer agreeable.

Caller requested to speak to the case manager. Agent transferred caller to the case management department.

[REDACTED], customer advised vehicle back at dealer. Customer advised writer would follow up with dealer ship and then customer after dealer contact. Customer was agreeable.

*****E-mail to service manager*****

Morning Larry Travis-S.D.: Customer left message-indicates vehicle at dealer ship for stalling issues. Seeking diagnosis-recommended repairs. If rental assist needed beyond 2 days already authorized, please advised. Thanks Mike, CCM.

*****E-mail from service manager*****

We have driven this vehicle numerous times and have not been able to duplicate customers concern.NO fault codes in system.We have tried it hot and after it sit overnight. I have a call into our technical rep.-but as of right now I do not know what direction to go.I will keep you posted. L.Travis, Service Director.

Status update provided via email to the following email address:

Ms. [REDACTED]: Mike case manager, case3 21477059-call back# 1-800-763-8422 ext 66236. Service manager advised have so far been unable to duplicate concern; has contact star tech team for any possible other recommends or diagnosis they have not done. Will follow up with dealer ship and keep customer updated with any new information. Thanks again for choosing Chrysler, Sincerely Mike CCM.

End of Status Update

*****E-mail from service manager*****

In regards to above cair#21477059,I am requesting at least 3 more days of rental

coverage for this customer.Our tech.rep. is involved and has not gotten back to us

as of today. So far we have driven vehicle numerous times and are unable to verify concern..

L.Travis, Service Director.

*****E-mail to service manager*****

Morning Larry: I have updated DM notes with 3 addition days rental approval, Will follow up 11/11. Mike CCM.

Status update provided via email to the following email address:

Ms. Stevenson: Mike Case manager-case # 21477059-call back# 1-800-763-8422 ext 66236. Seeking to advise- have authorized 3 more days rental added to 2 days previously approved. Dealer awaiting star tech response. Thanks for choosing Chrysler, Mike CCM.

End of Status Update

****E-mail to service manager****

Morning Larry: Seeking to know if heard from star tech or any new daignosis on customers vehicle. Thanks Mike CCM.

Status update provided via email to the following email address:

Mr. [REDACTED]: Mike case manager, case# 21477059-call back#

today-left message for status of diagnosis. Will follow up with dealer ship and keep customer advised to any new information. If have ahd dealer contact -please advise case manager, Thanks for chosing Chrysler-Mike CCM.

End of Status Update

****E-mail from service manager****

Still have not heard from anyone as to what to do with this vehicle.Spoke to

Jim Berry,our techn.rep.yesterday but no resolution.Should I give the vehicle

back with no repair attempt since we can not duplicate or leave the customer

in a rental car over the weekend? Thanks for your help, L.Travis. S. D.

****E-mail to service manager****

Larry: Yes I would advise to return vehicle. Advise if star tech provides any new information-customer will be contacted by dealer ship. Thanks Mike CCM.

****E-mail to service manager****

Morning Larry, Seeking to know if vehicle returned to customer-since could not duplicate issue. Thanks Mike CCM.

****E-mail From Service Manager****

Customer picked vehicle up on 11/11/11.I told her we did not duplicate her

concern during all of the road test we did.But,we did do all the software updates

on her power control module.Also,we were waiting for Chrysler to return any

information in regards to her issue.She had 5 days rental also. Thanks, L.Travis.

Customer advised that concerns have been documented in this case. Writer advised that if a diagnosis and / or repair is indicated before 30 days case can be re-opened. Advised after 30 days new case. Writer advised case closed at this time. Customer stated under stood.

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

Customer Assistance Inquiry Record (CAIR)# 21489792

VIN	1C3BC2FG6 BN [REDACTED]	Open Date	10/24/2011	Built Date	02/21/2011
Model Year	2011	Body	JSCL41	CHRYSLER 200 LIMITED 4-DOOR SEDAN	
In Service Dt	07/28/2011	Mileage	5,500	Dealer Zone	71 LOS ANGELES
Plant	N	STERLING HEIGHTS ASSEMBLY PLANT	Market	U	US
Color	PW1	STONE WHITE CLEAR COAT			
Engine	ERB	3.6L V6 VVT ENGINE			
Transmission	DBA				

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

Product - Drivability - Unknown - Poor Idle Quality - Default vehicle wants to stall

Briefly summarize why the customer is contacting Chrysler: Customer called in today because his vehicle has stalled out on him and is running poor. Customer states that he has had it to the dealer and the dealer is planning to resolve it.

Briefly summarize what the customer is expecting: Customer wanted this to be on his file just incase in the future this reoccurs Chrysler was aware he was having them this time around. Agent advised the customer his concern has been filed.

6/14/12 Vehicle is performing as designed. Customer is very unhappy however, customer was provided with a 5 year, 50,000 mile, \$50 service contract on previous CAIR (21489792)... CLOSING CAIR and I2R CASE. MD1172

** If the customer should call, please request them to contact Martha Donbar at 888-542-7239, extension 464. Thank you. ***

PLEASE DISREGARD LINES 9-14*

Customer Assistance Inquiry Record (CAIR)# 21507891

VIN	1B3BD1FG2 BN [REDACTED]	Open Date	10/28/2011	Built Date	06/30/2011
Model Year	2011	Body	JSDE41	DODGE AVENGER MAINSTREET 4-DOOR SEDAN	
In Service Dt	05/23/2011	Mileage	4,000	Dealer Zone	42 DETROIT
Plant	N	STERLING HEIGHTS ASSEMBLY PLANT	Market	U	US
Color	PX8	BLACK CLEAR COAT			
Engine	ERB	3.6L V6 VVT ENGINE			
Transmission	DBA				

Dealer	23432	YARK CHRYSLER-JEEP			
Dealer Address	6019 WEST CENTRAL AVENUE				
Dealer City	TOLEDO	Dealer State	OH	Dealer Zip	43615
Owner	[REDACTED]	Contact Type	LETTER		
Address	[REDACTED]	Home Phone	[REDACTED]		
	TOLEDO OH [REDACTED]	Country	UNITED STATES		

Dealer - Service/Body Shop - Transaction - Repeated Trips Required - Default	customer has had to bring vehicle in several times
Product - Drivability - Unknown - Stalling - Default	customers vehicle shutting down
Dealer - Service/Body Shop - Transaction - Other - Default	dealer has put 110 miles on customers vehicle to try and fix
Corporate - Lemon Law - Default - Default - Default	
Dealer - By-Pass - Default - Default - Default	

Briefly summarize why the customer is contacting Chrysler:
 Customer is calling stating that she just purchased her vehicle back in July 2011, and she is stating that the vehicle has shut down 4 times since she has had the car. Customer is stating that her vehicle is at the dealership now and customer stating that the dealer has put 110 miles on her vehicle trying to figure out the problem. Customer is stating that dealership had to email Chrysler for a help with her vehicles problem and the dealership was told to disconnect the wires and that should fix the problem. Dealership had told customer that the vehicle is ready for pick up. Customer feels her vehicle is unsafe to drive due to the fact of it shutting down with no notice, customer has children and feels unsure to drive her vehicle. Customers vehicle has been at the shop for a week now.

Briefly summarize what the customer is expecting:
 Customer is expecting a resolution to this problem
 Customer advised a call back is required and will take place within one business day by COB their time
 Preferred Morning/Midday call back number is [REDACTED]
 Preferred Afternoon/Evening call back number is [REDACTED]
 Customer email address for case updates: [REDACTED]
 Who has possession of the vehicle? Dealer
 Has the vehicle been diagnosed by a CDJ dealer? No
 If a CDJ dealer has diagnosed, what is the dealer name or code? yark chrysler-jeep
 Reassigned to 88F

***** CASE MANAGER TEAM - District V *****

Status update provided via email to the following email address:

[REDACTED]
My name is Patti, and I have been assigned as your Case Manager. Here is some information that will be helpful for you to have:

Your Case number: 21507891

Chrysler Case Management telephone number: 800-763-8422

My direct extension: 66103

My work hours: 6am-2:30pm Mountain Time, Monday-Friday

I will contact you within one business day by telephone to review your case with you.

Note: This is a system generated message. Please do not reply.

Sincerely,

Patti

Customer Care

End of Status Update

CONTACT UPDATE - 1st Contact attempt, phone number dialed,

[REDACTED]. Left message.

Agent attempted to contact dealer Service Manager Mike Hehl 23432 (SM), however,

SM not available. Left message for a return call at extension 66103.

DIRECT-TO-DEALER

ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER

Please follow your Business Center guidelines in an attempt to resolve this customers concern(s). If needed, seek assistance from your District Manager, Business Center or STAR.

The unresolved concern is stalling intermittently.

Agent called dealer and spoke to Mike Hehl (Service Manager), informed that CAIR

was being sent. Please update this CAIR with resolution.

#####

REASSIGNED TO BC/DLR 42 23432 10/29/11 10:11 O 21507891

2nd attempt made to contact customer. Left message that dealer is working with Chrysler to resolve her stalling issue.

Agent attempted to contact dealer Service Manager Mike Hehl (SM), however,

SM not available. Left message for a return call at extension 66103 for status.

Customer called and she said she picked up vehicle on 10/28/11 because dealer kept driving vehicle, and she didn't want them to keep vehicle that long. She said this is a brand new vehicle. Customer complaining the vehicle has been with them a week and some days, and dealer can't find the problem. Writer explained to her, that writer has escalated the case to get Chrysler more involved, to see what the next step is. She said this is a new vehicle, it is unsafe to just randomly shut off, and she wants something done. Writer told her she will be contacted as soon as the case has been further reviewed.

Writer spoke with Mike Hehl, and he said data recorder was in it, but couldn't duplicate it.

*Contact Date:10/31/2011

Complaint could not be duplicated and explanation has been provided to customer.

CAIR RETURNED FROM DEALER ON 10/31/2011 AT 11:30:036 R 21507891

Writer spoke with Mike SM, and he said dealer did install a data recorder and still could not duplicate stalling. He said the vehicle has to show a code or act up before dealer can duplicate. He said the vehicle no longer has a data recorder on it, and he will update the cair.

3rd attempt made to contact customer. Left message spoke with dealer and want to go over the information with her.

Customer called in transferred to case manager

Customer called and said she doesn't think the dealer put a data recorder in her vehicle. She said Jason told her they couldn't put a recorder in there because they only had one. She said vehicle was in the shop 11/27/11 and didn't get it back until 11/21/11. Writer explained they must have had the recorder on while at the dealer, and it didn't give any kind of a reading. Customer complaining she can't keep going back and forth and does not want an unsafe vehicle. Writer explained the dealer has to be able to duplicate the issue before they can do a repair.

Writer told her, if she involves the attorney then writer cannot assist her any longer. Customer said she wants to request Lemon Law. Writer told her, she will get a call back from a Case Manager within 1 business day. Customer was advised that due to the nature of their request a call back is required and will take place within one business day.

Preferred call back number is [REDACTED].

Who has possession of the vehicle? customer

Is this a request for Lemon Law, buy-back, or replacement? Lemon Law

***** QUALIFIER TEAM *****

CONTACT UPDATE - [REDACTED] Left message.

This customer is seeking lemon law buyback/replacement. Preliminary research has determined this vehicle doesn't appear to qualify for lemon law/Buyback/Replacement. The customer has been informed of this research and was told that we are willing to assist in getting the vehicle repaired

The customer was also informed that a case manager will be assigned to them for further follow-up.

RESEARCH RESULTS:

Explain why this vehicle either appears to qualify or not: Vehicle does not appear to qualify, Customer has no related repairs at this time.

Number of related repair attempts = 0.

Number of days out of service = 0.

Writer called customer to inform them of the above information.

Customer did not answer so writer left message stating we would follow up with them tomorrow.

Follow up 11/01/2011.

Writer called customer and informed her the vehicle does not appear to qualify.

Customer is stating she does not feel the vehicle is safe to drive.

Writer informed customer that Dodge does want their vehicle repaired and we will continue working with her and the dealership to seek resolution.

Writer can see this case has already been escalated to STAR.

Writer is sending case to PM777 for further handling.

Writer spoke with customer and informed her, the case is at a stand still until dealer can find a problem with her vehicle. Writer informed her, that writer will be closing the case, but advised her, if the dealer, at some point, finds a problem with her vehicle and can't repair it, to contact Chrysler, and a Case Manager will work closely with the dealer to get the vehicle repaired. Customer understands.

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

Reopened & Reassigned to I2R for follow-up.

*****Cathy Nelson with ISG I2R Owner Retention Task Force Team is assisting with this CAIR. If the customer should call, please request them to contact Cathy Nelson at 888-542-7239, extension 502. Thank you.*****

11/03/11 CN146:

Called Yark Chrysler and left a message requesting a return call regarding this vehicle.

11/03/11 CN146:

Called the customer at the preferred contact number and left a voice mail message requesting a return call regarding the vehicle repair concerns.

11/4/2011 KA286

Spoke with Jake SA at Yark, said they returned to owner, could not duplicate- said he had recorder on it and drove it himself for 3 hours and it never stalled.

> Called owner and left message to call about vehicle

11/07/11 CN146:

Called the customer for a second time at the given contact number and left a voice mail message requesting a return call regarding the vehicle repair concerns.

11/08/11 CN146:

Called the customer for a third time...no answer.

11/09/11 CN146:

Called the customer for fourth time and left a voice mail message requesting a return call regarding the vehicle repair concerns.

Caller requesting to speak with Supervisor. She said the vehicle stalled out again and did want to continue driving the vehicle. She did not

inconvenient to have to keep coming back to the dealer over the stalling problem, that's not what she expected with a new car. Writer referred her to Cathy Nelson at 888-542-7239, extension 502.

11/10/2011 KA286

Spoke with Jake SA at Yark, said she did drop off vehicle late yesterday and they have not been able to duplicate. He asked me if we could help with rental- said she demands a rental, and because her vehicle is new with low mileage it's hard for them to tell her no. Says many times, if they cannot duplicate issue, Chrysler will not reimburse them for rental.

11/11/11 Emailed CRM (gpj1) regarding I2R CAIR has been open for 10 business days and requested he advise. CM

Customer called to request to speak with someone in higher authority than the person she's been trying to get a hold of for 3 days. Customer states she has been unable to contact CN146 and has left messages but gets no return call. Agent advised customer CN146 has contacted her and is working on her case. Customer requested to speak with CN146's superior and agent encouraged customer to continue working with CN146. Customer states she'll keep calling CN146 because I am not helping her either.

11/14/2011 Please contact the customer review concern and handle on merits. GPJ

11/14/11 CN146:

Returned customer voice mail message with a voice mail message. Emailed the CRM advising the customer is calling for assistance.

DM (tas13) reviews file as DJP23 is on vacation. DM feels dealer is doing exactly as suggested by inspecting the vehicle at any time for the customer BUT unless dealer is able to duplicate any issue, NO repairs are directed. TAS13

11/20/2011 AM to review after vacation.

Customer states the vehicle can stall at anytime. Customer is upset that she has a vehicle that does not work and no one will call her with further information. Agent advised of lines 186-189. Customer was not happy with that information as she states driving vehicle for 3 hours will mean nothing. Customer does not want this vehicle and wants to speak with someone capable of handling her case in a professional manner. Customer is afraid if vehicle has this issue now being new then in a few years it will only become worse. Customer disconnected call politely.

11/23/11 Emailed jad24 regarding customer is requesting to speak with the Area Manager and request she advise. CM

11/26/2011 AM to review after vacation

Customer calls to speak with their Case Manager.

Agent transferred the customer to the Case Management team.

Customer called in for status update on her case. Customer hasn't heard from nobody about her car. Customer states she is not getting any response and who she can talk to find out information and what they are going to do for her car. Writer advised customer lines 199-201. Writer stated she didn't know AM was on vacation and was not updated on the progress of the case.

Writer verified that case manager is Dennis. Writer advised customer to contact Cathy Nelson at 888-542-7239, extension 502, customer stated she has been calling Cathy and have been leaving messages and still no response. Customer feels that she is just being brushed away.

Writer advised customer agent will document her concern Cathy to review and should receive call back for update on case. Customer appreciated the help.

Returned customer call and advised that this has been reassigned to an Area Manager and is active and open. 11/30/11 CN146

11/30/11 I spoke with customer and informed her that her case has been forwarded to Chrysler for handling. I apologized for the delay. I

emailed CRM (gpj1) regarding customer called and wants to speak with Area Manager. CM

12/04/2011 AM to review with SM

The customer states that they still have not heard anything from DJP23.

Writer advised as per line 223 that: 12/04/2011 AM to review with SM.

The customer understood and still requests that DJP23 contact them.

12/09/2011 AM aware that vehicle was another dealership 41626 and they also found no problem with the vehicle.

Customer calling in requesting case update. Customer states she has been

her an update.

Customer would like to know what is going on with her case and what is going to happen.

Customer would like DJP23 to contact her to give her an update.

12182011 AM advised owner could not bring vehicle into dealership due to a medical issue. AM asked SM to go pick up vehicle.

12202011 AM advised owner would not allow vehicle to be picked up for diagnosis or duplication of concern. AM called owner phone rang, no voicemail or answering machine available for a message to be left. _

Customer called in to ask about the case. CAC advised of lines 235 - 239.

Customer stated no one ever contacted her, no dealership is open on Sunday (18th) and she is perfectly healthy and has had no health concerns. The customer would like someone to contact her about these statements. Her contact number is 419-290-3324.

Customer called back. Customer is unhappy that they haven't received a call back. Customer is seeking her CM to call her at 419-290-3324 about everything going on.

01132012 Vehicle has been to three dealerships nobody has ever duplicated the concern.

POSTMARK DATE: 012512; DATE RECEIVED: 012712

01.30.12

Attorney: Dawn T Christen 419-843-2001

OH Lemon Law

stalls intermittently

fix or replace

Per OGC Matrix, reassigned to 82T. MG17

1/30/12 FORWARD TO WARRANTY LITIGATION. PAG

Customer Assistance Inquiry Record (CAIR)# 21512742

VIN	1C3BC8FGX	BN [REDACTED]	Open Date	10/31/2011	Built Date	04/26/2011
Model Year	2011	Body	JSCR41	CHRYSLER 200 S 4-DOOR SEDAN		
In Service Dt	08/11/2011	Mileage	6,500	Dealer Zone	66	ORLANDO
Plant	N	STERLING HEIGHTS ASSEMBLY PLANT	Market	U	US	
Color	PRP	DEEP CHERRY RED CRYSTAL PEARL COAT				
Engine	ERB	3.6L V6 VVT ENGINE				
Transmission	DBA					

Dealer 42631 LANDMARK DODGE CHRYSLER JEEP

Dealer Address 6850 MOUNT ZION BLVD

Dealer City MORROW **Dealer State** GA **Dealer Zip** 30260

Owner [REDACTED] **Contact Type** TELEPHONE

Address [REDACTED] **Home Phone**

LOCUST GROVE GA [REDACTED] **Country** UNITED STATES

Corporate - Lemon Law - Default - Default - Default	Requesting replacement vehicle or money back
Dealer - By-Pass - Default - Default - Default	

Briefly summarize what the customer is expecting: Customer Leonardo Lee called in ([REDACTED] is a co-signer) stating that he has been at the dealership 6 times for electrical issues and they are not able to fix this, the vehicle is shutting down in the middle of the freeway, almost causing accidents. The dealership has replaced the module, looked at the tire pressure system and can not fix this issue. The customer is taking the vehicle to the dealership again today.

Briefly summarize why the customer is contacting Chrysler: The customer is asking for a replacement or money back, customer states that this is a Lemon, it has had paint issues and light issues. The car is a safety problem.

Customer informed a call back is required and will take place within one business day.

Preferred Morning/Midday call back number is [REDACTED]

Preferred Afternoon/Evening call back number is [REDACTED]

Customer email address for case updates: [REDACTED]

Who has possession of the vehicle? Owner

This this a request for Lemon Law

Reassigned to 88L

Customer called for status, writer advised it does take 1 business day to be contacted. Customer understands.

Customer [REDACTED] called and requested a status update on his case. Agent advised customer that CM would have until end of business day today to give a call back regarding his case. Agent advised customer that CM had approximately another 5 hours to give a call back.

***** QUALIFIER TEAM *****

This customer is seeking lemon law buyback/replacement. Preliminary research has determined this vehicle doesn't appear to qualify for lemon law/Buyback/Replacement. The customer has been informed of this research and was told that we are willing to assist in getting the vehicle

repaired

The customer was also informed that a case manager will be assigned to them for further follow-up.

RESEARCH RESULTS:

Explain why this vehicle either appears to qualify or not: Vehicle does not appear to qualify at this time.

Number of related repair attempts = 2 Repairs.

Number of days out of service = 9 days.

CONTACT UPDATE - 1st Contact attempt, phone number dialed, 404-901-5273. Writer called the customer and informed of the above information.

Reassigned to I2R for follow-up.

Customer called back to speak with the case manager. Agent informed him of lines 28-39. The customer claims that no one has ever called him back. Agent found that the telephone number had been taken down incorrectly.

*****Please call revised telephone number [REDACTED] *****

****Rachel Wade with ISG I2R Owner Retention Task Force Team is assisting with this CAIR. If the customer should call, please request them to contact Rachel Wade at 888-542-7239, extension 537. Thank you.****

11/02/11 RW584 Spoke with Teresa, SA at Landmark, who informed that owner dropped vehicle off at dealership on Monday, October 31st for a vehicle shut off concern. Owner complained that recently vehicle has randomly shut off while driving on five different occasions. Owner is currently in rental while dealership assesses vehicle. So far they have found no codes and are not able to duplicate. Teresa informed that they will need to have technician test drive vehicle to attempt to duplicate, therefore she will be contacting owner today for permission to drive vehicle. Vehicle has been to dealership three times in the past for different concerns. On 10/3 owner stated cruise control was unsteady, there was moisture in the taillight, and the passenger door was rubbing. They were not able to duplicate the cruise control concern, but replaced the taillight and made adjustments to door for other concerns. On 10/17 vehicle was brought back with complaint that cruise control was inoperable. For this they ordered parts and replaced the speed control switch on 10/19.

11/02/11 RW584 Called the customer for the first time at the recommended contact number and left a voice mail message requesting a return call regarding the vehicle repair concerns.

11/03/11 RW584 Received voice mail message from owner returning my call. Owner requested I call [REDACTED]. Called preferred number and left voice mail message requesting owner call back to discuss vehicle. Also attempted calling alternate number [REDACTED]. Will attempt to call again tomorrow, November 4th.

11/03/11 RW584 Spoke with owner who stated that he has had constant electrical issues with vehicle including cruise control not engaging, tire pressure monitoring system indicating problem that could not be duplicated, moisture in taillight, and now the vehicle completely shutting off while driving. He feels that his vehicle is unsafe and he does not want it back. Owner is very frustrated that his vehicle has been brought in several undocumented times for assessment when dealership was unable to duplicate his concerns. Stated that he does not want a replacement, as he has researched the vehicle and found another Chrysler 200 on the internet that experienced the same issues, therefore he believes the problem is with this model of vehicle. He stated that he wants a buyback. Advised that at this point, given the vehicle's repair history he would not qualify for a buyback. Owner stated that he does have a friend that is a lawyer who would be helping him file lemon law if necessary, but is not currently involved. Advised that for now we should wait for results of current repair, and that if there are complications then I would contact the district manager to request a tech advisor and/or present his request for buyback. Owner understood and said that for now he would allow dealership to test drive and attempt to repair, but wanted it noted that he spoke with dealership and has not given permission for a technician to take his vehicle to their home while test driving. Advised that I would keep in contact with dealership to check on status of vehicle and keep him updated with any new information.

to check on status of assessment then contact owner to update.

11/04/11 RW584 Spoke with Teresa, SA at Landmark, who informed that they have test driven vehicle and are still not able to duplicate concern. Advised that we not return vehicle to customer just yet, and asked that they keep vehicle over the weekend and contact STAR for assistance. Advised that I would authorize the rental for \$35/day for up to 5 days. Teresa will contact STAR and I will follow up for results of assessment on Monday, November 7th, then contact the owner to update.

11/08/11 RW584 Spoke with Teresa, SA at Landmark, who stated that she just spoke with owner a moment ago. She informed owner that they have test driven vehicle over 200 miles and have not been able to duplicate concern. Teresa stated that they have checked and still found no codes or service bulletins on vehicle. Requested that she still contact STAR just to see if there is a chance that they are familiar with this concern before returning vehicle to customer. Teresa stated that they are currently working on the 'menu button' as a favor to owner, therefore while vehicle is still at dealership she will contact STAR. Will follow up with dealership tomorrow, November 9th, and contact customer to touch base.

11/09/11 RW584 Spoke with Teresa, SA at Landmark, who informed that they contacted STAR yesterday concerning vehicle s stall outs and have since performed two RRTs. They are currently waiting for more information from STAR. Advised that I would call back tomorrow for update on vehicle. Teresa has kept owner updated on status of vehicle.

11/10/11 RW584 Spoke with Teresa, SA at Landmark, who informed that after numerous attempts and assistance from STAR they have still not been able to duplicate owner s concern, or find any indication that vehicle needs repairs. Teresa informed that she has contacted owner and left a voice mail message informing that their vehicle was ready to be picked up.

11/10/11 RW584 Left voice mail message for owner informing that dealership has still not been able to duplicate his concern. Advised that he call dealership, as vehicle is ready to be picked up, and to call me if he has any questions. Will follow up with customer on Monday, November 14th.

11/14/11 RW584 Spoke with Teresa, SA at Landmark, who advised that owner picked up vehicle after they were not able to duplicate shut off concern on Friday, November 11th. Teresa advised that owner was not satisfied that they were not able to duplicate concern. Rental has been authorized from October 31st until November 11th to allow for vehicle assessment and repairs.

11/14/11 RW584 Left voice mail message for owner on both contact numbers requesting he call back to discuss vehicle. Will attempt to contact owner again on Wednesday, November 16th.

11/16/11 RW584 Left second voice mail message for owner requesting he call back to discuss vehicle. Will attempt to contact owner again on Friday, November 18th.

11/18/11 RW584 Left third voice mail message for owner requesting he call back to discuss vehicle. Advised that I will be closing his case if has not called back by end of today, but requested he keep my contact information and call if he has any issues with vehicle in the future.

If the customer calls again with additional concerns, please refer them to Rachel Wade/I2R Coordinator at 888-542-7239 extension 537.

Customer Assistance Inquiry Record (CAIR)# 21516018

VIN	1C3BC8FG5BN	Open Date	10/31/2011	Built Date	05/03/2011
Model Year	2011	Body	JSCR41	CHRYSLER 200 S 4-DOOR SEDAN	
In Service Dt	07/26/2011	Mileage	6,500	Dealer Zone	66 ORLANDO
Plant	N	STERLING HEIGHTS ASSEMBLY PLANT	Market	U	US
Color	PX8	BLACK CLEAR COAT			
Engine	ERB	3.6L V6 VVT ENGINE			
Transmission	DBA				

Owner		Contact Type	TELEPHONE
Address		Home Phone	
	BESSEMER AL	Country	UNITED STATES

Corporate - Lemon Law - Default - Default - Default	Buyback
Product - Steering - Power Steering Pump / Bkts - Defective - Default	Power steering
Product - Transmission / Transaxle - Automatic Trans / Transaxle - Complete Failure - Default	Transmission problems
Dealer - By-Pass - Default - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Buyback
 Briefly summarize what the customer is expecting:
 Customer called in stating she has had nothing but problems with her newly purchased vehicle. Customer states the problems started happening back in July. Customer states she will be driving at highway speeds, and the vehicle just locks up and makes a high pitch sound. Customer states she has brought into the dealership and they have replaced the alternator. Customer took vehicle home, and the same problem happened again, almost resulting in a accident. Customer states she took back to dealership, the noise was happening when she pulled into the dealership. Dealership advised that a power steering pump and a replacement of the transmission was needed. Customer also states when she received her vehicle back the first time, there was a bolt in the door, that came from her engine and has damaged the inside of the door. Customer states that the vehicle only has 6,500 miles and she wants a buyback on the vehicle, as she does not feel safe in the vehicle, nor does she want a rebuilt or brand new transmission put in the vehicle. Writer advised case would be escalated to buyback department for further review. Dealership has released the vehicle to the customer, as she has stated they would not provide a loaner car while her car is being fixed. Dealership stated that she would have to rent a vehicle. Customer stated she could not afford a rental. Writer advised case would be escalated and would be contacted in 1 business day. No promises were made to customer. Customer understands. Customer advised a call back is required and will take place within one business day by COB their time
 Preferred Morning/Midday call back number is
 Preferred Afternoon/Evening call back number is
 Who has possession of the vehicle? (Owner/Dealer/IRF) Owner
 Has the vehicle been diagnosed by a CDJ dealer? (Yes/No) Yes
 If a CDJ dealer has diagnosed, what is the dealer name or code? 45488
 Reassigned to 88F
 Email address not provided.
 ***** CASE MANAGER TEAM - District 88M *****
 CONTACT UPDATE - 1st Contact attempt, phone number dialed,
 . Writer spoke with customer and confirmed above issues.

Customer wants a replacement vehicle. Writer explained that file would be sent to that dept for review but if it didn't qualify, her case manager would be working with her in trying to get vehicle repaired. Writer gave case manager's information to customer.

Reassigned to 88L

Reassigned to I2R for follow-up.

****DJ Streat with ISG I2R Owner Retention Task Force Team is assisting with this CAIR. If the customer should call, please request them to contact DJ Streat at 888-542-7239, extension 465. Thank you.****

11/4/11 DS891

First call to the customer. Left him a voice mail message responding to his call to Chrysler. Left my name and number on the customer's voice mail, DJ Streat, 888-542-7239 extension 465 for him to return the call to address his concern. Will call the customer again on tomorrow.

Customer stated that she has left several messages for DS891 and is frustrated at not receiving the call back. Writer advised of line 49

11/4/11 DS891

Called the customer and she said that when she first got the car she recognized that it was not pulling. She said that something was wrong with the vehicle. She said that when she uses the remote start on the vehicle it makes a very loud pitchy noise. She said that the vehicle feels as though it is going off the road when going over 50mph. She said that after they tried to repair the vehicle, she realized that the noise was still there and the vehicle was still pulling when she drove over 50mph. She said that she brought the vehicle back in and they dropped the car off. They drove the car off the lot and the car started making this weird pitching noise. She said that she drove back to the dealership and they said that everything should be fine. She said that she paid \$30k for a new vehicle and she has not had the new vehicle experience. The radio makes a loud crackling and there is a noise from under the hood. She said that she has taken her vehicle to the dealership 4 times for this numerous concerns. She said that she is not going to take another day off to have the dealership look at her vehicle. She was insistent that the vehicle is picked up and towed to the dealership and that she was to get a loaner brought to her.

Please see customer email message in CAIR#21536793

11/8/11 DS891

Called Landers McLarty Dodge Chrysler and spoke with Jason in service and he said that the customer was in the shop on 10/20 and they could not verify anything at that time and they did an oil change. He said that the customer came back and that's when they heard a whistling and alternator grinding. They replaced the alternator. He said that the customer was supposed to bring the vehicle back in and they have not heard from her as yet.

11/9/11 DS891

Called the customer and she said that she wants to have a brand new transmission, a new power steering pump and both doors painted from where a bolt was left and scratched the inside of her door and she wants both doors painted so that they will be identical. She also said that she is a manager and she cannot take off work so she wants someone to bring her a loaner and pick up her vehicle. The customer said that she wants to be compensated for the negative equity that she has lost in the vehicle due to the repairs that she has had done. The customer alleges that she has been in 3 accidents.

11/9/11 DS891

Called Landers McLarty and left a voice mail message for the service manager, Chuck Earl and inquiring about this vehicle. Called back and spoke with Nicole the service advisor and she said that they have offered to have the customer's vehicle towed, however she has declined. I asked Nicole were they opposed to taking the customer a loaner and she said that the nearest Enterprise was 36 miles away from the customer, but they offered to let the customer ride with them to the dealership in the tow truck if necessary. She said that they replaced the alternator and kept the car 2-3 days and they were unable to duplicate her stalling concern.

11/14/11 DS891

Called Landers McLarty and spoke with Chuck Earl, the service manager and he seemed fatigued with talking about the customer as the customer seems to have belabored him with questions. I asked Chuck about having the

it towed under their 3/36. I told him that according to my conversation with Nicole last week, Enterprise was too far to go and take a vehicle to the customer. He said that Enterprise would go anywhere. He said that they would come and pick up the customer and take them back to their store. I said that I thought Enterprise would just drop a vehicle off and he said no. Chuck seemed agitated with my questions. I told him that I was only trying to convenience the customer. He said he didn't understand why we were having so many problems. I called and spoke with the AM, JH12. He said that he would look into it.

11/16/11 DS891

Called the customer and she said that she wants compensation. She said that she has gone through trying to correct the concern with the whining in her vehicle 3 times. She said that they offered her \$11,500 for the vehicle to trade it in. She said that she paid \$29,000 for this vehicle and she is in law school and she knows the letter of the law. She said that she does not want the vehicle anymore. The customer said that she is off the rest of the week. She said that she could have had the vehicle in this week. I asked her if she would call Roadside Assistance and have the vehicle brought to the dealership and she said that she doesn't want to call anybody. I told her that we could not call Roadside Assistance for her, she would have to call them as it was her vehicle. I told her that we would ask Enterprise to come to her. She refused to do anything including having the vehicle brought to the dealership. She said that she wasn't lifting a finger to dial anybody. The customer was confusing at this point as she started talking about compensation for being off work for a week to have the vehicle serviced and also and she wanted Chrysler to take the vehicle back. Then the customer started talking about Roadside Assistance, but before they came, she wanted to know what kind of compensation she was going to get. I told her that I could possibly reimburse her a monthly payment. She said that was not good enough. She said that she wants Chrysler to pay the \$11,500 difference in her vehicle in addition to the down payment to go into another vehicle and the time she was out of work. She said that she is going to get an attorney. The customer told me that if I wanted to have the vehicle picked up to call Roadside Assistance and she didn't want a small compact vehicle from Enterprise. She wanted a clean car. I told her to call Roadside Assistance and after she did that we would call Enterprise. The customer became belligerent. She used profanity and said that we were not understanding what she was wanting. She wanted a trade in. I told her that before we could consider any resolve we had to see what was currently going on with the vehicle. The customer says that she bought a brand new Chrysler 300 and she traded it in and it also had a transmission problem. The customer began to cry and say that she had so many things going on. She said that she was tired of going to the doctor's office, she said that she just wanted to end it all because everything was too much. I told the customer that I understood that life could be hard sometimes, but I wanted to make the car situation better and we could start by having her call Roadside Assistance and we would call Enterprise to come to her. The customer gave me an address different from the one on file, 100 Birch Hall Lane #204, Hoover, AL 35226. She stopped crying and told me that she wasn't going to call anybody and she wanted me to call them. The customer became angry again and said that she wanted compensation. She said that when she got off the phone with me she was going to call an attorney. The customer said that she is a paralegal student and she knew the law. I told the customer that we wanted to really help her. She said that she wanted to be compensated and have the vehicle traded in. I told her that I could offer repair assistance at this time. The customer said that she was going to contact an attorney. Briefly summarize why the customer is contacting Chrysler:

Customer calling in to get an address to mail her Lemon Law paperwork in to.

Customer had spoke with her attorney, who has advised her not to let Chrysler touch her vehicle until we received her certified mail lemon law paperwork.

Customer attorney advised her to get a rental car to drive around until then.

As well customer was requesting the name of the company and the phone

that they were a 3rd party hired by Chrysler.

Briefly summarize what the customer is expecting:

Agent provided customer with the Customer assistance address to mail her paperwork into.

Agent advised customer that upon receipt of her paperwork, it would be sorted and sent to the proper department upon receipt.

-

Chrysler Customer Assistance Center

P. O. Box 21-8004

Auburn Hills, MI 48321-8004

-

Agent advised customer that we do not have any detailed information about the department she has been covering with, only what their role is.

Agent did provide customer the contact information on line 44.

Customer stated they will call them and inform them of the same information she had provided me.

11/18/11 DS891

Spoke with the customer and she said that she wanted to know if we could extend her warranty. I told her that after the repairs were completed, I would be happy to extend her warranty as a good will from Chrysler. She then asked me about compensation. I told her that I could probably reimburse her a monthly payment, but it would either be one or the other, the extended warranty or the service contract. She said that she would think about it and let me know. She said that she would take her vehicle in for service early next week before the holiday. I asked the customer had she filed for lemon law and if so I would have to digress conversation. She said that she did not want to file for lemon law, she just wanted an extended warranty. She said that the vehicle is going to be picked up on Tuesday, November 22nd. She said that she wants every issue is addressed: remote start, damaged to the door by bolt and the rusting and whistling noise, power steering pump.

11/22/11 DS891

Called the customer and she said that the vehicle is at the dealership and she is driving off in her loaner vehicle.

11/29/11 DS891

Called Landers McLarty Dodge and left a voice mail message for Chuck Earl the service manager to please give me a call concerning status and update on this vehicle. Called Landers again and spoke with Nicole and she said that they are awaiting a power steering pump and it should be in on tomorrow.

12/1/11 DS891

Spoke with Landers McLarty Dodge and spoke with Chuck Earl the service manager. He said that the power steering pump came in. He said that the customer is still in a loaner and Digital Imaging has approved the body work and they could get it in the shop on tomorrow and probably back to the customer in about 5 days.

12/1/11 DS891

Spoke with Landers McLarty Dodge and spoke with Chuck Earl the service manager. He said that the power steering pump came in. He said that the customer is still in a loaner and Digital Imaging has approved the body work and they could get it in the shop on tomorrow and probably back to the customer in about 5 days.

12/06/11

Customer called seeking update on case. Customer states maintenance supervisor told the customer and her husband there is something wrong with the vehicle. Customer states she was told by the service manager that there was an issue and the dealer could not diagnose what is wrong. Customer states dealer told her husband they could not find the issue as to why the vehicle made such a loud noise. Customer states she is angry because the dealer put 200 miles on the vehicle while diagnosing the issue. Customer states she does not want to accept the vehicle back with the body work done because it affects the car fax. Customer states she is not satisfied because she has not received a courtesy call stating what's going on with the vehicle. Customer states she will not recommend Chrysler at this point. Customer is seeking a call back from CM with a

this point.

Customer provided contact number as: [REDACTED]

12/7/11 DS891

Called Landers McLarty and spoke with Nicole in service asnd she said that the vehicle was currently at the body shop. She said that they anticipated the vehicle being back to the customer by the end of the week. Called the customer and left her a voice mail message and told her that her vehicle should be repaired by the end of the week.

Customer called in stating that her dealership called her to tell her she could come pick up her vehicle. Customer states she took it for a test drive and the noise was still there, only worse. Agent informed customer to leave the vehicle there until hearing from her case manager. Customer would like a call back from DJ on Monday ASAP.

SM contacted DM and reported that the Body shop has repaired the vehicle and it is ready for pick-up. Owner contacted but is refusing to return the rental vehicle per conversation with MB as documented above. SM further reported that no other alleged issues can be verified. The vehicle is operating/performing as designed and like other Chrysler 200 models. Please advise owner to return rental vehicle.

12/13/11 DS891

Called the customer and she said that when she said that she went to the dealership to pick up the vehicle there was still an issue on cranking, remote start problems, she said that they sent her vehicle back to the body shop and she said that they would call her when the vehicle. She said that when you crank the car up the vehicle makes a loud grinding noise. She said that she heard this on Saturday. She said that she spoke with Chuck at Landers McLarty Dodge. She said that she only complained about the whistling noise.

12/13/11 DS891

Called Landers McLarty and left a voice mail message for Chuck Earl the service manager and asked for an update on the customer s latest repairs. Customer called in stating she wants better customer service. Customer stated she wants D.J to be in touch with her more. Customer stated she is tired of no follow up. Customer stated that when she is informed someone will call her she expects them to call her.

12/16/11 DS891

Called Landers McLarty and asked for the service manager Chuck Earl. I got his voice mail and left him a message. I called back and spoke with Logan and he said that the Nicole the advisor was with a customer and Chuck was unavailable. He took a message for them to give me a call back concerning the repairs on this vehicle.

12/16/11 DS891

Called Landers McLarty Dodge and spoke with Chuck Earl the service manager and he said that the vehicle is ready for pick up. Chuck said that the customer was refusing to pick up her vehicle. He said that the noise that the customer was hearing was normal characteristic of the vehicle. Spoke with the customer and she said that the vehicle is not ready for pick up because of the noise at start up. I told her that the noise is said to be characteristic of the vehicle and that Chuck Earl the service manager tested other like vehicles and determined that the vehicle was operating as designed. The customer got upset and said that she would call the news station and let them know her vehicle was making a different noise. The customer said that she spoke with Knox Williams at Landers McLarty and he told her that he would contact me. I placed the customer on hold and called Mr. Williams and had to leave him a voice mail. I told the customer that I left him a voice mail. I spoke with the AM, JH15 and he was familiar with the customer and vehicle. He said that he trusted the opinion of the service manager and if the customer refused to pick up the vehicle, then after today, the charge for the loaner/rental would become her responsibility. Called the customer back and told her that today would finalize the loaner vehicle being under warranty and after today, the loaner would become her responsibility. The customer asked about compensation and I told her that after her vehicle was picked up we would be happy to discuss an extended warranty. She told me not to 'play crazy' and see what other options were available to her. I told her that upon her receipt of her vehicle, I would be happy to see what our options were. I let Knox Williams know and Chuck Earl that the

Customer is calling stating that she is unhappy with the way her CM had talked to her. Customer was told she needs to have her rental vehicle back by 12. Customer is unhappy that she was told to expect her vehicle the way it is. Customer feels that she should not have to just expect the way her vehicle is and wants her vehicle to be fixed.

LACHONTA EIRBY stated the following: She claims that DS891 offered her monetary compensation (see lines 133-134). She feels DS891 is a liar because DS891 will not give customer monetary compensation, only consideration of an extended warranty (see lines 303-304). Customer stated the following: She was told that service manager (SM) Chuck at dealer 45488, is not an authorized technician, therefore, his opinion that the noise vehicle is making is characteristic of the vehicle and that the vehicle is operating as designed should be disregarded. She does not want to speak with DS891 any further. She asked writer for further assistance. Writer advised customer that DS891's decisions cannot be changed by anyone. Customer stated she plans to go to the national media.
12/16/11 DS891

Chuck Earl, Service Manager at Landers McLarty called and said that the customer has dropped her loaner vehicle off and has picked up her vehicle.

Customer seems to tell different versions of conversations when the conversation does not go the way she wants it to go. The Service Manager Chuck has technicians under him that they have diagnosed the vehicle. The technicians have diagnosed the vehicle and like vehicles and have noted them to be operating as designed. The customer asked me specifically what would I like to offer her as a compensation. I told her that I would discuss an extended warranty with her after she picked up the vehicle. I did not mention any reimbursement at all just the extended warranty. There was no denial nor mention of monetary compensation in the conversation on 12/16/11 by the customer nor me. After the customer drives the vehicle to test repairs, we will certainly look to satisfy her.

12/20/11 DS891

Called the customer and asked her how was the vehicle driving and she said that she was still hearing the noise. She said that she wanted someone to test drive with her at Landers but she doesn't think they want her up there anymore. She said that no matter how angry she got, nor how she spoke to them, she still thinks they should represent the company and handle her with great customer service. I told her that we wanted to bring a solid resolve to her concern and that we did not want her to feel as though we were lying to her nor bringing her any dis-service. She said that she may want to take it to another dealership. I asked her that if she did take it to another dealership, don't drop it off. Set an appointment for someone to test drive with her. The customer says that she was Christmas shopping at the time, then go home and hide the gifts and then pick up her children. She said that the earliest time she could probably take the vehicle in would be December 30th. I told her that she could go online and see what other dealership is close to her and set up a drive time.

12/22/11 DS891

Called the customer and she said that she is going to still just take the vehicle in on December 30th.

12/

Called Landers McLarty Dodge and spoke with Chuck Earl in service and Chuck said that the customer had not brought the vehicle in for service.

1/4/12 Ds891

Called Landers McLarty Dodge and spoke with Chuck Earl the service manager and he said that the customer had not brought her vehicle in.

Called the customer and left her a voice mail message to see when she would take the vehicle in.

1/4/12 DS891

2nd follow up call to the customer to see when she was going to take the vehicle in. Got her voice mail and left her a message.

1/5/12 DS891

3rd and final follow up call to the customer and there was no answer.

Left customer voice mail messages and no response as yet.

***If the customer calls again with additional concerns, please refer

MRS [REDACTED] called in requesting to speak to case manager DS891 that she was told to take it to a different CDJR dealership and she has, Writer provided customer information for CM on lines 376.

Customer states she was just turned away by a CDJR dealership as they refuse to look at the vehicle. Customer states the vehicle is unsafe to drive and she believes she may get into an accident due to Chrysler's failure to resolve the issue.

Agent advised customer her statements would be documented and sent to CM DS891.

SESEBC-Valk-TA. Inspected vehicle today. Test drove 99 miles. Spoke with [REDACTED]. Concerns noted by customer today 1. When accelerating to pass at about 50 mph, engine will stall out. 2. Noise from driver side high pitch whine, worse with AC on. 3. Vehicle veers off road to right. 4. Steering wheel shakes at idle. 5. Suspension noise from d/s when getting in and out of vehicle. Based on test drive and observation; vehicle runs as designed. Vehicle accelerates as designed. Engine does not stall out. No high pitched whine. Vehicle is controllable with one finger on steering wheel, on all road conditions. No suspension noise getting in and out of vehicle. Starting Miles:13325, ending miles, 13424. No further action at this time. Area Manager John Harrison notified.

SEBC-Valk: Checked for codes related to concerns, none present. Checked for SSM, RRT's or Tech Tips related to concerns, none found. Checked for related confirmed repairs on other similar vehicles, none found. No further action.

Customer Assistance Inquiry Record (CAIR)# 21516229

VIN	1B3BD1FG5	BN	Open Date	10/31/2011	Built Date	02/07/2011
Model Year	2011	Body	JSDE41	DODGE AVENGER MAINSTREET 4-DOOR SEDAN		
In Service Dt	03/15/2011	Mileage	7,095	Dealer Zone	35	WASHINGTON
Plant	N	STERLING HEIGHTS ASSEMBLY PLANT	Market	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT				
Engine	ERB	3.6L V6 VVT ENGINE				
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				
Dealer	42436	CUMBERLAND VALLEY MOTORS INC				
Dealer Address	6720 CARLISLE PIKE					
Dealer City	MECHANICSBURG	Dealer State	PA	Dealer Zip	17050	
Owner	[REDACTED]			Contact Type	TELEPHONE	
Address	[REDACTED]			Home Phone	[REDACTED] 2	
	MECHANICSBURG PA [REDACTED]			Country	UNITED STATES	

Product - Electrical - Engine Wiring - Other - Default	Stalling while driving
Corporate - Outbound - Survey Follow-Up - CPS - Default	

CPS Survey Record Received Date: 10/31/2011
 Survey Number : BN52446704
 Quality Survey ID Number: 196864929
 Survey Date : 10/25/2011
 VIN Number : 1B3BD1FG5BN [REDACTED]
 Mapping Class : Happy Buyer
 Event Type : 1st Warranty Visit
 CPS Score : 6
 ***** CASE MANAGER TEAM - District Z *****
 CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED] . [REDACTED] no answer
 2nd attempt made to contact customer. Wifes vehicle, She completed the survey and want to say that she has a concern with the vehicle stalling. dealer has not been able to duplicate the concern. Writer sent the customer back to the dealer to leave the vehicle for a longer time so they have ample oppertunity to make a diagnosis.. writer will call the customer back on Nov 11th
 2nd attempt made to contact customer [REDACTED] . Mrs. [REDACTED] , has not taken the vehicle in. writer will call her back on the 23rd and the customer will try to get the vehicle to the dealer before that date
 Contact attempt, phone number dialed, [REDACTED] . Mrs. [REDACTED] Dealer no able to duplicate concern.
 Customer feels that this is just something that is going to be a long time before it happens again and the customer will contact Dodge if she needs assistance in the future. writer did provided her with the CAC number.
 CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)# 21518558

VIN	1C3BC1FG7	BN [REDACTED]	Open Date	11/01/2011	Built Date	04/07/2011
Model Year	2011	Body	JSCE41	CHRYSLER 200 TOURING 4-DOOR SEDAN		
In Service Dt	07/11/2011	Mileage	5,151	Dealer Zone	66	ORLANDO
Plant	N	STERLING HEIGHTS ASSEMBLY PLANT	Market	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT				
Engine	ERB	3.6L V6 VVT ENGINE				
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				
Dealer	66908	GARY MATHEWS MOTORS INC				
Dealer Address	1100 NEW ASHLAND CITY RD					
Dealer City	CLARKSVILLE	Dealer State	TN	Dealer Zip	37040	
Owner	[REDACTED]			Contact Type	TELEPHONE	
Address	[REDACTED]			Home Phone	[REDACTED]	
	CLARKSVILLE TN [REDACTED]			Country	UNITED STATES	

Product - Engine - Unknown - Other - Default | Car stalls at random intervals

****Begin structured narrative T2 - Beginning Narrative
 Briefly summarize why the customer is contacting Chrysler:
 Briefly summarize what the customer is expecting:
 ****End structured narrative T2 - Beginning Narrative
 Briefly summarize why the customer is contacting Chrysler: The customer states that his vehicle is stalling when he pulls up to an intersection and it just shut right down entirely
 Briefly summarize what the customer is expecting: the customer just wishes to have record of his issue in writing somewhere in the event that he wants to pursue some action of some kind (his words)

Customer Assistance Inquiry Record (CAIR)# **21521524**

VIN	1C3BC1FG0	BN [REDACTED]	Open Date	11/02/2011	Built Date	04/18/2011
Model Year	2011	Body	JSCE41	CHRYSLER 200 TOURING 4-DOOR SEDAN		
In Service Dt	06/25/2011	Mileage	6,995	Dealer Zone	63	DALLAS
Plant	N	STERLING HEIGHTS ASSEMBLY PLANT	Market	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT				
Engine	ERB	3.6L V6 VVT ENGINE				
Transmission	DBA					

Dealer 52382 ED PAYNE MOTORS LLP

Dealer Address 2101 E EXPRESSWAY 83

Dealer City WESLACO **Dealer State** TX **Dealer Zip** 78596

Owner [REDACTED] **Contact Type** E-MAIL

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

LA JOYA TX [REDACTED] **Country** UNITED STATES

Product - Electrical - Ignition System - Intermittent or Inoperative - Default	Customer upset with ignition system stalling.
Product - Unknown - Unknown - Stalling - Default	

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

Stalling Issues

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

I had to call roadside assistance for the 2nd time in 2 months because my car s engine is going dead while driving. This is insane! The 1st time the Ed Payne dealership rebooted computer and said it would not do it again. This morning, AGAIN. It turned off on me at a red light, luckily. This is not right. I know im not the first to complain about this. I am not a happy Chrysler owner right now. This is a very dangerous issue. Why is this happening? Im waiting for a wrecker to pick up my car to take to dealer AGAIN.

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

Dear [REDACTED]:

Thank you for contacting the Chrysler Customer Assistance Center. Your email is important to us.

I am sorry to learn of the issues you have experienced with your vehicle and appreciate the time taken to bring them to our attention.

To further assist you with your inquiry, could you please supply your Vehicle Identification Number (VIN).

The VIN (vehicle identification number) is a unique 17-digit number that identifies your vehicle and provides access to valuable information about its history. The VIN is located in several places on the vehicle, but is primarily located on the instrument panel, driver s side, just at the bottom of the windshield. It is sometimes called the serial number of the vehicle. The VIN can additionally be found on the driver-side door jamb stickers, title documents, vehicle registration, and insurance documents. We will be more then happy to further review this matter with you once the above information is provided.

Thanks again for your email, [REDACTED]

Sincerely,

Jeff

Customer Service Representative

Chrysler Customer Assistance Center

*****END OF CAC EMAIL RESPONSE*****

Hi my vin # is 1c3bc1fg0br [REDACTED].

Sent on the Sprint Now Network from my BlackBerry

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

Dear Yuridia:

Thank you for your response.

Our records show that you have contacted us by telephone and we are in the process of addressing your concern. We have updated your file to reflect the latest information you provided in the email message. It will be provided to your Case Manager for their attention and review.

Thanks again for your email, [REDACTED].

Sincerely,

Jeff

Customer Service Representative

Chrysler Customer Assistance Center

*****END OF CAC EMAIL RESPONSE*****

Customer Assistance Inquiry Record (CAIR)# 21522844

VIN	1C3BC1FG0	BN [REDACTED]	Open Date	11/02/2011	Built Date	04/18/2011
Model Year	2011	Body	JSCE41	CHRYSLER 200 TOURING 4-DOOR SEDAN		
In Service Dt	06/25/2011	Mileage	6,900	Dealer Zone	63	DALLAS
Plant	N	STERLING HEIGHTS ASSEMBLY PLANT	Market	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT				
Engine	ERB	3.6L V6 VVT ENGINE				
Transmission	DBA					
Dealer	52382	ED PAYNE MOTORS LLP				
Dealer Address	2101 E EXPRESSWAY 83					
Dealer City	WESLACO	Dealer State	TX	Dealer Zip	78596	
Owner	[REDACTED]			Contact Type	TELEPHONE	
Address	[REDACTED]			Home Phone	[REDACTED]	
	LA JOYA TX [REDACTED]			Country	UNITED STATES	

Corporate - Recall - Default - Default - Default	Customer is asking about recalls on the vehicle
Product - Unknown - Unknown - Stalling - Default	Customer seeking Lemon Law
Dealer - Service/Body Shop - Personnel - Other - Service Advisor	Customer stated that the personnel at the dealer seemed annoyed with her
Dealer - Service/Body Shop - Transaction - Not Ready When Promised - Default	Customer stated that vehicle was not ready multiple times when promised.
Product - Drivability - Unknown - Stalling - Default	Customer states vehicle has stalled 3 times
Product - Electrical - Ignition System - Other - Default	SM stated that WIN module would be replaced.
Corporate - Lemon Law - Default - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer states that vehicle has stalled 3 times while driving. Customer states that she feels unsafe driving the vehicle and has a 3 year old that she is worried about having in the vehicle. Customer states that the dealership has given the vehicle back to her once already stating that it has been fixed. Customer states vehicle stalled again. Customer states vehicle is at the dealership right now.

Briefly summarize what the customer is expecting: Customer states that she feels unsafe driving the vehicle and that it has stalled 3 times. Customer was advised that due to the nature of their contact a call back is required and will take place within one business day by COB their time.

Preferred Morning/Midday call back number is [REDACTED]
 Preferred Afternoon/Evening call back number is [REDACTED]
 Customer email address for case updates: [REDACTED]
 Who has possession of the vehicle? Dealer
 Has the vehicle been diagnosed by a CDJ dealer? Yes
 If a CDJ dealer has diagnosed, what is the dealer name or code? ED PAYNE MOTORS LLP

Reassigned to 88F
 Status update provided via email to the following email address:

[REDACTED]
 My name is Lauren and I have been assigned as your Case Manager. Here is

some information that will be helpful for you to have:

*Your case number is 21522844.

*The Chrysler Case Management telephone number is: 800-763-8422.

*My direct extension is 66310.

*My work hours are 8 am-3:30pm Mountain Time Monday-Friday

*I will contact you within one business day by telephone to review your case with you.

Thank you for contacting Chrysler Customer Assistance Center.

End of Status Update

***** CASE MANAGER TEAM - District U *****

Vehicle is within warranty by time and miles.

Customer is the original owner of the vehicle.

Customer has no other vehicles in household.

The vehicle does not have a service contract.

Writer called dealer, dialed [REDACTED] Left a message on Service Manager's voicemail.

CONTACT UPDATE - 1st Contact attempt, phone number dialed, 956-204-0553.

Spoke with customer's husband. He recommended writer contact customer directly at [REDACTED].

Writer called customer, dialed [REDACTED]. Left voicemail message with writer's contact information and advised customer that she would receive a call back no later than COB tomorrow.

Customer contacted CAC and spoke with writer. Customer stated that dealer would be getting parts tomorrow, and that she hadn't been able to talk to the dealership today either. Writer thanked customer for the call back and told her that writer would continue to try to contact the dealer and that the customer would receive a call back as soon as writer had any more information.

Writer called dealer, dialed [REDACTED]. Left a message on Service Manager's voicemail.

Writer called dealer, dialed [REDACTED]. Spoke with Service Department. Service Advisor (SA) stated that they had no details on an appointment for the customer, and stated that they would call the customer. Writer stated that writer would call back after lunch to try to speak with Service Manager.

Called customer, dialed [REDACTED]. Spoke to Ms. [REDACTED]. She expressed frustration with service at the dealership. She is upset because she feels unsafe in a car that stalls intermittently. She stated that the dealership told her that her car would be ready today, but when she called them today the dealership stated that they were waiting on a part that wouldn't be here until Tuesday at the earliest. Writer assured customer that writer would try to get in contact with the Service Manager to figure out what is going on with the vehicle. Writer will call customer as soon as writer gets ahold of the Service Manager.

Service Manager (SM) Bill Boyd called writer. SM stated that they were going to replace the WIN module which is part of the ignition system, and that should fix the problem. SM stated that the part for replacement should be here on Tue. Nov. 8th. SM also stated that they had given the customer a loaner vehicle while the repair was being performed.

Called customer, dialed [REDACTED]. Spoke with customer, relayed what Service Manager Bill said. Told customer that writer would contact her on Tuesday to make sure the part had come in and that the repair was being performed.

Writer called dealer, dialed [REDACTED]. Service Manager (SM) Bill stated that the part would be in today, and that the repair was expected to be completed by this afternoon. SM stated that he would email writer when repair was completed.

Writer called dealer, dialed [REDACTED]. Spoke with Service Advisor (SA) Ruben. SA stated that the part didn't arrive until today, and they expect to have the repair completed by tomorrow.

Writer called dealer, dialed [REDACTED]. Spoke with Service Advisor (SA) Ruben. SA stated that the vehicle was being delivered to the customer.

Writer dialed dealer 3 times to reach Service Advisor Ruben.

Called customer, dialed [REDACTED]. Left voicemail.

Called customer, dialed [REDACTED]. No answer, there was no option for voicemail.

Called customer, dialed [REDACTED]. Customer states that the vehicle

lack of certainty that her issues won't reoccur. Customer stated that she was dissatisfied with the service at the dealership, and that she wasn't going to take her vehicle back. Customer gave permission for writer to close case. Customer understood that should she have any further complaints, she can contact CAC.

CLOSED LOOP UPDATE - customer contacted today to confirm repairs. Mrs. Flores called into CAC requesting her case be reopened. Customer states that her vehicle has stalled again. Customer states that she called the Service Manager at the dealership and left a voicemail, but the Service Manager never called her back. Customer states that she doesn't want to drive the vehicle any more. Customer states that she was nearly in an accident when the vehicle stalled this time. Writer reopened case and informed customer that she would submit a tech escalation and call the dealership for her. Customer understood and thanked writer.

Writer called dealer, dialed [REDACTED]. Left voicemail.

Writer called dealer, dialed [REDACTED]. Spoke with Service Manager (SM) Bill. SM stated that he had picked up the vehicle from the customer and given her a rental vehicle. SM stated that he had a tech bulletin out on the vehicle, and that he was going to discuss trading the vehicle out for the customer with his General Manager. Writer thanked SM for taking such good care of the customer, and thanked him for his time. Called customer, dialed [REDACTED]. Spoke with Mrs. [REDACTED]. Customer confirmed what dealer had told writer. Writer stated that customer could expect a call back no later than Thursday if there were no new updates before then.

Customer contacted CAC, spoke with writer. Mrs. [REDACTED] stated that she had called the Service Manager, and stated that he didn't have any answers to her problem. Customer stated that she told the Service Manager that she wanted out of the car. Customer stated that the SM said they'd try to work a trade. Customer stated that the vehicle was unsafe and that she didn't want anyone else to drive it either. Customer states that Sales told SM that her vehicle has negative equity. Mrs. [REDACTED] stated that she wasn't trying to get anything for free. Customer stated she just wants a vehicle that works. Customer asked what negative equity had to do with the vehicle not working. Customer stated that the SM said he understood, and would email someone (she didn't know who). Customer states that she feels like she is up against a wall, and that she doesn't feel safe in the vehicle. Customer states that she is frustrated. Writer told customer that she would contact dealer and figure out what he was trying to do with her vehicle. Writer promised a call back no later than tomorrow afternoon. Customer understood.

Writer called dealer, dialed [REDACTED]. Left voicemail on Service Manager's voicemail.

Writer called dealer, dialed [REDACTED]. Left message with Service Advisor Roland.

am contacted bill boyd Svc Dir...per owner,'vehicle has stalled 4 times...dlr has contacted STAR..SCR# 253647..dlr to replace PCM per star..dlr has contacted sdr2'..vehicle to be repaired under the terms of the warranty...dlr has been unable to duplicate owners concerns...am ok d 5 days rental for a through diagnosis & road test to take place

Called customer, dialed [REDACTED]. Left voicemail.

Customer contacted CAC on Friday, left voicemail for writer with contact number [REDACTED].

Writer called dealer, dialed [REDACTED]. Spoke with Service Advice (SA) Joe. SA stated that the SM was out of the office today, and he couldn't provide any updates.

Called customer, dialed [REDACTED]. Spoke with Mrs. [REDACTED]. Writer informed customer that she was unable to speak with the Service Manager today, but that there had been an update on the case stating that the dealership would be replacing the PCM. Writer told customer that she would call the dealer again tomorrow and let customer know of any updates then. Customer understood.

Called dealer, dialed [REDACTED]. Left voicemail.

Called dealer, dialed [REDACTED]. Spoke with Service Manager (SM) Bill. SM stated that he was currently contacting his tech support representatives to find a solution to the customer's problem. Writer

Called customer, dialed [REDACTED]. Spoke with Mrs. [REDACTED]. Relayed lines 157-159. Customer understood and stated that she'd spoken with the dealer earlier. Writer informed customer that she would call her as soon as there were any updates to the case, no later than Friday. Customer understood.

Customer contacted CAC, spoke with writer. Mrs. [REDACTED] stated she was upset. She received a call from [REDACTED], stating that they couldn't get a hold of the dealership. She said they told her that she would have to pay for the rental. Customer states that she is not going to pay for the rental. Customer states that she is very frustrated because no one seems to pay attention to her. Customer states that she is starting to wonder whether she needs to get a lawyer involved to get the dealership to deal with her. Writer stated that she would call the dealership for the customer, and email the Area Manager. Customer understood.

Called dealer, dialed [REDACTED]. There was no answer.

Called dealer, dialed [REDACTED]. Spoke with Service Manager (SM) Bill. Writer informed SM of what the customer said about [REDACTED]. SM stated that he would take care of that for her. Writer asked if there were any updates on the case, SM stated that the acting GM had said they would put a recorder box in the vehicle to try to catch what the problem is. SM stated that he would call Mrs. [REDACTED] and let her know, Writer thanked SM.

Called customer, dialed [REDACTED]. Spoke with Mrs. [REDACTED]. Discussed lines 177-182 with customer, customer understood. Customer asked if there was anything Chrysler could do about the payment on her vehicle for this month. Writer stated that she would give customer a call back on Monday, customer understood.

Called Ed Payne dealer, dialed 956-968-2158. Spoke with Service Manager (SM) Bill. SM stated that the customer didn't seem to want to drive the vehicle for fear it might stall again. SM stated that he was still talking about the vehicle with his regional representative.

Called customer, dialed [REDACTED]. Customer stated that she thinks that the recorder box is a bad idea, because if her vehicle stalls while she's driving it, she could have an accident. Customer states that she feels it is unsafe to drive her vehicle, and that she thinks Chrysler should replace it. Customer states she will not drive her vehicle until the dealer can guarantee her it is safe. Customer stated again that she would like her vehicle replaced. Writer informed customer that a different department handles buy back requests, and that the customer's case would have to be transferred to them. Writer also explained that if the vehicle is shown to not qualify for buy back, then the case would come back to writer. Customer understood.

Customer was advised that due to the nature of their request a call back is required and will take place within one business day.

Preferred call back number is [REDACTED].

Who has possession of the vehicle? Dealer

Is this a request for Lemon Law, buy-back, or replacement? Replacement

Customer contacted CAC, spoke with writer. Customer stated that she had received a call from Bill Boyd the Service Manager at dealer 52382.

Customer stated that the SM told her that he had received approval to replace her car, but that she'd need to take the car back during the process. Customer states that the SM didn't say who he'd received permission from. Writer explained that this was different from what writer had told the customer earlier. Writer stated that she would contact the dealer and try to get clarification for the customer. Customer understood.

Called dealer, dialed 956-968-2158. Left voicemail for Service Manager.

***** QUALIFIER TEAM *****

Called [REDACTED] left message. Notes indicate that the SM Bill indicated to her that the vehicle will be bought back. Left message for customer that I did try to call Bill but got VM and did not leave message.

Call back 11/30.

Customer calling for CM, customer states she was not given an EXT. Writer provided CM ext 66189 customer asked to be transferred to CM's VM.

Customer requesting a call back today. Writer tried to give customer info on 219-223 but customer wanted CM's VM.

Bill. SM stated that he spoke with the Area Manager Mr. James Neel and that they would be offering the customer buyback.

Customer calls to speak with their Case Manager, through inner office communication, writer informed caller that Charles has been notified of the return call.

2nd attempt made to contact customer.

Called [REDACTED] and spoke to customer and stated that regarding the notes in the case that it looks like an offer is being worked on. Said I just left message for Bill SM to call me back at ext 66189 to verify.

Advised customer if I hear something I will call right back but by Friday if nothing.

Call back 12/02.

Customer called to speak with Case Manager. Writer transferred.

3rd attempt made to contact customer.

Spoke to customer and said per the notes on the case that the vehicle was being bought back or replaced from what the dealer is telling her, stated that I saw the same notes. Said I also see a cair was opened by I2R which is possibly an indication that something is happening but until I show documentation stating so or get a verbal I cannot guarantee anything.

Said I do not show the vehicle appears to qualify but notes and new case may indicate something different. See cair #21620613.

Call back 12/05. Notating cair #21620613 with this cair.

Agent attempted to contact dealer Service Manager Bill (SM), however, SM not available. Gave number and ext 66189.

Looked like the other cair has been assigned and appears they have contacted the customer. Will close this cair after I verify.

Verified and will close the cair.

Caller [REDACTED] requesting to speak with Case Manager. She said there was a \$2600.00 difference between the 2 vehicles. Hers was the more expensive and the dealer told her they would raise the price of the other vehicle so they did not lose money. She wanted to know if that was alright to do. Writer referred her to I2R.

Customer Assistance Inquiry Record (CAIR)# **21537622**

VIN	1C3BC8FG2	BN [REDACTED]	Open Date	11/07/2011	Built Date	06/25/2011
Model Year	2011	Body	JSCR41	CHRYSLER 200 S 4-DOOR SEDAN		
In Service Dt	08/23/2011	Mileage	1,423	Dealer Zone	42	DETROIT
Plant	N	STERLING HEIGHTS ASSEMBLY PLANT	Market	U	US	
Color	PDM	TUNGSTEN METALLIC CLEAR COAT				
Engine	ERB	3.6L V6 VVT ENGINE				
Transmission	DBA					

Dealer	44900	JEFF WYLER DODGE				
Dealer Address	1501 HILLCREST AVE					
Dealer City	SPRINGFIELD	Dealer State	OH	Dealer Zip	45504	
Owner	[REDACTED]	Contact Type	TELEPHONE			
Address	[REDACTED]	Home Phone	[REDACTED]			
	SPRINGFIELD OH	Country	UNITED STATES			

Corporate - Lost Customer - Default - Default - Default	Customer very unhappy with vehicle
Product - Electrical - Unknown - Intermittent or Inoperative - Default	Fuel gauge and failure to start
Corporate - Complaint Contact - Default - Default - Default	Unresolved problems

****Begin structured narrative T2 - Beginning Narrative
 Briefly summarize why the customer is contacting Chrysler:
 Vehicle is having intermittent problems since customer purchased, still not resolved.
 Briefly summarize what the customer is expecting:
 Customer wants issues resolved, a reliable vehicle.
 ****End structured narrative T2 - Beginning Narrative
 Customer BETSY M SHAW called, her vehicle is still at Dealer 44900 with unresolved issues, last time the vehicle failed to start and had to be towed.
 Customer noted several problems that sound like electrical issues such as fuel gauge not operating properly.
 Customer stated that she is not comfortable with this vehicle, she traded a good vehicle on this, and she wants a vehicle she can rely on.
 Currently customer is driving a loaner vehicle provided by Dealer 44900.
 Customer provided contact phone [REDACTED].
 Customer provided work number [REDACTED] hours of work 07:00-16:00 EST.
 Customer has email [REDACTED] available.
 Writer advised customer she will be contacted by CM, and provided customer with case#.
 ***** CASE MANAGER TEAM - District V *****
 Status update provided via email to the following email address:
 [REDACTED] and I have been assigned as your Case Manager.
 Here is some information that will be helpful for you to have:
 Your Case number: 21537622
 Chrysler Case Management telephone number: 800-763-8422
 My direct extension: 66244
 My work hours: 9 am-3 pm Eastern Standard Time Monday-Friday

I will contact you within one business day by telephone to review your case with you.

End of Status Update

Customer has owned this vehicle only - new - no household - no service contract - under warranty.

CONTACT UPDATE - 1st Contact attempt, phone number dialed,

[REDACTED]. Left message.

[REDACTED] called to speak with the case manager. Writer informed the customer the case manager was not available. Customer stated will call back later.

[REDACTED] seeking to speak to CM. Customer stated that vehicle has been to dealer for gas gage that wasnt reading properly. Customer stated the ascending unit has been replaced, fuel pump replaced twice, cluster replacement and wiring harness. Customer stated that vehicle was in from sep 12 oct 6-2011. Customer stated that vehicle is not safe or reliable. Customer stated that vehicle was recently towed and fuel pump replaced and replaced the wiring harness again because of the plug. Customer stated that she can be reached at [REDACTED] home number Customer seeking a callback.

Writer contacted customer at [REDACTED]. Customer advised that gas gauge and it was not ready properly. Vehicle was taken into the dealership and not repaired correctly and then take back again. Customer advised and was advised that there was no fix. Customer stated the remote start would not work and hood switch shorted out and was replaced. Then vehicle had to be towed into the dealership and fuel pump shorted. Next it needed to towed back in for plug to the fuel tank.

Customer very upset and is afraid of being stuck with a vehicle that will not start. Writer will contact dealership and update customer no latter than 11.11.2011.

Writer contacted dealer 44900 at 937-325-4601(Press 0) and requested to speak to SM, Gary Hayes. Writer attempted to contact SM 3 times and was on hold. Writer left message as well. Customer very concerned about vehicle and would like reassurance that it is repaired this time.

Writer contacted dealer 44900 at 937-325-4601(Press 0) and requested to speak to SM, Gary Hayes. SM stated that everything has been replaced and the tech line had been contacted. SM stated that he feels the problem has been resolved this time and advised that the customer has picked up her vehicle. Writer advised SM that case would be sent to them as an unresolved concern and to process and please send it back to writer.

Writer attempted to contact customer at work # [REDACTED] Left message. Also contacted home # [REDACTED]. Customer is not satisfied with this vehicle and stated several times that she feels this vehicle in not safe, dependable or realiable. Customer requested records of her case and call and writer advised writer cannot provide a copy of her call.

Writer advised customer that dealer reviewed repair with writer and advised that all issues have been replaced and that the vehicle should not have any further issues. Writer offered to have SM contact the customer and review the repair with her in more detail. Customer continued to repeat that she feels the vehicle is not safe and also stated that she may contact a lawyer. Writer advised customer that she can go to the website, register her vehicle and obtain records of all repairs and warranty work and that she can also go to the dealership for those records. Customer advised that she will never purchase another Chrysler product and is very unhappy. Writer apologized that customer is unhappy, advised that if any other issues arise that Chrylser will be willing to assist but at this time the repair is completed and the case is being closed.

CLOSED LOOP UPDATE - customer contacted today to confirm repairs.

DIRECT-TO-DEALER

ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER

Please follow your Business Center guidelines in an attempt to resolve this customers concern(s). If needed, seek assistance from your District Manager, Business Center or STAR.

The unresolved concern is stalling/no start issues.

Agent called dealer and spoke to SM, Gary and informed that CAIR was being sent. Please update this CAIR with resolution.

#####

REASSIGNED TO BC/DLR 42 44900 11/11/11 10:41 O 21537622

yesterday to say her remote did not work. Lance used both keys and they both worked correctly. Maybe the lady was in an area where there is interference. Both worked inside and outside their dealership. Case closed.

Customer Assistance Inquiry Record (CAIR)# 21538376

VIN	1C3BC1FG8 BN [REDACTED]	Open Date	11/07/2011	Built Date	04/19/2011
Model Year	2011	Body	JSCE41	CHRYSLER 200 TOURING 4-DOOR SEDAN	
In Service Dt	08/27/2011	Mileage	3,270	Dealer Zone	66 ORLANDO
Plant	N	STERLING HEIGHTS ASSEMBLY PLANT	Market	U	US
Color	PW7	BRIGHT WHITE CLEAR COAT			
Engine	ERB	3.6L V6 VVT ENGINE			
Transmission	DBA				

Dealer	42431	DAYTON ANDREWS DODGE			
Dealer Address	2301 - 34TH STREET NORTH				
Dealer City	ST PETERSBURG	Dealer State	FL	Dealer Zip	33713
Owner	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	Home Phone	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	ST PETERSBURG FL [REDACTED]	Country	UNITED STATES		

Product - Drivability - Unknown - Stalling - Default	owner states vehicle stalls while idling
Corporate - Lemon Law - Default - Default - Default	

POSTMARK DATE: 110411; DATE RECEIVED: 110711
 Owner submits a certified letter and notification card to Chrysler received on 11-07-2011. This is a request for the lemon law. The owner has submitted the original receipts and paperwork on the purchase of this vehicle. Writer will forward it to the bc for further review and handling.
 *****ORLANDO BUSINESS CENTER RECEIVED MVDN 11/8/11*****
 SEE ABOVE CONCERNS.
 11/11/11 unable to reach owner as voicemail full and office number just rings....sent no contact letter for owner to call SEBC to set appointment.....vaj3
 111511 RVW RECD CALL FROM OWNER. REACKNOW RECEIPT OF MVDN. OWNERS CONCERN IS:
 (1) VEH STALLS WHILE AT STOPS
 WRITER SCHEDULED OWNER TO DROP OFF VEH TO DAYTON ANDREWS DCJ IN ST PETE TOMORROW MORNING, NOVEMBER 16 FOR CHRYSLER REP (TA) TO OVERSEE INSPECTION/REPAIR. ALT TRANS TO BE PROVIDED AS CUSTOMER GOODWILL GESTURE. WRITER ADVISED DLR TO INCLUDE THE FOLLOWING EXPLANATION IN THE CLAIM NARRATIVE AS JUSTIFICATION: 'LEMON LAW RENTAL APPROVED IN CAIR #21538376'. WRITER ADVISED TA/ASM/SM OF THE ABOVE.
 111611 RVW RECD VM FROM SM. SM REPORTS THAT OWNER HAS DROPPED OFF VEH. SM DID TEST DRIVE VEH WITH OWNER. UTD TO DUPLICATE STALLING CONCERN. SM TO CONTACT TA FOR ASSISTANCE.
 T/A talked to Gary Crockenberg, shop foreman. They are testing and test driving in an attempt to diagnose this issue.
 111811 RVW SPOKE WITH SM WHO REPORTS THAT HAS TEST DRIVEN VEH 110 MILES AND VEHICLE HAS YET TO STALL. WRITER ADVISED SM TO CONTINUE TO TEST DRIVE VEH INTO NEXT WEEK.
 112111 RVW SPOKE WITH SM. HAS TEST DRIVEN VEH 177 MILES. NPF. TO TEST DRIVE ONE MORE NIGHT IN ATTEMPT TO DUPL.
 112211 RVW SPOKE WITH SM. SM REPORTS THAT TEST DROVE 220 MILES. NPF. SM

TO CONTACT OWNER AND RETURN VEH. SM TO FAX WRITER COPY OF RO.
WRITER RECD CALL FROM OWNER. OWNER REPORTS THAT DLR CONTACTED OWNER TO PU
VEH AND DLR UNABLE TO DUPL STALLING CONCERN. WRITER ADVISED OWNER TO PU
VEH AND TO CONTACT WRITER IF CONCERN RECURS. COPY OF RO RECD FROM DLR. FU
TO PHONE CALL LETTER SENT.

120511 RVW RECD VM FROM OWNER ON SUNDAY, DEC 4 AT 8:28 AM. CLAIMS THAT
VEH STALLED AT BUSY INTERSECTION AND GOT BUMPED 4 TIMES BY ANOTHER
DRIVERS IN AN ACT OF ROAD RAGE. OWNER TO TAKE VEH BACK TO DLR. GOT
ANOTHER VM THIS AM AT 8:10 AM ADVISING WRITER THAT VEH NOW AT DAYTON
ANDREWS DCJ. WRITER CONTACTED OWNER. ACKNOW RECEIPT OF OWNER CALLS AND
ADVISED OWNER THAT WILL FU WITH DLR.

WRITER ATTEMPTED TO CONTACT SM. GOT VM. LM REQ SM UPDATE WRITER WITH DLR
FINDINGS.

120611 RVW FU WITH SM. SM REPORTS THAT FOUND NO CODES AND HAS TEST DRIVEN
VEH FOR 68 MILES WITHOUT ANY STALLING ISSUE. WRITER REQ SM TO CONTINUE TO
TEST DRIVE INTO TOMORROW IN ATTEMPT TO DUPL CONCERN. OWNER IS IN RENTAL.
WRITER INSTRUCTED DLR IF NOT COVERED BY SERV CONTRACT TO INCLUDE THE
FOLLOWING EXPLANATION IN THE CLAIM NARRATIVE AS JUSTIFICATION FOR RENTAL:
'LEMON LAW RENTAL APPROVED IN CAIR 21538376'.

120711 RVW SPOKE WITH SM. SM REPORTS THAT UTD CONCERN. WRITER AUTHORIZED
DLR TO RETURN VEH BACK TO OWNER AND TO FAX WRITER COPY OF RO.

120811 RVW CONTACTED OWNER. REVIEWED ABOVE FINDINGS. OWNER TO CONTACT
WRITER IF CONCERN RECURS.

010312 RVW RECD CALL FROM OWNER. OWNER REPORTS THAT AFTER DRIVING ABOUT
300 MILES VEH STALLED AGAIN. THEN SURGED UPON RESTART OF VEH. OWNER HAS
FILED FOR ARBITRATION. WRITER ADVISED OWNER THAT HE WILL BE CONTACTED BY
CHRYSLER UPON CHRYSLER S RECEIPT OF ARBITRATION NOTIFICATION.

2/1/12 RECEIVED STATE BOARD ARBITRATION CASE #2012-0001/STP.

Case settled y financed repurchase.

Customer Assistance Inquiry Record (CAIR)# 21541256

VIN	1C3BC2FG7	BN [REDACTED]	Open Date	11/07/2011	Built Date	03/24/2011
Model Year	2011	Body	JSCL41	CHRYSLER 200 LIMITED 4-DOOR SEDAN		
In Service Dt	04/16/2011	Mileage	0	Dealer Zone	35	WASHINGTON
Plant	N	STERLING HEIGHTS ASSEMBLY PLANT	Market	U	US	
Color	PX8	BLACK CLEAR COAT				
Engine	ERB	3.6L V6 VVT ENGINE				
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				
Dealer	23304	FARRISH DODGE JEEP				
Dealer Address	9610 FAIRFAX BLVD					
Dealer City	FAIRFAX	Dealer State	VA	Dealer Zip	22031	
Owner	[REDACTED]			Contact Type	TELEPHONE	
Address	[REDACTED]			Home Phone	[REDACTED]	
	RESTON VA [REDACTED]			Country	UNITED STATES	

Product - Unknown - Unknown - Stalling - Default	Vehicle has been stalling.
Corporate - Outbound - Survey Follow-Up - CPS - Customer Contact Complete	
Corporate - Outbound - Survey Follow-Up - CPS - Default	

CPS Survey Record Received Date: 11/07/2011
 Survey Number : BN56585603
 Quality Survey ID Number: 197256092
 Survey Date : 11/03/2011
 VIN Number : 1C3BC2FG7BN [REDACTED]
 Mapping Class : Dealer
 Event Type : 1st Service customer pay
 CPS Score : 0

***** CASE MANAGER TEAM - District Z *****

CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED]. Writer left message with person who answered the phone for Mr. [REDACTED]

customer called in writer advised case manager is not available offered case managers voice mail customer declined offered a different case manager customer declined and said he wanted a manager mc1157 approved call back.customer wants to be reached at [REDACTED].

Writer submitted supervisor request to CS1123

Customer contact attempt at phone number [REDACTED], left message informing customer that another call would be made later today and if writer does not hear from customer then writer would reach on 11-10-11.

***** SUPERVISOR *****

Customer is not satisfied with the service that he received from the Chrysler CAC. Customer states that the voice commands are misleading and that MW731 told him that he couldn t help him and that a supervisor wasn t available to speak with him. Customer states that the dealer didn t perform an update for the vehicle stalling and he researched that some people are having that done. Customer feels that if any updates, besides recall, should be sent out to notify the customer. Writer thanked the customer for the feedback and asked if there was anything further

that he needed. Customer states that all of his complaints have been documented.
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)# **21548977**

VIN	1C3BC2FG4	BN [REDACTED]	Open Date	11/09/2011	Built Date	02/03/2011
Model Year	2011	Body	JSCL41	CHRYSLER 200 LIMITED 4-DOOR SEDAN		
In Service Dt	04/02/2011	Mileage	9,182	Dealer Zone	66	ORLANDO
Plant	N	STERLING HEIGHTS ASSEMBLY PLANT	Market	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				
Engine	ERB	3.6L V6 VVT ENGINE				
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				
Dealer	24028	AUTOPARK CHRYSLER JEEP				
Dealer Address	400 AUTO PARK BLVD					
Dealer City	CARY	Dealer State	NC	Dealer Zip	27511	
Owner	[REDACTED]			Contact Type	TELEPHONE	
Address	[REDACTED]			Home Phone	[REDACTED]	
	RALEIGH NC [REDACTED]			Country	UNITED STATES	

Product - Drivability - Unknown - Hesitation/No Power - Default	dies or stalls out
Corporate - Rental Vehicle - Default - Default - Default	requesting rental

Briefly summarize why the customer is contacting Chrysler:
 Customer has been having numerous issues with the vehicle since purchasing the vehicle. Brakes have been replaced for squeaking and now doing the same thing again. There is a thumping noise that they have not been able to diagnose. Customer has had electrical issues. Customer would like a rental until they have diagnosed and fixed the issues. Customer stated the vehicle has been at the dealership off and on for the last 6 months.

Briefly summarize what the customer is expecting:
 Customer is requesting a rental vehicle.
 Customer was advised that due to the nature of their rental request a call back is required and will take place by close of business today.
 Preferred Morning/Midday call back number is [REDACTED]
 Preferred Afternoon/Evening call back number is [REDACTED]
 Customer email address for case updates: [REDACTED]
 Reassigned to 88R
 ***** CASE MANAGER TEAM - District R*****
 Writer dialed [REDACTED] left message for Service Advisor
 Service Advisor Tommy returned writers call. Customer has never been at dealership SA gave writer number for another dealership 919 657 5557
 Service Manager is Tim
 Writer dialed 919 657 5557 not valid writer dialed 9194812880 spoke to Service Manager Clayton transferred to Service Advisor Terry STAR has been opened car is at the customer will be picking up vehicle until STAR can figure out issues. Writer redialed 9194812880 was given direct number for service [REDACTED]. SA indicated has been having alot of 200 vehicles with this issue and also with a paint quality. Writer indicated would authorize 14 days of rental and forward case over to a case manager
 CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED] rang busy redialed left message have authorized 14 days rental also stated will be forwarding over to Case Manager

Customer seeking rental assistance because electrical issues
Contacted Service Manager, Terry at 24028 to
discuss the customer s request for rental assistance. Confirmed
customer s concern and with Service Manager concurrence, authorized
14 days of rental per guidelines in Warranty Bulletin D-11-01.
Customer calls to speak with their Case Manager. Transferred Customer to
LL796 for further assistance.

Customer returned call, writer informed of the 14 authorization for
rental and that case would be forwarded over to Case Manager

***** CASE MANAGER TEAM - District M *****

Status update provided via email to the following email address:

My name is Susana and I have been assigned as your Case Manager. Here s
some information for you to have;

Your case number; 21548977

Chrysler Case Management telephone number: 800-763-8422

My direct extension: 66222

My work hours: 9 am to 6 pm Eastern Time Monday-Friday

I will contact you within 24 hours regarding your case.

NOTE: This is a system generated message. Please do not reply.

Thank you.

Susana

Case Manager

Chrysler Assistance Center

End of Status Update

Writer contacted AUTOPARK CHRYSLER JEEP, spoke to SA Ted. SA stated they
are working with STAR. Follow up was set for Tuesday 11/15.

CONTACT UPDATE; dialed 9198721480. MS [REDACTED] was unavailable.

Left message on machine informing customer per lines 57-58.

Writer contacted AUTOPARK CHRYSLER JEEP, spoke to ASM Leighton. Car came
in on Saturday, they replaced the wireless control module. Everything

seams to work ok, customer is on a loaner. Dealership wants to keep the

vehicle for an extra day to double check everything functions perfectly.

Follow up with customer on Friday 11/18.

Writer contacted AUTOPARK CHRYSLER JEEP, Writer left message for ASM
requesting a call back to case manager SP1086 to discuss customer s
concerns.

Voicemail

ASM Leighton requested a call back.

Writer contacted AUTOPARK CHRYSLER JEEP, spoke to ASM Leighton. ASM
stated the car is ready to be picked up. Writer stated a follow up call

will be made to the customer next week to confirm repairs.

Writer contacted AUTOPARK CHRYSLER JEEP, spoke to SM Terry. Customer
picked vehicle up on Friday, repairs have been confirmed with dealership.

REASSIGNED TO BC/DLR 66 24028 11/21/11 11:08 O 21548977

CONTACT UPDATE: dialed 9198721480 for MS [REDACTED]. Left message on
machine stating case manager is attempting to confirm repairs.

*Contact Date: 11/21/2011

Warranty repair has been documented on Repair Order#143953

CAIR RETURNED FROM DEALER ON 11/21/2011 AT 11:28:991 R 21548977

CONTACT UPDATE: dialed [REDACTED]. Unavailable. left
message on machine.

CONTACT UPDATE: dialed [REDACTED]. Left message on
machine stating case manager is attempting to confirm repairs.

CONTACT UPDATE: dialed [REDACTED]. Left message on
machine stating case manager is attempting to confirm repairs.

CONTACT UPDATE: dialed [REDACTED]. Left message on
machine stating case manager is attempting to confirm repairs.

CONTACT UPDATE: dialed [REDACTED]. Left message on
machine. After verifying repairs were performed with the dealership;

writer stated this CAIR will be closed at this moment. If any further
assistance is needed customer is welcome to call CAC back for a review.

CLOSED LOOP UPDATE - customer contacted today to confirm repairs.

Customer Assistance Inquiry Record (CAIR)# 21566845

VIN	1B3BD1FG3 BN [REDACTED]	Open Date	11/15/2011	Built Date	05/10/2011
Model Year	2011	Body	JSDE41	DODGE AVENGER MAINSTREET 4-DOOR SEDAN	
In Service Dt	06/28/2011	Mileage	5,000	Dealer Zone	66 ORLANDO
Plant	N	STERLING HEIGHTS ASSEMBLY PLANT	Market	U	US
Color	PX8	BLACK CLEAR COAT			
Engine	ERB	3.6L V6 VVT ENGINE			
Transmission	DBA				
Dealer	44940	MAROONE DODGE OF PEMBROKE PINES			
Dealer Address	13601 PINES BLVD				
Dealer City	PEMBROKE PINES	Dealer State	FL	Dealer Zip	33027
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone	[REDACTED]		
	OPA LOCKA FL [REDACTED]	Country	UNITED STATES		

Product - Transmission / Transaxle - Unknown - Other - Default	Customers transmission feels uncomfortable
Product - Electrical - Power Windows - Noisy/Static/Interference - Unknown	Rear window is not working properly
Dealer - Service/Body Shop - Transaction - Problem Not Resolved - Default	
Product - Brakes - Disc Brake Assy/Calipers - Noisy - Rear	
Product - Drivability - Unknown - Stalling - Default	

Briefly summarize why the customer is contacting Chrysler: Customer called in stating that her vehicle is making noise and has been to the dealership five times for the issue. Customer stated that the rear window was making a noise and this was supposed to be fixed but it is still making the same noise. Customer stated that her transmission also feels uncomfortable. Customer states that this should not be happening with her new vehicle.

Briefly summarize what the customer is expecting: Customer is expecting someone to look into this for her and have her issues resolved. Customer advised a call back is required and will take place within one business day by COB their time Preferred Morning/Midday call back number is [REDACTED] Preferred Afternoon/Evening call back number is [REDACTED] Customer email address for case updates: [REDACTED] Who has possession of the vehicle? (Owner/Dealer/IRF) Owner Has the vehicle been diagnosed by a CDJ dealer? (Yes/No) Yes If a CDJ dealer has diagnosed, what is the dealer name or code? Reassigned to 88F Status update provided via email to the following email address:

[REDACTED]m

Dear Ms. [REDACTED]
 My name is Sherie and I have been assigned as your Case Manager. Here is some information that will be helpful for you to have:
 Your case number:21566845

Chrysler Case management telephone number: 800-763-8422
My direct extension: 66385
My work hours: 6:00 am to 4:00 pm Eastern Time, Monday through Friday
I will contact you later today by telephone to review your case with you.
Note: This is a system generated message. Please do not reply.
Sincerely,
Sherie
Customer Care
End of Status Update

***** CASE MANAGER TEAM - District 88M *****
Original owner, currently owns 1 CDJ, 0 previously owned, 2 year Owner Care and 6/70 Added Care service contract, 1 possible related repair for window concern completed 8/11. Vehicle is in 3/36 warranty by time and mileage.
Agent attempted to contact dealer 44940 Service Manager (SM) John, however, SM not available. Left message for a return call at extension 66385 - provided case number and email option to contact CM. The next follow up call will be placed on Friday, Nov. 18th, 2011.
Writer confirm John, Service Manager is no longer on medical leave, however is out of the dealership today.

CONTACT UPDATE - 1st Contact attempt, phone number dialed - [REDACTED]
Writer left message for customer to explain that more information is needed from the dealer before any direction can be provided at this time.
Writer instructed customer that the next follow up call will be placed on Friday, Nov. 18th, 2011 with the dealer and customer - provided part of the callback number with case number before the phone cut off.
Status update provided via email to the following email address:

[REDACTED]
Dear Ms. [REDACTED]
My name is Sherie and I have been assigned as your Case Manager. Here is some information that will be helpful for you to have:
Your case number: 21566845
Chrysler Case management telephone number: 800-763-8422
My direct extension: 66385
My work hours: 6:00 am to 4:00 pm Eastern Time, Monday through Friday
Note: This is a system generated message. Please do not reply.
Sincerely,
Sherie
Customer Care
End of Status Update

Status update provided via email to the following email address:

[REDACTED]
Dear Ms. [REDACTED]
My name is Sherie and I have been assigned as your Case Manager. Here is some information that will be helpful for you to have:
Your case number: 21566845
Chrysler Case management telephone number: 800-763-8422
My direct extension: 66385
My work hours: 6:00 am to 4:00 pm Eastern Time, Monday through Friday
Note: This is a system generated message. Please do not reply.
Sincerely,
Sherie
Customer Care
End of Status Update

Status update provided via email to the following email address:

[REDACTED]
Dear Ms. [REDACTED]
My name is Sherie and I have been assigned as your Case Manager. Here is some information that will be helpful for you to have:
Your case number: 21566845
Chrysler Case management telephone number: 800-763-8422
My direct extension: 66385
My work hours: 6:00 am to 4:00 pm Eastern Time, Monday through Friday
Note: This is a system generated message. Please do not reply.
Sincerely,
Sherie
Customer Care

Status update provided via email to the following email address:

Dear Ms. [REDACTED]

My name is Sherie and I have been assigned as your Case Manager. Here is some information that will be helpful for you to have:

Your case number: 21566845

Chrysler Case management telephone number: 800-763-8422

My direct extension: 66385

My work hours: 6:00 am to 4:00 pm Eastern Time, Monday through Friday

Note: This is a system generated message. Please do not reply.

Sincerely,

Sherie

Customer Care

End of Status Update

CONTACT UPDATE - 1st Contact attempt, phone number dialed,

[REDACTED] Advised customer dealer had been contacted for additional information for possible resolution. Customer mentioned back brakes are also making noise. Next follow up with customer will be 11/18/11. Customer stated dealer has not been in contact with her regarding concerns.

EMAIL sent to John, Service Manager: Customer is waiting for dealer to contact her regarding some ongoing concern with her new vehicle. She stated that her concerns have not been resolved. Transmission, Power window and rear brakes. Please have someone contact customer and arrange for vehicle to be inspected again.

Writer spoke to John, Service Manager to request customer be contacted to arrange for unresolved repairs/concerns to be scheduled for repair.

Dealer stated customer will be contacted.

Status update provided via email to the following email address:

[REDACTED],
I spoke to John, Service Manager of Maroone Dodge of Pembroke Pines this morning. The dealer will be calling you to set up appointment to resolve the needed repairs for your vehicle. I will follow up with you on 12/2/11. If you wish to contact me please call 800-763-8422, extension 66385.

Thank you

Sherie

End of Status Update

EMAIL sent to John, Service Manager: I am wanting to confirm customer was contacted and appointment has been scheduled to resolve customer concerns. I requested that you contact her on 11/25/11. Please let me know what current case status is.

Customer stated vehicle was taken to dealer on 11/29/11. Brake repair has been completed and customer is waiting for a part to arrive for window repair. Since that time the vehicle has stalled out twice.

Vehicle returned to dealer on Saturday 12/3/11 but could not be inspected at that time. Customer is waiting for dealer to call for next appointment to be schedule. Writer advised customer dealer would be contacted for additional information and next contact will be on 12/9/11.

****Begin structured narrative T2 - Beginning Narrative

EMAIL sent to dealer: Customer is now having a stalling concern. Would you please look into concern when window part is received and window is being repaired. Please keep me in the loop. I will be following up with customer on apppoment.

Writer spoke to Brian, Service Advisor. Window part was received on 12/5/11. Vehicle was at dealer on 12/3/11 with same complaints of brake noise, stalling. Dealer made no mention of transmission concern.

Mechanical concerns were unable to be duplicated. Vapor canister and brakes were installed in November to correct customer s concerns. Dealer will contact customer to have window weather stripping installed.

Customer stated brake noise is worse now rotors have been changed.

Customer is tired of always having to take the vehicle in for repair.

Case is being escalated to qualifier team for review.

***** QUALIFIER TEAM *****

This customer is seeking lemon law buyback/replacement. Preliminary research has determined this vehicle doesn t appear to qualify for lemon

and was told that we are willing to assist in getting the vehicle repaired

The customer was also informed that a case manager will be assigned to them for further follow-up.

RESEARCH RESULTS:

Explain why this vehicle either appears to qualify or not: Vehicle does not appear to qualify for lemon law.

Number of related repair attempts = 1 Weatherstrip, door window belt outer. 1 Weatherstrip, door window belt inner. 1 Cap, fuel tank filler. 1 Module, Global Powertrain Engine Controller (GPEC). 1 Pads, disc brake. 1 Canister, vapor.

Number of days out of service = 13 days.

CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED]. Writer called the customer and informed of the above information.

Customer states that she is just upset with the fact the dealership cannot find the problems with her vehicle with the brakes squeaking and the transmission slipping.

Left message for customer advising case is being electronically transferred to dealer as an unresolved concern. Next follow up with customer will be 12/22/11

EMAIL sent to John, Service Manager: Case has been returned by Qualifier team and vehicle does not qualify for lemon law. Case is being assigned to dealership as an unresolved concern. Please contact customer to arrange for further diagnostic efforts.

DIRECT-TO-DEALER

ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER

Please follow your Business Center guidelines in an attempt to resolve this customers concern(s). If needed, seek assistance from your District Manager, Business Center or STAR.

The unresolved concern is transmission, brakes, window and stalling.

Agent email John Service Manager, informed that CAIR was being sent. Please update this CAIR with resolution.

#####

REASSIGNED TO BC/DLR 66 44940 12/19/11 13:44 O 21566845

Customer stated dealer contacted her about window part being received. Customer does not want to put \$150.00 hold on her money in order to have alternate transportation. Customer does not intend to do anything until after the holidays. Next follow up with customer will be 1/6/12.

EMAIL sent to John, Service Manager: Customer does not want to put \$150.00 hold on her credit card for the rental vehicle. Is there any way to get around that requirement? Please let me know. Since the vehicle is new I would be willing to send an RA to you for up to 5 days of rental fee.

Status update provided via email to the following email address:

[REDACTED]

I have emailed the dealer requesting possible way around credit card concern for rental vehicle. As soon as I have a solution I will let you know. I will follow up with you no later than 1/9/12.

Thank you

Sherie

End of Status Update

*Contact Date:01/09/2012

Service / Parts Director at the dealership has updated the CAIR# 21566845 An appointment has been set with the customer.

EMAIL sent to John, Service Manager: Case has been updated stating appt has been scheduled with customer. What is the date of appointment and how are getting around the rental deposit?

EMAIL received from John, Service Manager: Was told to update cair by D/M have no way of getting around the rental.

Spoke with SM today about this customer. Problem can not be duplicated when the customer comes in and she needs to leave the vehicle so they can check it through out the day. This is an Autonation store and loaners are not provided. They use enterprise rental and their policy is \$150.00 on a credit card. Customer can come up with credit card and store policy is they do not pay for the rental for the customer. So Cair is being

with a credit card to get a rental. Customer is aware Chrysler will be paying the rental while we have her vehicle.
Received email from Dan, Area Manager instructing case manager to close case.

Left message for customer to return call.

Customer is calling back to get an update on her case.

Writer advised the customer of lines 223-234.

Customer still wants a call back from her case manager.

Writer made attempt to contact Customer at [REDACTED]. Writer verified Customer's concern. Customer states she currently plans on taking vehicle to dealership between Monday and Wednesday of next week. Writer understood and agreed to call Customer next Tuesday. Customer agreed and thanked Writer.

Writer made attempt to contact Customer at [REDACTED]. Customer states repairs were completed. Writer advised Customer we can close case now or Writer can leave case open for another follow up further from repair.

Customer asked Writer to call in 2 weeks, Writer agreed and Customer thanked Writer.

Writer made attempt to contact Customer at [REDACTED]. Customer states she plans on going back to dealership this week to readdress brake issues. Writer understood and agreed to callback next Monday. Customer thanked Writer.

Writer made attempt to contact Customer at [REDACTED]. Left message. 2nd attempt made to contact customer. Left message.

3rd attempt made to contact customer. Customer states vehicle went to dealership today and appears to be working properly. Writer thanked Customer for update and Customer chose to have case remain open for another week so CAC can assure satisfaction. Customer thanked Writer.

Writer made attempt to contact Customer at [REDACTED]. Left message.

Contacted customer at [REDACTED], not available, no voicemail option.

3rd attempt made to contact customer. Customer states there's rubbing noise coming from brakes still, Writer understood and agreed to call SM to see what else may be done. Customer thanked Writer and Writer introduced self as the new CM, verified email address and agreed to send contact information email. Customer thanked Writer.

Status update provided via email to the following email address:

[REDACTED]

My name is Sam and I have been assigned as your Case Manager.

Here is some information that will be helpful for you to have:

Your Case Number: 21566845

Chrysler Case Management Telephone Number: 800-763-8422

My direct extension: 66009

My work hours: 9:30 AM to 6:00 PM Eastern Standard Time

Monday-Friday

End of Status Update

Agent attempted to contact dealer Service Manager (SM) John. Writer advised SM of lines 260 - 261. SM informed Writer brakes were serviced back in 1/2012 and SM agreed to have Writer send Customer in for brakes to be examined. Writer thanked SM.

Writer made attempt to contact Customer at [REDACTED]. Writer advised Customer of lines 275 - 278. Customer agreed and asked Writer to callback next Wednesday (3/21/12). Writer agreed and Customer thanked Writer.

Writer made attempt to contact Customer at [REDACTED]. Left message.

2nd attempt made to contact customer. Recipient of call disconnected before Writer could leave message.

3rd attempt made to contact customer. Left message.

4th attempt made to contact customer. Left message.

5th attempt made to contact customer. Customer has yet to schedule appointment and requested callback 4/23/12.

Writer made attempt to contact Customer at [REDACTED]. Customer not looking to have brakes worked on at this time. Customer requested email with case and phone number should concern return. Writer verified email address.

Status update provided via email to the following email address:

[REDACTED]

This is Sam, your Case Manager from Dodge Customer Care emailing you in

Should you wish to reopen your case about your brakes, you will need:

Case Number: 21566845

and

Dodge Customer Care: 1-800-763-8422 or 1-800-423-6343.

I just want to say it was a pleasure working with you over the past couple of months and that we here at Dodge truly appreciate your business.

Thank you,

Sam

End of Status Update

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

Customer Assistance Inquiry Record (CAIR)# **21576128**

VIN	1C3BC1FG3	BN [REDACTED]	Open Date	11/17/2011	Built Date	01/07/2011
Model Year	2011	Body	JSCE41	CHRYSLER 200 TOURING 4-DOOR SEDAN		
In Service Dt	01/22/2011	Mileage	4,200	Dealer Zone	71	LOS ANGELES
Plant	N	STERLING HEIGHTS ASSEMBLY PLANT	Market	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT				
Engine	ERB	3.6L V6 VVT ENGINE				
Transmission	DBA					
Dealer	68858	SOUTH BAY CHRYSLER JEEP DODGE				
Dealer Address	20900 HAWTHORNE BLVD					
Dealer City	TORRANCE	Dealer State	CA	Dealer Zip	90503	
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	
	HARBOR CITY CA [REDACTED]				Country	UNITED STATES

Product - Drivability - Unknown - Hesitation/No Power - Default	Vehicle goes dead when driving
Corporate - Lemon Law - Default - Default - Default	
Dealer - By-Pass - Default - Default - Default	

Hello Meghan,
 I regret to advise you that in addition to a few problems (previously recorded in your file - cannot be properly fixed by your authorized South Bay - California Dealer) of my 200 Chrysler Touring, there is one more additional problem.
 On Monday, Oct-31-2011 morning when I was going to work, my car engine dropped dead at the traffic light.
 On Monday, Oct-31-2011 evening when I was returning home, my car engine dropped dead at the traffic light again.
 Today, Nov-17-2011 morning when I was going to work, my car engine dropped dead at the traffic light.
 As you know that my car suddenly dropped dead is quite dangerous because the cars behind mine will always try to start their cars when the traffic light turns green and my still stopping (not moving).
 I don t know whether or not it is normal for Chrysler cars. I have never experienced the same problem before for my cars used up to 5 years. It is really hard to believe that Chrysler Company Experts cannot find a proper way to repair my car in a normal condition.
 [REDACTED]
 310 416 1210 Ext. 814 (Office Hours 10:00 am to 5:00 pm)
 *****END OF CUSTOMER EMAIL REPLY*****

Dear [REDACTED]:
 Thank you for contacting the Chrysler Customer Assistance Center, your emails are important to us!
 Your email was reviewed and has been forwarded to a more appropriate area for their attention and response. Someone there will contact you by phone within approximately one business day addressing your issue.
 This referral action will provide the best opportunity for your request.

Thanks again for your email and have a wonderful day!

Sincerely,

Matt

Customer Service Representative

Chrysler Customer Assistance Center

*****END OF CAC EMAIL REPLY*****

*****SEE CAIR#21248699 FOR PREVIOUS CASE*****

*****RE-ASSIGNING TO MH1276 AS CUSTOMER IS EXPERIENCING ISSUES PERTAINING TO PREVIOUS CASE*****

* * * * * CASE MANAGER TEAM - District J, G, H * * * * *

CONTACT UPDATE - 1st Contact attempt, phone number dialed,

[REDACTED]. Left message.

Customer is returning Case Manager s Call. Customer stated that he is at work and can be reached at [REDACTED]

Writer contacted the customer. Customer stated that he has not taken the vehicle to the dealer to be looked at. Customer stated that he will not be able to get the vehicle in to the dealer until the week after the holiday. Customer stated that the vehicle stalled on him again on 11-18 while he was stopped at a light. Customer stated that he would take the vehicle in and is asking that the case manager follow up with him the second week in December to see what is going on.

Customer stated that if Chrysler can guarantee the next repair on the vehicle then he will pay whatever he needs to. Customer stated that if we can not guarantee the repair he would like to get a price on his vehicle to sell it back to Chrysler. Agent to do some research and contact customer back when new information is available. Customer agreed. Agent called dealership and the receptionist stated that the SM is out until Monday and none of the service advisors are available because they are too busy. Agent to call back Friday.

Agent called dealership and the SM is not available until tomorrow.

***** QUALIFIER TEAM *****

CONTACT UPDATE - 1st Contact attempt, phone number dialed,

[REDACTED]

Owner is seeking relief under the California state lemon law.

1. What does the customer allege is wrong with the vehicle? Loss of power and stalling

2. Was the vehicle purchased new or used? New

3. If used, what number owner is the customer and what was the mileage?
N/A

4. Is customer claiming # of repair attempts or # of days out of service?
3 repairs, 3 days

5. Does the condition described by the customer still exist? Yes
The only thing the customer has been told is their file will be reviewed and/or handled by the local Business Center and Dealer, and if the condition still exists, to take their vehicle to the dealer regardless

of this request. Reassigned to the West Business Center (TMT).
122111 reassigned to am dl819 to review and respond to owners request or lemon law relief tmt

Dear Chrysler Manager,

1. Sept-01-2011 around 5,070 miles, I changed oil by Chrysler South Bay

2. Nov-22-2011 I took my 2011 new 200 Chrysler Touring to repair the stall car

problem at Chrysler South Bay.

3. During the last 2 days, I found Oil Change Required light turned on around 7,800 miles. I was told by a Service Agent at Chrysler South Bay that my

car needs to reset the computer.

4. Would it be possible that the computer installed on my new 200 Chrysler

Touring needs to be serviced almost every 1 to 2 months????

HAPPY NEW YEAR

[REDACTED]

[REDACTED]

[REDACTED]

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

Dear Chapmun:

Thank you for contacting the Chrysler Customer Assistance Center, your

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

If your concerns have not been addressed, or you have other concerns, please email or contact the Chrysler Group Customer Care Center by telephone at 1-800-CHRYSLER (247-9753).

Thanks again for your email and have a wonderful day!

Sincerely,

Matt

Customer Service Representative

Chrysler Customer Assistance Center

*****END OF CAC EMAIL REPLY*****

Service manager is following up with customer to see problem still exists. As of right now it appears Chrysler is not responsible for replacing the vehicle. AM instructed SM that Chrysler will provide rental if vehicle needs to be brought back in and TA can work with dealership on repair. DL819

Customer has provided further information on lines 279-303 in Email CAIR 21110979.

Customer has provided service appointment information on line 443 of Email CAIR 21110979.

AM is checking to see customer has come in for appt. DL819

Customer at this time is refusing to come into the dealership to check concern. Dealership let customer know if he is still having the intermittent concern to bring the vehicle in for diagnosis and a rental will be given for convenience. If the dealer is unable to duplicate the concern then the vehicle will be released to the customer with a data recorder to capture the event. This will better help diagnosis the vehicle. DL819

AM and dealership have attempted to set up service appt for inspection.

If vehicle is brought back in dealership will attempt to duplicate concern. If unable will suggest to put WiTech pod in vehicle for data recording as previous visits do not show concern in freeze frame data. DL819

Customer Assistance Inquiry Record (CAIR)# 21579254

VIN	1C3BC1FG7	BN [REDACTED]	Open Date	11/18/2011	Built Date	04/18/2011
Model Year	2011	Body	JSCE41	CHRYSLER 200 TOURING 4-DOOR SEDAN		
In Service Dt	05/24/2011	Mileage	12,970	Dealer Zone	66	ORLANDO
Plant	N	STERLING HEIGHTS ASSEMBLY PLANT	Market	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT				
Engine	ERB	3.6L V6 VVT ENGINE				
Transmission	DBA					
Dealer	45168	MCKENNEY DODGE, LLC				
Dealer Address	2339 EAST FRANKLIN BLVD					
Dealer City	GASTONIA	Dealer State	NC	Dealer Zip	28054	
Owner	[REDACTED]			Contact Type	TELEPHONE	
Address	[REDACTED]			Home Phone	[REDACTED]	
	DALLAS NC [REDACTED]			Country	UNITED STATES	

Product - Drivability - Unknown - Stalling - Default | Customer has reported several instances of vehicle stalling

Customer complains of several conditions of vehicle stalling at _ approximately 11,000 miles. Dealer has performed three repairs to address stalling concern. Customer has lost confidence in vehicle and does not feel safe in vehicle given the fact she has a long commute to and from work. STAR has been contacted for Tech support as well. Area Manager has agreed to replace vehicle. Ms. [REDACTED] has been advised she will be responsible for any increase in MSRP. Owner has been advised she will be responsible for milage/usage charges up to first documented repair attempt at 11,150 miles. Bob Rossi, Area Mgr(11/18/11).
 Briefly summarize why the customer is contacting Chrysler:
 Briefly summarize what the customer is expecting:
 Customer states that this is the first time sha has called CAC to file a complaint. Agent saw open CAIR 21603233 but there was no documentation as of 2:26 PM 11/28/11. Agent advised to contact dealer for follow up replacement

Customer Assistance Inquiry Record (CAIR)# 21579325

VIN	1C3BC7EG9 BN [REDACTED]	Open Date	11/18/2011	Built Date	07/26/2011
Model Year	2011	Body	JSCX27	CHRYSLER 200 LIMITED TWO DOOR CONVERTIBLE	
In Service Dt	09/24/2011	Mileage	1,600	Dealer Zone	66 ORLANDO
Plant	N	STERLING HEIGHTS ASSEMBLY PLANT	Market	U	US
Color	PW7	BRIGHT WHITE CLEAR COAT			
Engine	ERB	3.6L V6 VVT ENGINE			
Transmission	DBA				

Dealer 24028 AUTOPARK CHRYSLER JEEP

Dealer Address 400 AUTO PARK BLVD

Dealer City CARY **Dealer State** NC **Dealer Zip** 27511

Owner [REDACTED] **Contact Type** TELEPHONE

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

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

Dealer - Service/Body Shop - Transaction - Problem Not Resolved - Default	Cannot diagnose problem with car.
Corporate - Goodwill Escalation Matrix - Escalated - Default - Default	Cannot figure out problem with call.
Product - Engine - Unknown - Other - Default	Car keeps stalling.
Product - Engine - Engine Block / Short Engine - Other - Default	Engine stalls out and prevents the car from being put back into gear.
Product - Brakes - Brake Pedal and Linkage - Complete Failure - Default	Power brakes stop working when vehicle stalls.
Product - Steering - Steering Wheel / Column - Defective - Default	Power steering stops when vehicle stalls.
Dealer - Service/Body Shop - Personnel - Lack of Product Knowledge - Service Management	Told customer to take the vehicle when it doesn't work right.
Corporate - Lemon Law - Default - Default - Default	
Dealer - By-Pass - Default - Default - Default	

****Begin structured narrative T2 - Beginning Narrative
 Briefly summarize why the customer is contacting Chrysler:
 Customer recently purchased this vehicle and a Jeep. Customer states he s concerned with his vehicle because the dealership cannot tell him what is wrong with the car. Dealership is telling him to call Chrysler to see what is wrong with the car. Dealership told the customer if he needs the car to take it even though it stalls out. Customer states that the vehicle s engine stalls out and when it does the brakes and steering stop working and he cannot get the vehicle back into park to start it again.
 Briefly summarize what the customer is expecting:
 Customer clearly stated that he is looking for a buyback or replacement vehicle.
 ****End structured narrative T2 - Beginning Narrative
 Has customer had previous history with current issue? No
 Customer has a history of diagnosis for an intermittent problem? No
 Has had repair history at Chrysler dealership(s) No
 Was this vehicle purchased new by this customer? Yes

Customer has a history of purchasing Chrysler vehicles? Yes
If yes, number in household? 2
Customer claims to maintain vehicle as per maintenance schedule? Yes
Has a mechanical Chrysler Group Service Contract? Yes
Warranty coverage code? 536
Ownership status? Original
Basic warranty component? Unknown
Powertrain warranty component? Unknown
Service contract or Mopar warranty component? Unknown
Within 3 years or 36,000 miles? Yes
Within 2 years or 24,000 miles?
Within 1 year or 12,000 miles?
Customer advised a call back is required and will take place
within one business day by COB their time
Preferred Morning/Midday call back number is [REDACTED]
Preferred Afternoon/Evening call back number is [REDACTED]
Customer email address for case updates: [REDACTED]
Who has possession of the vehicle? (Owner/Dealer/IRF) Dealer
Has the vehicle been diagnosed by a CDJ dealer? (Yes/No) Yes
If a CDJ dealer has diagnosed, what is the dealer name or code?
Reassigned to 88L

***** QUALIFIER TEAM *****

CONTACT UPDATE - 1st Contact attempt, phone number dialed,

[REDACTED].
Customer states that he spoke with the customer regarding the request.
Customer states that the vehicle has been at the dealer for about a week.
Customer states the dealer informed that they may have a fix, however
could not guarantee a resolution. Customer states that he is concerned
the vehicle will stall and believes the concern is a safety issue. Writer
informed that additional information is needed and a follow up will be
made, customer agreed.

Reassigned to I2R for follow-up.

*****Andres Cruz with ISG I2R Owner Retention Task Force Team is
assisting with this CAIR. If the customer should call, please request
them to contact Andres Cruz at 888-542-7239, extension 464. Thank
you.*****

11-23-11 AC1264

Called and spoke with the owner. He informed me that his vehicle is still
currently at the dealership Autopark C J. The dealership Autopark CJ have
not found a resolution on his vehicle shutting off and stalling. Owner
stated that when the vehicle does shut off he loses control of the
steering and brake. Owner stated that he does not feel safe having his
family in the vehicle because of the problem with the cut off. Owner did
state that the dealership was able to duplicate the shut off. Informed
the owner that I would contact the dealership to find out the current
status on his vehicle, and work with the dealership Autopark C J in
repairing his vehicle. Informed the owner that I would relay any current
information once I received an update on his vehicle.

11-23-11 AC1264

Called the dealership and spoke with Daniel,SA. He informed me that they
were able to duplicate the owners concern, the vehicle is shutting off
while it is driven. But they have not been able to determine any solution
for this shut off. Asked Daniel,SA if the AM had been made attention on
this vehicle. Daniel,SA stated that he was not certain. Informed
Daniel,SA that I would get in contact with the AM (CLP13) for further
instructions on how to proceed with the owner s vehicle.

11-28-11 AC1264

Case forward to AM (CLP13). Informed the AM (CLP13) that the owner s
vehicle is shutting off while it is driven. The dealership has duplicated
the owners concern, but have not been able to repair the vehicle. Advised
on further instructions on how to proceed with the case.

11-29-11 AC1264

Called the dealership at Autopark, and left a message with Terry,SM.
Inquiring on the owners vehicle, and verify if the AM (CLP13) has
contacted him in regards to the owner s vehicle. Provided Terry,SM with
my contact information and advised a call back with an update on the
status of the owners vehicle.

11-29-11 AC1264

that I have contacted the AM (CLP13) to seek further instructions on how to proceed with his case. Informed him that I will follow up both with the SM, Terry at Autopark and the AM (CLP13) for instructions and will relay any information once I received further notice.

12-1-11 AC1264

Followed up with the AM (CLP13) in regards to the owners case to see if the owners case was reviewed and if there were any instructions on how to proceed further. Vehicle is still down at the dealership and no resolution yet on the owners vehicle.

12-1-11 AC1264

Contact the SM, Terry and verify if the AM (CLP13) has contacted him in regards to the customer. Also check on the current status of the vehicle if any new updates are available.

Customer calls to speak with their Case Manager. Trey (SD) from the AUTOPARK CHRYSLER JEEP dealership called to speak to the CM. Agent indicated lines 50-53. Trey was notified that he needs to contact AC1264.

12-7-11 AC1264

Called the dealership at Autopark, and spoke with the SM, Terry informed me that the vehicle shut off on the owner and his family this morning and were almost involved in serious car accident. Owner brought the car directly to the dealership, and was a bit shaky over the incident. Owner stated that he does not want the vehicle anymore, he does not feel safe in the vehicle. Terry, SM stated that he would get in contact with his DM (CLP13). Informed Terry that I would do the same.

12-9-11 AC1264

Called the dealership at Autopark Chrysler, left a voicemail with Terry, SM. Inquiring if he received a decision on the owners vehicle. Provided Terry, SM with my contact information, and advised a call back with an update in regards to a replacement for the owner. Will follow up 12-12-11.

12-12-11 AC1264

Called the dealership and spoke with the SM, Terry. He informed me that he expects the parts in 12-13-11. Terry, SM also confirmed that he would test drive the vehicle extensively with the co-polit to verify that the car does not shut off. Informed Terry, SM that I would follow up with him 12-14-11 to check on the repairs.

Customer s wife stated the dealership agrees this vehicle should be bought back and the dealership is going to call 'Charles Puttelo'. Customer s wife stated the family will not be put back into this vehicle. Agent advised of lines 118 to 122. Customer s wife stated they can fix it to sell to someone else but they are not going to take back this vehicle. Customer s wife ended the call.

Owner is irate. Owner states that all electronics power off intermittently. Owner claims that family almost got injured by vehicle powering off at an intersection. Area Manager has agreed to replace vehicle with a new Chrysler, Dodge, or Jeep.

12-14-11 AC1264

AM (CLP13) has approved a replacement for the owner. CAIR has been updated to reflect the approval. Will progress case for replacement.

12-16-11 AC1264

AM (CLP13) has approved a replacement for the owner, and is processing the replacement.

Customer Assistance Inquiry Record (CAIR)# 21583296

VIN	1C3BC1FG8	BN6 [REDACTED]	Open Date	11/21/2011	Built Date	06/21/2011
Model Year	2011	Body	JSCE41	CHRYSLER 200 TOURING 4-DOOR SEDAN		
In Service Dt	10/22/2011	Mileage	780	Dealer Zone	35	WASHINGTON
Plant	N	STERLING HEIGHTS ASSEMBLY PLANT	Market	U	US	
Color	PX8	BLACK CLEAR COAT				
Engine	ERB	3.6L V6 VVT ENGINE				
Transmission	DBA					

Dealer 60134 REEDMAN TOLL AUTO WORLD

Dealer Address 1700 E LINCOLN HWY

Dealer City LANGHORNE **Dealer State** PA **Dealer Zip** 19047

Owner [REDACTED] **Contact Type** TELEPHONE

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

BENSALEM PA [REDACTED] **Country** UNITED STATES

Corporate - Product Information - Default - Default - Default	Customer unhappy with his new vehicle
Product - Engine - Unknown - Seized, Sticks, Binds - Default	Engine seized.
Dealer - By-Pass - Default - Default - Default	

****Begin structured narrative T2 - Beginning Narrative
 Briefly summarize why the customer is contacting Chrysler:
 Briefly summarize what the customer is expecting:
 ****End structured narrative T2 - Beginning Narrative
 Briefly summarize why the customer is contacting Chrysler: Customer states that he was driving home on November 11th and the engine on his vehicle just shut off. Customer states that he had the vehicle towed to the dealership and they have been in possession of the vehicle since then. Customer states that the engine on the vehicle seized. Customer no longer feels safe driving the vehicle and would like Chrysler to buy back or replace the vehicle.
 Briefly summarize what the customer is expecting: Customer is seeking a buy back or replacement
 Customer informed a call back is required and will take place within one business day.
 Preferred Morning/Midday call back number is [REDACTED]
 Preferred Afternoon/Evening call back number is [REDACTED]
 Customer email address for case updates: [REDACTED]
 Who has possession of the vehicle? Dealer
 Is this a request for Lemon Law, buy-back or replacement? Buy Back or replacement
 Reassigned to 88L
 Status update provided via email to the following email address:
 [REDACTED]
 My name is Tamara and I have been assigned as your Case Manager.
 Here is some information that will be helpful for you to have:
 Your case number is listed above. The Chrysler Case Management toll free telephone number is
 855-525-5085, my direct extension is 4720262

My work hours are Monday Friday from 8:30 AM -5:00 PM EST.
I will contact you within one business day to review your case with you.
End of Status Update

CONTACT UPDATE - 1st Contact attempt, phone number dialed,

2nd attempt made to contact customer. Left message.

CONTACT UPDATE - 1st Contact attempt, phone number dialed,
2157416816 left message

CM spoke with SM T who stated that the customer was in a loaner vehicle which is a 2012 300 c. SM also stated that STARR was involved and they have decided to replace the engine on the customer s vehicle. SM also stated that as of today he does not have an estimated completion date. CM informed SM that she would follow up on Wed 11/24/2011.

CM is giving the customer an essential oil change package which is three years of free oil changes.

Reassigned to I2R for follow-up.

****DJ Streat with ISG I2R Owner Retention Task Force Team is assisting with this CAIR. If the customer should call, please request them to contact DJ Streat at 888-542-7239, extension 465. Thank you.****
11/28/11 DS891

Called the customer and he said that the vehicle has been in the shop since November 11th because it stalled on him. The customer alleges that they are going to replace the engine. He said that he was told that he could not have a replacement vehicle as his vehicle needed to be down for 30 days. They put him in a rental vehicle. I told the customer that I would call the dealership and check status.

11/28/11 DS891

Spoke with Brian Lippincott, Service Manager and he said that he is going to look into the status of the vehicle and get back with me.

11/28/11 DS891

Spoke with Allen, the service manager at Reedman Toll Auto World and he said that the engine has stopped completely. They have been in touch with Star and are waiting a directive as to how to proceed. I asked him were they going to replace the engine. He said that that was not clear as yet and he would speak with the technician and get back with me.

11/30/11 DS891

Called Reedman Toll Auto World and left a message for Allen the service advisor to see if there was an estimate on when they would get the engine in so that if needed I can help them to expedite it.

12/2/11 DS891

Called the customer and he said that he heard from Reedman Toll Auto World and he was told that the engine was approved. He said that he is still in a loaner vehicle that is a Chrysler 300. Called Reedman Toll and spoke with Allen in service and he said that they did order a new engine and he didn t know when it would be in. Will follow up on Thursday, December 8th.

12/8/11 DS891

Called Reedman Toll and spoke with Allen in service and he said that they have ordered a short block for the vehicle. I asked him when did they anticipate getting it in and he said that he would have to check and see.

12/13/11 DS891

Called the customer and he said that he has obtained legal counsel and has been advised not to speak. I2R digresses.

Customer Assistance Inquiry Record (CAIR)# 21597299

VIN	1C3BC2FG3	BN [REDACTED]	Open Date	11/25/2011	Built Date	01/24/2011
Model Year	2011	Body	JSCL41	CHRYSLER 200 LIMITED 4-DOOR SEDAN		
In Service Dt	03/05/2011	Mileage	8,077	Dealer Zone	51	CHICAGO
Plant	N	STERLING HEIGHTS ASSEMBLY PLANT	Market	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				
Engine	ERB	3.6L V6 VVT ENGINE				
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				
Dealer	44520	SHERMAN DODGE				
Dealer Address	7601 N SKOKIE BLVD					
Dealer City	SKOKIE	Dealer State	IL	Dealer Zip	60077	
Owner	[REDACTED]			Contact Type	TELEPHONE	
Address	[REDACTED]			Home Phone	[REDACTED]	
	CHICAGO IL [REDACTED]			Country	UNITED STATES	

Corporate - CNA Change - Default - Default - Default	COIN/PRIMARY CAIR updated
Corporate - Rental Vehicle - Default - Default - Default	Request for a rental vehicle
Product - Engine - Unknown - Other - Default	Vehicle keeps shutting down

Briefly summarize why the customer is contacting Chrysler: Customer stated that her vehicle is back at the SHERMAN DODGE CHRYSLER JEEP dealership for the 4th time related to engine issues. Customer indicated that the vehicle keeps shutting down. The dealership suggested that Ms. Guzman contact CCAC for rental assistance. Customer added that the dealership does not know how long they will have the vehicle for repair. Agent indicated that the rental department will contact the customer by 8 p.m. eastern time today. Customer stated that she may not leave the vehicle at the dealership as she would be without a vehicle. COIN/PRIMARY CAIR updated.

Briefly summarize what the customer is expecting: Request for a rental vehicle.

- Has customer had previous history with current issue? Yes
 - Customer has a history of diagnosis for an intermittent problem? Yes
 - Has had repair history at Chrysler dealership(s)? Yes
 - Was this vehicle purchased new by this customer? Yes
 - Customer has a history of purchasing Chrysler vehicles? Yes
 - If yes, number in household? 2
 - Customer claims to maintain vehicle as per maintenance schedule? Yes
 - Has a mechanical Chrysler Group Service Contract? No
 - Warranty coverage code? 536
 - Ownership status? Original owner
 - Basic warranty component? No
 - Powertrain warranty component? Yes
 - Service contract or Mopar warranty component? No
 - Within 3 years or 36,000 miles? Yes
 - Within 2 years or 24,000 miles? No
 - Within 1 year or 12,000 miles? No
- Customer was advised that due to the nature of their rental request

a call back is required and will take place by close of business today.

Preferred Morning/Midday call back number is [REDACTED]

Preferred Afternoon/Evening call back number is [REDACTED]

Customer email address for case updates: Customer declined
Reassigned to 88R

***** CASE MANAGER TEAM - District 88R *****

OO, 3 new vehicles, no SC

CONTACT UPDATE - 1st Contact attempt, phone number dialed,
[REDACTED]. Writer told customer that the dealer will be contacted for
further information regarding the vehicle and writer will follow up with
the customer shortly.

CONTACTED DEALER and spoke to SM Mike who stated that the customer can
bring her vehicle in on Monday 11/28 and get her into a rental.

Customer seeking rental assistance because vehicle is stalling.

Contacted Service Manager, Mike at 44520 to
discuss the customer s request for rental assistance. Confirmed
customer s concern and with Service Manager concurrence, authorized
3 days of rental per guidelines in Warranty Bulletin D-11-01.

CONTACTED CUSTOMER at [REDACTED] and told customer that a rental will
be provided when she takes her vehicle in on 11/28 and that a case
manager will be in contact with her as well to make sure that she is
taken care of.

Writer spoke to SM Mike who stated that they have been unable to verify
the problem. The vehicle is being picked up tonight.

Writer spoke to SM Mike who requested a follow up on 12/5/11.

Writer called for SM Mike who was unavailable.

Writer spoke to SA Andy who stated that they needed 3 days of rental.

CLOSED LOOP UPDATE - customer contacted today to confirm repairs.

Customer Assistance Inquiry Record (CAIR)# 21597383

VIN	1C3BC2FG8	BN [REDACTED]	Open Date	11/25/2011	Built Date	02/18/2011
Model Year	2011	Body	JSCL41	CHRYSLER 200 LIMITED 4-DOOR SEDAN		
In Service Dt	05/09/2011	Mileage	4,567	Dealer Zone	63	DALLAS
Plant	N	STERLING HEIGHTS ASSEMBLY PLANT	Market	U	US	
Color	PW1	STONE WHITE CLEAR COAT				
Engine	ERB	3.6L V6 VVT ENGINE				
Transmission	DBA					

Dealer	43939	RAY BRANDT DODGE CHRYSLER JEEP				
Dealer Address	1660 WESTBANK EXPY					
Dealer City	HARVEY	Dealer State	LA	Dealer Zip	70058	
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	[REDACTED]
	HARVEY LA [REDACTED]				Country	UNITED STATES

Corporate - Warranty Coverage - Default - Default - Default	rental vehicle
Product - Engine - Unknown - Other - Default	vehicle dies when stopped at light
Corporate - Lemon Law - Default - Default - Default	
Dealer - By-Pass - Default - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer stated the vehicle has stopped three times. Customer stated this happens at a light or a stop sign. Customer stated in order to keep the vehicle at the dealership they would need a rental. Customer stated the engine light does not come on and nothing could be located. Customer stated the dealership suggested the vehicle should stay there.

Briefly summarize what the customer is expecting: Rental vehicle while this vehicle is at the dealership.

Customer was advised that due to the nature of their rental request a call back is required and will take place by close of business today.

Preferred Morning/Midday call back number is [REDACTED]

Preferred Afternoon/Evening call back number is xxx-xxx-xxxx

Customer email address for case updates: [REDACTED]

Reassigned to 88R

***** CASE MANAGER TEAM - District 88R *****

1 New, 1 Used

CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED]. Customer states the vehicle has dies 3 times and it happens when he stops at the light. Customer states the dealership can not duplicate the issue. Customer states he was told when it happens again to bring the vehicle back. Customer states so the vehicle died again today so he ran the vehicle over to the dealership and they still could not find anything. Customer states he was told they would need to keep the vehicle for a couple of days and have someone drive the vehicle. Writer informed customer that we will contact the dealer to gather further information and contact him back.

DEALER CONTACT:Service Manager Chuck states the customer states this has happened 3 times one of those being today. SM Chuck states there were no

codes so they do not know what is going on. SM Chuck informed the customer that he would need to keep the vehicle for few days so they can test drive and see if they can duplicate the issue. SM Chuck states they will accept a RA for the rental.

CUSTOMER CONTACT: Writer informed the customer that we did verify the information given with Service Manager Chuck. Writer informed the customer the dealer wants him to bring the vehicle in on Monday and they will keep for 4 days to see if they can duplicate. Writer informed the customer we will cover rental for 4 days at \$40.00 a day if he get a CDJR and \$30.00 if he get another brand. Writer informed the customer that we are going to assign this case to a case manager who will continue to follow up with him.

Customer seeking rental assistance because stalling issue
Contacted Service Manager, Chuck at 43939 to
discuss the customer s request for rental assistance. Confirmed
customer s concern and with Service Manager concurrence, authorized
4 of days days of rental per guidelines in Warranty Bulletin D-11-01.

* * * * * CASE MANAGER TEAM - District ? U ? * * * * *

Status update provided via email to the following email address:

[REDACTED]t

My name is Elizabeth and I have been assigned as your Case Manager. Here is some information that will be helpful for you to have:

Your Case number: 21597383

Chrysler Case Management telephone number: 800-763-8422

My direct extension: 66125

My work hours: 6am-2:30pm Mountain Time Monday-Friday

I will contact you within one business day by telephone to review your case with you.

Please let me know if you have any questions.

End of Status Update

Writer contacted Mrs. [REDACTED] to follow up with her to see if she has received the rental vehicle yet. Mrs. [REDACTED] states that she is headed to the dealership today to pick up the rental vehicle and have her vehicle repaired. Writer informed Mrs. [REDACTED] that we will have there case manager follow up with them tomorrow 11/29/2011.

Agent called the customer at [REDACTED]. Customer states she wants to hear from Ray Brandt CDJ tomorrow and will plan to take the vehicle to them tomorrow because they need it Thursday but she can t take it in on Thursday. Customer gave her cell phone ** [REDACTED] ** and she is not done with work until about 2:30 PM Central Time.

Agent sent email to Chuck Skaggs Service Manager to assist with rental.

Agent will follow up tomorrow afternoon.

Agent received email from Chuck SM: This vehicle has been here since Monday and customer is already in rental. We will use 1 or 2 more days only--still cannot duplicate.

Agent sent reply to Chuck SM for any updates.

Customer wants to know what to do with rental as she has to work tomorrow, she still does not have her vehicle back, and does not know how she will pay for her rental, and needs an update from her case manager.

Her phone number is 504-342-5391

Called to speak to EB401, because she missed her call, was transferred to EB401

Agent spoke with Don SA and Chuck SM was not available. Don SA said the technician may be finding something but Chuck SM will know if they need to keep the vehicle and Don SA will have SM call extension 66125.

Agent called the customer at [REDACTED]. Left message approving goodwill 5th day rental.

Agent called the customer at [REDACTED] and did not leave a 2nd message.

Status update provided via email to the following email address:

[REDACTED]

I am waiting for more diagnosis information. I left you a message by voice mail. If you need me, please try again.

Ann

Chrysler Case Management

800-763-8422 ext 66125

End of Status Update

Don SM called and said they will not release the vehicle yet as they are able to work with STAR on the customer's issue. Don SM said he talked with the customer yesterday. Agent approved the rental to tomorrow. Customer called. Agent explained the time needed for diagnosis and the authorization of extension on the rental. Agent explained a call back tomorrow after diagnosis.

Agent's next business day is 12/6/11.

Writer called and left message indicating that the next attempt will be made 12.7.2011.

MRS [REDACTED] is calling to say dealer has not completed the repairs. Dealer is finding so many problems and now they want to have Chrysler buy it back.

Owner will return rental today.

***** QUALIFIER TEAM *****

CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED]. Writer called the customer and informed that review is being done.

[REDACTED] Home phone.

[REDACTED] 4 Husbands cell.

MRS [REDACTED] seeking to speak to CM. Writer advised that CM is not available. Customer stated that she would callback and disconnected call. Caller Mrs [REDACTED] requesting to speak with Case Manager, DH672, who was not available. Writer transferred customer to Case Manager VM.

***** ATTENTION SERVICE DIRECTOR/MANAGER *****

This customer has contacted Customer Care seeking lemon law buyback/replacement. Preliminary research has determined this vehicle's warranty history merits further review, however the customer has NOT been informed of such. They have been told that a file is being sent to the dealer with a copy to the Business Center. This CAIR is being assigned to your dealership for further handling and review with your Area Manager and/or Business Center in an attempt to resolve customer's concern and address their claim of lemon law/buyback/replacement.

RESEARCH RESULTS:

Explain why this vehicle either appears to qualify or not: Case needs further review.

Number of related repair attempts =

Hood

Decals, specialty

Number of days out of service = 36 Days.

[REDACTED] writer called the customer and informed of the above.

Chuck SM was left a VM in regards to case.

REASSIGNED TO BC/DLR 63 43939 12/07/11 16:09 O 21597383

MR FERNANDO CARDRICHE calling to see what action he needs to take.

Transferred to EB401

Customer is calling back to speak with his case manager.

While the writer was trying to locate the case manager, the customer disconnected the line.

Customer called asking for DH672 at extension 66163 because he was told he would get another call reviewing his case. Agent found DH672 going to VM and did not leave a message. Agent lost the call with the customer and tried to call back at [REDACTED] and then [REDACTED] and then [REDACTED]. Customer states he might try reaching DH672. Agent suggested waiting for a call after the review.

Customer called and said the vehicle has been at the dealership for a week and he can't get anyone to answer about his need for a car to drive. Agent referred the customer to SM or to wait for a call under these circumstances because this agent does not work this particular case at this point.

AM discussed car w/ SM today. Still no duplication of issue. SM has driven the car home and drives it twice during the day. Asked SM to drive until Friday 12/9, if we cannot duplicate, AM believes we should give the car back to the customer. Will suggest we release with STAR Mobile hooked up so if car acts up, customer can push the button and it will record data. We can transmit data to the engineers

AM believes this car does not qualify for Replacement, or Lemon. So, I hope we have not had that language with the customer. That would be

Customer calls to speak with their Case Manager, he is awaiting decision, he stated no one is calling him back..

***** Attention BC CR Manager *****

Customer has re-contacted the CAC indicating they have not heard from anyone regarding their request. The customer was informed their file will be escalated to the local Business Center. No promises were made about when they will be contacted.

Agent received a call from SM assistant Don of dealer 43939 by assignment from Chuck Skaggs Service Manager. Don SA asked for RA goodwill rental of 8 days or \$280.00 which will be submitted with the warranty claim. Don SA said the customer is satisfied and the vehicle is already picked up.

Agent sees an assignment of the case to RLS15.

REASSIGNED TO BC/DLR 63 43939 12/16/11 10:55 R 21597383

*Contact Date:12/19/2011

Service Manager at the dealership has closed the CAIR# 21597383

Complaint could not be duplicated and explanation has been provided to customer.

Request was reviewed with DM.

CAIR RETURNED FROM DEALER ON 12/19/2011 AT 08:45:336 R 21597383

Don states they went through the whole valve body and pulled out the transmission. Don said he believes the customer has buyers remorse and wants to find a way to have a replacement of the vehicle which will not happen. Don states the part they did not duplicate was lines 18-19, dies when stopping at a light.

Agent called the customer at [REDACTED] and the 'call could not be completed as dialed'.

Agent called line customer at [REDACTED]. There was no beep for the message.

Line 181: Dealer closed the case.

Agent reopened the case to make a final email to the customer.

Status update provided via email to the following email address:

[REDACTED]

I did not reach you by phone. I wanted you to know we value in the Chrysler family. RAY BRANDT DODGE CHRYSLER JEEP had closed your case and explained to me that you picked up the vehicle and they have finished the work on your 2011 CHRYSLER 200. Another case may be open by calling me if you are diagnosing a new problem. Have a great holiday season.

Ann

Chrysler Case Management

800-763-8422 ext 66125

Case# 21597383

End of Status Update

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

Customer Assistance Inquiry Record (CAIR)# 21599959

VIN	1C3BC2FG9BN	Open Date	11/26/2011	Built Date	12/23/2010
Model Year	2011	Body	JSCL41	CHRYSLER 200 LIMITED 4-DOOR SEDAN	
In Service Dt	01/19/2011	Mileage	8,200	Dealer Zone	71 LOS ANGELES
Plant	N	STERLING HEIGHTS ASSEMBLY PLANT	Market	U	US
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT			
Engine	ERB	3.6L V6 VVT ENGINE			
Transmission	DBA				

Owner		Contact Type	TELEPHONE
Address		Home Phone	
	PACOIMA CA	Country	UNITED STATES

Corporate - Product Information - Default - Default - Default	inquiring about brakes
Product - Drivability - Unknown - Stalling - Default	vehicle stalled intermittently
Dealer - By-Pass - Default - Default - Default	

****Begin structured narrative T2 - Beginning Narrative
 Briefly summarize why the customer is contacting Chrysler:
 Customer has had to jumpstart her car 2x since January of 2011, the 1st time it got jump started it stalled again that same day and had to repeat it, the brakes make a loud squeak noise when backing out of the driveway, customer has taken it in 4x for them to look at and again on 11/28/2011 for the 5th time. Customer went back to dealership where she purchased the vehicle told them she wasn't happy with it due to having to take it in time after time and she no longer wants the vehicle, dealership told her nothing they can do to call Chrysler directly about the problem.

Briefly summarize what the customer is expecting:
 Customer no longer wants the vehicle, she would like another one that works.

****End structured narrative T2 - Beginning Narrative

Has customer had previous history with current issue? yes
 Customer has a history of diagnosis for an intermittent problem? yes
 Has had repair history at Chrysler dealership(s)? yes
 Was this vehicle purchased new by this customer? yes
 Customer has a history of purchasing Chrysler vehicles? no
 If yes, number in household?
 Customer claims to maintain vehicle as per maintenance schedule? yes
 Has a mechanical Chrysler Group Service Contract? no
 Warranty coverage code? 536
 Ownership status? owner
 Basic warranty component? yes
 Powertrain warranty component? no
 Service contract or Mopar warranty component? no
 Within 3 years or 36,000 miles? yes
 Within 2 years or 24,000 miles? no
 Within 1 year or 12,000 miles? no

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

Preferred Afternoon/Evening call back number is [REDACTED]
Who has possession of the vehicle? (Owner/Dealer/IRF) owner
Has the vehicle been diagnosed by a CDJ dealer? yes
If a CDJ dealer has diagnosed, what is the dealer name or code? 45528
Reassigned to 88F
No email address provided.

***** CASE MANAGER TEAM - District O *****

11 Chrysler 200 LTD: purchased new 01/19/11. 8,200 miles. Covered by basic & powertrain. Active service contract, Added Care Plus. No other vehicles in household.

CALIFORNIA SUPERSTORES VAN NUYS - 8 [REDACTED]
Spoke to SA Sandy who had seen the customer last week. Wednesday the vehicle was diagnosed. Glove box light was staying on draining the battery and causing the car to stall. The dealership disconnected the cable to prevent further draining of the battery but needed to wait on ordered parts to replace the faulty component. The customer opted to take the car to another facility for the repair. She has not contacted the dealership since. Sandy stated they checked the charge on the battery when the customer brought it to them and it was reading low each time. She also stated that they were unable to verify any brake noise during their test drive of the vehicle.

CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED].
Left a message.

MISS PUENTES - Customer has an appointment with DAVID ELLIS Chrysler in Canoga Park today at 6pm. They will attempt to diagnose the vehicle. Customer very unhappy with the vehicle as it is and wants to find a way to return it. Advised her I would follow up with the dealership tomorrow to confirm the car's diagnosis and if necessary her case may be escalated. Ms. Puentes indicated she may take legal action because of her dissatisfaction with her vehicle.

Reassigned to I2R for follow-up.

****Rachel Wade with ISG I2R Owner Retention Task Force Team is assisting with this CAIR. If the customer should call, please request them to contact Rachel Wade at 888-542-7239, extension 537. Thank you.****

11/30/11 RW584 Left voice mail message for Edder, SA at David Ellis, requesting a callback to discuss vehicle's repair history.

11/30/11 RW584 Called the customer for the first time at the recommended contact number and left a voice mail message requesting a return call regarding the vehicle repair concerns. Will make second attempt to contact customer and dealership on Friday, December 2nd.

12/05/11 RW584 Spoke with Edder, SA at David Ellis, who informed that owner brought vehicle in with several complaints. First complaint was that brakes make a squealing noise when reversing. For this they discovered that owner lives on a very steep hill and explained that they looked at brake pads and rotors and there was no problem, but that noise is simply caused by strain of reversing down steep hill. Owner was satisfied with this explanation. Second complaint was that battery drains. They tested battery charge and it failed so they replaced the battery. Owner's third complaint was that there was a clanking noise in the engine. For this they found that the front crank pulley was coming apart, so they replaced the pulley. They detailed vehicle before returning to owner on 11/30. Edder stated that owner was very satisfied with results and service. Thanked Edder for customer service.

12/05/11 RW584 Left second voice mail message for owner requesting a callback to discuss status of vehicle after repairs. Will attempt to contact customer again on 12/6.

12/06/11 RW584 Left third voice mail message for owner requesting a callback to discuss status of vehicle after repairs. Will attempt to contact customer again on 12/7.

12/07/11 RW584 Received voice mail message from owner returning my call. Alternative contact number [REDACTED].

12/07/11 RW584 Spoke with owner who informed that her vehicle is running well, and she has not had any more issues with it since she picked it up from David Ellis dealership. Owner stated that she was disappointed with the way in which her vehicle was diagnosed. Owner stated that the California Superstores dealership told her that there was not a problem with her battery, but that the battery was just being

Ellis dealership they told her that there was not even a light in the glove box, and that the problem was with her battery which they replaced. I apologized for the misdiagnoses. Owner said that she is also unhappy that she had to take her vehicle in because of brake noise. I advised that I did speak with the Service Advisor at David Ellis who explained that the noise is not caused by a problem with the brake pads or rotors, but simply a normal noise that happens when vehicle is strained while going down the very steep hill she lives on. Owner wanted it noted that she was not happy with service at California Superstores. I advised that I have noted it in her case. Advised that I would call her to check on status of vehicle on Monday, December 12th.

12/12/11 RW584 Spoke with owner who informed that vehicle is running well. I asked that she keep my contact information and call back if she has any issues in the future and I would be happy to assist.

Customer Assistance Inquiry Record (CAIR)# 21613564

VIN	1C3BC1FGX	BN [REDACTED]	Open Date	11/30/2011	Built Date	01/08/2011
Model Year	2011	Body	JSCE41	CHRYSLER 200 TOURING 4-DOOR SEDAN		
In Service Dt	02/19/2011	Mileage	6,403	Dealer Zone	71	LOS ANGELES
Plant	N	STERLING HEIGHTS ASSEMBLY PLANT	Market	U	US	
Color	PRP	DEEP CHERRY RED CRYSTAL PEARL COAT				
Engine	ERB	3.6L V6 VVT ENGINE				
Transmission	DBA					
Dealer	45292	MOSS BROS. CHRYSLER JEEP DODGE				
Dealer Address	27810 EUCALYPTUS AVE					
Dealer City	MORENO VALLEY	Dealer State	CA	Dealer Zip	92555	
Owner	[REDACTED]			Contact Type	TELEPHONE	
Address	[REDACTED]			Home Phone	[REDACTED]	
	SUN CITY CA [REDACTED]			Country	UNITED STATES	

Product - Electrical - Unknown - Other - Default	Problem is being diagnosed.
Corporate - Rental Vehicle - Default - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Caller states that the vehicle has been in the shop for the same issue 4 times since March or April and has not yet been diagnosed. Caller states that they are paying for a rental car and would like help with this payment. Caller states that the dealer says the car may be in the shop for up to two weeks.

Briefly summarize what the customer is expecting:
 Caller would like rental assistance.

Customer was advised that due to the nature of their rental request a call back is required and will take place by close of business today.

Preferred Morning/Midday call back number is [REDACTED]

Preferred Afternoon/Evening call back number is [REDACTED]

Customer email address for case updates: xxxxxxxxxxxxxx

Reassigned to 88R

***** CASE MANAGER TEAM - District 88R *****

OO, 3 new vehicles, no SC

CONTACTED DEALER and spoke to Alan, Assistant Service Manager (ASM) who stated that they have been able to duplicate the issue but the computer in the vehicle is not recording the diagnostic codes the way it is supposed to. ASM stated that the customer is very loyal and he'd accept an RA for the rental.

Customer seeking rental assistance because electrical needs repair.

Contacted Assistant Service Manager, Alan at 45292 to discuss the customer's request for rental assistance. Confirmed customer's concern and with Service Manager concurrence, authorized 14 days of rental per guidelines in Warranty Bulletin D-11-01.

CONTACT UPDATE - 1st Contact attempt, phone number dialed, 951-679-4944. Writer told customer that the rental was covered and that a case manager will be contacting her to make sure she is taken care of

throughout this repair.

***** CASE MANAGER TEAM - District O *****

CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED]. Writer contacted customer who stated that the repairs and estimated to take 1-2 weeks. Writer informed customer that we will follow up in that time to ensure her satisfaction of the repairs.

Alan, from dealership, sent e-mail asking if rental had been approved for the customer.

Writer sent e-mail informing Alan that the customer had been approved for 14 days rental and who is handling cases at his dealership now.

Writer contacted Alan at Moss Bros dealership who stated they will need to replace the phasers on the engine. Alan stated the engine will need to be taken apart to order new gaskets. Alan also noted the customer has been in a rental since November 29th and the estimated completion time is now December 21st.

Writer contacted the dealership and spoke with Service Manager Fred who stated the customer is expected to pick up her vehicle today. Confirmed customer's concern and with Service Manager concurrence, authorized 23 days of rental per guidelines in Warranty Bulletin D-11-01.

Writer contacted the customer who stated they picked up their vehicle last Thursday. Customer stated that her vehicle is still having the same problems. Customer stated she is very frustrated as this is the 4th time her vehicle will need to be taken back to the dealership where it has been for almost a month. Customer stated she was originally working with Perris Valley dealership as it is close to where she lives but did not like the way she was treated at that dealership. Customer was informed at this point, she would need to take her vehicle back to Moss Bros dealership to have her vehicle diagnosed.

Caller [REDACTED] (son of [REDACTED], elderly owner of vehicle) requesting to speak with Case Manager. DS1243 currently unavailable (away from desk). Caller worked with Writer:

Caller Tim advised his mother [REDACTED] had surgery on her throat recently, sometimes hard for her to speak. When the issue first started, customer took it back to the selling location Perris Valley dealership who allegedly told the customer she bought a vehicle that simply had too much power for her, which is why she had a hard time driving it. [REDACTED] (caller) had technician drive vehicle with him, they determined something is actually wrong (engine would race, or stumble/stall, shake, sometimes even when at a stop) but after a few attempts, were unable to repair it. Customer does not live close to that location, went to closer CJDR Dealer, Moss Motors, who had vehicle about 28 days (advised maybe the intake manifold, switched injectors around, etc). After their most recent repair attempt, [REDACTED] went to Joyce's house and drove the vehicle to see if it is better. There is improvement but the symptoms are still present.

Joyce asked if they can take the vehicle to a different CJDR dealership but does not know of another location in the area.

Customer wants to know whether they need to take vehicle back to one of the same dealerships who has tried to repair vehicle, and does not know what else they can do, or should customer seek assistance at a different dealership. Customer wonders if the vehicle would qualify for buyback/replacement. Per lines 57-59, writer advised customer to take the vehicle back to Moss Brothers for further diagnosis. Customer agreed, will try for either Thursday or Friday this week (working with Allen at that location). Customer would request that a rental vehicle be set up in advance of dropping off their car. Customer has no alternate transportation.

Customer agreed to leave Voicemail for Case Manager, was transferred to extension 66278.

Attempt made contact customer, message left.

2nd attempt made to contact customer. Left message.

Confirmed customer's concern and with Service Manager concurrence, authorized

5 days of rental per guidelines in Warranty Bulletin D-11-01.

Writer contacted Alan who stated the customer's vehicle is expected to be complete this Tuesday.

Customer calls to speak with their Case Manager.

Writer offered lines 92-94 customer was satisfied

Attempt made to contact customer, no option to leave voicemail.

as of now. Customer noted that her vehicle will usually start acting up after 100 miles, customer stated there is a hesitation with her transmission which feels like the vehicle is stall. Writer informed the customer the case can be left open for 2 weeks and agent will follow up and verify if her concern is still present. Customer stated that would be fine.

Attempt made to contact customer, message left.

2nd attempt made to contact customer. Left message.

3rd attempt made to contact customer. No message left.

Writer contacted the customer who stated she has been away but her vehicle is running fine and stated that her case may be closed.

CLOSED LOOP UPDATE - customer contacted today to confirm repairs.

Customer Assistance Inquiry Record (CAIR)# 21620923

VIN	1B3BD1FG3 BN [REDACTED]	Open Date	12/02/2011	Built Date	12/21/2010
Model Year	2011	Body	JSDE41	DODGE AVENGER MAINSTREET 4-DOOR SEDAN	
In Service Dt	03/19/2011	Mileage	12,189	Dealer Zone	35 WASHINGTON
Plant	N	STERLING HEIGHTS ASSEMBLY PLANT	Market	U	US
Color	PBV	BLACKBERRY PEARL COAT			
Engine	ERB	3.6L V6 VVT ENGINE			
Transmission	DBA				
Dealer	43272	DODGE CHRYSLER JEEP CITY			
Dealer Address	4395 ROUTE 130 S				
Dealer City	BURLINGTON	Dealer State	NJ	Dealer Zip	08016
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone	[REDACTED]		
	CINNAMINSON NJ [REDACTED]	Country	UNITED STATES		

Product - Engine - Unknown - Check Engine Lamp On/Flashing - Default	Customers vehicle has not been fixed properly
Corporate - Product Information - Default - Default - Default	customer called car back at dealership for third time.
Dealer - By-Pass - Default - Default - Default	

****Begin structured narrative T2 - Beginning Narrative
 Briefly summarize why the customer is contacting Chrysler:
 Customer is calling to advise the vehicle has started not only bucking but on Dec 1st, it wouldn't even start. Vehicle was brought into dealership for the same issues that have occurred twice before. Customer believes the stalling and bucking is a safety hazard. Customer confirms up to this point is not out of pocket due to warranty coverage.
 Briefly summarize what the customer is expecting:
 Customer called to let us know that if the vehicle is not fixed completely this time, they are going to call back and file lemon law. They are calling just to keep us updated with the status of the vehicle. Agent noted the recent events and concerns of the owner and advised that please do call us back if it happens again.
 ****End structured narrative T2 - Beginning Narrative
 Reopened & Reassigned to I2R for follow-up.
 *****Kim Anderson with ISG I2R Owner Retention Task Force Team is assisting with this CAIR. If the customer should call, please request them to contact Kim Anderson at 888-542-7239, extension 440. Thank you.*****
 12/19/2011 KA286
 Spoke with Judy SA at City Auto Park- said vehicle is not there now, was last there 12/2/2011 - not heard back from owner since.
 >Called owner and left message to call about vehicle
 12/20/2011 KA286
 Initial call with owner, said he was experiencing 'bucking' and stalling. Says problem was in the power train and they reprogrammed it and has not had any problems since. Says he is taking a trip and will be back next

Tuesday, 12/27. Agreed I would check back with him next week and see how it is running

12/29/2011 KA286

Spoke with owner, says it is running well, made it to Massachusetts just fine. Thanked me for calling, agreed I would check with him again next week

1/4/2012 KA286

Called owner and left message checking on vehicle repairs

1/9/2012 KA286

Called owner and left voice mail checking on vehicle repairs

Customer Assistance Inquiry Record (CAIR)# 21623761

VIN	1C3BC1FG4	BN [REDACTED]	Open Date	12/02/2011	Built Date	01/11/2011
Model Year	2011	Body	JSCE41	CHRYSLER 200 TOURING 4-DOOR SEDAN		
In Service Dt	04/27/2011	Mileage	10,616	Dealer Zone	71	LOS ANGELES
Plant	N	STERLING HEIGHTS ASSEMBLY PLANT	Market	U	US	
Color	PWL	WHITE GOLD CLEAR COAT				
Engine	ERB	3.6L V6 VVT ENGINE				
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				
Dealer	60026	BAKERSFIELD CHRYSLER JEEP				
Dealer Address	3101 CATTLE DRIVE					
Dealer City	BAKERSFIELD	Dealer State	CA	Dealer Zip	93313	
Owner	[REDACTED]			Contact Type	TELEPHONE	
Address	[REDACTED]			Home Phone	[REDACTED]	
	BAKERSFIELD CA [REDACTED]			Country	UNITED STATES	

Corporate - Outbound - Survey Follow-Up - CPS - Customer Contact Complete	
Corporate - Outbound - Survey Follow-Up - CPS - Default	
Product - Drivability - Unknown - Stalling - Default	

CPS Survey Record Received Date: 12/02/2011
 Survey Number : BN51262404
 Quality Survey ID Number: 198704825
 Survey Date : 11/22/2011
 VIN Number : 1C3BC1FG4BN [REDACTED]
 Mapping Class : Legal
 Event Type : 1st Warranty Visit
 CPS Score : 6
 ***** CASE MANAGER TEAM - District 88Z*****
 CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED]. Left message.
 Customer states that her vehicle stalls while Customer is at a stop sign or while vehicle is at a stop. Customer states that she has taken it to the dealership and they were not able to diagnose the problem. Customer is going to bring the vehicle to the dealership again to have it diagnosed.
 Customer states that she has not been able to take the vehicle to the dealership to have it repaired. Customer states that she may be able to take it this week.
 Writer called to check the status of the repairs.
 Customer states that she has not been able to take the vehicle into the dealership.
 Due to personal issues Customer has not been able to take her vehicle into the dealership. Customer states that she will contact Chrysler if she needs assistance.
 CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)# 21626815

VIN	1C3BC1FGX	BN [REDACTED]	Open Date	12/05/2011	Built Date	01/10/2011
Model Year	2011	Body	JSCE41	CHRYSLER 200 TOURING 4-DOOR SEDAN		
In Service Dt	03/26/2011	Mileage	11,683	Dealer Zone	66	ORLANDO
Plant	N	STERLING HEIGHTS ASSEMBLY PLANT	Market	U	US	
Color	PRP	DEEP CHERRY RED CRYSTAL PEARL COAT				
Engine	ERB	3.6L V6 VVT ENGINE				
Transmission	DBA					
Dealer	42622	CROWN CHRYSLER DODGE				
Dealer Address	3710 W WENDOVER AVE					
Dealer City	GREENSBORO	Dealer State	NC	Dealer Zip	27407	
Owner	[REDACTED]			Contact Type	TELEPHONE	
Address	[REDACTED]			Home Phone	[REDACTED]	
	GREENSBORO NC [REDACTED]			Country	UNITED STATES	

Corporate - Goodwill Escalation Matrix - Escalated - Default - Default	Requesting buy back
Corporate - Warranty Coverage - Default - Default - Default	Requesting buy back
Corporate - Lemon Law - Default - Default - Default	
Product - Brakes - Pads/Shoes - Other - Unknown	

Briefly summarize why the customer is contacting Chrysler: Requesting buy back of vehicle
 Briefly summarize what the customer is expecting: Customer is requesting buy back
 Has customer had previous history with current issue? yes
 Customer has a history of diagnosis for an intermittent problem? yes
 Has had repair history at Chrysler dealership(s)? yes
 Was this vehicle purchased new by this customer? yes
 Customer has a history of purchasing Chrysler vehicles? yes
 If yes, number in household? 3
 Customer claims to maintain vehicle as per maintenance schedule? yes
 Has a mechanical Chrysler Group Service Contract? no
 Warranty coverage code? 536
 Ownership status? original
 Basic warranty component? yes
 Powertrain warranty component?
 Service contract or Mopar warranty component?
 Within 3 years or 36,000 miles?
 Within 2 years or 24,000 miles?
 Within 1 year or 12,000 miles? yes
 Customer was advised that due to the nature of their request a call back is required and will take place within one business day.
 Preferred call back number is [REDACTED]
 Who has possession of the vehicle? owner
 Is this a request for Lemon Law, buy-back, or replacement? yes
 Customer was advised that due to the nature of their contact a call back is required and will take place within one business day by COB their time.

Preferred Morning/Midday call back number is [REDACTED]
Preferred Afternoon/Evening call back number is [REDACTED]
Who has possession of the vehicle? (Owner/Dealer/IRF)
Has the vehicle been diagnosed by a CDJ dealer?no
If a CDJ dealer has diagnosed, what is the dealer name or code?42622
Reassigned to 88l

Customer stated that they have had contiuos concerns for the vehicle.
Customer stated that the dealership offer to take vehicle back for trade
but want more funds.

Customer stated that they wont pay more funds for different vehicle.

Agent advised a case manager will call.

***** CASE MANAGER TEAM - District M *****

Customer purchased 1 new 2 used CDJR

Customer has 1 CDJR in household

No Service Contract

Mileage 11683

Within 3/36 Warranty

CONTACT UPDATE - 1st Contact attempt, phone number dialed,
[REDACTED] writer notified customer that we will be sending case to our
buy back team and customer will be contacted by end of business 12/7/11
customer agreed.

Customer is seeking buy back writer transferred to 88L

***** QUALIFIER TEAM *****

CONTACT UPDATE - 1st Contact attempt, phone number dialed,
[REDACTED].

This customer is seeking lemon law buyback/replacement. Preliminary
research has determined this vehicle doesn t appear to qualify for lemon
law/Buyback/Replacement. The customer has been informed of this research
and was told that we are willing to assist in getting the vehicle
repaired

The customer was also informed that a case manager will be assigned to
them for further follow-up.

RESEARCH RESULTS:

Explain why this vehicle either appears to qualify or not: Vehicle does
not appear to qualify, Customer does not have the needed related repairs
at this time.

Number of related repair attempts = 1 Water pump\Exhaust, 2 Brakes, 1
PCM.

Number of days out of service = 7.

Writer called customer to inform them of the above information.

Customer is stating that the Drivers seat is not working properly and the
vehicle will not shut off by itself. Writer informed customer that
Chrysler does want her vehicle repaired and we will escalate their case
to seek resolution. Writer called dealership and informed SM Ken per
voice mail customer requested Lemon Law and the vehicle did not appear to
meet the guidelines. Writer is sending cair to MG1246 for further
handling.

Writer dialed Service Manager (SM) Ken 336-294-5510 left message

SM Ken emailed writer MS. HAMILTON WAS IN ON NOV. 14 SAYS CAR CUT OFF.

TEST DROVE CAR COULD NOT DUPLICATE CONCERN

THERE WERE NO CODES IN SYSTEM/ COULD NOT

VERIFY

Writer dialed SM Ken 336-294-5510 writer inquired if STAR had been
notified? SM Ken stated that he can not notify STAR due to the fact no
codes came up there for no information to open STAR case.

Customer wanted to speak with CM

transferred to extension 66170

Customer contacted writer stating she is very frustrated and wants this
problem resolved, customer states her brakes have been squeaking and she
has taken vehicle in 3 times and it started again on Saturday 12/10/11.

Customer also states the front seat is not working properly that it goes
to the left and to the right; vehicle also cuts off when she stops at a
stop light and has done this once yesterday and again today. Writer
informed customer of lines 77-80. Customer stated she has been paying a
lot of money on a vehicle she must take into the shop because the issue
is not being fixed, and that she will take this as high as she can and
will contact a lawyer if she has too. Writer stated to allow us to do
more research because we do value her loyalty and want to help her in any

12/20/11 customer agreed but would like a call back between 9:30am and 1:30pm at [REDACTED] her home phone; she will be in a meeting after that. Writer agreed

Writer dialed customer [REDACTED] phone was picked up then hung up. Writer dialed customer [REDACTED] writer informed customers husband that we are doing more research on vehicle and will be back in contact with customer 12/21/11 or 12/22/11 Customer s husband stated he will relay message.

Writer dialed SM Ken 336-294-5510 writer was informed SM is not in for the rest of the week, writer inquired if someone was filling in for him and was told there are Service Advisors (SA) available writer was transferred to them and got voice mail and left message.

Customer calls to speak with their Case Manager.

Agent transfered customer to ext. 66170

Writer recieved voice mail form Service Advisor (SA) Mickey

Writer dialed SA Mickey 336-852-2227 est. 2151 writer inquired if data recorder has been installed in vehicle SA stated they do not do that if no codes come up. Writer stated will be doing more research and get back into contact with SA.

Writer dialed customer [REDACTED] writer left message with customer husband that we are needing to talk to SM and he is out of office for the rest of the week and writer will be back in contact with customer first of next week. Customers husband stated he will relay message.

Writer emailed KB542

Writer dialed customer [REDACTED] no answer or voice mail to leave message.

Sent response back to KB542 waiting for response.

Writer dialed customer [REDACTED] left message

Emailed reponse to KB542

Writer dialed customer [REDACTED] phone was picked up and hung up. 4th attempt made to contact customer. Left message.

Writer dialed customer [REDACTED] phone was picked up and hung up.

Writer dialed customer [REDACTED] writer inquired to speak with customer, writer was informed that customer is in the hospital. Writer stated that we will be back in contact with customer on Wednesday we are still waiting on further information, 3rd party agreed.

Writer emailed SM inquiring if Area Manager has been notified about this vehicle.

Writer dialed customer [REDACTED] phone was hung up.

Writer dialed customer [REDACTED] phone is busy.

Writer dialed customer [REDACTED] writer informed customer that we have sent email to Area Manager seeking assistance in this matter, customer stated she was having issues with seat last week and took into dealership while she was there she inquired about the brakes squeaking, customer stated they had taken brakes off and put them back on and they could not find anything wrong with them. Customer stated the dealership just does not want to help her because they stated there is nothing they can do about the issue. Customer also stated that she inquired if they can get her into another vehicle due to the fact this vehicle is having issues; dealership informed her they can not. Writer informed customer that we will email Area Manager once again and see what we can do in this matter, customer agreed and gave writer cell number [REDACTED] and she can be reached at that number any time. Writer informed customer that we will be back in contact with customer at the end of the week, customer agreed.

Writer dialed SA Mickey 336-294-5510 writer inquired about customers vehicle, SA Mickey stated she had vehicle in 11/11/11 and the replaced the brake pads at 12,000 miles, and on 1/20/12 the seat and the brakes were cleaned and resurfaced rotors, vehicle was at 15,856 miles. SA stated customer informed them of a squeaks from the brakes, SA stated this is a characteristic of this vehicle. Writer thanked SA.

Writer dialed Service Manager (SM) 336-294-5510 left message stating we need more information on this customer s issue with her brakes.

Writer dialed Service Manager (SM) 336-294-5510 writer was informed that the SM was not in the office today, writer inquired to speak with someone in the service department. Writer was put on hold for over 6 min. Writer hung up.

Writer dialed customer [REDACTED] writer left message stating that we

with customer when we do.

Writer dialed Service Manager (SM) 336-294-5510 writer inquired if there is anything else that can be done about these brakes, SM stated that all brakes will squeak and the only other option there may be is to upgrade to ceramic pads and they are harder and they will wear the rotors. And this will cost a few hundred dollars to do and they are not warrantable.

Writer thanked SM.

Writer dialed customer [REDACTED] writer informed customer of lines 168-171 customer inquired if she did decide to have this done she would have to pay out of pocket, writer informed her yes she would due to the fact they are not warrantable. Customer stated that she has had the vehicle for a year now and will just live with the noise, writer informed customer that we will be closing case at this time and if any further issues should arise to contact us back, customer thanked writer and agreed.

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

Customer Assistance Inquiry Record (CAIR)# 21628754

VIN	1C3BC2FG8	BN [REDACTED]	Open Date	12/05/2011	Built Date	01/25/2011
Model Year	2011	Body	JSCL41	CHRYSLER 200 LIMITED 4-DOOR SEDAN		
In Service Dt	04/29/2011	Mileage	15,023	Dealer Zone	42	DETROIT
Plant	N	STERLING HEIGHTS ASSEMBLY PLANT	Market	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				
Engine	ERB	3.6L V6 VVT ENGINE				
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				
Dealer	57062	CRESTWOOD DODGE INC				
Dealer Address	32850 FORD ROAD					
Dealer City	GARDEN CITY			Dealer State	MI	Dealer Zip 48135
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	[REDACTED]
	ROMULUS MI [REDACTED]				Country	UNITED STATES

Product - Electrical - Unknown - Intermittent or Inoperative - Default	Dome light operates intermittently.
Product - Electrical - Heated Seat - Intermittent/Inoperative - Front Driver	Randomly the lower part of the seat you sit on feels like it don't work
Product - Drivability - Unknown - Stalling - Default	Vehicle stalls out randomly when idling
Product - Electrical - uConnect Cellular System - Phone Pairing Compatibility - Default	iPhone 4S not compatible and won't pair.

Briefly summarize why the customer is contacting Chrysler:
 Customer is calling in concerning the compatibility issue of the iPhone 4S.

 Briefly summarize what the customer is expecting:
 Customer wanted to know if it was compatible as she was wasn t able to get it to pair.

 Agent advised customer that the Iphone 4S and its v5.0 software has not been confirmed as being compatible on any of our Media Center s currently. Agent advised customer we have submitted a request to see if we can get an eta on a definite answer if it will able to be patched like the regular iPhone 4 was for one of our media centers earlier this year.
 -
 Customer wanted it to be notated as well that she is having issues with a short in her dome light. As well that her vehicle had stalled out while it was idling, and that the driver side heated seat felt like it was not heating up sometimes.
 Customer has yet to take her vehicle to the dealership to have those issues addressed.

Customer Assistance Inquiry Record (CAIR)# 21639822

VIN	1B3BD1FG3	BN	Open Date	12/08/2011	Built Date	12/21/2010
Model Year	2011	Body	JSDE41	DODGE AVENGER MAINSTREET 4-DOOR SEDAN		
In Service Dt	02/19/2011	Mileage	11,700	Dealer Zone	66	ORLANDO
Plant	N	STERLING HEIGHTS ASSEMBLY PLANT		Market	U	US
Color	PRM	REDLINE 2 COAT PEARL				
Engine	ERB	3.6L V6 VVT ENGINE				
Transmission	DBA					

Dealer	68487	BREVARD CHRY-PLYM-DODGE-JEEP				
Dealer Address	5600 SOUTH US 1					
Dealer City	TITUSVILLE	Dealer State	FL	Dealer Zip	32780	
Owner	[REDACTED]			Contact Type	CERTIFIED LETTER	
Address	[REDACTED]			Home Phone	[REDACTED]	
	MIMS FL	[REDACTED]		Country	UNITED STATES	

Corporate - Lemon Law - Default - Default - Default	
Product - Transmission / Transaxle - Automatic Trans / Transaxle - Improper Shift - Default	

POSTMARK DATE: 120511; DATE RECEIVED: 120811
 Owner submits a motor vehicle defect notification card to Chrysler via certified mail and received on 12-08-2011. It states there have been problems with the transmission shifting and slipping. Writer will forward this file to the bc for further review and handling.
 *****ORLANDO BUSINESS CENTER RECEIVED MVDN 12/8/11*****
 SEE ABOVE CONCERNS.
 12/8/11 see cair 21559870 for additional information...vaj3
 EMAILED ASM FOR APPT DATE
 121411 RVW CONTACTED OWNER AT WORK NUMBER. ACKNOW RECEIPT OF MVDN. OWNERS CONCERNS ARE:
 (1) TRANS SHIFTS HARD AND MAKES CLUNKING NOISE WHEN DOWNSHIFTING TO SLOW TO STOP OR WHEN DRIVING AND TAKING FOOT OFF GAS PEDAL
 (2) WATER LEAKS INTO TRUNK WHEN OPENING TRUNK LID WHEN EITHER ITS RAINING OR TRUCK LID IS WET.
 (3) DRIVER DOOR OPENS TOO WIDE NECESSITATING OWNER TO HAVE TO GET OUT OF VEH TO REACH DOOR IN ORDER TO CLOSE.
 WRITER SCHEDULED OWNER TO DROP OFF VEH TO TITUSVILLE CJD ON THE AFTERNOON OF JAN 3 FOR CHRYSLER REP (ASM) TO OVERSEE INSPECTION/REPAIR ON JAN 4. NO ALT TRANS REQ, NONE OFFERED BUT WRITER AUTHORIZED DLR TO PROVIDE ALT TRANS AS CUSTOMER GOODWILL GESTURE FOR DURATION OF INSPECTION/REPAIR IF BECOMES AN ISSUE. WRITER ALSO INSTRUCTED DLR THAT IF ALT TRANS PROVIDED TO INCLUDE THE FOLLOWING EXPLANATION IN THE CAIR NARRATIVE AS JUSTIFICATION: 'LEMON LAW RENTAL APPROVED IN CAIR #21639822'. WRITER ADVISED ASM AND SM OF THE ABOVE. APPT LETTER SENT TO OWNER AS CONFIRMATION.
 010412 RVW SPOKE WITH SM WHO CONFIRMED VEH AT DLR
 WRITER RECD UPDATE FROM ASM:
 Test drove approx 27 miles unable to duplicate a concern of trans clunk or jerk.
 Trunk opened deck lid design is what cust objects to. This is not a

defect in workmanship or material.

Door opening is standard design for 200. Owner states salesperson opened door for her and she did not know the door opened that wide. Area manager explained design not a defect in workmanship or material.

Veh was driven and slowed to stop at designated intervals no shut off noted.

Sound of water moving around in trunk could not be duplicated. Dlr service manager remove empty soda can from rear of drivers side. No other sound heard. All doors and trunks checked for stored water none present.

WRITER ADVISED ASM TO HAVE DEALER TEST DRIVE VEH MINIMUM OF 100 MILES IN ATTEMPT TO DUPLICATE TRANS AND STALLING CONCERNS. ALSO RECHECK FOR WATER LEAKS IF IT RAINS WHILE STILL IN POSSESSION OF DLR.

010612 RVW SPOKE TO SM. SM REPORTS THAT UNABLE TO DUPL ANY TRANS OR DRIVABILITY CONCERNS. VEH TEST DROVE TOTAL OF APPROX 70 MILES. VEH RETURNED TO OWNER. SM TO FAX COPY OF RO TO WRITER. FU LETTER SENT.

Customer Assistance Inquiry Record (CAIR)# **21649050**

VIN	1C3BC7EG2 BN [REDACTED]	Open Date	12/12/2011	Built Date	04/11/2011
Model Year	2011	Body	JSCX27	CHRYSLER 200 LIMITED TWO DOOR CONVERTIBLE	
In Service Dt	06/03/2011	Mileage	14,000	Dealer Zone	66 ORLANDO
Plant	N	STERLING HEIGHTS ASSEMBLY PLANT	Market	U	US
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT			
Engine	ERB	3.6L V6 VVT ENGINE			
Transmission	DBA				
Dealer	67995	TRONCALLI CHRY-JEEP-DODGE			
Dealer Address	818 ATLANTA RD				
Dealer City	CUMMING	Dealer State	GA	Dealer Zip	30040
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone	[REDACTED]		
	BALL GROUND GA [REDACTED]	Country	UNITED STATES		

Product - Electrical - Lamps and Switches - Other - Default	Customer stated that one headlight was set to high the other one normal
Product - Body / Trim / Paint Finish - Body Hardware - Inoperative - Trunk/Deck Lid/Hatch	Customer stated that the trunk would not open intermittently
Product - Body / Trim / Paint Finish - Body Hardware - Broken, Cracked - Grille	Customer stated that the windshield was broken
Product - Electrical - uConnect Cellular System - Other - Default	Customer stated that vehicle is unable to recognize the device
Product - Drivability - Unknown - Hesitation/No Power - Default	Customer stated vehicle would shut down when idling intermittently
Corporate - Warranty Coverage - Default - Default - Default	rental vehicle
Corporate - Outbound - Survey Follow-Up - CPS - Default	
Corporate - Outbound - Survey Follow-Up - CPS - Third Call Attempt	

Briefly summarize why the customer is contacting Chrysler: Customer stated the vehicle is still happening customer stated this morning the vehicle would not start and it cannot be towed to Palmer as it is too far away and the customer does not want to pay the extra towing. Customer stated the tow truck is going to be there around 9:30 am. Customer stated there is a continuous problem. Customer stated the problem was not located. Customer stated the dealership cannot duplicated the problem. Case number 21416665 is related to this vehicle.

Briefly summarize what the customer is expecting: Customer would like a rental vehicle.

Customer would like a secure vehicle to drive after the repair. Customer stated there is something very wrong with this vehicle.

Agent advised documentation would be sent to rental for review. Please reassign to 88F

Customer was advised that due to the nature of their rental request a call back is required and will take place by close of business today.

Preferred Morning/Midday call back number is [REDACTED]
Preferred Afternoon/Evening call back number is xxx-xxx-xxxx
Customer email address for case updates: 3 [REDACTED] t

Reassigned to 88R

Customer is having to vehicle towed to dealership 67995.

***** CASE MANAGER TEAM - District 88R *****

OO, 1 vehicle, SC/no rental

CONTACT UPDATE - 1st Contact attempt, phone number dialed,

[REDACTED] Customer stated that rental can be provided for up to 3 days at \$40/day for a CDJ vehicle or \$25/day for non-brand. Customer stated that the dealer sent her directly over to the rental agency and is not paying for a dime of the rental. Customer stated that she spoke to Joe in service. Writer told customer that the dealer will be contacted and writer will get back to the customer shortly.

CONTACTED DEALER and spoke to Joe SA who stated that he just wants to take care of the customer and will accept an RA for a couple of days to start with.

Customer seeking rental assistance because vehicle won't start.

Contacted Service Advisor, Joe at 67995 to discuss the customer's request for rental assistance. Confirmed customer's concern and with Service Manager concurrence, authorized 2 days of rental per guidelines in Warranty Bulletin D-11-01.

CONTACTED CUSTOMER at [REDACTED] and told customer that the dealer was taking care of the rental and that the case manager will be contacting customer within one business day.

***** CASE MANAGER TEAM - District 88N*****

Email is not valid [REDACTED] t

Vehicle history: Original Owner, Only vehicle in family

OOW: Under warranty

Service contract: 1 SOUTHEAST BUS. CENTER - OWNER CARE - 2YE

DEALERSHIP CONTACT: Writer called Service Manager John at 678-244-4100, talking with Service Advisor Joe, car would not start and stalls intermittently, they have not been able to duplicate the issue. SA Joe said that this is the first time he has seen this vehicle and customer only told him about the vehicle stalling and not starting. SA Joe said they do not have any codes and they have drove the vehicle with the diagnostic equipment attached and nothing happen when he drove the vehicle home and back.

CONTACT UPDATE - 1st Contact attempt, phone number dialed,

[REDACTED], Customer informed that the Dealership is still working on diagnosis and that we will continue to try and find a solution for her vehicle will call the customer tomorrow 12/14/2011 with another update.

DEALERSHIP CONTACT: Writer called Service Manager John at 678-244-4100; talking with Service Advisor Joe still not able to duplicate, there is a chip in the windshield where the rock hit it and crack from that starting point. No update for the Iphone4 connect has problems working with the blue-tooth. Chrysler is working with Apple to come up with an update for the problem. There are no codes in the system car is running like it should.

CUSTOMER CONTACT: Writer called customer at [REDACTED], left message. Customer left a message to call her back.

CUSTOMER CONTACT: Writer called customer at [REDACTED], left message

CUSTOMER CONTACT: Writer called customer at [REDACTED], customer still worried about the safety issue and wants us to start a STAR case but feel there should be more that we can do. I will contact the dealership and have them start a STAR case. The customer is picking up her vehicle today.

DEALERSHIP CONTACT: Writer called Service Manager John at 678-244-4100; talking with Service Advisor Joe, left message to call back.

DEALERSHIP CONTACT: Writer called Service Manager John at 678-244-4100, talking with Service Advisor Joe no code not able to duplicate the issue will have to wait and see if the problem happens again and shows a code.

CUSTOMER CONTACT: Writer called customer at [REDACTED], vehicle has not had any problems agreed we will closed this case and if the problem happens again she will call me right away and we will work on the problem.

Customer Assistance Inquiry Record (CAIR)# 21649827

VIN	1C3BC1FG4	BN [REDACTED]	Open Date	12/12/2011	Built Date	01/03/2011
Model Year	2011	Body	JSCE41	CHRYSLER 200 TOURING 4-DOOR SEDAN		
In Service Dt	07/16/2011	Mileage	4,569	Dealer Zone	35	WASHINGTON
Plant	N	STERLING HEIGHTS ASSEMBLY PLANT	Market	U	US	
Color	PRP	DEEP CHERRY RED CRYSTAL PEARL COAT				
Engine	ERB	3.6L V6 VVT ENGINE				
Transmission	DBA					
Dealer	54012	SHIVELY MOTORS INC				
Dealer Address	801 LINCOLN WAY WEST					
Dealer City	CHAMBERSBURG	Dealer State	PA	Dealer Zip	17201	
Owner	[REDACTED]			Contact Type	TELEPHONE	
Address	[REDACTED]			Home Phone	[REDACTED]	
	ZULLINGER PA [REDACTED]			Country	UNITED STATES	

Product - Drivability - Unknown - Hesitation/No Power - Default	Customer having problems with his vehicle hesitating
Referral - Level II - Default - Default - Default	Customer seeking assistance from Chrysler

Briefly summarize why the customer is contacting Chrysler: Customer called in stating that he is still having problems with his vehicle hesitating when shifting through the first three gears. Customer stated that he brought his vehicle into the dealership twice for this issue. Once they reflashed the computer and the second time they stated there is nothing else they can do. Customer stated that once his wife was at a stop light and the vehicle completely turned off on her.

Briefly summarize what the customer is expecting: Customer is expecting to know if there is a fix for this issue and he is not feeling very confident in the Chrysler product and has been a Chrysler customer for a long time now.

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: e [REDACTED] t
 Who has possession of the vehicle? (Owner/Dealer/IRF) Owner
 Has the vehicle been diagnosed by a CDJ dealer? (Yes/No) Yes
 If a CDJ dealer has diagnosed, what is the dealer name or code? 54012
 Reassigned to 88F
 Reassigned to 96F
 Status update provided via email to the following email address:
 [REDACTED]

My name is Duane and I have been assigned as your case manager. Here is some information that will be helpful for you to have:
 Your case number is listed above.
 The Chrysler Case Management toll free telephone number is: 855 525 5085.
 My direct extension is: 4720261
 My working hours are 9:30am 6:00pm Eastern Standard Time.
 I will contact you by telephone within one business day to review your case with you. Please feel free to contact me before that time.

End of Status Update

CM contacted customer. Customer stated that the vehicle hesitates while shifting from 1st to 2nd to 3rd. Customer stated that he took vehicle to dealer for diagnosis and dealer reflashed the computer system. Customer drove vehicle home and noticed the hesitation and contacted dealer. Customer took vehicle to dealer but there were no error codes so no repair solution was offered. CM stated that he will contact dealer for information on the case, research technical and service bulletins and contact customer 5-5:30 12/14. Customer agreed.

CM contacted customer and explained a STAR case(S112100009) which presented similar symptoms as his vehicle except for the 'shudder'. Customer stated that the shifting is smooth, no shudder, between gears but that there is a slight hesitation(pause)from 1st to 2nd to 3rd, sometimes this happens twice and sometimes not at all. CM stated he will need to contact SM Bob for further discussion and possible repair solutions.

CM contacted SM Bob. SM stated that the issue with the transmission is a common characteristic of the new 6TE 6 speed transmission with no fix available at this time.

CM contacted customer. CM stated that the issue with his transmission is a 'common characteristic' of the 62TE transmission and there is no repair solution at this time. Customer stated that he will seek help via the Attorney Generals office in PA to file for Lemon Law status. CM stated that customer should use his close friendship and longstanding relationship with the owner of the dealership prior to taking the legal route. Customer stated he will try to get satisfaction with dealer owner first but if no satisfactory result, he will persue legal options.

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

Customer called and stated that he isn t happy with the answer that he has received from the case manager and from Chrysler. Customer believes that this is a programming problem. Agent advised customer that we would re-open his case and send his case back up to a case manager for review.

Customer requests that STAR get involved with the case. Customer is also talking about lemon law on the vehicle. Customer is worried that he will have an issue with the transmission further down the road and wants to make sure that there is no issues. Customer states he loves the vehicle, it is just the issue with the hesitation while he is driving.

Agent advised that if in the future he did end up having transmission issues, that it was documented in his file and that it would show that he had a history of the issue.

Customer call back number is [REDACTED].

Agent is escalating case to 96L as customer mentioned numerous times during the conversation that he would seek lemon law if chrysler was not able to fix the issue.

Customer has owned 9 vehicles.

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

Please follow your Business Center guidelines in an attempt to resolve this customers concern(s). If needed, seek assistance from your District Manager, Business Center or STAR.

The unresolved concern is transmission hesitation

Agent called dealer and spoke to Bob,SM informed that CAIR was being sent. Please update this CAIR with resolution.

#####

REASSIGNED TO BC/DLR 35 54012 01/11/12 12:57 R 21649827

*Contact Date:01/12/2012

Vehicle operates properly and explanation has been provided to customer. Request was reviewed with DM.

CAIR RETURNED FROM DEALER ON 1/12/2012 AT 12:17:752 R 21649827

Customer called back after expecting a call back from a CM yesterday, customer stated that he has been assigned a new case manager but nhas no further information, agent transferred to case management.

Customer is calling because he was advised again that there is nothing wrong with his vehicle. Customer is very upset as he does not believe this should be a characteristic of the vehicles transmission. Customer would like to speak to CM to see if he can get the dealer to take vehicle for a few days so that they can drive it and see if they can see the issue.

wrong with his vehicle. Customer is very upset as he does not believe this should be a characteristic of the vehicles transmission. Customer would like to speak to CM to see if he can get the dealer to take vehicle for a few days so that they can drive it and see if they can see the issue. Agent transferred customer to CM.

Vehicle operating correctly, close file.

Called and spoke to owner, advised closing file

Customer Assistance Inquiry Record (CAIR)# 21656229

VIN	1C3BC2FG7	BN [REDACTED]	Open Date	12/13/2011	Built Date	01/22/2011
Model Year	2011	Body	JSQL41	CHRYSLER 200 LIMITED 4-DOOR SEDAN		
In Service Dt	02/25/2011	Mileage	11,000	Dealer Zone	32	NEW YORK
Plant	N	STERLING HEIGHTS ASSEMBLY PLANT	Market	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				
Engine	ERB	3.6L V6 VVT ENGINE				
Transmission	DBA					
Dealer	66325	BAYSIDE CHRYSLER JEEP DODGE				
Dealer Address	21219 NORTHERN BLVD					
Dealer City	BAYSIDE	Dealer State	NY	Dealer Zip	11361	
Owner	[REDACTED]			Contact Type	TELEPHONE	
Address	[REDACTED]			Home Phone	[REDACTED]	
	FOREST HILLS NY [REDACTED]			Country	UNITED STATES	

Corporate - Rental Vehicle - Default - Default - Default	Customer requesting rental coverage
Corporate - Recall - Default - Default - Default	Recall/extended warranty request for current issue
Corporate - E-Reimbursement - Default - Default - Default	Reimbursement
Product - Transmission / Transaxle - Automatic Trans / Transaxle - Other - Default	Transmission Issues
Dealer - Service/Body Shop - Transaction - Problem Not Resolved - Default	Unresolved concern
Product - Drivability - Unknown - Stalling - Default	Vehicle stalls out randomly
Product - Drivability - Unknown - Sudden Acceleration - Default	Vehicle starts to accelerate itself while driving

Briefly summarize why the customer is contacting Chrysler:
 Customer stating that he has been paying for his own rental when bringing the vehicle in to the dealership for problems 4 different times. Vehicle is experiencing random stalling, and will start to accelerate on its own while driving.
 Customer took the vehicle to the dealership, and advised him it would take atleast a week

 Briefly summarize what the customer is expecting:
 Requesting rental coverage while vehicle is looked over and repaired.

 Customer was advised that due to the nature of their rental request a call back is required and will take place by close of business today. Preferred Morning/Midday call back number is [REDACTED] Preferred Afternoon/Evening call back number is [REDACTED] Customer email address for case updates: [REDACTED]

Reassigned to 88R
 ***** CASE MANAGER TEAM - District ? 88R ? *****
 Current new, No SC.
 Agent attempted to contact dealer 66325 Service Manager (SM) Bob, however, SM not available.
 Agent talked to SA Steve who states the transmission guy informed him

that the crank dampner was loose and could be causing the stalling and the noise and will be put back together today.

CONTACT UPDATE - 1st Contact to Cena Mujovic, phone number dialed,

Agent informed the customer of lines 22-24.

Customer states the dealer did get him into Chrysler Sebring for \$35.00 plus taxes per day since last Saturday 12/10/2011.

Agent informed the customer that Chrysler will assist with up to \$40.00 per day for CJDR vehicle and up to \$25.00 for another brand vehicle for up to 3 days for a rental reimbursement.

Customer states that his car has stalled twice and accelerated on it s own and could be a recall or something.

Agent informed the customer that there are no recalls or extended warranties at this time for the vehicle.

Agent provided case manager information and that a call back will take place within one business day.

Agent re-assigning to case manager for follow up with repairs, rental reimbursement and unresolved concern.

Writer left a message for the customer.

Caller Cena Mujovic requesting to speak with Case Manager, who was not here today. Writer found BU18 taking his calls, but was on another call.

Writer sent note requesting callback today as [REDACTED].

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

[REDACTED] on 2011-12-19 @ 13:22

Writer is setting follow up to 12.26.2011 when the link expires.

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

The writer contacted the customer at [REDACTED]. The customer stated that the vehicle is still making noise when he puts it in gear. The vehicle is accelerating on its own. The customer stated he is taking the vehicle back to the dealership tomorrow at 8:30 am in the morning. The customer stated this is the seventh time he has had to take the vehicle to the dealership for this problem. The customer is stating he is considering a lawyer. The customer stated that the dealership cannot find out what is wrong with the vehicle. The customer stated that he uses the vehicle for work. The customer asked for rental assistance to be provided through us without having to do reimbursement. The customer stated he losing money because he is missing work.

The writer contacted the dealership at 718-229-8700. The writer spoke with Steve in the service department because the SM was out. The writer was informed the customer will be in tomorrow for an appointment. The writer stated we will authorize two days of rental assistance. The customer has sent in an invoice for reimbursement, however the customer s concerns are not resolved.

Reassigned to the dealership for repairs. Additional rental assistance may be needed.

REASSIGNED TO BC/DLR 32 66325 12/26/11 15:47 O 21656229

Customer would like to be contacted on 12/27/11.

Writer dialed 718-229-8700 no one in service would answer call.

Customer Document Reviewed.

What has the customer requested? Reimbursement

If this is a Recall or Extended Warranty, enter the campaign number. No

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

No

Enter the Mileage at the time of the repair. 11000

Enter the Date when the repairs were completed. 12/13/2011

What is the total cost of the Parts to be reimbursed? \$0.00

What is the total cost of the Labor to be reimbursed? \$0.00

What is the total tax to be reimbursed? \$0.00

Rental: \$125.61

What is the total amount being reimbursed? \$125.61

Writer contacted SM Robert and he states that the vehicle was dropped off yesterday. SM Robert states that the dealership has not had a chance to diagnose the vehicle and he will contact us as soon as we have more information.

Writer contacted Mr. [REDACTED] to inform him that we are still waiting on the diagnosis results from SM robert and we will have a case manager or his case manager follow up with him by 12/29/2011 with more information.

Briefly summarize why the customer is contacting Chrysler: Customer

manager. After reading lines 87 to 89 agent informed customer that CM will be in contact with him on the 29th before 8pm.

Briefly summarize what the customer is expecting: Customer was seeking a CM.

Writer contacted customer at [REDACTED]. Customer stated that vehicle was given back to him today and said that there was not a problem. Dealer informed customer that they will have to wait till manager returns after 12/30 for more information. Writer apologized and informed that case manager would contact dealer during the week of 1/2/12.

Briefly summarize why the customer is contacting Chrysler: Dealer called to state that the authorization will not go through for the rental of a vehicle.

Briefly summarize what the customer is expecting: Transferred to the case management.

DeLaer SA Steve calls to speak with their Case Manager, regarding rental vehicle no issues found, no codes, technician drove vehicle, he stated he needs to get paid for 2 days rental, \$70.00.

*Contact Date:01/05/2012

Customer request has been fulfilled.

CAIR RETURNED FROM DEALER ON 1/05/2012 AT 12:31:174 R 21656229

[REDACTED] writer contacting dealer 66325 and spoke with SA Steve whom verified amount for rental as \$70.00 SA informed writer that they are having issues paying out the claim. Writer verified with SA that there was no repairs completed. Writer explained that as there was no repairs completed the RA will not be valid for the rental to be paid out. Writer is sending dealer a check in the amount of \$70.00 in order to get paid out for the rental.

Per lines 72-81 customer it to be reimbursed \$125.61 writer contacting customer to inform of reimbursement being sent. Writer verified address and name. Customer informed writer that the vehicle is still having the same noise issue. Writer is opening another case in order to reimburse the dealer and another to proceed with customer s concern. Writer explained process to customer. Customer understands.

Customer Assistance Inquiry Record (CAIR)# 21659478

VIN	1C3BC2FG9	BN [REDACTED]	Open Date	12/13/2011	Built Date	07/30/2011
Model Year	2011	Body	JSCL41	CHRYSLER 200 LIMITED 4-DOOR SEDAN		
In Service Dt	09/09/2011	Mileage	0	Dealer Zone	42	DETROIT
Plant	N	STERLING HEIGHTS ASSEMBLY PLANT	Market	U	US	
Color	PDM	TUNGSTEN METALLIC CLEAR COAT				
Engine	ERB	3.6L V6 VVT ENGINE				
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				
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]	
	DETROIT MI [REDACTED]			Country	UNITED STATES	

Corporate - Outbound - Survey Follow-Up - CPS - Customer Contact Complete	
Corporate - Outbound - Survey Follow-Up - CPS - Default	
Product - Fuel System - Unknown - Poor Fuel Economy - Default	

CPS Survey Record Received Date: 12/13/2011
 Survey Number : BN61844403
 Quality Survey ID Number: 199268172
 Survey Date : 12/02/2011
 VIN Number : 1C3BC2FG9BN [REDACTED]
 Mapping Class : Dealer
 Event Type : 1st Service customer pay
 CPS Score : 7
 ***** CASE MANAGER TEAM - District 88Z *****
 CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED].
 Customer states the he is not happy with the gas mileage. Customer will like to know what the ECO censor is.
 Erick states that ECO is Economy mode. When a Customer is driving it will ECO will be available.
 Customer states that he will bring the vehicle into the dealership after the new year.
 Writer called to check the status of the vehicle.
 Customer states that the dealership advised Customer that the car is performing to its standards. Customer feels that his vehicle still idles and is not happy with the performance of the vehicle. Customer states that he can t lock the glove department, and Customer does not have the option to secure the trunk. Customer also states that there is no hanger to hang a jacket on in the vehicle. The windshield wipers timing and settings are not realistic to the Customer. Customer is going to do further research on the vehicle and go to another dealership to see if they have other suggestions.
 Writer left a voicemail for the Customer.
 Customer states that his vehicle has not changed and Customer has not

been able to take his vehicle to another dealership. Customer also states that his vehicle has stalled on him as well. Customer states that he will contact Writer if he needs further assistance.
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)# 21674282

VIN	1C3BC1FG8	BN [REDACTED]	Open Date	12/17/2011	Built Date	07/26/2011
Model Year	2011	Body	JSCE41	CHRYSLER 200 TOURING 4-DOOR SEDAN		
In Service Dt	11/29/2011	Mileage	658	Dealer Zone	71	LOS ANGELES
Plant	N	STERLING HEIGHTS ASSEMBLY PLANT	Market	U	US	
Color	PX8	BLACK CLEAR COAT				
Engine	ERB	3.6L V6 VVT ENGINE				
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				
Dealer	24105	JEEP CHRYSLER OF ONTARIO, INC.				
Dealer Address	1202 AUTO CENTER DR					
Dealer City	ONTARIO	Dealer State	CA	Dealer Zip	91761	
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	[REDACTED]
	ONTARIO CA [REDACTED]				Country	UNITED STATES

Corporate - Complaint Contact - Default - Default - Default	caller reports broken window
Product - Electrical - Power Windows - Complete Failure - F. Door-Pass	caller reports window cracked
Product - Body / Trim / Paint Finish - Glass - Broken, Cracked - R. Door-Driver	glass shattered
Corporate - Product Information - Default - Default - Default	seeking assistance

Briefly summarize why the customer is contacting Chrysler: Caller is nephew of RO who doesn't speak English, and reports the when uncle put up window there was a loud crack and the window broke.

Briefly summarize what the customer is expecting: Caller wanted to know what to do next.

Agent advised that caller should direct his uncle to take the vehicle to his dealership for repair.

Cousin of the owner called in on his behalf.

Briefly summarize why the customer is contacting Chrysler: Customer states that he took the vehicle to the dealership to have it looked at and they took pictures and took notes. Customer does not know if these pictures were submitted to Chrysler. The window was rolled down and then up, heard a noise and the window just shattered.

Briefly summarize what the customer is expecting: Customer is looking for assistance with the replacement of this window due to the window being faulty.

Customer requires a Spanish interpreter.

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: none provided

Who has possession of the vehicle? (Owner)

Has the vehicle been diagnosed by a CDJ dealer? (Yes)

If a CDJ dealer has diagnosed, what is the dealer name or code? JEEP CHRYSLER DODGE OF ONTARIO

Reassigned to 88F

***** CASE MANAGER TEAM - District O *****

Writer contacted the dealership and left a message for ASM David as the Service Manager is out until Thursday.

Writer contacted the dealership and was informed by Jake in Service that David is with a customer at the momemnt. Jake provided Davids direct line, [REDACTED]

Attempt made to contact David at Jeep Chrysler Dodge dealership. No message left.

Writer contacted the interpreter line, customer was contacted and the interpreter was dropped. Customer was informed that the agent will contact him back shortly.

Writer contacted the interpreter line, customer was contacted and the interpreter was dropped. Customer was informed that the agent will contact him back shortly.

Writer ctnacted the interpreter line, customer was contacted and informed the writer that his vehicle is current at the dealership being repaired. Customer stated that the dealership thinks he broke the window therefore it is not being covered under warranty. Customer also noted that his wife was having problems starting the vehicle one day while taking their children to school.

CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED]. See lines 39-47.

Writer contacted the dealership and spoke with ASM David who stated the customer first came in last Saturday with a cracked window complaint. ASM David informed the customer was declined at that point and the customer s wife brought her vehicle back in on Saturday for a stalling issue. The stalling issue has been repaired and completed under warranty and the vehicle is ready for pickup. ASM David stated he will start a DI claim on the window as it appears to be from abuse. Writer informed that we will follow up tomorrow.

**** GOODWILL ASSISTANCE HAS BEEN DECLINED ****

Informed customer that Chrysler will not participate in the repair due to vehicle damage/abuse which contributed to the failure of the ?list component?.

Unless the customer offers new information, decision remains unchanged.

Decline approved by Tb618.

Writer contacted the interpreter line, customer was dialed and informed of Chrysler s decline.

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

Customer Assistance Inquiry Record (CAIR)# 21675161

VIN	1C3BC7EG3 BN [REDACTED]	Open Date	12/19/2011	Built Date	03/31/2011
Model Year	2011	Body	JSCX27	CHRYSLER 200 LIMITED TWO DOOR CONVERTIBLE	
In Service Dt	04/30/2011	Mileage	8,300	Dealer Zone	66 ORLANDO
Plant	N	STERLING HEIGHTS ASSEMBLY PLANT	Market	U	US
Color	PRP	DEEP CHERRY RED CRYSTAL PEARL COAT			
Engine	ERB	3.6L V6 VVT ENGINE			
Transmission	DBA				

Dealer 60262 STATELINE CHRYSLER JEEP DODGE, INC.

Dealer Address 800 GOLD HILL RD

Dealer City FORT MILL **Dealer State** SC **Dealer Zip** 29708

Owner [REDACTED] **Contact Type** TELEPHONE

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

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

Product - Drivability - Unknown - Stalling - Default	Customer complains of intermittent stalling concern since June,2011
Corporate - Complaint Contact - Default - Default - Default	customer seeking reason for vehicle stalling out
Product - Engine - Unknown - Other - Default	vehicle having stalling out issues.
Corporate - Lemon Law - Default - Default - Default	
Dealer - By-Pass - Default - Default - Default	

Briefly summarize why the customer is contacting Chrysler:
 Customer calling because his vehicle keeps stalling out, customer has been to dealer for the same issue 3 times now. Customer claims that this has been an ongoing issue since he purchased the vehicle.
 Customer is getting very frustrated and would like Chrysler to assist in the diagnosis as every time it is fixed it happens again. Customer states that his wife drives the vehicle most of the time and he purchased a new vehicle so it would be safe and reliable.
 Customer states that both he and his wife and family enjoy the vehicle, however, it should not be stalling out.
 Customer states that he wants to be able to feel safe and be able to enjoy his vehicle again.
 Briefly summarize what the customer is expecting:
 Customer was advised that due to the nature of their contact a call back is required and will take place within one business day by COB their time.
 Preferred Morning/Midday call back number is [REDACTED]
 Preferred Afternoon/Evening call back number is [REDACTED]
 Who has possession of the vehicle? Dealer
 Has the vehicle been diagnosed by a CDJ dealer? Yes
 If a CDJ dealer has diagnosed, what is the dealer name or code? 60262
 Reassigned to 88F
 ***** CASE MANAGER TEAM - District 66 P *****
 Customer is in basic warranty by 28 Months or 27,700 Miles

Customer is original owner

Customer owns 1 new CDJR

Customer owns a GMACI SMART LEASE

CONTACT UPDATE - 1st Contact attempt, phone number dialed,

[REDACTED]. Spoke to customer's Son Myles Handschu, states they have been into the dealership three times, states that vehicle is stalling out and has bad acceleration on the vehicle. Customer states he wants his vehicle fixed. States he is willing to work with dealer, just would like Chrysler to get their hands in the mix. Writer understood. Writer informed customer we would need to contact the dealer and see what has been done so far, customer writer. Writer informed customer we would call back in 1-2 business days with more information. Customer agreed. Writer thanked customer.

Writer contacted dealer 60262, spoke to service manager, SM states that customer's vehicle is intermittent and dealership has not yet been able to duplicate the problem, states that customer was in in On July, could not duplicate. In in August, opened a STAR case could not duplicate, And then brought vehicle back in on 12/19 states the drove the vehicle and could not duplicate again or find an issue gave customer back his vehicle. SM states that until they can duplicate the issue, there is nothing that they or STAR can do. States customer should bring vehicle in once issue is more prominent. Writer thanked SM.

Writer contacted customer phone number dialed [REDACTED]. Spoke to customer's Son Myles Handschu, unable to reach customer left message.

Writer contacted customer phone number dialed [REDACTED], unable to reach customer left message.

Writer contacted customer phone number dialed [REDACTED], customer states vehicle is back in the shop was taken back in on Tuesday. writer understood customer requested writer send info to email [REDACTED]

Status update provided via email to the following email address:

[REDACTED]
Hello My name is Garrett

and I have been assigned as your case manager.

Here is some information that will be helpful for you to have.

Your case number: 21675161

Chrysler case management telephone number 1-800-763-8422

My extension is 66372

My work hours are 8:00am to 4:30pm MST Mon Fri

I will contact you within one business day by telephone to review your case

Thank you

Garrett

End of Status Update

Writer contacted service manager Tom unable to reach left message

Caller Mr. [REDACTED] requesting to speak with Case Manager GC458.

Writer discovered that C458 is out of the office today. Customer states he got the vehicle back from dealership, allegedly the 4th repair attempt completed. Customer driving vehicle today, states it still feels unsafe and unpredictable. Customer explains he feels uncomfortable with this vehicle, not knowing if/when it may stall out next, and if he will have enough power to accelerate when needed. Customer states he is very loyal to CJDR brand, has owned 3 of our vehicles (check both family names).

Customer also states he loves the 2011 Chrysler 200 Limited Two Door Convertible, but this one is faulty; wants it repaired and working properly, or wants it replaced with same model.

Customer concerned about when he asked dealership if they tested the original wire that was removed/replaced to determine if it was faulty, they didn't really answer him. May have been unnecessarily replaced and not resolving the issue. Customer states the dealership is trying to find the problem but not confident that they know what is causing these ongoing issues.

Customer requests contact back from Case Manager GC458 as soon as he is available again.

Contacted customer at [REDACTED] stated that he is very angry and afraid to drive vehicle; writer informed customer that as per information he has vehicle back now from dealership, Mr. [REDACTED] stated that what if this happens again if he gets into an accident, not a good situation, every time they are telling him is fixed, enough times that he

he has too many problems, been complaining since the first week. Mr. [REDACTED] stated that dealership is saying they have fixed vehicle, he is just venting, because they are a Chrysler people, very afraid to drive vehicle, might cut off again, wants to figure out what Chrysler is going to do for him, Mr. [REDACTED] stated that he just wants a new vehicle, because he is being told he qualifies for lemon law and wants to have his vehicle replaced not for a different car, same vehicle. Writer informed Mr. [REDACTED] that information would be forwarded to the correct department for review and some one would follow up with him, customer understood.

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]
Customer email address for case updates: XXXXX@XXXXX.com
Who has possession of the vehicle? Owner
Has the vehicle been diagnosed by a CDJ dealer? Repairs have been completed

Customer requesting vehicle to be replaced
Reassigned to 88L

***** QUALIFIER TEAM *****

CONTACT UPDATE -

[REDACTED]
This customer is seeking lemon law buyback/replacement. Preliminary research has determined this vehicle doesn't appear to qualify for lemon law/Buyback/Replacement. The customer has been informed of this research and was told that we are willing to assist in getting the vehicle repaired

The customer was also informed that a case manager will be assigned to them for further follow-up.

RESEARCH RESULTS:

Explain why this vehicle either appears to qualify or not: Vehicle does not appear to qualify for lemon law/buyback the vehicle does not meet the State guidelines for NC or SC.

Number of related repair attempts = 2

Number of days out of service =10

The agent called the customer to inform him that the vehicle does not appear to qualify for lemon law /buyback the vehicle does not appear to meet the guidelines for lemon law /buyback for NC or SC. The agent did inform the customer that we would like his vehicle repaired and will be transferring his case to a case manager for further handling. The agent called the dealership and left a message with the SM Tom, the agent informed him that the customer has contacted Chrysler for lemon law /buyback. The agent informed him that the vehicle does not appear to qualify, however we do want to seek resolution for our customers and will be transferring there case to our case management team for further handling.

Reassigned to I2R for follow-up.

*****Andres Cruz with ISG I2R Owner Retention Task Force Team is assisting with this CAIR. If the customer should call, please request them to contact Andres Cruz at 888-542-7239, extension 464. Thank you.*****

1-6-12 AC1264

Called the owner and left a message on their answer machine. Provided my contact information and advised a call back.

1-10-12 AC1264

Called and spoke with the owner. Owner states that he feels his vehicle does qualify for lemon law. Is not happy that Chrysler will not replace his vehicle after so many repairs. Customer states he does not feel the vehicle is reliable and safe. Owner informed me that he will test drive the vehicle for a few months and if he does not experience any problems will leave the vehicle be. But if he does experience any stalling he will call back his original case manager to discuss a replacement.

Customer contacted writer informed writer that he is taking the vehicle back into the dealership tomorrow states that he continues to have issues, Writer informed customer that case is currently with our Qualfying team and should be reassigned to appropriate case manager. Customer agreed, Writer thanked customer.

Writer informed SM Tom of information in lines 141-144, and directed him to contact Andres.

██████████ called requesting to speak with a case manager. Customer stated the vehicle is back to the dealer for repair for the same issue. Customer stated the dealer informed him the vehicle has another problem. Customer stated does not want to drive the vehicle in that condition. Call got disconnect when customer was on hold.

Writer received call from customer requesting his case manager, Writer transferred to Andres Cruz at 888-542-7239, extension 464

Customer calls to speak with their Case Manager Andres Cruz at the number noted on line 170.

Writer transferred the customer to that number.

██████████ son of owner MS ██████████ is calling for RW592 gave and transferred caller to Impartial Services Group, Phone: (800) 215-6230

Please refer a customer to ISG when the zone designation '91' is in the CAIR narrative. Zone 91 (ISG) will usually include the name and telephone number/ext of the Case Manager in the narrative. You may provide this information to the customer. The agent should also update the CAIR narrative with their referral action

Impartial Services Group, LLC (ISG)

Phone: (800) 215-6230

██████████ son of owner MS ██████████ is calling for RW592

Tom Adams, Service Manager, Stateline CJD, has requested that Area Manager authorize replacement vehicle due to six repair attempts which have not corrected intermittent stalling concerns. Area Manager contacted Mr. ██████████ on February 7, 2012 and agreed to replace current vehicle.

Mr. ██████████ advised he will be responsible for any increase in MSRP.

Mr. ██████████ was advised he will be responsible for mileage/usage charges up to first documented repair attempt at 2,926 miles. Bob Rossi, Area Manager (2/8/12).

Customer Assistance Inquiry Record (CAIR)# 21678273

VIN	1C3BC8FGX	BN [REDACTED]	Open Date	12/19/2011	Built Date	04/26/2011
Model Year	2011	Body	JSCR41	CHRYSLER 200 S 4-DOOR SEDAN		
In Service Dt	08/11/2011	Mileage	6,500	Dealer Zone	66	ORLANDO
Plant	N	STERLING HEIGHTS ASSEMBLY PLANT	Market	U	US	
Color	PRP	DEEP CHERRY RED CRYSTAL PEARL COAT				
Engine	ERB	3.6L V6 VVT ENGINE				
Transmission	DBA					
Dealer	42631	LANDMARK DODGE CHRYSLER JEEP				
Dealer Address	6850 MOUNT ZION BLVD					
Dealer City	MORROW	Dealer State	GA	Dealer Zip	30260	
Owner	[REDACTED]			Contact Type	TELEPHONE	
Address	[REDACTED]			Home Phone		
	LOCUST GROVE GA [REDACTED]			Country	UNITED STATES	

Product - Drivability - Unknown - Other - Default

12/19/11 I2R case opened to further assist customer. Original case and CAIR number was 21512742. CM
 On 12/19/11 RW584: Received voice mail message from owner advising that he drove his vehicle from Atlanta to Dallas recently and the previous issues with the cruise control intermittently not working reoccurred. Owner stated that while driving the switches were not turning off the cruise control, and he was only able to turn off by pressing the brake. Owner stated that he has video recordings of the event occurring, as there was previously a problem with the dealership not being able to duplicate his concerns. Owner stated that he was very unhappy with this situation, and wants his vehicle repaired.
 12/20/11 RW584 Received voice mail message from owner requesting a callback. Owner stated that this morning his vehicle shut off while he was driving, and when he turned the vehicle off and tried to re-start it, it shut off again. Owner stated that he is taking his vehicle to a dealership in the Dallas area, and wants this issue resolved ASAP. Owner stated that he is almost at the point where he will be contacting an attorney to get this issue resolved, and see if Chrysler will buy back his vehicle. >> Attempted to contact owner, and left voice mail message requesting a callback to discuss vehicle s repair concerns.
 12/20/11 RW584 Spoke with owner who informed that he is having issues with the cruise control buttons not working, the vehicle intermittently shutting off after coming to a stop, and the remote key start not working at times. Owner stated that these issues just began reoccurring when he took vehicle on roadtrip to Dallas recently. Owner stated that he understands the difficulty Landmark dealership had trying to duplicate the shut off concern, as he did state that it is very intermittent, but owner stated that he is now feeling that this is a safety issue, and if vehicle cannot be repaired he either wants it replaced or traded. I advised that vehicle would not be replaced if we were unable to duplicate the issue, so for now we just need to focus on repairs. Owner also noted that he has video recordings of the cruise

control not working, and the vehicle shutting off. Owner stated that he contacted Grapevine Dodge this morning to set up repair appointment, but was told that they could not provide rental. I advised that I would contact dealership and authorize rental, and requested owner call dealership back in approximately 30 minutes to schedule repair appointment. Owner wanted it noted that he originally purchased a 2011 Dodge Charger with Landmark, but 3 weeks after purchase he was contacted by dealership and told that they were not supposed to have sold that vehicle, as it was faulty. Owners were instructed to return vehicle to dealership, and at that point they purchased this current vehicle. Owner stated that he feels Landmark may have received a shipment of faulty vehicles.

12/20/11 RW584 Spoke with Gregg, SA at Grapevine Dodge, to make aware of owner s concerns and repair history. Advised that owner will be calling in to schedule repair appointment in a moment, and authorized rental for \$35/day for up to 5 days. Advised that I would like vehicle to be kept at dealership for at least 5 days in attempts to duplicate and repair these concerns. >> Contacted owner and instructed he ask for Gregg when scheduling repair appointment. >> Will contact dealership on Thursday, December 22nd, to check on status of repair appointment/assessment.

12/22/11 RW584 Spoke with Gregg, SA at Grapevine Dodge, who informed that owner did call in to make an appointment, however, being that it is a few days before Christmas, Enterprise does not have any rentals available. Gregg stated that he checked with Enterprise and they advised that it would be after Christmas before one would be available. Gregg stated that owner was not very pleased with this information, and insisted that he be put in a rental. Gregg stated that he discussed owner s concern with SM and SM suggested that for now owner could bring vehicle up to dealership and do a test drive to see if they could duplicate the concern, but since it is so intermittent they feel that the owner should just wait a few more days until rental is available. Will follow up with owner on Tuesday, December 27th, to see if appointment has been made.

12/27/11 RW584 Spoke with Peggy, SA at Grapevine Dodge, who informed that SA Gregg is no longer working with their dealership. Peggy stated that there is currently no appointment set up for customer. I advised Peggy of owner s complaints, and informed that I have authorized a rental for \$35/day for up to 5 days. Peggy gave me her direct number to give to customer so that they may call and schedule repair appointment.

12/27/11 RW584 Left voice mail message for owner providing direct phone number for SA Peggy. Requested that owner contact Peggy to schedule repair appointment, and then contact me to verify. Will follow up with owner on Thursday, December 29th.

12/29/11 RW584 Spoke with Peggy, SA at Grapevine Dodge, who informed that owner has not yet called in to schedule appointment for assessment/repair.

12/29/11 RW584 Left second voice mail message for owner providing direct phone number for SA Peggy. Requested that owner contact Peggy to schedule repair appointment, and then contact me to verify. Will follow up with owner on Wednesday, January 4th.

01/04/12 RW584 Left final voice mail message for owner requesting a callback to discuss repair appointment. Advised that I will be closing case if owner has not called back by Friday, January 6th. On Friday will contact dealership to see if appointment has been made, if not will close case.

01/06/12 RW584 Spoke with Peggy, SA at Grapevine Dodge, who informed that owner still has yet to call and schedule repair appointment. Closing case at this time, as owner has failed to follow up. ***If the customer calls again with additional concerns, please refer them to Rachel Wade/I2R Coordinator at 888-542-7239 extension 537.***

01/20/12 RW584 Received voice mail message from owner stating that they are no longer in the Dallas area, and have returned home to Georgia. Owner stated that he has now taken vehicle back to Landmark Dodge.

01/23/12 RW584 Spoke with Teresa, SA at Landmark, who informed that owner brought vehicle to dealership on Thursday 1/19 for issue with cruise control not functioning properly. Teresa stated that

that day. Teresa stated that owner was calling me to see about assistance with a rental, however all repairs have been completed and she has not heard back from owner since Friday. Teresa stated that owner did not mention issue with intermittent no start.

01/23/12 RW584 Left voice mail message for owner requesting callback to discuss most recent repair concerns, and confirm vehicle is running well. Provided my contact information. Customer states they are seeking a rental extension. Agent transferred caller to CM Line for authorization.

Customer Assistance Inquiry Record (CAIR)# 21684571

VIN	1C3BC2FG9	BN [REDACTED]	Open Date	12/21/2011	Built Date	03/15/2011
Model Year	2011	Body	JSCL41	CHRYSLER 200 LIMITED 4-DOOR SEDAN		
In Service Dt	09/25/2011	Mileage	4,400	Dealer Zone	71	LOS ANGELES
Plant	N	STERLING HEIGHTS ASSEMBLY PLANT	Market	U	US	
Color	PRP	DEEP CHERRY RED CRYSTAL PEARL COAT				
Engine	ERB	3.6L V6 VVT ENGINE				
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				
Dealer	52979	HUNTER DODGE CHRYSLER JEEP				
Dealer Address	1130 AUTO MALL DR					
Dealer City	LANCASTER			Dealer State	CA	Dealer Zip 93534
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	[REDACTED]
	LANCASTER CA [REDACTED]				Country	UNITED STATES

Dealer - Service/Body Shop - Personnel - Other - Service Management	customer complaint over customer service
Corporate - Complaint Contact - Default - Default - Default	customer has complaint against dealer
Product - Drivability - Unknown - Stalling - Default	vehicle having stalling out issues.

Briefly summarize why the customer is contacting Chrysler:
 Customer is calling because her vehicle is having stalling out issues; the dealer was having difficulties duplicating the problem. Dealer wanted to drive the vehicle a while to find the issue, and customer agreed. Customer States that dealer informed her that they found the problem and customer was at the bank and saw that the dealer was still driving her vehicle.

Customer would like to know what is going on as the dealer told her the vehicle was repaired and she still does not have her vehicle and why the service personnel is still driving her vehicle around town.

Briefly summarize what the customer is expecting: Customer wants her vehicle stalling out issue repaired and she would like to know why her dealer is still driving her vehicle if it is now fixed.

Customer was advised that due to the nature of their contact a call back is required and will take place within one business day by COB their time.

Preferred Morning/Midday call back number is [REDACTED]

Preferred Afternoon/Evening call back number is [REDACTED]

Who has possession of the vehicle? Dealer

Has the vehicle been diagnosed by a CDJ dealer? (Yes

If a CDJ dealer has diagnosed, what is the dealer name or code? 52979

Reassigned to 88F

***** CASE MANAGER TEAM - District O *****

Status update provided via email to the following email address:

[REDACTED]

My name is Justin and I have been assigned your Case Manager. Here is some information that will be helpful for you have:

Your Case number: 21684571

Chrysler Case Management telephone number: 800-763-8422

My direct extension: 66379

My work hours: 8AM-430PM Mountain Time Monday-Friday

I will contact you within one business day by telephone to review your case with you.

End of Status Update

CONTACT UPDATE - 1st Contact attempt, phone number dialed,

Writer spoke with Mrs. [REDACTED]. Customer states that she is not happy that she saw a tech from the dealership driving her vehicle when they are waiting for a part to repair her vehicle. Customer states she would like to file a complaint toward the dealership for driving her vehicle when they shouldn't be. Writer informed customer that her complaint has been filed internally. Writer informed customer that we will get more information for her and will give her a call back before EOB

HUNTER DODGE CHRYSLER JEEP 661-948-8411

Writer spoke with SA Jared, SA states the ETA for the part is supposed to arrive tomorrow.

Writer informed customer that if all goes well the part is supposed to arrive tomorrow.

Customer calls to speak with their Case Manager. Agent transferred.

Customer left message wanting to speak with writer

Customer calls to speak with their Case Manager. J1106 on another line.

Customer says she says the dealer has been driving the vehicle. She says the mileage in and mileage out is vastly different. Writer will call dealer for more info and will call customer back.

DEALER #52979 contacted at PH#661-948-8411 SA Lalani is customer's advisor. Writer asked about the driving vehicle around and she says she got permission to drive vehicle but the tech stopped at a bank for personal reasons and the customer saw her car there. Tech was disciplined. Customer did not want her car back until they did a repair on it since they couldn't duplicate they called STAR and a tech told them to try a repair without a duplication and it worked. Customer has car back as of 12/27 but she was in a rental for 17 days and SA wanted to know what to do with that. Writer informed SA she would make CM aware of her inquiry

Customer seeking rental assistance because customer VOR.

Contacted Service Advisor at 52979 to

discuss the customer's request for rental assistance. Confirmed customer's concern and with Service Manager concurrence, authorized 17 days of rental per guidelines in Warranty Bulletin D-11-01.

DEALER #52979 contacted at PH#661-948-8411 informed SA that an RA has been submitted for 17 days of rental

CUSTOMER contacted at PH#661-917-4577 left message for customer that complaint has been logged at dealer, district and corporate level and tech was disciplined. Also advised that since repair is complete and rental has been taken care of and unless they have more concerns the case will be closed

CLOSED LOOP UPDATE - customer contacted today to confirm repairs.

Customer left message stating that Hunter Dodge dealership and that the mileage on her vehicle is a change by 40 miles. Customer wants a resolution to the mileage change and would like a call back.

Writer spoke with Mrs. [REDACTED], Writer returned customer's call and verified that the repairs have been done on her vehicle and that her rental was taken care of. Writer explained to customer of why the dealership probably put so many miles on the vehicle that they were probably driving her vehicle to see if they duplicate anything else that was causing her vehicle to stall. Customer states that she is not taking that as an answer and would like to hear it from the SM of why they were driving her vehicle. Writer informed customer to contact SM later on today and talk to him and have him explain everything to her. Writer informed customer that we will do the same

when dropped off-4,315

after pick up-4,458

when started on repairs-4,419

HUNTER DODGE CHRYSLER JEEP 661-948-8411

is frustrated about the fact of how many miles were put on her vehicle but she wouldn't take her vehicle back until they made a repair to fix the problem on her vehicle. SM states that he knows that his tech took the vehicle to the bank which was a personal errand and understands that yes it was wrong but they were driving the vehicle trying to duplicate customer's concern on her vehicle.

Left message informing customer that we have information to speak with her about.

Customer called to speak with writer- Customer called returning writer's call. Writer informed customer of lines 98-104. Customer appreciates the information and appreciates us talking with the SM. Writer asked customer if there was anything else we could do for her. Customer states no and that we can close her case.

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

Customer Assistance Inquiry Record (CAIR)# 21695991

VIN	1C3BC2FG8	BN [REDACTED]	Open Date	12/26/2011	Built Date	02/18/2011
Model Year	2011	Body	JSL41	CHRYSLER 200 LIMITED 4-DOOR SEDAN		
In Service Dt	05/09/2011	Mileage	47,000	Dealer Zone	63	DALLAS
Plant	N	STERLING HEIGHTS ASSEMBLY PLANT	Market	U	US	
Color	PW1	STONE WHITE CLEAR COAT				
Engine	ERB	3.6L V6 VVT ENGINE				
Transmission	DBA					
Dealer	43939	RAY BRANDT DODGE CHRYSLER JEEP				
Dealer Address	1660 WESTBANK EXPY					
Dealer City	HARVEY	Dealer State	LA	Dealer Zip	70058	
Owner	[REDACTED]			Contact Type	TELEPHONE	
Address	[REDACTED]			Home Phone	[REDACTED]	
	HARVEY LA [REDACTED]			Country	UNITED STATES	

Corporate - Lemon Law - Default - Default - Default	
Product - Drivability - Unknown - Stalling - Default	

See CAIR 21597383
 Customer, Yolanda Cardriche, states vehicle is still stalling, dealer cannot seem to duplicate concern. Customer is willing to leave vehicle at dealership for them to diagnose further, requesting a rental vehicle. Writer advised that it is likely a case manager would need a diagnosis before authorizing a rental.
 Customer advised a call back is required and will take place within one business day by COB their time
 Preferred Morning/Midday call back number is [REDACTED]-cell
 Preferred Afternoon/Evening call back number is [REDACTED]-home
 Customer email address for case updates: declined
 Who has possession of the vehicle? Owner
 Has the vehicle been diagnosed by a CDJ dealer? not yet, will be taking vehicle to dealership today
 If a CDJ dealer has diagnosed, what is the dealer name or code? 43939
 Reassigned to 88F
 Mrs. [REDACTED] call in to speak with case manager. Writer transferred customer to ext 66125
 ***** CASE MANAGER TEAM - District U *****
 - no email address
 CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED]. Customer called to explain frustrations,
 - the 4th or 5th time it killed at a red light
 - there is no way it should be killing as a new vehicle
 - dealer 43939 said after testing one hour that the car was ready
 - she has dealer loaner car and wanted them to keep it
 - disappointed they are not test driving it
 - request is for them to keep the car for 3 weeks
 - She is not going to drive a car when it is dangerous
 - dealer 43939 had the car for 2 weeks one time
 - if they can't fix it she wants a replacement

Agent will call Chuck Skaggs Service Manager of dealer 43939.

Agent spoke with Don SA and Chuck SM was not available until Friday 12/30/11.

Don SA said they ran the tests yesterday and did 5 test drives and started STAR case but they were not able to see any malfunctions and there are no codes. Don SA said they will drive more today. Don SA said the customer has buyers remorse. Agent will call for an update tomorrow. Agent promised the customer a call back by tomorrow.

Agent spoke with Don SA and Chuck SM is not available.

Don SA said they are out driving it again this morning and have not found anything wrong with the vehicle.

Agent spoke with Moe SA and Don SA. Don SA states several technicians, the shop foreman and he has driven it extensively and with a data recorder but they have not found any problem. Agent discussed letting the customer drive it with a data recorder and Don SA said the dealer management will not let it go in this case. Agent discussed the customer request on line 28 and Don did not know about that but said Chuck SM will be back tomorrow (hopefully) and may determine how long they will keep driving it. Don SA said they can keep driving it for the rest of today.

Agent asked about the customer concern of danger and Don was not aware that the customer concern was happening except at a stop.

Agent called the customer at [REDACTED]. Left message of the test driving and customer's intention to call by Friday 12/30.

Line 54 should say 'agent's intention to call by Friday'.

Agent spoke with Chuck SM of dealer 43939. Chuck SM said they called the customer yesterday and the customer was there because they were giving it back when they have never duplicated the concern because it happens so infrequently. Chuck said that the customer referred to EB401 telling them that it was 'up to the dealer' to do a buy back or replacement.

Agent clarified that agent would only have referred the customer to the qualifying department. Chuck SM said he does not know if they picked it up yesterday because they did not want to take it with no repairs.

Agent also sent email to Chuck SM that if customer said they 'wanted to trade' the vehicle, agent would have let them know that Chrysler is not involved but they 'trade in' the vehicle at the Sales Department. Email also asked if Chuck found out if they picked it up.

Email of line 64 also asked if there is a possibility of using data recorder.

Agent spoke with Chuck SM of dealer 43939. Chuck SM said the customer left the vehicle and does not want to pick it up and they want a replacement.

Agent called the customer at [REDACTED]. Customer states she does not want the car until they find out what is wrong with the car.

Agent said that Chrysler should exchange her vehicle for another one.

Customer said she paid \$10,000 down on it.

Reassigned to 88L.

***** QUALIFIER TEAM *****

CONTACT UPDATE - [REDACTED].

This customer is seeking lemon law buyback/replacement. Preliminary research has determined this vehicle doesn't appear to qualify for lemon law/Buyback/Replacement. The customer has been informed of this research and was told that we are willing to assist in getting the vehicle repaired.

The customer was also informed that a case manager will be assigned to them for further follow-up.

RESEARCH RESULTS:

Explain why this vehicle either appears to qualify or not: Vehicle does not appear to have the needed related repair attempts needed at this time.

Number of related repair attempts =1

Number of days out of service =54

Agent called and left message letting customer know we are researching her case and will call her tomorrow 1-4-12.

Customer calling for the case manager. Writer advised lines 93-94.

Agent called the customer and left message.

Agent called the customer on this number [REDACTED] left message.

[REDACTED] called to return case manager (CM) LW407's call.

Writer spoke with CM and warm transferred customer to CM LW407.

not appear to qualify for lemon law/ buyback at this time, however, we do want to assist our customers. We will be transferring his case back to his case manager for further handling. The agent did inform him that the the case manager would contact him before the end of business day 1-4-12. The agent called the dealership and spoke with SA Don who stated the vehicle was in on 12-26-11 to 12-31-11 not able to duplicate any issues. The agent left a message for the SM Chuck letting him know we have informed the customer that the vehicle does not appear to qualify at this time and will be transferring this case to our case management team for further handling.

Agent spoke with the customer at [REDACTED]. Customer said she was at work and will be off Friday. Agent will call 1/6/12.

CLOSED LOOP UPDATE - customer contacted today to confirm customer is driving her car and is not taking it to the dealer at this time because it is not stalling at this time. Customer states she has agent s contact information if needed.

Customer Assistance Inquiry Record (CAIR)# 21709353

VIN	1C3BC8EG0	BN [REDACTED]	Open Date	12/29/2011	Built Date	04/28/2011
Model Year	2011	Body	JSCR27	CHRYSLER 200 S TWO DOOR CONVERTIBLE		
In Service Dt	07/05/2011	Mileage	11,410	Dealer Zone	66	ORLANDO
Plant	N	STERLING HEIGHTS ASSEMBLY PLANT	Market	U	US	
Color	PX8	BLACK CLEAR COAT				
Engine	ERB	3.6L V6 VVT ENGINE				
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				
Dealer	68377	VERO BEACH CHRYSLER				
Dealer Address	855 S US HIGHWAY 1					
Dealer City	VERO BEACH	Dealer State	FL	Dealer Zip	32962	
Owner	[REDACTED]	Contact Type	TELEPHONE			
Address	[REDACTED]	Home Phone				
	PORT ST LUCIE FL [REDACTED]	Country	UNITED STATES			

Corporate - Product Information - Default - Default - Default	Customer seeks information about engine.
Product - Engine - Unknown - Defective - Default	Customer states engine stalls completely at every stop.

Customer states his vehicle continuously stalls.
 Customer states his dealership ?68377? advised him to call Chrysler as they do not know what the problem is because the vehicle is too new and they are not familiar with its parts.
 Customer seeks information about how to prevent car from stalling.
 Agent advised customer to try a higher octane gasoline
 The AnswerCONNECT article that was referenced to provide the answer to the customer was # ?17469?
 Agent advised customer to seek a second opinion from a different Chrysler Dealership.

Customer Assistance Inquiry Record (CAIR)# **21715810**

VIN	1C3BC1FG9	BN [REDACTED]	Open Date	12/30/2011	Built Date	02/01/2011
Model Year	2011	Body	JSCE41	CHRYSLER 200 TOURING 4-DOOR SEDAN		
In Service Dt	07/27/2011	Mileage	7,391	Dealer Zone	71	LOS ANGELES
Plant	N	STERLING HEIGHTS ASSEMBLY PLANT	Market	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				
Engine	ERB	3.6L V6 VVT ENGINE				
Transmission	DBA					

Dealer	24095	BUERGE CHRYSLER JEEP				
Dealer Address	11750 SANTA MONICA BLVD					
Dealer City	WEST LOS ANGELES	Dealer State	CA	Dealer Zip	90025	
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	[REDACTED]
	LOS ANGELES CA [REDACTED]				Country	UNITED STATES

Corporate - Rental Vehicle - Default - Default - Default	Customer requesting a rental vehicle while their repairs are completed
Product - Drivability - Unknown - Stalling - Default	Customer states their call stalls and rolls backwards when on incline
Corporate - Lemon Law - Default - Default - Default	
Dealer - By-Pass - Default - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer is calling because their 2011 CHRYSLER 200 TOURING 4-DOOR SEDAN stalls and rolls backwards when on an incline. Customer states they have had this issues once before in the past causing an accident.

Briefly summarize what the customer is expecting: Customer is expecting a call back to find a solution to why the car stalls. Customer previously brought the car to BUERGE CHRYSLER JEEP DODGE RAM who could not duplicate the problem. Customer is taking the vehicle back to BUERGE CHRYSLER JEEP DODGE RAM for a re-diagnoses.

Customer advised a call back is required and will take place within one business day by COB their time
 Preferred Morning/Midday call back number is [REDACTED]
 Preferred Afternoon/Evening call back number is [REDACTED]
 Customer email address for case updates: [REDACTED]
 Who has possession of the vehicle? Dealer
 Has the vehicle been diagnosed by a CDJ dealer? No
 If a CDJ dealer has diagnosed, what is the dealer name or code? Customer states they are on their way to BUERGE CHRYSLER JEEP DODGE RAM.
 Customer was advised that due to the nature of their rental request a call back is required and will take place by close of business today.
 Preferred Morning/Midday call back number is [REDACTED]
 Preferred Afternoon/Evening call back number is [REDACTED]
 Customer email address for case updates: [REDACTED]
 Reassigned to 88R
 PLEASE REASSIGN TO 88F WHEN COMPLETED

***** CASE MANAGER TEAM - District 88R *****

OO, 2 new vehicles, no SC

CONTACT UPDATE - 1st Contact attempt, phone number dialed,

Customer stated that she is almost at the dealer. Writer told customer that writer will contact the dealer in about 15 minutes when the vehicle is there and they've had a chance to write up a ticket. Customer called in to speak to case manager.

Agent was attempting to transfer to ext 66251 when the customer disconnected the line

CONTACTED DEALER and spoke to Paul SA who stated that they were not able to duplicate it last time and won't be able to duplicate it this time either. Writer told SA that if the customer is provided a rental, that will give them a couple of days to try to duplicate it. SA stated that would be fine.

Customer seeking rental assistance because vehicle has an intermittent stalling concern.

Contacted Service Advisor, Paul at 24095 to

discuss the customer's request for rental assistance. Confirmed customer's concern and with Service Manager concurrence, authorized 5 days of rental per guidelines in Warranty Bulletin D-11-01.

Writer is forwarding case to the case manager to follow up with the diagnosis/repair. SA Paul stated that they won't get to working on the vehicle until Monday 1/3.

***** CASE MANAGER TEAM - District O *****

BUERGE CHRYSLER JEEP DODGE RAM

Writer spoke with SA Paul, SA states they have had customer vehicle since Friday and will be doing a diagnosis on customer vehicle today to see what they can find to fix customer's concern.

CCAS agent calls to speak with Case Manager, writer transferred to extension

Customer called to speak with writer- Customer states that this is the second time that she brought her vehicle in. Customer states that both times that every time her vehicle stalls out brings her vehicle straight to the dealership right after it stalls out. Customer states that she doesn't feel comfortable driving her vehicle because of the stalling and feels that since there was no repairs done this time. Customer states that she is a flight attendant and is not in town to return her rental vehicle and her vehicle is ready for her to pick it up. Writer informed customer writer will contact dealership and let them know that she wants a star tech involved and to talk about her rental also.

BUERGE CHRYSLER JEEP DODGE RAM 310-820-2631

Writer spoke with SA Paul, SA states that he drove the vehicle for 25 miles ran all the test and couldn't get anything to duplicate with customer's vehicle. Writer asked SA if we could contact star about customer's concern. SA states that he will put in a case to star for customer. SA states customer should be fine with rental without being charged

TABATHA D LAFLEUR

CONTACT UPDATE - 1st Contact attempt, phone number dialed,

Writer spoke with Tabatha, Writer informed customer that she will be fine with her rental that she doesn't need to worry about being charged for her rental and that the dealership will go ahead and contact star and see if they have a resolution to her concern. Customer appreciates our help. Customer called in to speak with case manager J1106.

Agent transferred call to case manager at 1-800-763-8422 ext. 66379 as per Answer ID 19956.

Caller requesting to speak with Case Manager, however, CM is not currently available.

Customer said car had same issue that happened twice.

Dealership could not duplicate issue and opened a STAR Case but it's been a few days and STAR has not been in contact.

Customer is requesting that CM attempt to contact STAR.

Writer offered to transfer customer to voicemail.

Customer declined and requested that case be expedited.

Customer called in to speak with case manager. Agent transferred to

Caller Ms. [REDACTED] requesting to speak with Case Manager, frustrated she has not been able to reach JI106 for several days. Writer apologized, explained that JI106 has been out of the office, sick. Writer informed Customer that other Case Managers are assisting with his cases this week.

Alternate Case Manager not available at extension 66359, no one else available to speak with customer at this time. Writer offered to assist customer.

Ms. [REDACTED] wants to know 'options for her new, defective vehicle' or current status of case, as dealership can't fix her vehicle yet and she is driving it but worried. Customer mentions it jumps, seems like a safety issue, stalls and rolls backward. Dealership allegedly unable to duplicate sometimes, when they do duplicate sometimes they can't diagnose or repair the vehicle. Customer refuses to continue driving unsafe, unsatisfactory vehicle and 'wait for the next thing to fail.'

On Friday, she went to dealer for oil change, a SA allegedly informed customer that the Service Manager has not heard back from Case Manager yet, so they are not able to move forward with the STAR case or resolution. Customer cannot afford to pay for a rental vehicle while Chrysler continues to attempt repair on her vehicle.

Customer asks at what point she should worry about driving the vehicle, as she feels so unsafe driving it, afraid it may 'blow up.'

Writer advised customer that if the dealership has not heard back from STAR in over a week as she indicates, the dealership (Service Manager) should follow up with STAR and request an update.

Writer explained our office only sees updates from STAR if they send an email back down to the dealership. Therefore, the customer's best point of contact on that question (how long will STAR take to look into the issue, what are their findings or the next step, and if customer should continue driving the vehicle, at what point or with what symptoms should she stop driving it?) would be the Service Department or Service Manager. Writer distributed note requesting Case Manager contact the dealership and customer back as soon as possible, hoping to move the case forward toward resolution.

Briefly summarize why the customer is contacting Chrysler: Customer is calling to speak with her Case Manager. Agent transferred customer to the Case Management Hotline at 1-800-763-8422 at extension 66359 as per line 100.

Briefly summarize what the customer is expecting: Customer is expecting to speak with her CM.

Briefly summarize why the customer is contacting Chrysler: Customer requested to speak with the next available CM. Agent transferred the call.

Briefly summarize what the customer is expecting:

[REDACTED] requesting to speak with Case Manager. Writer transferred to JI106.

Customer called to speak with writer- Customer states that star technicians are involved and the dealership is supposed to be contacting her about her vehicle. Customer states that she was told that there is no new information that the technician has not returned dealership's call.

Customer states her call stalls and it jolts forward and states that if the concern cannot be fixed she wants her money back or would like a replacement. Last time customer was in dealership was last Friday and spoke with SA Paul for an oil change and that is the last time that she heard from SA. Writer informed customer that if the dealership is not able to duplicate the concern they are not able to do any repairs and as long as we don't have any suggestions from star there's also no other repairs that can be done. Customer asked for lemon law. Writer informed customer that she will be contacted within one business day EOB reassigning to 88L

Status update provided via email to the following email address:

[REDACTED]
Case #: 21715810 VIN: 1C3BC1FG9BN [REDACTED] Vehicle Description:
2011 CHRYSLER 200 TOURING 4-DOOR SEDAN

My name is Charlie and I have been assigned as your Case Manager. Here is some information that will be helpful for you to have:

Chrysler Case Management telephone number: 800-763-8422
My work hours: 7:30am-4:00pm Mountain Time Monday-Friday
I will contact you within one business day by telephone to review your case with you.

Note: This is a system generated message. Please do not reply.

Sincerely,

Charlie

Customer Care

End of Status Update

***** QUALIFIER TEAM *****

CONTACT UPDATE - 1st Contact attempt, phone number dialed,

Owner is seeking relief under the California state lemon law.

1. What does the customer allege is wrong with the vehicle? Stalls on incline.
2. Was the vehicle purchased new or used? New
3. If used, what number owner is the customer and what was the mileage?
N/A

4. Is customer claiming # of repair attempts or # of days out of service?
2 repair attempts, 6 days

5. Does the condition described by the customer still exist? Yes
The only thing the customer has been told is their file will be reviewed and/or handled by the local Business Center and Dealer, and if the condition still exists, to take their vehicle to the dealer regardless

of this request. Reassigned to the West Business Center (TMT).

Customer called in stating her vehicle has stalled again. Customer wanted to know if it was going to make a difference if she brings her vehicle to the dealer again.

Agent advised customer that it is up to her if she wants to or not. Agent advised customer when the file was sent to WBC. Agent asked customer to allow 2-5 business days for a callback form that dept.

Customer understood.

011712 reassigned to am jsc9 to review and respond to owners rquest for lemon law relief tmt

Customer is calling requesting to speak with cm JI106 . Agent transferred customer to CM for further assistance.

Customer called to speak with CM Justin. Agent transferred customer to extension 66379.

Customer called back in requesting a resolution to her situation. She states she needs a rental vehicle. Customer states she does not want to speak to her existing case manager. Agent apologized and advised will transfer to the CM line for further assistance.

Ms. [REDACTED] calling to speak with her case manager. cm not available, team member took the call. Transferred.

Customer called in and stated that she is having the same problem with her vehicle. Customer stated that she would need a rental for the diagnoses. Agent informed customer that agent could not authorize rental but agent will have Case Manager call her right back when he gets back. Customer agreed and thanked agent.

Writer spoke with [REDACTED] Customer states that since she s been at the dealership her vehicle has stalled several times. Customer states that she is going to take her vehicle into dealership for another diagnosis and would like a rental car. Writer advised customer that because her vehicle is going through lemon law writer is not able to authrize any kind of goodwill of rental or cost assistance. Customer understands and appreciates information

1/23/12 AM JSC9 has reviewed file for customers request for CA Lemon Law Relief - at this time the vehicle DOES NOT qualify as vehicles issues_ have not been able to be duplicated for stalling concern. Customer has had 2 repair orders for this concern (11/10/11 & 12/30/11) and dealership has not been able to duplicate concern. In talking with SM Tony @ Buerge, he suggested to have a recording device attached to vehicle. SM to contact customer to arrange to have recording device installed on vehicle. JSC9 1/23/12 AM JSC9 spoke with customer today. Explained to her about the recording device and she is very happy that we can accomadate her with a

to Buerge C/J tomorrow 1/24/12 and have it installed. AM JSC9 is closing but tracking CAIR until resolution is made. JSC9
1/27/12 Customer came in to have recorder device installed on 1/24/12, but dealership was having issues getting it to connect. Customer ended up leaving with device set up. AM was contacted by SA Paul explaining _ situation. AM JSC9 contacted SM Tony on 1/27/12 and he has found the concern with the device - the software had not been updated. Customer as recontacted and will be bringing vehicle in on 1/30/12 to have it connected. AM JSC9 leaving CAIR on tracking until final resolution can be made. JSC9

Customer Assistance Inquiry Record (CAIR)# 21719298

VIN	1C3BC1FG7	BN [REDACTED]	Open Date	01/02/2012	Built Date	04/06/2011
Model Year	2011	Body	JSCE41	CHRYSLER 200 TOURING 4-DOOR SEDAN		
In Service Dt	09/24/2011	Mileage	6,980	Dealer Zone	66	ORLANDO
Plant	N	STERLING HEIGHTS ASSEMBLY PLANT	Market	U	US	
Color	PX8	BLACK CLEAR COAT				
Engine	ERB	3.6L V6 VVT ENGINE				
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				
Dealer	26633	FERMAN JECF OF NEW PORT RICHEY				
Dealer Address	3939 US HWY 19					
Dealer City	NEW PORT RICHEY	Dealer State	FL	Dealer Zip	34652	
Owner	[REDACTED]			Contact Type	TELEPHONE	
Address	[REDACTED]			Home Phone	[REDACTED]	
	ZEPHYRHILLS FL [REDACTED]			Country	UNITED STATES	

Product - Electrical - Unknown - Other - Default	customer states car stalls.
Corporate - Product Information - Default - Default - Default	customer wanted to know if there was a recall on vehicle.
Product - Drivability - Unknown - Stalling - Default	customers car is stalling while she is driving down the road.

Briefly summarize why the customer is contacting Chrysler: Customer states that her vehicle is stalling out while she is driving down the road. Customer states that she has had to take her vehicle to the dealership 7 times since September. Customer states that the dealership is unable to find the reason for her vehicle stalling. Customer states that she put her VIN on a website and it told her to contact Chrysler. Briefly summarize what the customer is expecting: Information on a recall. Customer advised a call back is required and will take place within one business day.

Preferred Morning/Midday call back number is [REDACTED]
 Preferred Afternoon/Evening call back number is [REDACTED]
 Customer email address for case updates: [REDACTED]
 Who has possession of the vehicle? Dealer
 Has the vehicle been diagnosed by a CDJ dealer? Yes
 If a CDJ dealer has diagnosed, what is the dealer name or code? 26633
 Reassigned to 88F (96F)
 ***** CASE MANAGER TEAM - District M *****
 Customer is original owner
 Customer has 1 new household
 Customer within both 3/36 basic and 5/100 powertrain
 Customer has 2 active service contracts
 CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED] Spoke with Mrs. [REDACTED] and she stated she is experiencing intermittent stalling no engine lights turn on she stated the vehicle is at the dealership now and stated the dealership will be contacting Chrysler and they put her in a rental she states she did and internet research and found related recall gave number 11v-487 Writer advised that

further research needs to be done and she will be contacted to follow up
She stated she prefers to be contacted by phone and anytime is fine.
Status update provided via email to the following email address:

My name is Sarah and I have been assigned as your Case Manager. Here is some information that will be useful for you to have:

*Your case number: 21719298

*Chrysler Case Management telephone: 800-763-8422

*My direct extension: 66151

*My work hours are 7am-3:30pm Mountain time Monday-Friday

*I will contact you within one

business day by telephone to review your case with you.

End of Status Update

Caller requesting to speak with Case Manager ext 66151

Customer states she called dealer, technician is out today, may take several days to see if vehicle will stall. Customer states yesterday she was told to return rental vehicle but now she does not know what to do at this point. Vehicle seems to stall at a specific red light as she turns left, when she has a about 1/2 tank of fuel. Customer contact [REDACTED] -cell.

Writer contacted [REDACTED] Customer not available left message to return call

Research indicated that NHTSA Campaign ID number : 11V487000 CONNECTING ROD FAILURE MAY LEAD TO ENGINE SEIZURE WHICH MAY INCREASE THE RISK OF A CRASH. was specifically for vehicles MANUFACTURED FROM AUGUST 31, 2011, THROUGH SEPTEMBER 13, 2011, this vehicle was manufactured April 6, 2011

Writer contacted [REDACTED] Spoke with Mrs [REDACTED] and she is upset at the fact the the issue has to be duplicated it is so intermittent that she is concerned she has a child and her biggest fear is that the vehicle will stall and someone will hit them. She does have faith in the technician and says she will continue to work with him Writer advised of the information from lines 50-53 and customer understood Customer would like case to remain open and continue trying to diagnose this issue.

Writer advised case would remain open and would follow up with her within a few weeks

Writer contacted [REDACTED] Customer not available left message to return call

Writer contacted [REDACTED] Customer not available left message for return call at extension 66151

727-847-5555 Service Manager Alicia not available spoke left message stating I was following up with customer was having stalling issues and wanted to know if she had returned to dealership

727-847-5555 spoke with Lindsey and waited on hold for over 5 minutes and disconnected

727-847-5555 was on hold for Brittany waited on hold for over 5 minutes and disconnected

Writer contacted [REDACTED] Customer not available left message

Status update provided via email to the following email address:

Hello. I am following up on your case. Please let me know if you want to continue to pursue or if you would like to close your case. You can reach me at 800-763-8422 extension 66151. Thank you.

End of Status Update

Writer contacted [REDACTED] Customer not available left message to return call at extension 66151

Writer contacted [REDACTED] Customer not available left message stating case would be closed due to non-response Writer advised to contact customer care if she would like to continue to pursue.

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

Customer Assistance Inquiry Record (CAIR)# 21728637

VIN	1C3BC1FGX	BN [REDACTED]	Open Date	01/04/2012	Built Date	03/08/2011
Model Year	2011	Body	JSCE41	CHRYSLER 200 TOURING 4-DOOR SEDAN		
In Service Dt	03/22/2011	Mileage	15,000	Dealer Zone	66	ORLANDO
Plant	N	STERLING HEIGHTS ASSEMBLY PLANT	Market	U	US	
Color	PBF	SAPPHIRE CRYSTAL METALLIC CLEAR COAT				
Engine	ERB	3.6L V6 VVT ENGINE				
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				
Dealer	60340	CAROLINA CHRYSLER JEEP DODGE, LLC.				
Dealer Address	891 HIGHWAY 1 S					
Dealer City	LUGOFF	Dealer State	SC	Dealer Zip	29078	
Owner	[REDACTED]			Contact Type	TELEPHONE	
Address	[REDACTED]			Home Phone		
	REMBERT SC [REDACTED]			Country	UNITED STATES	

Product - Drivability - Unknown - Hesitation/No Power - Default	Customer seeking lemon law
Product - Drivability - Unknown - No Start - Default	Customer seeking lemon law
Product - Electrical - Engine Wiring - Defective - Default	Customer seeking lemon law
Corporate - Lemon Law - Default - Default - Default	
Product - Drivability - Unknown - Poor Idle Quality - Default	

Briefly summarize why the customer is contacting Chrysler: Customer states she purchased a 2011 Chrysler 200 vehicle in December. Customer states as she was coming home from work and the vehicle stalled at a green light. Customer states the the vehicle then stalled three more times before getting to destination. Customer stated she feels this a major safety issue as she had her children in the vehicle. Customer states she does not want this vehicle back. Customer states she wants a replacement vehicle. Customer does not think the vehicle is safe to drive in.

Briefly summarize what the customer is expecting: Customer seeking lemon law

Agent advised a case manager will contact with in 2-5 business days for decision on case.

Customer was advised that due to the nature of their request a call back is required and will take place within one business day.

Preferred call back number is [REDACTED] or [REDACTED]

Who has possession of the vehicle? Dealer
 Is this a request for Lemon Law, buy-back, or replacement? replacement
 OTS CM1243

***** QUALIFIER TEAM *****

This customer is seeking lemon law buyback/replacement. Preliminary research has determined this vehicle doesn t appear to qualify for lemon law/Buyback/Replacement. The customer has been informed of this research and was told that we are willing to assist in getting the vehicle repaired

The customer was also informed that a case manager will be assigned to

them for further follow-up.

RESEARCH RESULTS:

Explain why this vehicle either appears to qualify or not: Vehicle does not appear to qualify, Customer is the secondary owner and vehicle was purchased outside the terms of protection.

Number of related repair attempts = 0.

Number of days out of service = 0.

CONTACT UPDATE - 1st Contact attempt, phone number dialed,

██████████ Left message. ██████████ Left message.

Follow up 01/05/2012.

Customer called in regards to her call back that she had missed. Customer states that this number is the best to contact her ██████████ 9. Agent transferred customer to 800-763-8422 ext 66002

Writer called customer and informed her the vehicle does not appear to qualify.

Customer is stating the vehicle just shut down on the freeway and if something happened to her or her family she would sue Chrysler. Writer explained to the customer Chrysler takes this serious and we do want resolution for them. Writer informed customer Chrysler will be escalating her case to seek resolution. Writer called dealership and informed SM Jerry customer requested Lemon Law and the vehicle did not appear to meet the guidelines.

Writer is sending cair to 88D for further handling.

***** CASE MANAGER TEAM - District 88M *****

CONTACT UPDATE - 1st Contact attempt, phone number dialed,

██████████. Customer alleged that the vehicle stopped running and almost caused an accident. Customer stated that she does not want this vehicle anymore, because the vehicle not safe. Writer understood. Writer stated that writer is going to work with the dealership on getting the vehicle repaired. Customer stated that the vehicle is at the Carolina Chrysler dealership. Customer advised that she spoke to Shawn at the dealership. Customer alleged that the vehicle has been at the dealership since December 24, 2011. Writer stated that writer will call the dealership tomorrow to get information on what can be done to resolve this concern and will call customer on Monday. Customer understood. Customer gave cell phone number ██████████ and home phone number ██████████

Writer called dealer 60531, 803-438-9160. Writer spoke to service manager Damon. SM Damon stated that the vehicle has an internal engine failure. SM Damon stated District manager gave authorization to disassemble the engine. SM Damon stated that the engine will be disassembled at beginning of next week. Writer understood.

Writer called dealer 60531, 803-438-9160. Service advisor stated that most of the motor has been torn down. Writer spoke to the technician and was told that the he has not found anything wrong yet. Writer understood.

Writer called customer, ph ██████████. Writer left message with updates. Writer stated that writer will call back by Thursday with updates.

Writer called dealer 60531, 803-438-9160. Service manager is not available.

Writer called dealer 60531, 803-438-9160. Phone call was transferred then disconnected. Writer called dealer 60531, 803-438-9160. Writer spoke to service writer. SW stated that the service manager is not available.

Writer called dealer 60531, 803-438-9160. Writer spoke to service manager Damon. SM Damon stated that he has not found any concerns in the engine and is waiting for DM approval on what to repair. Writer understood.

Writer called dealer 60531, 803-438-9160. Writer spoke to service manager Damon. SM Damon stated that the District Manager gave approval to repair some of the parts in the engine and not to replace the whole thing.

Writer understood. SM Damon stated that it might take a few weeks to get the parts in. SM Damon stated that the parts are on special handling.

Writer called dealer 60531, 803-438-9160. Writer spoke to parts department. PD gave part numbers and order numbers. PD gave part numbers: 68154699AA and RL141353AA. PD stated that there are 6 more part numbers, but he does not have the time to give them all. PD gave order numbers: G0111S and G0111D. Writer understood.

Writer called customer, ph ██████████. Writer informed the customer

to repair the engine. Writer stated that he could take a couple of weeks to get the parts to the dealership. Customer understood. Writer advised the customer that writer will be working to get the parts to the dealership as soon as possible. Customer is requesting a rental. Writer understood and stated that writer will call back with decision on the rental.

Writer called dealer 60531, 803-438-9160. Writer spoke to service manager Damon. Writer stated that the customer is requesting rental. SM Damon stated that the Sumter Chrysler dealership is providing the customer with a rental. Writer understood. Writer will call the Sumter Chrysler dealership.

Writer called dealer 43812, ph. 803-469-9030. Service manger Jerry. SM Jerry stated that the customer is in a loaner at the moment. SM Jerry stated that it would be easier to get the authorization from the Carolina Dealership. Writer understood. Writer stated that writer will call back with updates. SM Jerry understood.

Writer called customer, ph. [REDACTED]. Writer informed the customer that writer spoke to the service managers at Carolina and Sumter dealerships and was told that the customer is in a vehicle. Customer confirmed that she has a vehicle. Writer informed the customer that the vehicle the customer has is the rental vehicle. Customer understood. Customer stated that she would like to have this vehicle until her vehicle is repaired. Writer understood. Writer stated that writer will call back on Wednesday with updates on the part ETA. Customer understood.

Dealer called on behalf of customer, asking to speak with case manager. Agent transfered Customer to Case manager 66204

Writer called dealer 60531, 803-438-9160. Writer spoke to service manager Damon. SM Damon stated that he has most of the parts and will get the last part on Thursday. Writer understood.

Writer called dealer 43812, ph. 803-469-9030. Service manager will be available tomorrow.

Writer called dealer 43812, ph. 803-469-9030. Writer spoke to service manager Jerry. Writer informed SM Jerry that the customer is fine with the loaner vehicle. SM Jerry stated that he will leave the customer in the loaner. SM Jerry stated that he is wondering when the vehicle will be repaired. Writer informed SM Jerry that most of the parts are at the Carolina dealership, but one. Writer stated that the last part should be in by tomorrow. SM Jerry understood.

Writer called dealer 60531, 803-438-9160. SM Damon stated that the part should be in by Friday.

Writer called customer, ph. [REDACTED]. Writer informed the customer that the part should be in tomorrow or Friday. Customer understood. Writer stated that writer will call back tomorrow with updates. Customer understood.

Writer called dealer 60531, 803-438-9160. Writer spoke to service manager Damon. SM Damon stated that the part came in and the motor is built. SM Damon stated that he will be test driving the vehicle tomorrow. Writer understood.

Writer called customer, ph. [REDACTED]. Writer left message stating that the part is in and that writer will call back tomorrow with updates. Writer called dealer 43812, ph. 803-469-9030. Writer spoke to service manager Jerry. Writer informed SM Jerry that the Carolina dealership has received the part and has built the motor. Writer stated that the Carolina dealership will be testing the vehicle later today or tomorrow. SM Jerry understood.

Writer called dealer 60531, 803-438-9160. SM Damon stated that the vehicle is running. SM Damon stated that he is putting the battery in it. SM Damon requested for writer to call back in 15 minutes. Writer understood.

Writer called dealer 60531, 803-438-9160. Writer spoke to service manager Damon. SM Damon stated that the vehicle needs a new starter. SM Damon stated that the part should be at the dealership tomorrow. Writer understood.

Writer called customer, ph. [REDACTED] 6. Writer left message with updates.

Writer called dealer 60531, 803-438-9160. Writer spoke to service manager Damon. SM Damon stated that the vehicle has been repaired. SM Damon

Writer understood. Writer stated that writer will call the customer to inform of the repair. SM Damon understood.

Writer called customer, ph. [REDACTED]. Writer left message with updates. Writer stated that the vehicle has been repaired and is ready for pickup. Writer stated that writer will call back on Thursday.

Writer called customer, ph. [REDACTED]. Customer stated that she got her vehicle back. Customer stated that the vehicle is working fine right now. Writer stated that writer will call back next Thursday to check on the vehicle. Customer understood.

Writer called customer, ph. [REDACTED]. Writer left message requesting call back.

Writer called customer, ph. [REDACTED]. Writer left message requesting call back.

Writer called customer, ph. [REDACTED]. Writer is unable to leave voicemail. Service is temporarily unavailable.

Writer called customer, ph. [REDACTED]. Writer left message requesting call back.

Writer called customer, ph. [REDACTED]. Customer stated that the vehicle shut down and she had to crank it up again. Customer stated that the motor light came on as well. Customer stated that she is going to take the vehicle to the dealership tomorrow. Writer understood. Writer stated that writer will call back on Thursday to follow-up on diagnosis. Customer understood.

Writer called customer, ph. [REDACTED]. Customer stated that she is taking the vehicle to the dealership today. Writer stated that writer will call back tomorrow to follow-up. Customer stated that she has work tomorrow and customer gave work phone number, 803-425-2579. Writer stated that writer can call back on Monday. Customer stated that Monday would be better. Writer understood. Writer stated that writer will call back on Monday.

Writer called customer, ph. [REDACTED]. Customer stated that she has not taking the vehicle to the dealership. Customer requested writer to call back tomorrow at about 2:00 p.m. Writer made no promises.

Writer called customer, ph. [REDACTED]. Writer left message requesting call back.

Writer called customer, ph. [REDACTED]. Customer states that there is no issue with the vehicle anymore. Writer advise since the vehicle is not having any other issues we are gonna go ahead and close out the case. Writer advise customer that she can always open the case again or if she has other issues she can call the assistents number to help with other issues. CM will close the case.

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

Writer will close case.

Customer Assistance Inquiry Record (CAIR)# 21729607

VIN	1C3BC1FG5BN	Open Date	01/04/2012	Built Date	06/08/2011
Model Year	2011	Body	JSCE41	CHRYSLER 200 TOURING 4-DOOR SEDAN	
In Service Dt	07/23/2011	Mileage	6,000	Dealer Zone	66 ORLANDO
Plant	N	STERLING HEIGHTS ASSEMBLY PLANT	Market	U	US
Color	PDM	TUNGSTEN METALLIC CLEAR COAT			
Engine	ERB	3.6L V6 VVT ENGINE			
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION			

Owner		Contact Type	TELEPHONE
Address		Home Phone	
	PORT ST LUCIE FL	Country	UNITED STATES

Product - Body / Trim / Paint Finish - Interior Styling / Appearance - Unsatisfactory / Dislikes - Unknown	Customer displeased with wind noise
Product - Engine - Unknown - Other - Default	Customer states intermittent stalling issue.
Product - Body / Trim / Paint Finish - Interior Ornamentation/Mirrors - Wind Noise - Unknown	Customer states wind noise when accelling above 40mph

Briefly summarize why the customer is contacting Chrysler: Customer states he is unhappy with the wind noise in the vehicle. Customer states the noise increases with the speed of the vehicle. Customer states this occurs when the vehicle is over 40mph. Customer states he has had the vehicle into the shop and they did a test drive with a wind meter. Dealership reports the noise is at an acceptable level. Customer would like something done about this issue as he feels this is not an acceptable level.

Briefly summarize what the customer is expecting: Customer seeking acceptable wind noise level.

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: unknown
 Who has possession of the vehicle? Owner
 Has the vehicle been diagnosed by a CDJ dealer? Yes
 If a CDJ dealer has diagnosed, what is the dealer name or code?26797
 Reassigned to 88F
 Status update provided via email to the following email address:

My name is Cody and I have been assigned as your Case Manager. Here is some information that will be helpful for you to have:

Your Case Number:21729607
 Chrysler Case Management telephone number: 800-763-8422
 My direct extension: 66178
 My work hours: 10am - 5:30pm eastern time Monday- Friday I will contact you by the end of my shift today by telephone to review your case with you.

End of Status Update
 ***** CASE MANAGER TEAM - District M *****

Mileage: 6000
 1 in household

CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED]. Customer states he had bought the vehicle in July. Customer states when he gets up to 45 or 55 and customer states he starts hearing noise. Customer states that the dealer that did the wind meter on the vehicle states that things was fine with the vehicle. Customer took the vehicle to Arrigo Dodge and they state there is something wrong with the vehicle. Customer states that he was suppose to take the vehicle in on Monday to get things fixed. Customer states that the first dealer he went to had really bad service and was really rude. Writer advise customer that Arrigo Dodge is a good dealer. Customer wants to know information on the seats. Customer states that the passenger seats seems to only go foward and customers wife has back problems. Customer states that the vehicle should have electrical seats on passenger side. Customer wants information on why they dont have that for the passenger side. Customer also states that the vehicle will randomly BANG into drive at times especially when the customer is reversing at times. Customer also states that the transmission on the vehicle does not seem right. Customer hears noises in the transmission. Customer states he has been working on the transmission for many years now and feels there is something wrong with the transmission. Customer asked writer if it is ok for writer to get information on the transmission. Writer told customer he will do what he can to get more information on the vehicle.

Writer called customer, number dialed [REDACTED] and left a message. Writer called customer, number dialed [REDACTED]. Customer states the problem stil not fix and the dealership still has the vehicle and will be fixing it. Writer will call dealer and figure out the issue.

[REDACTED], Customer states to Arrigo 45547 dealer ship about 2 weeks ago. Dealer ship performed TSB in regards to window noise issue. Customer indicates help some - but still issue. Customer advised also now has a possible stalling issue- vehicle staled 2 times. Writer updated HPIMS with new dealer info. Writer advised follow up in 1 week to see if new appointment -customer agreeable.

[REDACTED], Not to dealer yet- follow up 1 week to see if to dealer. E-MAIL to Service Director: Afternoon Jeff: Customer indicated would be contact for an appointment. indicated intermittent issue with stalling. Advised that the noise issue is better, but would also possible re-address with dealer ship. Seeking to know if an appointment has been made yet. Thanks Mike CCM.

E-MAIL from Service Manager at dealer 45547: Mike- cust was here we made repair based on TSB 23-042-11 currently that is the only repair available. Be happy to look at it again but doesn` t appear to be any new repairs available. Jeff, SM>

[REDACTED], 2nd attempt made to contact customer. Left message, seeking to know if to dealer again for follow up to noise issue and possible stalling issue.

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

[REDACTED], 4th attempt made to contact customer. Left message, has customer gone back to dealer ship.

[REDACTED], 5th attempt made to contact customer. Left message.

[REDACTED], 6th attempt made to contact customer. Left message, advised case closed due to excessive attempts and no contact back.

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

Customer Assistance Inquiry Record (CAIR)# **21735653**

VIN	1C3BC7EG8 BN [REDACTED]	Open Date	01/05/2012	Built Date	03/10/2011
Model Year	2011	Body	JSCX27	CHRYSLER 200 LIMITED TWO DOOR CONVERTIBLE	
In Service Dt	06/14/2011	Mileage	7,900	Dealer Zone	66 ORLANDO
Plant	N	STERLING HEIGHTS ASSEMBLY PLANT	Market	U	US
Color	PBV	BLACKBERRY PEARL COAT			
Engine	ERB	3.6L V6 VVT ENGINE			
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION			
Dealer	24028	AUTOPARK CHRYSLER JEEP			
Dealer Address	400 AUTO PARK BLVD				
Dealer City	CARY	Dealer State	NC	Dealer Zip	27511
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone	[REDACTED]		
	CARY NC [REDACTED]	Country	UNITED STATES		

Corporate - Dealer Information - Default - Default - Default	customer states dealer diagnosed vehicle.
Product - Engine - Unknown - Other - Default	customer states engine is stalling.

Briefly summarize why the customer is contacting Chrysler: customer states that his vehicle is stalling. Customer states that he will be at a stop sign and then he will step on the gas to go and the vehicle lurches and then stalls out. Customer states that he has to put the vehicle in park and restart the engine. Customer states that he has taken the vehicle to the dealership and that they can find nothing wrong with the vehicle. Customer states that the dealership stated that Chrysler is aware of this problem and is looking into getting it repaired. Customer states that this issue is causing disruption in his life because he is afraid to drive.

Briefly summarize what the customer is expecting: vehicle repaired. Customer advised a call back is required and will take place within one business day.

Preferred Morning/Midday call back number is [REDACTED]
 Preferred Afternoon/Evening call back number is [REDACTED]
 Customer email address for case updates:
 [REDACTED]

Who has possession of the vehicle? Owner
 Has the vehicle been diagnosed by a CDJ dealer? Yes
 If a CDJ dealer has diagnosed, what is the dealer name or code? 24028
 Reassigned to 88F

***** CASE MANAGER TEAM - District M *****
 Status update provided via email to the following email address:
 [REDACTED]

My name is Christine and I have been assigned as your case manager. Here is some information that will be helpful for you to have:
 Your case number: 21735653
 Chrysler Case Management telephone number: 800-763-8422
 My direct extension: 66211
 My work hours: 6:00AM-2:30PM Mountain Time Monday-Friday

stated she is not aware of this as a common issue for this particular vehicle. The writer verified the customer s address and noted that it is correct no corrections necessary. The customer was advised the case will be closed, but was urged to contact us for future concerns.
CLOSED LOOP UPDATE - customer contacted today to confirm repairs.

Customer Assistance Inquiry Record (CAIR)# 21739272

VIN	1C3BC2FG7	BN [REDACTED]	Open Date	01/06/2012	Built Date	01/22/2011
Model Year	2011	Body	JSCL41	CHRYSLER 200 LIMITED 4-DOOR SEDAN		
In Service Dt	02/25/2011	Mileage	11,002	Dealer Zone	32	NEW YORK
Plant	N	STERLING HEIGHTS ASSEMBLY PLANT	Market	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				
Engine	ERB	3.6L V6 VVT ENGINE				
Transmission	DBA					

Dealer 66325 BAYSIDE CHRYSLER JEEP DODGE

Dealer Address 21219 NORTHERN BLVD

Dealer City BAYSIDE **Dealer State** NY **Dealer Zip** 11361

Owner [REDACTED] **Contact Type** TELEPHONE

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

FOREST HILLS NY [REDACTED] **Country** UNITED STATES

Corporate - E-Reimbursement - Default - Default - Default	
Product - Drivability - Unknown - Stalling - Default	

****Begin structured narrative T2 - Beginning Narrative
 Briefly summarize why the customer is contacting Chrysler:
 Customer is still having concern with the stalling and a noise upon start up. Customer indicated that when he picked up the vehicle he had some one from service go and listen to the noise on the vehicle. Customer states that he was informed that the noise was not normal but no codes were being recorded.
 Briefly summarize what the customer is expecting:
 Customer seeking to have resolution.
 ****End structured narrative T2 - Beginning Narrative
 Customer advised a call back is required and will take place within one business day by COB their time
 Preferred call back number is [REDACTED]
 Customer email address for case updates: [REDACTED]
 Who has possession of the vehicle? Owner
 Has the vehicle been diagnosed by a CDJ dealer? No
 If a CDJ dealer has diagnosed, what is the dealer name or code? 66325
 CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED] per previous case. Writer referred customer to take the vehicle into the dealership whereas dealer s entities can be involved. Customer is pleased.
 [REDACTED] writer contacting dealer 66325 and left message for SM Robert.
 Status update provided via email to the following email address: [REDACTED]
 My name is Becca and I have been assigned as your Case Manager. Here is some information that will be helpful for you to have:
 Your Case number: 21739272
 Chrysler Case Management telephone number: 800-763-8422
 My direct extension: 66392
 As I mentioned, I would like to opportunity to involve some further

entities available to myself and the dealership in order to get further escalation and results. Per our conversation today, I would recommend waiting to take the vehicle in. This way I can ensure the Service Manager is aware of the concern and can help us address it further.

Thanks,
Becca

End of Status Update

Writer contacting customer back to inform that it would be better to take the vehicle in the beginning of the week.

██████████ writer contacting dealer 66325 and spoke with SA whom informed writer that the SM will not be back in the office until tomorrow.

██████████ writer contacting dealer 66325 and spoke with SA whom informed writer that the SM is still out of the office. Writer informed SA of customer s concerns and insisted that a STAR case is opened for the concern. SA informed writer to have the customer come in next Monday in order to have the SM involved as well.

Writer contacting customer to provide update. Customer will take the vehicle in Monday writer informed customer that in the event that no repairs are completed, customer would be liable for rental and writer would then reimburse, however in the event repairs are done, rental would be at dealership s expense. Customer is pleased

██████████ writer contacting dealer 66325 and spoke with receptionist whom informed writer SM is unavailable. Writer left message for a return call.

Writer contacting customer to verify vehicle was dropped off. Customer verified he is dropping the vehicle off later today.

██████████ writer contacting dealer 66325 and spoke with SM Bob whom informed writer that he drove the vehicle home 54 miles yesterday. SM informed writer that he feels like the customer wants to get out of the vehicle. SM informed writer that he is done with diagnosing the vehicle. Writer contacted customer to provide update. Customer understands. Writer informed customer that at this point they either need to wait for the vehicle stalling and noise concern to occur more frequently and regularly in order to duplicate. Or they can look into getting a second opinion at another CDJR dealership. Writer did inform customer the vehicle will need to be picked up at this time. Customer is frustrated but understands. Writer informed customer to call back once a decision has been made.

Writer will follow up to gather documents from rental vehicle.

Customer called to speak to his case manager. Agent transferred to CM RM1315 s voicemail

Customer called to speak to his case manager. Agent transferred to CM extension 66392.

Writer dialed ██████████ left message

Writer spoke with customer whom informed writer that what the dealership did fixed the issue for the time being. Customer indicated he is going to drive the vehicle and see if they are any further issues moving forward with the vehicle. Customer will send in receipts for reimbursement on the rental vehicle.

██████████ writer contacting dealer 66325 and spoke with SA whom will fax over receipts for writer to reimburse customer for rental.

Per invoice provided from the dealership customer s rental total was \$35.00

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

gs829@chrysler.com on 2012-01-26 @ 08:56

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

Customer Document Reviewed.

****Begin structured narrative T2 - eReimbursement

What has the customer requested?

Seeking reimbursement for rental

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

no

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

no

Enter the Mileage at the time of the repair.

11,002

Enter the Date when the repairs were completed.

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

NA

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

NA

What is the total Tax to be reimbursed?

NA

What is the total amount being reimbursed?

\$35.00

****End structured narrative T2 - eReimbursement

Writer contacting customer to inform that check is being sent. Writer verified address and informed customer the check will arrive in 7-10 business days from today. Customer is pleased.

Customer Assistance Inquiry Record (CAIR)# 21747599

VIN	1C3CCBCG6	CN [REDACTED]	Open Date	01/09/2012	Built Date	08/23/2011
Model Year	2012	Body	JSCL41	CHRYSLER 200 LIMITED 4-DOOR SEDAN		
In Service Dt	12/31/2011	Mileage	620	Dealer Zone	66	ORLANDO
Plant	N	STERLING HEIGHTS ASSEMBLY PLANT	Market	U	US	
Color	PDM	TUNGSTEN METALLIC CLEAR COAT				
Engine	ERB	3.6L V6 VVT ENGINE				
Transmission	DBA					
Dealer	45058	BECK CHRY-DODGE-JEEP OF STARKE				
Dealer Address	15000 US HIGHWAY 301 S					
Dealer City	STARKE	Dealer State	FL	Dealer Zip	32091	
Owner	[REDACTED]			Contact Type	TELEPHONE	
Address	[REDACTED]			Home Phone	[REDACTED]	
	GREEN COVE SPRIN FL [REDACTED]			Country	UNITED STATES	

Product - Electrical - Speedo/Gauges/Ometer/EIC - Other - Default	Check Engine light comes on.
Dealer - Service/Body Shop - Personnel - Discourteous/ Rude - Unknown	Customer feels that the personel have washed their hands of matter
Product - Unknown - Unknown - Poor Idle Quality - Default	vehicle shudders
Product - Unknown - Unknown - Stalling - Default	vehicle stalled
Corporate - Lemon Law - Default - Default - Default	
Dealer - By-Pass - Default - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer is seeking replacement vehicle as her recently purchased vehicle has stalled, idled poorly, shuddered and has had the check engine light come on. Customer states that she feels unsafe in the vehicle as it is less than a week old and is having problems already. Customer states that she or her husband approached the dealership 45058 Dealer Name : BECK CHRY-DODGE-JEEP OF STARKE Dealer Phone : 904-964-3200 and came away with the feeling that the dealer wasn't about to do anything and would only repair her car. Customer states the dealership said that once the vehicle is off the lot, it is not their problem any more. Customer states that her husband (a mechanic) inspected the vehicle and had a code reader that read 9300. Customer is not sure if her husband reset the check engine light or not, but it is not on now.

Briefly summarize what the customer is expecting: Customer expects replacement of the vehicle.

Customer was advised that due to the nature of their request a call back is required and will take place within one business day.

Preferred call back number is [REDACTED]

Who has possession of the vehicle? Owner

Is this a request for Lemon Law, buy-back, or replacement? replacement

OTS CM1243

reassigned to 96L

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

customer was # ?18954?

***** QUALIFIER TEAM *****

CONTACT UPDATE - 1st Contact attempt, phone number dialed,
[REDACTED] Left message. Called [REDACTED] and no one was on the
line but it answered.

This customer is seeking lemon law buyback/replacement. Preliminary
research has determined this vehicle doesn't appear to qualify for lemon
law/Buyback/Replacement. The customer has been informed of this research
and was told that we are willing to assist in getting the vehicle
repaired

The customer was also informed that a case manager will be assigned to
them for further follow-up.

RESEARCH RESULTS:

Explain why this vehicle either appears to qualify or not: Vehicle does
not appear to have the needed repairs under the terms of protection.

Number of related repair attempts = 0

Number of days out of service = 0

Call back 1/11.

Caller requesting to speak with Case Manager. Customer states that she
wants to speak with her Case Manager. Agent transferred the customer to
(CM) extension 66189.

Customer calls to speak with their Case Manager.

Customer does not want repair attempt, would like another car, he
understands the issue of qualifying, but this is a brand new vehicle and
would like rental, his selling dealer forgot to pick him up as he was
told.

Customer states that he is leery of future issues.

Customer states that he is taking the vehicle to 68676

Customer's wife took over the call.

Customer states that she is very unhappy that her dealer has little
regards of their feelings, that this is a brand new car, with all these
issues, it shouldn't be happening.

Customer is best to be reached at [REDACTED] which is husband's cell
phone

Reassigned to I2R for follow-up.

****DJ Streat with ISG I2R Owner Retention Task Force Team is
assisting with this CAIR. If the customer should call, please request
them to contact DJ Streat at 888-542-7239, extension 465. Thank you.****
1/11/12 DS891

First call to the customer. Left him a voice mail message responding to
his call to Chrysler. Left my name and number on the customer's voice
mail, DJ Streat, 888-542-7239 extension 465 for him to return the call to
address his concern. Will call the customer again on tomorrow.

1/11/12 Ds891

Customer called back and said that the car started shaking and the check
engine light came on. He said that after taking the vehicle to the
dealership they were unable to duplicate to find any codes stored or
otherwise. He said that he is an aircraft mechanic and he hooked his
scanner to the vehicle and it registered some codes. He said that the
dealership is going to bring him a loaner vehicle and pick up his vehicle
this evening and try to diagnose what the problem is.

21/11/12 Ds891

Called Beck Chrysler and spoke with Chris the service writer and he said
that the vehicle was at
another dealership being serviced that was closer to the customer's home.
He said that it had been to Garber in Green Cove Springs. Called the
customer to see where he was going to take the vehicle. Left him a voice
mail.

1/11/12 DS891

The customer called back and said that his vehicle was going to Beck.
Called Chris, the Assistant Service Manager at Beck and he said that his
sales manager is going to take the customer the loaner vehicle and bring
the customer's vehicle back to the dealership.

1/13/12 Ds891

Called Chris, the assistant service manager at Beck and he said that he
has driven the vehicle for about 160 miles and they have tested the
coils, the cylinders, the BCM and all components and they have been
unable to duplicate the customer's concern of misfire or check engine

today and if they find nothing they would give the vehicle back to the customer.

1/16/12 DS891

Called Beck Dodge and spoke with Chris the Assistant Service Manager and he said that the vehicle is currently back with the customer and they were unable to duplicate the customer's concern.

1/17/12 Ds891

Called the customer and left a voice mail message and told her that I understood that she had gotten her vehicle back and I was just calling to see if she had any questions.

1/19/12 DS891

Called the customer and he said that the check engine light came on the one time and he put his scanner on it and he is a aircraft engineer and the code read as a random misfire. He said that he took it to the dealership and they were unable to retrieve any codes. I told him that they did test drive it for 160 miles and were unable to duplicate his concern. The customer said that the vehicle is driving fine at this time and had not had a recurrence of the check engine light coming on. I told him that if he needed anything in addition to please feel free to give me a call and I would be happy to assist. The customer was very pleasant.

If the customer calls again with additional concerns, please refer them to DJ Streat/I2R Coordinator at 888-542-7239 extension 465.

Customer Assistance Inquiry Record (CAIR)# 21755883

VIN	1B3BD1FGX	BN [REDACTED]	Open Date	01/10/2012	Built Date	01/13/2011
Model Year	2011	Body	JSDE41	DODGE AVENGER MAINSTREET 4-DOOR SEDAN		
In Service Dt	04/09/2011	Mileage	8,000	Dealer Zone	71	LOS ANGELES
Plant	N	STERLING HEIGHTS ASSEMBLY PLANT	Market	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				
Engine	ERB	3.6L V6 VVT ENGINE				
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				
Dealer	24100	HUNTINGTON BEACH CHRYSLER JEEP				
Dealer Address	16701 BEACH BLVD					
Dealer City	HUNTINGTON BEACH			Dealer State	CA	Dealer Zip 92647
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	[REDACTED]
	HUNTINGTN BCH CA [REDACTED]				Country	UNITED STATES

Corporate - Outbound - Survey Follow-Up - CPS - Customer Contact Complete	
Corporate - Outbound - Survey Follow-Up - CPS - Default	
Product - Drivability - Unknown - Stalling - Default	

CPS Survey Record Received Date: 01/10/2012
 Survey Number : BN51382204
 Quality Survey ID Number: 200743205
 Survey Date : 01/09/2012
 VIN Number : 1B3BD1FGXBN [REDACTED]
 Mapping Class : Dealer
 Event Type : 1st Warranty Visit
 CPS Score : 9
 ***** CASE MANAGER TEAM - District z *****
 CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED]. Vehicle stalling, dealer is aware. dealer was not able to duplicate the concern.
 ##### DIRECT-TO-DEALER #####
 ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER
 Please follow your Business Center guidelines in an attempt to resolve this customers concern(s). If needed, seek assistance from your District Manager, Business Center or STAR.
 The unresolved concern is Stalling
 Agent called dealer and spoke to Service parts director (Ken), Would not transfer writer to the Service manager so information was provided to the Parts Director.
 informed that CAIR was being sent. Please update this CAIR with resolution.
 Dealer Name : HUNTINGTON BEACH CHRYSLER DODGE Dealer Phone : 714-841-3999
 STAR advised dealer to check wires. wires were ok. Writer advised PD that a return call would be made in one week
 #####
 REASSIGNED TO BC/DLR 71 24100 01/11/12 12:10 O 21755883

REASSIGNED TO BC/DLR 71 24100 01/13/12 18:42 O 21755883

Dealer Name : HUNTINGTON BEACH CHRYSLER DODGE Dealer Phone : 714-841-3999

Service parts director (Ken), left message for a return call regarding any new info on the customers vehicle.

REASSIGNED TO BC/DLR 71 24100 01/20/12 19:28 O 21755883

2nd attempt made to contact customer.

Left message.

Customer states that he has had the vehicle twice to Huntington and they have not been able to diagnose the problem. Customer is going to bring the vehicle to another dealership. Customer will like for Case Manager to contact him in couple weeks to check the status of the vehicle.

REASSIGNED TO BC/DLR 71 24100 02/03/12 16:45 O 21755883

*Contact Date:02/06/2012

Service / Parts Director at the dealership has closed the CAIR# 21755883

Complaint could not be duplicated and explanation has been provided to customer.

CAIR RETURNED FROM DEALER ON 2/06/2012 AT 12:23:821 R 21755883

Customer Assistance Inquiry Record (CAIR)# **21756885**

VIN	1C3BC1FG3 BN [REDACTED]	Open Date	01/11/2012	Built Date	05/11/2011
Model Year	2011	Body	JSCE41	CHRYSLER 200 TOURING 4-DOOR SEDAN	
In Service Dt	10/29/2011	Mileage	3,209	Dealer Zone	71 LOS ANGELES
Plant	N	STERLING HEIGHTS ASSEMBLY PLANT	Market	U	US
Color	PX8	BLACK CLEAR COAT			
Engine	ERB	3.6L V6 VVT ENGINE			
Transmission	DBA				

Dealer 66667 DAVID ELLIS CHRYSLER JEEP

Dealer Address 21422 ROSCOE BOULEVARD

Dealer City CANOGA PARK **Dealer State** CA **Dealer Zip** 91304

Owner [REDACTED] **Contact Type** TELEPHONE

Address [REDACTED] **Home Phone**

ENCINO CA [REDACTED] **Country** UNITED STATES

Product - Drivability - Unknown - Stalling - Default Stalling while idling.

*****Dealer email received*****

Customer states vehicle shut off while idling and last visit shut off while turning left. Last visit could not duplicate but found update for a flash. This visit still could not duplicate and customer has no fuel in vehicle. Customer feels we should put fuel in vehicle for her and we advised her we are not going to do that and neither is chrysler. Note- Possibility this customer is setting up chrysler for a buyback.

Jerry Gordon
Service & Parts Director

*****Dealer email ended*****

***** CASE MANAGER TEAM - District O *****

CONTACT UPDATE -Writer advised SM of the CAIR number and that the vehicle has been noted with the information sent to CAC via T2 email so at this time the case will be closed. NO follow up necessary at this time.
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)# 21758376

VIN	1C3BC2FG1	BN [REDACTED]	Open Date	01/11/2012	Built Date	05/10/2011
Model Year	2011	Body	JSCL41	CHRYSLER 200 LIMITED 4-DOOR SEDAN		
In Service Dt	06/09/2011	Mileage	6,000	Dealer Zone	63	DALLAS
Plant	N	STERLING HEIGHTS ASSEMBLY PLANT	Market	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT				
Engine	ERB	3.6L V6 VVT ENGINE				
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				
Dealer	45100	DALLAS DODGE CHRYSLER JEEP				
Dealer Address	11550 LBJ FWY					
Dealer City	DALLAS	Dealer State	TX	Dealer Zip	75238	
Owner	[REDACTED]			Contact Type	TELEPHONE	
Address	[REDACTED]			Home Phone	[REDACTED]	
	CORSICANA TX [REDACTED]			Country	UNITED STATES	

Corporate - Rental Vehicle - Default - Default - Default	customer needs rental vehicle.
Corporate - Roadside Services - Warranty - Towing - Default	customer stated that she needs a tow truck.
Product - Electrical - Power/Engine Control Module - Complete Failure - Default	vehicle died

Briefly summarize why the customer is contacting Chrysler: Customer states that they are stuck in the middle of Texas and need a tow truck. Customer stated that they have been waiting a long time with two little kids. Agent called towing assistance and verified that the tow truck is on the way and will take 20 minutes to get there. Customer states that they are unsure if the dealership will provide customer with rental. Agent advised customer that the tow will take them to the closest dealership to there location. Agent offered to start the Rental Request. Briefly summarize what the customer is expecting: rental vehicle. Customer was advised that due to the nature of their rental request a call back is required and will take place by close of business today. Preferred Morning/Midday call back number is [REDACTED] Preferred Afternoon/Evening call back number is [REDACTED] Customer email address for case updates: not provided Reassigned to 88R
 ***** CASE MANAGER TEAM - District 88R *****
 OO, 2 new vehicles, no SC
 CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED]. Customer stated that the tow truck just left and they re going to get something to eat. Writer told customer that the dealer will be contacted and writer will get back with customer shortly. CONTACTED DEALER and spoke to Chris SA who stated that he will get the customer into a rental and have the customer ask for him.

 Customer seeking rental assistance because vehicle stopped working. Contacted Service Advisor, Chris at 45100 to discuss the customer s request for rental assistance. Confirmed

customer's concern and with Service Manager concurrence, authorized 2 days of rental per guidelines in Warranty Bulletin D-11-01.

CONTACTED CUSTOMER at [REDACTED] and told customer that Chris SA will assist her and that she will be hearing from her case manager who will follow up with the diagnosis and repair and provide assistance in any way possible.

***** CASE MANAGER TEAM - District U *****

Original owner, 1 vehicle household 1 new, no Service Contract, still in warranty by miles and months

Writer called dealer and asked for Service Manger Jeff and left voicemail for him to email or call me

Writer called customer at [REDACTED] writer asked what dealer they took the vehicle to and the dealer is the right one writer is going to give the customer 14 day rental going to call dealer and customer tomorrow if doesn't hear from dealer

CONTACT UPDATE - 1st Contact attempt, phone number dialed, 9 [REDACTED]

Writer called dealer and asked to speak with Service Manger Jeff left a voicemail saying to call me

Writer called customer picked up her vehicle going to call on Monday and make sure everything is working good and close the case on Monday

Writer called customer to see if she picked up her vehicle and see how it's working got voicemail going to call back tomorrow

Writer called dealer has been done since the 13th

Writer called the customer to see how their vehicle is doing since they got it from the dealer and got voicemail left a message and will call tomorrow

Writer called customer to see how her vehicle is doing since she picked it up from dealer customer got customer voicemail and left a message for her to call me back picked up and hung up writer called back

Writer called dealer meant to call customer

Writer called customer and her vehicle is working just fine and writer told her if she has any other problem with her vehicle she can give us a call back

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

Customer Assistance Inquiry Record (CAIR)# 21759586

VIN	1C3BC2FG4	BN [REDACTED]	Open Date	01/11/2012	Built Date	01/05/2011
Model Year	2011	Body	JSCL41	CHRYSLER 200 LIMITED 4-DOOR SEDAN		
In Service Dt	03/11/2011	Mileage	10,000	Dealer Zone	63	DALLAS
Plant	N	STERLING HEIGHTS ASSEMBLY PLANT	Market	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				
Engine	ERB	3.6L V6 VVT ENGINE				
Transmission	DBA					
Dealer	43290	HUFFINES CHRYSLER JEEP DODGE LEWIS	VILLE			
Dealer Address	1024 SOUTH STEMMONS FRWY					
Dealer City	LEWISVILLE	Dealer State	TX	Dealer Zip	75067	
Owner	[REDACTED]			Contact Type	TELEPHONE	
Address	[REDACTED]			Home Phone	[REDACTED]	
	FLOWER MOUND TX [REDACTED]			Country	UNITED STATES	

Product - Electrical - Unknown - Intermittent or Inoperative - Default	Car lost power.
Product - Brakes - Unknown - Complete Failure - Default	Customer stated brakes failed.
Corporate - Complaint Contact - Default - Default - Default	Customer's son was driving vehicle, in Accident.
Corporate - Property Damage - Default - Default - Default	
Dealer - By-Pass - Default - Default - Default	
Product - Unknown - Unknown - Accident - Default	

Briefly summarize why the customer is contacting Chrysler: Customer called stating that her son was driving the vehicle, approximately 30-35 mph, slowing down to make a 90 degree turn, on a downhill slope, he hit the brakes and there was nothing. The wheel wouldn't turn while the son was trying to get control of the vehicle, and he crashed into a tree. He is sore but he is ok. Customer stated that she had this issue with the vehicle while she was in park, no power, she would put on the gas and nothing. Customer stated that car was totaled, the engine is destroyed and the frame is bent.

Briefly summarize what the customer is expecting: Customer is seeking an investigation into this matter.

Customer advised a call back is required and will take place within one business day by COB their time
 Preferred Morning/Midday call back number is [REDACTED]
 Preferred Afternoon/Evening call back number is [REDACTED]
 Customer email address for case updates: [REDACTED]
 Who has possession of the vehicle? Car is at Service King Collision, Grapevine Texas. Phone number [REDACTED]. This place is located right next to the Grapevine Chrysler Dealership.
 Has the vehicle been diagnosed by a CDJ dealer?
 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? [REDACTED]
 [REDACTED]
 Alternate:?

2. What happened? Car lost power and brakes failed while Colleen s son was driving. NO ONE was hurt.

3. What is the current location of the vehicle? Car is at Service King Collision, Grapevine Texas. Phone number 817-410-7640.

The address for Service King Collision is as follows:

2601 William D. Tate Ave

Grapevine, TX 76051

Phone: 817-410-7640

01.12.12

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

VEHICLE LOCATED AT:

Service King Collision Repair

2601 William D Tate Ave

Grapevine, TX 76051-3984

(817) 410-7640

Per OGC Matrix, reassigned to 82T. MG17

1/12/12 ASSIGNED TO TNT16. PAG

CAIR NUMBER 21759586 REQUEST EAA INSPECTION 01-12-2012 08:13

CAIR NUMBER 21759586 E-MAIL SENT TO EAA 01-12-2012 08:13

CCRG Open Date: 01/12/2012 07:48:29

Letter Sent: Acknowledgement 01/13/2012 10:01:38

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 01/17/12 AT 04:17:39 21759586

Letter Sent: Denial 01/20/2012

Customer Assistance Inquiry Record (CAIR)# 21761929

VIN	1C3BC2FG4	BN [REDACTED]	Open Date	01/12/2012	Built Date	05/13/2011
Model Year	2011	Body	JSCL41	CHRYSLER 200 LIMITED 4-DOOR SEDAN		
In Service Dt	11/06/2011	Mileage	3,300	Dealer Zone	63	DALLAS
Plant	N	STERLING HEIGHTS ASSEMBLY PLANT	Market	U	US	
Color	PBV	BLACKBERRY PEARL COAT				
Engine	ERB	3.6L V6 VVT ENGINE				
Transmission	DBA					

Dealer 24050 MACK MASSEY CHRYSLER JEEP DODGE

Dealer Address 950 CROCKETT STREET

Dealer City EL PASO **Dealer State** TX **Dealer Zip** 79922

Owner [REDACTED] **Contact Type** TELEPHONE

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

SAN ELIZARIO TX [REDACTED] **Country** UNITED STATES

Product - Transmission / Transaxle - Automatic Trans / Transaxle - Hard Shifting - Default	Car 'jerks' when shifting
Product - Drivability - Unknown - Stalling - Default	Car not moving when running
Product - Drivability - Unknown - No Start - Default	Car will not start

****Begin structured narrative T2 - Beginning Narrative
 Briefly summarize why the customer is contacting Chrysler:
 Customer is having a number of problems with her vehicle. She has had a number of complaints with her vehicle and now it is not starting.
 Briefly summarize what the customer is expecting:
 Customer is expecting a solution to her problem.
 ****End structured narrative T2 - Beginning Narrative
 CAC advised: The customer s concerns would be documented for her. November 5th 2011, the customer had sent an e-mail to sales department with a 'jerking' when the car is shifting. November 28th, customer had spoken to different personnel including general manager and service manager at 24050 with regards to possible transmission issue, which could not be replicated. November 26th, the car was at a stop light and failed to engage. Vehicle had to be turned off and restarted in order for it to move. At the time of call, the vehicle would not start, and was borrowing a vehicle. Agent advised that the customer that she has towing assistance under her service contract, and provided 800-521-2779, SC# 36141315, and full VIN. Agent suggested to alternative dealerships 44851 and 44600 for service. Customer stated that she will likely contact dealer 24050 to address her concerns.

Customer Assistance Inquiry Record (CAIR)# **21764235**

VIN	1C3BC8FG0	BN [REDACTED]	Open Date	01/12/2012	Built Date	05/09/2011
Model Year	2011	Body	JSCR41	CHRYSLER 200 S 4-DOOR SEDAN		
In Service Dt	08/13/2011	Mileage	4,000	Dealer Zone	66	ORLANDO
Plant	N	STERLING HEIGHTS ASSEMBLY PLANT	Market	U	US	
Color	PX8	BLACK CLEAR COAT				
Engine	ERB	3.6L V6 VVT ENGINE				
Transmission	DBA					

Dealer	56904	SOUTH DADE DODGE				
Dealer Address	16501 SOUTH DIXIE HIGHWAY					
Dealer City	MIAMI	Dealer State	FL	Dealer Zip	33157	
Owner	[REDACTED]			Contact Type	TELEPHONE	
Address	[REDACTED]			Home Phone	[REDACTED]	
	CUTLER BAY FL [REDACTED]			Country	UNITED STATES	

Product - Unknown - Unknown - Stalling - Default	The vehicle stalls when it comes to a stop.
Product - Engine - Oiling System / Pan / Pump - Other - Default	too frequent oil changes

Briefly summarize why the customer is contacting Chrysler:
 The customer is calling because he is very upset with his Chrysler 200. This will be the sixth time that the vehicle stalls when it comes to a full stop at a red light. The customer has brought the vehicle to Dealer Code: 60457 Dealer Name : MIAMI LAKES CHRYSLER JEEP Dealer Phone : 305-558-0200 and they cannot duplicate the problem. The sixth time occurred today, while his wife was driving the vehicle. The customer will be bringing the vehicle to dealer code: 56904 DADELAND DODGE CHRYSLER JEEP MIAMI FL on Saturday. There s also issues on the frequency of oil changes that should be addressed. The customer or his wife will contact CAC if there s with further problems with the vehicle after it is diagnosed by dealer code: 56904. The customer is concerned that his wife will be stranded without a vehicle if the vehicle must remain at the dealership for several days. The customer is on a military base, his wife lives in Florida. The customer has been instructed to contact CAC if the dealership will not provide her with a vehicle. The customer agreed he would do this.

Briefly summarize what the customer is expecting: documentation of pending repair.

Briefly summarize why the customer is contacting Chrysler: Customer called stating that his vehicle is still having issues. Customer stated that he is having these same re-occurring issues with vehicle.

Briefly summarize what the customer is expecting: Customer is expecting some answers on why he keeps having this re-occurring issue with his 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: [REDACTED]
 Who has possession of the vehicle? Owner

Has the vehicle been diagnosed by a CDJ dealer? Yes
If a CDJ dealer has diagnosed, what is the dealer name or code? DADELAND
DODGE CHRYSLER
9 JEEP MIAMI FL
Reassigned to 88F
The AnswerCONNECT article that was referenced to provide the answer to
the
customer was # Answer ID 18734
OTS CM1243

***** CASE MANAGER TEAM - District M *****

Status update provided via email to the following email address:

My name is Bill and I have been assigned as your Case Manager. Here is
some information that will be helpful for you to have:

Your Case number: 21764235

Chrysler Case Management telephone number: 800-763-8422

My direct extension: 66088

My work hours: 9:00 am -5:00 pm Eastern Time Monday-Friday

I will contact you within one business day by telephone to review your
case with you.

Note: This is a system generated message. Please do not reply.

Sincerely,

Customer Care

End of Status Update

CONTACT UPDATE - 1st Contact attempt, phone number dialed,
[REDACTED]. The customer states that the vehicle when you come to [REDACTED]
stop. The customer states dealer 56904 could not duplicate the concern.
The writer advised the customer that I will contact the dealership and
then call him with my plan of action.

Writer is sending SM Anita an email about the customers concern.

Writer is sending SM Anita an email about the customers concern.

Writer received an email from SM Anita : Test drove the vehicle and was
not able to duplicate the customers concern and no codes were found.

Writer called the customer on this line [REDACTED]. Writer advised the
customer that at this time we were not able to duplicate his concern and
if he experiences this concern again he needs to take the vehicle to the
dealership to address the issue.

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

Customer Assistance Inquiry Record (CAIR)# 21786235

VIN	1C3BC2FG2	BN [REDACTED]	Open Date	01/19/2012	Built Date	05/03/2011
Model Year	2011	Body	JSCL41	CHRYSLER 200 LIMITED 4-DOOR SEDAN		
In Service Dt	06/23/2011	Mileage	5,921	Dealer Zone	42	DETROIT
Plant	N	STERLING HEIGHTS ASSEMBLY PLANT	Market	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT				
Engine	ERB	3.6L V6 VVT ENGINE				
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				
Dealer	59528	TWIN CITY DODGE-CHRYSLER				
Dealer Address	650 SAGAMORE PARKWAY SOUTH					
Dealer City	LAFAYETTE	Dealer State	IN	Dealer Zip	47905	
Owner	[REDACTED]			Contact Type	ROADSIDE	
Address	[REDACTED]			Home Phone	[REDACTED]	
	MULBERRY IN [REDACTED]			Country	UNITED STATES	

Corporate - Outbound - Proactive Customer Alert - Roadside - Default	
Corporate - Outbound - Service Follow-up - Roadside - Customer Unavailable	
Corporate - Roadside Services - Warranty - Vehicle Inoperable - Default	
Product - Drivability - Unknown - Stalling - Default	

Roadside Assistance Contacted - DATE : 2012-01-19
 Road Side File Created 01-19-12 FOR WARRANTY
 VEHICLE PROBLEM AT: VEHICLE TAKEN TO:
 1345 UNITY PLACE 650 SAGAMORE PKWY S
 AMELIA AVENUE
 LAFAYETTE LAFAYETTE
 IN USA IN
 UNITY HEALTHCARE PRKN LOT,UNITY HEALTHCARE PRKN LO
 DEALER CODE : 59528 TWIN CITY DODGE CHRYSLER JEEP RAM
 ***** CASE MANAGER TEAM - District ? z ? *****
 Who did you speak with at the dealer and what is their dealer code?DL59528 Service manager Scott
 Is the vehicle at the dealer now?no
 When did it arrive at the dealer?1/18/12
 What is the current mileage?5921
 If known, what is the reason for the tow?died while driving. Replaced TIPM
 Have the repairs been completed?yes
 If yes, when were they completed?1/21/12
 If no, what is the estimated repair date?na
 Are there any parts that need to be ordered?yes
 If yes, what are the part & order # s?TIMP
 Rental provided?yes
 If yes, how many days? (either by the dealer or USCAC)3
 CONTACT UPDATE - 1st Contact attempt, phone number dialed [REDACTED]
 Left voice message. No answer.
 2nd attempt made to contact customer. Left message. [REDACTED] No answer.

3rd attempt made to contact customer. Left message. [REDACTED] Final attempt.
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)# **21790156**

VIN	1C3BC2FG6	BN	Open Date	01/19/2012	Built Date	02/08/2011
Model Year	2011	Body	JSCL41	CHRYSLER 200 LIMITED 4-DOOR SEDAN		
In Service Dt	04/03/2011	Mileage	22,417	Dealer Zone	63	DALLAS
Plant	N	STERLING HEIGHTS ASSEMBLY PLANT	Market	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				
Engine	ERB	3.6L V6 VVT ENGINE				
Transmission	DBA					
Dealer	65382	INGRAM PARK C-P-J-E				
Dealer Address	7000 N W LOOP 410					
Dealer City	SAN ANTONIO			Dealer State	TX	Dealer Zip 78238
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	[REDACTED]
	SAN ANTONIO TX [REDACTED]				Country	UNITED STATES

Corporate - Goodwill Escalation Matrix - Escalated - Default - Default	Cost coverage on brake components
Product - Brakes - Unknown - Noisy - Front	Cost coverage on brake components

Briefly summarize why the customer is contacting Chrysler: Customer called in wanting Chrysler to cover the cost of replacing her brake components. The customer purchased the vehicle new in April 2011, by June 2011 she had an issue with the brakes squealing, she took the vehicle into the purchasing dealership at the time and they told her they could not hear the squealing. This happen a second time she took the vehicle into them as well. The customer than went to the current dealership on file and they said they could hear the squealing however the customer would have to pay for the repair as she was now out of warranty by mileage.

Briefly summarize what the customer is expecting: Customer is seeking cost assistance on the repair of the brake components as she is now out of warranty due to the dealership not repairing the problem when she was in warranty coverage.

- Has customer had previous history with current issue? Y / N Y
- Customer has a history of diagnosis for an intermittent problem? Y / N Y
- Has had repair history at Chrysler dealership(s)? Y / N Y
- Was this vehicle purchased new by this customer? Y / N Y
- Customer has a history of purchasing Chrysler vehicles? Y / N Y
- If yes, number in household? 1
- Customer claims to maintain vehicle as per maintenance schedule? Y / N Y
- Has a mechanical Chrysler Group Service Contract? Y / N N
- Warranty coverage code? 536
- Ownership status? Current
- Basic warranty component? Y / N Y
- Powertrain warranty component? Y / N N
- Service contract or Mopar warranty component? Y / N N
- Within 3 years or 36,000 miles? Y / N Y
- Within 2 years or 24,000 miles? Y / N
- Within 1 year or 12,000 miles? Y / N

****Begin structured narrative T2 - Beginning Narrative

Briefly summarize why the customer is contacting Chrysler:

Briefly summarize what the customer is expecting:

****End structured narrative T2 - Beginning Narrative

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

Preferred Morning/Midday call back number is [REDACTED]

Preferred Afternoon/Evening call back number is [REDACTED]

Customer email address for case updates:

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

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

If a CDJ dealer has diagnosed, what is the dealer name or code? 45448

Reassigned to 88F

***** CASE MANAGER TEAM - District U *****

CONTACT UPDATE - 1st Contact attempt, phone number dialed,

[REDACTED] Phone is off, no option to leave a message.

Writer got a e-mail from the SM Pat stating the customer was in last in sept 2011 for CLUNK NOISE WHEN TURNING, FRONT END PULLS TO RIGHT, CLICKS BEFORE STARTING

2nd attempt made to contact customer. Left message [REDACTED] Writer left case and contact info Writer indicated we are seeking if the vehicle was diagnosed

3rd attempt made to contact customer a [REDACTED]. Customer states that she purchased the vehicle in 04/2011. Customer states that she took the vehicle to 45448 and had the vehicle serviced in 06/2011. While she was there, customer states that she told the advisor working on her vehicle that her brakes were squeaking and sounded ugly when she used the brakes. Customer states that someone at the dealership went on a drive with her in the vehicle to test the brakes and they couldn't hear the squeaking, but to bring the vehicle back when the sound came up again. Customer states she accepted that and took the vehicle home. Customer states that she went back to dealer 45448 for an oil change and asked them to look at the brakes again. Customer states that the dealership didn't hear anything with the brakes again. Customer states she accepted that again. Customer states she went back to dealer 45448 in 09/2011 again and had them look at her brakes but again, they did not find anything wrong with her brakes. Customer states that later she took the vehicle to 65382 and told them there were issues with her brakes. Customer states that 65382 told her that was how the vehicle drove and squeaking brakes was something they couldn't change but they could check it out but since she was out of her brake warranty it would cost \$45.00. Customer states she took the vehicle back to 45448 and told them she wanted it fixed under the warranty since she brought it up while she was under warranty. Customer states she doesn't think she should have to pay for the issue. Customer states that there has also been an issue with the vehicle picking up speed while she is driving and the brake lights will turn on by itself. Customer would like this documented. Writer advised they will update the case manager.

Writer e-mailed SM to see if the customer has come in for brake concerns and the brake lights turning on while driving.

DEALERSHIP CONTACT- [REDACTED] Writer spoke with SM Pat and he stated they current 9-12-11 customer was in 11210 miles for noseiy brake concern and ride side noise from the vehicle. SM Pat stated control arm bushing was tightenged for right side noise, were not able to duplicate any brake noise, they did clean the brake 2-23-11 reverse brakes squeel and click, they were unable to duplicate. SM Pat stated he does not have any new info on the customer since sept.

Writer e-mailed SM Lloyd for current diagnostic.

Writer got a response from SM Lloyd at 65382 he stated he has no current information on this customer coming in for a brake concern. Writer responded asking if he has any new current information on this customer. SM Llyod responded stating in december customer had patch work done on her tire.

2nd attempt made to contact customer. Left message [REDACTED]. Writer left case and contact information. Writer indicated both dealerships do not have current diagnosis. Writer indicated to move the case any further a diagnostic needs to be completed.

3rd attempt made to contact customer. Left message. [REDACTED] Writer left call back number, and case number- 1-800-763-8422, #66275. Writer is

Writer got a VM from the customer that the vehicle died at a stop light. Customer states she has not been in for a diagnostic due to she does not want to pay for the diagnostic fee. Customer states that the vehicle stops and speeds up by itself. [REDACTED] 2nd attempt made to contact customer. Left message. [REDACTED] Writer left case and contact information. Writer indicated writer is sorry customer and writer keep missing each other. Writer indicated the brakes are outside the warranty period and a diagnostic would have to be completed to determine if any assistance can be offered. Writer indicated the vehicle is still under basic warranty and depending of cause of the vehicle dying it may be covered under warranty and to get the vehicle diagnosed.

AM contacted Pat at 45448 and requested he have Service Adv. Noe contact customer to see what we could do to resolve, and advise. JB8

Writer got a VM from the customer asking to be contacted customer is upset that she would have to pay anything for the repairs/diagnostic. Customer states she has had the issue since 4-2011 Customer states if this issue is not resolved and assistance is not offered, customer will contact her lawyer. [REDACTED]

.2nd attempt made to contact customer. 210 852 3085 Customer states that she is frustrated with the issue. Writer informed customer that the diagnosis needs to be completed first. Customer states she is calling to complain of an issue that has not been fixed, Customer states 2 months after purchased the brakes were squealing. Customer states that she will have the vehicle diagnosed; customer states she will never purchase another Chrysler or recommend Chrysler again. Customer states she will never use the dealership again. Customer states the SA told her at Ingram and she told them she has a nail in the right tire, and they told her 22.07 to replace. Customer states the SA informed customer he did hear brake noise. Customer states that she refused an oil change due to she was late for work. Customer states the vehicle turns off by itself.

Customer states the vehicle speeds up by itself. Customer stated this started happening a few months ago. Customer states she got a rental, and it was a computer issue. Customer states she will try to get the vehicle diagnosed tomorrow. Writer informed customer that she would have a co pay on repairs. Customer states she will contact a lawyer. Customer states that she will not pay for brakes. Writer informed customer that if she feels she has a concern that needs to be addressed and she goes to one dealership and they tell her nothing is wrong and she still feels there is, her next step would be to get a second opinion. Customer states she went to Ingram Park; writer informed customer they did not have brake diagnostic. Customer states because her SA told her she had noise concern but did not have them diagnose due to she was running late for work.

Writer informed customer if an issue is not diagnosed it will not be documented on the dealerships side. Writer informed customer we go off diagnostic information from the dealership and they have informed writer North star was not able to duplicate and Ingram park had no info on a brake concern. Customer states she will go to the dealership tomorrow. Writer indicated writer will follow up with both tomorrow. Writer indicated SM Lloyd will be updated via e-mail. Customer understood. Writer informed customer we do want to stand behind the product but we need to know what failed and what caused the failure.

Writer e-mailed update to AM Jack and SM Lloyd

Writer updated dealership information.

SM Lloyd stated the customer is in currently, they found nothing wrong with the brakes, customer does have other concerns as well. Writer asked for wear on pads and rotors.

Mireles bn519242 could not find anything wrong with this vehicle , SM Lloyd checked brakes and engine no problem found 65382 did perform a software update for pcm because one was available

*** GOODWILL ASSISTANCE HAS BEEN DECLINED ***

Informed customer that Chrysler will not participate in the repair.

The vehicle currently has nothing wrong with it.

Unless the customer offers new information, decision remains unchanged.

2nd attempt made to contact customer. Left message. 210 852 3085 Writer left case and contact information. Writer indicated writer is seeking to

Writer got a VM from the customer that she picked up the vehicle but no repairs were made, customer claims the dealership heard some noise and kept the vehicle for a day and a half. Customer does not agree that nothing is wrong with the brakes. Customer states the brakes are squeaking intermittently. Customer states she has videos of the vehicle doing so. Customer claims that the brake lights stay on while driving. Writer e-mailed SM Lloyd asking if the brake lights were staying on while driving.

Writer got a e-mail that the lights were working as they should during diagnostic.

2nd attempt made to contact customer. 210 852 3085 Writer informed customer of diagnostic, customer states that on the dash the e brake light will come on. Customer states SA Dan was working with her. Customer states the next day after dropping off the vehicle, and informed the customer they heard something, but were not able to diagnose as anything wrong with them. Customer states the fronts are 20% and the rear were really bad, and asked to call her back, that he would speak with the SM. SM Lloyd called the customer and informed her the brakes are fine, but did confirm some sort of noise. Customer states the SM told her they were unable to duplicate any stalling. Customer states that this week she is off, and will set up an appointment. Customer states that she will set up a ride along. Writer informed customer it could be the materials in the pads, writer informed customer there are semi-metallic, metallic and ceramic and maybe more. Writer informed customer that all technical questions would be best directed at the dealership.

Writer e-mailed SM Lloyd.

customer has not been in yet

2nd attempt made to contact customer. 210 852 3085 customer states she just bought a new vehicle, and was planning on going in and dropping off this vehicle, customer states she had a major issue with the new vehicle and has not been able to get in. Customer states that she will go in for a ride along with the SM Lloyd tomorrow. Writer indicated writer will follow up 2-20-12

Writer e-mailed SM Lloyd the customer should be coming in tomorrow. aftermarket amplifier harness isolated away from the brake mastercylinder and mastercylinder wiring harness because inductive voltage could be causing the brake lamp to come on and off for no apparent reason, Also SM Lloyd explained reasons that cause brake noises.

Writer e-mailed back asking if the customer picked up the vehicle.

She was going to take the vehicle back to the folks who installed her speaker and amplifier

2nd attempt made to contact customer. 210 852 3085 Customer states she is certain that this is the concern. Customer states she just got back in town, and the brakes were explained perfectly. Customer states the dealership was very educational. Customer states she will go to the speaker place and have them fix concern, if that is not the concern she will go back to the dealership and possibly call Chrysler. Writer thanked customer for her business and informed customer that the case is being closed. Customer understood.

CLOSED LOOP UPDATE - customer contacted today to confirm repairs.

The customer is contacting Chrysler today because she states that two months after she purchased her vehicle she began to experience a problem with her vehicle. The customer states that she had been told that she had to disconnect something in her vehicle. The customer states that her brake lights and her check engine light will come on. The customer states that the only problem that she has with bringing the vehicle back to the dealership is that every time she brings her vehicle in to the dealership for this problem she has to pay a \$40 diagnostic fee even though she is going in each time for the same issue. The customer states that she doesn't feel that she should have to continually pay the diagnostic fee for the same issue.

Agent transferred the customer to her case manager as the problem has not yet been resolved.

Customer called in because she is having more brakes problems as well as she is having problems with her vehicle not starting. Customer has not heard from case manager from when she previously called in. Agent advised customer she would look into resources and see what can be done.

Customer Assistance Inquiry Record (CAIR)# 21792315

VIN	1C3BC2FG0	BN	Open Date	01/20/2012	Built Date	02/03/2011
Model Year	2011	Body	JSCL41	CHRYSLER 200 LIMITED 4-DOOR SEDAN		
In Service Dt	05/17/2011	Mileage	12,111	Dealer Zone	66	ORLANDO
Plant	N	STERLING HEIGHTS ASSEMBLY PLANT		Market	U	US
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				
Engine	ERB	3.6L V6 VVT ENGINE				
Transmission	DBA					

Dealer 68161 ATLANTIC DODGE-CHRY-JEEP INC

Dealer Address 2330-40 US 1 SOUTH

Dealer City ST AUGUSTINE **Dealer State** FL **Dealer Zip** 32086

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

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

ST AUGUSTINE FL [REDACTED] **Country** UNITED STATES

Corporate - Lemon Law - Default - Default - Default	
Product - Drivability - Unknown - Stalling - Default	

POSTMARK DATE: 011812; DATE RECEIVED: 012012

Owner submits a motor vehicle defect notification card to Chrysler via certified mail and received on 1-20-2012. Owner states this vehicle stalls and shuts off. Writer will forward this file to the bc for further review and handling.

*****ORLANDO BUSINESS CENTER RECEIVED MVDN 1/23/12*****

SEE ABOVE CONCERNS.

012312 EMAILED TA FOR APPT DATE

012612 RVW ATTEMPTED TO CONTACT OWNER. GOT VM. LM ACKNOW RECEIPT OF MVDN AND REQ OWNER CALL WRITER TO REVIEW OWNER CONCERNS AND TO SET UP APPT FOR OWNER TO DROP OFF VEH TO ATLANTIC DCJ BY 8:30 AM ON FEB 1 FOR CHRYSLER REP TO OVERSEE INSPECTION/REPAIR.

012712 RVW ATTEMPTED TO CONTACT OWNER. GOT VM. LEFT SAME MESSAGE AS ON 012612. ACKFRA LETTER SENT.

RVW RECD CALL BACK FROM OWNER. REACKNOW RECEIPT OF MVDN. OWNERS CONCERNS ARE:

(1) INTERMITTENTLY, VEH STALLS WHEN AT STOP SUCH AS RED LIGHT, STOP SIGN, ETC.

(2) INTERMITTENTLY WHEN DRIVING AT STEADY SPEED, MOST OFTEN AT 45 MPH, VEH WILL START KICKING LIKE MAY STALL, SPEED DROPS BY 5 MPH, THEN VEH MAKES A CLUNK LIKE NOISE BEFORE STARTING TO DRIVE NORMALLY.

WRITER SCHEDULED OWNER TO DROP OFF VEH TO ATLANTIC DCJ ON THE AFTERNOON OF JAN 31 FOR CHRYSLER REP (TA) TO OVERSEE INSPECTION/REPAIR. ALT TRANS TO BE PROVIDED FOR DURATION OF INSPECTION/REPAIR AS CUSTOMER GOODWILL GESTURE. WRITER ADVISED DLR TO INCLUDE THE FOLLOWING EXPLANATION IN THE CLAIM NARRATIVE AS JUSTIFICATION: 'LEMON LAW RENTAL APPROVED IN CAIR #21792315'. WRITER ADVISED TA/ASM/SM OF THE ABOVE.

020112 RVW SPOKE WITH SM WHO CONFIRMED VEH AT DLR AND REVIEWED ABOVE WITH SM TO MAKE SURE ON RO.

T/A: Could not duplicate owner concern in over one hour of city driving. There are no codes in PCM and nothing could be found wrong. Deale will

continue to test.

020212 RVW RECD CALL FROM OWNER. OWNER REPORTS THAT IS AT DLR PU VEH. NOT SATISFIED WITH FINDINGS AS NPF. WRITER OFFERED TO HAVE DLR CONTINUE TO TEST DRIVE IN ATTEMPT TO DUPL CONCERN. OWNER SATIS WITH THAT. OWNER NEEDS TO MAKE 12:00 PM APPT. HAS RETURNED RENTAL. ADVISED OWNER TO TAKE VEH TO APPT THEN RETURN TO DLR AND DLR WILL CONTINUE TO TEST DRIVE. LM FOR SM AS TO ABOVE AND REQ SM TEST DRIVE VEH THRU THE WEEKEND IN ATTEMPT TO DUPL CONCERN.

WRITER RECD CALL FROM SM VIA VM AT 1:52 PM. WRITER RETURNED CALL. SM REPORTS THAT SPOKE WITH OWNER. OWNER SEEKING OUT OF VEH AS CLAIMS IT IS A SAFETY CONCERN. VEH RETURNED TO OWNER AND WAS TOLD WRITER WOULD BE CONTACTING OWNER. SM STATES THAT DLR UTD CONCERNS, NO PROB FOUND. VERY INTERMITTENT CONDITION PER OWNER. SM TO FAX COPIES OF ALL ROS TO WRITER. WRITER CONTACTED OWNER. ACKNOW CONVERSATION WITH SM AND HER CONCERNS WITH VEH. ADVISED OWNER THAT SM TO FAX ROS TO WRITER FOR REVIEW AND WILL GET BACK TO OWNER WITH CHRYSLER COURSE OF ACTION.

REVIEWING FILE

020312 RVW ATTEMPTED TO CONTACT OWNER. NO ANS. GOT MESS INDICATING OWNER NOT ACCEPTING CALL AT THIS TIME AND TO TRY LATER.

020612 RVW RECD VM FROM OWNER AT 5:23 PM. WRITER RETURNED OWNER CALL. ADVISED OWNER THAT TA HAD REPL ESIM AND THAT A DEFECTIVE ESIM COULD CAUSE DRIVABILTY CONCERNS THAT OWNER HAD EXPERIENCED. REQ OWNER CONTACT WRITER IF OWNER HAS ANY FURTHER ISSUES. OWNER TO DO SO.

032212 RVW RECD CALL FROM SM. SM REPORTS THAT OWNER CALLED SM TO ADVISE STILL HAVING ISSUES WITH VEH STALLING AND REQ WRITER CONTACT OWNER. WRITER CONTACTED OWNER. WHEN VEH IS COMPLETELY WARMED UP, VEH STARTS MAKING A KNOCKING TYPE NOISE AND HAS JERKY TYPE FEELING AT ANY SPEED. OWNER TO TAKE VEH TO DLR AFTER GETTING VEH WARMED UP SO CAN TEST DRIVE WITH SM TO SHOW SM CONCERN. WRITER TO PROVIDE ALT TRANS FOR DURATION OF INSPECTION/REPAIR ATTEMPT AS CUSTOMER GOODWILL GESTURE. WRITER ADVISED SM OF THE ABOVE. ADVISED SM TO INCLUDE THE FOLLOWING EXPLANATION IN THE CLAIM NARRATIVE AS JUSTIFICATION: 'LEMON LAW RENTAL APPROVED IN CAIR # 21792315'.

WRITER RECD UPDATE FROM SM. SM REPORTS THAT TEST DROVE VEH WITH OWNER. CONFIRMED CONCERN. NEEDS NEED RACK AND PINION. ALSO NEEDS NEW FRONT BRAKE ROTORS. 15,000 MILES. RACK AND PINION ORDERED. DLR TO REPLACE FRONT BRAKE PADS AND ROTORS AS GOODWILL GESTURE.

032712 RVW SPOKE WITH SM WHO REPORTS PARTS RECD TODAY. SHOULD COMPLETE REPAIR AND RETURN VEH BACK TO OWNER TODAY.

Customer Assistance Inquiry Record (CAIR)# 21801641

VIN	1B3BD1FG2 BN [REDACTED]	Open Date	01/23/2012	Built Date	12/20/2010
Model Year	2011	Body	JSDE41	DODGE AVENGER MAINSTREET 4-DOOR SEDAN	
In Service Dt	03/24/2011	Mileage	12,707	Dealer Zone	35 WASHINGTON
Plant	N	STERLING HEIGHTS ASSEMBLY PLANT	Market	U	US
Color	PRM	REDLINE 2 COAT PEARL			
Engine	ERB	3.6L V6 VVT ENGINE			
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION			
Dealer	68169	DUNCAN CHRYSLER DODGE JEEP			
Dealer Address	19999 VIRGIL H GOODE HIGHWAY				
Dealer City	ROCKY MOUNT	Dealer State	VA	Dealer Zip	24151
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone	[REDACTED]		
	ROCKY MOUNT VA [REDACTED]	Country	UNITED STATES		

Product - Unknown - Unknown - No Start - Default	vehicle will shut off and hears rattling noise
Corporate - Outbound - Survey Follow-Up - CPS - Customer Contact Complete	
Corporate - Outbound - Survey Follow-Up - CPS - Default	

CPS Survey Record Received Date: 01/23/2012
 Survey Number : BN50910303
 Quality Survey ID Number: 201401992
 Survey Date : 01/20/2012
 VIN Number : 1B3BD1FG2BN [REDACTED]
 Mapping Class : Dealer
 Event Type : 1st Service customer pay
 CPS Score : 10
 ***** CASE MANAGER TEAM - District Z *****
 CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED] at 10:00am
 Owner states he is having different problems with vehicle he is now experiencing vehicle shutting off when stopping at a stoplight he has to restart vehicle. Owner the wiring harness put into vehicle but now is hearing rattling noise coming from underneath the hood now while driving. Owner had spoke with Customer Relations Manager Bob about bringing vehicle back to dealership owner has not heard from Bob. Writer informed owner to contact dealership to set up appointment and speak with Service writer or advisor owner agreed.
 Contact dealer#68169 dialed [REDACTED], Service Manager Bob Warn states driven vehicle can not duplicate issue and no codes they will keep vehicle until they find issues. SM states they put owner in rental he will call owner to get permission to drive vehicle tonight with technician.
 Contact dealer#68169 dialed [REDACTED], Service Manager Bob Warn was not available writer left message with case number and brand number.
 Contact dealer#68169 dialed [REDACTED], Service Manager Bob states they

did test drive vehicle they had two technicians they did not find anything wrong with vehicle but did fix the rattling noise and paint issue with vehicle. SM states they have contact owner today he is suppose to be picking up vehicle writer will be in contact with customer.

2nd attempt made to contact customer [REDACTED] at 8:55am
Customer was not available Writer left message with case number and brand 1-800-763 8422 to discuss case.

Contact customer [REDACTED] at 9:03am
Owner had got vehicle states he has to take vehicle back to dealer again owner states dealer fixed the flaw in the paint, they supposedly fixed rattling noise, hooked vehicle up to machine it did not find any problems with vehicle and they had driven vehicle 200 miles but it did not turn off on them. Owner had contact dealership yesterday and spoke with Bob he was told to bring vehicle back writer asked if appointment has been set owner said no but will call writer will contact dealership and customer owner agreed.

Contact customer [REDACTED] at 11:04am
Owner states dealership has had vehicle since Monday he got a call stating they can not verify rattling noise, owner states when he was at the bank he felt the rattling noise. Owner tired to call back but no calls have been returned to owner writer informed owner that dealership will be contact.

Contact dealer#68169 dialed [REDACTED], Service Manager Bob thinks they found the noise with vehicle they tried to get in contact with customer but they got of hold of Meshia to confirm where the noise was coming and where are they hearing it. SM states the noise is so faint the when turned the oil light off when shutting the door they heard rattling noise occur again they indicated noise was coming from the power steering where a line was hitting it so they reposition it. SM states now vehicle is at body shop getting front end taken care and they will check if rattling noise will occur again.

Contact dealer#68169 dialed [REDACTED], Service Manager Bob is off for the today but will be available tomorrow. Service Advisor Mike states vehicle did come back but customer picked vehicle Friday.

Contact customer [REDACTED] at 10:15am
Owner states he got vehicle back Friday but states they finally got vehicle fixed he believes dealership got it fixed. Writer informed owner that case will close but if issues occurs to contact Chrysler back owner agreed.

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

Customer Assistance Inquiry Record (CAIR)#**21807380**

VIN	1C3BC8FG4BN	Open Date	01/24/2012	Built Date	07/07/2011
Model Year	2011	Body	JSCR41	CHRYSLER 200 S 4-DOOR SEDAN	
In Service Dt	10/14/2011	Mileage	3,100	Dealer Zone	71 LOS ANGELES
Plant	N	STERLING HEIGHTS ASSEMBLY PLANT	Market	U	US
Color	PDM	TUNGSTEN METALLIC CLEAR COAT			
Engine	ERB	3.6L V6 VVT ENGINE			
Transmission	DBA				

Owner		Contact Type	TELEPHONE
Address		Home Phone	
	WALNUT CA	Country	UNITED STATES

Product - Transmission / Transaxle - Automatic Trans / Transaxle - Hard Shifting - Default	Customer stated that the transmission makes popping noise when shifting.
Product - Transmission / Transaxle - Automatic Trans / Transaxle - Other - Default	Customer stated that the vehicle jumps forward with foot on brake.
Dealer - By-Pass - Default - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer stated that the vehicle has been at the dealership four different times for the same problems. Customer stated that when shifting the car from reverse to neutral you will hear a popping sound. Customer stated that the popping sound is even louder going from reverse to drive. Customer also stated that the car will stall well sitting at a red light. Customer also stated that the vehicle will jump forward at times when she has her foot on the brake peddle.

Briefly summarize what the customer is expecting: Customer is requesting Chrysler to buy back the vehicle.

Customer was advised that due to the nature of their contact a call back is required and will take place within one business day by COB their time.

Preferred Morning/Midday call back number is
Preferred Afternoon/Evening call back number is

Customer email address for case updates:

Who has possession of the vehicle? Owner

Has the vehicle been diagnosed by a CDC dealer? Yes

If a CDC dealer has diagnosed, what is the dealer name or code? 60459

Reassigned to 88L

Customer was advised that due to the nature of their request a call back is required and will take place within one business day.

Preferred call back number is

Who has possession of the vehicle? Owner

Is this a request for buy-back

Reassigned to I2R for follow-up.

****Rachel Wade with ISG I2R Owner Retention Task Force Team is assisting with this CAIR. If the customer should call, please request them to contact Rachel Wade at 888-542-7239, extension 537. Thank you.****

01/26/12 RW584 Spoke with Matt, SM at Puente Hills, who informed that vehicle has been in service several times for drivability issues, but these problems were never duplicated. SM suggested I speak with SA Rudy who would have more information. Spoke with Rudy who informed that the owner has complained about a popping noise heard when

reversing. Rudy stated that they have done diagnostics, test driven vehicle on several occasions, and on 1/23 they had owner do a ride-along with their master tech to try to duplicate the problem or find any indication that vehicle requires repairs. Rudy stated that there were no codes, and issue was never duplicated. Rudy stated that they did hear a slight noise which was determined to be a characteristic of the vehicle after pulling several like vehicles from the lot and comparing. Rudy stated that they did perform a PCM update for a TSB that was unrelated to this issue, but no repairs were ever made for this concern. Rudy confirmed that it has been determined that the vehicle is performing as designed.

01/27/12 RW584 Attempted to contact owner to make aware that I will be new case manager. Left voice mail message providing my contact information, and requested that owner call back to discuss most recent repair concerns. Will make second attempt to contact owner on Monday, January 30th.

Briefly summarize why the customer is contacting Chrysler: Customer called in saying she was suppose to receive a call back but hasn't heard anything from anyone. Agent informed customer of lines 47-51 and customer states that they did not receive a call. Customer states that she would like to be called at her cell phone the number that is below.

****Customer phone update [REDACTED]*****

Agent transferred customer to Rachel Wade at 888-542-7239, extension 537 as per lines 27-30.

Briefly summarize what the customer is expecting: Customer wants to talk with person in charge of their case.

01/30/12 RW584 Contacted owner to discuss vehicle repair concerns. Owner stated that she works at a school, and was not able to talk at the moment. Owner stated that she would call me back in approximately 15 minutes. Confirmed my contact information. If owner has not called back, will follow up tomorrow, January 31st.

01/30/12 RW584 Spoke with owner who informed that she has been experiencing an extremely loud popping noise in her vehicle while driving and then shifting gears. Owner stated that it is not just a noise, but you can feel the pop as well. Owner stated that the noise occurs several times a day, and is frustrated that the dealership has not been able to duplicate or repair this issue. I advised that I spoke with the dealership and they informed that they did a ride along and test drove but were unable to duplicate the problem. Owner stated that she never did a ride along, but would love to. Owner stated that when she was at dealership she sat in the vehicle with the technician and shifted the gears, but they did not actually drive the vehicle. Owner stated that the issue occurs while she is driving, and then shifts from drive to reverse, neutral to reverse, etc. Owner stated that there was also a very slight noise that the dealership told her was characteristic of the vehicle, and that she understood, but she stated that the slight noise was not her main concern. Owner also informed that on three occasions, while at a stop light the vehicle completely shut off and she had to restart it. Owner stated that she has only had the vehicle three months and isn't comfortable with these issues, so she wants the vehicle bought back. I advised that unfortunately she does not qualify for a buyback, but we would like to see the vehicle repaired. Owner understood and is willing to have the vehicle repaired. I advised that I would like owner to do a ride along so that she may point out the popping noise she is experiencing. Owner was very satisfied with this resolution. Owner stated that she would be available to do ride along during the week on Wednesdays after 2:00 PM, and would like to try to arrange this with Puente Hills dealership. I advised that I would contact dealership to make arrangements and call owner back by tomorrow 1/31 to confirm.

01/31/12 RW584 Contacted Rudy, SA at Puente Hills, to discuss having owner do a ride-along. Rudy stopped me and stated 'that vehicle is a done deal'. Rudy stated that it is 'done and over with' and there is nothing wrong with the vehicle. I asked if owner ever did a ride-along, because I was informed that she did not. Rudy stated that the technician did test drive it and compared it to like vehicles and they are doing the same thing so it is a characteristic. I advised that yes, the owner did state that they pointed out a slight noise and she understands that THAT is a characteristic, but they were not talking about the same popping

heard it louder in her vehicle. Rudy was unwilling to listen to anything I had to say, and dismissed everything that the owner told me. When trying to discuss the matter further, he interrupted me and said 'is there anything ELSE I can help you with?'

01/31/12 RW584 Spoke with owner to make aware that SA at Puente Hills has stated that they could not find anything wrong, and did not appear willing to participate in a ride-along, therefore I would like to consider taking vehicle to a different dealership for a second opinion. I advised that I would contact Donavee Chrysler to make aware of her vehicle's concerns, and would ask about doing a ride-along. Owner was very pleased that her concerns are not being ignored. I advised that I would contact Donavee and ask if they will be available to do ride-along tomorrow at 2:30 per owner's request.

01/31/12 RW584 Spoke with Mike, SM at Donavee, to make aware of owner's concerns, and ask if they would be willing to do a ride-along tomorrow at 2:30. Mike stated that they would be happy to assist, and owner can come in at any time and do a ride-along with Moe, their shop foreman.

01/31/12 RW584 Spoke with owner to make aware that Donavee Chrysler is willing to do ride-along tomorrow at 2:30. Owner was very pleased. Provided owner with dealership contact information, and advised that I would follow up with owner on Thursday, February 2nd, for results of ride-along.

02/02/12 RW584 Spoke with Mike, SM at Donavee Chrysler, who informed that owner did bring vehicle into dealership yesterday and test drove vehicle with shop foreman for approximately 30 minutes in attempts to duplicate noise complaint. Mike stated that after 30 minutes of driving and not being able to reproduce ANY noise complaint, owner finally confided in shop foreman that she just does not like the vehicle, and wants Chrysler to buy it back. Mike stated that there is nothing wrong with this vehicle, and owner may just regret the purchase.

02/02/12 RW584 Spoke with owner who informed that she did do a ride-along at Donavee yesterday, and was upset when the noise would not occur. Owner stated that noise usually occurs every time she drives her vehicle, and doesn't understand why it won't happen at the dealership. I did not inform customer that I was told she confided in shop foreman that she just does not like the vehicle. I advised that I will be closing her case at this time, but asked that she please keep my contact information and let me know if the noise becomes more prevalent and is able to be duplicated by dealership in the future.

Customer Assistance Inquiry Record (CAIR)# 21827487

VIN	1C3BC2FG7	BN [REDACTED]	Open Date	01/30/2012	Built Date	01/26/2011
Model Year	2011	Body	JSCL41	CHRYSLER 200 LIMITED 4-DOOR SEDAN		
In Service Dt	03/05/2011	Mileage	11,395	Dealer Zone	66	ORLANDO
Plant	N	STERLING HEIGHTS ASSEMBLY PLANT	Market	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				
Engine	ERB	3.6L V6 VVT ENGINE				
Transmission	DBA					

Dealer	45148	JACKSONVILLE CHRYSLER JEEP DODGE				
Dealer Address	11101 NURSERY FIELDS DRIVE					
Dealer City	JACKSONVILLE	Dealer State	FL	Dealer Zip	32256	
Owner	[REDACTED]	Contact Type	TELEPHONE			
Address	[REDACTED]	Home Phone	[REDACTED]			
	JACKSONVILLE FL	Country	UNITED STATES			

Dealer - Service/Body Shop - Transaction - Problem Not Resolved - Default	dealership cannot diagnose
Corporate - Technical Assistance - Default - Default - Default	seeking technical assistance
Product - Drivability - Unknown - Stalling - Default	vehicle quits while at stop light
Corporate - Lemon Law - Default - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer states this vehicle just quits when they come to a stop light. Electrically it still functions but the engine dies. This vehicle has been into the dealership several times and has a STAR case. Refer to #11955890. The dealership has not been able to diagnose this vehicle but it keeps happening.

Briefly summarize what the customer is expecting: Customer is looking for technical assistance in diagnosing and fixing this 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: none provided

Who has possession of the vehicle? (Dealer)

Has the vehicle been diagnosed by a CDJ dealer? (Yes)

If a CDJ dealer has diagnosed, what is the dealer name or code? 45148

Reassigned to 88F

***** CASE MANAGER TEAM - District B *****

CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED]. Writer informed customer that he was assigned her CM.

Customer advise to speak with Michelle who is handling the customer issue at the dealership.

Customer called writer. Customer states that the dealership has been driving the vehicle adding more mileage to the vehicle and they still can't figure out the problem, customer would like her vehicle back and she is getting real irritated. Writer advise that he will try and get a hold of the dealership to and speak with the SM and see where we at with the vehicle.

Customer called writer. Writer advise that he will put customer on hold and get a hold of the dealership on the other line. Writer called dealer, number dialed [REDACTED]. SM Eddie states he cannot find the problem and they have been driving the vehicle around and still cant duplicate the problem. They have put the data recorder device in the vehicle while driving but still can t duplicate the problem. Writer asked if there has been a Area Manager involved and SM asked what can he do. Writer advise they can see what they can do with this situation. Writer advise that he will email his Area Manager and see if we can do anything about this. Customer was advise the information that was given to him. Customer states all the dealership is doing is driving the vehicle on the freeway when they should be driving it on the road because that is when the issue occurs. Customer advise if she should go to another dealership and see what they can do. Writer advise that it is the customers decision to make if should would like to go to another dealership. Writer advise that he will be getting a hold of his Area Manager to see what we can do about her situation.

Writer called and spoke with customer to inform her of the situation. Writer informed customer that the dealer has exhausted all resources at this point in time and still cannot duplicate the concern. Writer informed customer that at this point in time there is nothing more that can be done until new information can be provided. Writer informed customer that the only option she has is to take the vehicle to a second dealer. Customer states that she is very fearful of the vehicle and will not drive the vehicle. Customer is now asking that her vehicle be replaced. Writer informed customer that the case will be sent to the correct department and a follow up will be made within one business day. Customer understood.

***** QUALIFIER TEAM *****

CONTACT UPDATE - [REDACTED]

This customer is seeking lemon law buyback/replacement. Preliminary research has determined this vehicle doesn t appear to qualify for lemon law/Buyback/Replacement. The customer has been informed of this research and was told that we are willing to assist in getting the vehicle repaired

The customer was also informed that a case manager will be assigned to them for further follow-up.

RESEARCH RESULTS:

Explain why this vehicle either appears to qualify or not: Vehicle does not appear to qualify, Customer does not have the needed related repairs at this time.

Number of related repair attempts = 1 PCM, 2 Brake, 1 Cross stitch.

Number of days out of service = 8.

Writer called customer to inform them of the above information.

Customer is stating the vehicle stalls out only in traffic and she stated she loves her vehicle and just wants it repaired. Writer informed customer that Chrysler does want their vehicle repaired and we will escalate their case to seek resolution. Writer called dealership and informed SM Eddie per voice mail customer requested Lemon Law and the vehicle did not appear to meet the guidelines.

Writer is sending cair to CK403 for further handling.

Area Manager update - SM reports that they have worked with STAR and that STAR has advised them to install a crank sensor. The vehicle has not stalled either before OR after the installation of the crank sensor.

That said, AM will advise the SM to have the Customer pick up their vehicle. RJV13

Update - AM spoke to the Customer and advised him that he should pick up his vehicle today or tomorrow at the latest and that we are going to see how the crank sensor does in terms of resolving his concern. RJV13

Writer called customer, number dialed [REDACTED]. Customer states that the vehicle is going okay so far with that crank sensor in the vehicle.

Customer is still waiting for the vehicle to stall. Writer advise that we will see how things go over the weekend and writer will follow up sometimes next week.

Writer called customer, number dialed [REDACTED]. The vehicle as not stalled but yesterday the vehicle made a stranger noise yesterday.

Customer was in the park and it started making a weird noise and it was temporary. Customer states she is taking the vehicle in when she has her

the noise seemed to bother her for a minute and thinks that it could stall anytime soon. Customer will call back after the oil change. Customer is calling requesting to speak with CM for update on case. Agent transferred customer to CM 66178 for further assistance. Caller Mrs. WIPF requesting to speak with Case Manager ext 66178, agent not in office.

Transferred to JP1353 ext 66318

Customer is stating she want to look into the vehicle being replaced /traded in. Vehicle stalled. And customer is very afraid to drive this vehicle she NO longers wants it. She is afraid she will die if she keeps driving it, Customer wants Chrysler to buy it back.

Agent advised customer to contact dealership and also that the case will be sent to the LL/buy back department.

Agent contact dealership who will contact the customer to try and fix her concern.

The customer does nto want this vehicle any longer as it stalls and she feels unsafe.

Briefly summarize why the customer is contacting Chrysler:

Briefly summarize what the customer is expecting:

Customer called to speak with their Case Manager. Customer is transferred to Case Management Team 1-800-763-8422

Michelle called with regards to speak with the case manager.

Agent transfered customer to CM Cody CK403 at 1-800-763-8422 ext 66178.

SA Michelle called to speak with the case manager. Writer transferred her to JP1353 voice mail.

Michelle called wanting to speak with a supervisor. She is upset about the rental only being for 24 hrs. She states that she will have to rent a vehicle that she does not have money for, or drive the vehicle that is to dangerous to drive. Customer asked to speak with a supervisor. jb1549 will be doing a call back within 1 - 2 hours today.

The customer is requesting to speak with their Case Manager.

**

Writer transferred the customer to extension 66189

Writer contacted the dealership and spoke with acting SM Thomas. Thomas confirmed if the customer needs to go to the dealership and needs rental, they will be willing to put customer in rental while STAR reccomends additional repairs. Writer contacted the customer and informed this information. Customer understands while her vehicle is under investigation, we would be willing to provide rental assistance. Customer asked if she could take vehicle in today, writer informed to contact the SM to check on their availability. Writer also informed that we would investigate her request for LL/Replacement/Buyback. Writer informed if vehicle qualifies it will be sent to dealership, if not, it will be sent to case manager.

Writer spoke with Eddie SM at the dealership regarding the customers vehicle. Writer authorized rental with the SM during the weekend while the vehicle is being held for AM directive.

***** QUALIFIER TEAM *****

CONTACT UPDATE - 1st Contact attempt, phone number dialed,

Left message.

This customer is seeking lemon law buyback/replacement. Preliminary research has determined this vehicle doesn t appear to qualify for lemon law/Buyback/Replacement. The customer has been informed of this research and was told that we are willing to assist in getting the vehicle repaired

The customer was also informed that a case manager will be assigned to them for further follow-up.

RESEARCH RESULTS:

Explain why this vehicle either appears to qualify or not: Vehicle does not appear to have the needed repairs under the terms of protection.

Number of related repair attempts = 2 PCM and Crank Sensor.

Number of days out of service = 13

Agent attempted to contact dealer Service Manager Eddie (SM), however, SM not available. Left message for a return call at extension 66189.

Call both back 2/21.

Need to verify vehicle is currently at dealer for 3rd repair.

Michele from dealer called and requested call back 904-493-0000 ext 2048.

SA Michele called writer. Customer had crank sensor in vehicle and the issue was still not duplicated. SA states that the SM and the AM is getting involved to figure out what we are gonna be able to help out the situation. Writer advise to give a call back if they have further informations.

Agent attempted to contact dealer Service Manager Eddie (SM) and Michele. Said previous repairs were done to see if it would help but unable to duplicate and vehicle is there now for further diagnosis.

2nd attempt made to contact customer.

Writer informed customer that their vehicle does not appear to qualify for buy-back/replacement. Writer let customer know that we do want to see their vehicle fixed. Writer informed customer that previous case manager will follow up.

Writer called customer, number dialed [REDACTED]. Customer was advise that the writer has emailed his AM to see what we are able to do to assist the customer. Customer states that she has been talking to AM.

Writer called customer, number dialed [REDACTED]. Writer follow up on the customer and states the vehicle is in the shop. Writer advise he will follow up with the dealership and see where we at.

PLEASE REFER TO CAIR #21921556 FOR FURTHER DETAILS.

REPURCHASING VEHICLE. PLEASE CLOSE CAIR.

Writer will go ahead and close the CAIR.

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

Customer Assistance Inquiry Record (CAIR)# 21828350

VIN	1C3BC2FG5	BN [REDACTED]	Open Date	01/30/2012	Built Date	04/07/2011
Model Year	2011	Body	JSCL41	CHRYSLER 200 LIMITED 4-DOOR SEDAN		
In Service Dt	07/12/2011	Mileage	12,230	Dealer Zone	63	DALLAS
Plant	N	STERLING HEIGHTS ASSEMBLY PLANT	Market	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT				
Engine	ERB	3.6L V6 VVT ENGINE				
Transmission	DBA					
Dealer	23867	ANCIRA MOTOR COMPANY				
Dealer Address	10807 IH 10 W					
Dealer City	SAN ANTONIO			Dealer State	TX	Dealer Zip 78230
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	[REDACTED]
	SAN ANTONIO TX [REDACTED]				Country	UNITED STATES

Corporate - Outbound - Survey Follow-Up - CPS - Customer Contact Complete	
Corporate - Outbound - Survey Follow-Up - CPS - Default	
Product - Unknown - Unknown - Stalling - Default	
Product - Unknown - Unknown - Sudden Acceleration - Default	

CPS Survey Record Received Date: 01/30/2012
 Survey Number : BN57558904
 Quality Survey ID Number: 201784087
 Survey Date : 01/17/2012
 VIN Number : 1C3BC2FG5BN [REDACTED]
 Mapping Class : Dealer
 Event Type : 1st Warranty Visit
 CPS Score : 9

***** CASE MANAGER TEAM - District Z *****

CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED]. Customer states that she has to turn the vehicle off and then turn the vehicle back on and then it will go. Customer states that the vehicle will just not go when you push the gas pedal. Customer states that she is making arrangements to leave the vehicle for 2 days at the dealership. Customer feels that it happens when there is a long light or when she is idling for awhile. Customer states that this is a huge inconvenience and she feels that she should get a courtesy vehicle. Agent told customer that the dealership has loaner vehicles, customer states that the dealership told her that they do not have any vehicles for her. Agent explained that we cannot give a rental until the vehicle is diagnosed. Agent told customer that she will contact the dealership and see what we can do.
 Agent contacted dealership, agent spoke with SM Lloyd. SM states that they won't be able to duplicate the problem if they just leave the vehicle again. SM would like customer to come to the dealership and ride with the SM and show them the problem. SM states then they will give them a loaner vehicle.
 Agent contacted customer, agent explained that customer needs to ride

along with the SM. Customer feels like it will not duplicate even if she does. Agent apologized for this situation and told customer that if she wants to leave the vehicle there we can work out a rental. Customer is very dissatisfied, agent told customer that we are going to use all resources to get this resolved. Customer states she will go to the dealership on Monday.

Agent contacted dealership, agent spoke with SM Lloyd. SM states that the customer came in and refused to drive along with the SM. The customer said she was dropping off her vehicle for two days and demanded a rental vehicle. SM states that the customer has told him multiple things, customer has told SM that the vehicle has died on her, the vehicle won't go sometimes, and it lurches forward. SM told customer that they may not be able to duplicate this if the customer can't either. Agent asked if STAR could be contacted just for another perspective, SM states that he will be doing this today.

Star case has been opened, #12061387.

Agent attempted to contact dealer Service Manager (SM) Lloyd, however, SM not available. Left message for a return call at extension 66390.

Agent received voicemail from SM Lloyd. SM states that they have driven the vehicle 25 miles and haven't duplicated the problem. STAR has told the dealership they have to duplicate the issue to replace parts.

Agent contacted dealership, agent spoke with SM Lloyd. SM states that the customer's wanted to leave the vehicle there another day. SM has gotten the TECH REP Stewart Richin involved to see what could possibly cause this problem. SM states that they will have to give the vehicle back tomorrow if there isn't a duplication.

Agent contacted dealership, agent spoke with SM Lloyd. SM states that they cannot duplicate the problem. SM will be calling customer today and having them drive with him one more time. SM states that the customer will have to pick up the vehicle at this point.

Agent contacted customer, left message to see what the customer wanted to do.

Agent contacted customer, left message.

Agent contacted customer, agent spoke with Mr. [REDACTED]. Customer states that they will be going to another dealership to see if this has been duplicated. Customer will be going to North Star Dodge Chrysler Jeep.

Customer states that they will make an appointment for next week. Agent told customer she would call on Monday to see when the appointment is.

Agent contacted customer, customer states that she has an appointment at the new dealership on Wednesday. Agent told customer she would follow up at the latest on Thursday. Customer states she will be getting an oil change as well.

MR [REDACTED] requesting to speak with Case Manager. Transferred to CL534

Customer called in to tell agent that he will be going to dealership 23867 instead but his appointment is still on Wednesday.

Agent contacted dealership, agent spoke with SM Phillip. SM states that they haven't been able to resolve the problem but he doesn't have much information. SM states that agent should call back in an hour for more information.

Agent attempted to contact dealer Service Manager (SM), however, SM not available. Left message for a return call at extension 66390.

Agent contacted dealership, agent left message with receptionist for SA Perry.

Agent contacted customer, customer states that they took the vehicle in on Wednesday. Customer states that they still have the vehicle. Customer states that she hasn't heard anything from the dealership.

Agent received voicemail from SA Perry.

Agent contacted dealership, agent spoke with SA Perry that they have put about 50 miles on the vehicle and there aren't any flashes on the vehicle. SA states that they are going to keep it over night but they are not showing anything that leads to this problem. Agent told SA that she will call back tomorrow.

Agent contacted dealership, left message for SA Perry.

Agent was contacted by SA Perry. SA states that they have looked at everything on the vehicle. Customer states that they just needed a vehicle to drive and took the vehicle back. SA states that the husband understands that there isn't much they can do since it has only happened

seemed off they would take it back in to the dealership.
Agent contacted customer, customer states that she has picked up the vehicle. customer states that she is going to keep recording this problem. Customer states that the dealership told her that something should be stored in the system. Agent told customer to try and get to the dealership without turning off the vehicle if it happens again. Agent told customer that she can give us a call back if it does happen again.
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)# 21833656

VIN	1C3BC1FG3	BN [REDACTED]	Open Date	02/01/2012	Built Date	05/18/2011
Model Year	2011	Body	JSCE41	CHRYSLER 200 TOURING 4-DOOR SEDAN		
In Service Dt	06/30/2011	Mileage	20,809	Dealer Zone	51	CHICAGO
Plant	N	STERLING HEIGHTS ASSEMBLY PLANT	Market	U	US	
Color	PRP	DEEP CHERRY RED CRYSTAL PEARL COAT				
Engine	ERB	3.6L V6 VVT ENGINE				
Transmission	DBA					
Dealer	41850	THOMAS DODGE-CHRYSLER-JEEP OF	HIGHLAND INC.			
Dealer Address	9600 INDIANAPOLIS BLVD					
Dealer City	HIGHLAND	Dealer State	IN	Dealer Zip	46322	
Owner	[REDACTED]			Contact Type	TELEPHONE	
Address	[REDACTED]			Home Phone	[REDACTED]	
	EASTPOINTE MI [REDACTED]			Country	UNITED STATES	

Dealer - Service/Body Shop - Transaction - Problem Not Resolved - Default	Dealer not able to duplicate concern.
Corporate - Product Information - Default - Default - Default	customer seeking assistance.
Product - Drivability - Unknown - Stalling - Default	stalls while driving.

Briefly summarize why the customer is contacting Chrysler: Customer states that her vehicle shuts off while driving. Customer states that she had at least 3 diagnostics test say that nothing is wrong by 2 different dealerships. Customer is very concerned she or her family will be seriously hurt from this new vehicle and would like Chrysler to review her situation. Customer states that she is very unhappy and is considering having Chrysler buy it back.

Briefly summarize what the customer is expecting: Customer is expecting Chrysler to find solution to her intermittent stalling concern. Customer was advised that due to the nature of their contact a call back is required and will take place within one business day by COB their time.

Preferred Morning/Midday call back number is [REDACTED]
 Preferred Afternoon/Evening call back number is [REDACTED]
 Who has possession of the vehicle? Owner
 Has the vehicle been diagnosed by a CDJ dealer? Yes
 If a CDJ dealer has diagnosed, what is the dealer name or code? 68973
 Reassigned to 88F
 Status update provided via email to the following email address:
 [REDACTED]

My name is Gail and I have been assigned as your Case Manager. Here is some information that will be helpful for you to have:
 Your Case number: 21833656
 Chrysler Case Management telephone number: 800-763-8422
 My direct extension: 66081
 My work hours: 8am-4pm Eastern Time Monday-Friday
 I will contact you within one business day by telephone to review your case with you.

End of Status Update

***** CASE MANAGER TEAM - District V *****

CONTACT UPDATE - 1st Contact attempt, phone number dialed,

██████████. Customer advised writer that she has been to dealer 68973 and 26334. Customer prefers to work with 26334, however she has relocated to Chicago, (writer was not able to update address as customer did not have that available at the time). Writer advised customer that the closest dealer to her, based on her zip code is dealer 52912. Writer offered to contact dealer as a courtesy to customer and customer agreed. Writer called dealer 52912, spoke to SM Tom to advise him of new customer. Dealer information writer received was incorrect and writer then called dealer 41850 to speak to SM Brian. SM was unavailable and writer spoke to Tim. Writer advised Tim of customers concern and Tim said customer can bring vehicle in on 2/3/2012 in the morning. Writer is reassigning to casemanager who works with this dealer.

Writer spoke with customer and states that she will be taking the vehicle in to the dealer in the morning and advised once more information is obtained we will follow up with the customer

Contacted Dealership 02/03/12 at 1:31 PM MST. Customer brought the vehicle to the Dealership this morning. The vehicle is currently being diagnosed. Dealer has not yet diagnosed a problem with the vehicle. Dealer has not found any related concerns.

Contacted Customer 02/03/12 at 1:58 PM MST. Left Message.

Writer spoke with customer and states that the vehicle is still with the dealer and and have foudn no problems. Writer called dealer and left message regarding case

Writer called dealer and was advised that the SM, is not in today and spoke wth Tim, SA and have been unable to find anything and will ahve a tech see if they got any information from STAR

Contacted Dealership 02/13/12 at 1:59 PM MST. Spoke with SM Brian. SM states the vehicle was driven all Weekend. Spoke with SA Tim. SA states he drove the vehicle over 70 miles over the weekend. Dealer unable to duplicate any concerns. SA states that he has been speaking with a technician on the concern STAR CASE#21833656. Writer not able to find anything per Dealer connect. Dealer is calling Customer to come and pick up the vehicle today. Vehicle is operating as designed.

Contacted Customer 02/13/12 at 2:53 PM MST. Left Message. Follow up 02/17/12. Left Message. Informed Customer Dealer has not duplicated any concerns.

Contacted Customer 02/14/12 at 12:31 PM MST. Left Message. Informed Customer that per the Dealer, they have not found a problem with her car. Writer informed Customer that unless the Dealer can find an issue and depending on the diagnosis, Writer is not able to consider rental assistance at this time. Follow up 02/16/12

Contacted Dealership 02/16/12 at 2:21 PM MST. Spoke with SM Brian. SM states the vehicle is not at the Dealership. Customer has picked the vehicle up.

Contacted Customer 02/16/12 at 2:31 PM MST. Left Message. Asked Customer to please call back. Next Follow up 02/23/12

Contacted Customer 02/23/12 at 9:10 AM MST. Customer states that she picked the vehicle up. Customer states currently the vehicle is not acting up. Customer states that if the vehicle is to act up again she will be taking it to the Dealership. Writer advised Customer to please call if the issue occurs, and she has taken the vehicle back to the Dealer. Customer understood. Writer informed Customer the concern has been documented, and at this time the case will be closed until further notice. Customer was advised to call back and reference CAIR#21833656.

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

Customer Assistance Inquiry Record (CAIR)# 21836176

VIN	1C3BC2FG0	BN [REDACTED]	Open Date	02/01/2012	Built Date	01/13/2011
Model Year	2011	Body	JSCL41	CHRYSLER 200 LIMITED 4-DOOR SEDAN		
In Service Dt	04/21/2011	Mileage	9,356	Dealer Zone	63	DALLAS
Plant	N	STERLING HEIGHTS ASSEMBLY PLANT	Market	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				
Engine	ERB	3.6L V6 VVT ENGINE				
Transmission	DBA					
Dealer	45160	LANDERS DODGE CHRYSLER JEEP				
Dealer Address	2701 BENTON RD					
Dealer City	BOSSIER CITY			Dealer State	LA	Dealer Zip 71111
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	[REDACTED]
	SHREVEPORT LA [REDACTED]				Country	UNITED STATES

Dealer - By-Pass - Default - Default - Default	Customer states dealership is not repairing her vehicle.
Product - Engine - Timing Belts / Chains - Broken/Cracked - Default	Customer states vehicle jerks.
Dealer - Unknown - Unknown - Problem Not Resolved - Default	just blow her off

Briefly summarize why the customer is contacting Chrysler: Customer states that she has a problem with her vehicle that her dealership is not addressing. Customer states every time she has a problem with this vehicle they blame it on the weather or it being a new vehicle. Customer states a week after purchasing the vehicle she had a problem with her tires that the dealership 45160 blamed on the weather and told her to put air in. Customer states she still has a problem with the tires and puts air in them about three times a week. Customer states the vehicle shut off suddenly while in traffic twice. Customer states that the vehicle is jerking and she told the dealership this when they recently did her oil change and they told her all Chrysler 200s do that and blew off her concern. Customer states she does not feel safe in the vehicle because of it shutting off so she took it to autozone to be looked at. Customer states autozone hooked it up to the computer and gave her a print off of exactly what is wrong with the vehicle. Customer states autozone basically told her to park the vehicle until it gets repaired because her motor is going to blow. Customer states the timing in the motor is messed up. Customer is very upset because this is the only means of transportation that she has and stated several times that she pays \$ 546.09 and should be treated better then the dealership is treating her.

Briefly summarize what the customer is expecting: Customer is expecting the dealership to repair her vehicle. Customer states every time she tries to get the dealership to repair the vehicle they just blow her off. Customer advised a call back is required and will take place within one business day by COB their time Preferred Morning/Midday call back number is [REDACTED] Preferred Afternoon/Evening call back number is [REDACTED]

Customer email address for case updates: N/A

Who has possession of the vehicle? Owner

Has the vehicle been diagnosed by a CDJ dealer? No

If a CDJ dealer has diagnosed, what is the dealer name or code? 45160

Reassigned to 88F

***** CASE MANAGER TEAM - District U *****

Original owner, 1 vehicle in household 1 new, Service Contract Active
ESSENTIAL CARE - 2 YEARS / 4 OIL CHANGES, warranty under miles and years
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED]

Writer called customer. Customer said she doesn't want the vehicle anymore and wants a new one. Customer said she doesn't like how the dealer LANDERS DODGE CHRYSLER JEEP dealer code 45160 has made her feel and made her up set.

Customer has been talking with the dealer for 2 weeks since she had her vehicle and they brushed her off.

Writer called dealer and asked to speak with Service Manger Dave. SM said it was there in October for a flashing light and they did take a look at it and on January 25th there for oil change and that was all she was there for. SM said she needs to go there to the dealer and not an auto zone and have it looked at. SM said to have the customer call him.

Writer called customer. Writer said to customer that Service Manger Dave like her to go down to the dealer ship so they can take a look at her vehicle. Writer said to customer the only other ways writer could think of getting her to the dealer is towing it or taking the back roads.

Writer let customer know that SM Dave would like to speak with her about what's going on with her vehicle.

Writer called dealer and asked to speak with Service Manger Dave. SM is in the office. Writer talked with Service Advisor Scott. SA said he only see an oil change on 01/25. SA said in October she came in about the jerking the first time and no notes after that.

Writer called customer. Writer called customer got voicemail left a message for her to call me back

Writer called customer. Customer said she wont take the vehicle to dealer they have to come and get it.

Writer called dealer and asked to speak with Service Manger Dave. Writer left a voicemail for dealer to call writer back. Dave is a Service Advisor. SM is in a meeting. Writer talked with Service Advisor Scott. SA gave me a number for the towing for the vehicle. Towing Cross Country 1-800-521-2779

Writer called customer. Writer lost the call with the customer. Writer called back and gave her the number and told her to talk with Service Advisor Scott to get the appointment set up

Writer called dealer and asked to speak with Service Manger Eric. SM said she still hasn't come in and last day he saw was on 01/25 for and oil change

Writer called customer at [REDACTED]. Customer is going to call dealer and get something set up so she can get the vehicle into the dealer.

Writer called dealer and asked to speak with Service Manger Eric. SM was in a meeting. Writer talked with Service Advisor Scott 01/25 was the last time it was in it was for an oil change

Writer called customer. Writer got voicemail left a message for her to call me back

Writer called customer. Writer got voicemail left a message for her to call me back. 02/29

Customer [REDACTED] calls to speak with their Case Manager, she had a crisis in her family, her son was beaten up badley, and she has misplaced her paperwork, her towing company is Cross Country, she wants to know should she call them and have them tow vehicle to dealer first or check with case manager first.

Writer called customer. Writer got voicemail left a message for her to call writer back

Writer called customer at [REDACTED]. Writer got voicemail left a message for her to call writer back

Writer called dealer and asked to speak with Service Manger Eric. Writer left a voicemail for dealer to call writer back

Dealer called writer. Service Manger Eric said the vehicle isn't there.

Writer called customer. Customer said she needed the numbers again to the towing and the dealer. Writer gave her the numbers. Writer let customer

Writer called customer. Customer said went in 03/07.
Writer called dealer and asked to speak with Service Manger Eric. Writer got voicemail left a message for him to call writer back
Customer calls to speak with their Case Manager.
Writer transferred the call to the voice mail since the case manager was not available.

attempt made to contact customer. mail box full
Service manger Dave was unavailable. Writer spoke with service advisor Scott. Service advisor Scott states the customer did get the vehicle towed in and the replaced the pin to the wireless control module. Service advisor Scott states the customer picked up Friday and they haven t herd anything since.

Writer called customer at [REDACTED]. Customer said the vehicle is doing the same thing and she took it back. Customer said 2 hours after getting the vehicle back the check engine light went back on. Customer said the vehicle is there now at the dealer. Customer said the dealer Scott said they just needed to titian the pin. Customer said she called her lawyer and writer let customer know writer is going to be closing out the case since got her lawyer involved.

Writer called dealer and asked to speak with Service Advisor Scott. SA said there is a check engine light now and before there wasn t a light. SA said there is a jerking and the tech is going to take a look at hear in an hour. SA said they where going to get her in on 03/15 unless the jerking and everything got worries than they would get her in.

Writer called customer. Writer let customer know her vehicle will be getting looked at soon and writer will be calling them back and see what is going on with vehicle and see how long it will take them to fix the vehicle. Writer let customer know if it s going to be more than a few days writer will give her rental.

Writer called dealer and asked to speak with Service Advisor Scott. SA said there is problem with the cam center. SA said Fraser in the cam center they will have the vehicle for 1-2 days. SA said they are waiting on star to make sure that is what it is.

Writer called customer at [REDACTED]. Writer let customer know they might have found what the issue was and they are double checking to make sure. Writer let customer know writer is going to get her a rental.

Dealer called writer. Service Advisor Scott said it s the Cam Center Fraser and they missed the cut off to have it in tomorrow and it will be there 03/15 and it should be running that day as well. Service Manger Eric left to go to one of there other stores. SA said he would be the next one in charge and writer is giving customer 4 days of rental. Customer seeking rental assistance because the Cam Center Fraser is going out and will kill the vehicle and make it stop in traffic. Contacted Service Advisor, Scott (Service Manger is out of the office) at 45160 to Discuss the customer s request for rental assistance. Confirmed Customer s concern and with Service Manager Concurrence, authorized 4 days of rental per guidelines in Warranty Bulletin D-11-53.

CAIR has been escalated to the I2R team for special handling.

*****Rachel Wade with the I2R Customer Resolution Team is now responsible for this CAIR. If the customer should call, please request they contact Rachel Wade at 888-542-7239, extension 537. Thank you.*****

03/16/12 RW584 Spoke with Scott, SA at Landers Dodge, who informed that they are currently in the process of repairs, and anticipate repairs to be completed by COB today. Scott informed that they had to replace the cam phaser. Owner is currently in a rental.

03/16/12 RW584 Contacted owner who informed that she has had issues with the CEL coming on, as well as the vehicle stalling out and jerking. I advised that I did speak with the dealership and they determined that they would need to replace the cam phaser. I advised that the part did ship and they are anticipating repairs to be completed by COB today. I advised that owner may be getting contacted tomorrow to make aware that she may pick up her vehicle. Owner was very pleased to hear this. Confirmed that owner was provided a rental. I advised that I would like owner to test drive vehicle for one week to ensure repairs were successful, and would be calling to check on the status of her vehicle on Friday, March 23rd. Provided my contact information and asked that owner

appreciated the follow up. Will follow up 3/23.

If the customer contacts Chrysler, please refer them to their I2R Case Manager Rachel Wade at 888-542-7239 ext 537.

03/23/12 RW584 Spoke with owner who informed that she did not end up picking up her vehicle until yesterday. Owner stated that they replaced the cam phasers, and the CEL is now off, but the vehicle is still jerking. I advised that if there are still ongoing issues with vehicle I would like to ensure that they are addressed. Owner stated that she will probably want to take it into the dealership next week. I advised that I would follow up with owner on Wednesday 3/28 to touch base.

If the customer contacts Chrysler, please refer them to their I2R Case Manager Rachel Wade at 888-542-7239 ext 537.

03/27/12 RW584 Spoke with owner who informed that her vehicle was towed into the dealership this morning and she needs a rental to get to work. Owner was very upset, as she was not able to make it to work and had to wait for the tow truck. I advised that I would contact the dealership right now to authorize the rental and would call owner right after I speak with dealership. Owner was very appreciative of the assistance. >> Contacted Scott, SA at Lander s Dodge who informed that vehicle was towed in this afternoon with report that the vehicle was dying. They have already done diagnostics and found that there was no communication to the computer, and the issue may be with the TIPM. I asked if he has contacted STAR and he was not sure, therefore I asked that he please ensure STAR is involved. Advised that customer would like a rental, therefore I will authorize the rental for \$35/day for up to 5 days. Scott stated that owner may pick up the rental today. >> Contacted customer to make aware that rental will be available for her to pick up today. Owner was very appreciative, and asked if there was any way for her to be provided a rental in the future without having to contact Chrysler for help. I advised that after repairs are completed I would like to offer owner an extended warranty as a goodwill gesture from Chrysler that would include rental car coverage. Discussed the 7 year/70,000 miles Added Care Plus plan. Owner was extremely pleased with the offer. I advised that I will be contacting the dealership tomorrow for update on status of repairs and would relay any new information to customer. Will follow up 3/28.

If the customer contacts Chrysler, please refer them to their I2R Case Manager Rachel Wade at 888-542-7239 ext 537.

3/30/2012 4:31:26 PM: User Comment by Rachel Wade: Spoke with Scott, SA at Landers Dodge, who informed that they discovered the TIPM was faulty, so they replaced the TIPM. Repairs were completed yesterday and Scott advised that he has left messages for owner to make aware that her vehicle is ready to pick up, but has not heard back from owner. I advised that I would contact owner as well.

3/30/2012 4:39:56 PM: User Comment by Rachel Wade: Contacted owner and advised that her vehicle is ready to be picked up. Owner stated that she does not have any messages from the dealership, and was upset that no one had called her. I advised that the service advisor did state that he attempted to call her. Owner stated that she would call the dealership right now to see how late they are opened so that she can try to pick it up and return the rental tonight. Owner stated that she is also concerned that they are going to return her vehicle with no gas, as they have done this several times in the past and when she asked them to replace the gas they used they told her they could not do that. Owner stated that she had 'one notch' below a full tank when it was taken into the dealership. I advised that I would contact dealership to discuss this. I advised that I would contact owner next Friday 4/6 to check on status of vehicle and discuss extended warranty, but asked that owner call me if she has any questions/concerns before that time. Owner appreciated the assistance.

3/30/2012 4:42:37 PM: User Comment by Rachel Wade: Contacted Scott, SA at Landers, to advise that customer is requesting they replace the gas used during test drives. Scott agreed to do so. Will follow up with customer 4/6.

If the customer contacts Chrysler, please refer them to their I2R Case Manager Rachel Wade at 888-542-7239 ext 537.

04/06/12 RW584 Follow up with customer 4/9.

informed that she did end up picking up her vehicle from the dealership last Friday, however ever since she picked up the vehicle it has still been jerking. Owner stated that it is doing the same thing as before- every time she pulls away from a stop the vehicle jerks forward. I advised that I would like customer to bring vehicle back to the dealership for this concern. Owner stated that she intends on contacting the dealership today to set up a time to drop it off. I advised that I would contact the dealership as well to ensure that owner is provided with a rental, but asked that owner please call me to make aware of date she will be bringing vehicle in for assessment. Confirmed that owner does have my contact information. If owner has not called back, will follow up with customer 4/11.

4/9/2012 12:09:27 PM: User Comment by Rachel Wade: Contacted Scott, SA at Landers Dodge, to make aware that owner is reporting that vehicle is still jerking when she pulls away from a stop, therefore she will be contacting dealership today to set up a time to bring vehicle in for assessment. Advised that I would like to authorize rental for customer at \$35/day for up to 5 days. Asked that Scott please open a STAR case when owner brings vehicle in and Scott agreed. Will follow up with dealership/owner 4/11 to check on status of vehicle/date of assessment. ***If the customer contacts Chrysler, please refer them to their I2R Case Manager Rachel Wade at 888-542-7239 ext 537.***

4/12/2012 11:26:39 AM: User Comment by Rachel Wade: Spoke with Scott, SA at Landers Dodge, who informed that customer has not yet contacted the dealership to set up appointment for assessment/repair. I advised that I would follow up with the customer and request she do so.

4/12/2012 11:29:32 AM: User Comment by Rachel Wade: Attempted to contact customer at [REDACTED] and received voice mail. Left voice mail message providing my contact information and requested owner call back to discuss making appointment with Landers Dodge for assessment/repair. If owner has not called back will follow up 4/16.

If the customer contacts Chrysler, please refer them to their I2R Case Manager Rachel Wade at 888-542-7239 ext 537.

Customer called back wishing to speak to CM Rachael RW584.

Agent advised customer CM was away from her desk.

Agent advised customer that she will update the case for Rachael to call her back.

Customer [REDACTED]

4/17/2012 5:39:45 PM: User Comment by Rachel Wade: Spoke with owner who informed that she has not yet had a chance to schedule an appointment with the dealership. Customer stated that she would contact the dealership to see if she would be able to drop off vehicle tomorrow. I asked that customer please call me to make aware of date/time she will be bringing vehicle in for service so that I may follow up and customer agreed to do so. Reviewed customer s concerns- customer states that when pulling away from a stop the vehicle hesitates for a moment and then jerks forward, then sometimes when driving with foot on the gas pedal then trying to slow down the vehicle will jerk. Customer states that message is also appearing stating that it is time for an oil change, however SM told customer that she should not need an oil change yet. I requested customer review all of these concerns with Service Manager when she brings vehicle in for service. Also advised that customer should do a ride-a-long with SM to point out hesitation and jerking concerns. Customer was very pleasant and cooperative, and stated that she would call me tomorrow morning after she speaks with the service manager at Landers Dodge. Provided customer with my contact information. Customer appreciated the assistance. If customer does not call tomorrow (4/18), will follow up with customer 4/19.

If the customer contacts Chrysler, please refer them to their I2R Case Manager Rachel Wade at 888-542-7239 ext 537.

4/24/2012 11:00:28 AM: User Comment by Rachel Wade: Attempted to contact Scott, SA at Landers Dodge, however Scott was unavailable. Left voice mail message for Scott providing customer information and my contact information, and requested Scott call back to advise whether customer has brought vehicle in for ongoing concerns with vehicle jerking and oil light on. If Scott or customer has not called by 4/26, will follow up.

4/30/2012 11:57:58 AM: User Comment by Rachel Wade: Spoke with Scott, SA

for service on Friday 4/27 with the CEL on and complaint that vehicle is jerking. I advised that customer has also recently reported that the oil change light is coming on when apparently it should not be time for an oil change yet. Scott stated that this was not noted, but he will look at this concern as well. Scott stated that customer was placed in a rental when vehicle was brought in, therefore I have authorized customer's rental for \$35/day for up to 5 days. Scott informed that vehicle was brought in late Friday afternoon, therefore they have not yet had a chance to begin assessment. I asked that Scott please contact STAR for assistance and Scott agreed to do so. I advised that I would call back tomorrow for update on status of assessment/repairs.

4/30/2012 12:13:05 PM: User Comment by Rachel Wade: Spoke with customer who informed that she did bring her vehicle back to the dealership on Friday 4/27 after it stalled out on her again and the CEL came back on. Customer stated that she was exiting off of the interstate and while driving the vehicle just shut off. Customer stated that she was very upset, as her pregnant daughter was in the vehicle with her. Customer stated that she is very concerned that she will continue to have this problem, and if it does happen again after this next repair she will no longer want this vehicle. I advised that if that were the case and vehicle stalls out again after this next repair we could review her options at that time. Advised that I have asked the dealership to contact STAR for assistance in this repair. Customer was very polite but very frustrated that she is once again having to bring vehicle back in, and that vehicle stalled on her for the 4th time. Customer stated that she paid for a new vehicle and should not have these problems. I apologized for inconveniences of multiple repairs, and advised that I would like to still offer the extended warranty which pleased customer. Advised that I would contact dealership on Wednesday 5/1 for update on status of repairs and would contact owner at that time as well to update. Asked that owner call me with any questions/concerns before that time.

4/30/2012 12:18:26 PM: User Comment by Rachel Wade: Attempted to contact Eric, Service Director at Landers Dodge, and received voice mail. Left voice mail message for Eric advising of customer's service history and current concerns. Advised that vehicle is currently in service, therefore requested that dealership please open a STAR case for this vehicle. Provided my contact information and requested SD call back to discuss further. Will follow up with dealership and customer by Wednesday 5/2. Spoke to Scott Service Advisor at Landers DCJ, who said the vehicle was brought in for service because the customer said the engine intermittently dies and is jerking. Service Advisor has been unable to duplicate concern. Service Advisor has enlisted STAR's assistance and will be reviewing their recommendation this afternoon. Advised Scott I will follow up with him on Monday 5/7 and discuss the plan of action.

-Spoke with customer updating her on vehicle status. Customer expressed her concern about the safety of the vehicle especially when her children and pregnant daughter are involved. Apologized to the customer for the inconvenience. Advised customer that Rachel should be contacting her on Monday with the vehicle status update. md1172

5/10/2012 9:52:11 AM: User Comment by Rachel Wade: Spoke with Eric, Service Director at Landers Dodge, who informed that they did end up opening a STAR case and were instructed to replace the camshaft phasers. Eric informed that repairs were completed yesterday and after test driving they feel that repair was successful. Eric stated that they will be test driving vehicle a few more times today, and if test drives go well vehicle will be ready for customer to pick up later today.

5/10/2012 11:38:53 AM: User Comment by Rachel Wade: Contacted customer to make aware that I just spoke with the service manager and was informed that after working with STAR the dealership ended up replacing the camshaft phaser which has resolved vehicle concern. Customer then stated that she is no longer interested in the vehicle. Customer stated that she just does not want the vehicle back at all. Customer stated that she does not know if she will pick it up from the dealership when they call her. Customer stated that she would return the rental but just does not know if she will pick up her vehicle. Customer stated that she does not trust the vehicle and that it is very dangerous, as it has almost caused her to get hit when it stalls out. Customer stated that she really just does not

three times already that the vehicle is repaired and it was not, therefore she does not feel safe putting her family back in the vehicle and does not want to get killed in the vehicle. Customer stated that she is a praying woman and feels that Jesus kept her and her family from getting killed when the vehicle stalled. Customer stated that she was very upset at the moment and would like to take time to calm down and think about it as she may change her mind. Customer stated that she was thinking about contacting Ally to see what could be done. I asked customer several times what she was asking for at this point and at no time did she mention the terms buyback, repurchase or replacement. Customer stated that she did not know what her options were, but stated that she would like to just cancel the contract and give the car back. I advised that since customer is upset I will contact her tomorrow morning to discuss further.

5/11/2012 3:07:17 PM: User Comment by Rachel Wade: Spoke with Scott, SA at Landers Dodge, who informed that customer has not yet picked up her vehicle from the dealership or returned his calls.

5/11/2012 3:11:16 PM: User Comment by Rachel Wade: Attempted to contact customer at [REDACTED] and received voice mail. Left voice mail message for owner advising that I would like to follow up and discuss next plan of action. Provided my contact information and asked that customer please call back at earliest convenience. Will make second attempt to follow up with customer 5/14.

5/14/2012 5:51:49 PM: User Comment by Rachel Wade: Contacted customer who informed that she has decided that she does not under any circumstance want to drive this vehicle again. Customer stated that she is fearful to put herself and especially her children in this vehicle again. Customer reiterated that the last time the dealership told her the vehicle was repaired she picked it up and it stalled out while her pregnant daughter and children were in the vehicle. Customer stated that her children are very scared of this vehicle as well. Customer stated that she did go to the dealership today to return the rental and get some paperwork out of her vehicle, but told the service writer that she did not want the vehicle back. Customer stated that she is also displeased with the customer service at the dealership, as she feels that they did not take her concerns seriously and blew her off. Customer stated that at this point the only options she will accept are either to have the vehicle replaced by a vehicle at a different dealership, or to have the remainder of her loan paid off by Chrysler. Customer stressed that the safety of her and her children are her main concern, and that she has believed the dealership several times in the past that the vehicle was repaired only to have it stall out on her while driving every time she picks it up. I apologized for this experience and advised that at this time I will review customer s service history to determine whether or not a replacement appears to be warranted at this time. Asked that customer allow 2 business days for this, and advised that I would call customer by Wednesday 5/16 to review options. Asked that customer call me with any questions in the meantime. Will contact dealership for copy of all ROs 5/15.

5/15/2012 9:33:01 AM: User Comment by Rachel Wade: Contacted Scott, SA at Landers Dodge, and requested that he fax over copies of all ROs for customer s vehicle. Scott advised that customer s vehicle is at the dealership. I advised that I was aware of this and that at this time we are reviewing customer s request for a replacement. Will advise customer that she must pick up her vehicle when I call to follow up with her tomorrow 5/16.

5/18/2012 9:39:49 AM: User Comment by Rachel Wade: Attempted to contact DM AD771 and received voice mail. Left voice mail message for DM advising of customer s current disposition and asked that DM call back to discuss. Provided customer information, CAIR number, and my contact information.

5/18/2012 11:59:26 AM: User Comment by Rachel Wade: Contacted DM AD771 to make aware of customer s current disposition and vehicle service history.

Advised that customer does not want to pick up her vehicle from the dealership and is extremely concerned for her and her children s safety. DM advised that given the circumstances he would offer to replace customer s vehicle. DM stated that ISG is to negotiate the terms.

5/18/2012 12:04:02 PM: User Comment by Rachel Wade: Contacted customer to

pleased with this, but wanted to know if she would have to pick up her vehicle from the dealership. Customer stated that if she does have to take possession of her vehicle until it is replaced she would like to either have it towed to her home, or have someone from the dealership drive it to her home. Customer stated that she lives about 5 miles from the dealership. I advised that I would contact the dealership to see if this could be arranged and would then call her back. Customer also wanted to know if the previously offered service contract could be applied to her new vehicle. I advised that I would have to discuss this with my supervisor and would discuss this further with customer when I call her back in regards to having dealership deliver vehicle to her home.

5/18/2012 12:13:45 PM: User Comment by Rachel Wade: Spoke with Dave, Service Manager at Landers Dodge, to make aware that we will be replacing customer s vehicle. Advised that customer does not want to drive her vehicle, and would like to know if dealership could deliver her vehicle to her home. Dave stated that this would not be a problem, however since it is Friday they are pretty busy so he will try to get it delivered to her today, but it may be Monday. Dave asked that I let customer know that he would contact customer to make aware of when they will be delivering vehicle. Thanked Dave for his assistance.

5/18/2012 1:16:32 PM: User Comment by Rachel Wade: Contacted customer to make aware that I did speak with the service manager at Landers and they will be delivering her vehicle to her, however it may be Monday 5/21 until they can deliver it. Customer was satisfied with this. I advised that I will not be able to offer the service contract, as the replacement is now the CRO. Customer understood. I advised that customer will be contacted by ISG coordinator next week to begin replacement process. Asked that owner call me with any questions in the meantime. Customer has been offered a replacement vehicle due to multiple repair attempts for stall out and customer s concern for safety. Customer is very satisfied with CRO.

If the customer contacts Chrysler, please refer them to their I2R Case Manager Rachel Wade at 888-542-7239 ext 537.

5/18/12 Emailed dgd, tjb16, rw100, and Area Manager informing them the replacement template has been submitted. The template is pending dgd approval. CM

5/23/12 Replacement template has been submitted and customer has been contacted to start replacement process. CM

Customer Assistance Inquiry Record (CAIR)# 21837708

VIN	1C3BC2FG1	BN [REDACTED]	Open Date	02/02/2012	Built Date	02/04/2011
Model Year	2011	Body	JSCL41	CHRYSLER 200 LIMITED 4-DOOR SEDAN		
In Service Dt	09/01/2011	Mileage	15,200	Dealer Zone	66	ORLANDO
Plant	N	STERLING HEIGHTS ASSEMBLY PLANT	Market	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				
Engine	ERB	3.6L V6 VVT ENGINE				
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				
Dealer	68883	STONE MOUNTAIN CHRYSLER JEEP DODGE				
Dealer Address	5054 HIGHWAY 78					
Dealer City	STONE MOUNTAIN			Dealer State	GA	Dealer Zip 30087
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	[REDACTED]
	STONE MOUNTAIN GA [REDACTED]				Country	UNITED STATES

Corporate - Dealer Information - Default - Default - Default	Agent provided new dealership information
Corporate - Complaint Contact - Default - Default - Default	Customer complaint about dealership

Briefly summarize why the customer is contacting Chrysler: Customer purchased a Chrysler 200 on Sept 1 2011. Customer is having problems with the vehicle while driving. She took the vehicle into the Carmax dealership yesterday and they told her she would need to wait till the problem gets worse before they can assist her in repairing the problem. The vehicle only turns off when the customer has come to a stop. Customer started noticing the problem in October 2011. Agent provided the customer with a second dealership and transferred her to the service department to set up an appointment. Agent recommended that if after this appointment there is still no resolution to call Chrysler back.

Briefly summarize what the customer is expecting: A resolution to her vehicle turning off.

Customer Assistance Inquiry Record (CAIR)# 21848937

VIN	1C3BC1FG4BN	Open Date	02/06/2012	Built Date	02/22/2011
Model Year	2011	Body	JSCE41	CHRYSLER 200 TOURING 4-DOOR SEDAN	
In Service Dt	05/24/2011	Mileage	11,000	Dealer Zone	63 DALLAS
Plant	N	STERLING HEIGHTS ASSEMBLY PLANT	Market	U	US
Color	PW1	STONE WHITE CLEAR COAT			
Engine	ERB	3.6L V6 VVT ENGINE			
Transmission	DBA				

Owner		Contact Type	TELEPHONE
Address	RD	Home Phone	
	BOLTON MS	Country	UNITED STATES

Corporate - Product Information - Default - Default - Default	Customer seeking information on the vehicle as why is stops running.
Product - Unknown - Unknown - Hard Starting - Default	Vehicle is having hard time starting or staying on.
Dealer - By-Pass - Default - Default - Default	

Briefly summarize why the customer is contacting Chrysler:
 Customer is having problems with the vehicle that is 8 months age. Customer stated the vehicle would just stop, the engine was not running. Customer put the vehicle in natural and the vehicle started. Customer stated the same problem happen again, she did what she did before and got the vehicle did it again, another time on the train tracks and in Wal-Mart. Customer also had some paint fixed on the vehicle. Customer stated she thinks the vehicle is a lemon. She talked to the dealership and they stated she only brought the vehicle into the dealership one time. Customer stated it quick a total of four times. Customer is taken the vehicle to the dealership this afternoon. Customer is very concerned about the safety of the vehicle. Customer stated she would like her jeep back if this dose not get fixed. Customer is concerned also by the dealership on the way they might treat her or what they will do to get the vehicle fixed. Agent advised they should not treat you baddly, and they should be glad you brought the vehicle in there shop so they can get the vehicle fixed, but let us see what we can do for you.

Briefly summarize what the customer is expecting:
 Customer is seeking assistance with the vehicle, and wants the vehicle fixed.

 Customer advised a call back is required and will take place within one business day.
 Preferred Morning/Midday call back number is Cell
 Preferred Afternoon/Evening call back number is Cell
 Customer email address for case updates:
 Who has possession of the vehicle? Owner (Dealership afternoon)
 Has the vehicle been diagnosed by a CDJ dealer? Not yet.
 If a CDJ dealer has diagnosed, what is the dealer name or code? 45503
 Reassigned to 88F

Customer called stating that he would like to speak to a specific person (no nick or extension was provided). Agent advised customer to wait until her case manager calls her tomorrow for further assistance, as we do not know how to reach that specific person.

Customer called to speak to CM about this engine stalling issue. Customer states she feels scared and very unsafe driving it and it is at the dealer again for the 3rd time. Customer states many small issues with this vehicle and feels she would like a replacement. Customer states she spoke to Dealer owner Joe Usry at dealership. Customer states she is trying to speak to Scott about the vehicle issue. Customer states she would like a CM to review her case and call her about a replacement or lemon law.

Customer states she has to call service manager Betty Sue at dealer.

Customer would like to be reached at home number [REDACTED].

Please forward this case to 88L.

***** CASE MANAGER TEAM - District U *****

Writer spoke to SA who stated they have a STAR case created on it. There are no stored or active codes. They can not recreate the concern. Last time it was in was 7/2011. They still are unable to duplicate concern.

CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED].

Writer spoke to Mrs. Ingle. Customer provided home [REDACTED] Writer dialed. Customer stated that there is not any specific commonalities for it dying. Its random. Customer stated that she will not get back in the vehicle anymore. She doesnt want to drive it.

Reassigned to I2R for follow-up.

****DJ Streat with ISG I2R Owner Retention Task Force Team is assisting with this CAIR. If the customer should call, please request them to contact DJ Streat at 888-542-7239, extension 465. Thank you.****
2/8/12 DS891

Spoke with the customer and she said that she just picked up her vehicle from Joe Usry Chrysler Jeep Dodge. The customer said that her vehicle stops on her while she is driving. She said that the dealership has not been able to duplicate her concern, but she has had been to the dealership four times for her vehicle stopping while driving. The customer said that she just wanted to cry because of the things she d been through with the vehicle and she is giving the repair orders to her attorney because if anything happens to her while driving the vehicle she wants someone to know. I made sure that the customer had my contact information. Will call the dealership.

If the customer contacts Chrysler, please refer them to their I2R Case Manager, DJ Streat/I2R Coordinator at 888-542-7239 extension 465.***

DJS

2/8/12 DS891

Called Joe Usry Chrysler and spoke with Betty Sue Rohen, Unable to duplicate the stalling concern that the customer had. She said that there were no codes. She said that Star advised them to return the vehicle to the customer. Betty Sue said that her Chrysler Rep would be there on tomorrow and she would discuss this with the Rep. Customer wanted to have a buyback. Will follow up on tomorrow.

If the customer contacts Chrysler, please refer them to their I2R Case Manager, DJ Streat/I2R Coordinator at 888-542-7239 extension 465.***

DJS

2/10/12 DS891

Called Joe Usry Chrysler and spoke with Betty Sue Rohen, the service manager and she said that the Zone Rep., DBH35 came into the dealership on yesterday and they reviewed their diagnosis with him and the Zone Rep said that the customer will need to bring the vehicle in when the concern happened again. Spoke with the AM, DBH35 and he had discussed the vehicle with Betty Sue at Rogers and Rogers and he said that at this time a replacement of the vehicle would not be offered.

If the customer contacts Chrysler, please refer them to their I2R Case Manager, DJ Streat/I2R Coordinator at 888-542-7239 extension 465.***

DJS

2/10/12 DS891

Called the customer and told her that Joe Usry had been unable to duplicate her concern. I told her that at this time, after my conversation with the AM, we would be able to replace the vehicle, however, we valued her as a customer. The customer said that she read on the internet and she has seen the blogs about the Chrysler 200s stalling. I then begin to read to her the NCDS/BC 63 Arbitration Statement. The customer accepted the arbitration number 1-800-777-8119 extension 120 and thanked me for my assistance.

them to DJ Streat/I2R Coordinator at 888-542-7239 extension 465.***

Customer Assistance Inquiry Record (CAIR)# 21849284

VIN	1C3BC1FG7	BN5 [REDACTED]	Open Date	02/06/2012	Built Date	01/05/2011
Model Year	2011	Body	JSCE41	CHRYSLER 200 TOURING 4-DOOR SEDAN		
In Service Dt	03/02/2011	Mileage	10,200	Dealer Zone	63	DALLAS
Plant	N	STERLING HEIGHTS ASSEMBLY PLANT	Market	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				
Engine	ERB	3.6L V6 VVT ENGINE				
Transmission	DBA					

Dealer 44990 ALLEN SAMUELS DODGE

Dealer Address 21777 KATY FREEWAY

Dealer City KATY **Dealer State** TX **Dealer Zip** 77450

Owner [REDACTED] **Contact Type** LETTER

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

KATY TX [REDACTED] **Country** UNITED STATES

Corporate - Lemon Law - Default - Default - Default	
Product - Drivability - Unknown - Stalling - Default	

POSTMARK DATE: 020212; DATE RECEIVED: 020612

 02.06.12
 Law Offices of Krukus & Siefkes / 877.505.3666 Ext 2
 Attorney: Darin P. Siefkes
 Case: 12-00108
 Notice to Cure
 TX STATE LEMON LAW / Magnusson-Moss Act
 engine stalls while driving
 any and all additional complaints actually made, whether or not
 contained on your service records, company invoices or otherwise
 Per OGC Matrix, reassigned to 82T. MG17
 2/6/12 FORWARD TO WARRANTY LITIGATION. PAG

Customer Assistance Inquiry Record (CAIR)# **21849603**

VIN	1C3BC8FG5	BN [REDACTED]	Open Date	02/06/2012	Built Date	07/28/2011
Model Year	2011	Body	JSCR41	CHRYSLER 200 S 4-DOOR SEDAN		
In Service Dt	12/26/2011	Mileage	500	Dealer Zone	32	NEW YORK
Plant	N	STERLING HEIGHTS ASSEMBLY PLANT	Market	U	US	
Color	PDM	TUNGSTEN METALLIC CLEAR COAT				
Engine	ERB	3.6L V6 VVT ENGINE				
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				
Dealer	66325	BAYSIDE CHRYSLER JEEP DODGE				
Dealer Address	21219 NORTHERN BLVD					
Dealer City	BAYSIDE	Dealer State	NY	Dealer Zip	11361	
Owner	[REDACTED]			Contact Type	TELEPHONE	
Address	[REDACTED]			Home Phone	[REDACTED]	
	GLENDALE NY [REDACTED]			Country	UNITED STATES	

Corporate - Recall - Default - Default - Default	Customer inquiring if there are any recalls on vehicle.
Product - Drivability - Unknown - Stalling - Default	Customer states vehicle stalled twice friday.

Briefly summarize why the customer is contacting Chrysler: Customer states vehicle stalled twice friday. Customer wants to know if there are any recalls on this vehicle.

Briefly summarize what the customer is expecting: Customer is expecting recall information. Agent advised customer that there are currently no recalls on this vehicle.

Customer Assistance Inquiry Record (CAIR)# **21850167**

VIN	1C3BC8FG5	BN [REDACTED]	Open Date	02/06/2012	Built Date	07/28/2011
Model Year	2011	Body	JSCR41	CHRYSLER 200 S 4-DOOR SEDAN		
In Service Dt	12/26/2011	Mileage	400	Dealer Zone	32	NEW YORK
Plant	N	STERLING HEIGHTS ASSEMBLY PLANT	Market	U	US	
Color	PDM	TUNGSTEN METALLIC CLEAR COAT				
Engine	ERB	3.6L V6 VVT ENGINE				
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				
Dealer	66325	BAYSIDE CHRYSLER JEEP DODGE				
Dealer Address	21219 NORTHERN BLVD					
Dealer City	BAYSIDE	Dealer State	NY	Dealer Zip	11361	
Owner	[REDACTED]			Contact Type	TELEPHONE	
Address	[REDACTED]			Home Phone	[REDACTED]	
	GLENDALE NY [REDACTED]			Country	UNITED STATES	

Corporate - Recall - Default - Default - Default	informational
Corporate - Product Information - Default - Default - Default	vehicle engine specifics

Briefly summarize why the customer is contacting Chrysler: Customer requesting recall information and engine information as well as build date on vehicle.
 Briefly summarize what the customer is expecting: Agent provided all information for customer.
 Customer called back asking about recalls and engine stalling on him.
 Agent stated that there were no recalls.

Customer Assistance Inquiry Record (CAIR)# 21852483

VIN	1C3BC1FG4	BN	Open Date	02/06/2012	Built Date	05/04/2011
Model Year	2011	Body	JSCE41	CHRYSLER 200 TOURING 4-DOOR SEDAN		
In Service Dt	07/30/2011	Mileage	3,500	Dealer Zone	70	
Plant	N	STERLING HEIGHTS ASSEMBLY PLANT	Market	U	US	
Color	PDM	TUNGSTEN METALLIC CLEAR COAT				
Engine	ERB	3.6L V6 VVT ENGINE				
Transmission	DBA					
Dealer	43389	EARNHARDT'S GILBERT DODGE INC				
Dealer Address	1301 NORTH ARIZONA AVENUE					
Dealer City	GILBERT	Dealer State	AZ	Dealer Zip	85233	
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	MESA AZ			Country	UNITED STATES	

Corporate - Goodwill Escalation Matrix - Escalated - Default - Default	seeking replacement vehicle
Product - Electrical - Unknown - Other - Default	vehicle stalled while driving on 2 occasions
Dealer - By-Pass - Default - Default - Default	

Caller:Toni
 Agent made no promises or commitments.
 Provided customer with contact number for NHTSA.
 Briefly summarize why the customer is contacting Chrysler:
 Customer had two separate occasions where her vehicle stalled while she was driving down the freeway. Customer vehicle is at dealership, where they have changed WIN module. (still there as they broke some moldings on the vehicle, and are waiting for parts to fix what they broke).
 Customer has lost faith in the vehicle and is seeking to trade in her vehicle for a different type of Chrysler vehicle.
 Briefly summarize what the customer is expecting:
 Customer is expecting to know that she has a reliable, safe vehicle that she is driving.
 Has customer had previous history with current issue? Y
 Customer has a history of diagnosis for an intermittent problem? Y
 Has had repair history at Chrysler dealership(s)? Y
 Was this vehicle purchased new by this customer? Y
 Customer has a history of purchasing Chrysler vehicles? Y
 If yes, number in household? 2
 Customer claims to maintain vehicle as per maintenance schedule? Y
 Has a mechanical Chrysler Group Service Contract? Y
 Warranty coverage code? 536
 Ownership status? original
 Basic warranty component? Y
 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

Customer advised a call back is required and will take place within one business day.
Preferred Morning/Midday call back number is [REDACTED]
Preferred Afternoon/Evening call back number is [REDACTED]
Customer email address for case updates: n/a
Who has possession of the vehicle? dealer
Has the vehicle been diagnosed by a CDJ dealer? Y
If a CDJ dealer has diagnosed, what is the dealer name or code? 43389
Reassigned to 88F (96F)

***** CASE MANAGER TEAM - District O *****

original owner

SC

CONTACT UPDATE - 1st Contact attempt, phone number dialed, 480-695-0597. Left message.

Reassigned to I2R for follow-up.

***** Andres Cruz with ISG I2R Owner Retention Task Force Team is assisting with this CAIR. If the customer should call, please request them to contact Andres Cruz at 888-542-7239, extension 464. Thank you. *****

2-8-12 AC1264

Previous note incorrect. Called only number on file and was told by the caller that I have the wrong number. Provided the name from the CAIR but caller indicated that the I had the wrong number. Apologized and ended the call.

2-9-12 AC1264

Caller stated that number was incorrect for name in owner. No other name available in CAIR for owner. Will close case with unable to reach customer due to wrong number. If the customer contacts Chrysler, Please refer them to their I2R Case Manager Andres Cruz at 888-542-7239 at 464 ext.

Customer Assistance Inquiry Record (CAIR)# 21852571

VIN	1C3BC8FG5	BN [REDACTED]	Open Date	02/06/2012	Built Date	05/24/2011
Model Year	2011	Body	JSCR41	CHRYSLER 200 S 4-DOOR SEDAN		
In Service Dt	12/09/2011	Mileage	39,032	Dealer Zone	42	DETROIT
Plant	N	STERLING HEIGHTS ASSEMBLY PLANT	Market	U	US	
Color	PRP	DEEP CHERRY RED CRYSTAL PEARL COAT				
Engine	ERB	3.6L V6 VVT ENGINE				
Transmission	DBA					

Dealer 23355 CROSS MOTORS CORPORATION

Dealer Address 1501 GARDINER LANE

Dealer City LOUISVILLE **Dealer State** KY **Dealer Zip** 40232

Owner [REDACTED] **Contact Type** TELEPHONE

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

LOUISVILLE KY [REDACTED] **Country** UNITED STATES

Product - Steering - Power Steering Pump / Bkts - Noisy - Default	noisy power steering pump
Product - Body / Trim / Paint Finish - Paint Finish - Discolored - Roof	paint defect on roof
Product - Body / Trim / Paint Finish - Paint Finish - Flaking, Peeling, Blistering - Unknown	paint peeling bumper
Product - Fuel System - Unknown - Poor Fuel Economy - Default	vehicle has poor fuel economy
Product - Drivability - Unknown - Hesitation/No Power - Default	vehilce lost power 4 times

****Begin structured narrative T2 - Beginning Narrative
 Briefly summarize why the customer is contacting Chrysler:
 Briefly summarize what the customer is expecting:
 ****End structured narrative T2 - Beginning Narrative
 Briefly summarize why the customer is contacting Chrysler: Customer states that at 404 miles the vehicle lost power twice so they went to the dealership and a relay was reset. Customer states the vehicle died twice again after the repair but the dealer cannot duplicate the problem. Customer also states that the power steering pump is noisy and on the roof it look slike a spot is missing on the paint job. Customer also states that the paint is peeling on the bumper. Customer states that the roof was repaired but it looks like they only used touch up paint and this is not up to standards. Customer states an SA at the dealership hooked up the vehicle to a comptuer and took the vehicle on a test drive and also did a fuel consuption test. Both were normal.
 Briefly summarize what the customer is expecting: Agent advised that STAR can be contacted to help assist the dealership with possible duplication of the loss of power and help assist the technicians at the dealership in diagnosis and repair of the vehicile. Customer seeking to have the vehicle repaired correctly. Customer is also seeking a rental extension. 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: XXXXX@XXXXX.com

Who has possession of the vehicle? Owner
Has the vehicle been diagnosed by a CDJ dealer? Yes
If a CDJ dealer has diagnosed, what is the dealer name or code? 23355
Reassigned to 88F
Customer will be at the dentist tomorrow and is worried about communication ability.
Caller [REDACTED] requesting to speak with Case Manager ext 66244, transferred to VM.
***** CASE MANAGER TEAM - District V *****
No email provided.
Customer has owned two used vehicles - 2nd owner of this vehicle purchase 12.15.2011 (appears to be from a family member) - no household vehicles - no service contract - oow basic by miles - powertrain and transmission December 9, 2016 58 Months or 60,968 Miles.
CONTACT UPDATE - 1st Contact attempt, phone number dialed, 502-419-7467. Left message.
Writer contacted dealer 45433 at 502-459-9900 (press 1 for service) and requested to speak to Service Manager, Scott Nale.
This customer has two cases for these concerns - see case 21839603.
Writer to attempt to contact customer again on 02.13.2012.
Writer attempted to contact customer at [REDACTED]. Left message that SM at the dealership had been contacted and that writer would attempt to contact him again on 02.14.2012 to review case and decide on next step. Next promised contact 02.14.2012.
Work case 21839603 and close both cases at same time (second case).
Closed case 21839603 - this is a duplicate case.

Customer Assistance Inquiry Record (CAIR)# **21863217**

VIN	1C3CCBCG1	CN [REDACTED]	Open Date	02/09/2012	Built Date	10/14/2011
Model Year	2012	Body	JSCL41	CHRYSLER 200 LIMITED 4-DOOR SEDAN		
In Service Dt	11/11/2011	Mileage	1,960	Dealer Zone	35	WASHINGTON
Plant	N	STERLING HEIGHTS ASSEMBLY PLANT	Market	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT				
Engine	ERB	3.6L V6 VVT ENGINE				
Transmission	DBA					
Dealer	44444	BRANDYWINE-SMYRNA INC				
Dealer Address	19 S DUPONT BLVD					
Dealer City	SMYRNA	Dealer State	DE	Dealer Zip	19977	
Owner	[REDACTED]			Contact Type	E-MAIL	
Address	[REDACTED]			Home Phone	[REDACTED]	
	DOVER DE 1 [REDACTED]			Country	UNITED STATES	

Product - Engine - Pistons / Rods / Bearings - Broken/Cracked - Default	piston came off rod causing engine failure
Dealer - Sales - Transaction - Sales Terms Unsatisfactory - Default	unhappy with having to pay \$445.00 difference for replacement vehicle

***** EMAIL BRIEF DESCRIPTION CONTENT *****
 mechanical failureat
 ***** END EMAIL BRIEF DESCRIPTION CONTENT *****
 Only 1960 miles and the engine blew up due to piston came off connecting rod. Towed to dealer (BCP) ,Smyrna, DE and was advised that the automobile would possibly be replaced due to mechanical failure at only 1960 miles.I was well satisfied with this arrangement except when negotiating for replacement vehicle, I was issued a request for approximately \$3000.00 to pay for replacement vehicle.After refusing this offer, I was told that the dealership would extend the bumper to bumper warranty for a total of five years, with no cost to me, When I agreed to accept this, I am then presented with a bill of \$445.00 dollars. I am of the opinion that my automobile should have been replaced at no charge to me. Your reply is anticipated. Warner H. Schlaupitz
 *****END OF CUSTOMER EMAIL *****
 Dear [REDACTED]:
 Thank you for contacting the Chrysler Customer Assistance Center in regards to your 2012 200.
 Due to the nature of your concern, I would like to discuss this matter with you in more detail. Therefore, I will attempt to call you on Fri. Feb. 10, 12 at the phone number you provided in your email.
 My name is Lorrie and I will be your Case Manager. I look forward to assisting you; as such, here is some information that will be helpful for you to have when I contact you:

*Your case number is: 21863217

*The Chrysler Case Management telephone number is 877-759-5427

*My direct extension: 4718150

If you need immediate assistance, please call the Customer Care Center at
?AGENT- PLEASE USE ONE OF THE FOLLOWING BRAND SPECIFIC PHONE NUMBERS:
1-800-CHRYSLER (247-9753), 1-800-4A-DODGE (423-6343), 1-877-IAM-JEEP
(426-5337), 1-866-RAM-INFO (726-4636)?. Before calling, please have the
following information handy.

Vehicle owner name

Vehicle owner address

Day and evening phone numbers

Vehicle Identification Number (VIN)

Current vehicle mileage

Further explanation of the problem

Thanks for contacting us. I look forward to talking to you soon.

*****END OF CAC EMAIL *****

CONTACT UPDATE-Agent called dealer 302-653-8521 and spoke with Sales
Manager Kurt who advised that dealer has replaced the engine in customer
vehicle with a new engine, but customer wants replacement vehicle at no
cost to him. Dealer has offered Service Contract to cover 5yrs. 100,000
miles powertrain but customer does not want this he wants new vehicle.

CONTACT UPDATE-Agent called customer at [REDACTED] Customer confirmed
that he currently has possession of his original 2012 200 that has had
the engine replaced. Customer indicated that he originally wanted a
replacement vehicle but was not willing to pay the difference of approx.
\$3,000. Customer says that after he refused the replacement vehicle offer
the Sales Manager Kurt advised him that dealer would provide a 5yr
100,000 mile bumper to bumper Service Contract at no cost to customer.
Customer concern is that paperwork for the Service Contract received from
dealer has no signature from anyone at the dealer and also indicates that
he has to pay \$445.00 amount. Writer advised customer that would contact
dealer to try to assist in resolving customer concerns and then would
contact customer early in week of 2/13/12 to provide further information.
Customer was pleased with assistance in resolving this matter.

CONTACT UPDATE-Agent called dealer 44444 VM message left for Sales
Manager Kurt to return call to writer.

CONTACT UPDATE-Agent called dealer 44444 and spoke with Sales Manager
Kurt and explained customer concerns re Service Contract paperwork not
being signed and \$445.00 charge. Sales Manager Kurt advised that not an
issue that paperwork not signed, but to have customer bring papers by
dealer on Mon. and he would sign. Kurt also advises that there is no
charge to customer and that \$445 figure is dealer costs.

CONTACT UPDATE-Agent called customer at [REDACTED] and advised customer
of conversation with Sales Manager Kurt on lines 66-71 above. Customer
indicated that he would go to dealer on 2/13/12 to have Kurt sign
paperwork. Writer also advised customer that there was no cost to him for
this Service Contract. Writer advised would contact customer on 2/14/12
to ensure that there were no further concerns.

CONTACT UPDATE-Agent called customer at [REDACTED] VM message left
requesting call back to advise if concerns have been resolved.

Did you receive official notification/contract, which will extend the
warranty(bumper to bumper) from BCP in Smyrna? I do wish to speak with
you

concerning the replacement of the vehicle due to the body and engine
numbers

do not match the factory issued data. Also, in the event I wish to trade
this vehicle for another vehicle, the CARFAX will indicate engine
replacement and consequently I will be offered a lower bid. The question
you should ask yourself is that if you were in the market for a used
automobile and you were advised that this automobile had an engine
replacement at 1960 miles, I believe that you would think very hard about
purchasing a vehicle that had an engine replaced that early and with
those

low miles. Is it possible for you to schedule a meeting ,with Joe the
owner
of BCP, and myself in order to establish my views on an exchange of
vehicles? If I am dissatisfied and prevent one potential prospective
buyer

amount he is requesting from me to exchange vehicles!!

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

Dear [REDACTED]:

Thank you for contacting the Chrysler Customer Assistance Center once again.

I have received your most recent email and posted it into your case file for further review.

In regards to the Service Contract, I do now see this information attached to your vehicle/customer profile. You can view this on the Chrysler website at http://www.chrysler.com/en/service_contracts/ On the left lower side of the screen you will see an area entitled My Current Plan in which you can enter your VIN number and last name etc. and this will bring up your specific contract information.

In regards to your outstanding concerns regarding a replacement vehicle. I will contact the General Manager at BRANDYWINE-SMYRNA INC and advise him of your desire to have a meeting and request that he contact you for further discussion. As discussed in our previous telephone conversation, my ability to intercede in regards to sales issues with a dealer is limited to facilitating discussion between the customer and the dealer. We do not have the ability to intercede with the terms of retail transactions between the dealer and the customer.

Thanks again for your email.

*****END OF CAC EMAIL*****

CONTACT UPDATE-Agent called dealer 44444 and spoke to Sales Manager Jeff who advised that owner was on vacation for 2 weeks and he was the most senior manager at the dealer at this time. Writer advised of customer request for meeting with owner, Sales Manager Jeff advised that he had some familiarity with this customer situation and he would contact customer to see if anything he could do to assist this customer. Sales Manager Jeff also advised he would have discussion with owner also. Customer contact phone provided to Sales Manager Jeff.

Dear [REDACTED]:

Thank you for contacting the Chrysler Customer Assistance Center once again.

I have received your most recent email and posted it into your case file for further review.

In regards to the Service Contract, I do now see this information attached to your vehicle/customer profile. You can view this on the Chrysler website at http://www.chrysler.com/en/service_contracts/ On the left lower side of the screen you will see an area entitled My Current Plan in which you can enter your VIN number and last name etc. and this will bring up your specific contract information.

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Thanks again for your email.

*****END OF CAC EMAIL*****

PLEASE DISREGARD LINES 130-150 ABOVE DUPLICATE MESSAGE ENTERED IN ERROR

CONTACT UPDATE-Agent called customer at [REDACTED] and spoke to customer's wife who advised that customer was currently not home but would be available after 1:00 pm. Writer will call back.

CONTACT UPDATE-Customer returned call to writer. Writer advised of direction to view Service Contract information online. Writer also advised had contacted dealer regarding requesting meeting with owner and advised had spoken with Sales Manager Jeff who indicated owner currently away but Sales Manager Jeff would be calling customer. Customer was pleased with this assistance.

*****CLOSED LOOP NO FURTHER ACTION REQUIRED WRITER IS CLOSING CAIR*****

CONTACT UPDATE-Customer called and left VM message for writer advising that he had received a letter from Chrysler Service Contracts advising that his contract has been cancelled. Customer requesting writer look into this as he did not cancel the contract.

Jeff who advised writer that needed to speak with dealer owner Joe as he has spoken to this customer and he was the one who cancelled the Service Contract offered by the Finance Manager Kurt. Writer provided contact information for Joe to return call to writer.

sTU FROM THE DEALER 44444 - 302-653-8521 CALLED WANTING TO SPEAK TO LP717. aGENT SAID THAT AGENT WILL CALL HIM BACK SHORTLY.

CONTACT UPDATE-Agent called dealer 44444 and spoke to SM Stu who was questioning why this customer was wanting a meeting with the dealer owner Joe and why we Chrysler Corporate would be involved with this. CM advised that customer has specifically requested a meeting with dealer owner Joe as per customer email on lines 93-94 above.

SM Stu advised that owner Joe would not be having a meeting with this customer and that the dealer has cancelled the Service Contract offered to this customer and has deferred this to the Business Center DM Steve for further consideration and handling because as far as the dealer is concerned the customer vehicle was repaired under warranty and any additional restitution to this customer should come from Chrysler not the dealer. Writer advised that she needed to respond to this customer as they had left a VM message in regards to the cancellation of the Service Contract today and were still awaiting a response in regards to the requested meeting with dealer owner Joe and that would be advising the customer that further discussion in regards to these concerns should be directed to either SM Stu or Sales Manager Jeff. SM Stu was agreeable to this and again advised that the dealer owner would have no involvement with this customer concern.

TL escalated file to BC rep via email

CONTACT UPDATE-Agent called customer at [REDACTED] VM message left requesting call back to advise re Service Contract.

CM has been advised that Service Contract has been authorized and reinstated by DM Steve.

CONTACT UPDATE-Agent called customer at [REDACTED] VM message left requesting call back to CM.

CONTACT UPDATE-Agent called customer at [REDACTED] and advised of Service Contract reinstatement by DM and provided new contract number. CM advised would email directions to customer of how to access Service Contract information online. Customer inquired regarding meeting with dealer owner Joe and CM advised had been contacted by SM Stu and advised that further discussion should be directed to SM Stu. Customer advised would be contacting Stu to arrange a meeting.

Dear [REDACTED]:

In follow up to our phone conversation of today, I have provided the following direction for you to access your Service Contract online below.

This link will take you to the Service Contract website -

http://www.chrysler.com/en/service_contracts/

On the lower left area of the page entitled My Current Plan and there are fields to input you VIN or Contract number, last name and current mileage.

Once you have entered this information your specific Service Contract information will be displayed. Once again your Contract number is 36426319-WM560N.

Thanks again for your email.

*****END OF CAC EMAIL *****

CONTACT UPDATE-Agent called dealer 44444 and left VM for SM Stu advising that customer will be contacting him for further discussion regarding his concerns in regards to the terms of obtaining a replacement vehicle.

CUSTOMER CONTACT UPDATE-Agent called customer at [REDACTED] VM message left requesting call back to CM.

WARNER SCHLAUPITZ calling to speak with Case Manager. Case Manager was not available. Agent transferred in order for customer to leave a voice mail message.

CUSTOMER CONTACT UPDATE-Agent called customer at [REDACTED] and customer advised that he met with SM Stu at dealer 44444 on 2/29/12. Customer says that although there were no changes to his situation as a result of this meeting, he felt that his concerns were heard. Customer requested that CM email him address and contact to submit written letter to Chrysler.

Dear [REDACTED]:

As per your request during our telephone conversation of today, I have

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

Once again, it was a pleasure assisting you and if you have any future concerns please do not hesitate to contact us.

Thanks again for your email.

*****END OF CAC EMAIL *****

*****CLOSED LOOP NO FURTHER ACTION REQUIRED WRITER IS CLOSING CAIR*****

> Did you receive official notification/contract, which will extend the
> warranty(bumper to bumper) from BCP in Smyrna? I do wish to speak with
> you concerning the replacement of the vehicle due to the body and
engine
> numbers do not match the factory issued data. Also, in the event I
wish
> to trade this vehicle for another vehicle, the CARFAX will indicate
engine
> replacement and consequently I will be offered a lower bid. The
question
> you should ask yourself is that if you were in the market for a used
> automobile and you were advised that this automobile had an engine
> replacement at 1960 miles, I believe that you would think very hard
about
> purchasing a vehicle that had an engine replaced that early and with
those
> low miles. Is it possible for you to schedule a meeting ,with Joe the
> owner of BCP, and myself in order to establish my views on an exchange
of
> vehicles? If I am dissatisfied and prevent one potential prospective
buyer
> from purchasing a vehicle from BCP, he will lose more that the monetary
> amount he is requesting from me to exchange vehicles!!
>
> Warner Xchlaupitz

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

Customer attempted to send attachment letter mailed to Auburn Hills via
email, but no attachment received. NAN.

Please refer to CAIR # 22013192 for customer letter.

Customer Assistance Inquiry Record (CAIR)# 21866311

VIN	1C3BC2FG1	BN [REDACTED]	Open Date	02/09/2012	Built Date	02/04/2011
Model Year	2011	Body	JSCL41	CHRYSLER 200 LIMITED 4-DOOR SEDAN		
In Service Dt	09/01/2011	Mileage	15,112	Dealer Zone	66	ORLANDO
Plant	N	STERLING HEIGHTS ASSEMBLY PLANT	Market	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				
Engine	ERB	3.6L V6 VVT ENGINE				
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				
Dealer	68608	CARMAX CHRY-JEEP OF NORCROSS				
Dealer Address	1975 BEAVER RUIN ROAD					
Dealer City	NORCROSS	Dealer State	GA	Dealer Zip	30071	
Owner	[REDACTED]			Contact Type	TELEPHONE	
Address	[REDACTED]			Home Phone	[REDACTED]	
	STONE MOUNTAIN GA [REDACTED]			Country	UNITED STATES	

Corporate - Outbound - Survey Follow-Up - CPS - Customer Contact Complete	
Corporate - Outbound - Survey Follow-Up - CPS - Default	
Dealer - Service/Body Shop - Transaction - Problem Not Resolved - Default	
Product - Unknown - Unknown - Stalling - Default	

CPS Survey Record Received Date: 02/09/2012
 Survey Number : BN51835403
 Quality Survey ID Number: 202397120
 Survey Date : 02/08/2012
 VIN Number : 1C3BC2FG1BN [REDACTED]
 Mapping Class : Dealer
 Event Type : 1st Service customer pay
 CPS Score : 0

***** CASE MANAGER TEAM - District Z *****

Customer s comments from the survey: I have a Chrysler 200, the car has stopped on me twice. They have already installed a new module within two months of me purchasing the car and actually at the Carmax dealership I was disappointed on my last visit and I called Chrysler. They sent me to another dealership in order to get my car repaired. At this point, my car is running fine, I am hoping that I don t have to go back in'
 CONTACT UPDATE - 1st Contact attempt, phone number dialed, 770-981-3500. Writer called the customer who said there are no problems with the vehicle.
 CLOSED LOOP UPDATE - customer contacted today to confirm repairs.

Customer Assistance Inquiry Record (CAIR)# **21868227**

VIN	1C3BC1FG8	BN [REDACTED]	Open Date	02/10/2012	Built Date	01/08/2011
Model Year	2011	Body	JSCE41	CHRYSLER 200 TOURING 4-DOOR SEDAN		
In Service Dt	07/02/2011	Mileage	4,500	Dealer Zone	71	LOS ANGELES
Plant	N	STERLING HEIGHTS ASSEMBLY PLANT	Market	U	US	
Color	PW1	STONE WHITE CLEAR COAT				
Engine	ERB	3.6L V6 VVT ENGINE				
Transmission	DBA					

Dealer	68349	LA BREA CHRYSLER JEEP				
Dealer Address	401 SOUTH LA BREA AVE					
Dealer City	LOS ANGELES	Dealer State	CA	Dealer Zip	90036	
Owner	[REDACTED]	Contact Type	TELEPHONE			
Address	[REDACTED]	Home Phone	[REDACTED]			
	MONTEBELLO CA	Country	UNITED STATES			

Corporate - Complaint Contact - Default - Default - Default	Dealership cannot diagnose the issue with the vehicle.
Product - Electrical - Unknown - Complete Failure - Default	Vehicle is losing power and the check engine light is coming on.

Briefly summarize why the customer is contacting Chrysler: Customer called in stating that he is having an issue with his vehicle. Customer states that while driving it the check engine light will randomly come on. Customer states that he has bought the vehicle 5 months ago and he feels he should not be having a problem already. Customer states that he has brought the vehicle into the dealer 2 times for this problem and they state that they do not have a fix for it. Customer states that the dealer advised him to call Chrysler Corporate to see if Chrysler could determine the issue.

Briefly summarize what the customer is expecting: Customer wants to file a complaint because the dealership cannot diagnose the issue with his vehicle. Customer states that the vehicle has recently been losing power and it is a safety hazard.

Customer advised a call back is required and will take place within one business day by COB their time
 Preferred Morning/Midday call back number is [REDACTED]
 Preferred Afternoon/Evening call back number is [REDACTED]
 Customer email address for case updates: Customer declined
 Who has possession of the vehicle? Owner

Has the vehicle been diagnosed by a CDJ dealer? Yes
 If a CDJ dealer has diagnosed, what is the dealer name or code? 68349
 Reassigned to 88F

***** CASE MANAGER TEAM - District O *****
 Still in Warranty by 2 years 31,500 miles, 1 vehicle current, 1 original, 0 used, 1 house hold, no SC

CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED]. Busy Dial Tone

Writer Contacted Dealer 68349 at [REDACTED]
 Writer was advised to call back in about 20 minutes and talk to SA

Joseph.

Writer contact customer [REDACTED]

[REDACTED] stated that she wants to file a complaint. Writer stated that we take these very seriously, that we document it and she'd have to go to the General manager and talk to him about her complaint. Customer gave [REDACTED]
Status update provided via email to the following email address:

[REDACTED]
My name is Alexandra and I have been assigned as your Case Manager. Here is some information that will be helpful for you to have:

Your Case Number:21868227

The Chrysler Case Management telephone number is: 800-763-8422

My direct Extension: 66361

My work Hours are 8am - 4:30pm MST

End of Status Update

Writer contacted Dealer 68349 at 323-933-5501

Writer left voicemail for SM Joseph.

Writer contacted Dealer 68349 at 323-933-5501

Writer left Voice mail for SM Joseph.

[REDACTED] requesting to speak with Case Manager. Writer advised that CM is not available. Customer accepted a callback and opted to leave a VM.

Writer returned customers call [REDACTED]

Writer stated to the customer that we've been trying to get a hold of SM Joseph and he hasn't returned our phone calls. Customer stated that she is going to take her vehicle in tomorrow and also talk to the GM as well. Writer stated that we will give her a call Monday to find out how her appointment went.

Writer contacted customer [REDACTED]

Customer is unavailable.

Customer called. Customer stated that she couldn't take her vehicle in to the dealership on the 18th cause her daughter was sick. Customer stated that she will try again on the 25th. Writer stated that we will call the dealership and talk to them then we'll call her back.

Writer contacted Dealer 68349 at 323-933-5501

Writer left voice mail for SM Jose.

Writer contacted Dealer 68349 at 323-933-5501

Writer spoke with SM Jose. SM stated that they replaced a sensor for the engine light coming on, on 1/17/2012.

Writer contacted customer 323-541-6196. Customer was unavailable.

Customer called. Writer stated that we talked to SM Jose yesterday and he stated that on the 17th of January he replaced a sensor for the engine light coming on. Customer states that the vehicle has been shutting off while driving. Writer stated that she'll still need to set up an appointment to get diagnosed. Customer stated that she will call us back and let us know when her appointment is.

Writer contacted customer [REDACTED]. Customer was unavailable.

Writer contacted customer [REDACTED]. Customer was unavailable.

Customer called. Customer stated that her vehicle broke down and has been in the shop for two days now. Writer stated that we will call the SM Joseph and ask him what's going on.

Writer contacted Dealer 68349 at 323-933-5501

Writer left voice mail for SM Jose.

Status update provided via email to the following email address:

[REDACTED]
This is Alexandra, from Chrysler Case Management. I just wanted to follow up with you and let you know that I did just try and call SM Jose and I left a message for him. I will get in contact with you when I have more updates for you on your case.

End of Status Update

Writer contacted Dealer 68349 at 323-933-5501

Writer left voice mail for SM Jose.

Writer contacted Dealer 68349 at 323-933-5501

Writer left voice mail for SM Jose.

Status update provided via email to the following email address:

[REDACTED]

This is Alexandra with Chrysler Case Management. I just wanted to let you know I've been trying to get a hold of SM Jose but I have not received a call back. I will let you know for further updates.

Thanks

Alexandra

End of Status Update

Writer contacted Dealer 68349 at 323-933-5501

left voice mail.

Writer contacted Dealer 68349 at 323-933-5501. Left message.

Writer dialed 323 933 5501 rang once call disconnected redialed spoke to Service Manager Jose last seen on 3/5 for brake noise no noise on test

drive, did replace right front window switch, also no stall at this time

Writer dialed 323-363-9288 left message for customer with Louis regarding repair

Writer contacted customer at [REDACTED]

2nd attempt made to contact customer. Left message.

Writer dialed [REDACTED] left message regarding repairs

2nd attempt made to contact customer. Left message.

Writer contacted customer [REDACTED]

Customer not available.

Writer contacted customer at [REDACTED]

3rd attempt made to contact customer. Left message.

Writer contacted Dealer 68349 at 323-933-5501

Left voice mail for SM Jose.

Writer contacted customer at 323-363-9288

4th attempt made to contact customer. Left message.

5th attempt made to contact customer. Left message.

6th attempt made to contact customer. Left message.

7th attempt made to contact customer. Left message.

8th attempt made to contact customer. Left message.

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

Customer Assistance Inquiry Record (CAIR)# **21870390**

VIN	1C3BC1FG5	BN [REDACTED]	Open Date	02/10/2012	Built Date	12/20/2010
Model Year	2011	Body	JSCE41	CHRYSLER 200 TOURING 4-DOOR SEDAN		
In Service Dt	03/21/2011	Mileage	15,693	Dealer Zone	71	LOS ANGELES
Plant	N	STERLING HEIGHTS ASSEMBLY PLANT	Market	U	US	
Color	PW1	STONE WHITE CLEAR COAT				
Engine	ERB	3.6L V6 VVT ENGINE				
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				
Dealer	52912	GLENN E THOMAS COMPANY				
Dealer Address	2100 E SPRING ST					
Dealer City	SIGNAL HILL			Dealer State	CA	Dealer Zip 90755
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	[REDACTED]
	LYNWOOD CA [REDACTED]				Country	UNITED STATES

Product - Drivability - Unknown - Hesitation/No Power - Default vehicle shuts off when engine is running

Briefly summarize why the customer is contacting Chrysler: Customer states she has been experiencing problems with her vehicle since the first month she owned the vehicle. Customer states while she is driving the vehicle, it shuts off. Customer states when she stops the vehicle at a red light, the car has a tendency to shut off. Customer states this has happened four-times in total. She has brought her vehicle in to the dealership three-times for this issue; however, each time she brings her vehicle in, the dealership is unable to find the cause of the problem. Customer states a couple days ago, this happened again. Customer brought her vehicle in to the dealership; however, they were once again unable to duplicate the problem and identify what is wrong with the vehicle. Dealership referred customer to us.

Briefly summarize what the customer is expecting: Customer states she has been experiencing intermittent problems with her vehicle. Customer advised a call back is required and will take place within one business day.

Preferred Morning/Midday call back number is: [REDACTED]
 Preferred Afternoon/Evening call back number is: [REDACTED]
 Customer email address for case updates: None provided.

Who has possession of the vehicle? Owner
 Has the vehicle been diagnosed by a CDJ dealer? Yes
 If a CDJ dealer has diagnosed, what is the dealer name or code? 52912
 Reassigned to 88F

***** CASE MANAGER TEAM - District O *****

OOW: N 536
 Service Contracts: N
 Vehicles owned: 3 new
 Household: 3 new

CONTACT UPDATE - 1st Contact attempt MRS [REDACTED], phone number dialed,

[REDACTED]. Left message.

Writer left a 2nd message for the customer.

██████████ requesting to speak with Case Manager. Writer informed of line 32. Writer transferred to 66006.

Customer called and stated that when she is driving normal and she came to a stop and she stated that the vehicle starts to shake and then the engine.

Customer stated that she had the vehicle back into the dealership in Sept. Customer stated that she just wants the car fixed. Customer stated that she can't keep driving the car when it stalls out randomly.

Customer agrees to take the car back to the dealership today and leave it there, if we can assist with rental that would be great.

Customer would like any tech assistance that can be given.

Agent let Adrian know.

2nd attempt made to contact customer. Left message ██████████ and advised the customer that a call will be made on Friday

3rd attempt made to contact customer. Left message ██████████ set follow up for Tuesday 28th

4th attempt made to contact customer. Customer stated that they can't diagnose the concern and the customer wants advice on the situation.

Customer stated that she wants to trade it.

Agent called and let Adrian know that the customer will be wanting to trade the car in,

Adrian stated that he will contact his CR manager.

Writer called dealer and left message with SM Adrian regarding vehicle status

5th attempt made to contact customer. Left message ██████████ advised that another follow up will be made on the 13th,

Adrian stated that they repaired the car and she didn't trade it in.

The customer called to speak to the case manager who was available, writer transferred the customer to ext. 66006.

Customer stated that she has the same concern with the vehicle and she is frustrated.

She stated that she can't do a trade in, and lose all that money.

However she stated that she really wants to have it fixed because it is a beautiful car.

Customer stated that the dealership would not give the customer a rental unless she called us.

Customer wants to drop the car off today to the dealership.

Agent will speak with Adrian about the case and the rental and authorize it.

Agent went over the case with Adrian and authorized 3 days of rental.

Adrian is afraid that a diagnosis will not be found. Agent advised that customer was informed that we cannot through parts at the vehicle.

6th attempt made to contact customer. Left message ██████████ set follow up for the 19th

7th attempt made to contact customer. ██████████, Customer stated that no one can find the concern. Customer is not pleased, however agent advised when there is nothing showing up for a diagnosis we can't put parts on the car. Customer understood and is still interested in a trade in, but she does not want to lose money

Agent to contact AM, for further guidance on case

8th attempt made to contact customer.

Per Customer: vehicle has not stalled out in over a week, vehicle shakes very bad now. There is not any specific time when it does shake. Customer still afraid that the car will stall out. Case to remain open per customer request. Trade in was not something customer wanted to go through with 'she would lose a year of payments'.

Agent advised that the case would remain open and a call will be made to the customer in a week. Customer agreed.

9th attempt made to contact customer. Left message ██████████.

*agent MP977 advised the customer that we would like to offer a oil change contract

*asked for a call back with correct miles on the vehicle

*asked if the vehicle was still having the same concerns with the stalling

*set follow up for Monday 9th

10th attempt made to contact customer. Left message ██████████ letting the customer know that we will try one more time to reach her and then we will be closing the case.

11 th attempt made to contact customer. Left message. [REDACTED]
Caller requesting to speak with Case Manager. Transferred to voicemail.
EMAIL- customer declined stating she does not have an email.
per customer the milage on her vehicle right now is 15,693
12th attempt made to contact customer [REDACTED] and the customer was
advised that the service contract was placed on her vin and she can use
it at any Chrysler, Jeep, Dodge dealership. Customer was thankful.
Customer stated that the stalling has stopped however the veihcle still
has a shimmy
CLOSED LOOP UPDATE - customer contacted today to confirm repairs.

Customer Assistance Inquiry Record (CAIR)# 21877817

VIN	1C3BC1FG3	BN [REDACTED]	Open Date	02/14/2012	Built Date	05/17/2011
Model Year	2011	Body	JSCE41	CHRYSLER 200 TOURING 4-DOOR SEDAN		
In Service Dt	08/22/2011	Mileage	7,045	Dealer Zone	70	
Plant	N	STERLING HEIGHTS ASSEMBLY PLANT	Market	U	US	
Color	PRP	DEEP CHERRY RED CRYSTAL PEARL COAT				
Engine	ERB	3.6L V6 VVT ENGINE				
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				
Dealer	67183	ANDERSON CHRY-JEEP-DODGE				
Dealer Address	3920 N HIGHWAY 95					
Dealer City	LAKE HAVASU CITY			Dealer State	AZ	Dealer Zip 86404
Owner	[REDACTED]				Contact Type	E-MAIL
Address	[REDACTED]				Home Phone	[REDACTED]
	LAKE HAVASU CITY AZ [REDACTED]				Country	UNITED STATES

Product - Unknown - Unknown - Stalling - Default	Customer states vehicle will stall for no reason
Product - Unknown - Unknown - Sudden Acceleration - Default	Customer states vehicle will surge forward from a stop

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

Stalling and surging problem

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

We have recently purchased a 2011 Chrysler 200. Since we have had the car, my wife, who is the primary driver, has noticed on occasion the car will stall for know reason. Then when I was with her in the car we were stopped at a light and the car suddenly surged forward luckily she had her foot on the brake. We have had the car back to the dealer who actually contacted Detroit and reset software and TPS sensor. They have bent over backwards to try and help us! My wife is at the point where she is afraid to drive the car and we don t know where to turn next. Thank you [REDACTED]

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

Star Case #12000621.

Dear [REDACTED]

Thank you for contacting the Chrysler Customer Assistance Center, your emails are important to us!

We appreciate the time and effort you took to tell us of your dissatisfaction in our product. Comments like yours are one way to learn of problems that develop and the improvements desired. We have documented your comments and will provide them to our product development team for review.

In the meantime I would like to discuss this issue with you by phone.

Therefore, I will attempt to call you soon at the phone number you provided in your email.

Thanks for contacting us. I look forward to talking to you soon.

*****END OF CAC EMAIL RESPONSE*****

CONTACT UPDATE - DEALER - agent spoke with Service Manager Vince he advised the vehicle has not been back to the dealer since January and he was unaware of any issues.

CONTACT UPDATE - CUSTOMER - agent spoke with customer and he advised the vehicle cuts out while at an idle and surges while sitting. Customer advised the vehicle stalled yesterday. Agent advised customer to take the vehicle into the dealer in order for them to see if they can duplicate the issue in order to diagnose/repair. Customer understood. Agent will follow up on 02/16/12.

CONTACT UPDATE - CUSTOMER - agent left voice mail message.

CONTACT UPDATE - CUSTOMER - customer returned agents call and advised his wife will be taking the vehicle into the tomorrow and they will be going on a test drive with his wife. Customer advised he will follow up with agent 02/17/12.

CONTACT UPDATE - CUSTOMER - agent left voice mail message.

CONTACT UPDATE - CUSTOMER- customer left agent a voice mail message and stated the dealer was not able to duplicate the concern and requested we leave the ticket open and have customer document everything/every time the issue happens. Customer states the vehicle stalled that night.

CONTACT UPDATE - CUSTOMER- agent spoke with customer, he advised the dealer was not able to duplicate the issue and the customer will be keeping a log for the dealer to assist them with the issue.

*****CLOSED LOOP*****

Customer Assistance Inquiry Record (CAIR)# 21889308

VIN	1C3BC8FG2	BN [REDACTED]	Open Date	02/16/2012	Built Date	07/01/2011
Model Year	2011	Body	JSCR41	CHRYSLER 200 S 4-DOOR SEDAN		
In Service Dt	07/15/2011	Mileage	12,000	Dealer Zone	35	WASHINGTON
Plant	N	STERLING HEIGHTS ASSEMBLY PLANT	Market	U	US	
Color	PX8	BLACK CLEAR COAT				
Engine	ERB	3.6L V6 VVT ENGINE				
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				
Dealer	43232	JEFF D'AMBROSIO CHRYSLER JEEP	DODGE			
Dealer Address	1221 E LANCASTER AVE					
Dealer City	DOWNTOWN			Dealer State	PA	Dealer Zip 19335
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	[REDACTED]
	EXTON PA [REDACTED]				Country	UNITED STATES

Corporate - Complaint Contact - Default - Default - Default	The dealership cannot diagnose the vehicle.
Product - Drivability - Unknown - Stalling - Default	customer states her vehicle shuts off while she is driving

Briefly summarize why the customer is contacting Chrysler: Customer called to report a problem she is having with her vehicle. Customer states that her vehicle shuts off while she is driving. Customer states she has experienced this problem 2 times. Customer said she has an appointment with the dealership next week to see if they can diagnose the problem. Customer states that when she contacted the dealership she was told if the engine light did not come on then nothing would be captured. Briefly summarize what the customer is expecting: Customer is expecting her concerns to be documented. Agent assured the customer that her concerns would be documented. Agent provided customer with CAIR number.

Briefly summarize why the customer is contacting Chrysler: Customer called in stating that she brought her vehicle in for the appointment. Customer states that the dealership was unable to pull up any codes on the vehicle. Customer states that since the dealer cannot pull up a code they cannot repair the vehicle. Customer would like Chrysler to look into the issue she is having with her vehicle. Agent advised customer that she would re-open the case and get her a call back from a case manager by end of business tomorrow 02/16/12.

Briefly summarize what the customer is expecting: Customer would like to file a complaint because the dealer cannot diagnose the issue with her 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: Customer declined Who has possession of the vehicle? Owner Has the vehicle been diagnosed by a CDJ dealer? Yes If a CDJ dealer has diagnosed, what is the dealer name or code? 43232 Reassigned to 96F

Status update provided via email to the following email address:

b [REDACTED]

Dear Ms Schaefer,

Case#: 21889308 Vin#: 1C3BC8FG2BN [REDACTED]

Vehicle Description: 2011 CHRYSLER 200 S 4-DOOR SEDAN

My name is Linda and I have been assigned as your case manager. Here is some information that will be helpful to you to have:

Your case#: 21889308

Chrysler Case Management telephone number: 855-525-5085

My direct extension: 4720256

My work hours: 9:00 AM 5:30 PM EST

Sincerely,

Linda

Customer Care Manager

Note: This is a system generated message. Please do not reply.

End of Status Update

CM spoke with customer. Customer states vehicle has shut off, while customer was driving. Once while customer was sitting at the red light and again as soon as customer got off of the turnpike. Customer tried to have vehicle diagnosed at 43232. Customer was told vehicle could not be diagnosed because the concern could not be replicated. Customer was driving and could not record CM's contact information. CM asked for customer's email address and emailed CM's contact information to customer. Customer is seeking a resolution to concern.

CM attempted to contact customer, left voice message with CM's contact information.

Customer called in this afternoon (2/26/12) to state that an hour ago she had the same issue with her vehicle. Caller states that when she slowed the vehicle approaching a stop, the vehicle stalled and shut down on her. Agent advised that her troubles today will be documented in her file so that her case manager will be able to see that the issue happened again today.

CM contacted SM Jim, dealer 43232. SM states vehicle is currently being worked on at dealer 43232. SM states so far haven't been able to duplicate the concern but is still working on it. CM asked if STAR has been contacted, SM didn't know if SA working on vehicle has contacted STAR yet. CM to contact customer.

CM spoke with customer, advised dealer 43232 hasn't been able to duplicate the concern yet, but will contact STAR, Chrysler's Technical department, if concern can't be duplicated. Customer thanked CM for the update.

CM contacted SM Jim 43232. SM states vehicle is still at dealer, cannot duplicate concern. SA has contacted STAR, however SM doesn't know the outcome of conversation, will have SA contact CM after SA comes back from lunch.

CM attempted to contact customer. CM left a message on customer's answering machine.

CM attempted to contact customer. CM left a message on customer's answering machine.

CM spoke with customer, dealer 43232 still has customer's vehicle, dealer hasn't been able to diagnose the problem.

CM attempted to speak with SM at dealer 43232. SM is out for the day, CM spoke with SA Denise. SA states customer is now driving vehicle with a co-pilot and so far concern hasn't presented.

Customer left message on CM's answering machine stating vehicle stalled again, with co-pilot attached to vehicle. Vehicle is currently at dealer 43232. CM to contact dealer for a diagnosis.

CM contacted SM Jim at dealer 43232. SM states dealer has been in contact with technical assistance. SM states customer's vehicle has a co-pilot.

Customer states vehicle stalled, but co-pilot didn't record anything. Customer brought vehicle back into the dealer. Dealer 43232 tried to duplicate the concern but couldn't. SM states vehicle was given back to customer with co-pilot on 3/23.

CM attempted to contact customer, to see if vehicle has stalled again. CM left a message on customer's voice mail.

CM spoke with SM Jim dealer 43232, customer is still riding with the co-pilot in the vehicle. SM states he will try to contact customer today for any update.

43232 this morning. Dealer 43232 hasn't contacted customer with a diagnosis yet. CM to contact dealer 43232.

CM contacted SM Jim, dealer 43232. Customer brought vehicle in on Tuesday night, checked for loose wiring and everything checked out. SM has a call out to technical assistance and is currently waiting for a reply from STAR.

CM attempted to contact customer. CM would like to know if dealer 43232 was able to repair vehicle. CM left a voice message on customer's answering machine.

CM spoke with SA Mark at dealer 43232, SA stated SM is out to lunch and SA does not have any information on customer's vehicle. SA asked CM to call SM back in an hour.

CM contacted SM Jim, dealer 43232. Vehicle was brought into dealer on 4/10. Dealer was not able to duplicate the problem. Dealer spoke with STAR, STAR can't help with anything until the concern is duplicated.

Customer informed SM she found someone in Florida with a similar concern. SM contacted dealer in Florida who worked on vehicle. Florida dealer told SM they replaced the Body Throttle. SM stated he switched out the body throttle on customer's vehicle. Customer has had the vehicle since 4/13 and hasn't contacted dealer 43232 nor CM at the customer assistance center with any concerns. CM to attempt to contact customer today.

CM contacted customer. Customer states vehicle is working as designed. CM to close CAIR.

Customer Assistance Inquiry Record (CAIR)# **21889757**

VIN	1C3BC1FG6 B [REDACTED]	Open Date	02/16/2012	Built Date	03/07/2011
Model Year	2011	Body	JSCE41	CHRYSLER 200 TOURING 4-DOOR SEDAN	
In Service Dt	09/16/2011	Mileage	11,000	Dealer Zone	71 LOS ANGELES
Plant	N	STERLING HEIGHTS ASSEMBLY PLANT	Market	U	US
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT			
Engine	ERB	3.6L V6 VVT ENGINE			
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION			
Dealer	45189	DCH CHRYSLER JEEP DODGE OF	TEMECULA		
Dealer Address	26845 YNEZ ROAD				
Dealer City	TEMECULA	Dealer State	CA	Dealer Zip	92589
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone	[REDACTED]		
	MURRIETA CA [REDACTED]	Country	UNITED STATES		

Corporate - Complaint Contact - Default - Default - Default	Customer would like to file a vehicle complaint.
Product - Body / Trim / Paint Finish - Body Hardware - Broken, Cracked - F. Door-Driver	Vinyl is peeling off the vehicle.
Product - Unknown - Unknown - Stalling - Default	vehicle is making noise and stalling

Briefly summarize why the customer is contacting Chrysler: Customer called in stating that she has a vehicle complaint. Customer states that her vehicle has had multiple issues that her dealership cannot seem to repair. Customer states that her vehicle is making and muffling sound that at first the dealer could not find because it would only happen at home. Customer states that her vehicle had been stalling while in the road so she brought it to the dealer again. Customer states that the did some sort of repair that the were told to do by Chrysler. Customer states that the dealer assured her the issue was repair but when she got home the muffling sound was back. Customer states that they also replaced a panel on this vehicle due to the vinyl peeling. Customer states that the vinyl on the door handle on the driver side is also peeling. Customer states that Bill from the dealer was very rude and she is tired of bringing her vehicle into the dealer. Customer would like Chrysler to look into this issue so she can have her vehicle repair.

Briefly summarize what the customer is expecting:
 Customer would like to file a vehicle complaint.
 Customer advised a call back is required and will take place within one business day by COB their time
 Preferred Morning/Midday call back number is [REDACTED]
 Preferred Afternoon/Evening call back number is [REDACTED]
 Customer email address for case updates: Customer declined
 Who has possession of the vehicle? Owner
 Has the vehicle been diagnosed by a CDJ dealer? Yes
 If a CDJ dealer has diagnosed, what is the dealer name or code? 45189
 Reassigned to 88F
 Robert Reid called in stating his wife had just talked to Cara. Caller

states they would prefer you talk to her husband as he has more information about this case.

Contact information for Robert Reid is as follows

Preferred Morning/Midday call back number is [REDACTED]

Preferred Afternoon/Evening call back number is [REDACTED]

Customer email address for case updates: [REDACTED]

Customer advised a call back is required and will take place within one business day.

r.reid3.me.com Was an invalid email address

***** CASE MANAGER TEAM - District O *****

NEW vehicle Customer is still under warranty

Customer is Original Owner: Yes

New:

Vehicles in Household:1

Service Contracts:NO

Status:Original Owner

Dealer Code: 45189 Dealer Name : DCH CHRYSLER JEEP DODGE OF Dealer

Phone : 951-676-0010 NO one in service available

CONTACT UPDATE - 1st Contact attempt, phone number dialed,

619-948-9363 Left message

Customer calling to speak with the case manager. Writer transferred to voicemail.

Caller [REDACTED] requesting to speak with Case Manager. Writer offered voice mail and the customer accepted. Writer transferred to CM s voice mail.

MRS [REDACTED] requesting to speak with Case Manager. Transferred to MC1348

CONTACT UPDATE - 1st Contact attempt, phone number dialed,

[REDACTED] Customer is very frustrated and does not feel safe customer states that she was involved in an accident about a month ago due to the car stalling and feels like the dealership are giving her a run around and she just wants to feel safe in her vehicle

Writer called dealer @ Dealer Phone : 951-676-0010 SA Bill was unavailable left message

Writer Place a Corrective action request on bill per customers request

Follow up 2/21/12

Customer calling to speak to CM KT313, agent transferred customer to ext. 66083.

Customer calling in. Customer stated vehicle has a muffling sound vehicle has not been stalling since last repair but the muffling sound is still there and the paneling is peeling off. Total of 4 times vehicle has stalled. Customer stated he has been keeping a log of all incidents as they happen unable to pin point specific times vehicle will act up its just random. Writer informed customer that Writer has been re assigned as CM and an email will go out today with contact information. Writer advised a follow up on Monday after writer speaks to dealership Status update provided via email to the following email address:

[REDACTED]
Case # 21889757

VIN# 1C3BC1FG6BN539923

Vehicle Description: 2011 CHRYSLER 200 TOURING 4-DOOR SEDAN

My name is Krista and I have been assigned as your Case Manager. Here is some information that will be helpful for you to have:

Your Case number: 21889757

Chrysler Case Management telephone number:1-800)-763-8422

My direct extension: 66083

My work hours: 7:am to 3:30pm Mountain Time, Monday Friday

I will contact you by the end of my shift 2/20/12 by telephone to review your case with you.

End of Status Update

Writer called dealer left message.

KT313

45189 Dealer Name : DCH CHRYSLER JEEP DODGE OF Dealer Phone :

951-676-0010 SM AL. SM stated vehicle had been in previously and they were unable to duplicate the concern. SM stated vehicle is currently in shop pending diagnosis. Follow up set for 2/24/12

Writer called dealer 45189, 951-676-0010. Writer left message for SM AL.

Writer called dealer 45189, SM AI. 951-676-0010. Writer left message
45189 Dealer Name : DCH CHRYSLER JEEP DODGE OF Dealer Phone :
951-676-0010
SM Allen stated repairs we re completed and vehicle was picked up
2/23/12.

2nd attempt made to contact customer. Left message.

3rd attempt made to contact customer [REDACTED]. Phone number
dialed [REDACTED]. Left message.

4th attempt made to contact customer. [REDACTED]

Writer called but found that the customer does not have this phone number
and does not live at this phone number.

5th attempt made to contact customer. [REDACTED]

Writer left message for customer to inform that more information is
needed before any assistance can be considered. Writer provided callback
number of 1-800-763-8422 extension 66083 with case number as reference
and next follow up call will be placed on Monday, March 26th 2012. Writer
apologized for the frustration.

Status update provided via email to the following email address:

[REDACTED]
Dear [REDACTED]

I have been attempting to contact you by phone to verify
completed repairs and make sure they are met to your satisfaction and
there are no further concerns. I will follow up with you again by phone
on 3/30/12.

Chrysler Case Management

Krista

End of Status Update

7th attempt made to contact customer MRS [REDACTED]. Phone number
dialed [REDACTED]. Left Message.

8th attempt made to contact customer MRS [REDACTED]. Phone number
dialed [REDACTED]. Left Message. CM Left message Case will be closed.

CAIR CLOSED: UNABLE TO CONTACT CUSTOMER OVER 30 DAYS TO CONFIRM COMPLETED
REPAIRS.

Status update provided via email to the following email address:

[REDACTED]
Dear MRS [REDACTED]

I have been attempting to contact you by phone to verify
Completed repairs and make sure they are met to your satisfaction and
There are no further concerns. I will be closing the case at this time.
If your have any questions or concerns please call 1-800)763-8422

Thank you for choosing Chrysler

Have a Wonderful Weekend

Chrysler Case Management

Krista

End of Status Update

Customer Assistance Inquiry Record (CAIR)# **21893561**

VIN	1C3BC2FG1	BN [REDACTED]	Open Date	02/16/2012	Built Date	05/02/2011
Model Year	2011	Body	JSCL41	CHRYSLER 200 LIMITED 4-DOOR SEDAN		
In Service Dt	07/27/2011	Mileage	2,275	Dealer Zone	66	ORLANDO
Plant	N	STERLING HEIGHTS ASSEMBLY PLANT	Market	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT				
Engine	ERB	3.6L V6 VVT ENGINE				
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				
Dealer	67301	HAYES CHRYSLER-PLYMOUTH-DODGE INC				
Dealer Address	3115 FRONTAGE ROAD					
Dealer City	GAINESVILLE			Dealer State	GA	Dealer Zip 30504
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	[REDACTED]
	FLOWERY BRANCH GA [REDACTED]				Country	UNITED STATES

Product - Drivability - Unknown - Stalling - Default | engine shuts off when driving.

Engine die-out at random. No fault codes, no patterns. Loss of steering assist and power when it happens. Agreed to a replacement package.

Customer Assistance Inquiry Record (CAIR)# 21894670

VIN	1B3BD1FG5	BN [REDACTED]	Open Date	02/17/2012	Built Date	04/25/2011
Model Year	2011	Body	JSDE41	DODGE AVENGER MAINSTREET 4-DOOR SEDAN		
In Service Dt	09/20/2011	Mileage	13,000	Dealer Zone	66	ORLANDO
Plant	N	STERLING HEIGHTS ASSEMBLY PLANT	Market	U	US	
Color	PRM	REDLINE 2 COAT PEARL				
Engine	ERB	3.6L V6 VVT ENGINE				
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				
Dealer	68883	STONE MOUNTAIN CHRYSLER JEEP DODGE				
Dealer Address	5054 HIGHWAY 78					
Dealer City	STONE MOUNTAIN	Dealer State	GA	Dealer Zip	30087	
Owner	[REDACTED]	Contact Type	TELEPHONE			
Address	[REDACTED]	Home Phone	[REDACTED]	6		
	TUCKER GA [REDACTED]	Country	UNITED STATES			

Dealer - Service/Body Shop - Personnel - Other - Unknown	Dealership is unable to resolve/diagnose problem.
Product - Drivability - Unknown - Stalling - Default	Vehicle has shut off twice while driving.

Briefly summarize why the customer is contacting Chrysler: Customer states she has had this vehicle shut off twice while driving, once at a stop sign and once while at a slight hill. Customer states another time she tried to take off she heard something turn over in the engine but it hesitated to go. Customer states the dealership has hooked it up to several machines and can not diagnose what is going on with it. Briefly summarize what the customer is expecting: Customer is expecting vehicle to be repaired.

Customer advised a call back is required and will take place within one business day by COB their time
 Preferred Morning/Midday call back number is [REDACTED] (Cell)
 Preferred Afternoon/Evening call back number is [REDACTED] (Home)
 Customer email address for case updates: [REDACTED]

Who has possession of the vehicle? Owner
 Has the vehicle been diagnosed by a CDJ dealer? No
 If a CDJ dealer has diagnosed, what is the dealer name or code?
 Reassigned to 88F
 ***** CASE MANAGER TEAM - District 88M *****
 Status update provided via email to the following email address:
 [REDACTED]

My name is Allie and I have been assigned as your Case Manager. Here is some information that will be helpful for you to have:
 Your Case number: 21894670
 Chrysler Case Management telephone number: 800-763-8422
 My direct extension: 66020
 My work hours: 7am-3:30pm Mountain Time Monday-Friday
 I will contact you within one business day by telephone to review your case with you.
 Please let me know if you have any questions.
 End of Status Update
 CONTACT UPDATE - 1st Contact attempt, phone number dialed [REDACTED] 5.

No answer, left message requesting return call to ext. 66359.
2nd attempt made to contact customer, [REDACTED]. Left message.
3rd attempt made to contact customer, [REDACTED].customer is stating
the transmission is having a concern. But also is saying the transmission
made a noise under the hood of her vehicle. But it is stating this issue
has not happened again. Agent advised customer case will be closed and if
the concern happens again to take back in to dealership to diagnose.
Customer thanked agent.
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)# 21899886

VIN	1C3BC2FG1	BN [REDACTED]	Open Date	02/20/2012	Built Date	05/02/2011
Model Year	2011	Body	JSCL41	CHRYSLER 200 LIMITED 4-DOOR SEDAN		
In Service Dt	07/27/2011	Mileage	2,275	Dealer Zone	66	ORLANDO
Plant	N	STERLING HEIGHTS ASSEMBLY PLANT	Market	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT				
Engine	ERB	3.6L V6 VVT ENGINE				
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				
Dealer	67301	HAYES CHRYSLER-PLYMOUTH-DODGE INC				
Dealer Address	3115 FRONTAGE ROAD					
Dealer City	GAINESVILLE			Dealer State	GA	Dealer Zip 30504
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	[REDACTED]
	FLOWERY BRANCH GA [REDACTED]				Country	UNITED STATES

Corporate - Replacement - Default - Default - Default	
Product - Electrical - Unknown - Other - Default	

02/21/12: Kicking off this case. cwm
 02/22/12: I spoke to the customer, advising her of this replacement offer and process Customer said there is no body damage on the vehicle and she will send proof of vehicle registration to me ASAP Customer said she has located a new vehicle at Commerce Chrysler Dodge Jeep Inc and would like to work with them on this case I called Hayes Chrysler-plymouth-dodge Inc and left a message for Dusty to please fax the factory invoice and buyer s order to me for this vehicle ASAP I called Commerce Chrysler Dodge Jeep Inc and spoke to Bobby, advising him of this case Dealer s packet faxed to Bobby. cwm
 02/22/12: I received a message from Terry at Hayes Chrysler-plymouth-dodge Inc asking me to call him back I called Hayes Chrysler-plymouth-dodge Inc and left a message for Terry to please call me back. cwm
 02/23/12: Proof of vehicle registration received from customer. cwm
 02/29/12: I spoke to Bobby at Commerce Chrysler Dodge Jeep Inc and advised him of the paperwork I need from him to process this case Bobby said he will get the documents faxed to me ASAP. cwm
 02/29/12: I called Terry at Hayes Chrysler-plymouth-dodge Inc and left a message asking him to please fax a copy of the buyer s order to me ASAP or call me if there are any questions. cwm
 03/01/12: Fax of old vehicle buyer s order received from Hayes Chrysler-plymouth-dodge Inc. cwm
 03/01/12: Fax received from Commerce Chrysler Dodge Jeep Inc I called Commerce Chrysler Dodge Jeep Inc and left a message for Bobby to please call me back regarding a new buyer s order for the new vehicle as the one I received does not have the new VIN on it. cwm
 03/02/12: Fax received from Commerce Chrysler Dodge Jeep Inc Check package processed and submitted for approval. cwm
 3/2/12 Check package approved. CM
 03/02/12: I spoke to the customer and advised her of the numbers for

this case and she does agree with the figures I advised customer I am faxing the surrender paperwork to Bobby at Commerce Chrysler Dodge Jeep Inc and to call him later this afternoon to schedule an appointment to complete this case Vehicle surrender packet faxed to Bobby at Commerce Chrysler Dodge Jeep Inc. cwm

03/05/12: Fax received from Commerce Chrysler Dodge Jeep Inc showing this replacement/surrender has been completed I submitted request for Chrysler to issue the dealer s check for this case. cwm

03/05/12 Set transport to Douglas County for repairs. mls

3/6/12 Submitted check request to Chrysler for approval. CM

03/20/12 Per status sheet from Jim Callan at Douglas County, now working. kl

Added note to DM Notes approving payment for fuel costs of \$59.29 due to an intermittent vehicle die out condition.

04/18/12 Mailed dealer check to Commerce CDJ Inc, attention Bobby Hill. UPS tracking #1Z0A6E410299149307. kl

Customer Assistance Inquiry Record (CAIR)# **21903385**

VIN	1B3BD1FGX	BN [REDACTED]	Open Date	02/20/2012	Built Date	06/21/2011
Model Year	2011	Body	JSDE41	DODGE AVENGER MAINSTREET 4-DOOR SEDAN		
In Service Dt	07/09/2011	Mileage	9,000	Dealer Zone	51	CHICAGO
Plant	N	STERLING HEIGHTS ASSEMBLY PLANT	Market	U	US	
Color	PDM	TUNGSTEN METALLIC CLEAR COAT				
Engine	ERB	3.6L V6 VVT ENGINE				
Transmission	DBA					

Owner	[REDACTED]	Contact Type	LETTER
Address	[REDACTED]	Home Phone	[REDACTED]
	CAROL STREAM IL [REDACTED]	Country	UNITED STATES

Product - Drivability - Unknown - No Start - Default	2nd time vehicle towed to dealership
Product - Electrical - Battery - Other - Default	instrument cluster drained the battery
Product - Steering - Steering Wheel / Column - Noisy - Default	rattling under the steering column.
Dealer - Service/Body Shop - Transaction - Problem Not Resolved - Default	repeated trips for same issue
Corporate - Lemon Law - Default - Default - Default	
Dealer - By-Pass - Default - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer called because her vehicle is having problems not starting. Caller stated that the original problem she had was the rattling under the steering column. Caller stated that the instrument cluster and panel were replaced. Caller then stated that the battery drained because of the instrument cluster. Caller stated that now the vehicle will not start and the rattling issue is worse than before.

Briefly summarize what the customer is expecting: Customer feels her vehicle is a lemon and she either wants a buy-back or the vehicle replaced.

Preferred call back number is [REDACTED]

Customer email address for case updates: declined

Who has possession of the vehicle? (Dealer)

Has the vehicle been diagnosed by a CDJ dealer? (Yes)

If a CDJ dealer has diagnosed, what is the dealer name or code? 60394

Customer informed a call back is required and will take place within one business day.

Is this a request for Lemon Law, buy-back or replacement? buy-back or replacement

Reassigned to 88L

***** QUALIFIER TEAM *****

CONTACT UPDATE - 1st Contact attempt, phone number dialed,

[REDACTED]

This customer is seeking lemon law buyback/replacement. Preliminary research has determined this vehicle doesn't appear to qualify for lemon law/Buyback/Replacement. The customer has been informed of this research and was told that we are willing to assist in getting the vehicle repaired

The customer was also informed that a case manager will be assigned to them for further follow-up.

RESEARCH RESULTS:

Explain why this vehicle either appears to qualify or not: Vehicle does not appear to have the needed repairs under the terms of protection.

Number of related repair attempts = 2

Number of days out of service = 8

Writer informed customer that their vehicle does not appear to qualify for buy-back/replacement. Writer let customer know that we do want to see their vehicle fixed. Writer informed customer that a case manager will follow up for further handling.

Writer let Greg, Service Manager know that the customer requested LL/buyback and did not appear to qualify. Writer let SM know that we would send over case and see the customers issue resolved and documented. Writer let SM know that we want to show we are making ourselves available for repairs.

CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED] Writer spoke with the customer she states the vehicle is at the dealership for the diagnosis. Customer is concerned with the battery dying on her. She states she is scared to trust the vehicle. Writer informed her they would follow up with her and the dealership again on 2/23

Reassigned to I2R for follow-up.

****Rachel Wade with ISG I2R Owner Retention Task Force Team is assisting with this CAIR. If the customer should call, please request them to contact Rachel Wade at 888-542-7239, extension 537. Thank you.****

02/23/12 RW584 Spoke with Greg, SM at Dupage, who informed that vehicle was towed into his dealership on 2/20 and owner was placed in a rental. Greg informed that this was the first time the vehicle has been at his dealership. The vehicle was brought in with complaint that the battery was dead and there was a rattle noise under the steering column. Greg stated they did several tests- battery charging system tests- and checked for draws and could not find any problems with the battery or indication why vehicle died. Greg stated that they then contacted the other two dealerships that have serviced the vehicle, and they both informed that they did find draws linked to wiring at the instrument cluster, and they both replaced the cluster. Greg stated that they did not find this same draw, so they let the vehicle sit overnight and started it and it started just fine. They were not able to locate source of battery dying. For the rattling noise they found that it was coming from the horn switch, so they lubricated the horn switch which resolved the noise. Vehicle was released to customer on 2/22.

02/23/12 RW584 Spoke with owner who was very frustrated that the dealership returned her vehicle and told her that there was nothing wrong with it. Owner stated that this is the second time the vehicle has been in for the battery dying, and the third time for the rattle noise. Owner stated that although the dealership did say they fixed the rattle noise, she does not have faith that the repair was successful because she was told by two previous dealerships that they fixed the rattle as well. Owner stated that she does not understand why they would not just replace the battery since it died. I advised that we must be able to locate the source of the problem to be able to make appropriate repairs, and cannot just begin replacing parts blindly. Owner stated that she just has very little faith that vehicle will not die again and/or rattle will not return. I advised that I would like owner to test drive vehicle for two weeks to ensure that there are no more issues. I advised that if issue does return I would contact the district manager and see what options are available. Owner stated that she was told by former case manager that she has three options: that they would replace the vehicle, repurchase the vehicle, or they would repurchase the vehicle AND give her a settlement (lemon law?). Owner stated that if issue returns she wants one of these three options to happen or she will be getting an attorney. I advised that we would address options if issue returns, however we may want to bring vehicle back in and involve a tech advisor in repairs. Owner did not seem very pleased with this option and continued to refer to lemon law. Owner stated that she had to miss work when her vehicle wouldn't start on Monday, and is paying over \$400 a month for a vehicle she cannot rely on. I advised that if at the end of two weeks there are no ongoing issues with vehicle, we could discuss reimbursing owner a monthly payment as a goodwill gesture from Chrysler. Owner seemed pleased with this option. Advised that I would contact owner to check on status of vehicle on Friday, March 2nd, and then again that following Friday. Provided my contact information and asked that owner

If the customer contacts Chrysler, please refer them to their I2R Case Manager Rachel Wade at 888-542-7239 ext 537.

03/02/12 RW584 Left voice mail message for owner advising that I am calling to check on status of vehicle. Advised that per our previous conversation I would like her to test drive vehicle for another week to ensure there are no ongoing repair concerns before discussing customer retention offer. Advised that I will call on Friday, March 9th, to check on status of vehicle, but asked that owner call me if she has any questions/concerns before that time. Provided my contact information. Will follow up 3/9.

If the customer contacts Chrysler, please refer them to their I2R Case Manager Rachel Wade at 888-542-7239 ext 537.

03/09/12 RW584 Left voice mail message for owner requesting a callback to discuss status of vehicle after test driving. Provided my contact information. If owner has not called back by 3/14, will follow up.

If the customer contacts Chrysler, please refer them to their I2R Case Manager Rachel Wade at 888-542-7239 ext 537.

03/13/12 RW584 Left voice mail message for owner requesting a callback to discuss status of vehicle after test driving and monthly payment reimbursement. I advised that if owner has not called back by 3/16 I will have to close the case and will not be able to offer the reimbursement. Provided my contact information, and asked that owner leave me a voice mail message if I am not able to answer when she calls. Follow up 3/16.

If the customer contacts Chrysler, please refer them to their I2R Case Manager Rachel Wade at 888-542-7239 ext 537.

03/16/12 RW584 Closing case, as customer has failed to follow up.

customer called stating she would like to talk to her CM. Agent transferred.

Agent transferred caller Greg from DC 603894 to CM at 888-542-7239 ext 537

POSTMARK DATE: 032812; DATE RECEIVED: 032812

Underbody squeaks, engine stalling, no start

Adam Maxwell

Krohn & Moss-Attorneys at Law-Replacement/Repurchase Notice

Reassigned to Business Center for review and handling.

Case assigned to Chrysler OGC for handling _

Customer Assistance Inquiry Record (CAIR)# **21903866**

VIN	1C3BC1FG1	BN	Open Date	02/21/2012	Built Date	04/11/2011
Model Year	2011	Body	JSCE41	CHRYSLER 200 TOURING 4-DOOR SEDAN		
In Service Dt	07/01/2011	Mileage	7,000	Dealer Zone	42	DETROIT
Plant	N	STERLING HEIGHTS ASSEMBLY PLANT	Market	U	US	
Color	PRP	DEEP CHERRY RED CRYSTAL PEARL COAT				
Engine	ERB	3.6L V6 VVT ENGINE				
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				
Dealer	68921	YORK CHRYSLER DODGE JEEP INC				
Dealer Address	1765 S. STATE RD. 231					
Dealer City	CRAWFORDSVILLE			Dealer State	IN	Dealer Zip 47933
Owner	[REDACTED]				Contact Type	ROADSIDE
Address	[REDACTED]				Home Phone	
	CLOVERDALE IN [REDACTED]				Country	UNITED STATES

Corporate - Roadside Services - Warranty - Towing - Default []

Roadside Assistance Contacted - DATE : 2012-02-21
 Road Side File Created 02-21-12 FOR WARRANTY
 VEHICLE PROBLEM AT: VEHICLE TAKEN TO:
 1598 W COUNTY ROAD 1050 S 1765 S. STATE RD. 231
 S COUNTY ROAD 190 W
 CLOVERDALE CRAWFORDSVILLE
 IN USA IN
 CHECK ENGINE LIGHT COMES ON, STALL
 DEALER CODE : 68921 YORK CHRYSLER DODGE JEEP INC