

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

<b>Customer Assistance Inquiry Record (CAIR)#</b>						<b>21904162</b>
<b>VIN</b>	1C3BC8FG8	BN [REDACTED]	<b>Open Date</b>	02/21/2012	<b>Built Date</b>	06/27/2011
<b>Model Year</b>	2011	<b>Body</b>	JSCR41	CHRYSLER 200 S 4-DOOR SEDAN		
<b>In Service Dt</b>	02/20/2012	<b>Mileage</b>	220	<b>Dealer Zone</b>	63	DALLAS
<b>Plant</b>	N	STERLING HEIGHTS ASSEMBLY PLANT	<b>Market</b>	U	US	
<b>Color</b>	PW7	BRIGHT WHITE CLEAR COAT				
<b>Engine</b>	ERB	3.6L V6 VVT ENGINE				
<b>Transmission</b>	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				
<b>Dealer</b>	67447	RAM COUNTRY CHRY-PLYM-DODGE-JEEP				
<b>Dealer Address</b>	3611 HIGHWAY 90 WEST					
<b>Dealer City</b>	DEL RIO	<b>Dealer State</b>	TX	<b>Dealer Zip</b>	78842	
<b>Owner</b>	[REDACTED]				<b>Contact Type</b>	ROADSIDE
<b>Address</b>	N/A				<b>Home Phone</b>	
	DEL RIO TX null				<b>Country</b>	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:  
 E 9TH STREET 3611 W HIGHWAY 90  
 N BEDELL AVENUE  
 DEL RIO DEL RIO  
 TX USA TX  
 AT DOCTORS OFFICE - FAMILY PRACTISE// VEH STALLED  
 DEALER CODE : 67447 RAM COUNTRY CHRY-PLYM-DODGE-JEEP

**Customer Assistance Inquiry Record (CAIR)# 21920884**

<b>VIN</b>	1C3BC1FG0	BN [REDACTED]	<b>Open Date</b>	02/24/2012	<b>Built Date</b>	06/01/2011
<b>Model Year</b>	2011	<b>Body</b>	JSCE41	CHRYSLER 200 TOURING 4-DOOR SEDAN		
<b>In Service Dt</b>	09/28/2011	<b>Mileage</b>	9,000	<b>Dealer Zone</b>	51	CHICAGO
<b>Plant</b>	N	STERLING HEIGHTS ASSEMBLY PLANT	<b>Market</b>	U	US	
<b>Color</b>	PBV	BLACKBERRY PEARL COAT				
<b>Engine</b>	ERB	3.6L V6 VVT ENGINE				
<b>Transmission</b>	DBA					
<b>Dealer</b>	68736	BLACKWELL-BALDWIN DODGE INC				
<b>Dealer Address</b>	1660 BUSINESS 60 WEST					
<b>Dealer City</b>	DEXTER	<b>Dealer State</b>	MO	<b>Dealer Zip</b>	63841	
<b>Owner</b>	[REDACTED]			<b>Contact Type</b>	TELEPHONE	
<b>Address</b>	[REDACTED]			<b>Home Phone</b>	[REDACTED]	
	HARVIELL MO [REDACTED]			<b>Country</b>	UNITED STATES	

Product - Drivability - Unknown - Stalling - Default	Cusotmer states vehicle stalls.
Corporate - Product Information - Default - Default - Default	Customer seeking lemon law.
Product - Body / Trim / Paint Finish - Glass - Wind Noise - Backlight	Customer states back window is not sealed properly/makes wind noise.
Corporate - Lemon Law - Default - Default - Default	
Dealer - By-Pass - Default - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer states she has several problems the dealership is not resolving. Customer states the dealership is not helping her. Customer states there is a wind noise coming from the back window because it is not sealed properly. Customer states the vehicle stalls while driving. Customer states the stitching on the back of the seat is coming apart. Customer states she has had the vehicle to the dealership 3 times and Monday will be the 4th. Customer states this vehicle ran great at first but it is barely 4 months old and now drives like an old rust bucket.

Briefly summarize what the customer is expecting: Customer is expecting to get vehicle repaired. Customer states it is a huge inconvenience for her to keep going back and fourth to the dealership that is 33 miles away. Agent advised customer that there is a closer dealership but she does not want to work with them. Agent advised customer that I would escalate it to case management to ensure the problems get repaired by the dealership. Customer states she is sick about this because she just spend \$30000 on this car and she is already having problems. Customer states she does not want the vehicle any more. Customer states she wants to get a new vehicle. Customer states that if we can not get her into a new different vehicle like a Chrysler 300 or Dodge Charger she will drive cross country with a sign outside of the window telling people about the problems that she has with her brand new vehicle. Customer states she does not care about getting it fixed because she thinks it is just going to have more and more problems. Customer states her father was going to purchase a 200 and now is not going to because of these problems. Agent

advised customer that she can go to case management for assistance repairing the vehicle or she can go to lemon law department to see if she qualified for a replacement vehicle. Customer states she wants to try and get lemon law because she does not want to pay \$30000 for a vehicle with this many problems.

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

Is this a request for Lemon Law, buy-back or replacement? Customer wants a different new vehicle.

Reassigned to 88L

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: 21920884

Your vin # 1C3BC1FG0BN [REDACTED]

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

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.

Sincerely Lynn

End of Status Update

\*\*\*\*\* QUALIFIER TEAM \*\*\*\*\*

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

[REDACTED] Agent will call the dealership on Monday 2-27-12. As the customer should be going to them for a repair or diagnosis.

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

This customer has contacted Customer Care seeking lemon law buyback/replacement. Preliminary research has determined this vehicle's warranty history merits further review, however the customer has NOT been informed of such. They have been told that a file is being sent to the dealer with a copy to the Business Center. This CAIR is being assigned to your dealership for further handling and review with your Area Manager and/or Business Center in an attempt to resolve customer's concern and address their claim of lemon law/buyback/replacement.

RESEARCH RESULTS:

Explain why this vehicle either appears to qualify or not: Case appears to need further review.

Number of related repair attempts =1 PCM & 1 Panel door trim

Number of days out of service =42

The agent left a message for the customer informing her that we will be sending her case on for further review by our corporate resources. The agent also informed her that we will not have any further information and all up dates will come for her SM at the dealership. The agent called the dealership and spoke with the SM Tray, The agent informed him that our customer has contacted Chrysler for lemon law/buyback we informed the SM that the case will be sent over for further review all we ask is that he does not close it and if he has any questions to contact the Area Manager or BC.

Caller requesting to speak with Case Manager. Case manager wasn't available. The customer requested her case manager call her back as soon as possible at 573-718-4014.

REASSIGNED TO BC/DLR 51 68736 02/27/12 12:43 O 21920884

REASSIGNED TO BC/DLR 51 68736 02/27/12 12:43 O 21920884

Customer calls to speak with their Case Manager LW407. Writer advised of lines 72-75, The customer understood.

3-2-12 - Inner panel was replaced 12-11 for stitch issue. PCM update for the stall issue on 12-1-11. Appears to have parts on order for the rear window to address noise issue. SM is making appt for the rear window part install ASAP. Chrysler ASM will follow up with the dealer to ensure the repair is done in a timely manner. No further action is required at this time. Closed.

and has not received a call back from a case manager and stated that if she doesn't get a call back very soon she will start speaking bad of Chrysler. Agent apologized to the customer and tried to calm customer down and explained that because it has gone to the legal department there is no number or extension agent could transfer the customer too, but would note on the file that customer is very, very upset and wants to be called as soon as possible.

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**Customer Assistance Inquiry Record (CAIR)# 21921556**

<b>VIN</b>	1C3BC2FG7	BN	<b>Open Date</b>	02/24/2012	<b>Built Date</b>	01/26/2011
<b>Model Year</b>	2011	<b>Body</b>	J5CL41	CHRYSLER 200 LIMITED 4-DOOR SEDAN		
<b>In Service Dt</b>	03/05/2011	<b>Mileage</b>	11,500	<b>Dealer Zone</b>	66	ORLANDO
<b>Plant</b>	N	STERLING HEIGHTS ASSEMBLY PLANT		<b>Market</b>	U	US
<b>Color</b>	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				
<b>Engine</b>	ERB	3.6L V6 VVT ENGINE				
<b>Transmission</b>	DBA					

<b>Dealer</b>	45148	JACKSONVILLE CHRYSLER JEEP DODGE				
<b>Dealer Address</b>	11101 NURSERY FIELDS DRIVE					
<b>Dealer City</b>	JACKSONVILLE	<b>Dealer State</b>	FL	<b>Dealer Zip</b>	32256	
<b>Owner</b>	[REDACTED]			<b>Contact Type</b>	CERTIFIED LETTER	
<b>Address</b>	[REDACTED]			<b>Home Phone</b>	[REDACTED]	
	JACKSONVILLE FL [REDACTED]			<b>Country</b>	UNITED STATES	

Product - Unknown - Unknown - Stalling - Default	'engine shuts off for no reason while vehicle is in drive'
Corporate - Lemon Law - Default - Default - Default	Motor Vehicle Defect Notification

POSTMARK DATE: 022412; DATE RECEIVED: 022412  
 Customer sent in Motor Vehicle Defect Notification via Express Mail.  
 Customer claims 3 or more repair attempts for concern of 'engine shuts off for no reason while vehicle is in drive.'  
 Writer forwarding to Business Center for review and handling.  
 \*\*\*\*\*ORLANDO BUSINESS CENTER RECEIVED MVDN 2/27/12\*\*\*\*\*  
 SEE ABOVE CONCERNS.  
 022712 RVW CONTACTED OWNER AT WORK NUMBER (CELL). ACKNOW RECEIPT OF MVDN.  
 OWNERS CONCERN IS:  
 (1) VEH/ENGINE SHUTS OFF WHILE IN DRIVE. HAS OCCURRED 6 TIMES.  
 WRITER SCHEDULED OWNER TO DROP OFF VEH TO JACKSONVILLE CJD BY 8:30 AM ON MARCH 6 FOR CHRYSLER REP (TA) TO OVERSEE INSPECTION/REPAIR. NO ALT TRANS NECESSARY. WRITER ADVISED TA/ASM/SM OF THE ABOVE. APPT LETTER SENT TO OWNER AS CONFIRMATION.  
 NOTE: ENGINE WIRING HARNESSSES WERE ORDERED AND RECD BY DLR PER STAR RECOMMENDATION.  
 APPT PENDING  
 030612 RVW SPOKE WITH SM. SM REPORTS TOWED IN TO DLR. OWNER NOW REQUESTING ALT TRANS. WRITER AUTHORIZED SM TO PROVIDE OWNER WITH ALT TRANS FOR DURATION OF INSPECTION/REPAIR AND ALSO INSTRUCTED SM TO INCLUDE THE FOLLOWING EXPLANATION IN THE CLAIM NARRATIVE AS JUSTIFICATION: 'LEMON LAW RENTAL APPROVED IN CAIR #21921556'.  
 030812 RVW SPOKE WITH SM. SM REPORTS REPLACEMENT OF ENGINE WIRING HARNESS IN PROCESS. EXPECTS COMPLETION OF REPAIR BY MONDAY.  
 REPAIR IN PROCESS  
 030912 RVW RECD UPDATE FROM SM. SM REPORTS THAT REPAIR NEARLY COMPLETED. WRITER REQ SM TEST DRIVE VEH ABOUT 100 MILES TO CONFIRM FIX. SM TO DO SO AND IF NO ISSUE WITH STALLING THEN VEH TO BE RETURNED TO OWNER.  
 031212 RVW RECD UPDATE FROM SM VIA VM. SM REPORTS THAT DURING TEST DRIVING OF VEH YESTERDAY THAT THAT VEH STALLED AFTER 15 MINUTES OF DRIVING. NO CODES FOUND. NO CEL. DESCRIPTION OF EVENT HAS BEEN SUBMITTED

TO STAR FOR FURTHER RECOMMENDATIONS.

031312 RVW SPOKE WITH SM. SM REPORTS THAT STAR HAS NO FURTHER RECOMMENDATIONS. WRITER REQ SM CONTACT TA FOR FURTHER ASSISTANCE. WRITER CONTACTED OWNER. ADVISED OWNER THAT CHRYSLER OFFERING TO SETTLE WITH OWNER. OWNER SEEKING REPURCHASE. WRITER REQ OWNER FAX COPIES OF BUYERS ORDER, RETAIL INSTALLMENT CONTRACT, AND REGISTRATION TO WRITER. ADVISED OWNER THAT UPON RECEIPT OF INFORMATION THAT FILE TO BE FORWARDED TO ISG WHO WILL CONTACT OWNER TO INITIATE SETTLEMENT PROCESS.

031412 DOCUMENTS RECD. FINANCE REPURCHASE TEMPLATE SUBMITTED FOR APPROVAL AND SUBMISSION TO ISG.

031612 RVW LM FOR SM TO CALL WITH UPDATE.

032012 RVW SPOKE WITH SM. SM REPORTS THAT HAS YET TO DUPL STALLING ISSUE AGAIN. TO CONTINUE TO TEST DRIVE.

032312 LM FOR SM TO CALL WRITER WITH UPDATE.

032612 RVW SPOKE WITH SM. SM REPORTS THAT HAS NOT DUPL CONCERN AGAIN. WILL CONTINUE TO DRIVE.

T/A: Talked to service manager several times. We need a data recording for proper diagnosis.

Richard, Let me know if you need further help with this case. \_  
REPURCHASE PROCESS COMPLETED. FILE CLOSED.

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**Customer Assistance Inquiry Record (CAIR)# 21923887**

<b>VIN</b>	1C3BC2FG1	BN [REDACTED]	<b>Open Date</b>	02/25/2012	<b>Built Date</b>	01/27/2011
<b>Model Year</b>	2011	<b>Body</b>	JSCL41	CHRYSLER 200 LIMITED 4-DOOR SEDAN		
<b>In Service Dt</b>	03/16/2011	<b>Mileage</b>	11,000	<b>Dealer Zone</b>	35	WASHINGTON
<b>Plant</b>	N	STERLING HEIGHTS ASSEMBLY PLANT	<b>Market</b>	U	US	
<b>Color</b>	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				
<b>Engine</b>	ERB	3.6L V6 VVT ENGINE				
<b>Transmission</b>	DBA					

**Dealer** 67935 MICK'S NORTH HILLS CHRY-JEEP INC

**Dealer Address** 7670 MCKNIGHT ROAD

**Dealer City** PITTSBURGH **Dealer State** PA **Dealer Zip** 15237

**Owner** [REDACTED] **Contact Type** TELEPHONE

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

BETHEL PARK PA [REDACTED] **Country** UNITED STATES

Corporate - Product Information - Default - Default - Default	Engine stall.
Product - Engine - Unknown - Defective - Default	Intermittant Electrical Power
Corporate - Dealer Information - Default - Default - Default	Intermittent, uable to duplicate failure event.

Special Investigations: Customer is considering Lemon Law  
 Briefly summarize why the customer is contacting Chrysler: Vehicle stops running and electrical power is out for appoximately one minute.  
 Briefly summarize what the customer is expecting: to have vehicle diagnosed and repaired.

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

2. What happened? Vehicle stops working/complete failure, down.

3. What is the current location of the vehicle? Monday, February 27/12 scheduled service diagnosis:

Mick s North Hills Chrysler Jeep Dodge  
 7670 McKnight Road Pittsburgh, PA 15237-3518412-367-7200  
 Customer advised a call back is required and will take place within two to five business days.

Preferred Morning/Midday call back number is [REDACTED]

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? not yet ...

Vehicle scheduled for service diagnosis Monday, February 27/12.

If a CDJ dealer has diagnosed, what is the dealer name or code? Mick s North Hills Chrysler

Reassigned to 96S

Customer seeking status of case. Agent advised the file has incorrently been sent to the wrong department. File will be reassinged to 96F for furthur review. Customer understood.

Status update provided via email to the following email address:

[REDACTED]

Dear [REDACTED],

Case #21923887 VIN# 1C3BC2FG1BN [REDACTED]

My name is Michael 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 phone number is: 855-525-5085

My direct extension number is: 4720254

My work hours are: 9am to 5:30pm

Mon thru Fri.

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

End of Status Update

Contacted Owner. Owner states vehicle has stalled on her three times in the last 5 months while driving. Owner states Dealer is unconcerned, and not offering any help. Owner concerned the vehicle is a deathtrap because the problem can happen anywhere, anytime. Dealer has requested STAR assistance in diagnosis. Phone call ended in the middle of the conversation, will call owner back to advise.

Called owner back, got message, left word

Called owner, advised her of STAR case open, and suggestion to repair her concern. Advised her to recontact dealer and make an appointment.

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**Customer Assistance Inquiry Record (CAIR)# 21927987**

<b>VIN</b>	1C3BC1FG7	BN [REDACTED]	<b>Open Date</b>	02/27/2012	<b>Built Date</b>	04/26/2011
<b>Model Year</b>	2011	<b>Body</b>	JSCE41	CHRYSLER 200 TOURING 4-DOOR SEDAN		
<b>In Service Dt</b>	06/25/2011	<b>Mileage</b>	15,000	<b>Dealer Zone</b>	70	
<b>Plant</b>	N	STERLING HEIGHTS ASSEMBLY PLANT	<b>Market</b>	U	US	
<b>Color</b>	PX8	BLACK CLEAR COAT				
<b>Engine</b>	ERB	3.6L V6 VVT ENGINE				
<b>Transmission</b>	DBA					
<b>Dealer</b>	43931	CHAPMAN'S LAS VEGAS DODGE L.L.C.				
<b>Dealer Address</b>	3470 BOULDER HWY					
<b>Dealer City</b>	LAS VEGAS	<b>Dealer State</b>	NV	<b>Dealer Zip</b>	89121	
<b>Owner</b>	[REDACTED]			<b>Contact Type</b>	TELEPHONE	
<b>Address</b>	[REDACTED]			<b>Home Phone</b>	[REDACTED]	
	LAS VEGAS NV [REDACTED]			<b>Country</b>	UNITED STATES	

Product - Engine - Engine Block / Short Engine - Seized, Sticks, Binds - Default	engine stalls
Product - Transmission / Transaxle - Automatic Trans / Transaxle - Improper Shift - Default	jumps out of gear
Corporate - Product Information - Default - Default - Default	replacement vehicle
Product - Electrical - Power/Engine Control Module - Other - Default	replaced computer in the vehicle
Product - Unknown - Unknown - Buzz, Squeak, Rattle - Default	squeaky noise
Corporate - CNA Change - Default - Default - Default	updated contact information
Product - Electrical - Unknown - Other - Default	vehicle stalled out on the customer
Corporate - Lemon Law - Default - Default - Default	
Dealer - By-Pass - Default - Default - Default	

Briefly summarize why the customer is contacting Chrysler:  
 Customer purchase the vehicle on June 20th 2011  
 Since then the vehicle has been to the dealership 5 times  
 The dealership has replaced computer in the vehicle  
 The vehicle engine stalls, jumps out of gear,  
 and makes a squeaky noise  
 Briefly summarize what the customer is expecting:  
 Customer seeks replacement of the 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: [REDACTED]  
 Who has possession of the vehicle? Dealer  
 Service Department -Russel White  
 Sales Department -DC  
 Is this a request for Lemon Law, buy-back or replacement? Replacement  
 Reassigned to 88L  
 Agent updated contact information.  
 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: 21927987

Your vin # 1C3BC1FG7BN [REDACTED]

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

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.

Sincerely Lynn

End of Status Update

\*\*\*\*\* 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 related repairs under the terms of  
protection.

Number of related repair attempts = 1 open RO,

Number of days out of service = 0

The agent called the customer and informed them that the vehicle does not  
appear to qualify at this time for lemon law/ buyback , however we do  
want to seek a resolution for our customers . The agent informed the  
customer that we will be forwarding their case to a case manager for  
further handling. The agent told the customer that they will be contacted  
in one business day . The agent called the dealership and spoke with SM  
Mike, the SM states that the vehicle came in with a squeaking noise when  
backing up and the vehicle stalled when at red lights but starts back up  
OK. The agent informed him that we have been contacted by our customer  
for lemon law/ buy back. We have informed the customer that the vehicle  
does not appear to qualify, however we want to make ourselves available  
for our customer and will be transferring the case to our case management  
team for further handling. The days out of service are 3 not 0 disregard  
line 49.

The SM also states it may need assistance on the brakes but he also has  
DSA but they do not know what the issue is yet.

\*\*\*\*\* CASE MANAGER TEAM - District O\*\*\*\*\*

sc - 6 YEARS / 70,000 MILES - \$100 DEDUCTIBLE

original owner

In warranty

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

Writer informed Customer that Chrysler is seeking to come  
to a resolution for Customer and get their vehicle fixed. Writer also  
informed Customer if they are seeking a trade-in with dealership, I could  
make a courtesy call on behalf of Customer, and advise the dealership of  
the situation, but from there Customer would need to be in contact from  
dealership to resolve that situation due to that would be a sales  
dispute, and Writer has no authority of dealership. Customer stated they  
are working on vehicle right now to try and fix the vehicle. Customer  
stated wants vehicle fixed, but has had so many problems, Writer informed  
Customer I will be in contact with dealership, and follow up with  
Customer when new information is available.

CAIR has been escalated to the I2R team for special handling.

\*\*\*\*\* Andres Cruz with the I2R Customer Resolution Team is now  
responsible for this CAIR. If the customer should call, please request  
them to contact Kim Anderson at 888-542-7239, extension 464. Thank  
you.\*\*\*\*\*

2-29-12 AC1264

Called the owner and received her voicemail. Informed the owner that her  
case was escalated to address potential issues she may be having with her

contacting Chapmans to find recent update on her vehicle. If the customer contacts Chrysler, Please refer them to their I2R Case Manager Andres Cruz at 888-542-7239 at 464 ext.

3-1-12 AC1264

Owner called to informed that her vehicle was returned to her and the brakes needed to be changed. Owner stated that so far the vehicle is operating fine. Will follow up with the customer to make sure the vehicle is operating as designed. If the customer contacts Chrysler, Please refer them to their I2R Case Manager Andres Cruz at 888-542-7239 at 464 ext.

3-8-12 AC1264

Called the owner, and received the owner voicemail. Left message with owner, to verify that her brakes were operating correctly. Provided owner with my contact information and advised a call back. If the customer contacts Chrysler, Please refer them to their I2R Case Manager Andres Cruz at 888-542-7239 at 464 ext.

3-9-12 AC1264

Owner called to confirm that the vehicle is operating fine. Brake pads were changed and the vehicle is not making noise. Vehicle is operating as it should. If the customer contacts Chrysler, Please refer them to their I2R Case Manager Andres Cruz at 888-542-7239 at 464 ext.

5/10/12 Received incoming call from customer regarding a engine stalling concern with her vehicle. Customer advised the car stalls when she comes to a stop. Customer advised this is the second time in a month the vehicle has been in for the same concern. Customer advised the vehicle is in for repair currently and she is in a rental vehicle that was provided from the dealership. Advised customer I will call the dealership and go over the repair history and CAIR with the Service Manager and call her back when I have a plan of action. Customer was appreciative of my assistance and had a pleasant demeanor. MD1172

\*\* If the customer should call, please request them to contact Martha Donbar at 888-542-7239, extension 464. Thank you. \*\*\*

5/11/12 Called Dealership, Chapman s Las Vegas Dodge, and left message with Service Advisor, Veronica to have Service Manager return my call regarding RO and CAIR. ...New CAIR will be opened once I speak with the Service Manager. MD1172

\*\* If the customer should call, please request them to contact Martha Donbar at 888-542-7239, extension 464. Thank you. \*\*\*

5/11/12 Left voice message for customer returning her call. Customer advised in her message that she picked up her vehicle today at Chapman s Las Vegas Dodge. Customer s message said that she was told they did Dealership did not know how to repair the vehicle for her engine stalling concern.

-Called and spoke to Mike, Service Manager at Chapman s Las Vegas Dodge, regarding current RO. Service Manager said the customer brought the vehicle in for service for and engine stalling concern but he was unable to duplicate. Opened STAR case and cleared an evaporative leak code. Service a manager said the customer has an after market gas cap, so he advised her to put the original gas cap back on the vehicle. Customer also had a concern regarding a break squeal when backing up. Service Manager advised he test drove the vehicle for 8 mile at different times of the day and kept the vehicle overnight and backed up the vehicle for over 20 minutes but could not duplicate the concern. MD1172

\*\* If the customer should call, please request them to contact Martha Donbar at 888-542-7239, extension 464. Thank you. \*\*\*

5/16/12 Customer left voice mail message and said she picked up vehicle on 5/11 and on 5/13 the vehicle stalled.

-Spoke to Mike, Service manager at Chapman s Las Vegas Dodge and reviewed most recent repair. Service Manager said he opened a STAR case but didn t find any information for the stalling issue and was unable to duplicate the concern. Advised Service manager that the vehicle stalled again on 5/13 and that I will contact customer to call Dealership to schedule an appointment. Requested Service Manager to call me to when customer comes in so we can open a STAR case and TAPS.

\*\* If the customer should call, please request them to contact Martha Donbar at 888-542-7239, extension 464. Thank you. \*\*\*

5/24/12 Left voice mail message for customer returning her call regarding the engine stalling concern. Advised customer to return my call so we can

-Spoke to SM Mike, at Chapman s Las Vegas Dodge, regarding customer s concern. SM advised customer had not contacted him to schedule appointment. Advised SM that a STAR case is open and as soon as we can get the vehicle in for repair I will open a TAPS case. SM understood and was appreciative of my assistance. MD1172

\*\* If the customer should call, please request they contact Martha Donbar at 888-542-7239, extension 464. Thank you. \*\*\*

\*\*\* 5/30/12: Opened new CAIR and I2R Case 22275215 to further assist customer. mb981 \*\*\*

\*\*\*\*\* Following Corporate Resource has been contacted \*\*\*\*\*

TAPS

on 2012-05-31 @ 09:01

5/31/12 received voice mail message from Service Manager Russell, at Chapman Dodge who said he has checked the open STAR case (12314376) and reviewed all that was suggested but has found no codes or problems.

Opened TAPS case to assist and left voice mail message for Service Manager regarding TAPs case and provided my contact information. MD1172

\*\* If the customer should call, please request they contact Martha Donbar at 888-542-7239, extension 464. Thank you. \*\*\*

\*\*\*\*I2R TAPS Escalation Request\*\*\*\*\*

CAIR# 22275215

Customer Name [REDACTED]

VIN: 1C3BC1FG7BN [REDACTED]

Mileage: 15,000

Dealership: Chapman s Las Vegas Dodge

Dealer Code: 43931

Dealer Phone: 702-457-1061

Dealership Contact Person: Russell White, Service Manager

Vehicle Issue: Vehicle stalls while driving. Vehicle has three previous repairs for this concern.

I2R Coordinator: Martha Donbar

Contact Number: 972-652-3464

CAIR has been sent back because of the following reason:  
engaged with dealer

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**Customer Assistance Inquiry Record (CAIR)#** **21936964**

<b>VIN</b>	1C3CCBBG4	CN [REDACTED]	<b>Open Date</b>	02/29/2012	<b>Built Date</b>	08/19/2011
<b>Model Year</b>	2012	<b>Body</b>	JSCE41	CHRYSLER 200 TOURING 4-DOOR SEDAN		
<b>In Service Dt</b>	02/17/2012	<b>Mileage</b>	248	<b>Dealer Zone</b>	35	WASHINGTON
<b>Plant</b>	N	STERLING HEIGHTS ASSEMBLY PLANT	<b>Market</b>	U	US	
<b>Color</b>	PBV	BLACKBERRY PEARL COAT				
<b>Engine</b>	ERB	3.6L V6 VVT ENGINE				
<b>Transmission</b>	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				

<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	TELEPHONE
<b>Address</b>	[REDACTED]	<b>Home Phone</b>	[REDACTED]
	PHILADELPHIA PA [REDACTED]	<b>Country</b>	UNITED STATES

Product - Electrical - Unknown - Intermittent or Inoperative - Default	vehicle stopped running
Corporate - Complaint Contact - Default - Default - Default	

\*\*\*\*Begin structured narrative T2 - Beginning Narrative  
 Briefly summarize why the customer is contacting Chrysler:  
 The customer states he just purchased the vehicle on February 15, 2012 and the vehicle has died. The customer states that the vehicle has 248 miles and he has not made the first payment and the vehicle is sitting at the dealership. The customer states that the vehicle was stalling and has a burning smell. The customer states that it is absurd that the vehicle would fail so soon and wants to file a complaint.  
 Briefly summarize what the customer is expecting:  
 Agent advised customer that if the dealer cannot repair his vehicle today, he should contact CAC at his earliest convenience to request a rental vehicle.  
 \*\*\*\*End structured narrative T2 - Beginning Narrative

**Customer Assistance Inquiry Record (CAIR)# 21949283**

<b>VIN</b>	1C3BC1FG4BN	<b>Open Date</b>	03/02/2012	<b>Built Date</b>	04/07/2011
<b>Model Year</b>	2011	<b>Body</b>	JSCE41	CHRYSLER 200 TOURING 4-DOOR SEDAN	
<b>In Service Dt</b>	07/08/2011	<b>Mileage</b>	9,917	<b>Dealer Zone</b>	66 ORLANDO
<b>Plant</b>	N	STERLING HEIGHTS ASSEMBLY PLANT	<b>Market</b>	U	US
<b>Color</b>	PX8	BLACK CLEAR COAT			
<b>Engine</b>	ERB	3.6L V6 VVT ENGINE			
<b>Transmission</b>	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION			

<b>Owner</b>		<b>Contact Type</b>	TELEPHONE
<b>Address</b>		<b>Home Phone</b>	
	WINTER GARDEN FL	<b>Country</b>	UNITED STATES

Referral - Level II - Default - Default - Default	Customer states vehicle just shuts down and dealer cant find the problem
Corporate - Product Information - Default - Default - Default	Vehicles shutting down, dealer cant find problem.

Briefly summarize why the customer is contacting Chrysler:  
 Customers vehicale is completely shutting down.  
 Briefly summarize what the customer is expecting:  
 Customer states vehicle has been taken to dealer twice now and cannot find the problem.  
 Agent advised customer case needs additional assistance.  
 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? No  
 If a CDJ dealer has diagnosed, what is the dealer name or code? 45501 Reassigned to 88F  
 \*\*\*\*\* CASE MANAGER TEAM - District M \*\*\*\*\*  
 CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED]. A voicemail message was left for the customer with the case number and contact information. A 2nd contact attempt has been scheduled 3/5/12.  
 Caller Chris husband of Alyssa called to speak to his Case Manager. Caller was given extension 66285.  
 Agent transferred caller to 1 800 763 8422 Extension 66285 to Ryan (RJ400)  
 Writer called customer at phone #: [REDACTED]. Left message.  
 Writer called customer at phone #: [REDACTED]. Customer stated that when he stopped at a stop sign, the vehicle shut off. Customer stated that he took to dealership and they did a PCM update that didn t fix it. Took it back again and dealership couldn t duplicate. Customer stated that the dealership told him to bring it back if it happens again. Writer advised customer that if it does happen again to take to dealership and to contact writer so the writer can have dealership escalate if needed. Follow-up set for 3/12/12.  
 correction to line 26: Customer called the writer.  
 Writer called customer at phone #: [REDACTED]. Left message.  
 2nd attempt made to contact customer. Left message.

Contacted customer at [REDACTED], not available, left message.  
4th attempt made to contact customer. Left message.  
Customer called writer, left message. Customer stated that the problem  
has been resolved and the writer can close this case.  
CLOSED LOOP UPDATE - no need for additional follow-up.

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**Customer Assistance Inquiry Record (CAIR)# 21949497**

<b>VIN</b>	1C3BC2FG8	BN [REDACTED]	<b>Open Date</b>	03/02/2012	<b>Built Date</b>	02/18/2011
<b>Model Year</b>	2011	<b>Body</b>	JSCL41	CHRYSLER 200 LIMITED 4-DOOR SEDAN		
<b>In Service Dt</b>	05/09/2011	<b>Mileage</b>	6,200	<b>Dealer Zone</b>	63	DALLAS
<b>Plant</b>	N	STERLING HEIGHTS ASSEMBLY PLANT	<b>Market</b>	U	US	
<b>Color</b>	PW1	STONE WHITE CLEAR COAT				
<b>Engine</b>	ERB	3.6L V6 VVT ENGINE				
<b>Transmission</b>	DBA					
<b>Dealer</b>	43939	RAY BRANDT DODGE CHRYSLER JEEP				
<b>Dealer Address</b>	1660 WESTBANK EXPY					
<b>Dealer City</b>	HARVEY	<b>Dealer State</b>	LA	<b>Dealer Zip</b>	70058	
<b>Owner</b>	[REDACTED]			<b>Contact Type</b>	TELEPHONE	
<b>Address</b>	[REDACTED]			<b>Home Phone</b>	[REDACTED]	
	HARVEY LA [REDACTED]			<b>Country</b>	UNITED STATES	

Dealer - Service/Body Shop - Transaction - Problem Not Resolved - Default	
Product - Drivability - Unknown - Stalling - Default	

\*\*\*\*Begin structured narrative T2 - Beginning Narrative  
 Briefly summarize why the customer is contacting Chrysler:  
 Customer states the vehicle continues to stall and the dealership cannot resolve the issue.  
 Briefly summarize what the customer is expecting:  
 Customer is seeking resolution.  
 \*\*\*\*End structured narrative T2 - Beginning Narrative  
 Customer states the dealership put a data recorder in his vehicle for a month and they recently removed it. Customer states they found some issues but they were still unable to do repairs. Writer found that the dealership has been working with STAR but still unable to repair because they cannot duplicate the concern or pinpoint point of failure. Writer informed customer of this, and advised that a case manager will contact the dealership and attempt to resolve the concerns.  
 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: cardrichesr@att.net  
 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? 43939  
 Reassigned to 88F  
 \*\*\*\*\* CASE MANAGER TEAM - District U \*\*\*\*\*  
 Status update provided via email to the following email address:  
 [REDACTED]  
 Dear Customer:  
 Case #: 21949497  
 My name is Ann 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 direct extension: 66125



My work hours: 8:00a-4:00p 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, Ann Customer Care

End of Status Update

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

[REDACTED]. Left message that agent will follow up tomorrow.

Customer calls to speak with their Case Manager. Transferred to 66125.

Customer called saying the dealer was supposed to call him today.

Customer said that last week they already saw what the data recorder was able to find something last week but Chrysler turned it down. Customer said they are given no records of the dealer and STAR work, no paperwork. Customer said he wanted to see if Chrysler could replace the vehicle but was told that it would not qualify and it was only in the computer two times. Customer states he is bringing it many times but they do not give him paperwork. Customer said last week the computer was down and they did not get paperwork.

Customer held the line while agent spoke with Don SA and SM Chuck was not available. Don said there were no codes but they made a suggestion to STAR but the problem is that they have no codes. Don said they only took off the recorder and this is why he did not have paperwork at that time.

Don said paperwork would go against the customer if he wants replacement because it shows nothing.

Note that agent spoke with the customer 3/5 after he was holding the line and agent explained lines 51-55.

Agent called the customer at [REDACTED]. Left message that agent is asking for customer to call with his intentions and agent will contact by email 3/14 and call by 3/16.

Customer called saying they put on the data recording again and he will be driving it. Customer said he will call agent in two weeks.

Agent contacted customer, left message to see what has happened with the data recorder. Agent explained that we will be contacting the dealership as well to get more information.

Agent contacted dealership, agent spoke with SM Dan. SM states that the first time there was no data. SM states that they haven't spoken to the customer since the second time they put the recorder in. SM states that they are waiting until it acts up again.

Customer called and said this is the 2nd time he is using a data recorder. Customer said he was told to bring it back when it stalls or the lights go off, but the car has not stalled and the lights have not gone off on the data recorder. Customer said the jerking has increased (when he comes to a stop).

Agent sent email to Chuck SM of lines 72-74.

Chuck SM sent email requesting the agent call the customer and let him know to bring the vehicle back and they want to diagnose the jerking.

Chuck SM said he hooked up the computer 7 weeks ago.

Agent called the customer at [REDACTED]. Agent informed the customer of lines 76-77 and customer said he could bring it at about 3:00 PM.

Chuck SM sent email with a question on goodwill rental.

Agent answered that customer may choose to be responsible and then ask for reimbursement or wait for the diagnosis first.

Customer called and asked for a rental vehicle.

Agent explained the purchase of a Chrysler Service Contract which has days of rental.

Agent explained goodwill rental was given twice in 2011 with no CSC.

Agent offered reimbursement consideration after the diagnosis in this case.

Customer said he can take the car because today they are taking off the co-pilot and will check the stored codes. Customer said that sometime later this week he might take it back to dealer 43939.

Agent sent email to Chuck SM to know if vehicle came back in.

Chuck SM sent email saying it did come in and they are doing more diagnosis and customer would like a rental.

Agent sent reply asking for how many days of rental.

Agent received email from Chuck SM saying he needs 2 days rental and agent authorized 2 days of rental per guidelines in Warranty Bulletin

D-11-53.

Agent sent email to Chuck SM of the RA.

Agent sent email to Chuck SM asking if it is finished and picked up.

Agent received email from Chuck SM saying the customer did not bring it in for diagnosis.

Agent replied that 3/30 he asked for 2 days rental because it did come in.

Agent received email from Chuck SM saying that it is correct that the customer brought the vehicle in for them to take out the computer which they had hooked up but the customer could not stay to diagnose the jerking concern and the 2 days rental will be for the future because he has not returned.

\*\*\* this CAIR said the mileage was 6200, corrected to 55198 \*\*\*

Delete line 112.

Agent called the customer at [REDACTED]. Customer states they took out the data recorder and they could find no problem so he will understand this case will be closed and he will call if he is working with CDJ on the issues again.

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

Caller FERNANDO C CARDRICHE requesting to speak with Case Manager.

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**Customer Assistance Inquiry Record (CAIR)#** **21953900**

<b>VIN</b>	1C3BC7EG0	BN [REDACTED]	<b>Open Date</b>	03/05/2012	<b>Built Date</b>	05/19/2011
<b>Model Year</b>	2011	<b>Body</b>	JSCX27	CHRYSLER 200 LIMITED TWO DOOR CONVERTIBLE		
<b>In Service Dt</b>	01/21/2012	<b>Mileage</b>	325	<b>Dealer Zone</b>	42	DETROIT
<b>Plant</b>	N	STERLING HEIGHTS ASSEMBLY PLANT	<b>Market</b>	U	US	
<b>Color</b>	PS2	BRIGHT SILVER METALLIC CLEAR COAT				
<b>Engine</b>	ERB	3.6L V6 VVT ENGINE				
<b>Transmission</b>	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				

<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	TELEPHONE
<b>Address</b>	[REDACTED]	<b>Home Phone</b>	[REDACTED] 0
	ANN ARBOR MI [REDACTED]	<b>Country</b>	UNITED STATES

Dealer - Service/Body Shop - Transaction - Other - Default Towing assistnace was not used

Briefly summarize why the customer is contacting Chrysler: Rick Wresche Dealer code 6090 calling on behalf of customer. Customers vehicle stalled twice and customer called dealer in a panic. Dealer did not look to see if customer had towing assistance coverage, dealer hired out a towing company to tow vehicle to dealership.  
 Briefly summarize what the customer is expecting: Dealer seeking cost assistance for customer.  
 CAC advised dealer that he would have to get in touch with his business center representative in order to find out if reimbursement is possible.

**Customer Assistance Inquiry Record (CAIR)# 21954386**

<b>VIN</b>	1C3BC1FG0	BN [REDACTED]	<b>Open Date</b>	03/05/2012	<b>Built Date</b>	06/01/2011
<b>Model Year</b>	2011	<b>Body</b>	JSCE41	CHRYSLER 200 TOURING 4-DOOR SEDAN		
<b>In Service Dt</b>	09/28/2011	<b>Mileage</b>	9,000	<b>Dealer Zone</b>	51	CHICAGO
<b>Plant</b>	N	STERLING HEIGHTS ASSEMBLY PLANT	<b>Market</b>	U	US	
<b>Color</b>	PBV	BLACKBERRY PEARL COAT				
<b>Engine</b>	ERB	3.6L V6 VVT ENGINE				
<b>Transmission</b>	DBA					
<b>Dealer</b>	68736	BLACKWELL-BALDWIN DODGE INC				
<b>Dealer Address</b>	1660 BUSINESS 60 WEST					
<b>Dealer City</b>	DEXTER	<b>Dealer State</b>	MO	<b>Dealer Zip</b>	63841	
<b>Owner</b>	[REDACTED]			<b>Contact Type</b>	TELEPHONE	
<b>Address</b>	[REDACTED]			<b>Home Phone</b>	[REDACTED]	
	HARVIELL MO [REDACTED]			<b>Country</b>	UNITED STATES	

Corporate - Company Information Contact - Default - Default - Default	Customer seeking a call back from a CM.
Corporate - Lemon Law - Default - Default - Default	
Dealer - By-Pass - Default - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer called stating that they had a case open about their vehicle as they felt that it was a lemon. Customer stated that their vehicle has been in the shop two or three times and she has only had the vehicle for a few months. Customer stated that she never received a call back from their CM. Customer is seeking to speak with someone pertaining to this issue in order to be contacted by a CM. Please refer to case 21920884.

Briefly summarize what the customer is expecting: Customer is seeking a Call from a CM pertaining to Case 21920884.

Reassigned to 88L.

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

Reassigned to 88F

\*\*\*\*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: Case needs further review

Number of related repair attempts = 1 PCM & 1 Panel door trim

Number of days out of service = 42

The agent called the dealership and asked to speak with SM Tray, The agent informed him that the customer contacted the CAC again for buyback replacement as she was not contacted on the last case. The agent told him we would send the case back through as we do not make the final decision and can not inform the customer why the decision on the case was made. The agent called the customer and informed her that we will be sending the case back through and apologized that she was not contacted. The customer did want us to know she is not happy with the vehicle and does not want the vehicle any longer. The agent told her we would document her concern and told her we would then be sending this case on for further review unfortunately we do not have a time frame for a call back. We also let her know we will not have any new information here at the CAC.

REASSIGNED TO BC/DLR 51 68736 03/06/12 15:26 O 21954386

3-9-12 - Chrysler ASM is seeking information from SM on the primary customer issue.

3-16-12 - SM spoke with customer today and the vehicle was delivered this am. Reference RO# 00025 for repair history to address the customer's most recent concerns. Brake vibration issue was warped rotors which were replaced. Customer states the vehicle stalls. No codes present to substantiate and dealer has not been able to duplicate on test drives. Clunking issue when putting in drive was due to the vehicle rolling backwards slightly when shifting into drive. SM reinforced to customer that the brakes must be applied prior to shifting into gear. Wind noise issue was addressed with a trim replacement.

SM also stated that this vehicle was extremely dirty inside. The entire floorboard was covered with trash. SM also stated that the customer was upset because the loaner vehicle she was given had very little fuel. She did not feel she should have to gas the loaner she was about to drive. The customer's vehicle was brought to the dealer also with very little gas. SM states that the customer was very upset about having to put gas in the car and became quite belligerent.

3-16-12 - Chrysler ASM attempted to contact customer. No answer. Left message. Explained that I was following up on the repairs to her vehicle to ensure the vehicle was repaired properly. Asked that if she continued to have problems with the vehicle to contact Trey at the dealership for an appointment and he will contact me.

3-23-12 - Dealer has not had further contact from customer regarding this CAIR. No further action is required at this time. Closed.

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**Customer Assistance Inquiry Record (CAIR)# 21964069**

<b>VIN</b>	1C3BC1FG2	BN [REDACTED]	<b>Open Date</b>	03/07/2012	<b>Built Date</b>	05/25/2011
<b>Model Year</b>	2011	<b>Body</b>	JSCE41	CHRYSLER 200 TOURING 4-DOOR SEDAN		
<b>In Service Dt</b>	11/16/2011	<b>Mileage</b>	4,500	<b>Dealer Zone</b>	66	ORLANDO
<b>Plant</b>	N	STERLING HEIGHTS ASSEMBLY PLANT	<b>Market</b>	U	US	
<b>Color</b>	PBF	SAPPHIRE CRYSTAL METALLIC CLEAR COAT				
<b>Engine</b>	ERB	3.6L V6 VVT ENGINE				
<b>Transmission</b>	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				
<b>Dealer</b>	42346	BOB WILLIAMS D-C-P-J				
<b>Dealer Address</b>	2500 NEW CALHOUN RD N E					
<b>Dealer City</b>	ROME	<b>Dealer State</b>	GA	<b>Dealer Zip</b>	30161	
<b>Owner</b>	[REDACTED]			<b>Contact Type</b>	TELEPHONE	
<b>Address</b>	[REDACTED]			<b>Home Phone</b>	[REDACTED]	
	ROME GA	[REDACTED]	<b>Country</b>	UNITED STATES		

Product - Drivability - Unknown - Stalling - Default stalls when stopped

Briefly summarize why the customer is contacting Chrysler: Customer is contacting Chrysler because she is having an issue with her vehicle stalling while stopped. Customer states she will be sitting at a light and her vehicle will just stall out. Customer states she had contacted the CDJ dealership but they said there was nothing they could do because the check engine light was not on.

Briefly summarize what the customer is expecting: Customer is wanting to have her vehicle looked at by a CDJ dealership.

Writer contacted BOB WILLIAMS D-C-P-J and spoke with the SM Lenny who advised writer that if the customer brings her vehicle by the dealership at 8:30am tomorrow, they will look at the vehicle to see if they can duplicate the problem. Customer thanked writer who ended the call after further assistance was declined.

**Customer Assistance Inquiry Record (CAIR)# 21964462**

<b>VIN</b>	1C3BC2FGX	BN [REDACTED]	<b>Open Date</b>	03/07/2012	<b>Built Date</b>	01/05/2011
<b>Model Year</b>	2011	<b>Body</b>	JSCL41	CHRYSLER 200 LIMITED 4-DOOR SEDAN		
<b>In Service Dt</b>	05/14/2011	<b>Mileage</b>	5,970	<b>Dealer Zone</b>	35	WASHINGTON
<b>Plant</b>	N	STERLING HEIGHTS ASSEMBLY PLANT	<b>Market</b>	U	US	
<b>Color</b>	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				
<b>Engine</b>	ERB	3.6L V6 VVT ENGINE				
<b>Transmission</b>	DBA					
<b>Dealer</b>	41007	DICK GREENFIELD DODGE INC				
<b>Dealer Address</b>	2700 BRUNSWICK PIKE RT 1					
<b>Dealer City</b>	LAWRENCEVILLE	<b>Dealer State</b>	NJ	<b>Dealer Zip</b>	08648	
<b>Owner</b>	[REDACTED]			<b>Contact Type</b>	TELEPHONE	
<b>Address</b>	[REDACTED]			<b>Home Phone</b>	[REDACTED]	
	HIGHTSTOWN NJ [REDACTED]			<b>Country</b>	UNITED STATES	

Dealer - Service/Body Shop - Transaction - Problem Not Resolved - Default	Customer states dealership has not diagnosed or resolved problem.
Product - Drivability - Unknown - No Start - Default	Customer states vehicle has not started 3 times in last 3 weeks.

Briefly summarize why the customer is contacting Chrysler: Customer states vehicle has not started three times in the last three weeks. Customer is very upset. Customer states she can not have this continue to happen. Customer has had to have AAA come out three times to jump the vehicle. Customer states she had the vehicle to the dealership and waited there all day while they did tests and could not find anything wrong with the vehicle.

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]  
 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? 41007  
 Reassigned to 88F  
 Status update provided via email to the following email address:  
 cristi2025@aol.com  
 My Name is Quatisha and I have been assigned as your Case Manager. Here is some information that will be helpful for you to have:  
 Your case #:21964462  
 Chrysler Case Management toll free telephone number: 855-525-5085  
 My direct extension: 4720266  
 My work hours: Monday- Friday 8:30am-5:00 pm EST  
 I will contact you by the end of my shift Friday by telephone to review your case with you.  
 End of Status Update

CM spoke with Alisia at dealer 41007 who states the last visit was 2-27-12. CM thanked her for working with CAC and ended the call. CM spoke with customer who states that the vehicle had to be jumped 3 times in the last week. Customer states that the last time was 3-7-12 when she was at home, AAA was called and jumped the vehicle. Customer states that on 2-27-12 when she went to dealer 41007 she spent all day and customer was informed by dealer that nothing was wrong with vehicle. Customer states that she feels her vehicle is a Lemon. CM informed customer she would contact the LL department and follow up with customer. CM informed customer that the vehicle has to die and be towed to a dealer in order to determine what is wrong with vehicle. CM informed customer that she would reimburse her for towing. Customer asked about a rental, CM informed customer that she could not promise anything at this time. CM apologized for the inconvenience. Customer had no additional concerns, CM thanked customer for contacting CAC and ended the call.

CM spoke with MM1809 in Lemon Law department who states that the vehicle does not qualify.

Customer also informed CM that she was informed by dealer that she does not drive her vehicle enough and that is the reason it keeps not starting.

Customer requests to speak with CM

Agent transferred to QM18 at ext 4720266.

Customer inquired about Lemon Law request. Agent informed customer of lines 45-46. Customer asks why the vehicle does not quality. Agent stated a request for explanation would be noted.

Caller [REDACTED] requesting to speak with Case Manager, writer explained case is now in another dept. , Chrysler Case Management toll free telephone number: 855-525-5085, extension: 4720266.

Customer upset that QM18 has not followed up with her in a timely manner, customer requesting another case manager. Customer requesting a call back [REDACTED].

Customer calls to speak with their Case Manager.

Agent transferred caller to CM 4720266.

Customer calls to speak with Case Manager. Agent only got voicemail. Customer is extremely irate and states that she has only had problem after problem with vehicle. Customer states that because her vehicle is in the shop so often, she has missed multiple days of work and her child has missed multiple days of daycare (which just costs the customer more money). Agent advised that a note will be left to ask CM to contact customer back. Agent contacted dealership 41007, dealership advised that vehicle is inoperable at the moment in time. Dealership stated that they have rental vehicles available for \$37.10 incl. Agent felt customer should not have to pay for a rental and agent is limited. Agent created a new case and sent to rental department (21986395).

Agent spoke with Jamie at dealer 41007 who verified that vehicle was towed in the did a battery test and the battery was good, there is no draw off the battery, Dealership is working with STAR to determine next steps in repair process. CM requested that a message be left for the SM to call CM to discuss providing rental. Customer s CM was out of office yesterday. CM last contact with customer was 3-9-12

CAC Mike called to transfer the customer to the case manager. Writer advised the CAC the case manager was from 96 Southfield.

Customer called and wanted to speak to a different CM. Agent tried several times to contact a CM to speak to customer. Customer refused to leave until she spoke to supervisor. Supervisor spoke to customer and advised customer he would escalate to Case Management Supervision to assist customer.

GS971 was contacted by level 1 case manager requesting GS971 to manage CAIR, GS971 informed the level one agent that the CM on the CAIR will be able to assist and to not inform customer s that they can forward their cases due to that isn t the CCAC process. GS971 informed the level one agent of QM18 to properly transfer the customer to for further assistance.

CM spoke with receptionist Jamie at dealer 41007 who states that SM is unavailable, CM asked to hold. Jamie came back to phone and states that SM informed her that STAR has been involved because dealer cannot duplicate customer concern. Jamie also informed CM that she was no sure when the vehicle would be ready. CM informed Jamie that she would



Heather that she would follow up on 3-16-12 to determine the next step and to follow up with STAR report. CM informed Heather that she would contact customer to inform her of the rental and have customer see Heather once she arrives at dealer. CM thanked Heather for working with CAC and ended the call.

CM spoke with customer to inform her that a rental vehicle has been authorized until 3-16-12. CM informed customer that she would follow up with dealer 41007 on 3-16-12 early to determine the next step. CM apologized to customer for the delay from CM being out of office. Customer states that she was informed by a lady on 3-12-12 that she would be receiving a rental, CM apologized to customer and informed her that the agent did not have the authority to authorize customer rental. Customer was concerned that she would not make it to dealer today to pick up vehicle today. CM informed customer that Heather at dealer has set up rental. Customer had no additional concerns, CM informed customer that she would follow up on 3-16-12. CM thanked customer for contacting CAC and ended the call.

CM spoke with Jessica receptionist at dealer 41007 who states that the customer returned there rental car 3-15-12 and picked up her vehicle. CM thanked Jessica for working with CAC and ended the call.

CONTACT UPDATE - 1st Contact attempt, phone number dialed, 215 530 6198. Left message for customer to contact CM regarding repair work. 2nd attempt made to contact customer. Left message for customer to contact CM regarding repair work.

Customer called and left CM message stating that repair work is complete and customer is satisfied.

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

CM contacted customer who states that her vehicle will not start again, CM apologized. Customer states that this is a inconvenience to her and her family that she has to have her vehicle jumped or towed all the time. CM informed customer to contact dealer and tow company to have vehicle towed to dealer. Customer states that she feels that her vehicle is a LEMON, CM informed customer that vehicle does not qualify. CM informed customer that she would contact dealer to authorize 2 days of rental and to inform dealer that vehicle is getting towed. CM gave customer her fax number [REDACTED] to have information faxed for reimbursement. Customer had no additional concerns, CM thanked customer for contacting CAC and ended the call.

CM contact SA Jamie at dealer 41007 to inform her that customer vehicle is being towed to dealer. CM informed SA that 2 days will be authorized for rental for customer inconvenience. SA states that she would contact Enterprise for customer to be picked up from residents. CM informed SA that she would follow up with dealer on customer diagnoses. CM thanked SA for working with CAC and ended the call.

CM spoke with customer to inform her that 2 days of rental has been authorized at dealer 41007 through SA Jamie. CM informed customer that Enterprise will pick customer up. CM informed customer that if she does not hear from Jamie by 12:30pm to contact CM back. Customer states that Tow Company is due to arrive by 12:00pm. CM informed customer to fax tow bill for reimbursement, customer states she has to get another copy of invoice. CM informed customer she would follow up with customer after vehicle has been diagnosed. Customer had no additional concerns, CM thanked customer for contacting CAC and ended the call.

CM contacted SA Jamie at dealer who states she is working with Enterprise. CM informed SA that she was following up because customer left a voicemail. SA states that she has not seen vehicle yet, CM informed SA that she would follow up no later than 3-28-12 on diagnosis of vehicle. CM thanked SA for working with CAC and ended the call.

CM spoke with customer to inform her that SA is working on rental. Customer had no additional concerns, CM thanked customer for contacting CAC and informed her she would follow up once additional information is available.

CM spoke with Alisa at dealer 41007 who states that there is a draw in customer vehicle; technicians are in the process of finding draw. CM asked to speak with SA Jamie who was not available; CM informed Alisa that 2 additional days of rental would be offered to customer. CM gave Alisa her name for SA Jamie to contact her back if she had any additional

Customer rental authorized through 3-30-12.

CM contacted SA Jamie at dealer 41007 to insure that she received message from CM authorizing 2 additional days of rental. SA states that she would make sure the information is documented. CM thanked SA for working with CAC and ended the call.

CM contact dealer 41007 to speak with SA Jamie who was in a meeting. SA Megan states that customer picked her vehicle up on 3-29-12. SA states that there was a shortage to the battery due to a wire shortage. SA states that wire was replaced. CM thanked SA for working with CAC and ended the call.

CM spoke with customer who states vehicle is repair. CM informed customer there was a wire was replaced that was causing the battery to short out and cause the vehicle not to start. CM informed customer to send documentation for reimbursement on towing, customer states that she was waiting on documentation, CM understood. CM thanked customer for working with CAC and ended the call.

CLOSED LOOP UPDATE - no need for additional follow-up. Waiting on customer documentation for reimbursement.

CM spoke with SA Jamie at dealer 41007 to inform her that customer vehicle has stalled again, SA was aware. CM informed SA that 2 days of rental would be authorized for customer. CM informed SA that customer is still having on going concerns and customer vehicle has been back for same repairs. CM mentioned STAR, SA states STAR has already been involved. SA states that customer has been in contact with SM Greg. CM asked to speak with SM, he was not available. CM gave SA her name, number and extension for a return call with a follow up on customer vehicle. CM thanked SA for working with CAC and ended the call.

CM spoke with customer who states that SM Greg was rude and spoke to her as if she was dumb. Customer states that she was insured on Friday 3-30-12 when she picked up her vehicle that vehicle would not stall again. CM apologized to customer and informed her that a rental was authorized for 2 days; CM also informed customer that she was waiting on the SM Greg to contact CM back. CM advised customer that issue needs to be resolve due to several visits to dealer and same result. CM informed customer that she would contact SA Jamie to have a vehicle delivered to customer. Customer had no additional concerns, CM thanked customer for contacting CAC and ended the call.

CM contacted dealer 41007 and spoke with SA Jamie who states that she informed customer that rental vehicle would be dropped off at customer house. CM asked to speak with SM Greg who was still unavailable. CM thanked SA and ended the call.

Customer contacted CM regarding rental. CM informed customer that she spoke with SA Jamie at dealer 41007 to inform her that customer needed the rental vehicle to be delivered. Customer states that she has not heard from dealer and vehicle was towed away at 10:30am. Customer states that she would contact dealer. Customer had no additional concerns, CM thanked customer for contacting CAC and ended the call.

\*\*\*\*\* Following Corporate Resource has been contacted \*\*\*\*\*

TAPS

on 2012-04-03 @ 12:14

CAIR ESCALATION CLOSURE

SEE STAR CASE# 12213965 FOR INFORMATION

CM contacted dealer 41007 and spoke with SA Jamie who states she is waiting on a switch for the glove box that is causing the draw in the vehicle. SA states that the ETA for the part is 4-6-12. CM informed SM that she would authorize 5 additional days (through 4-9-12) of rental. CM informed SA she would follow up on 4-9-12. CM thanked SA for working with CAC and ended the call.

Rental coverage covered until 4-9-12.

Customer called and CM informed customer that vehicle is in the process of being repaired. CM apologized to customer for not following up. CM informed customer that part was due to arrive at dealer today and rental was authorized until 4-9-12. CM also informed customer that STAR has been contacted again regarding vehicle. CM informed customer that PER STAR possible glove box lamp causing draw though the cluster. Customer was concern with getting the vehicle back and having the same occurring concerns; CM informed customer that she has already made SA Jamie aware.

that she has not talked to SM, customer was concerned. CM informed customer that SA Jamie may have informed SM that she spoke with CM and that is the reason for no return call. Customer had no additional concerns, CM thanked customer for contacting CAC and ended the call. CM 1019AD contacted SA Jamie... SA stated the part has been installed in vehicle and the shop foreman is running test to insure repairs are completed successfully. SA stated once testing is completed today she will contact the customer to pick up vehicle... Call Ended...

CM 1019AD contacted customer... CM explained to customer the vehicle has been repaired and the shop foreman is running tests to ensure repairs are completed properly. CM informed customer the DLR will give her a call today once testing is complete. CM stated to customer CM QM18 will follow with her in a few days for an update... Call Ended...

CONTACT UPDATE - 1st Contact attempt, phone number dialed, 215 530 6198. Left message for customer to return CM call regarding repair work. CM spoke with customer who states she has not heard from dealer 41007 since 4-2-12, CM apologized. CM informed customer that she would follow up with SA Jamie and contact customer back. CM informed customer that she would try speaking with SM Greg if he is available. Customer is sick, CM informed customer to feel better. Customer had no additional concerns, CM thanked customer for contacting CAC and ended the call.

CM contacted dealer 41007 and spoke with SM Greg who states that customer vehicle is ready for pick up. SM states that the vehicle has not had any draws. SM states that he would contact customer with an update. SM had no additional concerns, CM thanked SM for working with CAC and ended the call.

CONTACT UPDATE - 1st Contact attempt, phone number dialed, 215 530 6198. Left message for customer to contact CM back regarding repair order. Customer contact CM back stating that she is on her way to pick up vehicle. Customer states that she received a call from dealer but due to her being ill she did not leave her house, CM understood. Customer asked CM does she feel that the concern is addressed due to dealer keeping vehicle extra days after repair work was complete, CM informed customer yes. CM informed customer that she spoke with SM Greg who states that they keep the vehicle to insure there was no additional draws. Customer had no additional concerns; CM informed customer that she would follow up on 4-13-12 to insure customer is satisfied with vehicle repairs. CM thanked customer for contacting CAC and ended the call.

CM contacted customer who states that she picked her vehicle up on 4-12-12. Customer states that when she arrived at dealer the service department could not find paperwork. SM Greg spoke with customer to insure her concern had been addressed for the last time. SM also informed customer that STAR was involved and assisted with repair. Customer informed SM that she will be out of town for a few days and the vehicle will sit without being started, customer hopes she does not have an issue when she returns. SM informed customer to contact him if she has any additional concerns. Customer had no additional questions or concerns, CM informed customer to have a safe trip. CM thanked customer for working with CAC and ended the call.

CLOSED LOOP UPDATE - customer contacted today to confirm repairs. Greg, SM request to speak with CM. Writer provided SM the extension for CM and transferred the call.

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**Customer Assistance Inquiry Record (CAIR)# 21965218**

<b>VIN</b>	1B3BD1FG3	BN [REDACTED]	<b>Open Date</b>	03/07/2012	<b>Built Date</b>	01/20/2011
<b>Model Year</b>	2011	<b>Body</b>	JSDE41	DODGE AVENGER MAINSTREET 4-DOOR SEDAN		
<b>In Service Dt</b>	05/14/2011	<b>Mileage</b>	11,600	<b>Dealer Zone</b>	71	LOS ANGELES
<b>Plant</b>	N	STERLING HEIGHTS ASSEMBLY PLANT	<b>Market</b>	U	US	
<b>Color</b>	PS2	BRIGHT SILVER METALLIC CLEAR COAT				
<b>Engine</b>	ERB	3.6L V6 VVT ENGINE				
<b>Transmission</b>	DBA					

<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	TELEPHONE
<b>Address</b>	[REDACTED]	<b>Home Phone</b>	[REDACTED]
	VALLEJO CA [REDACTED]	<b>Country</b>	UNITED STATES

Product - Electrical - Unknown - Other - Default	electrical problems
Product - Drivability - Unknown - Stalling - Default	vehicle has stalled three times

Customer is contacting Chrysler to state that the vehicle has been into the dealership several times for an electrical issues and also that it has stalled three times.  
 Customer states he is thinking about filling for lemon law but just wanted his concerns with the vehicle documented on what was going on.  
 Agent advised customer that everything will be documented under the case.

**Customer Assistance Inquiry Record (CAIR)# 21967186**

<b>VIN</b>	1C3BC7EG2 BN [REDACTED]	<b>Open Date</b>	03/07/2012	<b>Built Date</b>	04/11/2011
<b>Model Year</b>	2011	<b>Body</b>	JSCX27	CHRYSLER 200 LIMITED TWO DOOR CONVERTIBLE	
<b>In Service Dt</b>	06/03/2011	<b>Mileage</b>	20,000	<b>Dealer Zone</b>	66 ORLANDO
<b>Plant</b>	N	STERLING HEIGHTS ASSEMBLY PLANT	<b>Market</b>	U	US
<b>Color</b>	PS2	BRIGHT SILVER METALLIC CLEAR COAT			
<b>Engine</b>	ERB	3.6L V6 VVT ENGINE			
<b>Transmission</b>	DBA				
<b>Dealer</b>	67995	TRONCALLI CHRY-JEEP-DODGE			
<b>Dealer Address</b>	818 ATLANTA RD				
<b>Dealer City</b>	CUMMING	<b>Dealer State</b>	GA	<b>Dealer Zip</b>	30040
<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	TELEPHONE		
<b>Address</b>	[REDACTED]	<b>Home Phone</b>	[REDACTED]		
	BALL GROUND GA [REDACTED]	<b>Country</b>	UNITED STATES		

Corporate - Rental Vehicle - Default - Default - Default	Customer seeking rental vehicle
Corporate - Company Information Contact - Default - Default - Default	please forward for complaint issue after rental request complete
Corporate - Lemon Law - Default - Default - Default	
Dealer - By-Pass - Default - Default - Default	
Product - Unknown - Unknown - Stalling - Default	

Briefly summarize why the customer is contacting Chrysler: Customer called in to say that her vehicle shuts down when she comes to a stop and this has happened 4 times in the last 6 months. Customer is bringing it into the Dealership once again to see if they can diagnose the vehicle. Customer is requesting a rental vehicle while the Dealership tries to resolve the problem. Customer has had two other cases previous to this 21649050 and 21653806.

Customer bringing vehicle to the Dealership and would like a rental vehicle

Briefly summarize what the customer is expecting: Customer is requesting a rental vehicle.

Please advance to Case Management for the complaint aspect and review of shut down 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: no

Who has possession of the vehicle? Dealer - tomorrow

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

Service Manager John at 678-244-4100, Dealer Code 67995

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

1st owner

1 VIN in household  
under factory warranty  
SC: OWNER CARE - 2 YEARS / 4 OIL CHANGES (does not include rental)  
DEALER: Agent attempted to contact dealer 68608 Service Manager (SM),  
however,  
SM not available. Operator informed Writer the Service Department is open  
7:00 AM to 6:00 PM, Eastern time. Left message for a return call from  
Service Manager Brett, with case number and call back number.  
CONTACT UPDATE - 1st Contact attempt, phone number dialed,

As dealerships in her area are closed for the evening, Agent informed  
customer that if a rental vehicle is needed immediately, they can be  
reimbursed \$35.00 a day for a CDJR or \$20.00 for another brand vehicle  
for 1 day.

\*\*\*\*\*

Customer indicates she still has her vehicle currently, as she had to get  
her daughter back and forth for school. Customer has appointment with  
dealer #67995 TRONCALLI CJD tomorrow at 1:00 PM, Eastern. Customer hopes  
her vehicle will start when she needs it to, but is aware of towing  
coverage and phone number under Warranty and Service Contract, in case  
she needs it.

\*Writer updated HPIMS to reflect servicing dealership 67995 instead of  
68608.

Agent re-assigning to case manager for follow up with diagnosis tomorrow,  
possible rental assistance and repairs.

\*\*\*\*\* CASE MANAGER TEAM - District 88N \*\*\*\*\*

Vehicle history: Original Owner, 1 New

OOW: not out by time or mileage

Service contract: 1 SOUTHEAST BUS. CENTER - OWNER CARE - 2YE

DEALERSHIP CONTACT: Writer caller Service Manager John at 678-244-4100,  
customer has not shown up for her appointment this morning last seen in  
December and they have not seen her since then.

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

left message for the customer to callback

CUSTOMER CALLED IN: this is the 3rd time for the same problem and she is  
very frustrated that the dealership has not been able to duplicate the  
problem and get the vehicle fixed this is a brand new vehicle and  
customer is very unhappy with the unreliability of this vehicle. customer  
wants to have Lemon Law to see if she qualifies and understands that if  
it does not qualify that the case will come back to me and I will work  
very hard to get the problem resolved to the customer s satisfaction.

Customer requesting Lemon Law.

\*\*\*\*\* QUALIFIER TEAM \*\*\*\*\*

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

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 = 3; 2 Windscreen, 1 liftgate and 1  
PCM.

Number of days out of service = 15

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.

Spoke to Bill SA at dealer #44305 regarding RO in September and the  
vehicle was VOR for 2 days as they had to order another windscreen so VOR  
dates above would not appear to qualify.

Writer let John, (J.R.) Service Manager at dealer #67995 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

business day.

CAIR has been escalated to the I2R team for special handling.

\*\*\*\*\*Andres Cruz with the I2R Customer Resolution Team is now responsible for this CAIR. If the customer should call, please request them to contact Andres Cruz at 888-542-7239, extension 464. Thank you.\*\*\*\*\*

3-12-12 AC1264

Called the owner to inform her that the case was escalated to me. Inquired with the owner if she had made an appointment. Owner stated the vehicle has been at the dealership since thursday, 3-8-12 and was upset that I didn't know this. Informed the owner that I contacted her first to inform her that I would be handling her case, and provide her with my contact information. Owner stated that she didn't know what she would do if they are not able to duplicate the problem. Owner stated if Chrysler monitored internet feedback in regards to the issues they are having with their product. Customer informed that she has seen many people have the same problem as her, with the vehicle shutting off. That she is not the only one having the same problem. Informed the owner that yes Chrysler does monitor customers feedback, and informed the owner that everyones vehicle is case by case situation, and that I could only provide feedback on her vehicle once I have contacted John,SM of Troncalli Chrysler. Owner was unable to take down my contact information, called the owner back and left contact information on her voicemail. Will follow up with John,SM on the customer's vehicle. Advised owner that is important for the vehicle to duplicate the concern at the dealership.

3-13-12 AC1264

Called Troncalli, to speak with John,SM. Received John,SM's voice mail. Left message for John,SM. Informed John,SM that I was inquire if they have been able to duplicate the customer's concern with it shutting off and not starting. Inquired on any other diagnosis. Provided contact information and advised a call back. Will follow up with John,SM. If the customer contacts Chrysler, Please refer them to their I2R Case Manager Andres Cruz at 888-542-7239 at 464 ext.

3-13-12 AC1264

Called Troncalli Chrysler to speak with J.R. SM. J.R.,SM informed me they have not been able to duplicate the customer's concern. Inquired on how long do they plan to keep test driving the vehicle. J.R. SM informed that they planed on keeping the vehicle for another 24 hours. Informed J.R., SM that I would follow up with him on the customer's vehicle. J.R.SM understood, and stated that no repairs would done if they can not duplicate the customer concern to avoid unnecessary repairs. If the customer contacts Chrysler, Please refer them to their I2R Case Manager Andres Cruz at 888-542-7239 at 464 ext.

3-13-12 AC1264

Called the owner to update her on her vehicle. Received the owner's voicemail. Left message of dialogue with J.R. SM, informed the owner that J.R. stated that he has not duplicated the customer's concern. Informed the owner that I was going to follow up with J.R. on 3-14-12 to verify if he has discovered anything on the vehicle yet. Provided owner with contact information. If the customer contacts Chrysler, Please refer them to their I2R Case Manager Andres Cruz at 888-542-7239 at 464 ext.

3-14-12 AC1264

Called Troncalli to speak with JR,SM, was inquiring if service planned on installing a data recorder as suggest on the STAR notes. Left message on JR's voicemail, inquiring on this. Provided contact information and advised a call back. Will follow up to confirm before updating the customer. Customer seeking update on the vehicle. If the customer contacts Chrysler, Please refer them to their I2R Case Manager Andres Cruz at 888-542-7239 at 464 ext.

3-15-12 AC1264

Called the Troncalli Chrysler to speak with JR,SM in regards to the customer's vehicle. Was inquiring if a data record would be installed on the customer's vehicle. Also wanted verify if the vehicle has duplicated the customer's concern. Spoke with Edward,SA at Troncalli that stated he did not know if they would be installing a data recorder on the vehicle. Left message with JR,SM for a call back to discuss the plan for the customer's vehicle. If the customer contacts Chrysler, Please refer them

3-19-12 AC1264

Called Troncalli Chrysler, to speak with J.R. SM. Was informed that he was out for the day. Requested to speak with someone in service who can assist with customers CAIR. Transferred to Joe,SA. He informed me that they installed Data recorder per STARS instruction and to test drive the vehicle. Have not duplicated the customers concern. Customer wanting to know what she should do with her vehicle. Joe,SA stated that customer can come pick the vehicle up. Advise Joe,SA that I would contact the customer and inform her of the recent information. If the customer contacts Chrysler, Please refer them to their I2R Case Manager Andres Cruz at 888-542-7239 at 464 ext.

3-19-12 AC1264

Called the customer to update her on her vehicle. Informed the owner of STARs suggestion with installing the data recorder, to make sure that they did all they can to try and duplicate and capture any faults in the vehicle. Informed the customer that Trincalli Chrysler was not able to duplicate the customers concern. Customer inquired if Chrysler was ok with putting her back in a vehicle that they know has a problem. Informed the owner that the reason they continue to keep and test the vehicle was to determine and verify that the vehicle is operating fine. And currently they have not found any faults and did not duplicate the shut off issue. Owner stated that she would pick her vehicle up. Informed the owner that I would follow along with her to verify that the vehicle is fine. Owner understood. If the customer contacts Chrysler, Please refer them to their I2R Case Manager Andres Cruz at 888-542-7239 at 464 ext.

03/30/12 Reassigned CAIR to 82L - customer has sent a final repair attempt per GA Lemon Law process. TLT \_

3/30/2012 11:38:24 AM: User Comment by Andres Cruz: Upon follow up with customer, to verify the condition of her vehicle. Customer has sent their information to file for Lemon Law. Cair has been update with their certified letter on CAIR# 22062570. Case will be reassigned to handle customers lemon law case.

3/30/12 closing this cair to 22062570....vaj3 \_

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**Customer Assistance Inquiry Record (CAIR)# 21975976**

<b>VIN</b>	1C3BC2FG9	BN [REDACTED]	<b>Open Date</b>	03/09/2012	<b>Built Date</b>	02/04/2011
<b>Model Year</b>	2011	<b>Body</b>	JSCL41	CHRYSLER 200 LIMITED 4-DOOR SEDAN		
<b>In Service Dt</b>	03/16/2011	<b>Mileage</b>	11,000	<b>Dealer Zone</b>	66	ORLANDO
<b>Plant</b>	N	STERLING HEIGHTS ASSEMBLY PLANT	<b>Market</b>	U	US	
<b>Color</b>	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				
<b>Engine</b>	ERB	3.6L V6 VVT ENGINE				
<b>Transmission</b>	DBA					
<b>Dealer</b>	68002	CARL GREGORY CHRYSLER JEEP DODGE				
<b>Dealer Address</b>	3000 NORTHLAKE PKWY BLDG 100					
<b>Dealer City</b>	COLUMBUS	<b>Dealer State</b>	GA	<b>Dealer Zip</b>	31909	
<b>Owner</b>	[REDACTED]			<b>Contact Type</b>	TELEPHONE	
<b>Address</b>	[REDACTED]			<b>Home Phone</b>	[REDACTED] 8	
	COLUMBUS GA [REDACTED]			<b>Country</b>	UNITED STATES	

Product - Brakes - Brake Pedal and Linkage - High Effort - Default	Brake pedal, goes all the way to the floor.
Dealer - Service/Body Shop - Transaction - Problem Not Resolved - Default	Customer has had vehicle to dealership three times.
Product - Drivability - Unknown - No Start - Default	Customer states vehicle cuts off and sometimes will not start.
Dealer - By-Pass - Default - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer has had vehicle shut off while driving four or five times. Customer states it also would not start yesterday morning. Dealership could not diagnose problem first time. Customer states last time they upgraded the computer system but the problem is still happening.

Briefly summarize what the customer is expecting: Customer is expecting to get vehicle repaired so that it does not continue to shut off while driving.

Customer advised a call back is required and will take place within one business day by COB their time  
 Preferred Morning/Midday call back number is [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? N  
 If a CDJ dealer has diagnosed, what is the dealer name or code? 68002  
 Reassigned to 88F  
 \*\*\*\*\* CASE MANAGER TEAM - District 88 M \*\*\*\*\*  
 In warranty on Basic and Powertrain.  
 2 vehicle in household:1 original, and 1 pre-owned.  
 Yes, had a Service contract: ESSENTIAL CARE - 2 YEARS / 4 OIL CHANGES expires on 10/25/2013.  
 Writer contacted dealer 68002, Service Manager Bill at 706-568-4900. SM Bill stated vehicle was inspected on 3/9/12 11,567 miles customer stated while driving vehicle cut off 4-5 times, then restarted easily, then on

3/10/12 vehicle will not start. After a while vehicle started. Dealer cannot duplicate issue, there are no available flash updates, and there are no derogatory information about vehicle.

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

Writer spoke with customer MISS [REDACTED] who stated the dealership is lying. Customer stated dealership repaired vehicle on 9/14/11 and 9/29/11 for this same issue. Customer has been working with Robbie with dealer 68002. Dealership stated the software had to be updated. Customer states 2nd time vehicle cut off happened while son in law was driving. Customer states she loves the car, but the vehicle cuts off for no reason at stop signs. Customer states also the brakes are squeaking and the pedal goes straight to the floor. Customer states the vehicle is a safety hazard. Customer stated she is looking into lemon law. Customer stated Robbie stated the software had to be upgraded in the car. Customer stated she will fax repair order showing dealership found fault with vehicle. Writer informed customer, writer contacted dealership and dealer stated unable to duplicate issues. Writer informed customer, writer will contact dealer concerning repair that occurred in 9/14 and 9/29 of 2011 and about issues with brakes. Writer will call customer with an update and scheduled follow up date for 3/14/12.

Customer called to say that she got all of the paperwork from the dealer to fax to her case manager. The customer stated that on her way to the dealer her vehicle cut out again so the vehicle is at the dealer and they have given her a rental vehicle. The customer requested her case manager to call her back.

CAIR has been escalated to the I2R team for special handling.

\*\*\*\*\*Kim Anderson with the I2R Customer Resolution Team is now responsible for this CAIR. If the customer should call, please request them to contact Kim Anderson at 888-542-7239, extension 440. Thank you.\*\*\*\*\*

3/14/2012 KA286

Spoke with Robbie SA at Carl Gregory, said they had vehicle on Monday, 3/12 but gave it back to her next day - said could not duplicate.

Spoke with Veronica SA at Carl Gregory and asked her to fax all repair orders to me.

3/15/2012 KA286

Spoke with Ed SM at Carl Gregory- downtown. Explained situation and that she had it at other Car Gregory but they keep returning to her too soon. Said he has seen this occasionally and would have no problem keeping it for 5 days to duplicate. Authorized rental for 5 days, \$35.00/day in a CJD product. He said would be better to have on Monday so it does not just sit over the weekend.

> Spoke with owner and advised her Ed SM at other Carl Gregory said to bring it in on Monday, 3/19 and he will have a rental for her. They will keep all week and try to duplicate and hopefully repair. Said she will do it and really wants it repaired- loves her car.

If the customer contacts Chrysler, please refer them to their I2R Case Manager Kim Anderson at 888-542-7239 ext 440.

3/21/2012 KA286

Called Ed SM at Carl Gregory and left voice mail to call about vehicle.

If the customer contacts Chrysler, please refer them to their I2R Case Manager Kim Anderson at 888-542-7239 ext 440.

>Ed - SM at Carl Gregory called and left voice mail stating they have not been able to duplicate yet.

If the customer contacts Chrysler, please refer them to their I2R Case Manager Kim Anderson at 888-542-7239 ext 440.

3/22/2012 KA286

Spoke with Ed SM at Carl Gregory, said they still have not been able to duplicate issue. I asked if he had involved STAR, said he has but there arent any codes stored. He is going to keep trying today and then return to owner tomorrow.

If the customer contacts Chrysler, please refer them to their I2R Case Manager Kim Anderson at 888-542-7239 ext 440.

3/23/2012 KA286

Spoke with Ed SM at Carl Gregory, said they never could duplicate and returned vehicle to owner yesterday, 3/22.

>Spoke with owner, she did pick up vehicle. Very nice, not mad at all. Said she knew it wouldnt happen for them. Apologized for the frustration

waiting room and he told her his other vehicle had the same issue. Said he works with computers and that it is a virus in the computer system of vehicle. Told her the codes never store. Explained to her I would do some more research and let her drive it, then check back with her next week.

If the customer contacts Chrysler, please refer them to their I2R Case Manager Kim Anderson at 888-542-7239 ext 440.

4/2/2012 KA286

Spoke with owner, said she has not had any stalling issues since got vehicle back but the brake light keeps coming on and then going off. Said she did take it to Carl Gregory today to get an oil change and of course the light was off. Said she understands they cannot do anything unless they see the problem so she is just going to keep driving it and see what happens. Said she is going to take it on a trip tomorrow to Florida and will return Sunday, 4/8. Told I was going to add a service contract to her vehicle at no cost to her- to compensate her for repair trips and her patience in this matter- she thanked me. Agreed I would check back with her next week and see how vehicle performed.

If the customer contacts Chrysler, please refer them to their I2R Case Manager Kim Anderson at 888-542-7239 ext 440.

4/2/12 Emailed rw100 for approval to process the Chrysler Service Contract.

Follow up on Service Contract approval on 4/4/12. CM

4/3/12 Received approval from rw100 to process the Chrysler Service Contract. The Chrysler Service Contract applied was the Added Care 7 year / 70,000 mile \$0.00 deductible. Contract code WAX770N. CM

4/4/2012 KA286

Owner is out of town on vacation until Sunday, 4/8. Follow up with owner when she returns.

If the customer contacts Chrysler, please refer them to their I2R Case Manager Kim Anderson at 888-542-7239 ext 440.

4/9/2012 KA286

Called owner and left voice mail checking on and to call about vehicle.

If the customer contacts Chrysler, please refer them to their I2R Case Manager Kim Anderson at 888-542-7239 ext 440.

4/13/2012 KA286

Called Ed SM at Carl Gregory and left voice mail to call about vehicle.

Spoke with owner, said vehicle was fine driving to Florida. But on the way home, they were almost to Columbus and it stalled. Said it only happens when sitting at a red light or stop sign. When accelerating from a stopped position, it dies. Then they pull over and it starts right up. Said it happens when it is warmed up and cold. Said since they have returned, it has happened to her just driving around town, even right after leaving her house. Also said when they are driving down the road, the BRAKE light will come on, light up for a few minutes then goes off. Explained to her I am going to speak with dealership, inquire about a flight recorder and then will call her back with a better plan; she said okay.

4/13/2012 KA286

Called Ed SM at Carl Gregory and left another voice mail to call about vehicle.

If the customer contacts Chrysler, please refer them to their I2R Case Manager Kim Anderson at 888-542-7239 ext 440.

4/16/2012 KA286

Spoke with Ed SM at Carl Gregory- Northlake and Bill SM at Carl Gregory -Victory. Neither have a co-pilot/recorder and SM- Bill said he personally drove vehicle home and back which is 51 miles each way, could not duplicate. Also no codes are ever stored when vehicle does stall.

4/26/2012 KA286

Called owner and left voice mail to call about vehicle.

If the customer contacts Chrysler, please refer them to their I2R Case Manager Kim Anderson at 888-542-7239 ext 440.

4/30/2012 KA286

Called owner and left voice mail to call about vehicle.

If the customer contacts Chrysler, please refer them to their I2R Case Manager Kim Anderson at 888-542-7239 ext 440.

5/2/2012 KA286

Called owner and left voice mail to call about vehicle.

Spoke with owner and apologized for constantly missing her calls. She said vehicle has not stalled since they got back from Florida (4/13) but the brake light comes on and off constantly and her brakes are squeaking. Told her I understand she is not happy with either Carl Gregory dealership but because of her area, they are the only ones within 50 miles (next closest dealership is in Alabama) and she will need to choose one. She wants to go back to Carl Gregory- selling dealership. Advised her I still need to speak to them, make a plan (get them to involve STAR) and will get back to her; she said okay.

If the customer contacts Chrysler, please refer them to their I2R Case Manager Kim Anderson at 888-542-7239 ext 440.

5/4/2012 KA286

Spoke with Bill SM at Carl Gregory and advised him owner needs to bring vehicle back in. Explained to him the stalling has not happened in 2 weeks but that it only seems to occur after vehicle is driven a while (on a trip). Also told him about the brake lights that come. He stated they were never able to duplicate either of these issues but will try again. Told him I could authorize a rental but she also has a service contract that covers that as well, he said okay. Also told him since he cannot duplicate when vehicle comes in, if he will open a STAR case I can escalate their involvement; he said okay. Said anytime the beginning of next week is good.

>Spoke with owner and advised her to take vehicle in and they will have rental. She will take either Monday or Tuesday and reminded that the brakes are squeaking- will let SM know. She thanked me.

If the customer contacts Chrysler, please refer them to their I2R Case Manager Kim Anderson at 888-542-7239 ext 440.

5/8/2012 KA286

Spoke with Donnie SA and he said vehicle is there- was dropped off yesterday. But he didn't know anything else about it. Bill SM is at lunch.

>Called for Bill SM, he is at lunch. Spoke with Robbie SA at Carl Gregory and he said she has not dropped vehicle off. The rental place did not have anything- he is waiting for them to call him with a rental and then he will call owner.

If the customer contacts Chrysler, please refer them to their I2R Case Manager Kim Anderson at 888-542-7239 ext 440.

5/9/2012 KA286

Spoke with owner, she has an appointment at dealership today at 3:00, they have a rental for her. She says the vehicle just stalled again.

Then started back up. Said the brake lights keep coming on also.

Called Bill SM at Carl Gregory and left voice mail explaining above.

If the customer contacts Chrysler, please refer them to their I2R Case Manager Kim Anderson at 888-542-7239 ext 440.

5/10/2012 KA286

Called Bill SM at Carl Gregory and left voice mail to call about this vehicle.

Also spoke with Jean Pierre SA and advised him I did leave a voice mail for SM but while waiting if he would ask techs to open a STAR case, then I can escalate to TAPS for their assistance with the stalling issue; he said okay.

>Spoke with Rodney SA said Bill is at lunch. He said they are working on the vehicle and have not been able to duplicate and no codes. Advised him that is correct, there are never any codes stored on stalling issue.

Asked him to please open a STAR case and once they do that then I can escalate to TAPS- who can assist even if not duplicated. He said the tech has been advised.

If the customer contacts Chrysler, please refer them to their I2R Case Manager Kim Anderson at 888-542-7239 ext 440.

\*\*\*\*\* Following Corporate Resource has been contacted \*\*\*\*\*

TAPS

on 2012-05-10 @ 16:32

5/10/2012 KA286

At 3:30 today STAR case was opened. Escalated to TAPS.

Called owner and let her know dealership has escalated to STAR and they will have her vehicle a couple more days. She said good because yesterday when she dropped it off she asked them if they had any idea how

longer and will keep her updated.

If the customer contacts Chrysler, please refer them to their I2R Case Manager Kim Anderson at 888-542-7239 ext 440

CAIR ESCALATION UPDATE

SEE STAR CASE# 12314105 FOR INFORMATION

5/15/2012 KA286

Spoke with Bill SM at Carl Gregory and he said they returned vehicle to owner on Friday, 5/11. Said he never could duplicate issues. I told him there are no codes on stalling and asked him if TAPS team contacted him and he said no. Have already received voice mail from owner stating as soon as she got vehicle back, the brake light came on. Notes in CAIR from TAPS team say to refer to STAR notes- which only state could not duplicate.

>Spoke with owner and she is extremely upset with Carl Gregory. SAid they told her she had to pick it up Friday because of the rental. I authorized a rental and she has an extended service contract which includes a rental. She also took a picture of her odometer with her phone, showing at 14,000 when she got RO, it had on there 13,000 and the odometer was moved about 4-5 miles. She know they are not even trying to duplicate. She got in her vehicle with me on the phone and backed out of driveway- I could hear her brakes squeeling over the phone. They just tell her that is normal.

Apologized profusely.

Called DM- and left voice mail to call about vehicle.

5/15/12: Emailed dgd regarding TAPS involvement, as I2R submitted a TAPS request on 5/10 and

received the following response: 'SEE STAR CASE# 12314105 FOR INFORMATION' (CAIR lines 235). Requested he review and advise. mb981

\*\*\* If the customer should call, please request them to contact Mikelyn Buys at 888-542-7239, extension 447. Thank you. \*\*\*

5/17/12 BC has now received a request to repair under GA lemon law attached to cair 22240946 the BC will now facilitate a final arepair for this vehicle.....vaj3

5/17/2012 KA286

Closing CAIR as customer filed 3rd party.

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**Customer Assistance Inquiry Record (CAIR)# 21977884**

<b>VIN</b>	1B3BD2FG9	BN [REDACTED]	<b>Open Date</b>	03/09/2012	<b>Built Date</b>	01/12/2011
<b>Model Year</b>	2011	<b>Body</b>	JSDL41	DODGE AVENGER LUX 4-DOOR SEDAN		
<b>In Service Dt</b>	02/16/2011	<b>Mileage</b>	19,000	<b>Dealer Zone</b>	66	ORLANDO
<b>Plant</b>	N	STERLING HEIGHTS ASSEMBLY PLANT	<b>Market</b>	U	US	
<b>Color</b>	PBV	BLACKBERRY PEARL COAT				
<b>Engine</b>	ERB	3.6L V6 VVT ENGINE				
<b>Transmission</b>	DBA					
<b>Dealer</b>	45346	ROB LAMBDIN'S UNIVERSITY DODGE				
<b>Dealer Address</b>	5455 S UNIVERSITY DR					
<b>Dealer City</b>	DAVIE	<b>Dealer State</b>	FL	<b>Dealer Zip</b>	33328	
<b>Owner</b>	[REDACTED]			<b>Contact Type</b>	TELEPHONE	
<b>Address</b>	[REDACTED]			<b>Home Phone</b>	[REDACTED]	
	HOLLYWOOD FL [REDACTED]			<b>Country</b>	UNITED STATES	

Corporate - CNA Change - Default - Default - Default	COIN updated
Product - Electrical - Ignition System - Other - Default	Customer is saying their is a problem with her ignition system.
Product - Drivability - Unknown - Stalling - Default	vehicle shuts off
Corporate - Lemon Law - Default - Default - Default	

Briefly summarize why the customer is contacting Chrysler: DEBBIE WILDER (daughter) called in stating that her mother purchased this vehicle. Customer states that the dealership provided her with a carfax before she signed the papers, and then when she was done signing the papers the carfax information was different. Customer never wanted this vehicle. Customer states that she has had multiple things wrong with the vehicle, and it has been to the dealership 4 times in a month (when purchased Feb 11). Customer states now she was driving on a highway and took an exit, and the vehicle stalled on the exit. Currently the vehicle is at the dealership right now.

Briefly summarize what the customer is expecting: Customer is seeking buyback

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: Customer declines

Who has possession of the vehicle? (Dealer)

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

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 qualify, Customer does not have the needed related repairs at this time.

Number of related repair attempts = 1 Alignment/Lamps/Oil control valve, 1 Camshaft sensor/HFM.

Number of days out of service = 6.

Writer called customer to inform them of the above information.

Customer is stating that the vehicle stalls out and the vehicle has been to the dealership 4 times,

Writer informed customer that Dodge does want their vehicle repaired and we will escalate their case to seek resolution. Writer called dealership and informed SM Mark per message customer requested Lemon Law and the vehicle did not appear to meet the guidelines.

Writer is sending car to 88D for further handling.

Customer contacted chrysler and stated the dealership dropped the vehicle off at the customer house and it was filthy dirty, flat out of gas and put 150 miles on it. Customer stated no one has contacted her mother.

Customer stated there was no invoices in the vehicle. Customer stated she wanted to file those complaints and also wants her case manager to contact her as soon as possible. Agent informed the customer that her case would be updated and her case manager would be notified.

Customer is 2nd owner, 1 vehicle.

Writer spoke with customer's daughter stated her mother purchased on Feb 11, 2012. She had a problem with her check engine light came on. Her mother is 76 years old. She was driving to work and vehicle died. She contacted the owner and said her mother did not want a used car. Customer came home from work and found the vehicle in her drive way. Customer's son-in-law said that she does not want this vehicle. Customer received a call from Wells Fargo for a car loan. Customer said that she does not know anything about this. Customer said the loan is with Capital One. Her son-in-law says that her mother-in-law does not want the vehicle.

Customer never got a car fax. They do not want the vehicle. It was dropped off the customer's address dirty and out of gas and put 150 miles on it. Mr. Wilder said that he did not want his mother-in-law to get this vehicle. Stated I would contact the dealership and the customer and see what I can find out. Stated I would get back with him.

Writer contacted customer, left message asking about status of the vehicle, what she will be doing with this.

Writer spoke with SM Mark stated her vehicle shut off. IT was towed to the dealership, they found no faults codes came up, dealership could not duplicate customer's concern. They tried yesterday to trade the customer out of her vehicle, but she refused, her payments would have been higher. customer wants her money back. Dealership cannot do this because customer has signed paper work and did receive the car fax and has had vehicle for over a month now. This is the customer's vehicle, dealership dropped it off yesterday. Dealership does have the paperwork to show what they did on the vehicle. SM Mark is saying customer is refusing to come and get the paperwork. SM Mark said the customer seemed to know what she was doing. It is her daughter who wants to have the vehicle taken back. Stated I would follow up with the customer.

Writer spoke with customer stated her son took the vehicle back to the dealership. They cleaned up the vehicle and put gas in their for her. They are checking her vehicle out to see what the problem is. They are thinking it maybe her house keys interfering with her car keys, when she turns the corner and they touch. Customer said they are working on her vehicle. Stated to customer I can work with the dealership to repair her vehicle, but I cannot help with the sale or trade in of her vehicle.

Customer understands. Stated I would follow up in a few days.

Writer contacted customer, left message asking about status of her vehicle.

Writer contacted customer, left message asking about status of her vehicle.

Writer spoke with customer stated everything is working fine with her vehicle. Stated to customer if it is okay if I close the case. Customer said that would be fine. Customer said thank you for following up.

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**Customer Assistance Inquiry Record (CAIR)# 21987281**

<b>VIN</b>	1C3BC1FG9 BN [REDACTED]	<b>Open Date</b>	03/12/2012	<b>Built Date</b>	01/06/2011
<b>Model Year</b>	2011	<b>Body</b>	JSCE41	CHRYSLER 200 TOURING 4-DOOR SEDAN	
<b>In Service Dt</b>	11/05/2011	<b>Mileage</b>	4,260	<b>Dealer Zone</b>	66 ORLANDO
<b>Plant</b>	N	STERLING HEIGHTS ASSEMBLY PLANT	<b>Market</b>	U	US
<b>Color</b>	PS2	BRIGHT SILVER METALLIC CLEAR COAT			
<b>Engine</b>	ERB	3.6L V6 VVT ENGINE			
<b>Transmission</b>	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION			
<b>Dealer</b>	68883	STONE MOUNTAIN CHRYSLER JEEP DODGE			
<b>Dealer Address</b>	5054 HIGHWAY 78				
<b>Dealer City</b>	STONE MOUNTAIN	<b>Dealer State</b>	GA	<b>Dealer Zip</b>	30087
<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	TELEPHONE		
<b>Address</b>	[REDACTED]	<b>Home Phone</b>	[REDACTED]		
	DECATUR GA [REDACTED]	<b>Country</b>	UNITED STATES		

Product - Transmission / Transaxle - Unknown - Jumps Out of Gear/Park - Default	Owner feels that transmission jumps
Product - Unknown - Unknown - Stalling - Default	Owner states vehicle stalls
Corporate - Outbound - Survey Follow-Up - CPS - Customer Contact Complete	
Corporate - Outbound - Survey Follow-Up - CPS - Default	

CPS Survey Record Received Date: 03/12/2012  
 Survey Number : BN50760004  
 Quality Survey ID Number: 204132345  
 Survey Date : 03/07/2012  
 VIN Number : 1C3BC1FG9BN [REDACTED]  
 Mapping Class : Dealer  
 Event Type : 1st Warranty Visit  
 CPS Score : 10

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

Customer was not available Writer left message with case number and brand number [REDACTED] to discuss survey case. Writer will follow tomorrow 03/14/12.

2nd attempt made to contact customer [REDACTED] at 8:23am  
 Customer was not available Writer left message with case number and brand number [REDACTED] to discuss survey case. Writer will follow up tomorrow 03/15/12.

Customer calls to speak with their Case Manager JJ869. Writer transfered to 66391.

3rd attempt made to contact customer [REDACTED] at 9:42am  
 Customer was not available Writer left message with case number and brand number 855-809-4031 to discuss survey case. Writer will follow up tomorrow 03/16/12.

4th attempt made to contact customer [REDACTED] at 10:34am  
 Call was answered and ended on writer.

5th attempt made to contact customer [REDACTED] at 9:14am

Customer was not available Writer left message with case number and brand number [REDACTED] to discuss survey case.

Caller requesting to speak with Case Manager and wanted to be transferred. Agent gave the customer extension 66391.

Contact customer [REDACTED] at 10:42am

Owner states vehicle will stall out while driving and feels that transmission jumps out but she will bring vehicle to dealership tomorrow to have vehicle diagnosis.

Dealer#68883 dialed [REDACTED], Service Manager Mike Sanders was not available, Service Advisor Terry states customer was provided with rental due to vehicle is still being diagnosis SA states he will contact writer back.

Dealer#68883 dialed [REDACTED], Assistant Service Manager Terry states they were unable to duplicate problem with vehicle.

Contact customer [REDACTED] at 12:02pm

Owner states she got vehicle back to from dealership states they are still claiming nothing is wrong with vehicle owner hopes vehicle issue does not do again. They would have to keep it to see if vehicle does it but issue is very intermittently. Owner still hears something wrong with vehicle it sounds like a pan hitting from engine owner states vehicle rides good just not stalling issue.

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

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**Customer Assistance Inquiry Record (CAIR)# 21987292**

<b>VIN</b>	1C3BC1FG3 BN [REDACTED]	<b>Open Date</b>	03/12/2012	<b>Built Date</b>	06/27/2011
<b>Model Year</b>	2011	<b>Body</b>	JSCE41	CHRYSLER 200 TOURING 4-DOOR SEDAN	
<b>In Service Dt</b>	03/06/2012	<b>Mileage</b>	600	<b>Dealer Zone</b>	74 DENVER
<b>Plant</b>	N	STERLING HEIGHTS ASSEMBLY PLANT	<b>Market</b>	U	US
<b>Color</b>	PX8	BLACK CLEAR COAT			
<b>Engine</b>	ERB	3.6L V6 VVT ENGINE			
<b>Transmission</b>	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION			

**Dealer** 45175 LARSON MOTORS, INC.

**Dealer Address** 1518 CENTRAL AVENUE

**Dealer City** NEBRASKA CITY **Dealer State** NE **Dealer Zip** 68410

**Owner** [REDACTED] **Contact Type** TELEPHONE

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

SIoux CITY IA [REDACTED] **Country** UNITED STATES

Product - Unknown - Unknown - Happy - Default	Customer is happy with vehicle.
Corporate - Outbound - Survey Follow-Up - CPS - Customer Contact Complete	No current assistance needed.
Product - Drivability - Unknown - Stalling - Default	stalling in vehicle.
Corporate - Outbound - Survey Follow-Up - CPS - Default	

CPS Survey Record Received Date: 03/12/2012

Survey Number : BN62428201

Quality Survey ID Number: 204127805

Survey Date : 03/09/2012

VIN Number : 1C3BC1FG3BN [REDACTED]

Mapping Class : No Reason

Event Type : Vehicle sale

CPS Score : 10

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

CONTACT UPDATE - 1st Contact attempt, phone number dialed, 7122583841. Left message.

2nd attempt made to contact customer. Left message.

Writer contacted number again by mistake, no message left.

Writer spoke to customer, Mrs. [REDACTED], who advised she is happy with vehicle. Customer alleges it has stalled twice, but she has yet to have concern diagnosed at an authorized dealership. Writer verified customer s warranty and advised to have vehicle to nearest authorized dealership for diagnosis. Customer alleges she s not sure when she d be able to have diagnosis completed. Writer advised can close and store case for review, that way if customer needs assistance when able to have diagnosis completed customer can contact Customer Care for further assistance. Customer alleges she d appreciate that. Writer advised customer that Survey will be closed and if customer has any future questions or concerns to contact Customer Care for assistance.

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

**Customer Assistance Inquiry Record (CAIR)# 21992176**

<b>VIN</b>	1C3BC2FG8	BN [REDACTED]	<b>Open Date</b>	03/13/2012	<b>Built Date</b>	12/21/2010
<b>Model Year</b>	2011	<b>Body</b>	JSCL41	CHRYSLER 200 LIMITED 4-DOOR SEDAN		
<b>In Service Dt</b>	03/21/2011	<b>Mileage</b>	31,000	<b>Dealer Zone</b>	66	ORLANDO
<b>Plant</b>	N	STERLING HEIGHTS ASSEMBLY PLANT	<b>Market</b>	U	US	
<b>Color</b>	PW1	STONE WHITE CLEAR COAT				
<b>Engine</b>	ERB	3.6L V6 VVT ENGINE				
<b>Transmission</b>	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				
<b>Dealer</b>	65074	HAYES CHRY-DODGE-JEEP INC				
<b>Dealer Address</b>	719 W PIKE STREET					
<b>Dealer City</b>	LAWRENCEVILLE	<b>Dealer State</b>	GA	<b>Dealer Zip</b>	30045	
<b>Owner</b>	[REDACTED]			<b>Contact Type</b>	TELEPHONE	
<b>Address</b>	[REDACTED]			<b>Home Phone</b>	[REDACTED]	
	SWAINSBORO GA [REDACTED]			<b>Country</b>	UNITED STATES	

Product - Electrical - Ignition System - Other - Default      Customer states that vehicle shuts off.

Briefly summarize why the customer is contacting Chrysler: Customer states that her vehicle has shut off about ten times. Customer states that the vehicle shut off on her when she was driving and almost caused an accident (hitting a guard rail). Customer states that her vehicle is in dealership 65074 for the third time for this issue. Customer states that all three times, dealership cannot duplicate the problem. Briefly summarize what the customer is expecting: Customer would like to have this looked into and addressed.

Agent advised customer that a call back is required and will take place within one business day, 8PM EST time.

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 88F

\*\*\*\*\* CASE MANAGER TEAM - District 88N \*\*\*\*\*

Status update provided via email to the following email address:

[REDACTED]

Hello

My name is Linda and I have been assigned as your case manager

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

Your case number: 21992176

Chrysler case management telephone number 1-800-763-8422

My extension is 66283

My work hours are 7.30am to 4.00pm MST Mon Fri

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

Thanks

Linda

End of Status Update

Vehicle history: 2nd Owner, 3 Used

OOW: not out of warranty

Service contract: 3 active: CERTIFIED PRE-OWNED LIMITED WARRANTY 7,

GUARANTEED AUTOMOTIVE PROTECTION - 61 TO, MAXIMUM CARE - 7 YEARS / 100,000 MILES -

DEALERSHIP CONTACT: Writer caller Service Manager Mark at 770-963-5251, talking with Service Advisor Glen, customer has not been into the dealership for this problem, customer was into the dealership on 12/13/2011 for an oil change, 12/30/2011 for floor mats, 02/04/2012 for oil change and rotation. No other records in the system.

CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED] customer said that the vehicle has been cutting out on the customer and vehicle is in the shop right now, last Wednesday it stop while the customer was turning and took 5 minutes, and customer said that the vehicle there now. Customer has talked to the Service Manager Mark said it could be water in the fuel line. I need to call the dealership for more information to find out what is going on for this customer.

DEALERSHIP CONTACT: Writer caller Service Manager Mark at 770-963-5251, talking with Service Manager assistance Mike, they could not duplicate the issue, customer has the vehicle back and customer was driving back to South Georgia. this is the first time the vehicle has been seen for this issue and did not see any damage to the vehicle. SM Mark was the one that rode with the customer he will have SM Mark call me back.

CUSTOMER CONTACT: Writer called customer at [REDACTED], left message for callback.

DEALERSHIP CALLED IN: Service Manager Mark said could not duplicate and tried STAR they have nothing and there are no know issue s with this type vehicle. There is nothing more we can do for her, and no pattern for this vehicle stalling.

2nd CUSTOMER CONTACT: Writer called customer at [REDACTED] customer feels she can not trust this vehicle, it seems to happen when the car is on a slight angle and alway under 35 miles per hours and a couple of times while it was ideling, Writer will work with the dealership and follow up with the customer on Thursday 03/22/2012

DEALERSHIP CONTACT: Writer caller Service Manager Mark at 770-963-5251 left message for callback. asking about putting the black recorder box in the vehicle.

DEALERSHIP CONTACT: Writer caller Service Manager Mark at 770-963-5251 Talking with the Service Manager Assistant Mike said I will need to talk to SM Mark about a recorder box.

CUSTOMER CONTACT: Writer called customer at [REDACTED], customer has not had the problem with the stalling so the customer said that we can close the case but if the car starts to do it again she will call and then we will install the recorded box.

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

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**Customer Assistance Inquiry Record (CAIR)# 21992972**

<b>VIN</b>	1C3BC2FGX	BN [REDACTED]	<b>Open Date</b>	03/13/2012	<b>Built Date</b>	04/11/2011
<b>Model Year</b>	2011	<b>Body</b>	JSCL41	CHRYSLER 200 LIMITED 4-DOOR SEDAN		
<b>In Service Dt</b>	05/20/2011	<b>Mileage</b>	13,058	<b>Dealer Zone</b>	63	DALLAS
<b>Plant</b>	N	STERLING HEIGHTS ASSEMBLY PLANT	<b>Market</b>	U	US	
<b>Color</b>	PRP	DEEP CHERRY RED CRYSTAL PEARL COAT				
<b>Engine</b>	ERB	3.6L V6 VVT ENGINE				
<b>Transmission</b>	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				
<b>Dealer</b>	67879	WOLFCHASE CHRYSLER DODGE JEEP				
<b>Dealer Address</b>	8170 U S HIGHWAY 64					
<b>Dealer City</b>	BARTLETT	<b>Dealer State</b>	TN	<b>Dealer Zip</b>	38133	
<b>Owner</b>	[REDACTED]			<b>Contact Type</b>	TELEPHONE	
<b>Address</b>	[REDACTED]			<b>Home Phone</b>	[REDACTED]	
	CORDOVA TN [REDACTED]			<b>Country</b>	UNITED STATES	

Corporate - Outbound - Survey Follow-Up - CPS - Customer Contact Complete	
Corporate - Outbound - Survey Follow-Up - CPS - Default	
Corporate - Outbound - Survey Follow-Up - CPS - Third Call Attempt	
Product - Unknown - Unknown - Stalling - Default	

CPS Survey Record Received Date: 03/13/2012  
 Survey Number : BN57602603  
 Quality Survey ID Number: 204243404  
 Survey Date : 03/09/2012  
 VIN Number : 1C3BC2FGXBN [REDACTED]  
 Mapping Class : Dealer  
 Event Type : 1st Service customer pay  
 CPS Score : 6

survey comments:  
 I just got a brand new 200 and it s...what happened. I don t know that it s the dealership s fault, but my car keeps stalling out every time I stop at a red light. It s not even a year old and when I took it to the dealership, they ran the computer test. Said that there was nothing wrong with it and that I would just have to wait for it to do it some more and it has. It did it again this past week. I took it not this past Friday, but the Friday before that and it stalled out again on Saturday. So I m not very happy right now that I have a brand new vehicle that s stalling out.  
 \*\*\*\*\* CASE MANAGER TEAM - District Z \*\*\*\*\*  
 CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED]. Left message.  
 2nd attempt made to contact customer. Left message.  
 3rd attempt made to contact customer. Left message.  
 Agent received a voicemail saying that the owner of the vehicle is [REDACTED] and to call her at [REDACTED].  
 Agent contacted customer at [REDACTED] customer states that when she stops at a red light, the vehicle idles and then just completely shuts off. Customer states that she has gone to the dealership 3 times, left

the vehicle for two days only. Customer is going to dealership 67879, speaking to Tim and Dave. Customer states that she cannot afford to pay for a rental and the dealership hasn't had time to drive the vehicle. Customer states that online she has seen that there are customer's having this problem, customer asked if agent will go to autobeast.com and look over it.

Agent contacted dealership, agent spoke with Service Manager Dave, SM states that there isn't any STAR cases open, so they have not contacted STAR. SM states that he drove it for two days but could not duplicate the problem. Agent told SM that she would be willing to authorize a rental so that they can take a look at it. SM states to have the customer call to set something up.

Customer seeking rental assistance because vehicle keeps shutting off and has not been duplicated. Contacted Service Manager, Dave at 67879 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-11-53.

Agent contacted customer, left message with lines 35-45.

Agent contacted customer, customer states that the dealership told her to call next week. Customer states that she will be calling later today.

Customer states that she is hoping she can get it in this coming Monday.

Agent told customer that she will call back on 4/4 to see when she is taking it in.

Agent contacted customer, left message to see when appointment is.

Agent contacted customer, left message

Agent contacted customer, left message.

Agent contacted customer, left message.

Customer received voicemail from customer, customer states that she dropped off her vehicle today. Customer asked for a call back.

Agent contacted customer, customer states that she was currently picking up her rental vehicle. Customer states that vehicle will be there for two days and she will pick it up this weekend.

Agent attempted to contact dealer Service Manager (SM), however, SM not available. Left message for a return call at extension 66390.

Agent attempted to contact dealer 67879 Service Manager (SM) Dave Montgomery, however, SM not available. Left message for a return call at extension 66007.

Writer contacted customer on [REDACTED]. Customer was not available, writer left a message.

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

Agent attempted to contact dealer 67879 Service Manager (SM) Dave Montgomery, however, SM not available. Left message for a return call at extension 66007.

Dealer 67879 David called in requesting to speak with case manager. Case manager is available, writer successfully transferred customer to case manager.

Writer received call from SM Dave who advised writer the vehicle had a stalling concern that they were not able to duplicate. SM Dave advised writer the check engine light came on one day last week and they replaced the cam shaft exhaust phasers and returned the vehicle to the customer on Friday. Writer thanked SM Dave for the information and advised writer would attempt to follow up with the customer on the repairs.

Customer calls to speak with their Case Manager.

Writer warm transferred the call to the case manager JH1298.

EMAIL: [REDACTED].

Writer received call from customer. Writer advised customer of information from SD Dave at dealer 37879 indicating the vehicle was repaired and returned to her last Friday. Writer advised customer writer wanted to follow up to inquire if the repairs have resolved the stalling concern prior to closing the case. Customer confirmed the dealership did complete the repairs and so far it appears the concern has been resolved; however she would like the case to stay open for at least two more weeks because the concern was not happening all the time. Writer advised customer writer was not able to leave the case open for that period of time, however writer would make sure the information was updated and she could always call back if the concern were to happen again. Customer stated that would be fine and asked that the dealerships be notified to search for other customer's having the concern so that help could be

customer writer would not be the one to submit the feedback to the dealerships; however writer would be happy to forward the suggestions to ensure further research can be done to help other customers who may be experiencing a similar concern. Writer advised customer anytime a concern is experienced where the dealership cannot duplicate the concern it can be beneficial to at least contact the CAC to notify them of the concerns that are happening. Writer advised customer the documentation of concerns prior to the warranty expiring can help especially if the concern were to happen outside of the terms of the basic manufacturer s warranty, then goodwill assistance for any repairs can be looked into. Customer stated she has the Lifetime warranty and wanted to know if something like this would be covered under that warranty. Writer confirmed customer had a Lifetime Max Care SC and advised the Max Care SC covers the mechanical parts of the vehicle and the slogan is actually 'if it s mechanical, it s covered'. Writer advised customer she could also visit the website for CGSC to see about specific coverage under her contract. Writer provided the [www.servicecontracts.chrysler.com](http://www.servicecontracts.chrysler.com) for further information and offered the phone number as well. Customer stated she could get the information if she needed. Writer advised customer to call back if the concern returns or if she has any additional questions or concerns. Customer understood and thanked writer for the assistance.

CLOSED LOOP UPDATE - customer contacted today to confirm repairs.

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<b>Customer Assistance Inquiry Record (CAIR)#</b>	<b>21994432</b>
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<b>VIN</b>	1C3BC8FG5	BN [REDACTED]	<b>Open Date</b>	03/14/2012	<b>Built Date</b>	07/08/2011	
<b>Model Year</b>	2011	<b>Body</b>	JSCR41	CHRYSLER 200 S 4-DOOR SEDAN			
<b>In Service Dt</b>	02/29/2012	<b>Mileage</b>	1,030	<b>Dealer Zone</b>	63	DALLAS	
<b>Plant</b>	N	STERLING HEIGHTS ASSEMBLY PLANT	<b>Market</b>	U	US		
<b>Color</b>	PX8	BLACK CLEAR COAT					
<b>Engine</b>	ERB	3.6L V6 VVT ENGINE					
<b>Transmission</b>	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION					
<b>Dealer</b>	44409	RANDALL DODGE CHRYSLER JEEP					
<b>Dealer Address</b>	419 US HIGHWAY 79 S						
<b>Dealer City</b>	HENDERSON			<b>Dealer State</b>	TX	<b>Dealer Zip</b>	75654
<b>Owner</b>	[REDACTED]				<b>Contact Type</b>	TELEPHONE	
<b>Address</b>	[REDACTED]				<b>Home Phone</b>	[REDACTED]	
	TATUM TX [REDACTED]				<b>Country</b>	UNITED STATES	

Corporate - Roadside Services - Warranty - Towing - Default	Customer require tow to the dealership
Product - Unknown - Unknown - Stalling - Default	Vehicle is stalling and not starting

\*\*\*\*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 called in about his vehicle stalling on the side of the road last night. Today he was having trouble still. The customer contacted the dealership and they informed him to contact roadside assistance to have the vehicle towed into them and they would perform a diagnosis and have to repair taken care of. Customer is seeking roadside assistance s phone number. Agent provided and transferred the customer to the following: Chrysler Group LLC Roadside Assistance/ Phone: (800) 521-2779.  
 Briefly summarize what the customer is expecting: Customer is seeking a tow truck.

**Customer Assistance Inquiry Record (CAIR)# 21995589**

<b>VIN</b>	1C3BC1FG2	BN [REDACTED]	<b>Open Date</b>	03/14/2012	<b>Built Date</b>	05/26/2011
<b>Model Year</b>	2011	<b>Body</b>	JSCE41	CHRYSLER 200 TOURING 4-DOOR SEDAN		
<b>In Service Dt</b>	07/21/2011	<b>Mileage</b>	14,590	<b>Dealer Zone</b>	35	WASHINGTON
<b>Plant</b>	N	STERLING HEIGHTS ASSEMBLY PLANT	<b>Market</b>	U	US	
<b>Color</b>	PDM	TUNGSTEN METALLIC CLEAR COAT				
<b>Engine</b>	ERB	3.6L V6 VVT ENGINE				
<b>Transmission</b>	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				
<b>Dealer</b>	41007	DICK GREENFIELD DODGE INC				
<b>Dealer Address</b>	2700 BRUNSWICK PIKE RT 1					
<b>Dealer City</b>	LAWRENCEVILLE	<b>Dealer State</b>	NJ	<b>Dealer Zip</b>	08648	
<b>Owner</b>	[REDACTED]			<b>Contact Type</b>	TELEPHONE	
<b>Address</b>	[REDACTED]			<b>Home Phone</b>	[REDACTED]	
	TRENTON NJ [REDACTED]			<b>Country</b>	UNITED STATES	

Product - Drivability - Unknown - Stalling - Default | customer states her vehicle stops while she is driving

Briefly summarize why the customer is contacting Chrysler: Customer states her vehicle will shut off while she is driving and at stop lights. Customer states her vehicle is hard braking. Customer states the vehicle is currently at the dealership. Customer states the dealership is telling her they can not see anything wrong with the vehicle. Customer states she is afraid to drive her vehicle because it keeps shutting off. Briefly summarize what the customer is expecting: Customer is expecting assistance with getting her vehicle 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] 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) 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? 41007 Reassigned to 88F CM contacted customer and learned that the vehicle had been taken to DLR 41007 for repairs. Customer stated that 'the DLR did not find anything wrong with the car. They put the car on the machine, gave me the receipt but did not give me the paper' The vehicle is now back with the customer. CM inquire as to how the vehicle was driving and the customer shared that there was a little 'jogging'. CM shared that with the DLR doing a diagnosis, finding no issues, and the customer not currently experiencing any issue that the case will be closed and should any additional issues develop to take the vehicle to the DLR for repair. CM provided customer with case and contact information should there be need to reopen the case. CLOSED LOOP UPDATE - no need for additional follow-up.

**Customer Assistance Inquiry Record (CAIR)# 21997348**

<b>VIN</b>	1B3BD1FG8	BN [REDACTED]	<b>Open Date</b>	03/14/2012	<b>Built Date</b>	04/13/2011
<b>Model Year</b>	2011	<b>Body</b>	JSDE41	DODGE AVENGER MAINSTREET 4-DOOR SEDAN		
<b>In Service Dt</b>	06/24/2011	<b>Mileage</b>	7,000	<b>Dealer Zone</b>	66	ORLANDO
<b>Plant</b>	N	STERLING HEIGHTS ASSEMBLY PLANT	<b>Market</b>	U	US	
<b>Color</b>	PBV	BLACKBERRY PEARL COAT				
<b>Engine</b>	ERB	3.6L V6 VVT ENGINE				
<b>Transmission</b>	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				
<b>Dealer</b>	44940	MAROONE DODGE OF PEMBROKE PINES				
<b>Dealer Address</b>	13601 PINES BLVD					
<b>Dealer City</b>	PEMBROKE PINES			<b>Dealer State</b>	FL	<b>Dealer Zip</b> 33027
<b>Owner</b>	[REDACTED]				<b>Contact Type</b>	E-MAIL
<b>Address</b>	[REDACTED]				<b>Home Phone</b>	
	MIRAMAR FL [REDACTED]				<b>Country</b>	UNITED STATES

Dealer - Service/Body Shop - Transaction - Problem Not Resolved - Default	Multiple trips to local dealer but problem not resolved
Product - Drivability - Unknown - Stalling - Default	Vehicle stalls while in traffic

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

Stauling while Driving

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

I have a 20110 and two 2011 Dodge avengers the 2010 was purchased during that year and that car started stauling a coupe months after purchased.

My mother took it back several times. The tech coudn t find anything wrong. May and June of 2011 purchased two more avengers the very same thing is going on. I was driving and stopped at a stop light and it turn off on me

I went straight to the dealer and they couldnt find anything wrong. I have taken it back 7 times since June of 2011 and to no avail nothing has been found wrong. I almost got into an accident because of the stauling in the mist of trying to go forward. Please help /i have three cars that is doing the very something with three drivers. I am ready to take further action. I am very disappointed with the treatment of the car.

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

Preferred Morning/Midday call back number is 9 [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? 44940  
 Dear Celeste:

Thank you for contacting the Dodge Customer Assistance Center regarding your 2011 DODGE AVENGER MAINSTREET 4-DOOR SEDAN. We regret the problem your vehicle has experienced and appreciate the time and effort you took to bring this matter to our attention. 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: 21997348

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 Friday March 16 2012.

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

Dodge Customer Assistance Center

\*\*\*\*\* END OF CAC EMAIL \*\*\*\*\*

CM contacted the customer and was informed that they are tired of bringing their vehicle in for diagnosis and nothing getting done about or being told that they are unable to duplicate the problem for the customer. Customer stated that they have been working with the 44940 dealer but they are very unhappy with the final outcome so far. CM suggested to the customer that they can bring their vehicle in for diagnosis elsewhere. CM provided the customer with local dealer information. Customer agreed to have their vehicle diagnosed at 61767 dealer.

CM advised the customer that they would contact 61767 dealer to give them a heads up regarding the customer's vehicle concerns, and will be advising them to contact the customer in order to book a mutual convenient time appointment for a proper diagnosis and possible repair. It was mutually agreed upon that CM should follow up with the customer after 4 PM on Thursday March 22 2012.

CM contacted the local dealer 61767 and spoke with SM Mr Ricky in order to give them a heads up regarding the customer's vehicle concerns. CM advised SM Mr Ricky that the customer would like to get a second opinion at their dealership since they are experiencing their vehicle stalling. SM Mr Ricky indicated that they will have one of their Service Advisors contact the customer in order to book a mutual convenient time appointment with the customer. CM advised the SM that the customer is a teacher so they will only be able to be contacted shortly after 4 PM.

CM contacted the local dealer 61767 and spoke with the Warranty Administrator Mrs Linda in order to find out if the customer had booked a mutual convenient time appointment in order to book a mutual convenient time appointment in order to get their vehicle diagnosed or possibly repaired.

CM was informed that no appointment has been made with the customer up until this point. CM provided Mrs Linda with contact information for the customer so they could book that appointment with the customer. CM also asked to be provided with a callback once the vehicle is diagnosed by their local dealer. It was mutually agreed upon that CM should follow up with local dealer on Thursday March 22 2012.

SA Mr Jonathan contacted the CM in order to advise them that the customer has been contacted by local dealership in order to book a mutual convenient time appointment for diagnosis. Customer advised the SA that they will contact the local dealer once they have some free time on their hands.

CM updating customer's CAIR. CM will follow up with the local dealer on March 27 2012. Customer has to book an appointment with local dealer for diagnosis.

CM contacted the local dealer in order to find out if the customer had booked an appointment in order to have their vehicle diagnosed. SA Mr Jonathan indicated that up until this point the customer has not booked an appointment yet. It was mutually agreed upon that once an appointment is setup the Service Advisor will contact the CM. CM will follow up with local dealer on Monday April 2 2012.

CM contacted the customer and was advised that they will have to book an appointment sometime on a weekend since they are a full time teacher. It was mutually agreed upon that customer will notify the CM once they have an appointment date. CM will follow up with the customer on Monday April 2 2012.

Monday April 2 2012.

CM attempted to contact the customer. CM left voicemail with contact information. If the customer calls in please provide them with a transfer call to 18777595427 ext 4718479. CM will follow up with the customer on Friday April 6 2012.

CM updating customer s CAIR. CM will follow up with the customer on Monday April 9 2012.

CM attempted to contact the customer. CM left voicemail with contact information. If the customer calls in please provide them with a transfer call to 18777595427 ext 4718479. CM left voicemail indicating to the customer that they will need to book an appointment for diagnosis of their vehicle. CM will follow up with the customer on Thursday April 12 2012.

CM attempted to contact the Service Manager Mr Ricky. CM was advised that Service Manager was not available. CM left a message with the receptionist Mrs Beverly and asked that a return phone call be provided to the CM. CM will follow up with the local dealer on Friday April 13 2012. CM would like to find out if the customer had brought their vehicle in for diagnosis.

If the Service Manager calls in please provide them with a transfer call to 18777595427 ext 4718479.

CM attempted to contact the customer. CM left voicemail with contact information. If the customer calls in please provide them with a transfer call to 18777595427 ext 4718479. CM left voicemail indicating that they would like to find out if the customer had a chance to have their vehicle diagnosed or if they have an appointment date. If the customer calls in please provide them with a transfer call to 18777595427 ext 4718479. CM will follow up with the customer on Thursday April 19 2012.

CM contacted the local dealership in order to find out if the customer had brought their vehicle in for diagnosis. Service Director Mr Ken, indicated that the customer never brought their vehicle in nor did they ever book an appointment for diagnosis with their dealership.

CM contacted the Service Advisor Mr Bryan whom indicated that the customer brought their vehicle in for diagnosis on March 11 2012 where they replaced the Vapour Canister on the customer s vehicle.

CM contacted the customer whom informed the CM that their vehicle is currently back to normal working condition after the repair was performed at their local dealer. Customer informed the CM that the repairs were covered under warranty.

\*\*\*\*\* No additional follow up needed \*\*\*\*\*

\*\*\*\*\* CLOSE LOOP \*\*\*\*\*

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**Customer Assistance Inquiry Record (CAIR)# 21998225**

<b>VIN</b>	1C3BC8FG5	BN [REDACTED]	<b>Open Date</b>	03/15/2012	<b>Built Date</b>	07/08/2011
<b>Model Year</b>	2011	<b>Body</b>	JSCR41	CHRYSLER 200 S 4-DOOR SEDAN		
<b>In Service Dt</b>	02/29/2012	<b>Mileage</b>	1,030	<b>Dealer Zone</b>	63	DALLAS
<b>Plant</b>	N	STERLING HEIGHTS ASSEMBLY PLANT	<b>Market</b>	U	US	
<b>Color</b>	PX8	BLACK CLEAR COAT				
<b>Engine</b>	ERB	3.6L V6 VVT ENGINE				
<b>Transmission</b>	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				
<b>Dealer</b>	44409	RANDALL DODGE CHRYSLER JEEP				
<b>Dealer Address</b>	419 US HIGHWAY 79 S					
<b>Dealer City</b>	HENDERSON			<b>Dealer State</b>	TX	<b>Dealer Zip</b> 75654
<b>Owner</b>	[REDACTED]				<b>Contact Type</b>	ROADSIDE
<b>Address</b>	[REDACTED]				<b>Home Phone</b>	[REDACTED]
	TATUM TX [REDACTED]				<b>Country</b>	UNITED STATES

Corporate - Roadside Services - Warranty - Towing - Default

Roadside Assistance Contacted - DATE : 2012-03-15  
 Road Side File Created 03-15-12 FOR WARRANTY  
 VEHICLE PROBLEM AT: VEHICLE TAKEN TO:  
 [REDACTED]  
 \*\*\*\*\*  
 TATUM HENDERSON  
 TX USA TX  
 [REDACTED] FM 1797 E,VEH STALLED WHILE DRIVING AND WONT  
 DEALER CODE : 44409 RANDALL DODGE CHRYSLER JEEP

**Customer Assistance Inquiry Record (CAIR)# 21999267**

<b>VIN</b>	1B3BD1FG7	BN [REDACTED]	<b>Open Date</b>	03/15/2012	<b>Built Date</b>	01/31/2011
<b>Model Year</b>	2011	<b>Body</b>	JSDE41	DODGE AVENGER MAINSTREET 4-DOOR SEDAN		
<b>In Service Dt</b>	09/30/2011	<b>Mileage</b>	7,038	<b>Dealer Zone</b>	63	DALLAS
<b>Plant</b>	N	STERLING HEIGHTS ASSEMBLY PLANT	<b>Market</b>	U	US	
<b>Color</b>	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				
<b>Engine</b>	ERB	3.6L V6 VVT ENGINE				
<b>Transmission</b>	DBA					

<b>Dealer</b>	45057	GULFGATE DODGE INC				
<b>Dealer Address</b>	7250 GULF FREEWAY					
<b>Dealer City</b>	HOUSTON	<b>Dealer State</b>	TX	<b>Dealer Zip</b>	77017	
<b>Owner</b>	[REDACTED]			<b>Contact Type</b>	TELEPHONE	
<b>Address</b>	[REDACTED]			<b>Home Phone</b>	[REDACTED]	
	TEXAS CITY TX [REDACTED]			<b>Country</b>	UNITED STATES	

Product - Electrical - Unknown - Intermittent or Inoperative - Default	The turn signals will not work or will be going off randomly
Product - Engine - Unknown - Other - Default	Vehicle keeps wanting to stall out or will stall
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 claims that the vehicle is wanting to stall out, at times it will not start, does not have a smooth ride, the dealer had to resurface the rear rotors on the vehicle shortly after his purchase and the turn signals will just go off randomly or not at.  
 Briefly summarize what the customer is expecting:  
 Customer is seeking assistance with having the vehicle repaired and not have to deal with these issues any longer otherwise he s going to trade in the 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] can be called at 7:00 am central but no later than noon.  
 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? 45057  
 Reassigned to 88F  
 Status update provided via email to the following email address:  
 [REDACTED]  
 Hello, My name is Joni and I have been assigned as your Case Manager with Chrysler.  
 Here is some information that will be helpful for you to have:  
 Your Case Number: 21999267

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

My Direct Extension: 66313

My work hours: 8:00 - 17:30 Mountain Time, Monday-Friday

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

Thank you for being a part of the Dodge family and have a great day!

Joni.

End of Status Update

\*\*\*\*\* CASE MANAGER TEAM - District U \*\*\*\*\*

Original owner? Yes

Loyalty? 1 - New

Household? 1 - New

ISD? 09/30/2011

SC? Yes, 1.

OWNER CARE CONVENIENCE PACKAGE 12 MONTHS. Exp Date : 09/29/2012 Exp ODM:

15,030 M

WCC? 536

OOW? Still within all warranties

Contacted dealer at 281-477-6767. Dealer Code: 45057. Requested SM Allen.

SM states the last 2 times the customer was in was in december and march

for oil. Customer was in dealership in November and the customer

complained about the stalling and lights but they found no codes and

could not duplicate the concern.

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

Left message.

Customer called for his case manager, but she wasn't available. The

customer stated that he would like a callback today from someone.

Caller MR [REDACTED] requesting to speak with Case Manager ext 66313,

agent out of office today.

Customer upset that no one has called him back yet, writer will send a

note requesting an available case manager follow up with him. Customer

contact [REDACTED].

Customer called in seeking to speak to Case manager JR1332. Writer

advised customer that Case manager was not available. Customer stated

that he is worried about the car stalling out and being hit while his

wife is driving it. Customer states he has been into the dealership above

many times and they can not recreate the problem. Writer advised customer

to keep a pen and paper in his car and write down details of when the

problems happened. Customer's wife then got on the phone stating she does

not feel that writing these things down will help and that she feels that

she is going to be sued because the car does not work right. Customer

then got back on the phone and stated that he would like to look in to

lemon law because he is tired of trying to fix the problem with the

dealership when they won't work on the car. Writer advised customer that

she would forward the case to the lemon law department and they would get

back to him when they have an update.

\*\*\*\*\* 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 = 5 mostly unrelated repairs; brakes,

wheel balance, PCM, Radio, inside lamp.

Number of days out of service = 7

Call back 3/21.

MR [REDACTED] called returning the call for CW509, with customer's

permission writer connected caller to CM voicemail. Customer wanted a

call back

CAIR has been escalated to the I2R team for special handling.

Writer spoke to Mr. [REDACTED]. Customer was attempting to contact CM back.



yet. Customer was confused. He never talked to original CM. Writer asked customer to give it a day for a call back and if not to contact us back for further handling. Customer thanked writer. Customer stated number on file is the best to reach him. [REDACTED]

\*\*\*\*\*Andres Cruz with the I2R Customer Resolution Team is now responsible for this CAIR. If the customer should call, please request them to contact Andres Cruz at 888-542-7239, extension 464. Thank you.\*\*\*\*\*

3-21-12 AC1264

Called the owner, received voicemail. Left message with owner informing him that his case was escalated to me to assist with any potential warranty repairs. Provided owner with my contact information advised a call back. If the customer contacts Chrysler, Please refer them to their I2R Case Manager Andres Cruz at 888-542-7239 at 464 ext.

Customer states he has tried to reach AC1264, writer verified correct contact number and ext. Customer says it always goes to VM.

Customer contact: [REDACTED] (before noon, or after 10 pm CST)

CUSTOMER CALLED IN: customer said he can not talk to the Case Manager AC1264 upset that no one is returning his call and he has to go to work soon and can not tell them that he feels his family is in danger driving this car.

Customer wanted to know if there was someone else he can speak with about his issues, since he is not getting the resolution he needs through AC1264. Customer states he does not want to go back to the dealership for a test drive, since the dealership has already driven his vehicle 3 times. Customer states he will give the dealership one more chance and if they still cannot find the issue, he will consult a lawyer and he will want a different vehicle or his money back. Customer states he does not have the money to continue paying for rental and extra rental insurance.

3-23-12 AC1264

Owner called. Spoke with the owner in regards to his vehicle. Owner informed of the many problems and attempts he has made to repair his vehicle. Owner states that his current concern with the vehicle is that it shuts off while driving and in traffic. Owner also states that the lights flicker on and off, as if power is being drawn. Owner also state that his brakes do not work properly, owner has to depress the brakes down completely to come to a stop. Advised owner to perform a test drive with the SM at the dealer of his choosing in an attempt to duplicate the concern with the vehicle. Informed the owner that there are technical resources available to me, but would need the vehicle brought in and have the issue duplicated. Owner states that he feels that this is a waste of time, because he has done this and has taken the vehicle to multiple dealership to attempt the concern. Also informed the owner that I could authorize a rental for the owner, as he stated that he had a difficult time trying to get a rental. Owner stated that would help, but would not fix the issues he is having with the vehicle. Owner did advise that he would have to wait till the first of the month to be able to take the vehicle in. Informed the owner to schedule the time at this convenience and that I could follow up then, when he has brought the vehicle in. Advised owner that I would follow up with him 3-28-12 at his request. Owner stated that he would contact him prior if anything changed. Confirmed to the owner that I understood. If the customer contacts Chrysler, Please refer them to their I2R Case Manager Andres Cruz at 888-542-7239 at 464 ext.

Customer states now vehicle will not start at all today.

Writer transferred to: I2R Case Manager Andres Cruz: 888-542-7239 at 464 ext.

Caller requesting to speak with Case Manager from the Impartial group transferred call to 888-542-7239 at 464.

Customer calls to speak with their Case Manager.

Customer states she found out that AC1264 no longer works for Chrysler.

Writer provided Impartial Services Group, LLC (ISG) Phone: (800) 215-6230

and transferred the customer.

Customer states would like to speak with case manager that is handling the case. Writer transferred to: I2R Case Manager Andres Cruz:

888-542-7239 at 464 ext to leave a voice mail if not available.

cant get ahold of manager. Writer informed customer of lines 162-163.  
Customer understood. Writer transferred to number on line 163.  
3-30-12 AC1264

Called the owner to follow up with his vehicle. Informed the owner that I did speak with West, in regards to the owners vehicle. Was informed by West, SA that the vehicle's battery was charged and checked to see if it was a bad cell. Battery passed. Alternator was checked, Alternator putting out over 14 volts. Inquired if they checked for a draw in the system. Was informed that they did and no draw was detected. Owner stated that Ron Carter did not do a through test. That they charged the battery and sent him on his way. Informed the owner that I rely heavily on the diagnosis of the vehicle. Since they are the ones viewing the vehicle and have physical access to the vehicle. Informed the owner that I may have solutions to some of the issue that the customer is having. Informed the owner that I would like to offer an extended warranty on the vehicle, that would have rental and towing assist coverage. Which would have been help today if he had this applied to his vehicle. Also informed the owner that I do realize he has to drive and take the vehicle to the dealership and that cost money in gas. Informed the owner that I could offer to reimburse him a monthly payment to assist with some of his expenses. Informed the owner that I would inquire with the dealerships and check their availability and check back with him. If the customer contacts Chrysler, Please refer them to their I2R Case Manager Andres Cruz at 888-542-7239 at 464 ext.

Customer [REDACTED] calls to speak with their Case Manager, not in this department, writer gave information [REDACTED].

Customer states he has been trying for 3 days to reach his case manager. Customer states he leaves several messages and his calls are never returned. Writer apologized and advised that the case is assigned to the designated department and customer would need to continue working with Impartial Services.

Writer explained to customer that Impartial Services Group is a company that specializes in dispute settlements and works in conjunction with the Regulatory Affairs Group within Chrysler's Customer Care organization. ISG works with Chrysler to facilitate replacements or repurchases. Customer is requesting a call back as soon as possible.

4-5-12 AC1264

Called Gulfgate and Dodge Chrysler to speak with service on availability for the customer to have his vehicle brought in. Was informed that the customer could bring his vehicle in on 4-9-12 to have his vehicle diagnosed. Informed Patsy, SA that the customer's vehicle needs to be checked thoroughly for the issues that the customer is stating he has. If the customer contacts Chrysler, Please refer them to their I2R Case Manager Andres Cruz at 888-542-7239 at 464 ext.

4-5-12 AC1264

Called the customer and informed him that I contact Gulfgate and Ron Carter in Alvin, and both are available to diagnosis the vehicle on 4-9-12. It was his choice on where he would like to take his vehicle in. Owner stated that he would prefer to take the vehicle to Gulfgate, but would not be available to take it in on 4-9-12 as he has to work. Suggested to the owner that he drop the vehicle off, and we put him in a rental and I can follow up with the dealership once the vehicle is dropped off. Informed the owner that I would call and provide authorization for the rental and provided the owner with the contact name. Owner understood. Owner did state if there were any other options, because the process is taking a long time and does not like the phone tag game. Informed the owner that bringing in the vehicle and having a proper diagnosis is what causing the delay. Informed the owner if he would like to trade the vehicle, then that was his choice. But I would like to try and address the concerns he is having with the vehicle. Owner understood. If the customer contacts Chrysler, Please refer them to their I2R Case Manager Andres Cruz at 888-542-7239 at 464 ext.

4-5-12 AC1264

Called Gulfgate Dodge Chrysler to provide authorization for the customer. Call was transferred to service after several rings the call went to voicemail. Left message provided authorization for customer of 35.00 a day and up to 5 days. Informed the that if additional time is required

would follow up again to confirm that authorization was received. Called again and informed the receptionist that I need to speak with someone over authorization for a rental. Call was again transferred to service, voicemail was received. Left second message again provide with rate of rental of 35.00 a day. Will inform the owner that authorization is on answer machine and CAIR. If the customer contacts Chrysler, Please refer them to their I2R Case Manager Andres Cruz at 888-542-7239 at 464 ext. 4-5-12 AC1264

Called the owner to inform him that I have contacted Gulfgate and left two messages for rental authorization. Also informed the owner, that I notated his authorization on his CAIR. Owner informed me that he was in contact with Alan Johnson. And provided me with his direct line to speak about his rental. Received a call back from Alan Johnson, informed him that I was handling the customer's case. Informed Alan, SM that I would provide authorization for the rental to have the vehicle diagnosed. Alan, SM stated he would contact the owner and make the arrangements. Informed Alan, SM that I would be contacted to verify the findings of his diagnosis.

4/13/12 CN146: Awaiting update.

MR [REDACTED] called in requesting to speak to AC1264. Writer informed customer AC1264 is in the ISG department. Customer is having a difficult time getting in contact with him.

4-26-12 AC1264

Received confirmation, that no offer for replacement or repurchase is available at this time. But offer for the monthly reimbursement is still available as it was offered to the customer. Will inform customer of decision. If the customer contacts Chrysler, Please refer them to their I2R Case Manager Andres Cruz at 888-542-7239 at 464 ext.

5/04/12 CN146: Awaiting update.

5-4-12 AC1264

Customer states that he has had multiple issues with his vehicle, vehicle stalls and will shut off, there is noise in his front end, vehicle won't stop, hesitates, head lights flicker, vehicle has a draw in the system, and the gas meter fluctuates. Advised owner on 3-23-12 to make an appointment and test drive the vehicle with a SM to duplicate the issues for the SM. Owner informed that authorization for rental would be given once he made an appointment. Advised owner to contact when his appointment was set to call the dealership and authorize a rental. Customer did not make an appointment. Customer had vehicle towed on 3-31-12, for a no start concern. Vehicle was towed to Ron Carter. Vehicle was tested for a bad battery, if the alternator was producing the correct voltage, it was at 14 volts, and the vehicle was checked for a draw and no draws were detected. Owner's vehicle was returned back. Owner stated that he did not feel the vehicle was properly diagnosed. Advised the owner again to make an appointment and to test drive with the SM to show and duplicate the long list of issues with the vehicle that Ron Carter could not duplicate. Owner made appointment with Gulfgate Chrysler and authorization was given for a rental. Owner provided SM Alan Johnson, with a list of issues with the vehicle. Alan, SM was only able to confirm one concern. A blown speaker. Owner did not test drive the vehicle as advised. Customer seeking buyback. Advised owner that both dealerships were unable to duplicate his concerns. Offer for payment reimbursement still stands, but there is no offer for replacement of buyback at this time.

5/11/12: Tried to reach customer at home number [REDACTED] and the number has been changed, disconnected or is no longer in service. Left voice mail for Alan, Service Manager at Gulfgate DCJ (pairing Dealer) to call back to advise if he might have a valid phone number for customer. mb981

\*\*\* If the customer should call, please request them to contact Mikelyn Buys at 888-542-7239, extension 447. Thank you. \*\*\*

5/14/12: Alan, Service Manager at Gulfgate Dodge called to provide alternate phone number for customer: Business (409) 948-0001. mb981

\*\*\* If the customer should call, please request them to contact Mikelyn Buys at 888-542-7239, extension 447. Thank you. \*\*\*

5/15/12: Tried to reach customer at Business number provided by Gulfgate DCJ and was advised that customer cannot receive phone calls or messages

contact information found...Will review with CM (DCB4) before closing Case/CAIR. mb981

\*\*\* If the customer should call, please request them to contact Mikelyn Buys at 888-542-7239, extension 447. Thank you. \*\*\*

5/16/12: Sent email to customer at [REDACTED] requesting a call back regarding vehicle status (CRO), as I do not have a valid contact phone number for him. Follow-up 5/18

\*\*\* If the customer should call, please request retrieve a valid phone number and request that he contact Mikelyn Buys at 888-542-7239, extension 447. Thank you. \*\*\*

5/17/12: Customer called to provide a valid contact phone number for him [REDACTED]; Customer advised there is still a rattling/buzzing noise coming from the Speaker area, but he is not sure if the noise is coming from the speaker or if the door is making the noise due to the amount of Base he has coming through the speaker. Customer advised the vehicle also runs rough, but he is not sure if it is due to the Low Profile 18 tires on the vehicle, as his friend has a four cylinder Dodge Avenger that rides just fine. Customer advised Gulfgate DCJ told him that the vehicle was running rough because the Air Pressure in the tires were incorrect. Customer is seeking to be taken out of the vehicle based on Service History. Advised customer that an offer to take him out of the vehicle is not being made, but I can certainly reimburse him one monthly payment per his conversation with his previous Case Manager AC1264- see CAIR 284-286. Customer accepted payment reimbursement CRO and will fax me a copy of his Loan/Sales Contract. Customer to call me back once he s checked the speaker for the rattling/buzzing noise, before I see about scheduling a Test Drive with him and the Service Manager at Gulfgate DCJ to address the running rough issue after they have made sure the Tire Pressure is correct. mb981

\*\*\* If the customer should call, please request them to contact Mikelyn Buys at 888-542-7239, extension 447. Thank you. \*\*\*

5/18/12: Customer called to advise he tested the speaker out and it sounded fine. Customer advised he also checked/adjusted the tire pressure to specs (32 psi) then drove vehicle to work and back (about six miles total) and vehicle is driving much better, not running rough like it was before.

Customer to put some more miles on the vehicle and will call me back on 5/22 to advise if the running rough issue has been resolved. mb981

05/25/12 RW584 Awaiting update.

5/30/12: Customer called to advise the vehicle and tires are doing fine. Advised customer that his payment reimbursement docs are illegible, so I going to request a copy of his Loan/Sales Contract from Gulfgate DC and will call him back once the docs have been received- customer understood and was satisfied with plan of action. mb981

5/30/12: Spoke to Andrea Watson, Finance Department at Gulfgate DC and she advised customer s monthly payment is \$545.00...Submitting request for \$545 monthly payment reimbursement for customer satisfaction. Customer is satisfied with CRO. mb981

\*\*\* If the customer should call, please request them to contact Mikelyn Buys at 888-542-7239, extension 447. Thank you. \*\*\*

5/30/12: Left voice mail for customer to call back to verify his mailing address for the payment reimbursement, as I have his Loan/Sales contract on file. mb981

\*\*\* If the customer should call, please request them to contact Mikelyn Buys at 888-542-7239, extension 447. Thank you. \*\*\*

5/30/12: Customer called and verified his mailing address for the payment reimbursement. Advised customer that I will call him back once the reimbursement check has been mailed out, which should be by next week- customer understood and was very satisfied. mb981

\*\*\* If the customer should call, please request them to contact Mikelyn Buys at 888-542-7239, extension 447. Thank you. \*\*\*

5/31/12 Emailed tjb16 requesting to process the customer s payment reimbursement in the amount of \$545.00. Follow up regarding reimbursement on 6/4/12. CM

Check approved.

Check received and sent to customer through US Mail.

6/4/12 Received email from tjb16 confirming customer s rental reimbursement in the amount of \$545.00 has been issued and mailed to the

6/6/12: Left voice mail message for customer advising that his reimbursement check in the amount of \$545 has been processed and mailed. Provided my contact information and asked that he please call me with any future questions/concerns and I would be happy to assist. Customer has been provided one month payment reimbursements for customer satisfaction. Customer was very satisfied with CRO and there are no issues with vehicle at this time...CLOSING CASE AND I2R CASE. mb981  
\*\*\* If the customer should call, please request them to contact Mikelyn Buys at 888-542-7239, extension 447. Thank you. \*\*\*

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**Customer Assistance Inquiry Record (CAIR)# 22000054**

<b>VIN</b>	1B3BD1FG3	BN [REDACTED]	<b>Open Date</b>	03/15/2012	<b>Built Date</b>	01/11/2011
<b>Model Year</b>	2011	<b>Body</b>	JSDE41	DODGE AVENGER MAINSTREET 4-DOOR SEDAN		
<b>In Service Dt</b>	10/28/2011	<b>Mileage</b>	5,013	<b>Dealer Zone</b>	63	DALLAS
<b>Plant</b>	N	STERLING HEIGHTS ASSEMBLY PLANT	<b>Market</b>	U	US	
<b>Color</b>	PW1	STONE WHITE CLEAR COAT				
<b>Engine</b>	ERB	3.6L V6 VVT ENGINE				
<b>Transmission</b>	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				
<b>Dealer</b>	45083	MAC HAIK DODGE				
<b>Dealer Address</b>	3207 SOUTH GENERAL BRUCE DRIVE					
<b>Dealer City</b>	TEMPLE	<b>Dealer State</b>	TX	<b>Dealer Zip</b>	76504	
<b>Owner</b>	[REDACTED]			<b>Contact Type</b>	TELEPHONE	
<b>Address</b>	[REDACTED]			<b>Home Phone</b>	[REDACTED]	
	TEMPLE TX [REDACTED]			<b>Country</b>	UNITED STATES	

Product - Electrical - Lamps and Switches - Other - Default	Alarm goes off for no reason
Product - Electrical - Battery - Intermittent or Inoperative - Default	Battery keeps dying
Product - Drivability - Unknown - Other - Default	Motor stops for no reason
Corporate - Rental Vehicle - Default - Default - Default	SM John requesting rental authorization
Product - Drivability - Unknown - No Start - Default	Service manager states vehicle towed in for a no start issue

Briefly summarize why the customer is contacting Chrysler: Customer states that her vehicle has been at the dealership MAC HAIK DODGE CHRYSLER JEEP since Monday, customer states that she picked her vehicle up today as the dealership indicated that they could not find anything wrong. Customer states that the vehicle motor stops when sitting at a red light for no reason and this has happened four times in the last three to four months. Customer states that the battery keeps dying for no reason and the alarm goes off and head lights start flashing. Customer states she wants her vehicle fixed properly. Agent informed the customer that she would escalate this to a CM for review.

Briefly summarize what the customer is expecting: Customer wants her vehicle fixed .

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] after one p.m. Preferred Afternoon/Evening call back number is [REDACTED]

Who has possession of the vehicle? Owner

If a CDJ dealer has diagnosed, what is the dealer name or code? MAC HAIK DODGE CHRYSLER JEEP

Reassigned to 88F

Has customer had previous history with current issue? Yes

Customer has a history of diagnosis for an intermittent problem? Yes

Has had repair history at Chrysler dealership(s)? Yes

Was this vehicle purchased new by this customer? Yes

Customer has a history of purchasing Chrysler vehicles? Yes

If yes, number in household? 1  
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? No  
Service contract or Mopar warranty component? No  
Within 3 years or 36,000 miles? Yes  
\*\*\*\*\* CASE MANAGER TEAM - District U \*\*\*\*\*  
\*Owner: Original owner  
\*New: 2  
\*Used: 0  
\*HH: 2 (Currently owns 1)  
\*In warranty Basic 3/36  
\*In warranty Powertrain 60/100  
\*SC: None  
\*DEALER - writer spoke with Service Manager John. (SM) John states back in February the customer came in with a concern that her vehicle would shut off at a red light, battery not working, and alarm going off. (SM) John states he has not been able to get the vehicle to duplicate nor get codes to come up. (SM) John states he can meet with the customer and drive the vehicle 200 miles to see if will act up.  
CONTACT UPDATE - 1st Contact attempt, phone number dialed, 254-541-8185  
\*Writer left detailed message  
CONTACT UPDATE - writer spoke with customer. Writer advised customer the dealership is willing to look at the vehicle to try and get the concern to duplicate. Customer states it s an electrical problem and that she has family members that are mechanics and the ones at the dealership are not real mechanics. Writer apologized to customer for the problems she has been having. Writer assured customer we want to see her vehicle get repaired and the dealership wants to help her. Customer states the dealership does not want to help her. Writer advised customer she can get a second opinion. Customer states then she would have to pay for it and she does not have the money. Customer states she is just going to wait until the vehicle breaks down completely and then they will have to fix it. Writer asked customer what she would like us to do with her case. Customer states nothing. Writer advised customer the case will be closed until the vehicle is at the dealership. Customer understood and hung up.  
CLOSED LOOP UPDATE - no need for additional follow-up.  
\*CASE REOPENED\*  
\*Writer reopened case. Writer recieved email from Service Manager John stating the customers vehicle had to be towed in for a no start issue.  
\*DEALER - writer left voicemail for Service Advisor Charlie. Writer also emailed Service Manager John.  
\*Writer recieved email from service manager John stating vehicle is repaired. (SM) John needs 6 days of rental at \$35 a day  
Customer seeking rental assistance because no start. Contacted Service Manager, John at 45083 to discuss the customer s request for rental assistance. Confirmed customer s concern and with Service Manager concurrence, authorized 6 days of rental per guidelines in Warranty Bulletin D-11-53.  
REASSIGNED TO BC/DLR 63 45083 03/26/12 17:32 R 22000054  
Reviewing with s/m to determine status of repairs. \_  
\*Contact Date:03/27/2012  
Warranty repair has been documented on Repair Order#150882  
CAIR RETURNED FROM DEALER ON 3/27/2012 AT 10:42:347 R 22000054

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**Customer Assistance Inquiry Record (CAIR)# 22001248**

<b>VIN</b>	1B3BD2FG9	BN [REDACTED]	<b>Open Date</b>	03/15/2012	<b>Built Date</b>	01/03/2011
<b>Model Year</b>	2011	<b>Body</b>	JSDL41	DODGE AVENGER LUX 4-DOOR SEDAN		
<b>In Service Dt</b>	04/22/2011	<b>Mileage</b>	19,400	<b>Dealer Zone</b>	66	ORLANDO
<b>Plant</b>	N	STERLING HEIGHTS ASSEMBLY PLANT	<b>Market</b>	U	US	
<b>Color</b>	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				
<b>Engine</b>	ERB	3.6L V6 VVT ENGINE				
<b>Transmission</b>	DBA					

<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	TELEPHONE
<b>Address</b>	[REDACTED]	<b>Home Phone</b>	[REDACTED] 66
	SANFORD NC [REDACTED]	<b>Country</b>	UNITED STATES

Corporate - Rental Vehicle - Default - Default - Default	Customer requesting rental vehicle assistance for warranty repairs.
Corporate - Warranty Coverage - Default - Default - Default	customer seeking rental vehicle
Corporate - Complaint Contact - Default - Default - Default	vehicle engine shuts off randomly
Corporate - Lemon Law - Default - Default - Default	
Dealer - By-Pass - Default - Default - Default	

Customer called stating that she has had problems with the vehicle since she first got it. Customer states that the engine will just shut off randomly when she is at a stop. Customer is upset that she could get rear ended with her 3 month old grandchild in the vehicle. Customer states that the dealership is apparently unable to diagnose or duplicate the issue. The vehicle is currently at US 1 CHRYSLER DODGE JEEP Dealer Code: 45443. Customer wants to get a loaner or rental vehicle in order to get to Raleigh as her father is hospitalized there and she has to go to work as well. 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 Agent meant to reassign to 88R and forwarded to 88f in error. \*\*\*\*\* CASE MANAGER TEAM - District 88R\*\*\*\*\* in warranty, NO SC, owns two, two in house hold one original one a 2nd owner. Customer seeking rental assistance because vehicle engine shuts off randomly Contacted Service Manager, mike at 45443 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-11-53. CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED] left VM with customer about the rental Travis from US One calling to speak to with CM AH1076 @ extension 66341 Agent attempted to transfer caller, phone line didn t work right so agent attempted a second time but caller didn t connect. Apologize to Travis



for agent please and thankyou.

Customer called in wanting to speak with AH1076. Agent transferred customer to extension 66341.

customer called into the writer and explained that they have not be able to diagnosed the vehicle writer told the customer that the writer will call the dealership and see whats going on

writer called the SA and the SA stated that they are unable to get duplicate the issue, writer suggested that a data recorder be used, but writer will not extened rental due to the SA putting almost a hundred miles on the vehicle to try and duplicate the issue. SA stated he will talk to the SM about trying that out.

\*\*\*\* CM please follow up with the dealership and the data recorder, and decline on the extension on the rental, the SA is suppose to be informing the customer of the decline. \*\*\*\*

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

Writer called US 1 spoke with SA Travis as SM Mike has gone for the day. SA stated has seen vehicle for this issue more than once, also an intermittent CEL. Each time vehicle has been kept by the dealership and road tested over 100 miles and has not been able to duplicate the issue. Customer took vehicle home on 3/20.

SM Mike requesting to speak with Case Manager.

Writer called US 1 CHRYSLER DODGE spoke with SM Mike who advised rental was for two days and meant that rental needed to back on Sunday. Will chrysler add 1 day to rental for dealership. Writer advised will approve 1 extra day of rental. SM Mike agreed to contact DM for a data recorder and will let writer know if can locate one.

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

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

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

Writer called US 1 CHRYSLER DODGE at 919-775-5588 SM Mike is in a Manager meeting, requested to speak with SA Travis to confirm if customer has brought vehicle back for concerns. Customer brought vehicle back for an oil change on 3/22/12 for an oil change no mention of the concern was made at that time.

5th attempt made to contact customer. Left message at [REDACTED]

6th attempt made to contact customer. Left message at [REDACTED]

SA Travis from dealer code 45443 because the customer states that she is still having the issue with the vehicle. The caller has a different phone number for the customer it is [REDACTED]. He spoke to the customer on this phone number this morning. SA Travis from dealer code 45443 asked to be transferred directly CM TP405 at ext#66380.

SA Travis calling to speak with the case manager. SA states customer needs a rental vehicle. Writer transferred to case management.

The writer received a call from SA Travis requesting rental assistance for the customer. The writer has authorized three days of rental assistance for warranty repairs. Travis was advised to contact the CM if additional rental assistance is needed.

Writer called SA Travis at US 1 has 4 fault coded and has not completed diagnostic but codes indicate transmission.

Writer called customer at [REDACTED] confirmed customer was placed in a rental. Writer explained that we would like the opportunity to ensure that the vehicle is repaired. Writer advised will follow up with customer on 4/13 with any updates.

Service Manager Mike Baker requesting to speak with Case Manager ext 66380. Writer notated case that SM would like a call back.

Writer called SM Mike Baker to advise that this vehicle is still under warranty and is not available in dealer connect. Sm advised that vehicle had been repaired and was a wiring issue.

Mike Baker Service Manager requesting to speak with Case Manager ext. 66380. Transferred caller to TP402 VM.

Writer called US 1 CHRYSLER DODGE left message for SM Mike

7th attempt made to contact customer. Left message at [REDACTED] to advise that vehicle has been repaired and rental will need to be returned today or customer will be responsible for the weekend days if keeps vehicle.

Writer called dealership spoke with SM Mike Baker and advised that writer has tried to contact customer and has left a message advising that

for the weekend rental.

Writer called dealership US 1 spoke with SA Travis who conformed custom,er returned rental and repairs have been completed.

SM called seeking to speak with CM. Agent transferred to TP405 at extension 66380.

Writer received voicemail from SA Travis advising customer has returned the vehicle to the dealership as the CEL light is on again and has cut out. Due to the concerns would like Chrysler to authorize 3 more days of rental.

Customer Care has authorized 3 days of rental assistance per guidelines in Warranty Bulletin D-11-53.

Writer called US 1 CHRYSLER at [REDACTED] to advise that has authorized 3 days of rental.

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

Caller REBECCA B BELL requesting to speak with Case Manager. Writer told customer that the CM was not available, but would call back as soon as possible.

Writer called customer at [REDACTED] customer states that vehicle has been to the dealership 8 times since 8/24/11 for the same concern.

Customer would like case reviewed for lemon law. Writer advised will forward case to that department for review and will receive a call in 24 business hours.

\*\*\*\*\* 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 Exhaust system/PCM, 1 Turn signal, 1 Transmission wiring.

Number of days out of service = 12.

Writer called customer to inform them of the above information.

Customer is stating that they have had so many problems with this vehicle.

Writer informed customer that Dodge does want their vehicle repaired and we will escalate their case to seek resolution.

Writer called dealership and informed SM Travis per message customer requested Lemon Law and the vehicle did not appear to meet the guidelines. Writer is sending cair to 88D for further handling.

CAIR has been escalated to the I2R team for special handling.

Service Advisor Travis wanted to know the number for RW100.

Writer gave SM 800-215-6230 phone number to get SM questions answered.

\*\*\*\*\*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.\*\*\*\*\*

4/25/2012 3:19:10 PM: User Comment by Rachel Wade: Spoke with Mike, SM at US 1 Chrysler, who put SA Travis on the phone to review customer's concerns. SA Travis advised that vehicle has been to the dealership several times for a concern with the vehicle shutting off, and the past two times has been in with a CEL on as well. The last time it was in service for a CEL and they found that there were two areas in transmission wiring that were chaffed, so they repaired and re-routed the wiring. Customer brought vehicle back in on 4/19, two days after she picked it up from last repair, and stated that the same problems are occurring (CEL and shut off). Travis stated that at that time they placed owner in a rental and opened a STAR case. Travis stated that they did find fault codes, and were instructed by STAR to replace the PCM and sensor circuit. Both parts are expected to arrive by 4/27. I advised that

that he did speak with customer yesterday to make aware that they are waiting for parts.

4/25/2012 3:28:28 PM: User Comment by Rachel Wade: Spoke with customer who informed that she has had ongoing issues with the CEL coming on and vehicle shutting off. Customer stated that when she brought her vehicle back to the dealership this last time they pointed out to her how her transmission was not shifting correctly. I explained that when vehicle was brought in on 4/19 the dealership did contact STAR to provide additional technical assistance in diagnosing and repairing her vehicle. Explained that the dealership will be replacing the PCM and sensor circuit, and that the parts are expected to arrive this Friday 4/27.

Advised that I have extended the rental, and will ensure that customer is provided a rental until vehicle is ready to be picked up. I advised that I do understand customer has had ongoing issues with vehicle and needed rental assistance in the past, therefore I would like to offer customer a service contract that would provide rental coverage as a goodwill gesture from Chrysler. Discussed the Added Care Plus 7 year 70,000 miles \$50 deductible plan. Customer was pleased with this offer. Advised that I will be contacting dealership to check on status of parts on Friday, and would update customer at that time as well. Provided my contact information and asked that customer call me with any questions/concerns before that time. Asked customer if she had any questions and she stated that she does not, and she is just glad that she is being assisted.

\*\*\*If the customer contacts Chrysler, please refer them to their I2R Case Manager Rachel Wade at 888-542-7239 ext 537.\*\*\*

5/1/2012 3:45:37 PM: User Comment by Rachel Wade: Spoke with Travis, SA at US 1 Chrysler, who informed that they replaced the PCM as well as the transmission output sensor and transmission compound sensor. Repairs were successful and vehicle was cleaned and returned to customer this morning. Advised that I would extend the rental authorization to cover the remaining days customer was in the rental during repairs. Rental has been authorized from 4/25 to 5/1 at \$35/day.

5/1/2012 4:08:55 PM: User Comment by Rachel Wade: Attempted to contact customer at [REDACTED] and spoke with a male who informed that customer was not available, however he just spoke with customer and customer told him that she was about to have to take the vehicle back to the dealership because her CEL came back on. Was provided customer's cell phone number [REDACTED].

5/1/2012 4:20:26 PM: User Comment by Rachel Wade: Spoke with customer who was very upset. Customer was at the dealership when I called. Customer stated that she was very happy this morning when she got her vehicle back, but she only had a chance to go to the doctor and the grocery store, and before she even made it home the CEL came back on. Customer stated that this is the 8th or 9th time the vehicle has been back in for this, and she is very frustrated with the vehicle. Customer stated that she just wants another vehicle. Customer stated that she is waiting at the dealership and just wants a rental so that she can leave because she is getting very upset. I advised that I would call SA Travis immediately to authorize a rental, and would call owner tomorrow to touch base. Customer was standing next to SA Travis so she gave the phone to him. Spoke with SA and authorized rental for \$35/day for up to 5 days. Asked that Travis please contact STAR and he agreed to do so. Travis stated that he believes this is between 6 and 8 times that the vehicle has been in service for the CEL and customer has right to be upset. Travis stated that customer reported the vehicle also went into limp mode today. I advised that I would call dealership tomorrow to check on status of assessment. Will follow up with owner at that time as well.

\*\*\*\*\* Following Corporate Resource has been contacted \*\*\*\*\*

TAPS

on 2012-05-01 @ 17:27

5/1/2012 4:28:44 PM: User Comment by Rachel Wade:

\*\*\*\*I2R STAR Escalation Request\*\*\*\*

-

CAIR# 22001248

Customer Name: [REDACTED]

VIN: BN [REDACTED]

Mileage: 21063

Dealer Code: 45443  
Dealer Phone: 9197755588  
Dealership Contact Person: Mike, Service Manager  
Vehicle Issue: CEL on, Limp mode

I2R Coordinator: Rachel Wade  
Contact Number: 888-542-7239 ext 537

5/1/2012 4:36:14 PM: User Comment by Rachel Wade: Spoke with Steve Morgan, SM at US 1 Chrysler, who informed that this is his first day at dealership. Steve stated that he was just made aware of this customer, and will be looking through her service history and will contact the tech advisor for assistance tomorrow. I advised that there is a STAR case opened, and I have just escalated to TAPS, therefore the dealership should be getting contacted by TAPS as well. Advised that I would call back tomorrow to check on status of assessment.

CAIR ESCALATION CLOSURE

SEE STAR CASE# 12251712 FOR INFORMATION

5/2/2012 9:46:21 AM: User Comment by Rachel Wade: Per STAR case# 12251712 ' After reviewing the concern the dealer is advised to CONTINUE working with STAR to identify the concern and proceed on a course of action. Why has the Concern not been Data recorded? The purpose of a data recorder is to assist in this regard. Why has the last contact with STAR been on the 18th Apr 2012 when the concern has been on going? TAPS involvement not required at this time. '

5/2/2012 1:38:01 PM: User Comment by Rachel Wade: Attempted to contact Steve, SM at US 1 Chrysler, however SM was out test driving a vehicle at the time. Left message with SA providing my contact information and customer information and requested that he have SM call me back.

5/2/2012 4:38:53 PM: User Comment by Rachel Wade: Spoke with Steve, SM at US 1 Chrysler, who informed that he is currently waiting for a call back from TA ALF3 to see when he would be able to assist. Steve stated that given that vehicle has been in service several times for same concerns and we have already worked with STAR he does want to make sure TA is involved. I asked that Steve please call me after he speaks with TA to notify of next plan of action.

5/2/2012 5:02:46 PM: User Comment by Rachel Wade: Spoke with customer who stated that she did speak with someone from the dealership today, and was told that the CEL is still on and they have no idea what s wrong with her vehicle. Customer stated that she has been dealing with this problem since August 2011 and is very frustrated. Customer stated that she told the dealership that she just wanted another car, and at this point she knows that there are other options for her but she is giving the dealership a chance. Customer stated that she is concerned because the dealership told her that her rental was only covered for 5 days. I advised that I will speak with the dealership and make sure that customer is provided rental for duration of repairs, and that I would authorize rental for customer. Customer stated that she is very frustrated that she just made a payment on a vehicle that she is not even able to use. I advised that I do understand this frustration, therefore would like to offer customer a monthly payment reimbursement as well as the previously discussed service contract. Customer appreciated this offer. Customer was still very frustrated that the dealership does not know what is wrong with her vehicle. I advised that I just spoke with the service manager and they have requested assistance from an area tech advisor. Explained that this is escalated above STAR who dealership was previously working with. I advised that dealership is currently waiting for response from tech advisor to develop next plan of action. Advised that unfortunately I will be out of the office tomorrow 5/3 and Friday 5/4, therefore I will not be able to follow up until Monday 5/7. I advised that I will contact the dealership on Monday for an update, and would then follow up with customer at that time as well. Customer appreciated the assistance and will await my call.

5/2/2012 5:13:06 PM: User Comment by Rachel Wade: Spoke with Travis, SA at US 1 Chrysler, to discuss rental. Advised that customer stated that she was told that rental will only be covered for 5 days. Travis informed that customer misunderstood, as he told customer that she is already authorized for 5 days, but that we will go from there. I advised that I

that Travis just keep customer in rental and that I would extend authorization when I return on 5/7.

5/8/2012 1:24:20 PM: User Comment by Rachel Wade: Spoke with Steve, SM at US 1 Chrysler, who informed that he did work with the tech advisor over the phone, and ended up ordering a transmission compounder. Steve informed that the parts just shipped. Steve asked that I call back tomorrow for results of repair. Advised that I will extend customer s rental for duration of repairs.

5/8/2012 1:28:44 PM: User Comment by Rachel Wade: Contacted customer who stated that she has not heard from the dealership since Friday 5/4. I advised that I did speak with the service manager a moment ago and was informed that after working with the tech advisor they will be replacing the compounder. Advised that they did have to order the part which just shipped today. Advised that I will be contacting the dealership tomorrow for the results of repairs, and would contact owner to update at that time as well. Asked that customer call me with any questions in the meantime. Customer appreciated the update but was still frustrated. Will follow up with dealership and customer 5/9.

5/15/2012 1:37:13 PM: User Comment by Rachel Wade: Spoke with Steve, SM at US 1 Chrysler who informed that they did replace the transmission compounder and are finishing up the repairs at this moment. Steve stated that they will be test driving vehicle and it should be ready for customer to pick up tomorrow.

5/15/2012 1:43:16 PM: User Comment by Rachel Wade: Contacted customer to attempt to update on status of vehicle. I introduced myself and stated that I just spoke with the dealership and they are completing the repairs as we speak. Customer then took down my contact information and confirmed that I was with Chrysler and stated that I would need to speak with her attorney. Confirmed that customer has retained an attorney. Customer stated that she has been instructed to not speak with Chrysler.

5/24/2012 3:51:32 PM: User Comment by Rachel Wade: Spoke with Travis, SA at US 1 Chrysler, who informed that he is not able to get paid for the total rental time even though he did receive initial authorization for rental from former case manager TP405, and is requesting assistance. I advised that I did review the CAIR notes and on 4/17 CM TP405 authorized rental for 3 days at \$35/day (see lines 111-112), and then case was passed through qualifier team before I received case on 4/20. I advised that I will authorize rental from 4/17-5/1 at \$35/day.

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<b>Customer Assistance Inquiry Record (CAIR)#</b>	<b>22005995</b>
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<b>VIN</b>	1C3BC2FG7 BN [REDACTED]	<b>Open Date</b>	03/16/2012	<b>Built Date</b>	01/26/2011
<b>Model Year</b>	2011	<b>Body</b>	JSCL41	CHRYSLER 200 LIMITED 4-DOOR SEDAN	
<b>In Service Dt</b>	03/05/2011	<b>Mileage</b>	12,152	<b>Dealer Zone</b>	66 ORLANDO
<b>Plant</b>	N	STERLING HEIGHTS ASSEMBLY PLANT	<b>Market</b>	U	US
<b>Color</b>	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT			
<b>Engine</b>	ERB	3.6L V6 VVT ENGINE			
<b>Transmission</b>	DBA				

<b>Dealer</b>	42243	DAYTONA DODGE CHRYSLER
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<b>Dealer Address</b>	1450 NORTH TOMOKA FARMS ROAD				
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<b>Dealer City</b>	DAYTONA BEACH	<b>Dealer State</b>	FL	<b>Dealer Zip</b>	32114
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<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	LETTER
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<b>Address</b>	[REDACTED]	<b>Home Phone</b>	[REDACTED]
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JACKSONVILLE FL [REDACTED]	<b>Country</b>	UNITED STATES
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Corporate - Repurchase - Default - Default - Default	
Product - Drivability - Unknown - Other - Default	

03/20/12 CN146: Completed the initial call with the customer. Requested a payoff letter and payment history. Advised of usage fee of \$2621.79. There is no damage to the vehicle.

03/20/12 CN146: Spoke with the customer. She wanted to no what 'trade in value' means. Advised that the customer gets back the value of the trade in.

03/21/12 CN146: Called the financial institution along with the customer and requested a payoff letter with per diem listed. They will fax within a few minutes.

03/21/12 CN146: Submitted check packet for approval.

3/21/12 Check package approved. CM

3/21/12 CN146: Called the customer and advised of final figures. Emailed computation sheet.

03/21/12 CN146: The customer called asking about the Gap being taken out. Advised her that this is a non Chrysler Gap and can not be refunded through this process. The customer asked about the usage fee and advised her that the decision maker use the Florida state mileage offset equation. Advised the customer that it is only negotiable if this becomes a replacement. She will discuss with her husband and call back with a decision.

032112 RVW RECD CALL FROM OWNER. OWNER REQ MILES DRIVEN BY DLR DURING REPAIR ATTEMPTS BE DEDUCTED FROM MILEAGE USED TO CALCULATE MILEAGE OFFSET. WRITER ADVISED OWNER TO FAX COPIES OF ROS TO CN146 SO THE AMOUNT OF MILES PUT ON BY THE DLR CAN BE DETERMINED AND DECDUCTED. WRITER CONTACTED CN146 AND ADVISED OF ABOVE.

03/22/12 CN146: Called the customer and advised that I ve received copies of the repair orders and a copy of a rental bill the customer is requesting they be reimbursed for. Advised him that the only documented miles used to test drive total 528. Also, advised that the rental bill can not be understood. The printing is undescernable. He will discuss with his wife and try to refax the rental bill.

03/23/12 CN146: Resubmitted check packet for approval.

03/23/12 CN146: Called the customer and advised of revised numbers.  
Emailed computation sheet, per his request.  
03/23/12 CN146: Customer accepts final numbers. Submitted check request.  
3/23/12 Submitted check request to Chrysler for approval. CM  
03/29/12 CN146: Returned customer voice mail message with a voice mail  
message advising that the checks have been ordered and that it can take ten  
to fourteen days to be received. Advised I would call him when received.  
4/3/12 Sent surrender document and customer check to Eddie at  
Jacksonville Chrysler. CM  
04/12/12 Transporting to Greenway for repairs. kl  
04/17/12 Emailed Andy Taylor at Greenway to see if vehicle has arrived  
yet. kl  
04/23/12 Per status sheet from Andy Taylor at Greenway, vehicle has not  
arrived yet. Will email DAS for status of transport. kl  
04/30/12 Per status sheet from Andy Taylor at Greenway, vehicle has not  
arrived yet. Will email DAS for status of transport. kl  
05/08/12 Emailed Andy Taylor at Greenway to see if vehicle has been  
delivered yet. kl  
05/15/12 Per status sheet from Andy Taylor at Greenway, working. kl  
05/21/12 Per status sheet from Andy Taylor at Greenway, still working.  
kl  
06/04/12 Received RO from Greenway, but the stalling concern was not  
addressed. Writer emailed Andy Taylor to have pulled back in for  
additional repairs. kl  
06/12/12 Emailed Andy Taylor at Greenway for status of repairs. kl  
POSTMARK DATE: 042312; DATE RECEIVED: 062112  
06/27/12 Emailed Andy Taylor at Greenway for status of repairs. kl

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**Customer Assistance Inquiry Record (CAIR)#** **22006170**

<b>VIN</b>	1B3BD1FG3	BN [REDACTED]	<b>Open Date</b>	03/16/2012	<b>Built Date</b>	01/20/2011
<b>Model Year</b>	2011	<b>Body</b>	JSDE41	DODGE AVENGER MAINSTREET 4-DOOR SEDAN		
<b>In Service Dt</b>	05/14/2011	<b>Mileage</b>	11,600	<b>Dealer Zone</b>	71	LOS ANGELES
<b>Plant</b>	N	STERLING HEIGHTS ASSEMBLY PLANT	<b>Market</b>	U	US	
<b>Color</b>	PS2	BRIGHT SILVER METALLIC CLEAR COAT				
<b>Engine</b>	ERB	3.6L V6 VVT ENGINE				
<b>Transmission</b>	DBA					

<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	TELEPHONE
<b>Address</b>	[REDACTED]	<b>Home Phone</b>	[REDACTED]
	VALLEJO CA [REDACTED]	<b>Country</b>	UNITED STATES

Corporate - CNA Change - Default - Default - Default	COIN updated
Product - Electrical - Unknown - Complete Failure - Default	

Briefly summarize why the customer is contacting Chrysler: [REDACTED]  
 [REDACTED] called in stating that he has been having a lot of electrical issues on the vehicle, and does not feel safe driving the vehicle. Customer states that the vehicle is currently not experiencing any issues, but would like a STAR technician to come out and look at the vehicle, as he feels that anything electrical could go at any moment  
 Briefly summarize what the customer is expecting: Customer is seeking a STAR technician  
 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 declines  
 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? 60463  
 Reassigned to 88F  
 \*\*\*\*\* CASE MANAGER TEAM - DistrictO \*\*\*\*\*  
 Purchased new  
 3/36 is within warranty  
 2 other vehicles in household  
 CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED] left message for callback.  
 Customer called to speak to CM. Agent transferred customer to extension 66286.  
 CONTACT UPDATE CUSTOMER: [REDACTED] Called customer who answered the phone but was unable to hear me. Call terminated as I was unable to speak with customer or leave message.  
 CONTACT UPDATE CUSTOMER: Customer called and stated he has had a lot of electrical issues with the vehicle. He indicated that since he purchased and has taken it to the dealership several times for different issues. He claims recently he had a problem with the engine stalling, lights going off as well as windshield wipers not working. He asked if other customers have had reported the same problem with the same vehicle. Told him I had no knowledge of this information. Advised customer that because his vehicle was currently working with no apparent problems it would be difficult to diagnose or address the issue. Discussed with him that if the vehicle fails again for the same problem he could take it to



the dealership and ask that they open a star case which they would consider if appropriate.  
CLOSED LOOP UPDATE - no need for additional follow-up.

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**Customer Assistance Inquiry Record (CAIR)#** **22007003**

<b>VIN</b>	1C3BC2FG4	BN [REDACTED]	<b>Open Date</b>	03/16/2012	<b>Built Date</b>	05/27/2011
<b>Model Year</b>	2011	<b>Body</b>	JSCL41	CHRYSLER 200 LIMITED 4-DOOR SEDAN		
<b>In Service Dt</b>	08/25/2011	<b>Mileage</b>	9,408	<b>Dealer Zone</b>	66	ORLANDO
<b>Plant</b>	N	STERLING HEIGHTS ASSEMBLY PLANT	<b>Market</b>	U	US	
<b>Color</b>	PBV	BLACKBERRY PEARL COAT				
<b>Engine</b>	ERB	3.6L V6 VVT ENGINE				
<b>Transmission</b>	DBA					
<b>Dealer</b>	60068	LAKE NORMAN CHRYSLER JEEP DODGE				
<b>Dealer Address</b>	20700 TORRENCE CHAPEL RD					
<b>Dealer City</b>	CORNELIUS			<b>Dealer State</b>	NC	<b>Dealer Zip</b> 28031
<b>Owner</b>	[REDACTED]				<b>Contact Type</b>	TELEPHONE
<b>Address</b>	[REDACTED]				<b>Home Phone</b>	[REDACTED]
	DENVER NC [REDACTED]				<b>Country</b>	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 - Sudden Acceleration - Default	vehicle lurches
Corporate - Lemon Law - Default - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer states that the vehicle is about to stall and it lurches forward, as if you put your foot on the accelator. The vehicle has been seen by the dealership and they have not been able to diagnose this vehicle. Customer is without a vehicle. This vehicle is going back to the dealership on 03/17/2012.

Briefly summarize what the customer is expecting: Customer is looking for assistance with 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] Beverly  
 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? 60068  
 Reassigned to 88F

\*\*\*\*\* CASE MANAGER TEAM - District N \*\*\*\*\*  
 Customer has 2 household vehicles 1original 1 used and customer has SC and in warranty

CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED] Customer stated that the vehicle is stalling and it is acting really weird. Customer stated that the dealership is not able to duplicate the problem customer stated that he does not want to take the vehicle to another dealership and waste anymore time. Customer stated that he will not take the vehicle back unless it is repaired.  
 WRITER CONTACTED SM ROBIN AND LEFT VOICEMAIL WAITING FOR A CALL BACK.  
 Writer contacted dealer, spoke to Haley in service. She was reading from

the notes that customer went in on the 8th and they clean and inspected the sensors. She stated that the technician was unable to duplicate the concern. Writer thanked her and advised her that writer will follow up with the customer.

CUSTOMER CONTACT [REDACTED]. Writer left VM for customer. Writer will have CM follow up on Tuesday 3/27/12.

Briefly summarize why the customer is contacting Chrysler: Customer called wishing to speak with CM. Customer informed agent the dealer still cannot diagnose issue and he is filling out the Lemon Law paperwork provided in booklet.

Briefly summarize what the customer is expecting: customer seeking to speak with CM.

Agent called over to CMs extension and got voicemail. Agent went back to inform customer a call would be made for follow up today and the telephone line was open. Agent disconnected call.

Customer is calling to speak with CM. Agent transferred customer to 1-800-763-8422 extension 66142.

Mr. [REDACTED] called wanting to speak to RS1568. Dealership is unable to figure out what is wrong with vehicle. Writer connected caller to CM.

CALLER [REDACTED] called in and spoke with writer. Customer stated the dealership had his vehicle for few days and they can't fix the vehicle. Customer stated the dealership was in contact with the Chrysler engineering group and they can't find what's wrong with the vehicle.

Writer advised customer on getting a second opinion from a different dealership and customer said he does not want to start all over again.

Customer requested to pursue with lemon law. Writer advised customer that writer will reassign his case over to lemon law and he will receive a call back from the agent who will take over the case. Customer understood and thanked writer.

\*\*\*\*\* QUALIFIER TEAM \*\*\*\*\*

CONTACT UPDATE - [REDACTED] No answer no voicemail.

[REDACTED] Spoke with [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.

Number of days out of service = 2.

Writer called customer to inform them of the above information.

Customer is stating the dealership has had his vehicle for 11 days and they are trying to repair it.

Customer did state we can do what we feel necessary and he will do the same.

Writer explained to the customer that Chrysler does want their vehicle repaired and we will escalate their case to seek resolution. Writer called dealership and informed SM Robin per voice mail customer requested Lemon Law and the vehicle did not appear to meet the guidelines.

Writer is sending car to 88D for further handling.

DEALER CONTACT: Dialed 704-896-3800. SM Robin was not available. Writer left contact information with Lindsey in service and requested a call back.

DEALER CONTACT: Dialed 704-896-3774. Spoke with SM Robin. SM stated that AM Bob is involved and they are giving the customer a new vehicle on Monday. SM stated the vehicle has a engine problem that can't be fixed. Area Manager discussed with BC Tech Advisor who recommends engine assembly. Customer is adamant he will not accept vehicle back with new engine. Area Manager has agreed to replace vehicle. Mr. Dominguez will be responsible for usage/mileage up to first documented repair attempt at 9,017 miles. Customer has been advised he will be responsible for any increase in MSRP. Bob Rossi, Area Manager (4/2/12).

follow up. Left message requesting a call back.  
2nd attempt made to contact customer. Left message.  
CUSTOMER CONTACT: Dialed [REDACTED]. Spoke with Oscar Dominguez.  
Customer stated that he s working with Sandra in ISG and the Chrysler  
Headquarters agreed to buy the vehicle back. Writer advised customer that  
writer will close the case and wished the customer the best. Customer  
understood and thanked writer.  
CLOSED LOOP UPDATE - no need for additional follow-up.

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**Customer Assistance Inquiry Record (CAIR)#** **22008573**

<b>VIN</b>	1C3BC8FG5	BN [REDACTED]	<b>Open Date</b>	03/17/2012	<b>Built Date</b>	05/03/2011
<b>Model Year</b>	2011	<b>Body</b>	JSCR41	CHRYSLER 200 S 4-DOOR SEDAN		
<b>In Service Dt</b>	07/26/2011	<b>Mileage</b>	10,045	<b>Dealer Zone</b>	66	ORLANDO
<b>Plant</b>	N	STERLING HEIGHTS ASSEMBLY PLANT	<b>Market</b>	U	US	
<b>Color</b>	PX8	BLACK CLEAR COAT				
<b>Engine</b>	ERB	3.6L V6 VVT ENGINE				
<b>Transmission</b>	DBA					

<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	TELEPHONE
<b>Address</b>	[REDACTED]	<b>Home Phone</b>	[REDACTED]
	BESSEMER AL [REDACTED]	<b>Country</b>	UNITED STATES

Dealer - Rejected - Service - Unresolved - Default Dealer refused to service vehicle

\*Please see related CAIR # 21516018\*

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.

SEBC-Valk-TA. Inspected vehicle today. Test drove 99 miles. Spoke 66 04/02/2012 3:53:33 PM TV138

387 with Ms. [REDACTED]. Concerns noted by customer today 1. When 388 accelerating to pass at about 50 mph, engine will stall out. 2. Noise 389 from driver side high pitch whine, worse with AC on. 3. Vehicle veers 390 off road to right. 4. Steering wheel shakes at idle. 5. Suspension noise

391 from d/s when getting in and out of vehicle. Based on test drive and 392 observation; vehicle runs as designed. Vehicle accelerates as designed.

393 Engine does not stall out. No high pitched whine. Vehicle is 394 controllable with one finger on steering wheel, on all road conditions.

395 No suspension noise getting in an out of vehicle. Starting Miles:13325,

396 ending miles, 13424. No further action at this time. Area Manager John

397 Harrison notified.

398 SEBC-Valk: Checked for codes related to concerns, none present. Checked 66 04/02/2012 4:09:20 PM TV138

399 for SSM, RRT s or Tech Tips related to concerns, none found. Checked for

400 related confirmed repairs on other similar vehicles, none found. No 401 further action.

SEBC Valk. Meet with customer at -Valk-TA. Inspected vehicle today. Test drove 99 miles. Spoke 66 04/02/2012 3:53:33 PM TV138

387 with Ms. Kidd / EIRBY. Concerns noted by customer today 1. When 388 accelerating to pass at about 50 mph, engine will stall out. 2. Noise 389 from driver side high pitch whine, worse with AC on. 3. Vehicle veers 390 off road to right. 4. Steering wheel shakes at idle. 5. Suspension noise

391 from d/s when getting in and out of vehicle. Based on test drive and 392 observation; vehicle runs as designed. Vehicle accelerates as

designed.

393 Engine does not stall out. No high pitched whine. Vehicle is  
394 controllable with one finger on steering wheel, on all road  
conditions.

395 No suspension noise getting in an out of vehicle. Starting  
Miles:13325,

396 ending miles, 13424. No further action at this time. Area Manager  
John

397 Harrison notified.

398 SEBC-Valk: Checked for codes related to concerns, none present.  
Checked 66 04/02/2012 4:09:20 PM TV138

399 for SSM, RRT s or Tech Tips related to concerns, none found. Checked  
for

400 related confirmed repairs on other similar vehicle, none found. No  
401 further action.

Met with customer today at Landers Mcclarty #45488. Customer noted  
multiple noises from engine area. I identified these noises as A/C  
compressor and Accessory Drive Belt and other normal operating noises.  
Customers very unhappy that I would not agree that there is a problem  
with the vehicle. Test drove with customer. customer refused to  
duplicated concern with stalling or veering. Customer states that she  
feels discriminated against. Customer was filling out motor vehicle  
defect notice on dealer counter. Vehicle is operating as designed.  
Customer is comparing to a Chrysler 300 she owned previously. No  
further action and no further repair to be performed at this time.

Customer is dissatisfied with normal operation of vehicle. Repair  
order indicates that vehicle is normal and operating as designed. No  
further action per Thomas Valk SEBC-TA and John Harrison SEBC-AM.  
4/14/12 No further action to be taken per TA and AM. CAIR possibly  
reassigned to DS891 in error. CM

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**Customer Assistance Inquiry Record (CAIR)#** **22023007**

<b>VIN</b>	1C3CDZEG9	CN [REDACTED]	<b>Open Date</b>	03/21/2012	<b>Built Date</b>	11/11/2011
<b>Model Year</b>	2012	<b>Body</b>	JSDM41	DODGE AVENGER SXT PLUS 4-DOOR SEDAN		
<b>In Service Dt</b>	03/04/2012	<b>Mileage</b>	2,033	<b>Dealer Zone</b>	63	DALLAS
<b>Plant</b>	N	STERLING HEIGHTS ASSEMBLY PLANT	<b>Market</b>	U	US	
<b>Color</b>						
<b>Engine</b>						
<b>Transmission</b>						

<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	TELEPHONE
<b>Address</b>	[REDACTED]	<b>Home Phone</b>	
	SAN ANTONIO TX [REDACTED]	<b>Country</b>	UNITED STATES

Corporate - Rental Vehicle - Default - Default - Default	Customer seeking rental assistance.
Product - Transmission / Transaxle - Unknown - Complete Failure - Default	vehicle shut down
Corporate - Survey By-Pass - Default - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer states that the engine light came on and the dealership told him it was fixed. . Customer states yesterday the engine light came on and the vehicle completely shut off. Customer states the dealership changed/repaired something to do with the circuit to the transmission. Customer states that again today the vehicle shut off with no warning this time at all.

Briefly summarize what the customer is expecting: Customer is seeking a rental till this issue is resolved. Customer wants this issue looked into s to whether vehicle is going to be replaced or the transmission. 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

Customer email address for case updates: declined

Reassigned to 88R

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 xxx-xxx-xxxx

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? 45448

Reassigned to 88F

per line 16 assigning to 88R for rental to be addressed.

\*\*\*\*\* CASE MANAGER TEAM - District R \*\*\*\*\*

Writer contacted the dealer and spoke with Jerry. Writer was advised that all the service department is in a meeting from 12-1 pm today.

Writer contacted the dealer and spoke with Pat SM. Pat stated that the vehicle was brought in yesterday because it would not shift right. Pat stated that they just put in a TIPM and need to do more diagnosing. Pat and writer agreed to assist with 5 days of rental to cover through the weekend to allow time for diagnosis and repair.

Customer seeking rental assistance because customer vehicle has been having a recurring concern. Contacted Service Manager, Pat at 45448 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-11-53.

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

██████████. Customer stated that he wants a replacement vehicle.

Customer stated that he does not want this vehicle. Writer advised customer that due to his request writer cannot provide rental and he will be contacted tomorrow. Customer stated that he already called and got another case number that was supposed to be going to the other department. Writer advised customer that he will be contacted tomorrow to be advised if the vehicle qualifies or not.

Duplicate Cair. Please refer to cair 22024098.

Writer contacted Pat SM back and advised of customer's request for replacement and that the rental request is now on hold.

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**Customer Assistance Inquiry Record (CAIR)# 22024822**

<b>VIN</b>	1B3BD2FG3 BN [REDACTED]	<b>Open Date</b>	03/21/2012	<b>Built Date</b>	04/05/2011
<b>Model Year</b>	2011	<b>Body</b>	JSDL41	DODGE AVENGER LUX 4-DOOR SEDAN	
<b>In Service Dt</b>	04/11/2011	<b>Mileage</b>	15,290	<b>Dealer Zone</b>	51 CHICAGO
<b>Plant</b>	N	STERLING HEIGHTS ASSEMBLY PLANT	<b>Market</b>	U	US
<b>Color</b>	PRM	REDLINE 2 COAT PEARL			
<b>Engine</b>	ERB	3.6L V6 VVT ENGINE			
<b>Transmission</b>	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION			
<b>Dealer</b>	36277	LARRY ROESCH CHRYSLER JEEP DODGE			
<b>Dealer Address</b>	200 W GRAND AVE				
<b>Dealer City</b>	ELMHURST	<b>Dealer State</b>	IL	<b>Dealer Zip</b>	60126
<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	TELEPHONE		
<b>Address</b>	[REDACTED]	<b>Home Phone</b>	[REDACTED]		
	MELROSE PARK IL [REDACTED]	<b>Country</b>	UNITED STATES		

Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Check engine light on, vehicles loses power
Dealer - Service/Body Shop - Personnel - Cooperative - Service Management	Customer thankful for dealer assistance
Corporate - Survey By-Pass - Default - Default - Default	Unable to contact customer

Briefly summarize why the customer is contacting Chrysler: Customer states she has been having repeat issues with her 2011 Dodge Avenger. Customer states the check engine light keeps coming on after a diagnosis by dlr 36277 showed no faults and her vehicle intermittently loses power while driving. Customer states her vehicle is in to the dealer again for a diagnosis however as of yet the dealer has been unable to duplicate the issue. Customer states she thinks the dealership is doing a great job in assisting her with her vehicle issues. Customer states she also wanted to address that she was very thankful that the dealership gave her a rental vehicle to use while her vehicle is in for the diagnosis.

Briefly summarize what the customer is expecting: Customer seeks further assistance with this issue.

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

Preferred Morning/Midday call back number is [REDACTED] (home)

Preferred Afternoon/Evening call back number is 708-217-0005 (cell)

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

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? 36277

Reassigned to 88F

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

1-new

1-used

12/31/11

still under warranty

CSC-no

##### 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 a dash light keeps coming on. Agent called dealer and spoke to ?name?, informed that CAIR was being sent. Please update this CAIR with resolution.

#####  
REASSIGNED TO BC/DLR 51 36277 03/21/12 17:38 O 22024822  
Writer attempted to reach Mike the service manager asking for an update. left message.

CONTACT UPDATE - 1st Contact attempt, phone number dialed, (cell) writer spoke with the customers wife she states the vehicle dash lights have gone on , check engine light, took to the dealership and then she was driving it and then the vehicle lost power on her while she was on the freeway, she took it back to the dealership and they put her in a rental as they ordered her a part. The remote start has been having issues since she purchased the vehicle. Writer informed her that since she is still under warranty the writer will work with her and the dealership to get the issue resolved for her as we have options we can exhaust (STAR) customer understood, writer informed her they have already contacted the dealership and are waiting for information back. but will contact her with anupdate, by 3/26 by the latest, customer understood.

Writer spoke with Greg the service manager he states the customer has been in a rental since 3/17 and customer is requesting rental till 3/ 26 . writer authorizes rental. Mike states he will involve star if needed.

\*Contact Date:03/23/2012

Warranty repair has been documented on Repair Order#113493  
CAIR RETURNED FROM DEALER ON 3/23/2012 AT 10:28:538 R 22024822

Writer spoke with the service manager Mike he states they replaced the cam exhaust phasers , vehicle is done and ready for pick up.

Writer attempted to reach the customer and left a message asking for a call back. will attempt again on 3/28

Writer spoke with the customer she states the vehicle has been repaired and no check engine light is on. customer states there is still a hesitation, writer informed her that she will need to go back to the dealership and advised her to set an apt and the writer will follow up again on 4/4 customer understood.

Writer spoke with Mike the service manager he states the customer went in the other day and he states they could not duplicate the hesitates on acceleration , he states he is ok to go on a test drive with customer.

writer attempted to reach the customer and left a message asking for a call back to inform him of lines 68-70 attempt again on 4/6

writer attempted to reach the customer and left a message asking for a call back to inform him of lines 68-70 attempt again on 4/10

Writer spoke with the customers wife, she states she took the vehicle back in and states the dealership went on a test drive with her and they were not able to duplicate their concern. Dealership suggested that she come back to the dealership and ride with a mechanic , customer has not been able to do that yet. Customer states that its minor and no check engine light is on and has stayed off, customer is going to attempt to get in this weekend. Writer will follow up on Monday 4/16

Status update provided via email to the following email address:

Hi I am contacting you on case 22024822 in regards to the 2011 DODGE AVENGER please contact me at your earliest convenience about the diagnosis, thank you lacey your case manager 800-763-8422 ext 66207  
End of Status Update

Writer contacted customer at . Left message.

Status update provided via email to the following email address:

Hi I am contacting you on case 22024822 in regards to the 2011 DODGE AVENGER please contact me at your earliest convenience about the diagnosis, thank you lacey your case manager 800-763-8422 ext 66207  
End of Status Update

writer attempted to reach the customer and left a message asking for a

Writer called customer and left message

Writer called dealer and spoke with SA as SM was not available. Writer was informed that customer has not been back into dealer since 4-2.

6th attempt made to contact customer at [REDACTED]. Left message asking for customer to call dealer and make appointment. Writer advised to call CM Sherie at extension 66385.

Correction: writer waited on line for 2 minutes and line released itself.

Last customer contact was 4-10 and has never contacted dealer

Left message requesting customer to call back. Writer wants to confirm if appointment has been scheduled with dealer.

\*\*\*5/1 was 5th attempt to contact customer. Follow up is on a weekly basis now.

Status update provided via email to the following email address:

bigchewy51@sbcglobal.net

Hello Mr. Chmura,

I have attempted to contact you several times regarding your case #22024822. Please contact Dodge Customer Care at your earliest convenience at #1-800-763-8422 and reference your case #22024822.

Thank you for being part of our Dodge family.

End of Status Update

Writer closing case due to 30+ day case closure (1st contact attempt was 4/16/2012).

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

Writer is submitting case for exemption from survey process due to 30+ day guidelines.

Survey By-pass added, CM can close case.

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**Customer Assistance Inquiry Record (CAIR)#** **22033005**

<b>VIN</b>	1C3BC2FG7	BN [REDACTED]	<b>Open Date</b>	03/23/2012	<b>Built Date</b>	02/22/2011
<b>Model Year</b>	2011	<b>Body</b>	J5CL41	CHRYSLER 200 LIMITED 4-DOOR SEDAN		
<b>In Service Dt</b>	05/07/2011	<b>Mileage</b>	20,938	<b>Dealer Zone</b>	66	ORLANDO
<b>Plant</b>	N	STERLING HEIGHTS ASSEMBLY PLANT	<b>Market</b>	U	US	
<b>Color</b>	PW1	STONE WHITE CLEAR COAT				
<b>Engine</b>	ERB	3.6L V6 VVT ENGINE				
<b>Transmission</b>	DBA					
<b>Dealer</b>	62869	BENSON CHRY-DODGE-JEEP				
<b>Dealer Address</b>	400 W WADE HAMPTON BLVD					
<b>Dealer City</b>	GREER	<b>Dealer State</b>	SC	<b>Dealer Zip</b>	29650	
<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	TELEPHONE			
<b>Address</b>	[REDACTED]	<b>Home Phone</b>	[REDACTED]			
	LYMAN SC [REDACTED]	<b>Country</b>	UNITED STATES			

Corporate - Rental Vehicle - Default - Default - Default	Rental request
Product - Drivability - Unknown - Stalling - Default	intermittent stalling
Product - Steering - Linkage - Noisy - Default	noise steering linkage while applying brake pressure
Dealer - Service/Body Shop - Transaction - Problem Not Resolved - Default	repairs not resolved
Product - Drivability - Unknown - Sudden Acceleration - Default	vehicle attempts to accelerate while pressing brake

Briefly summarize why the customer is contacting Chrysler: Customer states this complaint is linked to cair she filed last year where her vehicles issues caused and accident and she sought out the lemon law process (21064632?) . Customer states that her vehicle now stalls 4 times a week and this morning she was almost hit by a transport truck. Customer also states that the vehicle attempt to accelerate while pressing brake and the shirt starts making noises while apply brake pressure to shift out of park. Customer is very irate and concerned with her vehicles performance. Customer does not feel safe in this vehicle. Customer states she spoke with her dealership and they advised her to contact Chrysler because she will need a rental vehicle as well. Customer states she will need the vehicle for work and that the rental she should be a medium to large size sedan to suit her male customers. Customer plans to take the vehicle around 12pm.

Briefly summarize what the customer is expecting: customer is expecting her issues to be resolved and is requesting a rental.

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]

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? 62869

Reassigned to 88r

after rental process please reassign to 88f

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

5 New; Active Owner Care oil change SC.

Agent contact dealer 62869 and talked to Service Manager (SM) Jaris. Dealer states the vehicle cuts off on her and cannot authorize anything at this time.

Agent informed the dealer that the customer will be offered rental reimbursement for the 3 days until Monday 03/26/2012.

Dealer states that they will need 3 days for diagnosis and the customer will be bringing in their vehicle today at lunch.

CONTACT UPDATE - 1st Contact [REDACTED], phone number dialed [REDACTED]

Agent informed the customer of lines 29-33.

Agent informed the customer that Chrysler will assist with up to \$45.00 per day for CJDR vehicle and up to \$30.00 for another brand vehicle for up to 3 days for rental reimbursement.

Customer states that she absolutely loves her car, but when her car cuts out or off and is a safety issue because she almost got hit and is not good for her business taking customer s in her vehicle.

Customer states that this is going to be an inconvenience for her to get a rental out of her sales area and another issue is that her husbands Jeep has a water leak and is also at the dealership now.

Customer states that there is one problem after another and will be canceling appointments and may decided not to buy from Chrysler anymore.

Agent apologized for the inconvenience and provided case manager information and that a call back will take place within 1-2 business days.

Agent re-assigning to case manager for follow up with unresolved concern, rental reimbursement, possible rental extension at same amount please and repairs.

Writer left a voice message for service manager to call writer back.

Writer left case number, extension, and last 8 of vin. Phone number dialed [REDACTED].

\*\*\*\*\* CASE MANAGER TEAM - District 88N \*\*\*\*\*

Writer spoke with the Service Manager James at: 864-877-0161

Has there been a diagnosis yet? Customer brought in Friday, 150 miles on vehicle no duplication. Will need a few more days for the rental.

Dealer has both customers vehicle. Vehicle has had a lot of issues.

Bought a new Jeep Wrangler a month ago. Good idea for a goodwill offer.

Both still under warranty. Will more than likely open a new star case.

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

[REDACTED]. Customer stated Concern does not happen every day. Does not know how to recreate concern. Customer s husband s vehicle is also at the dealer at this time for a leak concern. Writer will follow up with customer with in 2-3 business days.

Miss dial.

Writer spoke with, ASM mark. ASM stated that dealer test drove vehicle for over 200 miles, and was unable to diagnose the concern customer had with vehicle stalling. Dealer found no codes in vehicle; Vehicle did not act up at all. Dealer did install a recorder, which will monitor the entire vehicle in the event the vehicle does stall dealer will be able to determine what may have caused the concern.

Writer spoke with Mrs. [REDACTED], Customer stated since January the stalling concern has happened almost every 2-3 weeks with out fail.

Writer will follow up with customer on Monday 04-02-12 to make sure the vehicle has not stalled out again.

Writer contacted customer left voice message.

Writer attempted to contact customer, left voice message.

3rd attempt made to contact customer. Left message.

4th attempt made to contact customer. Left message.

5th attempt made to contact customer. Left message.

Status update provided via email to the following email address:

[REDACTED]  
Dear Mrs. [REDACTED]. I have been trying to reach you at [REDACTED] and I have left a few voice messages. I would love to talk to you about your case, so if you would please give me a call at 800-763-8422. EXT 66147. your case number is 22033005. if i do not pick up please press 0 to get

End of Status Update

Status update provided via email to the following email address:

[REDACTED]  
We have been trying to reach you regarding you case 22033005 but the number we have is not in service [REDACTED].

We would like to check on the repairs and make sure that everything is ok so if you could please contact us back.

Thanking you in advance

Ronald

1-800-763-8422 ext 66147

End of Status Update

8th attempt made to contact customer. Left message.

Writer contacted the customer and the customer stated that she has had the shut off concern at least twice, but the customer has also knocked the recording device loose. But the dealership thinks they may have figured out a way to correct the concern. So the customer plans on getting back to the dealership by the end of next week.

Writer left a voice message for the SM to contact writer.

Writer got a VM from Jerrus Owens in Service who stated the customer brought the recording device back, but was never to record anything because she kept unplugging the device. The customer has not called back at this time.

9th customer contact attempt.

CLOSED LOOP UPDATE - no need for additional follow-up. case closed do to lack of customer contact.

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**Customer Assistance Inquiry Record (CAIR)#** **22035622**

<b>VIN</b>	1C3BC2FG1	BN [REDACTED]	<b>Open Date</b>	03/23/2012	<b>Built Date</b>	07/28/2011
<b>Model Year</b>	2011	<b>Body</b>	JSCL41	CHRYSLER 200 LIMITED 4-DOOR SEDAN		
<b>In Service Dt</b>	09/26/2011	<b>Mileage</b>	5,181	<b>Dealer Zone</b>	35	WASHINGTON
<b>Plant</b>	N	STERLING HEIGHTS ASSEMBLY PLANT	<b>Market</b>	U	US	
<b>Color</b>	PX8	BLACK CLEAR COAT				
<b>Engine</b>	ERB	3.6L V6 VVT ENGINE				
<b>Transmission</b>	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				
<b>Dealer</b>	44295	COUNTRY CHRY-DODGE-JEEP INC				
<b>Dealer Address</b>	2158 BALTIMORE PIKE					
<b>Dealer City</b>	OXFORD	<b>Dealer State</b>	PA	<b>Dealer Zip</b>	19363	
<b>Owner</b>	[REDACTED]			<b>Contact Type</b>	TELEPHONE	
<b>Address</b>	[REDACTED]			<b>Home Phone</b>	[REDACTED]	
	ROYERSFORD PA [REDACTED]			<b>Country</b>	UNITED STATES	

Product - Drivability - Unknown - Hesitation/No Power - Default      vehicle will lost all power when driving

Briefly summarize why the customer is contacting Chrysler: Customer states that while driving the vehicle will lose all power. Customer states this is an extreme safety issue. Customer brought vehicle to dealership #44295 for a diagnoses but the dealership could not find the problem. Customer just wants their vehicle fixed as they are scared to drive it now.

Briefly summarize what the customer is expecting: Customer is wanting their vehicle to be fixed.

Customer advised a call back is required and will take place within one business day by COB their time  
 Preferred Morning/Midday call back number is [REDACTED]  
 Preferred Afternoon/Evening call back number is [REDACTED]  
 Customer email address for case updates: N/A  
 Who has possession of the vehicle? Owner  
 Has the vehicle been diagnosed by a CDJ dealer? Yes (cannot find issue)  
 If a CDJ dealer has diagnosed, what is the dealer name or code? 44295  
 Reassigned to 96F  
 CM contacted SA Josh, SA stated that the Control Head for the Climate Control needed to be replaced. SA stated that part has been ordered and should be in tomorrow. SA stated that they ran a diagnosis to see why the vehicle stalled but was not able to find anything showing why the vehicle stalled or that the vehicle stalled. SA stated that STAR was contacted. CM thanked SA. Ended call.

CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED] Left message w/ call back number, extension, business hours, CAIR #

Customer called in stating that she had not received a call from a case manager on the 26th. Agent informed customer that the case manager had attempted a contact and customer accepted. Agent transferred to AA1093 for further assistance.

Customer called CM. Customer notified CM that her vehicle stalled out last tuesday on a major highway. Customer stated that vehicle did start

back up but she was worried it would happen again. Customer stated that she brought the vehicle to the dealership on Friday, but felt that she was blown off. Customer stated that dealer did not find anything. CM notified customer that CM wanted her to feel comfortable and if she wanted to get a second opinion CM will work along side her with a different dealership. Customer agreed and stated she will call CM back with the contact information to the dealer she'd prefer to work with. CM thanked Customer. Ended call.

CM called customer back at [REDACTED]. Customer notified CM that she would like to go to Tri County Chrysler (Dealer Code 61900), phone number [REDACTED] to get the second opinion. CM notified customer that CM will get in touch with dealership and call her back to schedule a service date for the diagnosis. CM thanked customer. Ended call.

CM called Dealer 61900, and spoke to SA Erik. CM notified SA that the customer was going to be calling in to schedule a service date for a 2nd opinion/diagnosis. CM notified SA that their dealership was close to customer's home and she was looking for a dealership to build a relationship with. CM notified SA that customer's vehicle stalled out last Tuesday on a major freeway. CM thanked SA. Ended call.

CM called customer. CM notified customer that SA Erik was expecting her call to schedule a service date. CM requested that the customer call CM when service has been scheduled so CM could follow up with customer accordingly. CM thanked Customer. Ended call.

1st attempt - CM attempted to call customer at [REDACTED]. Left message.

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

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CLOSED LOOP UPDATE

Customer returned CM's call. Customer notified CM that due to a medical emergency she is going to have to postpone vehicle issues. CM notified Customer that CM will be temporarily closing the case but when Customer is ready to call CM directly and CM will reopen case. CM told customer to get well soon, thanked Customer. Ended call.

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CLOSED LOOP UPDATE

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**Customer Assistance Inquiry Record (CAIR)#** **22036418**

<b>VIN</b>	1C3BC2FGX	BN [REDACTED]	<b>Open Date</b>	03/23/2012	<b>Built Date</b>	07/26/2011
<b>Model Year</b>	2011	<b>Body</b>	JSCL41	CHRYSLER 200 LIMITED 4-DOOR SEDAN		
<b>In Service Dt</b>	01/17/2012	<b>Mileage</b>	2,700	<b>Dealer Zone</b>	32	NEW YORK
<b>Plant</b>	N	STERLING HEIGHTS ASSEMBLY PLANT	<b>Market</b>	U	US	
<b>Color</b>	PBF	SAPPHIRE CRYSTAL METALLIC CLEAR COAT				
<b>Engine</b>	ERB	3.6L V6 VVT ENGINE				
<b>Transmission</b>	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				
<b>Dealer</b>	44259	DOVER DODGE CHRYSLER JEEP, INC.				
<b>Dealer Address</b>	396 ROUTE 46					
<b>Dealer City</b>	ROCKAWAY	<b>Dealer State</b>	NJ	<b>Dealer Zip</b>	07866	
<b>Owner</b>	[REDACTED]			<b>Contact Type</b>	TELEPHONE	
<b>Address</b>	[REDACTED]			<b>Home Phone</b>	[REDACTED]	
	MORRISTOWN NJ [REDACTED]			<b>Country</b>	UNITED STATES	

Product - Engine - Unknown - Other - Default	Motor stalled
Corporate - Recall - Default - Default - Default	Recalls

Briefly summarize why the customer is contacting Chrysler: Customer states that his wife s vehicle stalled once so he added gas treatment thinking that the problem could be water in the gas tank. Customer inquired if there was any recalls on the vehicle. Customer stated that he found information on the internet and wanted to now if this vehicle was involved in the recall. Agent confirmed that there was no recalls on this vehicle and suggested that if the vehicle stalls again to take it to a dealership to find out what the problem causing the vehicle to stall. Customer understood and was grateful that there was no recalls. Briefly summarize what the customer is expecting: Customer seeking recall information

**Customer Assistance Inquiry Record (CAIR)# 22044939**

<b>VIN</b>	1C3BC8FG0BN	<b>Open Date</b>	03/26/2012	<b>Built Date</b>	05/09/2011
<b>Model Year</b>	2011	<b>Body</b>	JSCR41	CHRYSLER 200 S 4-DOOR SEDAN	
<b>In Service Dt</b>	08/13/2011	<b>Mileage</b>	10,552	<b>Dealer Zone</b>	66 ORLANDO
<b>Plant</b>	N	STERLING HEIGHTS ASSEMBLY PLANT	<b>Market</b>	U	US
<b>Color</b>	PX8	BLACK CLEAR COAT			
<b>Engine</b>	ERB	3.6L V6 VVT ENGINE			
<b>Transmission</b>	DBA				

<b>Owner</b>		<b>Contact Type</b>	TELEPHONE
<b>Address</b>		<b>Home Phone</b>	
	CUTLER BAY FL	<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Interior Ornamentation/Mirrors - Split, Cut, Torn - Unknown	Customer has a hole in the carpet on the driver's side.
Corporate - Lemon Law - Default - Default - Default	I will get me an attorney and I'll apply the lemon law
Product - Body / Trim / Paint Finish - Interior Styling / Appearance - Unsatisfactory / Dislikes - Unknown	interior is falling apart
Product - Body / Trim / Paint Finish - Paint Finish - Flaking, Peeling, Blistering - Unknown	paint is coming off again
Product - Unknown - Unknown - Stalling - Default	stalls in the middle of the road seven times now
Corporate - Outbound - Survey Follow-Up - CPS - Default	

CPS Survey Record Received Date: 03/26/2012  
 Survey Number : BN56724204  
 Quality Survey ID Number: 205004391  
 Survey Date : 03/21/2012  
 VIN Number : 1C3BC8FG0BN  
 Mapping Class : Legal  
 Event Type : 1st Warranty Visit  
 CPS Score : 0

Survey says, 'If I can take the car back right now and take my money, I would do. That s the only thing that would make me happy. The interior is getting deteriorated. The car only has six months. The paint is falling off from the car. I already took the car once because the paint was coming off. Now the paint is coming off again. So now I have to find time to take the car back to get a re-paint or whatever the case, whatever they did last time. The main thing, the safety feature, the car is turning off. As soon as you get on the highway, the car is turning off. Taken it to the dealer three times and they can t find anything. Last time, they changed something and we would see the car breaking. When the car breaks again, I will me an attorney and I ll apply the lemon law.'

\*\*\*\*\* CASE MANAGER TEAM - District 88Z \*\*\*\*\*  
 CONTACT UPDATE - 1st Contact attempt, phone number dialed, . The customer complains that the vehicle stalls in the middle of the road seven times now. The customer complains that the interior is falling apart and that the exterior paint is coming off. The customer states that they are applying for the lemon law. Reassigned to 88L.

\*\*\*\*\*QUALIFYER TEAM\*\*\*\*\*  
 CONTACT UPDATE - 1st Contact attempt, phone number dialed, . Writer spoke to Mrs. Hernandez and advised that we will

need to do additional research is needed.

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 repairs under the terms of protection.

Number of related repair attempts =2 Possible

Number of days out of service =11

Left message for the customer with follow up date 4-3-12

2nd Attempt the agent called the customer and spoke to Mrs. [REDACTED] the agent informed her that the vehicle does not appear to qualify for buyback replacement under the lemon law. The agent told her we would escalate the case back to her case manager. The customer informed the agent that she was upset with the previous case manager because she asked for a rental and was denied on the agent told her we would document her request for a rental but it was up to her case manager. The customer asked the case manager to contact her husband and explain to him why the vehicle does not appear to qualify the agent asked for her husband's number [REDACTED], the agent called this number and received the customer's voicemail the agent left a message for call back.

The agent called and spoke with SA Lee on 4-2-12 he did inform the agent that the customer came in on 11-19-11 for an engine stall and they did flash the computer that's why there is two related repairs not one.

3rd attempt : The agent called the customer and left a detailed message letting the customer know that their vehicle does not appear to qualify for lemon law/buyback at this time . We also gave the customer the web site to look up their state guidelines for lemon law. We did inform the customer that we do want to seek a resolution for them regarding the issues that they are having with their vehicle. We also informed the customer that we will be transferring their case to our case management team for further handling and will be contacted within one business day. The agent called the dealership and spoke to the SM George, the agent informed him that we have been contacted by our customer for lemon law/ buy back. We have informed the customer that the vehicle does not appear to qualify, however we want to make ourselves available for our customer and will be transferring the case to our case management team for further handling.

\*\*\*\*\* CASE MANAGER TEAM - District M \*\*\*\*\*

CONTACT UPDATE - Writer spoke with customer stated she has a problem with her vehicle stalling, paint coming off the vehicle, interior falling apart. Customer has had the vehicle in for some of the repairs, but is still having problems. Customer cannot take her vehicle in and leave it unless she has another vehicle. Customer said that she is busy at work and cannot talk right now. Stated she would call me back.

Writer spoke with SM Jorge stated customer's vehicle was at the dealership about 2 weeks ago. SM wants to know when the vehicle stalled last. They replaced a part when the customer had her vehicle in. They cannot duplicate customer's concerns. Stated customer would need to take her vehicle to the dealership and let them know of her issues.

Writer spoke with customer stated she said her vehicle had stalled about 4-5 days ago. Stated to customer if she continues to have the issue with her vehicle stalling, she would need to take her vehicle to the dealership. Stated to customer when I spoke with the SM they would need to duplicate her concerns. Dealership cannot fix something they cannot find. Also asked customer about her paint on her bumper peeling. Stated to customer she would need to bring that up with the dealership. Stated to customer I would follow up with customer in a week and see how everything is coming. Customer said okay.

Writer contacted customer, could not talk, she is at work, stated she would contact me back.

Writer spoke with customer stated she has not had anytime to take her vehicle in. Customer said that she would try next Thursday or Friday to

Writer contacted customer left message asking if she has had the time to take her vehicle into the dealership. Stated I would contact her again.

Writer contacted customer at [REDACTED], could not leave message, operator comes on and says service temporary disconnected.

Writer contacted customer left message asking if she has had time to take her vehicle into the dealership. Stated I would contact her again.

Follow up on 05/11/12.

Writer spoke with customer stated he has taken his vehicle to the dealership 4 times. Customer said that he is in the military and he has also contacted an attorney. Customer said his vehicle stops in the intersection. Customer is concerned about getting rear ended. Customer is saying his paint is coming off. Stated he would need to take his vehicle back to the dealership. Customer is saying his attorney is telling him not to. Customer email address is yandy [REDACTED]. Customer is saying he cannot talk at work on the phone.

Writer spoke with customer stated her vehicle is due for a oil change soon. When she takes her vehicle in she will address the issue with the hole in the carpet on the driver's side. She also has a issue with the back bumper where the paint is peeling off. Stated to customer I would follow up with her in a week and see how everything is coming. Customer will be going to dealership 60457 Miami Lakes DCJ.

Writer spoke with Mr. Hernandez stated he is active military and he cannot take the vehicle at this time. Stated I would follow up with his wife and find out when she will be taking the vehicle. Customer said okay. She can be reached at [REDACTED].

Writer contacted customer, left message asking if she has taken vehicle into the dealership to address her concerns. Left information for a call back.

Writer spoke with customer stated she is currently at work and is busy. Customer said she would contact me back.

Writer spoke with customer stated she has been busy at work. Customer said that she has not had a chance to get her vehicle into the dealership yet. Stated to customer when she can try and get her vehicle. Stated I would follow up with her again. Customer was okay with this.

Writer spoke with customer stated she has not had a chance to get her vehicle into the dealership yet. She has been super busy at work.

Customer said that she would try and take her vehicle into the dealership next week. Stated I would follow up with her again. Customer was okay with this.

Writer spoke with customer stated she has been busy at work. She will be taking her vehicle in on Saturday. Asked customer when she would like me to call her back. Customer said to contact her next Tuesday. Stated I would follow up

Writer spoke with customer stated she has an appointment on Saturday the 23rd of June. Asked customer is dealership is aware of her concerns. Stated to customer I would follow up with her next Tuesday to see how everything went with the dealership. Customer said okay.

Writer spoke with SM Jorge stated customer has never been to this dealership before. Customer does not have an appointment on Saturday. SM is saying it could be another dealership she would be going to.

Writer contacted customer, left message asking if she has taken her vehicle into the dealership. Stated I would be giving her two weeks to get her vehicle in, otherwise I would be closing the case.

Writer spoke with customer stated she took her vehicle in on Saturday to the dealership and they did a oil change. They told the customer she would need to speak with the SM. Dealership would need to take digital imaging pictures to send to Chrysler. Customer said the dealership would contact her today and let her know when to bring in her vehicle. Stated I would contact her in a week to see how everything is going. Customer is okay with this.

Writer spoke with customer stated she has been in contact with the dealership and she will be taking her vehicle in on 07/21/12. Customer is saying this is the only time she can take her vehicle in, is on a Saturday. Customer was told by the dealership that they would order her part that is needed for her vehicle. Stated to customer I would follow up with her on 07/27/12 to see how everything is going.

Writer contacted customer, she could not talk on the phone, busy at work.

Writer contacted customer, left message asking about vehicle status.  
Writer contacted customer, left message asking about vehicle status.  
Writer contacted customer, left message asking about vehicle status.  
Stated I would be leaving the case open for two weeks.

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**Customer Assistance Inquiry Record (CAIR)#** **22048166**

<b>VIN</b>	1C3BC1FG8	BN [REDACTED]	<b>Open Date</b>	03/27/2012	<b>Built Date</b>	08/01/2011
<b>Model Year</b>	2011	<b>Body</b>	JSCE41	CHRYSLER 200 TOURING 4-DOOR SEDAN		
<b>In Service Dt</b>	10/04/2011	<b>Mileage</b>	8,000	<b>Dealer Zone</b>	70	
<b>Plant</b>	N	STERLING HEIGHTS ASSEMBLY PLANT	<b>Market</b>	U	US	
<b>Color</b>	PW7	BRIGHT WHITE CLEAR COAT				
<b>Engine</b>	ERB	3.6L V6 VVT ENGINE				
<b>Transmission</b>	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				
<b>Dealer</b>	43931	CHAPMAN'S LAS VEGAS DODGE L.L.C.				
<b>Dealer Address</b>	3470 BOULDER HWY					
<b>Dealer City</b>	LAS VEGAS	<b>Dealer State</b>	NV	<b>Dealer Zip</b>	89121	
<b>Owner</b>	[REDACTED]			<b>Contact Type</b>	TELEPHONE	
<b>Address</b>	[REDACTED]			<b>Home Phone</b>	[REDACTED]	
	LAS VEGAS NV [REDACTED]			<b>Country</b>	UNITED STATES	

Product - Transmission / Transaxle - Unknown - Other - Default      Vehicle jumping out of gear while being driven

Briefly summarize why the customer is contacting Chrysler: Customer called to state that the vehicle has an intermittent transmission issue, the customer states the symptoms include the vehicle jumping out of gear while being driven and when starting the vehicle and putting into gear there are some heavy clanking sounds. The customer has taken the vehicle to the dealership five times and at each time the dealership is unable to duplicate the problem and diagnose the issue.

Briefly summarize what the customer is expecting: The customer is expecting correct diagnosis and repair of the vehicle's transmission issues.

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]

Pounds

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? 45469

Reassigned to 88F

\*\*\*\*\* CASE MANAGER TEAM - District O\* \*\*\*\*\*

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

[REDACTED]. Left message.

Writer called dealership to gather information regarding previous diagnosis. Operator transferred Writer to Service Advisor JR's cellphone.

Writer left message regarding previous diagnosis.

[REDACTED] called in wanting to speak to NS830, writer connected caller to CM.

Customer called Writer confirming that has transmissions. Customer stated has been into the dealership about four times since he bought the vehicle, Customer stated the first time it started doing a shake, and was told by the dealership the routers were warped. Customer stated when he

would be going 45 mph the RPMs would just drop and shift. Customer stated they cannot duplicate the issue, Customer stated when he bought the vehicle, Customer stated he test drove the vehicle, and when they were done testing driving they dropped it off and came back the next day to drive the vehicle because dealership need to prep vehicle. Customer stated when he came back the next day, there was 3 extra added miles onto the vehicle, and has concerns that may be what happened. Writer informed I will need to contact dealership to see about using other resources to duplicate this issue, and will give Customer a call back by the end of business today.

Writer called dealership to speak with Service Manager Ty, Ty stated that they had Star involved to check out vehicle, Ty stated there is nothing wrong with vehicle, Ty even checked for TSBs, and there was none. Ty stated that the Customer had idling, and shifting issues, but when he brings the vehicle in, it is never doing it, and Customer would state that too. Ty stated that if the Customer is having issues he let Customer know to bring the vehicle in while its doing the issues, and that Ty would look at it. Ty stated that he also assured the Customer that he is still in warranty, and if is worried about it later, to purchase an extended warranty. Ty stated but he does want to take care of all his Customers. Writer informed Ty I will follow up with Customer and reassure them of this information.

Writer called Customer to inform I have spoke with Service Manager Ty at Prestige, and was informed that there is nothing wrong with the vehicle. Writer wanted to assure Customer that they are in warranty, and if the Customer is experiencing the issue to bring the vehicle into SM Ty at that time, and he will look at it. Writer also wanted to inform that at this time, all resources have been looked into, and have been ruled as the vehicle is working fine, but left message to have Customer call back so they can be informed.

██████████ calls to speak with their Case Manager NS830. Writer transferred the caller to extension 66239

Caller requesting to speak with Case Manager. CM not available, writer offered customer CM s voice mail, customer accepted. Customer transferred to voice mail.

Customer ██████████ calls to speak with their Case Manager. Customer called Writer, Customer stated call would rev up and the rpms would go up really high, then it will just drop, Customer also stated it shakes while driving, and is kind of shaking all the time. Customer stated when you accelerate, the vehicle hesitates for a moment then drives. Customer stated they have been into the dealership four or five times. Customer stated at 5k miles they have already had to replace the rotors. Customer stated they traded in their other Chrysler vehicle for a new one so they did not have to deal with problems, but stated they are having issues with a brand new vehicle. Customer stated would of bought a used vehicle and expected to have issues, and would be fin with that, but not to buy a brand new vehicle and having to pay money out of pocket to have it fixed. Customer stated been having to rent vehicles, and feels they should not have too, Writer apologized and understood Customer s frustrated and would like to come to a resolution for the Customer. Writer informed Customer that there are necessary steps that have to be done as far as getting the vehicle fixed, and realized that s something the Customer does not want to hear. Writer informed Customer the options are at this point is either work with the dealership in coming to a resolution, and fixing the vehicle, or work with the dealership about trading the vehicle in, Writer informed Customer at this point if the dealership cannot duplicate the problem, or find an existing issue the vehicle is working as intended. Writer informed the best thing to do is bring the vehicle in as soon as the issue occurs. Customer stated that they have jobs and can t miss work to just bring the vehicle in. Writer understood, and realized Customer has a daily life, but can t assist them without the Customer being able to work with the dealership. Customer stated has been into the dealership, and whenever they go into the dealership the problem doesnt happen. Customer stated could go a week without it happening, but then could start the vehicle up randomly and it will happen then. Customer apologized and stated he shouldn t be on the phone with Writer because its a brand new vehicle and should not be having these problems, that is why Customer bought a brand new vehicle

involve but cannot without the dealership have a problem to work with, and need to be able to duplicate the issue. Writer informed Customer I will get with the dealership and see about the best next step to take this time, Writer also stated though really the only thing that can be done is wait til the issue happens and bring it into the dealership. Customer acknowledged, thanked Writer for his time and patience, stated would like a call back from Writer after speaking with the dealership. Writer informed I will follow up with Customer once I have information from the Service Manager at the dealership.

Writer emailed Service Manager Ty. Waiting on response.

CUSTOMER CONTACT: Writer contacted customer, [REDACTED]

Writer informed customer that Case Manager is still waiting to hear back from SM, Ty. As soon as that contact has been made, the Case Manager will call the customer back.

Service Manager Tigh informed Writer that at this time dealership is unable to duplicate or find the issue. Tigh stated although if Customer is having problems still, to have Customer come in, and they will look at the vehicle.

Customer called Writer inquiring status update, Writer informed Customer that the dealership were unable to duplicate or find any issue. Writer informed Customer that I have spoke with Service Manager Tigh and was informed by Tigh that they looked for TSB reports, and found nothing. Writer inquired if the dealership has spoke with Star, Tigh stated cannot get Star involved if nothing is found to work with. Writer assured Customer that Tigh is more then willing to keep working with the Customer and see about getting the vehicle fixed. Customer stated that he bought a vehicle thinking it was going to be reliable, but does not drive as he feels that a new vehicle should. Customer stated that the vehicle drives as if its eight years old. Writer apologized to Customer for the vehicle not meeting Customer s standards that if Customer still has concerns with the vehicle to bring the vehicle back into the dealership when the issue is happening. Customer stated that the problem could happen a thousand times while he is driving the vehicle but once Customer gets to the dealership it won t happen. Customer stated he will just have to keep working with the dealership, and see what can be done. Customer thanked Writer, and stated will call Writer if anything is found. Writer informed Customer I will keep your case open.

Caller [REDACTED] requesting to speak with Case Manager. Writer transferred to CM.

EMAIL [REDACTED]

Customer called Writer stating that his wife was driving the vehicle, and at a light the vehicle stalled, and shut down. Customer stated though they only have one vehicle, and aren t able to bring the vehicle in right away, as too Customer s wife has to be at work. Customer stated he has an appointment wednesday at the dealership. Customer stated just wanted to call in and have this documented. Customer stated will call Writer if needs too on wednesday.

MR [REDACTED] called in requesting to speak to NS830. Call was disconnected while customer was on hold.

Writer called Customer at [REDACTED] Customer stated went into the dealership, and are unable still to find anything. Writer informed will send case to dealer as an unrevolved concern, and they can document their findings so Star can see, and hopefully give some feedback. Customer inquired how long will it take, Writer informed there is no ETA, and Writer will follow up with customer as soon as new information is available.

##### 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 stalling randomly, RPMs would go up really high, then it will just drop, and the vehicle shaking while driving.

Agent called dealer and spoke to Service Manager Tigh, informed that CAIR was being sent. Please update this CAIR with resolution.

#####



\*Contact Date:04/19/2012

Customer request has been fulfilled.

CAIR RETURNED FROM DEALER ON 4/19/2012 AT 08:16:640 R 22048166

Writer emailed Area Manager. Waiting on response.

Customer stated the vehicle stopped again and it s happening more often.

Customer needs to have something done. Writer transferred call to CM.

Customer called in stating the vehicle just shut off on at a light, stating there is an issue with this vehicle. Customer stated even though the dealership cannot find anything, there s problems with this vehicle.

Customer stated that is there a manager or supervisor he can talk to about having something done, Writer informed Customer I have contacted my Area manager, and I am waiting on a response, and we can go from there on this. Writer informed customer this is the next necessary step, and we can go frmo there once I have received a response from my Area Manager.

██████████. Customer called, customer stated that vehicle is still having same problems. Customer wants CM to call customer today.

██████████ calling to speak with NS830. Writer transferred customer over to cm.

Pat from Auburn Hills center called Writer inquiring about Customer s case, stating Customer still has issues, and is frustrated himself because there has been no documentation from the dealer, and customer has been in the dealership 6 times. Pat stated wants to get Customer into a rental, so they are able to leave their vehicle at the dealership to give them ample time to diagnosis the vehicle and fix it. Pat informed Writer will have Customer call Writer informing what dealership they will be working with, Writer informed Pat from there, will get Customer into a rental, and hopefully come to a resolution.

██████████ calling to speak with case manager NS830. Writer transferred customer to ext 66239 to leave a voice mail if cm is not available.

Writer called Customer at ██████████ Customer stated is still having an issue with the vehicle randomly stalling when driving the vehicle. Writer informed Customer will need to go back intot he dealership, and what Writer will do, setup a rental for Customer so the dealership can have the vehicle longer to diagnosis. Writer informed will get ahold of my Area Manager for assistance as well. Writer informed Customer will follow up with Customer on monday.

Caller ██████████ requesting to speak with Case Manager. Writer transferred customer to CM. Email address listed on line: 141

Pat called from Auburn Hills inquiring whats going on. Pat stated that the Customer called the dealership, and they knew nothing about what was going on. Writer inquired what dealership Customer was going into, Pat stated not sure. Writer informed I will contact Customer, then contact that dealership. Pat inquired if Writer could put in a courtousy call to him with an update. Writer informed will do so.

Writer called Customer at ██████████ inquiring what is the best day Cusotmer can take the vehicle to the dealership. Cusotmer stated wednesday, Writer informed since Cusotmer would like to work with a different dealership, Chapman Las Vegas, Writer informed will call Chapman and setup a rental for Customer on wednesday.

Writer called dealer 43931 at 702-457-1061 to speak with Assistant Service Manager Tony. Left message.

Writer called dealer at 702-432-2437 to speak with Service Manager Mike. Left message.

Writer called Pat at 248-421-6936 to inform Writer spoke with Customer, confirmed dealership, and have left two messages with ASM, and SM regarding rental for Customer on Wednesday. Left message.

\*\*\*Tuesday\*\*\*

Writer spoke with Service Manager Mike, Writer informed Mike that Customer would be coming in Wednesday to bring their vehicle in to have it checked out. Writer inquired if it would be okay to accept an RA for a rental. SM Mike stated that the way it works now, if there is nothing found they cannot accept an RA for rentals, that a reimbursement check would have to be sent out. Mike stated if something is found, and they are able to perform work, then rental can be accepted as an RA. Writer thanked Mike for the information, and stated although I d like to get Customer into a rental, and will follow up tomorrow with Mike.

Mike. Left message.

Writer called Customer at [REDACTED] to confirm Customer has dropped vehicle off to the dealership, and if Customer is in a rental. Customer confirmed. Writer informed i will follow up with dealership, and Customer.

Writer called dealer 43931 at [REDACTED]. Left message.

Writer called dealer 43931 at [REDACTED] to speak with Service Manager Mike. Left message.

Writer emailed Service Manager Mike for vehicle diagnosis status. Waiting on response.

Writer received email from service manager Mike. Mike stated for the transmission concern we found no codes in the system , we added 1 qt of fluid ,flashed PCM with new software and reset variables with quick learn . As for the inter stalling , we could not duplicate it but with the flash update this could possibly cure this concern. My advisor spoke with customer a few days ago and all was ok at that time.

Writer called Customer at [REDACTED], writer informed customer of lines 248-253, customer stated the dealership informed customer of so. Writer informed customer writer wants to make a couple follow up days, a week from now, and then a week from then, just to give the vehicle time to see if any intermitted issues occur.

Writer called Customer at [REDACTED]. Left message.

Writer called Customer at [REDACTED], customer stated the vehicle is running great, and seems to be no more issues, but requested one more follow up a week out. Writer informed customer writer will follow up a week from today, June 6th.

Writer called Customer at [REDACTED], customer stated the vehicle is running great, customer stated was able to take the vehicle on a long trip, and ran great for customer. Customer stated if in the future is indeed any other issues occur, customer will give the CAC a call back. Writer advised customer of case closure, but assured customer that this case is documented on file internally.

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

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**Customer Assistance Inquiry Record (CAIR)#** **22062570**

<b>VIN</b>	1C3BC7EG2	BN [REDACTED]	<b>Open Date</b>	03/30/2012	<b>Built Date</b>	04/11/2011
<b>Model Year</b>	2011	<b>Body</b>	JSCX27	CHRYSLER 200 LIMITED TWO DOOR CONVERTIBLE		
<b>In Service Dt</b>	06/03/2011	<b>Mileage</b>	21,000	<b>Dealer Zone</b>	66	ORLANDO
<b>Plant</b>	N	STERLING HEIGHTS ASSEMBLY PLANT	<b>Market</b>	U	US	
<b>Color</b>	PS2	BRIGHT SILVER METALLIC CLEAR COAT				
<b>Engine</b>	ERB	3.6L V6 VVT ENGINE				
<b>Transmission</b>	DBA					

<b>Dealer</b>	68608	CARMAX CHRY-JEEP OF NORCROSS				
<b>Dealer Address</b>	1975 BEAVER RUIN ROAD					
<b>Dealer City</b>	NORCROSS	<b>Dealer State</b>	GA	<b>Dealer Zip</b>	30071	
<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	CERTIFIED LETTER			
<b>Address</b>	[REDACTED]	<b>Home Phone</b>	[REDACTED]			
	BALLGROUND GA [REDACTED]	<b>Country</b>	UNITED STATES			

Product - Engine - Unknown - Other - Default	owner states engine shuts down at stop
Corporate - Lemon Law - Default - Default - Default	

POSTMARK DATE: 032712; DATE RECEIVED: 033012  
 Owner submits a final repair opportunity notice to Chrysler via certified mail and received on 3-30-2012. It states that the engine intermittently shuts down and requests a final repair attempt. Writer notes a previous file on the issues and will also forward that one. This is being handled by 91. \_  
 \*\*\*\*\*ORLANDO BUSINESS CENTER RECEIVED MVDN 4/2/21\*\*\*\*\*  
 SEE ABOVE CONCERNS.  
 4/3/12RP RA scheduled on 4/9/12 at Troncalli CJD. Called and sent ltrs. to o/ and svc. mgr. re: ra info. Concern: engine intermittently shuts down at stops or lights. TA-after your inspection please update cair then reassign to me. \*\*Contacted dlr. and authorized a rental, should one be necessary, for the duration of the repair. Also, instructed dlr. to include the following explanation in the claim narrative as justification: 'Lemon law rental with cair #22062570.'  
 pending  
 pending  
 Inspected vehicle 4/9 when customer s complaint was engine stalls when sitting at stop lights. Has not stalled since last visit. The vehicle was checked for data and diagnostic codes with the diagnostic tool. There were no codes and the data was normal. Diagnosis continues. JEJ3  
 pending  
 Test drove vehicle extensively with diagnostic tool monitoring the vehicle. The vehicle performed normally throughout the drive. No diagnostic trouble codes present and all data was normal. After consultation with technical agents the following repairs were made: cleaned throttle body and combustion chambers, replaced powertrain control module, both cam sensors, crankshaft sensor, and ESIM (vapor module/switch.) These parts were replaced in the event one of them has an intermittent failure. The vehicle was test driven after repairs and it performed normally. JEJ3

4/13/12RP Sent ltr. to o/ advising veh. now repaired-no further action.

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**Customer Assistance Inquiry Record (CAIR)#** **22063030**

<b>VIN</b>	1C3BC2FG1	BN [REDACTED]	<b>Open Date</b>	03/30/2012	<b>Built Date</b>	03/07/2011
<b>Model Year</b>	2011	<b>Body</b>	JSCL41	CHRYSLER 200 LIMITED 4-DOOR SEDAN		
<b>In Service Dt</b>	01/03/2012	<b>Mileage</b>	4,500	<b>Dealer Zone</b>	63	DALLAS
<b>Plant</b>	N	STERLING HEIGHTS ASSEMBLY PLANT	<b>Market</b>	U	US	
<b>Color</b>	PRP	DEEP CHERRY RED CRYSTAL PEARL COAT				
<b>Engine</b>	ERB	3.6L V6 VVT ENGINE				
<b>Transmission</b>	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				
<b>Dealer</b>	43290	HUFFINES CHRYSLER JEEP DODGE LEWIS	VILLE			
<b>Dealer Address</b>	1024 SOUTH STEMMONS FRWY					
<b>Dealer City</b>	LEWISVILLE	<b>Dealer State</b>	TX	<b>Dealer Zip</b>	75067	
<b>Owner</b>	[REDACTED]			<b>Contact Type</b>	TELEPHONE	
<b>Address</b>	[REDACTED]			<b>Home Phone</b>	[REDACTED]	
	LEWISVILLE TX [REDACTED]			<b>Country</b>	UNITED STATES	

Corporate - Internet Transactions - Default - Default - Default	Customer having issues with Chrysler website
Corporate - Product Information - Default - Default - Default	Customer not satisfied with Chrysler website
Product - Drivability - Unknown - Stalling - Default	Customer states vehicle has stalled
Corporate - Personnel - Default - Lack of follow-through - Default	Customer was on hold for 67 minutes

Briefly summarize why the customer is contacting Chrysler: Customer called in stating he had quite a few issues. Customer states that first issue is he tried to use the self help tools on Chrysler Website with Google Chrome, Safari and Internet Explore and nothing worked. Customer states that he also called in to 1-800-Chrysler and was put on hold for 67 minutes. Customers states that he bought a brand new vehicle and at 4000 miles its all ready stalling. Customer states that there dealer told him there was no issue with his vehicle. Customer states that also there were no courtesy cars available for him when he was having work done on his vehicle. Customer states that he is also Hyundai owner and Hyundai provides courtesy vehicles. Customer has no complaints about dealership but rather is complaining about customer service from Chrysler. Customer states that if he doesn't get a call back by the end of next week he will contact his consumer reporter at local TV station.

Briefly summarize what the customer is expecting: Customer wants to file a complaint about Chrysler hotline and website. Customer wants a call back by the end of next week.

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? 43290  
 Reassigned to 88F  
 \*\*\*\*\* CASE MANAGER TEAM - District U \*\*\*\*\*  
 Customer is original owner

Customer has 1 vehicle in the household, original, current  
Customer is in basic warranty by 33 months and 31,500 miles  
Customer has no service contracts  
Customer s phone number is [REDACTED]  
Customer s email is [REDACTED]  
Status update provided via email to the following email address:  
[REDACTED]

Hello!

My name is Amber Leigh and I have been assigned as your Case Manager with Chrysler

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

Your Case Number: 22063030

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

My Direct Extension: 66200

My work hours: 8:30 - 17:00 Mountain Time, Monday-Friday

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

Thank you for choosing Chrysler and have a great day!

Amber Leigh

End of Status Update

CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED], customer states the vehicle has only had the stalling issue once. Customer states that he was slowing down and got out of the vehicle to do something then came back and the vehicle was off. Customer states he took the vehicle to the dealership and they did not have a courtesy vehicle available. Writer apologized and advised not all dealerships have that ability and dealers are independantly owned and operated so they cannot promise a dealership has that ability. Customer would like for Writer to find a close dealership that has that ability. Writer advised they would research that. Customer states he would also like information on how to use the website. Writer advised they would do research and follow up with customer.

Writer has not found a close dealership that offers courtesy vehicles.

Writer called Customer at [REDACTED], customer states that the last time he had the issue with the website was when he created the case.

Customer was not able to go to the website while on call with Writer and asked for Writer to call back tomorrow 4/5.

Writer called Customer at [REDACTED], customer and Writer went through website. Customer stated website seemed to be working well. Writer advised no dealerships in the near area provided courtesy vehicles for free but advised that customer can contact CAC for possible rental assistance. Customer agreed and thanked Writer. Writer advised case would be closed. Customer agreed.

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

Service Manager from Dealer 45454 called to speak with Writer. SM states customer has contacted him and he will need a day of rental. SM states customer s issue has never been duplicated and is wanting to work with his facilities.

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**Customer Assistance Inquiry Record (CAIR)# 22066010**

<b>VIN</b>	1C3BC8EG6 BN [REDACTED]	<b>Open Date</b>	03/30/2012	<b>Built Date</b>	07/08/2011
<b>Model Year</b>	2011	<b>Body</b>	JSCR27	CHRYSLER 200 S TWO DOOR CONVERTIBLE	
<b>In Service Dt</b>	12/30/2011	<b>Mileage</b>	3,000	<b>Dealer Zone</b>	42 DETROIT
<b>Plant</b>	N	STERLING HEIGHTS ASSEMBLY PLANT	<b>Market</b>	U	US
<b>Color</b>	PW7	BRIGHT WHITE CLEAR COAT			
<b>Engine</b>	ERB	3.6L V6 VVT ENGINE			
<b>Transmission</b>	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION			
<b>Dealer</b>	45244	HALL CHRYSLER, JEEP, DODGE OF	FENTON, INC.		
<b>Dealer Address</b>	15123 NORTH RD				
<b>Dealer City</b>	FENTON	<b>Dealer State</b>	MI	<b>Dealer Zip</b>	48430
<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	TELEPHONE		
<b>Address</b>	[REDACTED]	<b>Home Phone</b>	[REDACTED]		
	CAPE CORAL FL [REDACTED]	<b>Country</b>	UNITED STATES		

Product - Drivability - Unknown - Stalling - Default	customer states vehicle is stalling and hesitating
Corporate - Outbound - Survey Follow-Up - CPS - Customer Contact Complete	
Corporate - Outbound - Survey Follow-Up - CPS - Default	
Product - Fuel System - Unknown - Poor Fuel Economy - Default	
Product - Unknown - Unknown - Stalling - Default	

CPS Survey Record Received Date: 03/30/2012  
 Survey Number : BN60130103  
 Quality Survey ID Number: 205359839  
 Survey Date : 03/29/2012  
 VIN Number : 1C3BC8EG6BN [REDACTED]  
 Mapping Class : Dealer  
 Event Type : 1st Service customer pay  
 CPS Score : 5  
 Survey states:  
 Engine Runs, Then Dies/Stalls  
 \*\*\*\*\* CASE MANAGER TEAM - District ? Z ? \*\*\*\*\*  
 CONTACT UPDATE - 1st Contact attempt, phone number dialed, 810-691-9391.  
 Left message.  
 2nd attempt made to contact customer. Spoke with Mr. [REDACTED]. He claims the vehicle engine intermittently stalls while driving. He has taken the vehicle to Dealer 66732, GALEANA for a diagnosis, they were unable to duplicate the problem. The problem still occurs according to the customer. Customer plans to travel back home to Michigan the first week in May, he will most likely seen a 2nd opinion on his next vehicle service. Customer has been provided the contact information for Chrysler and invited to call back if further assistance is needed. The customer also mentioned he is getting poor gas mileage, claims to get 17.6 MPG , city/highway average. Vehicle has 1,500 miles. Writer indicated the vehicle fuel efficiency may improve slightly with more mileage. There are no other concerns at this point.

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

Customer states vehicle is hesitating from 0-35 miles an hour. Customer states it feels like the engine is going to stall.

Customer states that when they are at a light idling the vehicle is fine.

Customer states that when they light changes and they try to go the vehicle stalls and they have to put the vehicle in Park and restart the vehicle.

Customer states he researched online and has seen many complaints regarding this issue. Customer states he wants to know how many people have to get in an accident or die before Chrysler fixes the problem.

Customer states that when he was reading online he saw that when people replaced the computer module and the customer has not had a problem since.

Customer states he wants something done to repair his vehicle.

Customer states the dealership stated they will not replace a part just because the customer says to. Customer states the dealership stated they would have to duplicate the problem. Customer states there is not a pattern and the issue is intermittent.

Best contact number [REDACTED]

\*\*\*\*\* CASE MANAGER TEAM - District M \*\*\*\*\*

Customer currently owns 1 new CDJR vehicle.

Household: 1

Still within all warranties by time and miles.

Customer did purchase a Service Contract.

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

[REDACTED] Writer contacted customer, [REDACTED]. Writer inquired if the stalling or hesitation concerns are still occurring with the vehicle.

Customer stated that the vehicle has not stalled recently, but the vehicle hesitates as it is going through gears when taking off from a stop. Customer stated that he took his vehicle to dealer 66732 three weeks ago, and they were not able to duplicate the stalling concerns. Customer stated that he is getting ready to go back to Michigan, and plans on going to a dealer there for a second opinion. Customer stated that he purchased this vehicle so as to not have any problems when traveling. Customer stated that his son researched online, and noticed there are incidents where this same concern has happened with the same vehicle. Customer does not feel comfortable taking his vehicle back to dealer 66732 before leaving, because he is afraid that 66732 will not be able to duplicate the concerns again. Customer stated that it is difficult to keep record of the concerns as the vehicle will stall out of the blue, and there is no pattern. Writer apologized that customer is having these concerns with his vehicle, and stated that writer wants to continue working with him and the dealer closely to make sure his vehicle gets fixed. Writer informed customer that writer emailed Service Manager at 66732, and will contact customer once hearing from SM. Customer understood. Customer provided both of his email addresses

[REDACTED] and [REDACTED]. Customer stated that writer can email writer once hearing from the SM. Customer inquired if his case would be closed or if he would be assigned another CM. Writer assured customer that his case would not be closed and that writer will remain his SM until the concerns are resolved.

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 is listed above.

The Chrysler Case Management phone number is: 800-763-8422

My direct extension: 66073

My work hours are: 7:00am-3:30pm Mountain Time, Monday-Friday

I will contact you by end of business Monday, 04/30/12, by telephone to review your case with you.

End of Status Update

writer contacted dealer 66732 at 239-481-2600 unable to reach

Status update provided via email to the following email address:

[REDACTED]

I just wanted to inform you that I am still waiting to hear back from the Service Manager, at Galeana Chrysler Dodge Jeep. I sent him a few emails and also left a couple messages for him to return my call. I will contact



Thank you so much for your patience

End of Status Update

Writer contacted Service Manager, George, at dealer 66732. SM stated the customer brought his vehicle in at 1,100 miles complaining of the vehicle stalling or not starting. SM confirmed that the dealer test drove customer's vehicle 3 times, and could not duplicate any stalling or no start concerns. SM confirmed that the dealer also found no fault codes. SM advised writer to have customer bring vehicle in to dealer to test drive it again.

CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED]. Writer contacted customer, [REDACTED]. Writer informed customer that Service Manager requested he bring the vehicle back in to the dealer. Customer stated that he is heading back to Michigan in the morning, and will be going to a dealer near his home when he gets back. Writer inquired about when he will be able to go to the dealer in Michigan. Customer stated that he has an appointment Wednesday, and would like writer to call him Thursday, 05/10/12.

Writer contacted customer, [REDACTED], to find out if he was able to get the vehicle to a dealer in Michigan. Customer stated that he will be taking his vehicle to dealer 64475 tomorrow morning at 8am. Writer inquired if customer had any trouble with the vehicle on his trip home. Customer stated that the vehicle hesitated 6 times during his trip and acted like it wanted to stall, but it did not. Customer stated he is also concerned with the cruise control, because it hesitated accelerating or decelerating, and when it did accelerate/decelerate, it would jerk the vehicle. Customer feels that the dealer went into his vehicle's computer and changed the specifications to make the vehicle need oil changes sooner. Customer confirmed that the vehicle has 3,000 miles on it now. Customer asked the dealer about a rental vehicle for tomorrow when he drops his vehicle off. Writer informed customer writer will look into a rental vehicle for customer, and contact the dealer tomorrow. Customer understood.

[REDACTED] requesting to speak with Case Manager.

Writer informed Chrysler Customer assistance Agent Shawn that SS1846 will call Customer back in 30 minutes.

Shawn informed writer that customer disconnected from call.

[REDACTED] requesting to speak with Case Manager.

Customer calls to speak with their Case Manager.

Customer states he would like to speak with Samantha

Customer seeks a owners manual media guide and warranty booklet

Customer seeks a update to his maps

Customer states his garmin system posted the speed limit of the highway

Agent advised customer of 1-866-4NAVTEQ (866-462-8837)

8:00am - 6:00pm Central time zone

Customers address for the owners manual to shipped to is

11309 s Sheridan

Gaines

Mi 48436

Agent transferred to case management

The Chrysler Case Management phone number is: 800-763-8422

My direct extension: 66073

Agent contacted Print Hotline 1-877-847-7166

Manual will be shipped by UPS Ground 3-5 business days

Case Manager will call customer in 30 minutes

Customer, [REDACTED], contacted writer on his case. Customer stated he dropped his vehicle off at the dealer.

Writer contacted customer [REDACTED]. Customer stated that he took his vehicle to the dealer this morning, and they upgraded the software in the vehicle. Customer stated that the dealer seems confident this will take care of any problems with hesitation and the cruise control. Customer got the vehicle back today, and stated that vehicle seems to be driving a lot smoother. Customer stated he asked the dealer if it was possible to reprogram the vehicle's computer to make the vehicle need oil changes sooner. Customer stated that the dealer advised that there is no way to go in to the computer to change when the vehicle needs oil changes. Customer stated that he changed his oil to synthetic. Customer stated that the dealer tested cruise control during 3 test

reported the vehicle operating as it should. Writer informed customer writer will follow up with him on Monday, 05/14/12, to make sure the vehicle is driving as it should be.

Writer contacted customer, [REDACTED], to ensure satisfaction with repairs. Writer left a message.

Caller [REDACTED] requesting to speak with Case Manager.

Writer contacted customer, [REDACTED], to ensure satisfaction with repairs. Customer stated that he test drove the vehicle, and it seems to be driving well. Customer stated he will be driving 80 miles on Wednesday, 05/16/12, and would like writer to call on Thursday, 05/17/12. Customer stated that the dealer has been very helpful, and that they checked the vehicle s computer for upgrades. Customer stated that the dealer installed some software and the vehicle is driving a lot smoother. Customer also stated that the dealer ordered a clip for the windshield, because one was missing. Dealer will be calling customer once the windshield clip is in. Customer stated he ordered an owner s manual as well, and inquired about why the vehicle does not come with manuals anymore. Writer informed customer that the manuals and service maintenance schedules are available online.

Writer contacted customer, [REDACTED], to ensure that the vehicle is driving as it should be. Writer left a message.

MR [REDACTED] called in to speak to SS1846 agent transfered customer to ext 66073.

Writer contacted customer, [REDACTED]. Customer stated that the vehicle is still continuing to drive great after repairs, and that he received his owner s manual in the mail yesterday. Writer inquired if there were any other questions or concerns customer had.

Customer stated that he does not have any other questions or concerns at this time. Writer advised customer to call back if he has to change his oil in another 3,000 miles, so that the dealer can determine if this is abnormal. Customer understood. Writer informed customer his case would be closed, and customer understood.

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

Customer states he now has more issues he would like to speak to his CM. Customer states that he was told map updates would be free, however the dealer would like to charge him \$150. CAC transferred customer to CM SS1846 at ext 66073

Customer calling stating he was trying to reach someone at MYGIG, writer advised customer that there was no customer service center for MYGIG.

Customer states DC: 66732 promised him free navigation updates so he went to another dealership, but they want to charge him \$150 for the update.

Customer states he feels this is unfair. Writer was able to conference customer with CM SS1846 at ext. 66073.

Customer states [REDACTED] is the only number to reach him on.

EMAIL: [REDACTED]

Writer updated COIN as well.

Writer created a different case for customer s concerns as this CAIR was opened more than 30 days ago. Case is being closed.

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

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**Customer Assistance Inquiry Record (CAIR)#** **22067114**

<b>VIN</b>	1B3BD1FG5	BN [REDACTED]	<b>Open Date</b>	03/31/2012	<b>Built Date</b>	06/28/2011
<b>Model Year</b>	2011	<b>Body</b>	JSDE41	DODGE AVENGER MAINSTREET 4-DOOR SEDAN		
<b>In Service Dt</b>	07/30/2011	<b>Mileage</b>	10,177	<b>Dealer Zone</b>	42	DETROIT
<b>Plant</b>	N	STERLING HEIGHTS ASSEMBLY PLANT	<b>Market</b>	U	US	
<b>Color</b>	PBV	BLACKBERRY PEARL COAT				
<b>Engine</b>	ERB	3.6L V6 VVT ENGINE				
<b>Transmission</b>	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				
<b>Dealer</b>	61512	HERRNSTEIN CHRYSLER INC				
<b>Dealer Address</b>	133 MARIETTA ROAD					
<b>Dealer City</b>	CHILLICOTHE	<b>Dealer State</b>	OH	<b>Dealer Zip</b>	45601	
<b>Owner</b>	[REDACTED]			<b>Contact Type</b>	TELEPHONE	
<b>Address</b>	[REDACTED]			<b>Home Phone</b>	[REDACTED]	
	WAVERLY OH [REDACTED]			<b>Country</b>	UNITED STATES	

Dealer - Service/Body Shop - Transaction - Problem Not Resolved - Default	Customer states dealer 65461 refused service
Dealer - Service/Body Shop - Transaction - Problem Not Resolved - Default	Dealer can not diagnose stalling issue
Product - Drivability - Unknown - Stalling - Default	Vehicle stalls when accelerating
Corporate - Lemon Law - Default - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer states that she has had a few issues with the vehicle. Customer states that there was an issue with the door and there is also a squeak when the vehicle is put into reverse in cold weather. Customer states that the dealer has not repaired either issue. Customer states that she took the vehicle to the dealer yesterday because when she tried to accelerate the vehicle died three times. Customer states that dealer did not hook it up to the computer and only test drove it. Customer states they told her they could not diagnose the problem as it did not happen while they were driving. Customer states they told her that the vehicle knows who is driving and will act differently depending on the driver. Customer states that she called Hunter s Dodge and they told her that they could not work on the vehicle because she did not purchase the vehicle there.

Briefly summarize what the customer is expecting: Customer seeks information on where to take her vehicle for repair. Customer requesting that Chrysler work with her dealer to diagnose and repair the stalling problem as it is a safety concern

Customer advised a call back is required and will take place within one business day by COB their time  
 Preferred Morning/Midday call back number is [REDACTED]  
 Preferred Afternoon/Evening call back number is [REDACTED]  
 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? 61512  
 Reassigned to 88F

Status update provided via email to the following email address:

[REDACTED]

My name is Cory 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 direct extension: 66333

My work hours: 9:00 AM to 5:30 PM Eastern Time Monday-Friday

I will contact you today by telephone to review your case with you.

End of Status Update

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

[REDACTED]

Customer states stalling issue occurs about once a day.

Customer states door is making a noise when it closes.

Writer advised writer will speak to the dealer and get back to the customer.

SM Dwight states that he plans to speak to the customer today. Vehicle likely needs to be left overnight.

Writer advised customer of lines 42-43.

Voicemail recieved from customer. Customer has not heard from dealer at this time.

Writer called dealer. SM Dwight left customer a message. SM asked what number writer has for customer, writer gave [REDACTED]. SM states this is different than he has and he will try it.

2nd attempt made to contact customer. Left message.

SM states that vehicle is at dealer now. The noise from the rear brakes appears to be normal for the vehicle, stalling not yet duplicated.

Customer in rental, writer advised writer will look at covering rental once it is known what the problem is.

Customer called, issue was not duplicated and dealer is asking customer to pick vehicle up. Customer says she needs vehicle fixed or replaced.

Writer advised writer would call dealer, would like to have them look at a data recorder.

Writer called dealer, was on hold for over 10 minutes.

REASSIGNED TO BC/DLR 42 61512 04/06/12 15:04 O 22067114

Writer called customer, customer ok with continuing to pursue repair, customer asked about rental, writer advised writer can t cover rental until its known whats wrong but for customer to keep documents for anything she pays on rental.

##### DIRECT-TO-DEALER #####

ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER

Please follow your Business Center guidelines in an attempt to resolve this customers concern(s). If needed, seek assistance from your District Manager, Business Center or STAR.

The unresolved concern is intermittent stalling.

#####

Writer called dealer, SM not available. Writer asked to speak to service.

Per service advisor andrew, co-pilot has already been attempted, vehicle has been driven over 60 miles by techs and service director. Ride along has been done. Uncertain if STAR has been contacted.

\*Contact Date:04/10/2012

Service / Parts Director at the dealership has updated the CAIR# 22067114

Dealer attempting to contact customer.

Voicemail recieved from dealer. Body shop adjusted door. Backing up in morning noise is normal. 65+ miles on vehicle on the stalling. No codes on stalling. [REDACTED]

Dwight believes that STAR has been contacted, uncertain of the result.

SM believes a ride along has been done.

Dwight believes that STAR has been contacted, uncertain of the result.

SM believes a ride along has been done.

Writer emailed AM.

SM not available, writer spoke to service advisor, no notes on STAR being contacted.

Writer called customer [REDACTED]. Left message follow up 4/19/12.

Status update provided via email to the following email address:

[REDACTED]

Dear Ms. [REDACTED]

This is Cory your case manager here at Dodge. I want to apologize that I

Monday April 23. Thank you for your patience s! Thank you for being apart of the Dodge family and have a wonderful weekend!

Sincerely,

Cory

Case Manager.

Note: This is a system generate Email. Please do not respond.

End of Status Update

REASSIGNED TO BC/DLR 42 61512 04/24/12 15:09 O 22067114

Customer states noise when putting vehicle in reverse happens even when it is not cold out, writer will speak to dealer about this 4/25.

Writer called dealer, left message for SM.

Customer is contacting Chrysler to speak with CF375.

Customer states the vehicle just had to be towed again and she is not happy.

Agent transferred customer to CF375.

Voicemail recieved from customer stating she had vehicle towed and asking for replacement vehicle.

5/4/2012 ASM spoke with SM Dwight. Dealer has been unable to duplicate concern. SM has been unable to contact customer. ASM advised SM to install a data recorder and return vehicle to customer for one week in an attempt to record the failure.RM1280 \_

Customer is very upset that the case manager has not been contacting her back. Customer states that they left a voicemail for the Case Manager, which was documented in lines 111 and 112 and that they have not gotten a return phone call.

Agent transferred the caller to Case Manager CF375.

Customer still requesting lemon law, writer adviser writer will foward case and customer should expect a call by 5/07.

\*\*\*\*\* 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 Latch door.

Number of days out of service = 1.

Writer called customer and informed them of the above information.

Customer is stating that it is frustrating paying a vehicle payment and she does not have it.

Writer informed customer that Dodge does want their vehicle repaired and we will escalate their case to seek resolution. Writer called dealership and informed SM Dwight customer requested Lemon Law and the vehicle did not appear to meet the guidelines. SM Dwight is stating they have not made a repair attempt as of yet they have been unable to duplicate the concern.

Writer is sending cair to 88D for further handling.

2nd attempt made to contact customer. Left message.

3rd attempt to contact customer, [REDACTED]. Writer left a message with writer s contact information.

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 is listed above.

The Chrysler Case Management phone number is: 800-763-8422

My direct extension: 66073

My work hours are: 7:00am-3:30pm Mountain Time, Monday-Friday

I will contact you by end of business tomorrow, 05/15/12, by telephone to review your case with you.

End of Status Update

transferred to 66073

Writer contacted customer, [REDACTED]. Customer stated that she is ready to trade this vehicle in. Customer stated that she likes the vehicle, but feels that it is not reliable. Writer inquired if customer has shared every detail about the symptoms and when they occur with the dealer. Customer stated she has shared all details with Andrew, Service Advisor, at the dealer. Customer stated that the vehicle 2 weeks ago. Customer had been driving in the vehicle all day, she stopped at a red light, and the vehicle just shut off, a warning light came on, and when she started the vehicle, it would not go over 20 MPH. Writer informed customer writer will call Service Manager at the dealer and have him re-open a STAR case, writer will email Area Manager, and also look into rental vehicle coverage for the customer while her vehicle is at the dealer. Writer informed customer writer will follow up Wednesday, 05/16/12.

Writer contacted Service Manager, Dwight at dealer 61512. Sue, in service, stated that SM has been paged twice and is not answering. Sue stated that the dealer does not have voicemail set up, and asked for writer s contact information for SM to call writer back.

Status update provided via email to the following email address:

Ms. [REDACTED],

I wanted to let you know that I have contacted the Service Manager at the dealer and I am waiting for him to get back to me before I email the Area Manager. The Service Manager may have some suggestions since we last spoke with him, so I want to check on that first. I will contact you as soon as I hear from him.

Thank you so much for your patience!

Sincerely,

Sam

your Case Manager

Dodge Customer Care

End of Status Update

Writer contacted Service Manager, Dwight at dealer 61512, to inquire if the vehicle has been compared to like vehicles, if vehicle was taken on test drive, and if there are any updates from STAR on the open case. SM stated that he has had a STAR case open for awhile, but STAR has not helped and they do not have any suggestions for duplication. SM stated that the vehicle has been test driven extensively by at least 5 technicians at the dealer, and they are just not able to duplicate any stalling or cutting out concerns. SM stated that the vehicle has been at dealer a few times, and SM had his 25 year, 5-star technician looking at the vehicle and he was not able to duplicate concerns either. SM is not able to find any fault codes and no warning lights have come on. Writer inquired if SM contacted his AM on this matter, and SM stated he just talked to AM yesterday and he did not have any suggestions for duplicating concerns. SM stated he has attempted to call the customer a few times now for customer to pick the vehicle up, and customer will not answer or return his calls. Writer thanked SM for his efforts to try and duplicate the concerns, and that writer will inform customer to take her vehicle back to the dealer when the stalling becomes more consistent so that the dealer can duplicate the concerns.

Writer contacted customer, [REDACTED]. Writer left a message.

Caller [REDACTED] requesting to speak with Case Manager ext 66073, transferred to VM.

Writer contacted customer, [REDACTED]. Writer informed customer that writer spoke with the SM and made sure that the dealer utilized every resource they had available, and they were still not able to duplicate the stalling concerns because they are so intermittent. Writer informed customer to take her vehicle back to the dealer if the concerns persist and become more consistent. Writer asked if the customer is having any other concerns with the vehicle right now. Customer stated that she has had the vehicle back for a week now and the vehicle is driving great. Writer informed customer that her case would be closed, but to call back if the problem becomes more consistent. Customer understood.

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**Customer Assistance Inquiry Record (CAIR)# 22069452**

<b>VIN</b>	1C3CCBCG2	CN [REDACTED]	<b>Open Date</b>	04/02/2012	<b>Built Date</b>	09/02/2011
<b>Model Year</b>	2012	<b>Body</b>	JSCL41	CHRYSLER 200 LIMITED 4-DOOR SEDAN		
<b>In Service Dt</b>	01/12/2012	<b>Mileage</b>	2,402	<b>Dealer Zone</b>	66	ORLANDO
<b>Plant</b>	N	STERLING HEIGHTS ASSEMBLY PLANT	<b>Market</b>	U	US	
<b>Color</b>	PX8	BLACK CLEAR COAT				
<b>Engine</b>	ERB	3.6L V6 VVT ENGINE				
<b>Transmission</b>	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				
<b>Dealer</b>	67962	POTAMKIN'S PLANET DODGE				
<b>Dealer Address</b>	9975 N W 12TH STREET					
<b>Dealer City</b>	MIAMI	<b>Dealer State</b>	FL	<b>Dealer Zip</b>	33172	
<b>Owner</b>	[REDACTED]			<b>Contact Type</b>	TELEPHONE	
<b>Address</b>	[REDACTED]			<b>Home Phone</b>		
	MIAMI FL [REDACTED]			<b>Country</b>	UNITED STATES	

Product - Electrical - Lamps and Switches - Other - Default	Check engine light is on.
Corporate - Rental Vehicle - Default - Default - Default	Customer provided with rental assistance during warranty repairs.
Product - Transmission / Transaxle - Automatic Trans / Transaxle - Improper Shift - Default	Shifting hesitation between 2nd and 3rd gear.
Product - Drivability - Unknown - Poor Idle Quality - Default	Vehicle's idle is rough.
Corporate - CNA Change - Default - Default - Default	update cna

Briefly summarize why the customer is contacting Chrysler: Customer called stating that his vehicle is at the dealership for service. Customer stated that her check engine light is on. Customer stated that she has had to miss half a day of work. Customer stated that her vehicle is also shuttering. Customer is seeking to have Chrysler contact dealership in order to have her vehicle repaired more quickly. Briefly summarize what the customer is expecting: Customer seeking to have Chrysler contact dealership.

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? 67962  
 Reassigned to 88F

\*\*\*\*\* CASE MANAGER TEAM - District M \*\*\*\*\*  
 The writer contacted the dealership at 305-470-8000. A voicemail message was left for the SM with the case number, VIN, customer name and contact information.  
 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:22069452

Chrysler Case Management telephone number: 800-763-8422

My direct extension: 66211

My work hours: 8:00AM-4:30PM Eastern 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]  
A voicemail message was left for the customer with the case number and contact information. A 2nd attempt at contact has been scheduled for 4/5/12.

The writer received a call from the SM Angel. The customer received a software update and the vehicle is ready.

Customer called and spoke to Writer. Writer warm transferred to CM CR895.

The writer received a call from the customer. The customer stated that she has had an issue with the other Chrysler Dateland dealership near where she lived. The customer stated that she had to go to Planet because the other dealership had a bad attitude. The customer is requesting compensation for her lost time from work. The customer stated that she was not given a loaner or rental vehicle. The dealership was rude when they informed the customer of their rental vehicle policy. The customer stated she will accept oil changes as compensation.

The writer stated she will either follow-up with the customer before EOB today or on 4/5/12.

The writer contacted the customer at [REDACTED]. A voicemail message was left for the customer. A follow-up has been scheduled for 4/10/12. Caller [REDACTED] requesting to speak with Case Manager.

Writer updated her address and phone number.

Customer disconnected before writer could transfer her to case manager. Also it is really hard to hear the lady.

MISS [REDACTED] called in wanting to speak to CR895, writer connected to CM.

The customer stated that the vehicle has been stalling. The customer wants to be able to bring her vehicle to the dealership tonight. The writer stated she will contact the dealership at 305-470-8000 and see what appointments are available. The writer spoke with Shawn in the service department and stated that the customer can bring her vehicle in tonight and drop it off for a diagnosis. The latest the customer can drop her vehicle off and still get rental assistance is 5PM. The writer contacted the customer at [REDACTED]. The customer was advised that she can drop off her vehicle tonight as long as it is before 5PM. The customer stated she will try to have her vehicle at the dealership by 4PM. The writer will follow-up with the customer on 4/9/12. The writer advised the customer that rental assistance has been authorized for 5 days.

REASSIGNED TO BC/DLR 66 67962 04/06/12 09:57 O 22069452

The writer contacted the customer at [REDACTED]. The customer stated that she was not able to take her vehicle to the dealership. The customer stated she will be able to take her vehicle to the dealership next Monday 4/16/12 in the evening. The writer stated she will follow-up with the customer on 4/17/12. The customer was advised that we will be offering her a EC416N CSC to compensate her for time lost at work.

The SM was contacted and stated that the customer was a no show and has not rescheduled her appointment. The SM would like the customer to schedule a diagnosis appointment.

\*Contact Date:04/13/2012

DCX operational issue has been addressed and customer has been provided with explanation.

CAIR RETURNED FROM DEALER ON 4/13/2012 AT 08:25:317 R 22069452

The writer contacted the customer at [REDACTED] 12. The writer advised the customer that we are submitting the CSC for approval. The writer stated she will follow-up with the customer to confirm the CSC is in place. A follow-up has been scheduled for 4/24/12.

CSC paperwork submitted to CF303 for approval.

The writer contacted the customer at [REDACTED]. The writer did not get an answer. A follow-up has been scheduled for 4/26/12.

The writer contacted the customer at [REDACTED]. The customer was advised that we need exact mileage for her CSC. The customer requested

The writer contacted the customer at [REDACTED]. The customer stated her current 1966. The customer stated that she will be taking her vehicle back to the dealership and dropping off her vehicle on 4/30/12 in the evening. The customer would like assistance with a rental vehicle. The writer stated the dealership will be contacted and a follow-up call made to the customer on 4/27/12.

Correction to line 96 current mileage is 1966.

Status update provided via email to the following email address:

Ms. [REDACTED],

I check to see if the oil change service contract is in place. However, at this time it is still being processed. I will contact you by telephone on 4/30/12 to review your case with you. I did let the SM Angel know you would like rental assistance after you drop off your vehicle on 4/30/12.

Sincerely,

Christine

Chrysler Case Manager

End of Status Update

The writer contacted the customer at [REDACTED]. The customer stated that she is not able to take the vehicle to the dealership until 5/2/12 in the evening and would like rental assistance. The writer stated that she will contact the dealership to let them know and follow-up with the customer on 5/3/12.

\*\*\*An email message was sent to the SM\*\*\* A reply was received confirming that the customer can bring her vehicle in for a diagnosis.

Oil change CSC is not in place.

Correction to line 121 the CSC is in place and available for use.

The writer contacted the customer at [REDACTED]. A message was left with the receptionist. A follow-up has been scheduled for 5/7/12.

customer wanted to speak with CM transferred to extension 66211

The writer contacted the customer at [REDACTED]. The customer stated that she took her vehicle back to the dealership and now it is fixed. The customer would like until Friday 5/11/12 to make sure her concerns are resolved. The customer was only given a truck as a rental vehicle and was disappointed. The writer verified the customer's address in COIN.

The writer contacted the customer at [REDACTED]. The customer is very frustrated that the vehicle is still hesitating.

The customer stated that the vehicle is still hesitating between second and third.

The writer stated she will do further research and contact the dealership. A follow-up call has been scheduled for 5/16/12.

The writer contacted the customer at [REDACTED]. The writer was advised that the customer is at lunch and will return around 2pm Eastern time.

The writer spoke to the SM Angel who stated he was not aware the customer is having problems with her vehicle. The SM stated repairs were completed on 5/4/12. The customer was advised to drive the vehicle so it can adapt to her driving style. The SM stated if the customer is still having problems we can open a STAR case and get technical support.

The writer contacted the customer at [REDACTED]. The customer was advised that the SM would like her to take the vehicle back to the dealership and we can open a technical support case. The customer is getting frustrated because she has been dealing with this issue for some time and wants a resolution. The writer advised the customer that an email will be sent to the SM and a phone call will be placed in order to find out when the customer should take her vehicle to the dealership. A follow-up call has been scheduled for 5/17/12.

REASSIGNED TO BC/DLR 66 67962 05/16/12 15:06 O 22069452

\*Contact Date:05/16/2012

Service Director at the dealership has updated the CAIR# 22069452

An appointment has been set with the customer.

The writer received an email from the SM stating that Monday is a good day for the customer to bring her vehicle in for a diagnosis.

The writer contacted the customer at [REDACTED]. The writer was advised that the customer is gone for the day. The writer contacted the customer at [REDACTED].

The customer stated that Monday will not work for her

like to be provided with a rental vehicle. The writer stated she will follow-up with the customer on 5/18/12.

\*\*\*\*\*An email message was sent to the SM Angel\*\*\*\*\*

The writer contacted the dealership at 305-470-8000. The SM stated that it is okay for the customer to bring the vehicle back to the dealership Monday evening and receive a rental vehicle. The dealership will not have a diagnosis until Tuesday. The writer contacted the customer at [REDACTED]. A VM was left for the customer. A follow-up will be made on 5/22/12

\*Contact Date:05/21/2012

Service Director at the dealership has updated the CAIR# 22069452. An appointment has been set with the customer.

The writer contacted the customer at [REDACTED]. The customer stated that she dropped off her vehicle for a diagnosis. The customer was provided with a rental vehicle. The customer has some chipped paint that she is having them look at.

The writer stated she will contact the dealership for the diagnosis information and follow-up with the customer later on today. If no information is available, the writer will contact the customer on 5/23/12.

The writer contacted the dealership at 305-470-8000. Agent attempted to contact dealer Service Manager Angel however, SM not available. Left message for a return call at extension 66211

The writer contacted the dealership at 305-470-8000. A voicemail message was left for the SM with the case number and contact information.

The writer received a return call from the SM stating that the customer is picking up her vehicle today. The customer was advised to bring her vehicle back to the dealership on 5/30 so the tech advisor can take a look at her vehicle. The writer contacted the customer at [REDACTED].

The writer was advised that the customer has left for the day and is on her way to pick up her vehicle. The writer will make another attempt to reach the customer at 5/25/12.

\*Contact Date:05/25/2012

Service Director at the dealership has updated the CAIR# 22069452. An appointment has been set with the customer.

The writer has been contacted at [REDACTED]. A VM was left for the customer. A follow-up has been scheduled for 5/30/12.

The writer received a voicemail message from the customer requesting a return call.

The writer contacted the customer at [REDACTED]. The writer was advised that the customer is gone for the day. The writer contacted the customer at 305-987-2645. A VM message was left for the customer with the case number and contact information.

The writer contacted the customer at [REDACTED]. The customer stated that the seat was rattling and the dealership got grease on the seat. The customer stated that her vehicle is currently being driven by the tech advisor.

The customer stated that she was provided with a rental vehicle.

The writer contacted the SM Angel at 305-470-8000. The SM stated that the tech advisor has looked at the vehicle and they have determined that the concern the customer has is a normal characteristic of the vehicle.

The SM stated he will be contacting the customer today. The writer contacted the customer at [REDACTED]. The customer was advised that the SM has been contacted and that he will be contacting the customer regarding her vehicle. The writer will follow-up with the customer on 6/4/12.

Dialed [REDACTED] Customer horsepower of vehicle is bad. Customer is stating she is driving a 4 cyl and it has more power then here 6 cyl.

Customer wants to know if dealership is going to call her to come pick up her vehicle.

Dialed [REDACTED] customer was busy agent will call back.

Dialed [REDACTED] Left a message asking customer to contact CM so a new dealership can be found for customer. CM Gave ext 66211.

MISS DENISE LETOURNEAU requesting to speak with Case Manager. Transferred to CR895

The writer contacted the customer at [REDACTED]. The customer is concerned that the tech advisor did not look at the vehicle in person and

customer was advised the dealership will be contacted. The customer stated she has not heard from the dealership. The writer discussed the possibility of getting a second opinion from another dealership. The customer stated if necessary she will go to another dealership. The writer contacted the dealership at 305-470-8000. The SM Angel was not available. A voicemail message was left.

The writer contacted the dealership at 305-470-8000. A voicemail message was left for the customer with the case number and contact information. The writer contacted the customer at [REDACTED]. The customer was advised that attempts have been made to reach the SM, however we do not have an update at this time. The writer stated further attempts will be made including an email message. Follow-up on 6/7/12.

Customer calling requesting to speak with CM CR895, as the dealership just contacted her.

Agent transferred customer to ext: 66211

The writer received a call from the customer stating that she was contacted by the dealership stating that her vehicle is repaired and ready to go. The customer wants to make sure that the grease has been cleaned off the seat. A follow-up 6/8/12.

The writer contacted the customer at [REDACTED]. A VM was left for the customer. A follow-up has been scheduled for 6/11/12.

The writer contacted the customer at [REDACTED]. The customer stated that hesitation is resolved. The customer stated that the grease has been cleaned, however the idling is rough. The customer requested that the case be open for a week. The customer stated that she will contact the dealership today for an appointment. The customer would like to have rental assistance. The customer stated that she will contact the writer for an appointment. The writer stated a follow-up will be scheduled for 6/18/12. The writer stated an email message will be sent to the SM letting him know of the customer's concern and advising him of the rental assistance.

The writer received a call from the SM Angel stating that the total number of days of rental is nine days at \$35 per day. The writer stated she will make sure the authorization is sent over.

The writer contacted the customer at [REDACTED]. A VM was left for the customer. Another attempt will be made on 6/18/12.

Customer calls to speak with their Case Manager.

While the writer was trying to locate the case manager, the customer disconnected the call.

The writer contacted the customer at [REDACTED]. A VM was left for the customer. Another attempt has been scheduled for 6/19/12.

The writer contacted the customer at [REDACTED]. The customer stated the vehicle is down shifting so hard that it is very noticeable. The customer stated she is unhappy. The customer stated that she does not think the dealership knows what is wrong with the vehicle. The customer stated that she purchased her vehicle January. The customer stated that she has had this issue since she purchased the vehicle. The customer stated she is only getting 17 mpg highway and city driving. The customer stated that this is not right. The customer was asked if she wanted to take her vehicle to another dealership. The customer would like to trade her vehicle in for another one. The customer was advised that Planet Dodge sales department will be contacted. The customer would also like to know if Dadeland has any appointments available. The customer was advised the dealerships will be contacted. The customer would like to know if there are any appointments this week. The customer would also like to know if the Planet dealership will swap her vehicle for another one just like hers. Follow-up before EOB today.

The writer contacted the dealership at 305-278-9994. A VM was left for the Service Manager. Anita with the case number and contact information.

\*\*\*\*An email was sent to Maria ASM\*\*\*\*

The writer contacted the customer at [REDACTED]. The number rang without being answered. No voicemail message was left. Another attempt to reach the customer is scheduled for 6/21/12.

The writer received an email from the ASM asking for the customer to make an appointment. The ASM has been advised that we are offering rental assistance. The service department is there until 7pm.

Attempt made to contact the customer at [REDACTED]. Customer has left

The writer contacted the customer at [REDACTED]. The customer stated she is still having the same issue with the rough idling and hard shifting. The customer was advised that the dealership has been contacted regarding an appointment and rental assistance. The writer stated that she will email the dealership and let them know that the customer would like to take her vehicle to the dealership on Monday. The writer will follow-up with the customer on 6/26/12.

The writer contacted the customer at [REDACTED]. A VM was left for the customer. A follow-up has been scheduled for 6/27/12.

\*\*\*\*Another email was sent to ASM Maria at Dadeland\*\*\*\*

The writer contacted the customer at [REDACTED]. The customer is frustrated that the Dadeland dealership was unable to duplicate her concern. The customer stated that the concern happens two or three times per day. The customer wonders if the computer needs to be replaced. The customer stated that if her vehicle cannot be repaired that she would like it replaced with the same type of vehicle. The writer advised the customer that the dealership will be contacted about the next step. A follow-up call will be made to the customer on 6/28/12.

\*\*\*\*Email message sent to SM Angel\*\*\*\*

Writer attempted to contact customer, message left. Follow up set for 6/29.

The writer contacted the dealership at 305-470-8000. The writer spoke to Marco in the sales department who verified that the customer purchased her vehicle at their dealership. The writer advised Marco that the customer is interested in trading her vehicle for one just like it. The writer also advised Marco that the customer has not requested lemon law, but if she does the writer will notify him. The writer verified the customer's contact information. Marco stated he will give the customer a call.

The writer contacted the dealership at 305-470-8000. A voicemail message was left for the SM.

The writer contacted the customer at [REDACTED]. A VM was left for the customer. A follow-up has been scheduled for 7/5/12.

The writer contacted the SM Angel at 305-213-0403. According to the SM Angel they have not been able to duplicate the customer's concern. The SM Angel stated the vehicle is operating as designed.

The writer contacted the customer at [REDACTED]. The customer stated that the vehicle is down shifting very roughly. The customer stated that the vehicle is behaving differently since the vehicle was at the dealership last. The customer stated the concern is very intermittent. The customer stated the downshift is very hard. The customer was advised that the dealership will be contacted regarding a co pilot to see if one is available for her vehicle. The writer contacted the dealership at 305-470-8000. A VM was left for SM regarding the customer's concerns. The writer spoke to the SM Angel who stated that they do have a co pilot available, however the customer must sign a waiver before using it. The SM Angel stated he is willing to take the vehicle home with the co pilot on the vehicle.

The writer contacted the customer at [REDACTED]. A voicemail message was left for the customer with the case number and contact information. A follow-up call has been scheduled for 7/9/12.

Writer attempted to contact customer, left message. Follow up set for 7/11.

Writer attempted to contact customer, left message. Follow up set for 7/13.

2nd attempt made to contact customer. Left message.

The writer contacted the customer at [REDACTED]. The writer was advised that the customer is gone for the day. The writer contacted the customer at [REDACTED]. The customer was not able to speak with the writer and was asked to call back in 2.5 hours. The writer agreed.

The writer contacted the customer at [REDACTED]. The customer stated that she is not comfortable with the SM Angel driving her vehicle. The customer stated that her vehicle seems to idle rougher when the vehicle is in gear or neutral but in park it is fine. The customer stated that she received a message from the GM for a survey. The customer stated that she had an oil change at Dadeland. The customer stated that she test drove a similar vehicle and it does not have the issue. The

that she does not take her seriously regarding her concern. The customer stated that Marco never contacted her. The customer was advised that the writer will contact the dealership to see if Marco will contact her. The customer will receive a follow-up call on 7/19/12.

The writer contacted the dealership at 305-470-8000. The writer spoke with Jimmy in sales who stated he will contact the customer regarding a trade for her vehicle. The writer contacted the customer at [REDACTED]. The customer was advised that she should be receiving a call from the sales department at the dealership regarding a trade. A follow-up has been scheduled for 7/20/12.

The writer contacted the customer at [REDACTED]. A voicemail message was left for the customer with the case number and contact information. A follow-up has been scheduled for 7/24/12.

The writer contacted the customer at [REDACTED]. A voicemail message was left for the customer with the case number and contact information. Another attempt to reach the customer will be made on 7/26/12.

Writer contacted customer. Writer inquired if sales department has contacted customer. Customer states the dealership has not contacted her regarding the trade.

The writer contacted the dealership at 305-470-8000. The writer spoke to Jimmy in the sales department. He stated he thought he spoke to the customer, however he will contact her again. The writer contacted the customer at [REDACTED]. A voicemail message was left for the customer. Another attempt to reach the customer has been scheduled for 8/2/12.

The writer received a voicemail message from the customer. The customer stated he has received a number of voicemail messages and stated he is being harassed. The customer stated in the message that he has health issues to deal with now and will not be able to take his vehicle to the dealership for a diagnosis. The customer requested CR895 call him back and leave a message advising the customer that we understand his situation.

The writer contacted the customer at [REDACTED]. A voicemail message was left for the customer. Another attempt to reach the customer has been scheduled for 8/7/12.

please delete lines 391-397 information is from another case copied by mistake into this case.

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**Customer Assistance Inquiry Record (CAIR)# 22070152**

<b>VIN</b>	1C3BC2FG8	BN [REDACTED]	<b>Open Date</b>	04/02/2012	<b>Built Date</b>	03/18/2011
<b>Model Year</b>	2011	<b>Body</b>	JSCL41	CHRYSLER 200 LIMITED 4-DOOR SEDAN		
<b>In Service Dt</b>	04/09/2011	<b>Mileage</b>	12,991	<b>Dealer Zone</b>	32	NEW YORK
<b>Plant</b>	N	STERLING HEIGHTS ASSEMBLY PLANT	<b>Market</b>	U	US	
<b>Color</b>	PBV	BLACKBERRY PEARL COAT				
<b>Engine</b>	ERB	3.6L V6 VVT ENGINE				
<b>Transmission</b>	DBA					
<b>Dealer</b>	23153	WESTBURY JEEP CHRYSLER DODGE, INC.				
<b>Dealer Address</b>	928 JERICHO TPKE					
<b>Dealer City</b>	WESTBURY	<b>Dealer State</b>	NY	<b>Dealer Zip</b>	11590	
<b>Owner</b>	[REDACTED]			<b>Contact Type</b>	LETTER	
<b>Address</b>	[REDACTED]			<b>Home Phone</b>	[REDACTED]	
	COPIAGUE NY [REDACTED]			<b>Country</b>	UNITED STATES	

Corporate - Complaint Contact - Default - Default - Default	Customer sent in complaint regarding multiple repairs.
Corporate - Product Information - Default - Default - Default	Information on trade in
Product - Engine - Unknown - Other - Default	vehicle shuts off while sitting at a stop light
Dealer - By-Pass - Default - Default - Default	

POSTMARK DATE: 032612; DATE RECEIVED: 032912  
 Customer Mr. [REDACTED] stated in a letter the vehicle shuts off while sitting at a red light while in gear. Mr. [REDACTED] letter stated the dealership advised without the engine light on there is no way to diagnose the problem. Mr. [REDACTED] letter stated he and his wife fear the vehicle will shut off while driving. Mr. [REDACTED] would like to see an incentive or rebate to assist with getting a different vehicle and resolve this without going through the lemon law procedure. Writer located cair number 21791619 in which JB1781 had been working with the customer regarding this vehicle. Writer will like the cairs together and reassign to JB1781 as this agent is familiar with the concern. Reassigning to DW690 as pr JK671. Issue is different from the mentioned CAIR. The customer stated in the letter sent in the previous cair 21791619 that he would like to trade in the vehicle but the dealership only offered one third the price. Mr. [REDACTED] stated in the letter he is not happy with this vehicle as there continues to be problems. Writer will contact the dealership for information. Writer will call Westbury Jeep @ 516-997-3900. Writer was given a menu to chose from and while pressing the appropriate buttons the call was disconnected. Writer will call [REDACTED] Writer spoke with Catherine who transferred to a manager. Writer left a message on the service directors phone who s name was stated as Tim, with 800-853-1403 and cair number advising the customer s name is Mr. [REDACTED] and the writer is seeking information about repairs completed on the vehicle which is a 2011 Chrysler 200. Extension 4718492.

\*\*\*\*\*

Next Agent should the service manager call please ask the best time to contact for conversation regarding this customer. The customer stated in a letter the vehicle shuts off when sitting at a red light and the dealership could not locate a problem with the vehicle. Writer is seeking information regarding this concern.

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.\*\*\*\*\*

4/5/2012 11:24:26 AM: User Comment by Rachel Wade: Attempted to contact Tim Doyle, SM at Westbury Jeep, who was unavailable. Left voice mail message for SM providing customer information and my contact information and requested SM call back. Spoke with SA David who informed that customer s vehicle has only been in service twice. In October 2011 for vehicle hesitating- at that time they replaced the WIN module. Then, in December 2011 with complaint that vehicle bangs into gear, however they could not duplicate or find codes. David advised that to his knowledge customer has not brought vehicle back in since then.

4/5/2012 11:39:57 AM: User Comment by Rachel Wade: Spoke with owner who informed that she always buys Chryslers and loves the brand, but 'there is something wrong with this vehicle'. Owner stated that her vehicle has stalled out twice while sitting at a stop light- this occurred about two weeks ago. Owner stated that she took her vehicle into Westbury Jeep after this occurred, and was told by the service department that they would not even look at her vehicle if the service light is not on. Owner stated that they would not even 'hook it up to the computer' to check for codes. Owner stated that the vehicle also shifts improperly (bangs into gear), and she has been experiencing this issue for several months, but the dealership always told her they couldn t find anything wrong with the vehicle for this complaint. I apologized for dealership s unwillingness to assist, and advised that I would like to have her take vehicle to Garden City Jeep for service. Advised that I will contact the dealership to make aware of her concerns and authorize a rental, and would call owner back with further instructions. Owner was very appreciative of the assistance.

4/5/2012 11:45:52 AM: User Comment by Rachel Wade: Attempted to contact Jim, SM at Garden City Jeep, however Jim was unavailable. Attempted to contact SA Jake and received voice mail. Left voice mail message for Jake advising of customer s complaints and current situation, and asked that Jake call me back to discuss time next week that owner may bring vehicle in for assessment. Advised that I will authorize rental for owner at \$35/day for up to 5 days. Provided my contact information.

4/5/2012 11:49:12 AM: User Comment by Rachel Wade: Contacted owner to make aware that I have left message with Garden City Jeep requesting a callback to discuss time she may bring vehicle in next week. Advised that I will contact owner once I speak with SM or SA, however it may be tomorrow 4/6. Owner understood, and asked that I leave her a message with appointment time if she is not able to answer her phone. Provided my contact information and asked that owner call me with any questions/concerns. Will follow up with dealership and owner 4/6.

\*\*\*If the customer contacts Chrysler, please refer them to their I2R Case Manager Rachel Wade at 888-542-7239 ext 537.\*\*\*

4/10/2012 3:29:47 PM: User Comment by Rachel Wade: Spoke with Jake, SA at Garden City Jeep, who informed that he did receive my message, and would like customer to try to bring vehicle into dealership next Tuesday, as they are pretty backed up this week. I reviewed customer s concerns and authorized rental. Advised that I would contact customer to make aware that she may drop off vehicle on Tuesday 4/17.

4/10/2012 3:35:58 PM: User Comment by Rachel Wade: Attempted to contact owner and owner s husband answered and stated that owner was at work. Advised owner s husband that customer may bring vehicle into Garden City Jeep on Tuesday 4/17. Advised that I have authorized a rental, and asked that customer call the dealership before she arrives so that they may set up rental. Owner s husband stated that he would relay this information to owner. I provided my contact information and asked that he have owner call me back to confirm. If owner has not called back will follow up



\*\*\*If the customer contacts Chrysler, please refer them to their I2R Case Manager Rachel Wade at 888-542-7239 ext 537.\*\*\*

4/17/2012 9:59:08 AM: 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 ensure that customer's husband did relay message to customer that she may bring vehicle into Garden City Jeep today. Provided my contact information and requested owner call back to confirm that she has/will drop off her vehicle today. Will follow up with customer and dealership tomorrow 4/18.

\*\*\*If the customer contacts Chrysler, please refer them to their I2R Case Manager Rachel Wade at 888-542-7239 ext 537.\*\*\*

4/19/2012 3:31:01 PM: User Comment by Rachel Wade: Spoke with Jake, SA at Garden City Jeep, who informed that customer never brought her vehicle into dealership for assessment. I advised that I would contact customer and ask that she reschedule, and Jake advised that customer may bring vehicle in any day next week.

4/19/2012 3:41:41 PM: User Comment by Rachel Wade: Spoke with owner who informed that she did not take the vehicle to Garden City Jeep. Customer stated that she thought Garden City Jeep and Grand Prix Jeep were the same dealership, so she took the vehicle to Grand Prix, and was told that Grand Prix has their vehicles serviced at Westbury Jeep. So customer has taken her vehicle back to dealership that was not willing to assess vehicle in the past. Customer stated that her husband took the vehicle to the dealership on either Monday or Tuesday. Customer stated that she received a call from someone at Westbury Jeep yesterday stating that they 'were not done with it yet' and would call her when the vehicle was ready to be picked up. I asked customer if the dealership informed her as to what repairs were being made or what they found with diagnostics, and customer did not know. I advised that I would follow up with the dealership, and would contact owner as soon as I have an update on status of repairs, however it may be tomorrow. Confirmed that customer does have my contact information and asked that she please call me with any questions/concerns before that time.

4/19/2012 3:59:34 PM: User Comment by Rachel Wade: Attempted to contact SM Tim Doyle, however SM was unavailable. Spoke with Dominic, SA at Westbury Jeep, who informed that vehicle was brought in yesterday with complaint that vehicle stalled out and bangs into gear. Dominic stated that they test drove the vehicle and could not duplicate problem and found no codes. I asked how long the vehicle was test driven and SA said that he did not know because the technician drove, and could not provide actual time or distance, so just guessed that the technician drove for maybe 15 minutes. I asked that they please keep vehicle and continue to test drive, and contact STAR for assistance, as this is the third time customer has brought vehicle in with this complaint. SA Dominic stated that contacting STAR would be a waste of his time. I asked that he still contact STAR and SA agreed. Will follow up 4/23.

\*\*\*If the customer contacts Chrysler, please refer them to their I2R Case Manager Rachel Wade at 888-542-7239 ext 537.\*\*\*

4/27/2012 2:41:58 PM: User Comment by Rachel Wade: Spoke with Dominic, SA at Westbury Jeep, who informed that after test driving vehicle numerous times and following STAR's instructions they have not been able to duplicate customer's concerns or find any codes or indication vehicle requires repair. I discussed STAR's suggestion that customer may be overfilling at times and Dominic informed that they called the customer and asked if stalling occurs after she fills up and customer stated that it does not. Dominic informed that he was contacted by Enterprise to ask about rental, as customer apparently went and got a rental on her own. I advised that I had previously authorized a rental through Garden City Jeep, but customer misunderstood and took her vehicle to Westbury instead. I advised that I will reimburse customer directly for rental. Dominic stated that they are cleaning the car right now and customer will be picking it up today.

4/27/2012 2:55:24 PM: User Comment by Rachel Wade: Spoke with customer who informed that he will be picking up his vehicle today. Reviewed with customer that the dealership did test drive vehicle, inspected and did diagnostics, and contacted STAR for assistance but were not able to duplicate the problem or find any codes or indication that vehicle

asked if concern occurred after he had filled vehicle with gas and customer confirmed that it did not, and that it was random. I advised that if vehicle were to stall out again customer should not try to restart vehicle, and should have it towed into Garden City Jeep for service. Customer agreed to do so. I advised that I would like customer to test drive vehicle for at least one week therefore I will be following up with customer to check on status of vehicle on Monday 5/7 (I will be out of the office 5/3 and 5/4). Provided my contact information and asked that customer call me if vehicle does stall out or if he has any questions/concerns before that time.

\*\*\*If the customer contacts Chrysler, please refer them to their I2R Case Manager Rachel Wade at 888-542-7239 ext 537.\*\*\*

05/04/12 CN146: Awaiting update

5/10/2012 1:10:20 PM: User Comment by Rachel Wade: Spoke with customer who informed that he has had no problems with vehicle since we last spoke. Customer stated that now he is just concerned with the rental bill, as the dealership is not covering the rental and Enterprise has his credit card on hold. Customer stated that he is not sure if Enterprise has actually charged his card yet. I advised that I would look into this matter and see if I could arrange to reimburse Enterprise directly. Advised that I would call customer back to discuss further when I have more information.

5/10/2012 1:10:45 PM: User Comment by Rachel Wade: Discussed with supervisor and was informed that we will need to reimburse customer directly for rental.

5/10/2012 1:11:43 PM: User Comment by Rachel Wade: Attempted to contact customer at (917) 567-5656 and received voice mail. Left voice mail message for customer advising that I have been informed that I will need to reimburse customer directly for the rental. Provided my contact information and asked that customer call back to discuss further. If owner has not called back will follow up 5/14.

\*\*\*If the customer contacts Chrysler, please refer them to their I2R Case Manager Rachel Wade at 888-542-7239 ext 537.\*\*\*

5/17/2012 3:07:27 PM: User Comment by Rachel Wade: Attempted to contact customer at [REDACTED] and received voice mail. Left voice mail message for customer advising that I would like to discuss rental reimbursement, as we will not be able to reimburse Enterprise and will need to reimburse customer directly. Advised that customer may contact Enterprise and pay with his personal credit card as opposed to business card, and then send me the bill. Provided my contact information and asked that customer call back at earliest convenience to discuss further. Will make third attempt to follow up with customer 5/22.

\*\*\*If the customer contacts Chrysler, please refer them to their I2R Case Manager Rachel Wade at 888-542-7239 ext 537.\*\*\*

5/23/2012 1:12:23 PM: User Comment by Rachel Wade: Contacted customer who informed that he does have a copy of the rental bill and will be faxing it over. Customer stated that he did have the bill charged on his company card and may need the reimbursement check to be made out to his company, but will discuss this further when I call him to notify that I have received fax. Will check fax and follow up with customer by 5/29.

\*\*\*If the customer contacts Chrysler, please refer them to their I2R Case Manager Rachel Wade at 888-542-7239 ext 537.\*\*\*

5/29/2012 6:24:11 PM: User Comment by Rachel Wade: Received fax from customer providing copy of rental bill. >>Contacted customer to make aware that I did receive fax, and advised that I will need to reimburse customer directly for rental. Customer was frustrated but understood. Verified customer's mailing address and advised that customer will be receiving check in the amount of \$473.00 for rental charge, as customer had to pay for rental out of pocket during assessment. Advised that I would contact customer to notify once check has been issued but asked that customer call me with any questions in the meantime.

5/30/12 Emailed tjb16 requesting to process the customer's rental reimbursement in the amount of \$473.00. Follow up regarding reimbursement on 6/1/12. CM

Check approved.

Check received and sent to customer through US Mail.

5/31/12 Received email from tjb16 confirming customer's rental

customer. CM

6/1/2012 9:21:28 AM: User Comment by Rachel Wade: Contacted customer to notify that rental reimbursement check has been issued. Verified with customer that there are no current ongoing issues with vehicle. Customer stated that there have been no problems with vehicle since the two occurrences when vehicle stalled out over two months ago. Asked that customer please keep my contact information and call me directly with any future vehicle concerns. > Customer has been provided reimbursement for cost of rental while vehicle was in service for assessment for stall out concern.

\*\*\*If the customer calls again with additional concerns, please refer them to Rachel Wade/I2R Coordinator at 888-542-7239 extension 537.\*\*\*

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**Customer Assistance Inquiry Record (CAIR)# 22071292**

<b>VIN</b>	1C3BC2FG3 BN [REDACTED]	<b>Open Date</b>	04/02/2012	<b>Built Date</b>	05/23/2011
<b>Model Year</b>	2011	<b>Body</b>	JSL41	CHRYSLER 200 LIMITED 4-DOOR SEDAN	
<b>In Service Dt</b>	10/05/2011	<b>Mileage</b>	6,713	<b>Dealer Zone</b>	66 ORLANDO
<b>Plant</b>	N	STERLING HEIGHTS ASSEMBLY PLANT	<b>Market</b>	U	US
<b>Color</b>	PBF	SAPPHIRE CRYSTAL METALLIC CLEAR COAT			
<b>Engine</b>	ERB	3.6L V6 VVT ENGINE			
<b>Transmission</b>	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION			
<b>Dealer</b>	45091	GREENWAY CHRYSLER-JEEP-DODGE, INC.			
<b>Dealer Address</b>	9051 EAST COLONIAL DRIVE				
<b>Dealer City</b>	ORLANDO	<b>Dealer State</b>	FL	<b>Dealer Zip</b>	32817
<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	TELEPHONE		
<b>Address</b>	[REDACTED]	<b>Home Phone</b>	[REDACTED]		
	OVIEDO FL [REDACTED]	<b>Country</b>	UNITED STATES		

Product - Fuel System - Fuel Tank - Defective - Default	NARRATIVE indicates that fuel tank requires replacement.
Product - Drivability - Unknown - Stalling - Default	Stalls out

Briefly summarize why the customer is contacting Chrysler: Caller states that the vehicle is stalling and she has had the DLR look at the vehicle. Caller also states that the gas mileage is about 18-19 miles per gallon. Dlr informs the caller that Chrysler is redesigning the gas tank and the projected date that this tank is available is April 24, 2012. Caller feels that this car is unsafe to drive and is seeking information on the gas tank.

Briefly summarize what the customer is expecting: Caller is seeking information on the this gas tank that Chrysler is designing. 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? 45091  
 Reassigned to 88F  
 Status update provided via email to the following email address:  
 lindak318@gmail.com

Dear Customer  
 Case #: 22071292 VIN: 1C3BC2FG3BN [REDACTED] Desc : 2011 CHRYSLER 200 LIMITED 4-DOOR SEDAN

My name is Keith and I have been assigned as your Case Manager. Here is some information that may be helpful.  
 Chrysler Case Management telephone number: 800-763-8422  
 My direct extension: 66194  
 My work hours: 9:30am 4:30pm Eastern Time Monday-Friday  
 I will contact you prior to 8:00pm Eastern Time the following business day (after your initial contact) by telephone to review your case with you.

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

Sincerely,

Keith

Customer Care

End of Status Update

\*\*\*\*\* CASE MANAGER TEAM - District M 66 'E' \*\*\*\*\*

Calling SM - Andrew Taylor - 45091 at 407-306-9400 and He is not available and SA - Roger was not able to provide part number nor order number but will research.

CONTACT UPDATE - 1st Contact attempt: Calling [REDACTED] at [REDACTED] and left a VM advising SA will provide P/N and Order number so that Parts Expediting may be involved.

Calling SM - Andrew Taylor - 45091 at 407-306-9400 and He is not available and SA - Dave provides P/N 68159522AA and order number 12065019.

GPOP provides order number 00C878 ordered on 05MAR12.

UPS TRACKING# 1Z5211E00341763928

Updated: 04/03/2012 12:07 P.M. Eastern Time

Delivered/Delivered UPS has delivered the shipment.

Residential deliveries that do not require a signature may be left in a safe place, out of sight and out of weather, at the driver's discretion.

This could include the front porch, side door, back porch, or garage area. If you have instructed the driver to leave the shipment with a neighbor or leasing office, this would be noted on a yellow UPS InfoNotice left by the driver.

Request Status Updates

Delivered On:

Thursday, 03/29/2012 at 9:43 A.M.

Left At:

Receiver

Signed By:

CHAMBERS

Proof of Delivery

Additional Information Shipped/Billed

On:03/26/2012Type:PackageWeight:25.10 lbs

Calling SM - Andrew Taylor - 45091 at 407-306-9400 and He was not available and SA - Roger will research and confirm arrival. Arrival confirmed and Owner will be notified.

Calling [REDACTED] and She was not available - no message left.

Calling [REDACTED] advising that the component is available for installation.

Writer will confirm satisfactory repairs prior to 11APR12.

Writer spoke with customer stated her vehicle is repaired. Everything is fine. Stated I would be closing the case. Customer is okay with this.

CLOSED LOOP UPDATE - customer contacted today to confirm repairs.

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**Customer Assistance Inquiry Record (CAIR)# 22074303**

<b>VIN</b>	1C3BC1FG5 BN [REDACTED]	<b>Open Date</b>	04/02/2012	<b>Built Date</b>	05/31/2011
<b>Model Year</b>	2011	<b>Body</b>	JSCE41	CHRYSLER 200 TOURING 4-DOOR SEDAN	
<b>In Service Dt</b>	10/19/2011	<b>Mileage</b>	7,526	<b>Dealer Zone</b>	66 ORLANDO
<b>Plant</b>	N	STERLING HEIGHTS ASSEMBLY PLANT	<b>Market</b>	U	US
<b>Color</b>	PX8	BLACK CLEAR COAT			
<b>Engine</b>	ERB	3.6L V6 VVT ENGINE			
<b>Transmission</b>	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION			
<b>Dealer</b>	43864	ARRIGO DODGE CHRYSLER JEEP			
<b>Dealer Address</b>	6500 OKEECHOBEE BLVD				
<b>Dealer City</b>	WEST PALM BEACH	<b>Dealer State</b>	FL	<b>Dealer Zip</b>	33411
<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	TELEPHONE		
<b>Address</b>	[REDACTED]	<b>Home Phone</b>	[REDACTED]		
	WELLINGTON FL [REDACTED]	<b>Country</b>	UNITED STATES		

Dealer - Service/Body Shop - Transaction - Other - Default	I had to do the legwork of the Service Depart by calling the Parts Depart
Product - Unknown - Unknown - Stalling - Default	engine stalled at a light
Product - Transmission / Transaxle - Automatic Trans / Transaxle - Noisy - Default	transmission clunks in and out of gear
Corporate - Outbound - Survey Follow-Up - CPS - Default	
Corporate - Outbound - Survey Follow-Up - CPS - Third Call Attempt	

CPS Survey Record Received Date: 04/02/2012  
 Survey Number : BN58427104  
 Quality Survey ID Number: 205464191  
 Survey Date : 03/26/2012  
 VIN Number : 1C3BC1FG5BN [REDACTED]  
 Mapping Class : Dealer  
 Event Type : 1st Warranty Visit  
 CPS Score : 4

Survey says, 'I m not real pleased with the way the engine and the transmission have been operating. Like I said, the transmission is...I don t know if it slips. It clunks in and out of gear. The engine. It stalled at a light. When I took it in for service they said there s nothing wrong. I ve had the car for about...I took it in for its second service at about 7,000 miles. When I took it in for its first service there was some issues in the back seat. I had to order some...They had to order some panels for the door handles. The fabric was coming off. I noticed this as soon as I took delivery of the vehicle and told them about it when I brought it in for its first service. What they did was, they said when I took it in for its first service bring it...We re going to have to order parts. You re going to have to bring it back. I said okay. So, about two to three days after I had the first service they called me. Your parts are in. It s fairly inconvenient for me to take it in for something. So, I said the next service you can change the parts then. What happened was, I called to get my second service. I went to set

it up and the girl could not have been more rude. I said I need to get my second service. But, I want to make sure that the parts that were ordered for the first time are still at the dealership. Oh, I have nothing to do with that. Let me transfer you to Parts. Now one would think that Service and Parts Departments would talk together, but apparently that s not the case. So, she connects me to the Parts Department. Are they there? Yeah, you re all set. Can you please transfer me back to the person I was talking to. So, he transfers me back. I said I want to get my second service and I also want to get the transmission looked at. I initially had it set up for a Saturday. There ain t no transmission guys there on Saturday. Now I got to bring it in on a Monday. So, I set it all up. I bring the car in on Monday morning at 7:30 in the morning. I get my service guy. I tell him everything. I said the parts should be in the Parts Department. I had to verify it. Yeah, you re all set. I left. I figure it s only going to take a day to get it done. He calls me. Your parts aren t here. We have to keep the car another day. Eventually, they get the parts changed. But, my annoyance is in the fact that I had to do the legwork of the Service.'

\*\*\*\*\* CASE MANAGER TEAM - District 88Z \*\*\*\*\*

CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED]. The line was picked up and then the line was disconnected. 2nd attempt made to contact customer. The line was picked up and then the line was disconnected. 3rd attempt made to contact customer. No answer. No answer machine. CLOSED LOOP UPDATE - no need for additional follow-up.

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**Customer Assistance Inquiry Record (CAIR)#** **22076059**

<b>VIN</b>	1C3BC1FG6	BN [REDACTED]	<b>Open Date</b>	04/03/2012	<b>Built Date</b>	03/24/2011
<b>Model Year</b>	2011	<b>Body</b>	JSCE41	CHRYSLER 200 TOURING 4-DOOR SEDAN		
<b>In Service Dt</b>	04/07/2011	<b>Mileage</b>	35,883	<b>Dealer Zone</b>	63	DALLAS
<b>Plant</b>	N	STERLING HEIGHTS ASSEMBLY PLANT	<b>Market</b>	U	US	
<b>Color</b>	PS2	BRIGHT SILVER METALLIC CLEAR COAT				
<b>Engine</b>	ERB	3.6L V6 VVT ENGINE				
<b>Transmission</b>	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				
<b>Dealer</b>	66439	HOWARD WILSON CHRYSLER JEEP INC				
<b>Dealer Address</b>	4000 LAKELAND DRIVE					
<b>Dealer City</b>	JACKSON	<b>Dealer State</b>	MS	<b>Dealer Zip</b>	39232	
<b>Owner</b>	[REDACTED]			<b>Contact Type</b>	TELEPHONE	
<b>Address</b>	[REDACTED]			<b>Home Phone</b>	[REDACTED]	
	YAZOO CITY MS [REDACTED]			<b>Country</b>	UNITED STATES	

Product - Drivability - Unknown - Stalling - Default	Car stalled and then wouldn't start
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Instrument panel lights blinking
Product - Drivability - Unknown - Sudden Acceleration - Default	after it stalled car jerked forward like being hit from behind
Product - Engine - Unknown - Noisy - Default	can hear a loud roaring on rear passenger side
Corporate - Product Information - Default - Default - Default	customer not happy that her vehicle was previously a rental
Product - Engine - Unknown - Seized, Sticks, Binds - Default	vehicle just cut off and stopped on the interstate

Briefly summarize why the customer is contacting Chrysler: Customer states that she has had problems ever since she bought her car in January. Customer states that she has been taking it back and forth to dealer numerous times. Customer states that it started with her lights on her instrument panel. Customer states lights were blinking on and off and she took it in, Customer states that also car was slow pulling, customer states that when she would get ready to take off care would barely move and even after 40-45 mph its barely dragging. Customer states at 60 mph it smooths out but still feels hard. Customer states that vehicle cut off completely in the middle of the interstate on February 29. Customer states she almost got in an accident and had to sit there on the interstate. Customer states she had to wait and turn car off then turn back on and it started. Customer took it to dealer Joe Usry dealer code (45503) on I55 and they told her that since there was no engine light on, they might not be able to find anything wrong. Customer states yesterday she was leaving her moms house car cut completely off again and engine went dead. Customer states that she turned off and tried to turn it on again and it wouldn't turn over. Customer states she waited a few minutes and then it jerked forward like someone hit her from behind. Customer states yesterday she dropped her car off at Howard Wilson dealer code (66439) and kept it there for 4 hours. Again customer states that because engine light is not on, they cant find anything wrong. Customer feels that her life is at risk if her vehicle is going to continue to stall on



her in traffic or on highway. Customer also states that there is a real bad roaring noise coming from the rear passenger side. Customer states that she doesn't think she would have purchased this vehicle if she had known it was a rental vehicle. Customer doesn't know if it has been wrecked or not, because she never got a carfax. Customer feels like she was cheated out of information because she was told it was a one vehicle owner. Customer states that she doesn't know if vehicle can get fixed and is worried about what will happen when her warranty expires. Briefly summarize what the customer is expecting: Customer wants to have her vehicle fixed permanently.

\*\*\*\*\*

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-given  
Who has possession of the vehicle? Owner  
Has the vehicle been diagnosed by a CDJ dealer? Unknown  
If a CDJ dealer has diagnosed, what is the dealer name or code? 66439  
Reassigned to 88F

\*\*\*\*\* CASE MANAGER TEAM - District U \*\*\*\*\*

Customer profile:  
Vehicles in History: 1 (1 Used)  
Current: Second  
SC or EXT: None

Customer is under basic  
Writer spoke to SA Jody. The dealership can not duplicate nor find anything mechanically wrong with the vehicle at this time.  
Writer spoke to SM James. Customer was in on 3/13/2012. Unable to duplicate customer's concerns.

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

Caller requesting to speak with Case Manager ext 66376. Transferred call to CM DL892.

Caller [REDACTED] requesting to speak with Case Manager. Writer transferred customer to CM.

Writer spoke to Ms [REDACTED]. Customer is very upset with the vehicle. Customer stated that her vehicle stalled on the interstate and she almost caused an accident. She filed a police report. Writer stated that two different dealers have not been able to duplicate her concerns. Customer stated that she is done working with Chrysler. She doesn't want to keep going back to the dealership and wasting her time and money. She doesn't want to pay for a rental on this either. Writer indicated that rental isn't a provision of her warranty and we offer service contracts to cover her in situations like this. Writer stated we could look at offering her rental for a few days while the vehicle is being diagnosed. Customer stated she will not pay for rental. Customer feels that we are not taking responsibility for our vehicle under warranty. Writer stated that we are willing to fix her vehicle under warranty, however both dealerships the customer has been to can not duplicate and therefore are not able to fix the vehicle without knowing where to start. Customer stated she will take the vehicle to the dealership and try to trade it in and/or leave it on the lot. Writer stated that customer service doesn't have any authority with dealership sales concerns. Customer stated that she will go to selling dealer and try to trade vehicle in. Customer stated that she isn't going to deal with this 'drama' and will contact her lawyer. Customer disconnected the call.

Agent attempted to contact dealer Service Manager,, however, SM not available. Left message for a return call at extension 66376.

Customer calls to speak with a Supervisor.

Writer informed the customer the Case Manager had contacted the dealership to try and move the case forward. The customer stated she almost lost her life in the vehicle and 2 CDJ dealership cannot fix the problem. The customer is extremely upset and stated she wants Chrysler to either fix the vehicle or take it back. Customer states she purchased the vehicle from an independent dealer Nation Wide Auto Sales.

Writer informed the customer a Supervisor will contact her back within 1-2 hours.

Writer spoke to SA Jody. They can not duplicate. SM David drove it around as well and cant find anything.

\*\*\*\*\*SUPERVISOR\*\*\*\*\*

Writer called the customer on this line [REDACTED]. The customer went over her concerns that were previously documented. The customer wants her vehicle fixed. The customer wants a rental vehicle. Writer advised the customer that we could look into rental assistance, however we need to work through one of our Chrysler dealerships. The customer called her husband. The writer advised the customer numerous times that we would like to see the vehicle repaired but she must work through a CDJR dealership. The customer was stating that she may trade the vehicle in or file a law suit against us. The customer would like a call in the morning so we know what her plans are.

Writer spoke to SA Jim. Customer has not been back to the dealer.

Writer spoke to Mrs. Lakes. Customer stated she doesnt know what she is going to do. She will contact us back.

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

Writer spoke to Mrs. [REDACTED]. Customer stated she has talked to her attorney. Customer is supposed to get back to her today or tomorrow. Customer is having an issue with the rental. Customer stated that she took the vehicle to Joe Usry. Customer states they are still not able to duplicate her concerns.

Customer stated that she is unwilling to accept to have to continue to work with the dealership in trying to resolve her concerns. She stated she would contact her lawyer and disconnected the call.

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

Father [REDACTED]. Requesting to speak with Case Manager ext 66376.

CM will contact caller back at [REDACTED] as soon a possible.

Customer called requesting supervisor but disconnected while on hold Charles Harris requesting to speak with Case Manager.

Customer disconnected from call and states he was disconnect from Case Manager he last spoke with.

Customer was told that he would receive a call back from team by the end of today.

Mr. [REDACTED] called in requesting to speak to DL892. Customer states he was promised a call yesterday from a member of CM s team. Writer unable to assist call disconnected.

Customer, [REDACTED], called to speak to a supervisor. The customer stated that he has been waiting for a callback for two days and hasn t received a call. Writer apologized and advised the customer of lines 115-118. The customer stated that he wanted to speak to someone with authority, writer advised the customer he would get a callback within 1-2 hours. WE43 approved of the supervisor call. The customer stated the best number to reach him at was [REDACTED].

\*\*\*\*\*SUPERVISOR\*\*\*\*\*

Writer called the customer on this line [REDACTED]. The customer Mr. [REDACTED] states he works for Chrysler. The customer was not sure if his daughter has taken the vehicle to our dealership. The customer advised the writer that he will find out what his daughters plans are and then he will let me know.

The customer called the writer. The customer states she is at the dealership (66439) now.

Writer spoke with David the service manager.

Writer and SM Dave authorized

4 days of rental per guidelines in Warranty Bulletin D-11-53.

The case manager should follow up with the dealership on 04/13/12.

Writer spoke to SA Jody. SM David has been driving this home and has logged over 100mi with the vehicle. They have still not been able to duplicate this concern.

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

Customer is calling to speak with her CM. Agent transferred customer to her CM.

Writer spoke to SM David. Customer picked up Sat and the dealer put on 120mi and couldnt duplicate the concern.

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

Writer spoke to Ms Lakes. Customer is seeking legal assistance. Writer stated to contact us in future if she can get this to duplicate.

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**Customer Assistance Inquiry Record (CAIR)# 22076741**

<b>VIN</b>	1C3BC1FG7	BN [REDACTED]	<b>Open Date</b>	04/03/2012	<b>Built Date</b>	04/06/2011
<b>Model Year</b>	2011	<b>Body</b>	JSCE41	CHRYSLER 200 TOURING 4-DOOR SEDAN		
<b>In Service Dt</b>	09/24/2011	<b>Mileage</b>	11,965	<b>Dealer Zone</b>	66	ORLANDO
<b>Plant</b>	N	STERLING HEIGHTS ASSEMBLY PLANT	<b>Market</b>	U	US	
<b>Color</b>	PX8	BLACK CLEAR COAT				
<b>Engine</b>	ERB	3.6L V6 VVT ENGINE				
<b>Transmission</b>	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				
<b>Dealer</b>	43654	JERRY ULM DODGE CHRYSLER JEEP				
<b>Dealer Address</b>	2966 NORTH DALE MABRY HIGHWAY					
<b>Dealer City</b>	TAMPA	<b>Dealer State</b>	FL	<b>Dealer Zip</b>	33607	
<b>Owner</b>	[REDACTED]			<b>Contact Type</b>	TELEPHONE	
<b>Address</b>	[REDACTED]			<b>Home Phone</b>	[REDACTED]	
	LAND O LAKES FL [REDACTED]			<b>Country</b>	UNITED STATES	

Product - Unknown - Unknown - Sudden Acceleration - Default	Vehicle is randomly accelerating.
Product - Unknown - Unknown - Stalling - Default	Vehicle is stalling.

Briefly summarize why the customer is contacting Chrysler: Customer called in referencing case number 21719298. Customer states that her vehicle was repaired but now it is having the same problems again. Customer states that the vehicle is also randomly accelerating which almost caused two accidents. customer states that she needs this case re-opened and to speak with her case manager. Agent advised customer that due to the age of the case the agent would need to open a new case. Customer states that she also wants it noted that yesterday she brought the vehicle to a different dealer who said that his technicians were not smart enough to repair the vehicle. Customer is looking to have her vehicle repaired as soon as possible.

Briefly summarize what the customer is expecting: customer would like to file another complaint because her vehicle is having issues again. Customer states that the vehicle is stalling and randomly accelerating.

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? 43654 Reassigned to 88F

Customer called back in today to state that she tried to have her records sent FROM Ferman Chrysler Jeep of New Port Richey  
 3939 us hwy 19  
 New port Richey, FL 34652 Phone 727-847-5555 TO  
 Jerry Ulm Dodge Chrysler Jeep  
 2966 n dale Mabry hwy  
 Tampa, FL 33607-2415

Phone [REDACTED] Service Consultant- Tracey Strudds.

Caller states that they laughed at her and told her she would have to come to the dealership and sign a release form, before they could send the information over.

Agent called Jerry Ulm (43654) and spoke to the service consultant (Tracey) who gave her fax number as 813 876 4705. Tracey stated she would be willing to go through her business center to get the repair history for this vehicle, as that would be faster than involving a case manager. Agent then called Ferman Chrysler Jeep of New Port Richey and asked them if they would be willing to fax the information over to Jerry Ulm.

Employee who agent talked to did not think that this would be an issue and she would fax the information over, as soon as she talked to the service manager.

\*\*\*\*\* CASE MANAGER TEAM - District M \*\*\*\*\*

CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED] Customer not available vm not working correctly no option to leave message

[REDACTED] Customer not available left message to return call at extension 66151

[REDACTED] Customer not available left message for return call at extension 66151

Status update provided via email to the following email address:

[REDACTED]  
I have been attempting to contact you in order to review your case with you. Please contact me back at 800-763-8422 extension 66151. Thank you.

End of Status Update

Closing call due to no customer response.

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

[REDACTED] left message stating if customer still wants to pursue to please contact customer care.

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**Customer Assistance Inquiry Record (CAIR)# 22076828**

<b>VIN</b>	1C3CCBCG2	CN [REDACTED]	<b>Open Date</b>	04/03/2012	<b>Built Date</b>	08/04/2011
<b>Model Year</b>	2012	<b>Body</b>	JSCL41	CHRYSLER 200 LIMITED 4-DOOR SEDAN		
<b>In Service Dt</b>	03/31/2012	<b>Mileage</b>	300	<b>Dealer Zone</b>	66	ORLANDO
<b>Plant</b>	N	STERLING HEIGHTS ASSEMBLY PLANT	<b>Market</b>	U	US	
<b>Color</b>	PDM	TUNGSTEN METALLIC CLEAR COAT				
<b>Engine</b>	ERB	3.6L V6 VVT ENGINE				
<b>Transmission</b>	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				
<b>Dealer</b>	44829	LEE CHRYSLER DODGE JEEP				
<b>Dealer Address</b>	5200 SOUTH FERDON BLVD					
<b>Dealer City</b>	CRESTVIEW	<b>Dealer State</b>	FL	<b>Dealer Zip</b>	32536	
<b>Owner</b>	[REDACTED]			<b>Contact Type</b>	TELEPHONE	
<b>Address</b>	[REDACTED]			<b>Home Phone</b>	[REDACTED]	
	CRESTVIEW FL [REDACTED]			<b>Country</b>	UNITED STATES	

Corporate - Rental Vehicle - Default - Default - Default	seeking rental
Product - Drivability - Unknown - Stalling - Default	vehicle stalled and will not start
Corporate - Survey By-Pass - Default - Default - Default	

Briefly summarize why the customer is contacting Chrysler: The customer picked up the car new on 03/31/2012 and has had problems with the electrical since then. The customer states that at times the vehicle would not start. The customer states that this morning the car stalled and would not start again. The customer had the vehicle towed to the dealer. The customer states that the dealer has diagnosed the problem as a wiring issue. The customer states that the dealer said the repair may only take 2 hours but it may take more.

Briefly summarize what the customer is expecting: 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: no

Reassigned to 88R

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

in warranty, SC, original owner, only on in household writer called the above dealership that is the wrong dealership writer updated the dealership information and called the correct dealership The SM james stated that the vehicle should be ready to go by 3 pm his time, writer will follow up with them at that time.

CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED] informed the customer of the vehicle being done by three, writer also informed the customer that the case will be given to a case manager, to follow up with repairs.

Customer states he has picked up the vehicle and no longer requires the rental. Please close Cair as I am submitting a request for the reimbursement on the tow.

**Customer Assistance Inquiry Record (CAIR)#** **22084563**

<b>VIN</b>	1C3BC7EG4 BN [REDACTED]	<b>Open Date</b>	04/04/2012	<b>Built Date</b>	05/19/2011
<b>Model Year</b>	2011	<b>Body</b>	JSCX27	CHRYSLER 200 LIMITED TWO DOOR CONVERTIBLE	
<b>In Service Dt</b>	01/25/2012	<b>Mileage</b>	6,124	<b>Dealer Zone</b>	42 DETROIT
<b>Plant</b>	N	STERLING HEIGHTS ASSEMBLY PLANT	<b>Market</b>	U	US
<b>Color</b>	PX8	BLACK CLEAR COAT			
<b>Engine</b>	ERB	3.6L V6 VVT ENGINE			
<b>Transmission</b>	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION			
<b>Dealer</b>	44560	TAYLOR MOTORS INC			
<b>Dealer Address</b>	250 NORTH COLUMBUS ROAD				
<b>Dealer City</b>	ATHENS	<b>Dealer State</b>	OH	<b>Dealer Zip</b>	45701
<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	TELEPHONE		
<b>Address</b>	[REDACTED]	<b>Home Phone</b>	[REDACTED]		
	ALBANY OH [REDACTED]	<b>Country</b>	UNITED STATES		

Product - Unknown - Unknown - Hard Starting - Default	Customer states he is having problems with his vehicle starting
---	---

\*\*\*\*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 is calling because he would like the issues with his vehicle resolved. Customer states that it has been at the dealer ship for 1 week. Customer states his vehicle keeps stalling on him. Customer disconnected the call. Briefly summarize what the customer is expecting: Customer is expecting to have the issues on his vehicle resolved.

**Customer Assistance Inquiry Record (CAIR)# 22087419**

<b>VIN</b>	1C3BC1FG3	BN [REDACTED]	<b>Open Date</b>	04/05/2012	<b>Built Date</b>	05/17/2011
<b>Model Year</b>	2011	<b>Body</b>	JSCE41	CHRYSLER 200 TOURING 4-DOOR SEDAN		
<b>In Service Dt</b>	08/22/2011	<b>Mileage</b>	7,045	<b>Dealer Zone</b>	70	
<b>Plant</b>	N	STERLING HEIGHTS ASSEMBLY PLANT	<b>Market</b>	U	US	
<b>Color</b>	PRP	DEEP CHERRY RED CRYSTAL PEARL COAT				
<b>Engine</b>	ERB	3.6L V6 VVT ENGINE				
<b>Transmission</b>	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				
<b>Dealer</b>	67183	ANDERSON CHRY-JEEP-DODGE				
<b>Dealer Address</b>	3920 N HIGHWAY 95					
<b>Dealer City</b>	LAKE HAVASU CITY	<b>Dealer State</b>	AZ	<b>Dealer Zip</b>	86404	
<b>Owner</b>	[REDACTED]			<b>Contact Type</b>	TELEPHONE	
<b>Address</b>	[REDACTED]			<b>Home Phone</b>	[REDACTED]	
	LAKE HAVASU CITY AZ [REDACTED]			<b>Country</b>	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

Agent contacted customer to inquire if the vehicle is still having issues and how their log is coming. Agent asked if they had taken the log to the dealer. Customer advised everything was emailed to Scott Taylor at 67183. Agent contacted Scott and asked if we could put a data recorder as per Answer Connect 18734. Scott agreed to arrange. Agent will follow up.

Writer will continue to follow up.

Agent contacted dealer, Scott was not in the Chrysler office, agent left message and was provided with the Toyota dealership number to contact him [REDACTED]. Agent contacted Scott at the Toyota dealership and he advised customers have an appointment on Wednesday April 18th to have the data recorder programmed and installed in the vehicle.

Scott Taylor s position is Customer Relations.

Agent will follow up with customer to ensure the data recorder has been installed.

Agent contacted customer, he advised his wife is taking the vehicle into the dealership today. Agent asked customer to follow up with us tomorrow. Customer agreed.

Customer contacted writer to advise his wife met with the Service Manager, Vince yesterday and he is arranging for a data recorder to be programmed for installation into the customers vehicle. Customer states the box needs to be programmed which takes 7-10 days. Customer advised once the data recorder was installed he would contact.

Customer advised 04/20 the data recorder will be installed into the vehicle after programmed. Customer will follow up once installed.

Writer left voice mail message for customer at [REDACTED]

Customer returned writers voice mail message and advised his wife was supposed to take the vehicle into the dealer Friday or Saturday to have the data recorder installed but they have not heard from anyone from the dealership. Writer will continue to follow up.



Writer contacted customer, he advised he has not heard from anyone at the dealer in regards to having the data recorder installed and his wife is at her wits end and is to the point where she is thinking of getting out of the vehicle. Writer apologized and offered to contact the dealer to speak with SM Vince or Scott in Customer Relations and call him back. Customer was appreciative for writers assistance.

Writer contacted dealer and was told Scott is on vacation. Writer was able to leave a voice mail message for SM Vince.

Writer contacted Service Manager Vince at the dealer. SM advised he would be in touch with the customer on Monday May 7th to arrange an appointment to have the data recorder installed. SM advised the appointment would be for an hour. SM advised the last time he spoke with the customer was April 19th and at that time he advised he would take a couple of weeks. Writer advised we would update the customer and follow up again by Friday May 11, 2012.

Writer contacted customer and advised SM Vince would be in touch on Monday to schedule an appointment for the installation. Customer was appreciative for the update. Writer advised we would follow up 05/11/12. Writer will follow up with customer 05/11/12.

Writer left a voice mail message for customer at [REDACTED].

Customer returned writers message and advised the data recorder was installed in the vehicle on Tuesday May 8, 2012. Customer states he thinks it will be in the vehicle for a week. Writer will follow up with customer Tuesday May 15, 2012.

Writer contacted customer at [REDACTED]. Customer advised the data recorder is still in the vehicle. Writer will follow up 05/22/12. Customer understood.

Writer will follow up 05/22/12.

Writer left voice mail message for customer at [REDACTED].

Writer contacted Scott Taylor at the Anderson Toyota dealership, he advised the data recorder is still in the vehicle and there has no duplication of the customers issues yet. Writer will continue to follow up with the customer.

Customer contacted writer and advised the stability control light and check engine light came on in the vehicle. Customer advised the vehicle stalled but the data recorder was shut off and customer did not know how to turn on so contacted dealer and now know how to turn the data recorder on and off. Writer advised will continue to follow up.

Writer will continue to follow up.

Writer will continue to follow up.

Writer will continue to follow up.

Writer contacted customer who advised the data recorder was likely hooked up incorrectly as it was storing all kinds of codes that were not relevant. Customer advised the data recorder is fixed and has been running for about two weeks. Writer advised will follow up 06/20/12 unless he contacts us. Customer understood and was very appreciative for the follow up.

Writer will continue to follow up.

Writer will continue to follow up.

Writer will continue to follow up.

Writer contacted customer, he advised the data recorder is still in the vehicle but they have been unable to duplicate the surging/stalling issue. Customer was unsure as to how much longer the data recorder will be in vehicle. Writer advised will follow up 07/05/12. Customer understood.

Writer will continue to follow up.

Writer will continue to follow up.

Writer will continue to follow up.

Customer contacted customer at [REDACTED], he advised the dealer has contacted his wife to advise they are going to uninstall the data recorder as there has been no recurrence of the issue. Writer advised we will close the case and if he needs anything in the future not to hesitate to contact us. Customer was appreciative.

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**Customer Assistance Inquiry Record (CAIR)# 22092873**

<b>VIN</b>	1B3BD2FG3	BN [REDACTED]	<b>Open Date</b>	04/06/2012	<b>Built Date</b>	04/14/2011
<b>Model Year</b>	2011	<b>Body</b>	JSDL41	DODGE AVENGER LUX 4-DOOR SEDAN		
<b>In Service Dt</b>	06/29/2011	<b>Mileage</b>	8,814	<b>Dealer Zone</b>	42	DETROIT
<b>Plant</b>	N	STERLING HEIGHTS ASSEMBLY PLANT	<b>Market</b>	U	US	
<b>Color</b>	PX8	BLACK CLEAR COAT				
<b>Engine</b>	ERB	3.6L V6 VVT ENGINE				
<b>Transmission</b>	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				
<b>Dealer</b>	68467	FEENY CHRYSLER PLYMOUTH DODGE OF	MIDLAND INC			
<b>Dealer Address</b>	7400 N EASTMAN AVE					
<b>Dealer City</b>	MIDLAND	<b>Dealer State</b>	MI	<b>Dealer Zip</b>	48640	
<b>Owner</b>	[REDACTED]				<b>Contact Type</b>	TELEPHONE
<b>Address</b>	[REDACTED]				<b>Home Phone</b>	[REDACTED]
	HALE MI [REDACTED]				<b>Country</b>	UNITED STATES

Product - Electrical - Battery - Complete Failure - Default battery failure

Briefly summarize why the customer is contacting Chrysler: Customer states the battery in the vehicle failed and was replaced. Customer states the dealership worked on the charging systems. Customer states the problem started again with the new battery and dealership states the battery has to be replaced. Customer is apprehensive of the new replacement.

Briefly summarize what the customer is expecting: Customer seeks technical assistance.

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? 68467

Reassigned to 88F

\*\*\*\*\* CASE MANAGER TEAM - District ?88v ? \*\*\*\*\*

Called 989-631-8900 and spoke to Terry

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

[REDACTED]

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

Called 989-631-8900 and spoke to Dawn, who stated the customer has not been back with her car.

2nd attempt made to contact customer. [REDACTED] who stated she would like the to have the electrical system tested again.

##### 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 customer would like the whole electrical system

check for intermittent power draws that cause the car to stop running and the battery to go dead.

Agent called dealer and spoke to Dawn, SA and informed her that CAIR was being sent. Please update this CAIR with resolution.

#####

REASSIGNED TO BC/DLR 42 68467 04/18/12 09:09 R 22092873

At the time I closed the case, the repairs had been done and the dealer honestly thought the repair was resolved. When I did my follow-up call with the customer, she understood the dealer fixed the problem but she didn't believe the car was repaired properly. I called the dealer and they assured me the problem was taken care of in spite of the history of the car. They insisted there was nothing more that could be done. They had run a complete diagnostic on the car and did not get any error codes. I advised the customer of this and told her to call in if the problem resurfaces again. So far the problem has not come back but the customer insists it will so yesterday I advised her to take the car back in and I will ask the dealer to run a more thorough diagnostic on the vehicle. The dealer wasn't too happy about my request but said they would do it again. I don't believe I closed the case prematurely based on my conversations with the dealer at the time the vehicle was picked up by the customer.

\*Contact Date:04/19/2012

Warranty repair has been documented on Repair Order#248521

CAIR RETURNED FROM DEALER ON 4/19/2012 AT 07:49:661 R 22092873

Called 989-631-8900 and spoke to Dawn, SA, who stated the vehicle was checked out and nothing was found that would cause the battery to go dead. Writer advised the case will be closed after the customer is called.

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

Customer called and said everything seems to be OK so writer advised him I would be closing the case

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

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**Customer Assistance Inquiry Record (CAIR)# 22097602**

<b>VIN</b>	1C3BC1FG3 BN [REDACTED]	<b>Open Date</b>	04/09/2012	<b>Built Date</b>	01/27/2011
<b>Model Year</b>	2011	<b>Body</b>	JSCE41	CHRYSLER 200 TOURING 4-DOOR SEDAN	
<b>In Service Dt</b>	07/23/2011	<b>Mileage</b>	22,278	<b>Dealer Zone</b>	42 DETROIT
<b>Plant</b>	N	STERLING HEIGHTS ASSEMBLY PLANT	<b>Market</b>	U	US
<b>Color</b>	PW1	STONE WHITE CLEAR COAT			
<b>Engine</b>	ERB	3.6L V6 VVT ENGINE			
<b>Transmission</b>	DBA				

<b>Dealer</b>	68745	JEFF WYLER CHRYSLER JEEP DODGE	TRUCK-FT THOMAS		
<b>Dealer Address</b>	100 ALEXANDRIA PIKE				
<b>Dealer City</b>	FT THOMAS	<b>Dealer State</b>	KY	<b>Dealer Zip</b>	41075
<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	LETTER		
<b>Address</b>	[REDACTED]	<b>Home Phone</b>			
	BURLINGTON KY [REDACTED]	<b>Country</b>	UNITED STATES		

Corporate - Lemon Law - Default - Default - Default	Attorney letter
Product - Body / Trim / Paint Finish - Sheet Metal - Misaligned / Poor Fit - F. Door-Driver	
Product - Brakes - Unknown - Noisy - Unknown	
Product - Drivability - Unknown - Stalling - Default	
Product - Transmission / Transaxle - Automatic Trans / Transaxle - Improper Shift - Default	

POSTMARK DATE: 040912; DATE RECEIVED: 040912  
 See Star Center case # 12075245  
 Stalling, transmission, door misaligned, brakes  
 Eric Kaczander  
 Krohn & Moss-Attorneys at Law-Replacement/Repurchase Notice  
 Reassigned to 82T for review and handling.  
 4/10/12 FORWARD TO WARRANTY LITIGATION. PAG

**Customer Assistance Inquiry Record (CAIR)# 22113466**

<b>VIN</b>	1C3CCBBGX	CN [REDACTED]	<b>Open Date</b>	04/12/2012	<b>Built Date</b>	10/17/2011
<b>Model Year</b>	2012	<b>Body</b>	JSCE41	CHRYSLER 200 TOURING 4-DOOR SEDAN		
<b>In Service Dt</b>	02/25/2012	<b>Mileage</b>	2,700	<b>Dealer Zone</b>	63	DALLAS
<b>Plant</b>	N	STERLING HEIGHTS ASSEMBLY PLANT	<b>Market</b>	U	US	
<b>Color</b>	PRP	DEEP CHERRY RED CRYSTAL PEARL COAT				
<b>Engine</b>	ERB	3.6L V6 VVT ENGINE				
<b>Transmission</b>	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				
<b>Dealer</b>	44909	FLETCHER DODGE-CHRYSLER-JEEP				
<b>Dealer Address</b>	3314 STADIUM DRIVE					
<b>Dealer City</b>	JONESBORO			<b>Dealer State</b>	AR	<b>Dealer Zip</b> 72401
<b>Owner</b>	[REDACTED]				<b>Contact Type</b>	
<b>Address</b>	[REDACTED]				<b>Home Phone</b>	[REDACTED]
	JONESBORO AR [REDACTED]				<b>Country</b>	UNITED STATES

Product - Fuel System - Unknown - Poor Fuel Economy - Default	'Fuel consumption is worse than expected.'
Product - Engine - Unknown - Other - Default	'Hesitation, momentarily cuts out, or surges while accelerating.'
Product - Unknown - Unknown - Happy - Default	'I love the car'
Corporate - Outbound - Survey Follow-Up - Continuous Quality Insight - Customer Contact Complete	
Corporate - Outbound - Survey Follow-Up - Continuous Quality Insight - Default	

CQI Survey Record Received - DATE : 04/12/2012  
 Survey Number : 737015  
 Quality Survey ID Number: 206146257  
 Survey Date : 04/11/2012  
 VIN Last 8 : CN [REDACTED]

CQI Comments : 870-897-7314  
 \*\*\*\*\* CASE MANAGER TEAM - District Z \*\*\*\*\*

'Engine has a hesitation, momentarily cuts out, or surges while accelerating.'

'Fuel consumption is worse than expected.'

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

Customer advised Writer that engine is sluggish when it s first starting up in morning till it warms up and reaches about 30 MPH. Customer does wish to address issue with dealership but advised Writer due to family being in town they re unable to do so till next week. Writer agreed to callback next wednesday 4/25/12. Writer called again and left voicemail containing contact and case information.

Writer made attempt to contact Customer at [REDACTED]. Left message. 2nd attempt made to contact customer. Customer requested a callback at a later time.

Writer made attempt to contact Customer at [REDACTED]. Customer advised that fuel consumption is improving as she drives the vehicle and that she did address stalling concern with dealership 44909 who advised her to

bring the vehicle back at 4,000 miles which is the Customer s current plan. Writer understood, verified Customer s home and email address and updated mileage. Customer stated she 'loves the car' and was provided with the Chrysler Customer Care phone number.  
CLOSED LOOP UPDATE - no need for additional follow-up.

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**Customer Assistance Inquiry Record (CAIR)#** **22116006**

<b>VIN</b>	1B3BD2FG9	BN [REDACTED]	<b>Open Date</b>	04/12/2012	<b>Built Date</b>	12/09/2010
<b>Model Year</b>	2011	<b>Body</b>	JSDL41	DODGE AVENGER LUX 4-DOOR SEDAN		
<b>In Service Dt</b>	04/11/2011	<b>Mileage</b>	15,461	<b>Dealer Zone</b>	32	NEW YORK
<b>Plant</b>	N	STERLING HEIGHTS ASSEMBLY PLANT	<b>Market</b>	U	US	
<b>Color</b>	PRM	REDLINE 2 COAT PEARL				
<b>Engine</b>	ERB	3.6L V6 VVT ENGINE				
<b>Transmission</b>	DBA					

**Dealer** 43639 BERTERA DODGE CHRYSLER JEEP INC.

**Dealer Address** 167 SPRINGFIELD RD

**Dealer City** WESTFIELD **Dealer State** MA **Dealer Zip** 01085

**Owner** [REDACTED] **Contact Type** TELEPHONE

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

CHICOPEE MA [REDACTED] **Country** UNITED STATES

Corporate - Complaint Contact - Default - Default - Default	Complaint Contact.
Dealer - By-Pass - Default - Default - Default	

Briefly summarize why the customer is contacting Chrysler:  
 Customer is contacting Chrysler as the dealership continues to advise her to contact Chrysler as the Area Manager is not contacting Chrysler. Customer is very upset as the area manager has not been getting back to the dealership or contacted in an appropriate timeframe.

Briefly summarize what the customer is expecting:  
 Customer is expecting to have the area manager contact her as promised.

Agent contacted 88 and was advised there was nothing they can do but to have the customer contact the dealership as it is assigned to the dealership level.  
 CAIR # 21892315. Customer is still waiting for callback from Area Manager. Escalating to 88F.  
 [REDACTED] after 4:30 PM.

\*\*\*\*\* CASE MANAGER TEAM - District ?88Q? \*\*\*\*\*  
 Customer bought this new and another used.  
 has ESSENTIAL CARE - 3 YEARS / 12 OIL CHANGE SC.  
 Called BERTERA DODGE CHRYSLER and spoke to SM Dave. States the vehicle is having issue with the steering wheel switches and a stalling issue. States it has a clunking in the transmission. States the customer does not want to have the vehicle worked on until someone can tell her it will be totally fixed next time it s worked on. SM states they must have duplicated something because there is a STAR case open. SM states the customer wants thios fixed once and totally or she wants out of the vehicle. States he has been incontact with the DM but the DM has not contacted the customer.  
 Sent TL E-mail.  
 As per TL, writer reassigning to JPB96.  
 CONTACT UPDATE - 1st Contact attempt, phone number dialed,  
 [REDACTED].

Informed customer that writer is reassigning this CAIR to DM Joe.

Area Manager: I made offer of Service contract . I am going to fill out ISG template for buyback.

Area Manager: Left message on listed phone # explaining buyback will continue to try to make contact

Area Manager: Buyback in progress

Area Manager: Buyback sent in ISG to handle. Close CAIR \_

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**Customer Assistance Inquiry Record (CAIR)# 22119545**

<b>VIN</b>	1C3BC2FG8	BN [REDACTED]	<b>Open Date</b>	04/13/2012	<b>Built Date</b>	02/18/2011
<b>Model Year</b>	2011	<b>Body</b>	JSL41	CHRYSLER 200 LIMITED 4-DOOR SEDAN		
<b>In Service Dt</b>	05/09/2011	<b>Mileage</b>	6,200	<b>Dealer Zone</b>	63	DALLAS
<b>Plant</b>	N	STERLING HEIGHTS ASSEMBLY PLANT	<b>Market</b>	U	US	
<b>Color</b>	PW1	STONE WHITE CLEAR COAT				
<b>Engine</b>	ERB	3.6L V6 VVT ENGINE				
<b>Transmission</b>	DBA					

<b>Dealer</b>	43939	RAY BRANDT DODGE CHRYSLER JEEP				
<b>Dealer Address</b>	1660 WESTBANK EXPY					
<b>Dealer City</b>	HARVEY	<b>Dealer State</b>	LA	<b>Dealer Zip</b>	70058	
<b>Owner</b>	[REDACTED]			<b>Contact Type</b>	TELEPHONE	
<b>Address</b>	[REDACTED]			<b>Home Phone</b>	[REDACTED]	
	HARVEY LA [REDACTED]			<b>Country</b>	UNITED STATES	

Product - Unknown - Unknown - Stalling - Default	Customer states this is the 9th time to the dealer for 'stalling'.
Dealer - Service/Body Shop - Transaction - Problem Not Resolved - Default	Problem came back.

See CAIR 21949497  
 Preferred call back number is [REDACTED]  
 Customer email address for case updates: [REDACTED]  
 \*\*\*\*\* CASE MANAGER TEAM - District U \*\*\*\*\*  
 CONTACT UPDATE - 1st Contact attempt, phone number dialed,  
 Customer called saying this is the 8th or 9th time he needs to go to the  
 dealer for the stalling issue. Customer said he had an oil change at  
 dealer 43939 2 days ago and then the vehicle stalled at a red light this  
 morning again (but before the oil change it was doing great).  
 Customer said he first called dealer 43939 and they said to call  
 Chrysler.  
 Note: In other CAIR, RA with 2 days of rental was not used.  
 Agent attempted to contact Chuck Service Manager (SM), however,  
 SM not available. Left message for a return call at extension 66125.  
 - 2 days rental in RA not used (21949497)  
 - 8 days in RA for previous case to that (21597383)  
 - Goodwill rental may be needed now  
 Agent sent email to Chuck SM reviewing that the customer is coming today.  
 Agent received email from Chuck that Monday will be better.  
 Agent called the customer at [REDACTED]. Customer said next week he is  
 out of town and will take it in 4/23 or 4/24.  
 Agent sent email to Chuck SM and he replied that it is a good plan.  
 Agent will follow up 4/24.  
 Note: Customer left VM this morning (before line 1, before his call  
 which opened this case)  
 Agent called the customer at [REDACTED]. Left message to call or agent  
 will follow up Monday or Tuesday.  
 Customer called and said the vehicle has been at dealer 43939 since  
 Monday and he should return the rental today. Agent authorized extended

goodwill to 3 days if dealer needs it until tomorrow.

Agent sent email to Chuck SM of dealer 43939 to know the timing.

Customer called stating he returned the rental and they did not find any problem with his vehicle. Agent asked the customer s intentions and he wanted to close the case for now and he will call again if it happens again.

REASSIGNED TO BC/DLR 63 43939 04/25/12 17:28 O 22119545

Agent will close the case when dealer returns it.

Agent received email from Chuck SM who said the vehicle has been picked up, that there was no problem found and asked that agent submit RA for 2 days rental.

Agent sent email and received a reply from Chuck SM that rental was also fine.

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

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**Customer Assistance Inquiry Record (CAIR)#** **22120148**

<b>VIN</b>	1C3BC4FG0	BN [REDACTED]	<b>Open Date</b>	04/13/2012	<b>Built Date</b>	02/25/2011
<b>Model Year</b>	2011	<b>Body</b>	JSCH41	CHRYSLER 200 LX 4-DOOR SEDAN		
<b>In Service Dt</b>	04/22/2011	<b>Mileage</b>	25,000	<b>Dealer Zone</b>	66	ORLANDO
<b>Plant</b>	N	STERLING HEIGHTS ASSEMBLY PLANT	<b>Market</b>	U	US	
<b>Color</b>	PS2	BRIGHT SILVER METALLIC CLEAR COAT				
<b>Engine</b>	ERB	3.6L V6 VVT ENGINE				
<b>Transmission</b>	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				
<b>Dealer</b>	43636	SORENSEN SCHADE CHRYSLER DODGE	JEEP, INC.			
<b>Dealer Address</b>	21529 U S HIGHWAY 27 NORTH					
<b>Dealer City</b>	LAKE WALES	<b>Dealer State</b>	FL	<b>Dealer Zip</b>	33859	
<b>Owner</b>	[REDACTED]			<b>Contact Type</b>	TELEPHONE	
<b>Address</b>	[REDACTED]			<b>Home Phone</b>		
	WINTER HAVEN FL [REDACTED]			<b>Country</b>	UNITED STATES	

Product - Engine - Unknown - Other - Default      Engine shutting down

Customer states: This driver has been having an on going issue with the engine shutting down while driving. It has been to the dealer on a few occasions and the dealer has not been able to duplicate the complaint. This engine shut down has almost caused an accident and driver feels unsafe driving the vehicle.

Customer contact: [REDACTED]  
 Drivers name [REDACTED]  
 Status update provided via email to the following email address:  
 [REDACTED]

My name is Morgan and I have been assigned as your Fleet Case Manager. Here is some information that will be helpful for you to have:  
 Chrysler Case Management telephone number: 800-763-8422  
 My direct extension: 66155  
 My work hours: 10 am- 4 pm Eastern Time Monday-Friday  
 I will contact you within one business day by telephone to review your case with you.

End of Status Update  
 \*\*\*\*\* Below Customer Contacted for Documentation Request \*\*\*\*\*  
 ms1499@chrysler.com on 2012-04-13 @ 14:57

Writer contacted the dealer and spoke with SA Wayne, SM was not available. Wayne stated that they just received it and are still trying to diagnose it. Writer advised Wayne that writer will follow up on Monday.

CONTACT UPDATE - 1st Contact attempt made via email advising of writers contact to the dealer and that writer will follow up on Monday.

\*\*\*\*\* Customer Document Received \*\*\*\*\*  
 Writer attempted to contact service manager Rocky and was informed that he was out of the office and that the area manager Wanda WBS8 was available. AM stated that she was unable to get it to shut down. She stated that she was going to test drive the vehicle today and if she is unable to duplicate the concern she will have the customer come down to duplicate the issue before returning the vehicle or doing any repairs.

area manager to test drive the vehicle with the service manager and verify operation...scan tool to be utilized to \_ ensure veh operating as factory designed upon update if any defects found repairs to be completed test drove owner states the unit stalls repeatedly area manager unable to duplicate the cust was called and the driver informed that it has happened repeatedly ...tech adv consulted..he stated to try wiggle test to ensure wiring to and from asd , fuel related and tipm are secure no accident damage noted at this time...further eval to be conducted Writer received an email from customer stating that he is seeking that go over this issue with a fine tooth comb since it is an on going issue and the driver feels unsafe. Customer seeking if a co- pilot can be put in the vehicle to monitor and capture the concern of the stall out while driving.

Writer contacted the dealer and spoke with Rocky SM. Rocky stated that they found a software update that was needed. Rocky stated that the vehicle has been completed. Rocky stated that they were still unable to duplicate the concern while the vehicle was there. Rocky stated that if the issue occurs again they can put a co-pilot in the vehicle. Rocky stated that if the issue occurs again he wants the customer to leave the GPS in the vehicle to rule out that the GPS is the source of the electrical issue. Rocky stated that they want to test drive the vehicle just the way the customer has it when he drives it.

Writer sent customer email advising of lines 48-56.

Writer received an email from customer advising that he will inform the driver. Writer advised customer that writer will follow up on Wednesday 4/25/12.

Writer sent customer following up.

Writer sent customer following up.

Writer received an email from customer stated that they have not heard anything from the fleet or the driver since 4/18 when the service writer Rocky told everyone he believed the vehicle as fixed and suggested it be picked up. Customer stated that if the complaint was to arise again they would hook up the co-pilot to help diagnose further. Writer advised customer that writer will close this case and if it does arise to please contact writer back.

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

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**Customer Assistance Inquiry Record (CAIR)# 22123438**

<b>VIN</b>	1C3BC1FG1	BN [REDACTED]	<b>Open Date</b>	04/14/2012	<b>Built Date</b>	03/02/2011
<b>Model Year</b>	2011	<b>Body</b>	JSCE41	CHRYSLER 200 TOURING 4-DOOR SEDAN		
<b>In Service Dt</b>	03/25/2011	<b>Mileage</b>	12,308	<b>Dealer Zone</b>	66	ORLANDO
<b>Plant</b>	N	STERLING HEIGHTS ASSEMBLY PLANT	<b>Market</b>	U	US	
<b>Color</b>	PRP	DEEP CHERRY RED CRYSTAL PEARL COAT				
<b>Engine</b>	ERB	3.6L V6 VVT ENGINE				
<b>Transmission</b>	DBA					
<b>Dealer</b>	66933	NEUWIRTH MOTORS INC				
<b>Dealer Address</b>	219 S.COLLEGE RD					
<b>Dealer City</b>	WILMINGTON	<b>Dealer State</b>	NC	<b>Dealer Zip</b>	28406	
<b>Owner</b>	[REDACTED]			<b>Contact Type</b>	TELEPHONE	
<b>Address</b>	[REDACTED]			<b>Home Phone</b>	[REDACTED]	
	WILMINGTON NC [REDACTED]			<b>Country</b>	UNITED STATES	

Product - Electrical - Battery - Defective - Default	Battery was being drained by light in glove box, always on.
Product - Drivability - Unknown - Stalling - Default	Customer seeking Lemon Law- wants leased vehicle replaced
Corporate - Lemon Law - Default - Default - Default	
Dealer - By-Pass - Default - Default - Default	
Product - Electrical - Unknown - Other - Default	

Briefly summarize why the customer is contacting Chrysler: Customer called to state that her vehicle has had an issue in the past that was causing the battery to drain prematurely. Caller states that four trips to the dealer (66933) later the issue was found to be a light in the glove box that was not shutting off.

Caller states that today the vehicle is stalling, when she slows to stop and then accelerates the vehicle has shut off and needs to be started again. Caller states that the vehicle has been to the dealer (66933) three times now for this issue, and so for changing the idle on the vehicle has not fixed the issue. Caller has had a few Chrysler vehicles (leased) over the years and would like some assistance.

Briefly summarize what the customer is expecting: Caller would like to know why she cannot be put into a similar vehicle for the same deal as she is getting now. Caller states that she has been told buy her dealer (66933) that they cannot replace the leased vehicle. Caller is upset because she planned on buying the vehicle in another two years. Caller has been told by her dealer that because she leases the vehicle, they cannot just replace it with another one. Caller would like Chrysler to look into this to see if there is not anything Chrysler can do.

Customer was advised that due to the nature of their contact a call back is required and will take place within one business day 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? 66933

Reassigned to 88F

Please omit line 27.

Reassigned to 88L

\*\*\*\*\* QUALIFIER TEAM \*\*\*\*\*

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

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

This customer has contacted Customer Care seeking lemon law buyback/replacement. Preliminary research has determined this vehicle's

warranty history merits further review, however the customer has NOT been informed of such. They have been told that a file is being sent to the dealer with a copy to the Business Center. This CAIR is being assigned to your dealership for further handling and review with your Area Manager and/or Business Center in an attempt to resolve customer's concern and address their claim of lemon law/buyback/replacement.

RESEARCH RESULTS:

Explain why this vehicle either appears to qualify or not: Case appears to need further review.

Number of related repair attempts =3 Possible

Number of days out of service =46

The SM Greg spoke with the agent and informed us that the vehicle was in the shop however, the dealership was not able to duplicate any stalling issues with the vehicle. The SM Greg did say that the dealership opened and closed the RO for the customer's vehicle on the same day this last repair. The agent informed the SM Greg that we will be sending this case over for further review as we only do the preliminary research for buyback replacement under lemon law and the final decision is made at a corporate level. The SM understood and asked us to send over to his dealership so he could look at the notes. The agent spoke to the customer informing her that we will be sending her case on for further review by our corporate resources. The agent also informed her that we will not have any further information and all updates will come for her SM at the dealership. The customer asked us to document that she is planning a trip to New York on 5-10-12, and would ask us to have this case reviewed in a timely manner if we can, the agent told the customer that we could document her request but we could not guarantee that the case would be moved along any faster.

REASSIGNED TO BC/DLR 66 66933 04/16/12 15:33 O 22123438

\*Contact Date:04/17/2012

Service Manager at the dealership has updated the CAIR# 22123438

The vehicle has been diagnosed.

Customer called to talk to cm. agent transferred to 66307.

\*Contact Date:04/20/2012

Service Manager at the dealership has updated the CAIR# 22123438

The vehicle has been diagnosed.

requesting to speak to Case Manager. Writer advised of lines 71-72. Customer stated that dealer called her and informed her they can't find the problem and have advised her to return the rental. Customer stated that vehicle stops when making a left hand turn. Customer stated that she wants a vehicle of equal value. Customer stated that it doesn't have to be the same color. Customer stated that she doesn't feel safe driving the vehicle. Writer advised that her best point of contact is the SM at the dealer who in turn gets in contact with his AM and Business Center. Customer requested a callback and stated she would like this taken care of soon per a trip that is upcoming to New York.

\*Contact Date:04/22/2012

Service Manager at the dealership has closed the CAIR# 22123438

Warranty repair has been documented on Repair Order#210684

CAIR RETURNED FROM DEALER ON 4/22/2012 AT 08:25:07 R 22123438

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**Customer Assistance Inquiry Record (CAIR)# 22128334**

<b>VIN</b>	1C3CCBBG2	CN [REDACTED]	<b>Open Date</b>	04/16/2012	<b>Built Date</b>	11/17/2011
<b>Model Year</b>	2012	<b>Body</b>	JSCE41	CHRYSLER 200 TOURING 4-DOOR SEDAN		
<b>In Service Dt</b>	03/23/2012	<b>Mileage</b>	2,200	<b>Dealer Zone</b>	66	ORLANDO
<b>Plant</b>	N	STERLING HEIGHTS ASSEMBLY PLANT	<b>Market</b>	U	US	
<b>Color</b>	PRP	DEEP CHERRY RED CRYSTAL PEARL COAT				
<b>Engine</b>	ERB	3.6L V6 VVT ENGINE				
<b>Transmission</b>	DBA					
<b>Dealer</b>	24022	PATTERSON CHRYSLER DODGE JEEP				
<b>Dealer Address</b>	1994 ROCKFORD STREET EXT.					
<b>Dealer City</b>	MT AIRY	<b>Dealer State</b>	NC	<b>Dealer Zip</b>	27030	
<b>Owner</b>	[REDACTED]			<b>Contact Type</b>	TELEPHONE	
<b>Address</b>	[REDACTED]			<b>Home Phone</b>	[REDACTED]	
	WINSTON SALEM NC [REDACTED]			<b>Country</b>	UNITED STATES	

Product - Electrical - Power Windows - Other - Unknown	both rear windows leak water
Product - Body / Trim / Paint Finish - Unknown - Broken, Cracked - Unknown	crack in dash board
Product - Fuel System - Unknown - Poor Fuel Economy - Default	vehicle does not get 24-miles per gallon
Product - Drivability - Unknown - Stalling - Default	vehicle shuts down on its own when approaching a stop sign
Corporate - Lemon Law - Default - Default - Default	

Customer states he has been experiencing numerous issues with his brand new vehicle that have existed ever since he first purchased it. Customer states 2-weeks ago, when he approaches a traffic light, the vehicle breaks down and customer has to step on the accelerator in order to get the vehicle to the stop light; customer states if he is going up a slight incline, when he stops accelerating, the vehicle starts breaking down on him as well. Customer states on two occasions a terrible noise developed in the vehicle. Later, when the customer was washing his vehicle, he noticed both of the rear windows leaked water and soap. Customer also states there is a crack in the dash board and the ignition is scratched as well. In addition to this damage, customer states his vehicle has went through at least 12-full tanks of gas and that they are not even getting 24-miles per gallon. Customer brought his vehicle in to his local Chrysler dealers earlier today where they notified him that they are not exactly sure where the issues are originating from, but that they would like to keep the vehicle and drive it for him to determine what the problem is. Customer scheduled to bring his vehicle in to the dealership this upcoming Monday. Customer does not feel comfortable driving a vehicle that is experiencing so many issues; especially since the vehicle was sold brand new. Customer and his wife are both upset with the condition of their new vehicle and they would like to make Chrysler aware of these issues to see if there is anything that Chrysler is able to do about this matter. 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

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? 24022

Reassigned to 88F

\*\*\*\*\* CASE MANAGER TEAM - District Q \*\*\*\*\*

Original owner

Within warranty.

2 household, 2 new.

Active Owner Care service contract.

Writer contacted PATTERSON CHRYSLER DODGE JEEP dealer 24022 at 336-789-8105 and spoke with Service Manager Gary. SM stated that vehicle has only been to dealer once for an inspection and RRT. States that customer had concerns with the dash, ignition and the left and right rear windows leaking. SM advised writer that dealer has ordered a new panel for the dash, a lower column for the ignition and windows and weather strip for the rear windows. He advised that the window and weather strip have arrived but that dealer is still waiting for the dash panel and lower column which is due to arrive at dealer tomorrow.

SM advised that customer has not been seen at dealer for vehicle stalling concerns or fuel consumption concerns. SM was informed by Service Advisor Kevin that customer contacted the SA and informed him that the vehicle was taken to North Point dealer 68472 for transmission concerns. SM provided number for dealer 68472, 336-759-0599.

Writer advised that CAC will contact customer and advise of situation with parts ordered. Writer will contact dealer 68472 for transmission concerns.

Agent attempted to contact dealer 68472 Service Manager Tim at 336-759-0599, however,

SM not available. Left message for a return call at extension 66396.

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

Writer spoke with customer Mr. Dervin who stated that vehicle was not test driven before purchase. He states that he had noticed problems with vehicle right after purchase. Customer states that the when coming to a stop the vehicle would shift into a low gear and lose power. He advised writer that 2 weeks ago vehicle was taken through a car wash and water was leaking through the rear passenger and driver side windows. Customer also noticed a crack on the dashboard and ignition column. He states that the transmission began making a grinding noise and vehicle was taken to North Point on Friday. Customer stated when vehicle was picked up the noises heard from the transmission was worse then before. He alleges that dealer advised him that nothing was wrong with the vehicle. After picking up vehicle customer states that the steering wheel began vibrating when driving at 60 mph with cruise control. Customer states that he is wanting Chrysler to replace vehicle due to the amount of concerns he has had so soon after purchase.

Writer advised customer that case will be sent to a specialty team who will review case for buy back/replacement. Advised customer that he should receive a call within 24 hrs regarding his replacement request.

Writer requested customer email address to provide contact information:

[REDACTED]

Status update provided via email to the following email address:

[REDACTED]

My name is Kristina 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: 22128334

The Chrysler Case Management telephone number is 800-763-8422.

My direct extension: 66396

My work hours are: 9am 5:30pm 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

Case reassigned to 88L as customer is seeking a buyback/replacement.

\*\*\*\*\* QUALIFIER TEAM \*\*\*\*\*

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



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 = 1

Number of days out of service = 4 business days

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 Gary, 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.

Agent attempted to contact dealer 68472 Service Manager Tim at 336-759-0599, however, SM not available. Left message for a return call at extension 66396.

Status update provided via email to the following email address:

Mr. Dervin

We are contacting regarding case #22128334 on your 2012 Chrysler 200, I would follow up with you as soon as we hear back from dealership with any updated information.

Sincerely

Kristina

Customer Care

1-800-763-8422 ext 66396

End of Status Update

Contacted dealer 68472, SM Tim, states that last time vehicle was at dealership was 04/16, they could not duplicate any conditions, all normal, no codes found, no software updates.

Contacted customer at [REDACTED], not available, left message.

Status update provided via email to the following email address:

Mr. Dervin

We are contacted yesterday on case #22128334 on your 2012 Chrysler 200, if you can give us a call at 1-800-763-8422 ext 66396.

Kristina

Customer Care

End of Status Update

3rd attempt made to contact customer. Left message.

Mr. Dervin called in and was transferred to EXT 66396.

Writer received call from Mr. Dervin. Customer requested writer to call customer back at [REDACTED].

Writer contacted Mr. [REDACTED]. Customer stated that he has been working with Patterson dealer 24022. He states that he had taken the vehicle to North Point dealer 68472 who advised him that they could not duplicate his concern. He states that is when he took his vehicle back to dealer 24022. Customer states that he went on a test drive with a service tech who experienced customer's concern with the vehicle losing power. Customer alleged that the service tech advised that the vehicle would need to be reprogrammed and that Chrysler would have to authorize it. Customer stated that the dealer had completed repairs to the rear window for the leaking concern but that the left rear window is still leaking. He also advised writer that the front left rim is faded and there are scratches on the driver side door. Writer advised customer to contact dealer for the leaking window concern. Writer informed customer that CAC will contact the dealer to determine what steps need to be taken to resolve the concern he has with the vehicle losing power. Writer will follow up with customer no later than 5/8 customer understood.

Writer contacted dealer 24022 and spoke with Service Manager Jason. SM

for leaky windows, instrument panel and steering column concerns. SM stated that vehicle was test driving with Tech who determined that vehicle was operating as designed. Writer inquired about the reprogramming that the customer alleged was needed. SM stated that at this time there are no flash updates available for customers vehicle. SM stated until the dealer is notified that there is a flash updated needed on customers vehicle they would not be able to do any reprogramming. Writer informed SM that customer is having concerns with the front left rim fading as well as scratches on the driver side door and that one window is still leaking. Writer informed SM that customer has been referred back to the dealer for those concerns. Writer attempted to contact Mr. Dervin. Customer stated that he cannot talk now and would like a call back in 30 min. Writer agreed. Writer contacted Mr. Dervin and advised customer that the dealer will not be able to complete a flash update on vehicle until one is released for his vehicle. Writer advised customer to take vehicle to dealer for the window leaking concerns. Writer referred customer to Service Manager Jason. Customer stated that he has not had a good experience with the dealer and is not pleased with their service department. Writer advised customer that his concerns will be documented. Writer will follow up with customer on 5/17 per customer request. Writer emailed Area Manager Dean, waiting on response. Writer emailed Area Manager James, waiting on response. Writer sent 2nd email to Area Manager James, waiting on response. Writer sent 3rd email to Area Manager James, waiting on response. Writer received email from Area Manager James stating that at this time there is ETA for a flash update and until one is released he will not know when one will become available for the customer.

\*\*\*Correction to line 188\*\*\*

There is no ETA for a flash update. Agent attempted to contact dealer Service Manager Jason, however, SM not available. Left message for a return call at extension 66396. Writer attempted to contact customer Mr. Dervin. Left message. Agent attempted to contact dealer Service Manager Jason, however, SM not available. Left message for a return call at extension 66396. Agent attempted to contact dealer Service Manager Jason, however, SM not available. Left message for a return call at extension 66396. 2nd attempt made to contact customer. Left message.

Writer received call from Jason, Service Manager at dealer 24022 who stated that he spoke with the customer on Friday. SM informed writer that the customer will not be able to schedule an appointment to address for concerns with the window leaking until the 3rd week in June due to medical issues. Writer inquired if the SM would open a STAR case for concerns with the vehicle stalling and the possibility of a flash update. SM stated that he would be happy to open another STAR case. Writer advised that case will be sent to dealer to document that a STAR case is opened and to document the case number. Writer advised once that has taken place the case can be sent back to writer and case will be transferred to 88W for flash update assistance. SM understood.

##### 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 stalling intermittently. Agent called dealer and spoke to Jason, informed that CAIR was being sent. Please update this CAIR with resolution.

#####

REASSIGNED TO BC/DLR 66 24022 05/21/12 09:39 O 22128334

Writer to follow up with dealer on 5/23 to allow dealer time to open a STAR case for flash update.

Writer attempted to contact Service Manager Jason. Writer informed by receptionist that the SM would not be in until after 1pm. Writer advised that CAC will attempt to contact SM either later today or tomorrow. Writer contacted Jason, Service Manager who stated that he has not yet set up a STAR case for a flash update. SM stated that he will do that today and send the case back to writer in order for the case to be sent

3rd attempt made to contact customer. Left message with a follow up date of 5/30.

Agent attempted to contact dealer 24022 Service Manager Jason, however, SM not available. Left message for a return call at extension 66396.

Writer inquiring if a STAR case has been opened for a flash update.

Writer contacted customer Mr. Dervin who stated that due to some life events taking place on 6/4 customer will not be able to take vehicle to the dealer for diagnosis and possible repair. Customer states that he has agreed with SM Jason to contact the dealer when he has more available time. Writer inquired if customer was comfortable with having the case closed and advised customer that the case can be reopened when he is ready to take his vehicle to the dealer to assist further. Customer agreed.

\*Contact Date:05/30/2012

Service Manager at the dealership has updated the CAIR# 22128334

The vehicle has been diagnosed.

Agent attempted to contact dealer 24022 Service Manager Jason, however, SM not available. Left message for a return call at extension 66396.

Writer advised that at this time the case will be closed per the consent of the customer.

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

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**Customer Assistance Inquiry Record (CAIR)# 22131075**

<b>VIN</b>	1B3BD1FG7	BN	<b>Open Date</b>	04/17/2012	<b>Built Date</b>	11/29/2010
<b>Model Year</b>	2011	<b>Body</b>	JSDE41	DODGE AVENGER MAINSTREET 4-DOOR SEDAN		
<b>In Service Dt</b>	10/09/2011	<b>Mileage</b>	6,800	<b>Dealer Zone</b>	66	ORLANDO
<b>Plant</b>	N	STERLING HEIGHTS ASSEMBLY PLANT		<b>Market</b>	U	US
<b>Color</b>	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				
<b>Engine</b>	ERB	3.6L V6 VVT ENGINE				
<b>Transmission</b>	DBA					
<b>Dealer</b>	67962	POTAMKIN'S PLANET DODGE				
<b>Dealer Address</b>	9975 N W 12TH STREET					
<b>Dealer City</b>	MIAMI	<b>Dealer State</b>	FL	<b>Dealer Zip</b>	33172	
<b>Owner</b>	[REDACTED]			<b>Contact Type</b>	CERTIFIED LETTER	
<b>Address</b>	[REDACTED]			<b>Home Phone</b>	[REDACTED]	
	MIAMI FL [REDACTED]			<b>Country</b>	UNITED STATES	

Product - Transmission / Transaxle - Automatic Trans / Transaxle - Other - Default	owner states transmission repairs have not fixed problem
Corporate - Lemon Law - Default - Default - Default	

POSTMARK DATE: 041412; DATE RECEIVED: 041712  
 Owner submits a motor vehicle defect notification card to Chrysler via certified mail and received on 4-17-2012. It states that he has returned to the dealer three times for a transmission problem. There is also a problem with a vibration that he states may be related to the transmission. Writer will forward this file to the bc for further review and handling.  
 \*\*\*\*\*ORLANDO BUSINESS CENTER RECEIVED MVDN 4/18/12\*\*\*\*\*  
 SEE ABOVE CONCERNS.  
 041812 RVW CONTACTED OWNER AT HOME PHONE (CELL). ACKNOW RECEIPT OF MVDN. OWNER UNABLE TO COMMUNICATE IN ENGLISH. WRITER ATTEMPTED TO CONFERENCE IN SM AT PLANET DCJ. GOT VM. LM FOR SM TO CALL WRITER. ADVISED OWNER THAT WHEN SM CALLS BACK THAT WRITER WILL CONTACT OWNER.  
 042012 RVW CONTACTED OWNER. OWNER SPOKE WITH OWNER FRIEND. OWNERS CONCERNS ARE:  
 (1) INTERMITTENTLY WHEN SHIFTING FROM PARK TO REVERSE/DRIVE, TRANS MAKES CLUNK NOISE AND JOLTS LIKE BEING HIT  
 (2) VEH HAS VIBRATION WHICH IS FELT THRU STEERING WHEEL AT SPEED OF 40-50 MPH  
 WRITER SCHEDULED OWNER TO DROP OFF VEH TO POTAMKIN S PLANET DCJ BY 8:30 AM ON APRIL 25 FOR CHRYSLER REP (TA) TO OVERSEE INSPECTION/REPAIR. NO ALT TRANS REQ, NONE OFFERED BUT WRITER AUTHORIZED DLR TO PROVIDE IF BECOME AN ISSUE EITHER PER TERMS OF SERVICE CONTRACT OR AS CUSTOMER GOODWILL GESTURE WHICHEVER IS APPLICABLE FOR DURATION OF INSPECTION/REPAIR. WRITER ADVISED DLR THAT IF ALT TRANS PROVIDED AS CUSTOMER GOODWILL GESTURE TO INCLUDE THE FOLLOWING EXPLANATION IN THE CLAIM NARRATIVE AS JUSTIFICATION: 'LEMON LAW RENTAL APPROVED IN CAIR #22131075'. WRITER ADVISED TA/ASM/SM OF THE ABOVE.  
 appt pending  
 042512 RVW SPOKE WITH SM WHO CONFIRMED VEH AT DLR.

RVW RECD UPDATE FROM TA. TA REPORTS THAT UTD OWNER CONCERN WITH TRANS SHIFT ISSUE. DUPLICATED A SUSPENSION NOISE ISSUE WHEN HITTING BUMPS. DLR TO REPL ENG MOUNT AND SWAY BAR LINK. ALSO ADDRESSED OWNER CONCERN WITH VEH STALLING AT STOPS. UTD. FLASH PCM WITH UPDATED SOFTWARE. TA NOTED AND TO SEND PHOTOS OF AFTERMARKET LIGHTS AND WOOFER WIRED INTO TIPM WHICH WILL PROBABLY CAUSE ISSUES IN THE FUTURE.

AWAITING UPDATE FROM DLR.

043012 RVW SPOKE WITH SM. REPAIRS COMPLETED. VEH RETURNED TO OWNER ON SATURDAY, APRIL 28. SM TO FAX COPY OF RO. FU LETTER SENT.

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**Customer Assistance Inquiry Record (CAIR)# 22131305**

<b>VIN</b>	1B3BD1FG0 BN [REDACTED]	<b>Open Date</b>	04/17/2012	<b>Built Date</b>	01/13/2011
<b>Model Year</b>	2011	<b>Body</b>	JSDE41	DODGE AVENGER MAINSTREET 4-DOOR SEDAN	
<b>In Service Dt</b>	07/23/2011	<b>Mileage</b>	6,000	<b>Dealer Zone</b>	32 NEW YORK
<b>Plant</b>	N	STERLING HEIGHTS ASSEMBLY PLANT	<b>Market</b>	U	US
<b>Color</b>	PW1	STONE WHITE CLEAR COAT			
<b>Engine</b>	ERB	3.6L V6 VVT ENGINE			
<b>Transmission</b>	DBA				
<b>Dealer</b>	23170	BROWN'S JEEP CHRYSLER DODGE			
<b>Dealer Address</b>	483 ROUTE 112				
<b>Dealer City</b>	PATCHOGUE	<b>Dealer State</b>	NY	<b>Dealer Zip</b>	11772
<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	TELEPHONE		
<b>Address</b>	[REDACTED]	<b>Home Phone</b>	[REDACTED]		
	LAKE RONKONKOMA NY [REDACTED]	<b>Country</b>	UNITED STATES		

Corporate - Goodwill Escalation Matrix - Escalated - Default - Default	Customer is requesting a rental vehicle
Product - Drivability - Unknown - Hesitation/No Power - Default	Customer is upset about the vehicle losing power intermittently
Dealer - Service/Body Shop - Transaction - Problem Not Resolved - Default	Unresolved Concern
Dealer - By-Pass - Default - Default - Default	

Briefly summarize why the customer is contacting Chrysler: The Customer states that his 2011 Dodge Avenger has stalled out intermittently, sometimes between 500 miles to 1000 miles, and that these has happened fairly often and that his wife has nearly gotten into an accident because of the intermitten lose of power. The person calling is named Dennis and his is the Customer s husband. The Customer is stating that he wants the Dealership to buy back the vehicle, because he feels that the vehicle is a lemon.

Briefly summarize what the customer is expecting: The Agent verified and updated the Customer s information, then the Agent went to reference Lemon Law FAQs, Answer ID 22443, and informed the Customer of, the the Blue & White booklet included with their owner s manual packet or their State AG s office for further information.

- 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 Owner
- Basic warranty component? Yes
- 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 [REDACTED]  
Preferred Afternoon/Evening call back number is 6 [REDACTED]  
Customer email address for case updates: [REDACTED]  
Who has possession of the vehicle? Dealer  
Has the vehicle been diagnosed by a CDJ dealer? Not yet  
If a CDJ dealer has diagnosed, what is the dealer name or code? BROWN S JEEP CHRYSLER DODGE, with Dealer Code 23170  
Reassigned to 88F

The Customer needs a Rental that is big enough for two adults and three children

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

Current New; No SC.

Agent attempted to contact dealer 23170 Service Manager (SM) Rich, however, SM not available.

Left message for SM requesting diagnosis information and/or previous history and if they will accept RA for rental if applicable.

Agent contacted dealer 23170 and talked to Service Manager (SM) Rich. Dealer states that they are using their DSA and got the customer into a courtesy car (Fiat) and the customer does not like it so a technician is going to trade the vehicle as of current.

Dealer states that as of 02/01/2012 the vehicle has been so intermittent that they do not know if they will find the issue.

Dealer states that they have been driving the vehicle in the evenings and has a recording device in since yesterday afternoon 04/16/2012 and will only keep for a couple of days.

Agent informed the dealer that if any additional days of rental assistance is needed then the customer can be offered rental reimbursement.

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

Left a message letting the customer know of lines 48-51, 54-56.

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 rental reimbursement.

Agent provided case manager information and that a call back will take place within 1-2 business days.

Agent re-assigning to case manager for follow up with hopeful diagnosis, possible rental reimbursement after the dealers DSA no longer covers and repairs.

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.\*\*\*\*\*

4/20/2012 4:21:59 PM: User Comment by Rachel Wade: Contacted owner who informed that vehicle began stalling out after about 1,000 miles.

Customer stated that the problem is intermittent, and he did not take it to the dealership when the problem first began occurring. Customer stated that the vehicle is currently in service for the third time for this concern. Customer stated that in the past the dealership replaced the remote start unit, and then changed out a terminal block, but they have never actually been able to duplicate the problem. Customer stated that they brought the vehicle back into the dealership on Tuesday 4/17 and were placed in a rental. Customer stated that his wife spoke with the dealership yesterday and was told that they received a list of things to check from Chrysler, and after checking everything looked okay, so they wanted to continue to test drive vehicle. Customer stated that the dealership did mention putting data recorder on vehicle. Customer stated that dealership said that they would call customer today with an update, but has yet to do so. Customer asked what to do if the dealership calls them and says that they still have not duplicated the problem and try to return the vehicle. Customer stated that he does not feel comfortable putting his family in this vehicle as it has almost caused a wreck

vehicle until they are able to duplicate and repair the problem, or if Chrysler would just replace the vehicle. I advised that I will need to first speak with the dealership to determine status of vehicle before discussing these options. I advised that I would contact the dealership on Monday 4/23, and would call owner at that time as well to update. Provided my contact information and asked that owner call me with any questions/concerns before that time.

\*\*\*If the customer contacts Chrysler, please refer them to their I2R Case Manager Rachel Wade at 888-542-7239 ext 537.\*\*\*

4/27/2012 1:30:01 PM: User Comment by Rachel Wade: Spoke with Rich, SM at Brown s Jeep Chrysler, who informed that they have test driven the vehicle 700 miles total so far, with a data recorder on as well, and have never been able to duplicate stalling out or find anything on data recorder. Rich advised that they have been working with STAR and were told that if they have test driven this extensively, utilized the data recorder, and still found nothing then there is nothing else to be done at this time. Rich stated that he would be contacting customer this afternoon to make aware that she will need to return the courtesy vehicle and pick up her vehicle. Rich informed that the last time this vehicle actually stalled out was February 1st. Rich stated that there was a flash update but it was not related to drivability concern.

5/1/2012 3:01:56 PM: User Comment by Rachel Wade: Spoke with customer who informed that she has not yet picked up her vehicle from the dealership, as she was out of town this weekend, but plans on picking up vehicle this evening. Customer stated that she does not want to pick up her vehicle, as it has stalled about 8 times so far and almost caused her to wreck several times with her children in the car. I advised that the dealership has test driven the vehicle approximately 700 miles and used data recorder and have not been able to duplicate concern. Asked customer if there were any common conditions that are occurring when vehicle stalls out. Customer stated that the dealership has already asked her all of these questions, and that there are no common factors and stall out is random. Customer stated that vehicle has stalled out when coming up to a stop light, when sitting at a stop light, and when taking off from a stop light. Customer stated that at first her and her husband thought it was something they were doing wrong, but after several times they concluded that it was not them but the vehicle. Customer stated that the first time it was brought in for stall out they thought it was related to the remote start, but they replaced the remote start so that must not be the problem. I advised that I do understand customer s concern, and would like to contact SM to review and see if there are any other options, possibly releasing vehicle with data recorder. Customer asked that I call her right back, as she does plan on picking up the vehicle this evening. I advised that I would attempt to contact SM and would call owner back ASAP.

5/1/2012 3:09:17 PM: User Comment by Rachel Wade: Attempted to contact Rich, SM at Brown s Jeep, and received voice mail. Left voice mail message for SM providing customer information and my contact information, and requested SM call back to discuss possibly letting customer drive vehicle with data recorder.

5/1/2012 3:09:39 PM: User Comment by Rachel Wade: Attempted to contact SM Rich again and was informed that SM is in a meeting.

5/1/2012 3:12:08 PM: User Comment by Rachel Wade: Contacted customer to make aware that I was not able to speak with SM, however I did leave a message. Advised that I would contact customer as soon as I do speak with SM, however it may be tomorrow. Asked that customer pick up her vehicle in the meantime. Advised that I would like to see about possibility of letting customer drive with data recorder. Customer was satisfied with this, and will await my call tomorrow. Customer will be picking up her vehicle this evening.

5/8/2012 3:20:34 PM: User Comment by Rachel Wade: Spoke with Rich, SM at Brown s Jeep, who reiterated that they test drove the vehicle over 700 miles with the data recorder and were not able to duplicate the stall out concern. They found no codes and after working with STAR and following all instructions they found no problem and no indication that vehicle requires repair. Rich informed that the vehicle has been in service three times total for the stall out concern and it has never been duplicated.



now and has not heard back from customer therefore assumes that it has not stalled out for her either. SM stated that he would be able to let customer drive vehicle with data recorder on, but only for two days. SM stated that he needs that device for other vehicles and cannot let customer keep it for any longer than two days. SM stated that customer cannot hold it hostage like she did with the loaner vehicle.

5/8/2012 3:45:21 PM: User Comment by Rachel Wade: Spoke with customer who informed that her vehicle has not stalled out since she picked it up from the dealership, but she never knows when it will stall out and is certain that it will stall out again in the future. Customer stated that she is just worried that the next time it stalls out her children will be in the vehicle and she will get hit. I apologized for the situation and advised that I do understand her concern, however at this time there are no repairs to be made after very extensive assessment. Advised that the dealership would allow customer to test drive the vehicle with data recorder for two days, but customer stated that this would be pointless as she cannot know when the vehicle will stall out. I advised that if the vehicle were to stall out again in the future she should not try to restart the vehicle and have the vehicle towed into the dealership while in stall out condition. Asked that customer please contact me if vehicle were to stall out again in the future. Advised that I do want to ensure that customer is comfortable in vehicle, and would like to offer customer an extended warranty as a goodwill gesture from Chrysler. Discussed the 7 year/70,000 miles Added Care Plus plan. Customer stated that she would need to speak with her husband about this and see what he would like to do. Customer stated that her husband has contacted the attorney general- customer did not mention this again after this statement. Customer stated that she spoke with the sales manager about getting out of the vehicle, but does not want to have to trade and lose a great amount of money.

\*\*Customer also noted that she did some research and found that there were other Avengers which were not the same year as hers that were part of a recall, so she is wondering if this may be related to her concern. Customer stated that she also knows someone with a 2008 Avenger that is having stall out problems as well. I advised that customer s vehicle is not part of a recall. Customer stated that she would call me back after she speaks with her husband to let me know what she decides. If customer has not called by 5/10 will follow up with customer.

5/15/2012 3:22:42 PM: User Comment by Rachel Wade: Attempted to contact customer at [REDACTED] and received voice mail. Left voice mail message for customer advising that I would like to follow up and discuss next plan of action. Provided my contact information and requested owner call back at earliest convenience. Will make second attempt to follow up with customer 5/17.

\*\*\*If the customer contacts Chrysler, please refer them to their I2R Case Manager Rachel Wade at 888-542-7239 ext 537.\*\*\*

5/23/2012 1:55:39 PM: User Comment by Rachel Wade: Spoke with Rich, SM at Brown s Jeep, who informed that customer s vehicle was towed back to the dealership on Thursday 5/17 after it stalled out again. Rich stated that they have been driving vehicle with a data recorder and still have yet to duplicate the stall out, however Rich contacted DM RGR1 to make aware of vehicle and DM has offered to replace the vehicle. I advised that I would contact the DM to discuss this further.

5/23/2012 1:57:52 PM: User Comment by Rachel Wade: Spoke with DM RGR1 who informed that he was contacted by the dealership and has been speaking with Gary Burk, General Manager of Brown s Jeep, in regards to offering customer a replacement with MSRP to MSRP. DM stated that Gary has been in contact with the customer and DM is currently waiting for Gary to call back and notify that customer accepts the offer and he will then be submitting template for replacement. DM stated that I may reassign the CAIR to him, as he and GM will be handling case from here on.

5/23/12 CAIR reassigned to Area Manager (rgr1) for handling the offer to replace vehicle. CM

5/29 Submitted ISG request for msrp to msrp. RGR1, AMgr

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**Customer Assistance Inquiry Record (CAIR)# 22134290**

<b>VIN</b>	1C3BC2FG8	BN [REDACTED]	<b>Open Date</b>	04/17/2012	<b>Built Date</b>	12/21/2010
<b>Model Year</b>	2011	<b>Body</b>	JSL41	CHRYSLER 200 LIMITED 4-DOOR SEDAN		
<b>In Service Dt</b>	03/21/2011	<b>Mileage</b>	33,000	<b>Dealer Zone</b>	66	ORLANDO
<b>Plant</b>	N	STERLING HEIGHTS ASSEMBLY PLANT	<b>Market</b>	U	US	
<b>Color</b>	PW1	STONE WHITE CLEAR COAT				
<b>Engine</b>	ERB	3.6L V6 VVT ENGINE				
<b>Transmission</b>	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				
<b>Dealer</b>	65074	HAYES CHRY-DODGE-JEEP INC				
<b>Dealer Address</b>	719 W PIKE STREET					
<b>Dealer City</b>	LAWRENCEVILLE	<b>Dealer State</b>	GA	<b>Dealer Zip</b>	30045	
<b>Owner</b>	[REDACTED]			<b>Contact Type</b>	TELEPHONE	
<b>Address</b>	[REDACTED]			<b>Home Phone</b>	[REDACTED]	
	SWAINSBORO GA [REDACTED]			<b>Country</b>	UNITED STATES	

Product - Unknown - Unknown - Stalling - Default	Vehicle shuts off on its own
Corporate - Lemon Law - Default - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer states her vehicle is shutting off on occasion while she is driving it. Customer states this has happened twice recently. Customer states she has had the vehicle in for the dealership but they have been unable to find the problem.

Briefly summarize what the customer is expecting: Customer seeking assistance in getting this issue resolved.

Please see case #21992176 for further information.

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? Customer

Has the vehicle been diagnosed by a CDJ dealer? Yes

If a CDJ dealer has diagnosed, what is the dealer name or code? 65074 -

HAYES CHRY-DODGE-JEEP INC

Reassigned to 88F

\*\*\*\*\* CASE MANAGER TEAM - District 88N \*\*\*\*\*

Status update provided via email to the following email address:

[REDACTED]

Hello

My name is Linda and I have been assigned as your case manager

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

Your case number: 22134290

Chrysler case management telephone number 1-800-763-8422

My extension is 66283

My work hours are 7.30am to 4.00pm MST Mon Fri

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

Thanks

Linda  
End of Status Update  
Vehicle history:

OOW:

Service contract:

DEALERSHIP CONTACT: Writer caller Service Manager Mark at 770-963-5251, they could never diagnosis a problem on this car, die when slowing down to make a turn, customer has had the vehicle in only 1 time for this problem.

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

CUSTOMER CONTACT: Writer called customer at [REDACTED], customer said that she is tired of the vehicle cutting out and the cruise control is having issues, customer said that she has been to the dealership many times about this problem, Writer informed the customer that Chrysler wants to work with her and does take the customer s safety issue s seriously, customer said she will take the vehicle to the dealership this weekend, customer stated it is a 3 hour drive, writer offered closer dealership and customer declined.

Caller called to speak to case management telephone number 1-800-763-8422 and was looking for LTD at extension is 66283. Caller transferred the caller over but got the voicemail again. The dealer just wanted to know what was going on with the agent customer with the situation.

DEALERSHIP CONTACT: Writer caller Service Manager Mark said that they need to drive this vehicle for a week and would be best if Chrysler provided a rental for the customer.

CUSTOMER CONTACT: Writer called customer at [REDACTED] one of the lights came on and the dealership said it was a malfunction and cleared this away. the problem happens after is sits idleing when she is waiting at stop lights or to pick up her children customer will set up a time with the dealership to go and leave her vehicle and pickup a rental customer wants a midsize vehicle.

DEALERSHIP CONTACT: Writer caller Service Manager Mark at 770-963-5251, left message to set up the rental for the customer and she wants a midsize vehicle, also informed him that the vehicle cuts out while idleing.

DEALERSHIP CONTACT: Writer caller Service Manager Mark at 770-963-5251 wanting to know what day the customer was bringing in her car for diagnosis. SM Mark will call the customer and find out so he has the rental ready will pay \$45.00 a day.

CUSTOMER CONTACT: Writer called customer at [REDACTED] customer has an appointment next Tuesday 05/0/2012 I will call the dealership on Wednesday 05/09/2012 to get updated information.

DEALERSHIP CONTACT: Writer caller Service Manager Mark at 770-963-5251 customer did not show up for her appointment yesterday.

CUSTOMER CONTACT: Writer called customer at [REDACTED] left message for callback.

CUSTOMER CALLED IN: Customer said her car almost killed her today, it stalled with no steering on top of railroad tracks, customer said the she had to put the car back in park and restarted the vehicle but still no steering and drove the car less than 50 feet to a parking space. Customer said she is borderline hypertension due to having to drive this unsafe vehicle. Customer claims that this has been happening since the 3rd day she has owned this vehicle. Customer is very unhappy with the vehicle requesting Lemon Law.

\*\*\*\*\* 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 amount of repairs during the terms of

Number of related repair attempts = 0

Number of days out of service = 3

Writer contacting customer to provide above information. Message left information has not been relayed.

██████████ writer contacting dealer 65074 and left message for SM Mark informing of potential contact from CM.

Mark Service Manager (SM) attempted to reach Case Manager (CM). Writer advised that CM was not available. SM stated that he is in the shop off and on all day. SM stated that CM can either email SM at markc@hayeschrysler.com or call dealership and enter ext. 2032. Writer advised that CM would receive the information and call back as soon as possible.

Customer calls to speak with their Case Manager.

Writer warm transferred the call to another case manager at 66308 since the original case manager was not available.

Writer advised customer of lines 98 - 102. Customer claims that the dealership has made 3 or 4 repair attempts, they just didn't document them. Customer states if CM contacts the dealership, they will be able to confirm this information. Writer advised that the CM did try calling the Service Manager, however, he was unavailable. Writer advised that the CM will try contacting the SM again, and once more information is available, she will receive a call back. Customer agreed.

██████████ calling because the vehicle keeps shutting off and customer is scared to drive vehicle and would like towed. Customer needs roadside assistance number. Writer provided the number to customer. Roadside Assistance called seeking information about the case. Roadside stated that the customer wants to have their vehicle towed to a dealership that is 200 miles away. Roadside is seeking what the customer was told about towing. Agent advised caller that there is nothing in the case about the case manager saying towing that far was fine and transferred to case manager for further information.

Yesenia from Roadside requesting to speak with Case Manager. Transferred to RM1315.

Yesenia from Roadside called again asking about the information above. Basically the customer wants to have a 200 mile tow covered and the CM has gone home for the night. Agent advised the rep that this is the 8th notation within the last hour and nothing is going to happen til the morning as the CM has gone home for the night.

Caller Roadside Assistance requesting to speak with Case Manager. CM not available. Writer transferred call to BB878 for further assistance.

Jackie from road side assistance called and is requesting to have customer's vehicle towed.

Writer explained to Jackie due to an open Lemon Law case in our system we are unable to consider any outside of warranty assistance until we know what the outcome on case will be.

Jackie understands and thanked writer for his time.

██████████ writer contacting dealer 65074 and spoke with SA whom confirmed history in system to be correct. With information provided there are no further repair orders to be considered for the research.

Writer contacting customer to provide above information. Customer states that she spoke to the GM Dusty and complained that the dealership didn't document the repairs that were completed. Customer states that writer needs to speak with GM regarding repairs.

██████████ writer contacting dealer 65074 and attempted to speak with GM Dusty whom was out of the office. Writer left message with receptionist.

Dusty is the General Sales Manager.

Writer received call back from GSM Dusty requesting a call back on cell

██████████. Writer dialed number provided per voicemail. GSM indicated that the vehicle is a pre-owned and customer can not get a buy back as a second owner. GSM has indicated that the previous times the vehicle has been into the dealership they have never been able to duplicate it, or have any stored codes.

Writer contacting customer to provide above information. Customer requests case manager gives her a call back today if possible.

CUSTOMER CONTACT: Writer called customer at ██████████ the vehicle is at the dealership, they are checking out the vehicle. Writer informed the

going on with her vehicle. Writer will follow up with the dealership tomorrow and then update the customer.

DEALERSHIP CONTACT: Writer caller Service Manager Mark at 770-963-5251 not available talking with Service Advisor Greg left message for callback.

DEALERSHIP CALLED IN: SA Greg called in and said they are still driving the vehicle, they have driven the vehicle over 100 miles and still they have not duplicated the issue. The Dealership is still working on a diagnosis at this time or trying to duplicate the issue.

DEALERSHIP CONTACT: Writer caller Service Manager Mark at 770-963-5251 talking with Service Advisor Mike they have not been able to duplicate it and they have driven the vehicle every day.

CUSTOMER CALLED IN: customer said the dealership is willing to work on buy back but the customer does not want to lose money, vehicle did not qualify for lemon law and chrysler would not be able to assist in the buyback with the dealership they can not duplicate the issues the customer is having.

Writer called Customer at [REDACTED] customer said that the dealership thinks they duplicated the problem Writer will follow up with the dealership, Writer also informed the customer that Writer will be out of the office 05/24/2012 to 05/28/2012 and will follow up with the customer on 05/29/2012

Writer caller Service Manager Mark at 770-963-5251 not available talking with Service Advisor Greg they have been sending recording up to Chrysler and they asked for more recordings and they should have new information by this week end. Writer informed SA Greg that Writer will follow up on 05/29/2012

Writer caller Service Manager Mark at 770-963-5251 not available.

Writer caller Service Manager Mark at 770-963-5251 not available talking with Service Advisor Greg they are still waiting for Chrysler to contact them, still waiting for a diagnosis on the vehicle.

Writer caller Service Manager Mark at 770-963-5251 not available talking to Service Advisor Greg left message.

7 [REDACTED] SM Mark not available spoke with SA Greg who stated that the customer has traded out of the vehicle and we should go ahead and close out the case.

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

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**Customer Assistance Inquiry Record (CAIR)# 22134506**

<b>VIN</b>	1C3BC1FG0	BN [REDACTED]	<b>Open Date</b>	04/17/2012	<b>Built Date</b>	06/01/2011
<b>Model Year</b>	2011	<b>Body</b>	JSCE41	CHRYSLER 200 TOURING 4-DOOR SEDAN		
<b>In Service Dt</b>	09/28/2011	<b>Mileage</b>	5,020	<b>Dealer Zone</b>	51	CHICAGO
<b>Plant</b>	N	STERLING HEIGHTS ASSEMBLY PLANT	<b>Market</b>	U	US	
<b>Color</b>	PBV	BLACKBERRY PEARL COAT				
<b>Engine</b>	ERB	3.6L V6 VVT ENGINE				
<b>Transmission</b>	DBA					

<b>Dealer</b>	44507	LARRY HILLIS CHRYSLER DODGE JEEP				
<b>Dealer Address</b>	3211 NORTH WESTWOOD BLVD					
<b>Dealer City</b>	POPLAR BLUFF	<b>Dealer State</b>	MO	<b>Dealer Zip</b>	63901	
<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	LETTER			
<b>Address</b>	[REDACTED]	<b>Home Phone</b>	[REDACTED]			
	HARVIELL MO [REDACTED]	<b>Country</b>	UNITED STATES			

Product - Engine - Timing Belts / Chains - Other - Default	engine dies when vehicle comes to stop
Product - Electrical - Power Windows - Noisy/Static/Interference - Unknown	the side windows in the rear have a wind noise
Corporate - Lemon Law - Default - Default - Default	
Dealer - By-Pass - Default - Default - Default	

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? 68736.  
 Reassigned to 88F  
 Sheila Kirk is requesting case be reopened. Caller has been taken to the dealership five times and the vehicle is not repaired. Caller is wanting a resolution. Caller is requesting the vehicle be bought back as engine dies when vehicle comes to a stop. Vehicle stopped in the middle of an intersection. Caller requests to be called after 4:30 CST or cell phone [REDACTED].  
 Email address not provided  
 \*\*\*\*\* CASE MANAGER TEAM - District 88P \*\*\*\*\*  
 Case being re-assigned to 88L for handling.  
 CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED]. Left message. Advised customer case is being escalated to qualifier team for replacement/repurchase review and that customer will be contacted on 4/19/12  
 Customer called in requesting a supervisor, refused to speak with the current case manager or a case manager advisor. Customer would like to discuss case with a supervisor because she feels her vehicle is dangerous to drive. Customer stated she doesn't want the buyback department.  
 Customer stated she has contacted the dealer and Trey and Troy are not

working with customer & are rude. Customer stated the vehicle is not repaired at this point. Customer stating the dealer cannot duplicate the issues. Customer stated the vehicle stalled on the freeway yesterday. Customer stated she would like an answer and to stop getting the run around. Writer informed customer that her previous Buyback case was closed in vehicle being repaired, customer stated vehicle still has issues with her vehicle. Writer informed customer a message will be left for case manager to contact customer.

EMAIL: Customer declined to provide an email.

MRS [REDACTED] called in requesting to speak to CW509. Writer informed customer CM was unavailable. Customer disconnected call.

04/18/12 @ 3:43 RECEIVED REQUEST FOR CALL BACK.

MR-MRS [REDACTED] called in requesting to speak to CW509. Writer transferred customer to CM's voicemail.

\*\*\*\*\* 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 = 1

Number of days out of service = 1

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 Trey, 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.

Caller requesting to speak with Case Manager CW509. Transferred caller to EXT 66264 VM.

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

Still in warranty

Original owner

No service contract

Household vehicle history 2, 1 new, 1 used

Currently owns 1

Writer spoke to service manager (SM) Trey, SM states he is not able to duplicate customer's concern, SM states she has gone to his dealer 2 times for the same complaint, SM states no codes have ever been pulled. SM states he has involved his area manager, Charles. SM states they are not able to open a STAR case for the customer's concerns because they have not been able to duplicate the concern.

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

Writer contacted customer [REDACTED], unable to leave voice mail, phone rang numerous times but there was no answer. \_

MRS [REDACTED] requesting to speak with Case Manager. Transferred to CN236

Customer is contacting Chrysler to speak with his case manager. Agent transferred him to extension 66264.

Customer calls to speak with their Case Manager.

Customer states the vehicle still intermittently shuts off at random and the vehicle is dangerous to drive. Customer was informed the Case Manager will be notified. Customer states he really needs to speak with someone as soon as possible.

Writer contacted customer Mr. [REDACTED], customer states he does not feel like dealer 68736 is properly diagnosing the vehicle properly, customer states the vehicle has died at least 10-15 times since

68736 for a second opinion, customer states he will need a loaner or rental vehicle.

Mrs. [REDACTED] would like a call back by 3:30p.m. C.S.T

Writer spoke to service manager (SM) Tonya, writer advised SM that customer will be taking his vehicle to her dealer for a second opinion. Writer approved for 2 days of rental.

Writer contacted customer [REDACTED], customer was not home, writer advised a follow up for tomorrow 04/24.

Customer calls to speak with their Case Manager s supervisor. Agent transferred to CM line.

Caller requesting to speak with Case Manager CN236. CM not available.

Caller has specific time frame to receive calls. Caller is requesting to be called at 12:10 CST.

Customer called in requesting to speak with their case manager. Agent transferred customer to CN236 at ext - 66264 for further assistance.

Customer called to speak with case management. Customer stated that he has been unable to get to case manager CN236 and wants to speak with someone else. Agent transferred the caller to case management.

[REDACTED] stated the following: She is very upset that CM CN236 has not called her back when she has requested to be called back. She does not want to speak to CN236. She also stated that if she or her family is injured due to the issue with the vehicle she plans to sue Chrysler.

Writer spoke with CM SF350 and warm transferred customer to CM SF350.

EMAIL: Customer declined to provide an email.

Customer stated she wanted to speak to a Manager higher than present case manager. Call transferred to CB903

\*\*\*\*\*Immediate Supervisor Call\*\*\*\*\*

Customer states she is upset that she cannot get hold of her CM and that she cannot be called after she gets off work. Customer is upset that she paid \$26,000 for a new car and now it stalls and she is afraid this will cause an accident for her and the children she has in her vehicle.

Customer also states there is a window issue from noise in the back window and a month ago the dealer ordered a part and then it seems to have been dropped. Customer would like to have her vehicle working properly or to have assistance with a trade in. Customer would like the dealer to come out and pick up her vehicle and give her an economical rental as that is what they have done before. Writer advised we would look into all her issue and contact the dealer to advise of ongoing issues and to please pick up vehicle. Writer corrected dealer. Writer advised we would give her a CM with later hours so customer can be reached after work at 4:00 pm. Customer would like a call back tonight for update.

DEALERSHIP CONTACT- Writer spoke with SM Troy and he stated that there is nothing wrong with the vehicle. He states that the customer has treated the vehicle very poorly and it looks like it has 50000 miles. He states he has talked to his AM twice on this customer.

Writer called customer and she states she wants us to make the dealership buy back the vehicle. She states it is unsafe and it keeps stalling. She states she wants the vehicle bought back because Chrysler should stand behind there products. She state she knows there is someone higher that could assist her. Writer advised we will contact the AM and see what option they have and contact the dealership tomorrow and see about getting it in for diagnosis.

DEALERSHIP CONTACT- Writer spoke with SM Troy and he stated that they will not be able to pick up the vehicle for the customer because it will cost them to much to do it. He states also when the provided her a loaner she complained because there was very little gas in it and they do not provided gas for the loaner and she brought her vehicle in with almost no gas. Writer advised we will email the AM to get involved since the customer has requested to speak with some one higher over the dealership.

##### DIRECT-TO-DEALER #####

ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER

Please follow your Business Center guidelines in an attempt to resolve this customers concern(s). If needed, seek assistance from your District Manager, Business Center or STAR.

The unresolved concern is the vehicle keeps stalling and the dealership has been unable to duplicate the issue.



was being sent. Please update this CAIR with resolution.

#####

Writer spoke to Mr. [REDACTED] and he states that he feels the technicians are not doing there jobs and do not want to fix either of there issues for them. He states that he has had it stall on him before and it does not happen until the vehicle is warmed up. He states it feels as if there is an electrical issue and as it is trying to stall while driving. Writer advised that the dealership is unable to come get the vehicle but they will work with them on duplicating the issue. Customer states they would like a different loaner other than the van. Writer advised we will call the dealership and see if they have another option for the loaner.

Agent attempted to contact dealer Service Manager (SM), however, SM not available. Left message for a return call at extension 66203 Customer calls to speak with their Case Manager.

CM to please call customer back on [REDACTED]

Customer calls to speak with their Case Manager.

Agent transferred to 1-800-763-8422 ext 66203

Customer called and states they will try another dealership and asked if they could get a rental while they look at it. Writer advised we will contact the dealership and see what we can do for a rental and will follow up later as well.

Agent attempted to contact dealer Service Manager Tanya, however, SM not available. Left message for a return call at extension 66203 DEALERSHIP CONTACT- Writer spoke with SM Tanya and advised the customer will be contact her for an unresolved concern and will be needing a rental. Writer advised we are willing to cover a rental for diagnosis and will send a direct check if necessary. She states she will be OK with that.

4-27-12 - Chrysler ASM spoke with SM @ 44507 regarding this vehicle. Asked the dealer for a second opinion diagnosis on stalling condition. Asked dealer to make appt with customer ASAP.

Customer feels that the Blackwell Dodge needs to be investigated. She states that they just don t want to help her. She states that they have attitude problems and do not want to help anyway. Customer states that she like the car but has just had to many problems with it. She states she would like Chrysler to meet her in the middle with a trade assistance. She states she still wants to speak with the AM and to have him call [REDACTED] house first and then try her cell [REDACTED]

Writer advised customer to call SM Tanya and make an appointment for the diagnosis and we have set up rental assistance for her and we will follow up again on 5/1/12.

Mr. [REDACTED] called, agent transferred to:1-800-763-8422 in search of Brenda BR343.

Customer calls to speak with their Case Manager.

Writer transferred the call to the voice mail since the case manager was not available.

EMAIL: s [REDACTED]

Writer called customer and he states that no one knew what was going on.

Writer advised him I will call SM Tanya and he should call her in about 30 min and find out when will be the best time to get the vehicle in.

DEALERSHIP CONTACT- Writer spoke with SM Tanya and advised the customer will be calling to make an appointment. She states that she had just tried to call him back but the line was busy.

Writer spoke to SA Stacy and she states the customer has an appointment for 5/3/12.

Writer spoke to service manager (SM) Tonya, SM states her AM Charles has approved for 2 days of rental for customer.

DEALERSHIP CONTACT- Writer spoke with Mark Smith and he states that they were not able to get the vehicle to act up. He states he will do some more research on Monday and follow up then.

Writer advised we are still researching possible option and a case manager will follow up with her next week as writer will be out of the office.

Writer spoke with Tanya, SM and states that after inspection and diagnosis is was found that there was no faults or issues with vehicle and was returned to customer.

Customer Mr. [REDACTED] called, requesting to speak with CM CS1192. Writer stated that the CM is not currently available. Customer requested to be called back as soon as possible today. Writer advised customer that a case manager will contact him/her back by the end of business today. Customer stated he needed to someone call him back sooner than that because it was important. Writer stated that a note would be sent out requesting a call back from the next available agent as soon as possible. Customer calls to speak with their Case Manager. Writer advised the customer that the case manager is not available and a note will be sent to the team for a call back to customer. Customer wants to be called at [REDACTED]. Writer sent a note to the team for a call back. Attempt made to contact customer at: [REDACTED]. Customer is not available. Attempt made to contact customer at: [REDACTED]. Customer answered and disconnected phone call unexpectedly. Writer contacted customer at: [REDACTED]. Writer reviewed lines 229-231 with customer. Customer said dealer did say a repair may possible but not positive if that may resolve the issues. Customer said her vehicle should qualify for lemon law. Writer reviewed lines 44-68 customer does not qualify for lemon law. Customer commanded that CM, Charles CS1190 call her back Monday - Friday every day at precisely 4:30 pm. Writer informed customer that CS1190 is not the CM on this case, nor is he scheduled for work at that time of day. Customer then demanded that CS1190 call her from his home phone or cell phone or what ever because he is the only CM that she will talk with now. Writer informed customer that her requests will be documented. No guarantees were made. Customer called to speak to his case manager, but she wasn't available. Writer advised the customer that a message would be given that he called and would like a callback as soon as possible. Called customer and left a voice mail advising that the case manager BR343 would be contacting him on 05/14. Writer spoke to SA Ben Mathews and he states that they are between service managers and he will talk to his GM on the issue and follow up. Writer advised as this is an unresolved concern that the next step would be to put a co-pilot unit on the vehicle and have the customer drive with it. Writer spoke to Mr. [REDACTED] and he states that they want the wind noise from the window address. Writer advised we want to get a co-pilot on the vehicle but we are not sure on the availability of the unit. Writer advised that we can also address the window issue with the dealership and they will have to take it in to be diagnosed. Customer understood and states he and his wife realize that diagnosing the stalling issue will take some time. Writer received message from SA Ben requesting call back. Writer spoke to SA Ben and he states that he was informed they agreed to be the second opinion but they do need to take the vehicle back to the selling dealership. Writer advised we will work with them. Writer called SM Tray and advised we would like a co-pilot put on the vehicle. He states they do not have one and there is nothing else they can do. Writer asked if the window noise had been diagnosed at their dealership and he states that they put a molding on it. He states since Larry Hills did the second opinion that we should ask them to put the co-pilot on. Writer spoke with AM and advised of situation. He states that since Blackwell does not have a co-pilot we can refer the customer to the sister store in Malden. He states between the 2 stores one should have a co-pilot. He states they are concerned as to the condition of the vehicle he states it has come into both dealership with trash and overall has been treated very poorly. He states the last dealership should have taken pictures of it. He states he will contact (60526) Harry Blackwell Dodge and asked writer coordinate with the customer to have the co-pilot put on the vehicle there. Writer requested he update writer before we send the customer to that dealership. He states that he will email writer after he

Writer called customer and left message advising them to contact the dealership to make an appointment and call writer back.

Writer called customer and left message.

Customer called in returning case managers message, customer requested to be directly transferred to case managers extension 66203.

EMAIL: [REDACTED]

Writer spoke to customer and she does not want to travel out to the other dealership. Writer advised we will see what option we have and follow up no later than 5/21/12.

Writer called customer and spoke to Mr. [REDACTED] and he states that he will speak with his wife and see if she is willing to take the vehicle to Malden but they would prefer to take it to Dexter. Writer advised we will look into having the co-pilot send to the other dealership. He states he will call writer back today.

Writer left message for customer requesting call back.

Writer left message for customer requesting call back.

Customer states that they are not in a hurry since they do have a second vehicle to drive. He states that it does not act up driving locally. He state once the get the co-pilot on he will drive in more to get it to act up. Writer advised we will follow up on if they will send the part over to the sister store.

Writer called dealership but the SM was out. Writer spoke with service writer and she states that the co-pilot unit is not working at this time.

DEALERSHIP CONTACT- Writer spoke with SM Chris and he stated states that they do not have a co-pilot unit. Writer advised we will contact the AM and see how we can get a hold of one.

Writer called customer and advised we are still in the process of looking for a co-pilot unit and will follow up again by 6/5/12.

Writer received email for AM stating 'They can order via Miller Essential Tools or PSE tools on DealerCONNECT.'

Writer called service manager Chris and advised of lines 330-331. SM states he will look into it.

Writer advised we will follow up again on 6/4.

Writer contacted dealership and was advised that service manager SM Chris is out on vacation and SA Norman is acting SM. SA states that they have not located a co-pilot unit as of yet and to check back on 6/6/12.

Writer dialed wrong number first.

Writer left message advising customer we are still try to locate a co-pilot unit and will follow up no later than 6/8/12.

Writer spoke to service manager Chris and he states that he has not been able to find a co-pilot unit. Writer advised we will contact the AM.

Writer called customer and left message advising we are still trying to find a co-pilot and will follow up with him no later than 6/14/12.

Writer called dealership and spoke with SA Norman and he states that SM Chris is out also that they have not located a co-pilot unit.

Writer called customer and left message advising we are still trying to find a co-pilot and will follow up with him no later than 6/14/12.

Writer spoke to service manager Chris and he states they would have to purchase a whole set to be able to put a data recorder in the vehicle.

Writer advised we will look into other dealership to see if they have any available to assist the customer.

Writer called Larry Hillis Chrysler and spoke with shop foreman Mike and he states that they do have 3 units but will have to speak with the owner before he can approve putting one on the vehicle. He states he is definitely will to work with the customer but they will not throw parts at the issue and create a buy back situation . He advised he will be out tomorrow for training and for writer to call him back on 6/18.

Writer called wrong dealership first.

Writer called shop foreman Mark however he was unavailable. Writer left message requesting call back.

Customer called and states that the vehicle has died on her three time over the past three days. She states she would like to bring it back in for more diagnosis and get a loaner while they are trying to diagnosis it. Writer advised we will speak with the dealership and follow up with her again today.

Writer spoke to shop foreman Mark and he state the his dealer principle

not have any loyalty to the dealership and the vehicle has been poorly cared for. Writer advised the customer would like to bring the vehicle in for more diagnosis and is seeking a rental as the issue has reoccurred three time. Writer advised if we are still unable to diagnosis the issue writer can send a direct check for the reimbursement. He states he is will to try and diagnosis the issue for the customer but they will not be able to get her in this week and he will have his tech drive is with the co-pilot and try and duplicate the issue.

Writer called customer and left message with her son advising her to call the dealership and we will be able to assist with the rental.

calling to speak with case manager BR343. Writer transferred customer over to cm for assistance.

Secondary number. customer declined.

Writer called customer and states that she has contacted her lawyer and she states that he will be sending Chrysler a letter. Writer advised that we will assist with a rental while she is in for diagnosis and she needs to contact the dealership to schedule an appointment to bring it in.

Writer advise her lawyer will have to speak with our legal department and we can not work with him. Customer requested contact information for our legal department. Writer advised we do not have that information and her lawyer will have that information. Writer advised we will follow up again on Thursday to verify she has an appointment.

Writer spoke to shop foreman Mark however he was unavailable. Writer spoke to service adviser Shelley and she states the customer has an appointment for Monday.

Writer spoke to service manager Mark and he states that he has not gotten the vehicle to act up but he is willing to drive it as long as we need.

Writer advised we would like him to keep driving it through the week and we will follow up with the customer and advise them. Writer advised we will follow up again on Friday.

Writer called customer and left message advising we would like the dealership to keep test driving the vehicle till the end of the week and they may stay in the rental. Writer advised we will follow up again on Friday.

Writer spoke to shop foreman Mark and he states that they have not gotten the vehicle to duplicate the issue. He states they have drove it about 80 miles and nothing. Writer advised we will follow up again later today.

Writer called AM and discussed case. AM states he will contact the tech advisor for suggestion and to leave the customer in the rental and he will follow up next week.

Agent attempted to contact dealer Service Manager (SM), however, SM not available. Left message for a return call at extension 66203.

Writer called customer and left message advising them to keep the rental and we would like to keep the vehicle through the weekend.

Writer spoke to shop foreman Mark and he states that he has released the vehicle to the customer and is still will to try and duplicated it for the customer but they will not throw parts at it. Writer advised we will follow up with the customer.

Writer left message for customer requesting call back.

Writer received email from AM stating as they have been unable to duplicate the issue at this time to release the vehicle to the customer.

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

as1371@chrysler.com on 2012-07-03 @ 11:33

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

Customer Document Reviewed.

Writer attempted to contact customer, Busy signal.

Writer called customer and left message requesting call back and advising that the case will automatically close in one week with no movement on the case.

Customer has not responded writer is closing case.

Writer reassigning for survey by pass.

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

Customer left message for writer requesting call back.

Writer left message for customer.

Writer called customer and she states that she that she wants the vehicle bought back and that she has submitted papers work to her lawyer.

Customer states that she wants this case left open till her vehicle is

qualifier team but until it the vehicle duplicates the issue at the dealership we are unable to find the issue.

Customer wants call back on her cell [REDACTED]

NOTE: DEALER CAN NOT DUPLICATE ISSUE: CLOSE LOOP BY CAC.

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 xxx-xxx-xxxx

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

Who has possession of the vehicle? Owner

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

Reassigned to 88L

\*\*\*\*\* QUALIFIER TEAM \*\*\*\*\*

CONTACT UPDATE - [REDACTED]

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

This customer has contacted Customer Care seeking lemon law buyback/replacement. Preliminary research has determined this vehicle s warranty history merits further review, however the customer has NOT been informed of such. They have been told that a file is being sent to the dealer with a copy to the Business Center. This CAIR is being assigned to your dealership for further handling and review with your Area Manager and/or Business Center in an attempt to resolve customer s concern and address their claim of lemon law/buyback/replacement.

RESEARCH RESULTS:

Explain why this vehicle either appears to qualify or not: Case appears it needs to be sent over for further review.

Number of related repair attempts = 1 PCM, 1 Door panel, 1

Brake/Weatherstrip.

Number of days out of service = 35.

Writer called customer to inform them we are sending their case to the dealership who will use their corporate resources to have case reviewed further. Writer also explained we will not have any new information here at the Assistance Center. Writer called dealership and informed Shop Foreman Mark case is being sent over for further review and if he has any questions to contact his Area Manager. (Dealership has no Service Manager at this time).

REASSIGNED TO BC/DLR 51 44507 07/16/12 10:39 O 22134506

POSTMARK DATE: 071612; DATE RECEIVED: 071912

Owner is now represented by an Attorney. No further contact with owner.

\*\*\*\*\*

Mark Kennedy-Attorney -Final Chance to Repair/Lemon Law Notice

Reassigned to 82T for review and handling. \_

7.19.12 Forward to Warranty Litigation. MJK

Customer called requesting rental. Writer advised that due to lines 475 we are unable to assist.

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**Customer Assistance Inquiry Record (CAIR)# 22137694**

<b>VIN</b>	1C3BC1FG9 BN [REDACTED]	<b>Open Date</b>	04/18/2012	<b>Built Date</b>	05/03/2011
<b>Model Year</b>	2011	<b>Body</b>	JSCE41	CHRYSLER 200 TOURING 4-DOOR SEDAN	
<b>In Service Dt</b>	06/24/2011	<b>Mileage</b>	6,000	<b>Dealer Zone</b>	32 NEW YORK
<b>Plant</b>	N	STERLING HEIGHTS ASSEMBLY PLANT	<b>Market</b>	U	US
<b>Color</b>	PX8	BLACK CLEAR COAT			
<b>Engine</b>	ERB	3.6L V6 VVT ENGINE			
<b>Transmission</b>	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION			
<b>Dealer</b>	26405	FREEHOLD CHRYSLER JEEP, INC			
<b>Dealer Address</b>	4304 ROUTE 9 SOUTH				
<b>Dealer City</b>	FREEHOLD	<b>Dealer State</b>	NJ	<b>Dealer Zip</b>	07728
<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	TELEPHONE		
<b>Address</b>	[REDACTED]	<b>Home Phone</b>	[REDACTED]		
	FARMINGDALE NJ [REDACTED]	<b>Country</b>	UNITED STATES		

Product - Engine - Unknown - Defective - Default      Customer's vehicle has stalled multiple times.

Briefly summarize why the customer is contacting Chrysler: The customer has been to the dealer multiple times for a stalling concern. customer is concerned this is a safety concern.

Briefly summarize what the customer is expecting: customer is expecting CAC to correct this once and for all.

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.

Has the vehicle been diagnosed by a CDJ dealer? Yes

If a CDJ dealer has diagnosed, what is the dealer name or code?26405

Reassigned to 88F

Briefly summarize why the customer is contacting Chrysler: The customer has been to the dealer multiple times for a stalling concern. Customer is concerned this is a safety concern.

Briefly summarize what the customer is expecting: customer is expecting CAC to correct this once and for all.

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.

Has the vehicle been diagnosed by a CDJ dealer? Yes

If a CDJ dealer has diagnosed, what is the dealer name or code?26405

Reassigned to 88F

\*\*\*\*\* CASE MANAGER TEAM - District T \*\*\*\*\*

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

[REDACTED] . Left message.

2nd attempt made to contact customer. Left message.

3rd attempt made to contact customer. Left message.

4th attempt made to contact customer. Left message.

DEALER CONTACT: [REDACTED]

SM Sal states so far they haven t been able to see the problem.

SM states they are currently on a road test with this vehicle. SM states if the customer is saying this happens once every few thousand miles. SM states with it not being a consistent they are not going to be able to duplicate this issue.

5th attempt made to contact customer.

Writer states lines 32-36. Writer states they will follow up with them tomorrow 4/27/12.

DEALER CONTACT [REDACTED]. SM Sal states no problems were found. SM states the customer did pick up the vehicle.

CUSTOMER CONTACT [REDACTED].

Writer states that at this time since the dealer is unable to duplicate the issue we would not be able to assist. Writer states that upon the point the problem is re-occurring we would suggest to have them take the vehicle to the dealer and contact us at which point we can look further into this concern.

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

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**Customer Assistance Inquiry Record (CAIR)# 22139481**

<b>VIN</b>	1C3BC1FG9	BN [REDACTED]	<b>Open Date</b>	04/18/2012	<b>Built Date</b>	05/19/2011
<b>Model Year</b>	2011	<b>Body</b>	JSCE41	CHRYSLER 200 TOURING 4-DOOR SEDAN		
<b>In Service Dt</b>	09/17/2011	<b>Mileage</b>	13,000	<b>Dealer Zone</b>	51	CHICAGO
<b>Plant</b>	N	STERLING HEIGHTS ASSEMBLY PLANT	<b>Market</b>	U	US	
<b>Color</b>	PX8	BLACK CLEAR COAT				
<b>Engine</b>	ERB	3.6L V6 VVT ENGINE				
<b>Transmission</b>	DBA					
<b>Dealer</b>	44771	GRIFFIN DODGE				
<b>Dealer Address</b>	N83 W15474 APPLETON AVE					
<b>Dealer City</b>	MENOMONEE FALLS			<b>Dealer State</b>	WI	<b>Dealer Zip</b> 53051
<b>Owner</b>	[REDACTED]				<b>Contact Type</b>	TELEPHONE
<b>Address</b>	[REDACTED]				<b>Home Phone</b>	[REDACTED]
	WEST ALLIS WI [REDACTED]				<b>Country</b>	UNITED STATES

Product - Transmission / Transaxle - Automatic Trans / Transaxle - Vibration - Default	Engine stalls out.
Dealer - By-Pass - Default - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer states they purchased vehicle brand new and that they are not pleased with the issues they are having. Customer states they have had the engine redone. Customer states they took the vehicle in for an oil change and after is leaked all over. Customer states that after they were driving the vehicle on interstate, that is shook furiously, would not exceletrate over 30mph. Customer states they no longer wish to own the vehicle. Customer states they do not feel safe. Customer states they took the vehicle in for the shaking, stalling and slow to excel and that the dealership did not do any physical work to the vehicle. Customer states they hooked it up to the computer and that it updated. Customer states that the oxygen sensor came up with a slow to respond but there was not any misfire codes. Customer is not satisfied that the issue is resolved.

Briefly summarize what the customer is expecting: Customer is looking to ensure the vehicle is completely fixed, that there will be no more issues. Customer is seeking possible buyback and assistance to resolve the issue.

\*\*\*\*\*

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 4 [REDACTED]  
 Customer email address for case updates: 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? 44771  
 Reassigned to 88F  
 Writer contacted Leroy, service manager at 44771, who stated that customer did have engine concern previously, back in march at 11700 miles put in new short block. As of yesterday afternoon, got off freeway, not



too far from dealership, vehicle died at stop sign with check engine light flashing. Not sure how was cleared up, but brought straight over to dealership. Dealer put on scanner, did have O2 sensor code, but no other codes. Cleared codes and vehicle was running fine. Suggested to customer to leave at dlr, would put in car and dealer would try to duplicate to resolve. Customer seemed to agree and dealer called enterprise to get car. Only chrysler vehicle available jeep liberty which the customer declined. In between asking about rental, customer was talking with salesman about getting out of the car, or just getting a different car. Even if would happen, doesn't fall under qualifications, and has depreciation, but need to try to resolve first. Willing to continue working on car and put customer in rental. Writer will contact customer and send case on as unresolved concern case.

No kinds of abuse or anything. Worked perfect when was at the dealership.

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

[REDACTED]. Left message.

CAIR has been escalated to the I2R team for special handling.

\*\*\*\*\*Kim Anderson with the I2R Customer Resolution Team is now responsible for this CAIR. If the customer should call, please request them to contact Kim Anderson at 888-542-7239, extension 440. Thank you.\*\*\*\*\*

4/23/2012 KA286

Called owner on both numbers and left voice mail to call about vehicle. If the customer contacts Chrysler, please refer them to their I2R Case Manager Kim Anderson at 888-542-7239 ext 440.

4/24/2012 KA286

Called owner on both numbers and left voice mail to call about vehicle. >Spoke with Leroy at Griffin s and said do not have vehicle now. Back in March they replace the short block. They did see owner last week, came in for shaking and stalling. Griffin s looked at it and found a O2 sensor. Offered to put owner in rental and keep vehicle to diagnose. But because it was so late in the day, the only vehicle Enterprise had was a Jeep Liberty. Owner said no to the Jeep and wanted to take his vehicle home (2 vehicles owned and previous was a Jeep Laredo) and dealership has not heard from them sense.

If the customer contacts Chrysler, please refer them to their I2R Case Manager Kim Anderson at 888-542-7239 ext 440.

4/25/2012 KA286

Called owner on both numbers and left voice mail to call about vehicle. If the customer contacts Chrysler, please refer them to their I2R Case Manager Kim Anderson at 888-542-7239 ext 440.

4/26/2012 KA286

Called owner and left voice mail to call about vehicle.- on home #. Spoke to a man at cell and he said owner not there but he will let her know Kim with Chrysler is trying to reach her. If the customer contacts Chrysler, please refer them to their I2R Case Manager Kim Anderson at 888-542-7239 ext 440.

4/27/2012 KA286

Called for owner, spoke with woman who said owner is out of town all this week and will return Wednesday, 5/2.

If the customer contacts Chrysler, please refer them to their I2R Case Manager Kim Anderson at 888-542-7239 ext 440.

5/3/2012 KA286

Called owner and left voice mail to call about vehicle. If the customer contacts Chrysler, please refer them to their I2R Case Manager Kim Anderson at 888-542-7239 ext 440.

5/4/2012 KA286

Called owner on both numbers and left voice mails to call about this vehicle, especially if still having issue. Made 7 attempts to contact owner in a 10 day period - no response. If the customer contacts Chrysler, please refer them to their I2R Case Manager Kim Anderson at 888-542-7239 ext 440.

5/4/2012 KA286

Attempted initial call on; 4/23 @ 3:07, 4/24 @ 9:08, 4/25 @ 12:50, 4/26 @ 12:13, 4/27 and spoke with someone who took message and said owner out of town until 5/2, 5/3 @11:54 and 5/4 @8:47 - no response.

If the customer contacts Chrysler, please refer them to their I2R Case Manager Kim Anderson at 888-542-7239 ext 440.

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**Customer Assistance Inquiry Record (CAIR)# 22140876**

<b>VIN</b>	1C3BC1FG2	BN [REDACTED]	<b>Open Date</b>	04/19/2012	<b>Built Date</b>	04/26/2011
<b>Model Year</b>	2011	<b>Body</b>	JSCE41	CHRYSLER 200 TOURING 4-DOOR SEDAN		
<b>In Service Dt</b>	06/08/2011	<b>Mileage</b>	17,546	<b>Dealer Zone</b>	66	ORLANDO
<b>Plant</b>	N	STERLING HEIGHTS ASSEMBLY PLANT	<b>Market</b>	U	US	
<b>Color</b>	PBV	BLACKBERRY PEARL COAT				
<b>Engine</b>	ERB	3.6L V6 VVT ENGINE				
<b>Transmission</b>	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				

<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	TELEPHONE
<b>Address</b>	[REDACTED]	<b>Home Phone</b>	[REDACTED] 0
	HUEYTOWN AL [REDACTED]	<b>Country</b>	UNITED STATES

Product - Unknown - Unknown - Poor Handling - Default	vehicle feels 'jerky'
Product - Unknown - Unknown - Stalling - Default	vehicle stalled twice

Briefly summarize why the customer is contacting Chrysler:  
 The customer is contacting Chrysler today because she states that she has been having problems with her vehicle and wants to know if there are any recalls on her vehicle. The customer wants to document a complaint regarding her vehicle because she states that her vehicle is not liable and she wants to know if Chrysler is going to anything about it. The customer states that her vehicle has had to be towed twice. The customer states that she has looked online and seen that there are multiple people experiencing this problem. The customer states that her vehicle will not turn on and she has to have the vehicle towed to the dealership.  
 The customer states that the vehicle will just turn itself off. The customer states that the dealership has informed her that they run their diagnostic tests and find that no information is documented in the codes. The customer states that the most recent time that the problem has occurred she had her son in the vehicle when it stalled in the intersection. The customer states that the vehicle also feels as if it jerks around when she s driving.

Briefly summarize what the customer is expecting:  
 The customer is expecting assistance 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: [REDACTED]  
 Who has possession of the vehicle? Dealership  
 Has the vehicle been diagnosed by a CDJ dealer? Yes  
 If a CDJ dealer has diagnosed, what is the dealer name or code? 45488  
 Reassigned to 88F  
 \*\*\*\*\* CASE MANAGER TEAM - District M\*\*\*\*\*  
 Writer attempted to contact Service Director, Chuck. Left message. Writer looking for any information regarding the diagnosis or duplication of issue and exact mileage.  
 CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED]. Left message.  
 Mrs. REED called in wanting to speak to LD426 or anyone else that could help her, writer advised that CM was on a call at the moment and no one on her team was available, with caller s permission writer connected

caller to CM voice mail.

Customer called to speak to her case manager; writer transferred the customer to ext 66128 to leave a message.

MRS REED requesting to speak to Case Manager. Writer advised that CM is currently not available. Customer requesting a callback. Writer advised a callback will take place as soon as possible.

Writer received voicemail from SM for callback.

Writer attempted to reach Service Director Chuck, left message.

Writer contacted Tiesha Reed, wife who happened case. Customer took vehicle on Wednesday morning and have been calling since then. On Friday, got ahold of service and they stated they have not yet looked at the vehicle. Customer was promised a callback by today with information, but has not yet been contacted today. Customer has find similar information from others on internet. Every time customer takes vehicle in, they cannot duplicate the problem. Customer stated that after an oil change, the vehicle allegedly ran very hot. Customer does not feel safe driving the vehicle.

Writer contacted Chuck, Service Director. Mileage is approximately 17,700, does not have the exact mileage at this time. SD states that they have not been able to duplicate issue as of yet, they started the vehicle on Saturday and it turned on just fine. Service currently has vehicle running and is awaiting for any issue to arise. In concurrence with the SD, will send CAIR over for unresolved concern. Writer also informed SD that customer was promised a call today from service. SD will make sure customer is contacted regarding status of repair.

##### DIRECT-TO-DEALER #####

ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER

Please follow your Business Center guidelines in an attempt to resolve this customers concern(s). If needed, seek assistance from your District Manager, Business Center or STAR.

The unresolved concern is intermittent stalling and vehicle jerking while driving.

Agent called dealer and spoke to Chuck, informed that CAIR was being sent. Please update this CAIR with resolution.

#####

REASSIGNED TO BC/DLR 66 45488 04/23/12 15:28 O 22140876

Customer also requested mailing address for Chrysler Group to write letter. Writer provided address.

\*Contact Date:04/26/2012

Dealer 45488 has updated the mileage to 17546.

Warranty repair has been documented on Repair Order#140693

CAIR RETURNED FROM DEALER ON 4/26/2012 AT 04:27:153 R 22140876

Writer contacted Chuck, Service Director. Left message for status of repair and when customer picked up vehicle so writer can schedule follow up with customer accordingly.

Writer attempted to contact customer. Left message.

Writer contacted Logan, Service Advisor. SA states RO was closed 4/30/12.

Vehicle was diagnosed a leaking battery which was replaced. Verified operation of vehicle after replacement, vehicle running fine. Dealership has 2 other phone numbers available for customer: [REDACTED] and cell phone [REDACTED]

Writer attempted to contact customer, dialed [REDACTED]. Left message.

Writer dialed [REDACTED] Line picked up but no one was on the other end. Unable to leave message. Writer dialed [REDACTED]. Left message.

Writer attempted to contact customer at all phone numbers. Left messages except for [REDACTED]. This is a business phone number that has no one there by name of customer.

Writer took call from customer asking to speak with her case manager, Lyndsey. Writer transferred customer to ex: 66128.

Writer was contacted by customer. Customer has traded the vehicle in and no longer has the vehicle. Customer agrees to closure of case.

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

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**Customer Assistance Inquiry Record (CAIR)# 22148413**

<b>VIN</b>	1C3BC1FG7	BN [REDACTED]	<b>Open Date</b>	04/20/2012	<b>Built Date</b>	04/26/2011
<b>Model Year</b>	2011	<b>Body</b>	JSCE41	CHRYSLER 200 TOURING 4-DOOR SEDAN		
<b>In Service Dt</b>	06/25/2011	<b>Mileage</b>	17,924	<b>Dealer Zone</b>	70	
<b>Plant</b>	N	STERLING HEIGHTS ASSEMBLY PLANT	<b>Market</b>	U	US	
<b>Color</b>	PX8	BLACK CLEAR COAT				
<b>Engine</b>	ERB	3.6L V6 VVT ENGINE				
<b>Transmission</b>	DBA					
<b>Dealer</b>	43931	CHAPMAN'S LAS VEGAS DODGE L.L.C.				
<b>Dealer Address</b>	3470 BOULDER HWY					
<b>Dealer City</b>	LAS VEGAS	<b>Dealer State</b>	NV	<b>Dealer Zip</b>	89121	
<b>Owner</b>	[REDACTED]			<b>Contact Type</b>	TELEPHONE	
<b>Address</b>	[REDACTED]			<b>Home Phone</b>	[REDACTED]	
	LAS VEGAS NV [REDACTED]			<b>Country</b>	UNITED STATES	

Product - Engine - Cylinder Head / Gskt - Other - Default	SA states that they needed to order a new head for the customer's vehicle
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Briefly summarize why the customer is contacting Chrysler: [REDACTED], SA from dealer 43931 called CAC. SA states that they needed to order a new head for the customer s vehicle. SA states that the new part should be in sometime after 4/27. SA states that the customer s rental from her SC will expire on 4-21.

Briefly summarize what the customer is expecting: SA seeking rental extention.

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: declined

Reassigned to 88R

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

original owner, only owns one, two in house hold, both original owners. SC

Agent attempted to contact dealer Service Manager (SM), however, SM not available. Left message for a return call

SM mike called into writer and stated the part is on back order til the 27th of April,

\*\*\*\*\*

Customer seeking rental assistance because back order part wont be in til the 27th of april

Contacted Service Manager, mike at 43931 to discuss the customer s request for rental assistance. Confirmed customer s concern and with Service Manager concurrence, authorized 10 days of rental per guidelines in Warranty Bulletin D-11-53.

\*\*\*\*\*

CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED] informed the customer of left VM

Writer called dealer 43931 at [REDACTED] to speak with Service Advisor

██████████ stated the part came in a day early, replaced the head, and that repair is done. ██████████ stated Customer had a concern on brakes, and the dealer is now inspecting them. Writer informed I will follow up with Customer.

Writer is closing case due to Service Advisor opened case, and the issue the case was opened for has been repaired.

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

5/10/12 Received incoming call from customer regarding a engine stalling concern with her vehicle. Customer advised the car stalls when she comes to a stop. Customer advised this is the second time in a month the vehicle has been in for the same concern. Customer advised the vehicle is in for repair currently and she is in a rental vehicle that was provided from the dealership. Advised customer I will call the dealership and go over the repair history and CAIR with the Service Manager and call her back when I have a plan of action. Customer was appreciative of my assistance and had a pleasant demeanor. MD1172

\*\* If the customer should call, please request them to contact Martha Donbar at 888-542-7239, extension 464. Thank you. \*\*\*

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**Customer Assistance Inquiry Record (CAIR)# 22148594**

<b>VIN</b>	1C3CDZEG4	CN [REDACTED]	<b>Open Date</b>	04/20/2012	<b>Built Date</b>	09/01/2011
<b>Model Year</b>	2012	<b>Body</b>	JSDM41	DODGE AVENGER SXT PLUS 4-DOOR SEDAN		
<b>In Service Dt</b>	02/29/2012	<b>Mileage</b>	2,900	<b>Dealer Zone</b>	51	CHICAGO
<b>Plant</b>	N	STERLING HEIGHTS ASSEMBLY PLANT	<b>Market</b>	U	US	
<b>Color</b>						
<b>Engine</b>						
<b>Transmission</b>						
<b>Dealer</b>	45151	LINDSAY CHRYSLER DODGE LLC				
<b>Dealer Address</b>	809 MISSOURI AVE					
<b>Dealer City</b>	SAINT ROBERT	<b>Dealer State</b>	MO	<b>Dealer Zip</b>	65584	
<b>Owner</b>	[REDACTED]			<b>Contact Type</b>	TELEPHONE	
<b>Address</b>	[REDACTED]			<b>Home Phone</b>	[REDACTED]	
	NEWBURG MO [REDACTED]			<b>Country</b>	UNITED STATES	

Dealer - Service/Body Shop - Transaction - Problem Not Resolved - Default	Car has not been repaired correctly
Product - Drivability - Unknown - Stalling - Default	Stalling on highway
Product - Electrical - Radio/Spkr/Clock/Antenna - Intermittent or Inoperative - Default	cut in and out.
Product - Body / Trim / Paint Finish - Paint Finish - Flaking, Peeling, Blistering - Unknown	numerous paint issues, scratches chemical white spots
Product - Body / Trim / Paint Finish - Unknown - Other - Unknown	spoiler paint issue.
Corporate - Lemon Law - Default - Default - Default	
Dealer - By-Pass - Default - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer is calling because he has had a number of problems with the vehicle including various paint related issues and a leaky trunk, Customer states that the trunk leaks as well. Customer states that the dealership has not repaired the issues satisfactorily and that the loaner cars he has been provided have not been appropriate.

Customer states that he has lost confidence in dealer 64590 and would prefer to have his vehicle serviced at Lindsay Chrysler Dodge 809 missouri avesaint robert, MO 65584-4639573-336-3000

Customer states that he has gotten so frustrated that he wants to get a new vehicle.

Briefly summarize what the customer is expecting: to have his vehicle properly repaired.

Customer was advised that due to the nature of their contact a call back is required and will take place within one business day their time.

Preferred Morning/Midday call back number is [REDACTED]

Preferred Afternoon/Evening call back number is xxx-xxx-xxxx

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

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? 64590

51 AL WEST CHRYSLER INC ROLLA MO 65401

Reassigned to 88F

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

Still in warranty

Original owner

No service contract

Household vehicle history 3, 2 new, 1 used

Currently owns 3

Agent attempted to contact dealer Service Manager (SM) Gary, however, SM not available. Left message for a return call at extension 66264.

CONTACT UPDATE - 1st Contact attempt, phone number dialed, Writer contacted customer [REDACTED], left message requesting a call back with customers wife. Mrs. Garrison provided customers email [REDACTED]

Status update provided via email to the following email address:

Dear Mr. [REDACTED],

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

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

Your Case Number: 22148594

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

My direct extension: 66264

My work hours: Monday-Friday 7:30a.m-4:00p.m. C.S.T

I attempted to contact you earlier and your wife provided me with your email, if you can please give me a call back at your earliest convenience.

Thank you,

Connie

End of Status Update

Writer spoke to assistant service manager (ASM) Ron, ASM states the first time vehicle was there was 03/19/2012 with 1,900 miles chip in the paint on the left fender and a scratch on the last rear door and a dent on the rocker panel and that was not covered under warranty it was taken care of internally. 2nd time 03/22/2012 customer went in with a concern of the vehicle dying out, dealer ran codes and no codes pulled up. The customer has not mentioned anything about the trunk leaking to the dealer.

Writer received voice mail from customer stating he does not like his vehicle and would like to trade it in, customer states best way to contact him is via email.

Status update provided via email to the following email address:

[REDACTED]@ [REDACTED]

Dear Mr. [REDACTED],

This is Connie your Case Manager. I just wanted to send you this email to let you know that I have received your voice mail, I understand your are having concerns with your vehicle. I spoke to the assistant service manager today and he has advised me of the concerns you have had with your vehicle. I would like to speak to you a little bit more about your case, however I am not sure what time is best to contact you, so if you can please give me a call and let me know what is a good time to contact you I would greatly appreciate it.

Thank You,

Connie

1-800-763-8422

Ext: 66264

End of Status Update

Caller requesting to speak with Case Manager ext 66264, declined VM. Customer noted the radio speakers are popping and wants that concern addressed as well.

Customer will call back with his cell# for contact during mid day, lunch.

Current contact [REDACTED] or his email.

Customer contacted writer. Customer states he would like his vehicle bought back as he is tired of going into the dealer for the same concerns every time. Writer advised customer his case will be escalated to our buy back department and a case manager will contact him by COB 04/26, customer is OK with this. Customer states he needs to be contacted after 5:00p.m. C.S.T.

Customer Email: [REDACTED]

Status update provided via email to the following email address:

[REDACTED] com; [REDACTED]



Case #: 22148594 VIN: 1C3CDZEG4CN [REDACTED] Vehicle Description:  
2012 DODGE AVENGER SXT PLUS 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: 22148594

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]. Spoke to Mrs [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 = 0

Number of days out of service = 0

Marcy Garrison states vehicle is at the dealer and has been for a week.

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 Gary, 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.

Gary verified vehicle was in their body shop and previous visit for stalling NTF and unable to duplicate.

[REDACTED] requesting to speak with Case Manager.

Customer was informed the Case Manager can give him a call no later than the close of business tomorrow CN236.

Caller [REDACTED] requesting to speak with Case Manager. Writer transferred to 66207.

Writer spoke with the customer informed him the vehicle wasn't approved by the qualifying team and the SM is happy to assist in getting the repairs done, customer states this is the third time and he has been in a rental longer than he was in the vehicle he is paying for, customer asked how long the vehicle had to be out before qualifying and he stated 30 days writer apologized and stated they could not discuss that with him but to look up state regulations on BBB writer informed him they would update the case and have his case manager contact him on 4/30 with an update.

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

[REDACTED]. Customer states multiple problems, the trunk leaks and they have tried to fix it twice. The paint has a factory defect in a couple of different spots, a rough spot where it looks like they sanded it and the back door looks like a chemical was spilled on it, and some scratches. The radio's front two speakers flicker and make an intermittent popping noise while driving.

Customer states he would like a good rental car, and only once it was a SUV but it has a bad wheel bearing and the other have been very cheap cars.

Customer states he lives an hour away from the dealer and vehicle is currently at the dealer. There is a dealer 30 minutes away he will start trying to go to after the vehicle is repaired.

Writer advised we could look at an Oil SC when the vehicle is repaired so

dealer and contact him back tomorrow.

Writer spoke to service manager (SM) Gary, SM states the customer has gone in once with a driveability concern. SM states the customer has not gone back to his dealer for any other repairs. SM is willing to assist customer.

Writer contacted customer [REDACTED], left message requesting a call back with customers wife.

Writer contacted customer [REDACTED], customer states his vehicle had been at the dealer for 1 week and a half and they have repaired it, customer has not experienced anymore concerns. Writer advised customer writer will add a service contract at no charge to the customer. Customer is OK with this.

Writer contacted customer [REDACTED], left message requesting a call back with Mrs. [REDACTED].

Writer misdialed.

Writer contacted customer [REDACTED].

Writer reviewed case with customer.

Customer said his radio is still not working.

Writer informed customer that this information will be documented on the case file and CM will follow up when more information is available.

2nd attempt made to contact customer [REDACTED].

Everything is repaired but the radio. Customer is not going to take the vehicle back to the dealer. Customer will be taking the vehicle to a different dealer. Customer will try to troubleshoot the issue. Customer requested a callback on 5/18 after customer can try to take the vehicle back to a different dealer for a diagnosis.

Caller [REDACTED] requesting to speak with Case Manager CN236.

Writer advised CM not available. Writer will notate case for a callback to customer.

Caller [REDACTED] requesting to speak with Case Manager. Writer told customer that the CM was not available, but would call back as soon as possible.

Writer contacted customer [REDACTED], writer spoke to third party who advised customer has left for to work for the day, third party advised writer a call back after 4:30p.m. C.S.T.

Writer contacted customer [REDACTED], writer was not able to leave voice mail because mail box has not been set up.

Writer received call from customer. Customer states he knows CN236 is gone for the evening. Customer asked if he could get a rental when he goes to Dealer 45151. Writer put customer on hold, with customer s permission.

Writer called Dealer 45151 at 573-336-3315. Writer spoke with Service Manager, Jimmy. SM states he will accept a rental for 1 day for customer. SM states customer will need to bring the vehicle in next week. Writer thanked SM and will send the RA.

Writer took customer off hold and advised discussion with SM. Customer thanked Writer and will contact customer for an appointment.

Caller [REDACTED] requesting to speak with Case Manager ext 66264,declined VM.

Customer would prefer to be contacted via email: unclluke@yahoo.com

[REDACTED] called to speak with CM CN236. Writer advised customer that CN236 is not currently available. Writer advised customer that writer will request CN236 call customer back as soon as possible.

Writer contacted customer [REDACTED], writer was advised customer is gone for the day.

Status update provided via email to the following email address:

[REDACTED]  
Dear Mr. [REDACTED],

I m sorry I missed your call the other day, if you can please give me a call at your earliest convenience so that we may discuss your case. My number is 1-800-763-8422 ext 66264.

Thank You,

Connie

End of Status Update

Customer called upset, stating he left several messages and cannot reach his CM. Writer transferred to a CM.

Customer called in and states that the radio is still acting up. There is

intermittent. Dealership is stating that the dealership can not duplicate the concern with the radio. Customer wants to replace the front two speakers then replace the radio. Customer is going to take the vehicle into the dealership tomorrow. Customer is calling in because the customer is not getting appropriate rentals equivalent to the vehicle the customer purchased.

Writer informed writer that writer will authorize a rental for \$35 a day up to 3 days. Explained to customer that any additional fees such as insurance would be customer s expense. Explained to customer that customer would have to pay for the rental and submit for reimbursement. Customer will try and see if the dealership can provide the customer a rental comparable to the vehicle the customer purchased.

Status update provided via email to the following email address:

[REDACTED]

Mr. [REDACTED]

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

We spoke on the 5/21/2012 regarding rental coverage.

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

Your Case Number: 22148594

Chrysler Case Management telephone number: 800-763-8422

My direct extension: 66271

My work hours: 9:00 am 5:30 pm Central Time Monday Friday

End of Status Update

[REDACTED] requesting to speak with Case Manager. Customer stated that he would like his case sent out to the buyback department. Writer advised that CM is not available. Writer informed customer that CM will contact him to discuss the case. Customer understood.

Writer called customer on primary hone number and left message for customer to call customer care for update on the case.

Customer calling to speak with any available CM. Writer transferred.

customer called into spak to case manager, CM was not available, customer states that he want to have his case sent to the buyback team for consideration as he is still having issues with his radio. Writer advised that CM will be made aware and that CM will assist with that. Customer understood.

Status update provided via email to the following email address:

[REDACTED]

Dear Mr. [REDACTED]

I have received notification of your request for a buy back of the vehicle. I have forwarded your case to the appropriate department for further review. You will be contacted by that department once additional information becomes available.

Thank you for your patience,

Ronda

Dodge Customer Care

800-763-8422 Ext. 66271

End of Status Update

Writer contacted customer at primary phone number and left message with wife to have customer contact writer regarding the case update. Writer will inform customer that customer does not appear to be eligible for buy back.

Customer called in to update writer on the case. Writer informed customer that it appears that the vehicle is not eligible for buy back at this time. Customer states that the dealership can not duplicate the concern and that the customer will continue to take the vehicle back to the dealership until the radio is either repaired or the vehicle is bought back.

Writer offered to follow up with customer on 6/7/2012.

Customer called in to informed writer that the radio is still popping and the dealership can not duplicate the concern in just one day.

Writer offered to contact dealership and stated that writer is willing to authorize a rental for a maximum of 3 days to give the dealership the time to be able to properly diagnose the vehicle.

Writer will follow up with the customer on 6/7/2012 after speaking with the service manager at the dealership with next steps in the case.

Agent attempted to contact dealer Service Manager (SM), however, SM not available. Left message for a return call at extension 66271.

██████████  
Dear Mr. ██████████:

We appreciate your patience while we perform our research regarding the popping noise you are experiencing in the radio of your 2012 Dodge Avenger.

We are still in the process of performing our research and will contact you within 2 business days.

We appreciate your continued patience.

End of Status Update

Writer called dealership 45151 and spoke with service advisor informed writer that service manager is out of the office today and will return to the office tomorrow 6/12/2012.

Writer called customer and spoke with customer s wife who informed writer that customer has not taken the vehicle to the dealership yet. Writer informed customer s wife that writer will follow up with the customer on Friday 6/15/2012 once customer has taken the vehicle to the dealership.

Writer called dealership 45151 and spoke with service manager Jimmy informed customer that customer took a ride with service advisor and that the customer was listening to the radio at full volume. Service manager contacted the hot line. And there is nothing further to be done. Radio works fine when operated at normal volume. Customer wants a rental every time customer comes to dealership.

The service manager states the vehicle is operating as designed.

Writer called customer and left message for customer to contact customer care for update on the case.

Writer intends to inform that customer that vehicle is operating as designed at regular volume levels. The radio is not meant to be played at full volume. Writer intends to inform customer that case will be closed at this time.

Customer returning writer s phone call. Writer informed customer that as per the dealership diagnosis the vehicle is operating as designed at normal volume levels.

Customer stated that the volume level is designed to be played at full volume so the popping sound at full volume is not operating as designed.

Writer informed customer that customer could get a second opinion from another authorized dealership but the diagnosis would be at customer pay.

Customer stated that customer will be taking to another dealership and that customer will be contacting an attorney in the JAG office.

Writer informed customer that customer will need to get a diagnosis or contact the writer within 5 days or case will be closed.

Customer called in because he is not happy. He said the dealer can only hear this popping sound at loud levels but the customer says he can hear it at all levels. Agent offered to transfer over to CM and he did not want to do that. Customer said he is going back to the dealer he bought it from to have them look at it

Status update provided via email to the following email address:

██████████  
Mr. ██████████,

I am sending you this e-mail to inform you that I am still working on your case. I will contact you tomorrow with an update as soon as I have more information available. In the mean time if you need to contact me feel free to call me directly at 800-763-8422 Ext. 66271.

Thank You for your patience,

Ronda

Dodge Customer Care

End of Status Update

Writer called customer and left message for customer to call customer care for update on the case.

Writer wants to know if customer has had a chance to take the vehicle to the selling dealership for a second opinion regarding the popping sound coming from the stereo.

Writer called customer and left message for customer to contact customer care for update on the case. Informed customer that if customer has not had a second diagnostic completed by 7/6/2012 the case will be closed automatically.

Writer called customer and left message informing customer that case is being closed due to no response.

diagnostic has been obtained.  
CLOSED LOOP UPDATE - no need for additional follow-up.

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**Customer Assistance Inquiry Record (CAIR)# 22153095**

<b>VIN</b>	1C3BC8FG5	BN [REDACTED]	<b>Open Date</b>	04/23/2012	<b>Built Date</b>	05/03/2011
<b>Model Year</b>	2011	<b>Body</b>	JSCR41	CHRYSLER 200 S 4-DOOR SEDAN		
<b>In Service Dt</b>	07/26/2011	<b>Mileage</b>	12,732	<b>Dealer Zone</b>	66	ORLANDO
<b>Plant</b>	N	STERLING HEIGHTS ASSEMBLY PLANT	<b>Market</b>	U	US	
<b>Color</b>	PX8	BLACK CLEAR COAT				
<b>Engine</b>	ERB	3.6L V6 VVT ENGINE				
<b>Transmission</b>	DBA					

<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	LETTER
<b>Address</b>	[REDACTED]	<b>Home Phone</b>	[REDACTED]
	BESSEMER AL [REDACTED]	<b>Country</b>	UNITED STATES

Product - Transmission / Transaxle - Unknown - Noisy - Default	owner states vehicle is noisy
Corporate - Lemon Law - Default - Default - Default	

POSTMARK DATE: 041812; DATE RECEIVED: 042312  
 Owner submits a notification card to Chrysler via certified mail and received on 4-23-2012. Please see previous files for handling. This will be forwarded to the bc for their information and handling.  
 \*\*\*\*\*ORLANDO BUSINESS CENTER RECEIVED NOTIFICATON CARD 4/24/12\*\*\*\*\*  
 SEBC-VALK-TA: Please see previous case. While inspecting vehicle with customer, customer said I was discriminating against her. Customer told me that she sits in vehicle every day at lunch time to eat her lunch and watch a movie. While sitting in the parking lot, customer has ac on HIGH. Customer does not like noise that emanates from engine compartment. Customer thinks that ac compressor should not make noise when it engages. Customer refused to duplicate pulling concern or engine stalling which she identified as happening 'all the time'. Vehicle operated as designed while test driving. While test driving with the customer, she indicated that the normal drive train noise is unacceptable and that there is something wrong. Noise customer is hearing is hydraulic noise from transmission and engine RPM. Customer cut test drive short as she told me I was 'not qualified'. Customer refused to sign invoice from dealership. Customer says that I changed the verbiage on the invoice when I overheard her on the phone with her 'attorney'. All documentation on the repair order is consistent with the information that I provided to the customer verbally. No further action at this time.  
 4/24/12 vehicle was extensively driven by SEBC tech advisor on 4/2/12 as well as he met with owner the same day. this vehicle is operating properly at this time and no further action will be taken. vaj3  
 POSTMARK DATE: 041812; DATE RECEIVED: 042712  
 Owner submitted another notification card to Chrysler via regular mail.

**Customer Assistance Inquiry Record (CAIR)#** **22158059**

<b>VIN</b>	1C3BC8FG4	BN [REDACTED]	<b>Open Date</b>	04/24/2012	<b>Built Date</b>	06/24/2011
<b>Model Year</b>	2011	<b>Body</b>	JSCR41	CHRYSLER 200 S 4-DOOR SEDAN		
<b>In Service Dt</b>	09/01/2011	<b>Mileage</b>	3,817	<b>Dealer Zone</b>	63	DALLAS
<b>Plant</b>	N	STERLING HEIGHTS ASSEMBLY PLANT	<b>Market</b>	U	US	
<b>Color</b>	PX8	BLACK CLEAR COAT				
<b>Engine</b>	ERB	3.6L V6 VVT ENGINE				
<b>Transmission</b>	DBA					
<b>Dealer</b>	44582	HOYTE DODGE CHRYSLER JEEP				
<b>Dealer Address</b>	2300 HIGHWAY 75 NORTH					
<b>Dealer City</b>	SHERMAN	<b>Dealer State</b>	TX	<b>Dealer Zip</b>	75090	
<b>Owner</b>	[REDACTED]			<b>Contact Type</b>	TELEPHONE	
<b>Address</b>	[REDACTED]			<b>Home Phone</b>	[REDACTED]	
	DURANT OK [REDACTED]			<b>Country</b>	UNITED STATES	

Product - Drivability - Unknown - Stalling - Default      vehicle is stalling while idling

Briefly summarize why the customer is contacting Chrysler: Customer states that 2 days ago his vehicle started stalling while idling. Customer states the vehicle is currently at the dealership being looked at. Customer states that he may want to look into a vehicle replacement because he is having so many engine problems with the vehicle. Briefly summarize what the customer is expecting: Customer is expecting his concerns to be documented and is seeking information about vehicle replacement. Agent assured the customer that his concerns would be documented. Agent advised customer to follow steps located in his blue and white booklet concerning lemon law and vehicle replacement.

**Customer Assistance Inquiry Record (CAIR)# 22159676**

<b>VIN</b>	1C3BC1FG6	BN [REDACTED]	<b>Open Date</b>	04/24/2012	<b>Built Date</b>	04/18/2011
<b>Model Year</b>	2011	<b>Body</b>	JSCE41	CHRYSLER 200 TOURING 4-DOOR SEDAN		
<b>In Service Dt</b>	01/09/2012	<b>Mileage</b>	3,000	<b>Dealer Zone</b>	32	NEW YORK
<b>Plant</b>	N	STERLING HEIGHTS ASSEMBLY PLANT	<b>Market</b>	U	US	
<b>Color</b>	PDM	TUNGSTEN METALLIC CLEAR COAT				
<b>Engine</b>	ERB	3.6L V6 VVT ENGINE				
<b>Transmission</b>	DBA					
<b>Dealer</b>	65674	EAST HILLS CHRYSLER JEEP DODGE				
<b>Dealer Address</b>	2300 NORTHERN BLVD					
<b>Dealer City</b>	GREENVALE	<b>Dealer State</b>	NY	<b>Dealer Zip</b>	11548	
<b>Owner</b>	[REDACTED]			<b>Contact Type</b>	TELEPHONE	
<b>Address</b>	[REDACTED]			<b>Home Phone</b>	[REDACTED]	
	WHITESTONE NY [REDACTED]			<b>Country</b>	UNITED STATES	

Product - Electrical - Remote/Key Fob - Default - Default	replaced key vehicle is losing power.
Corporate - Lemon Law - Default - Default - Default	
Dealer - By-Pass - Default - Default - Default	

Briefly summarize why the customer is contacting Chrysler:  
 Customer states the vehicle is losing power  
 Customer states the dealership has updated the software the first time  
 Customer states the second time the keys where reprogrammed.  
 Now the vehicle has to go the the dealership for the same problem  
 Customer has a appointment Saturday at the dealership.  
 Briefly summarize what the customer is expecting:  
 Customer seeks assistance from chrysler  
 Customer advised a call back is required and will take place  
 within one business day by COB their time  
 Preferred Morning/Midday call back number is [REDACTED]  
 Preferred Afternoon/Evening call back number is [REDACTED]  
 Customer email address for case updates: [REDACTED]  
 Who has possession of the vehicle? Dealer  
 Has the vehicle been diagnosed by a CDJ dealer? Yes  
 If a CDJ dealer has diagnosed, what is the dealer name or code?65674  
 Reassigned to 88F  
 \*\*\*\*\* CASE MANAGER TEAM - District T \*\*\*\*\*  
 Status update provided via email to the following email address:  
 [REDACTED]  
 My name is Rachel 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 22159676.  
 The Chrysler Case Management telephone number is: (800) 763-8422.  
 My direct extension is: 66127.  
 My work hours are: 9:30 am - 6 pm Eastern, 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, customer contacted by e-mail. 2nd attempt made to contact customer. Writer advised that writer had wrong number.

Vehicle is going in on 4/28/12 please verify phone number for customer contact.

██████████ requesting to speak with Case Manager. Writer advised that CM is not available. Customer stated that she left CM a VM an hour ago. Writer advised that CM will return her call as soon as possible to number on line 11.

██████████ requesting to speak with Case Manager. Writer advised CM is not available. Customer requested a supervisor. CM then became available. Writer then Transferred.

Customer is taking the vehicle in tomorrow for diagnosis and the dealer is providing a loaner for her. Customer would like her case reviewed to see if she qualifies for Lemon Law. Notified customer that we will send her case to our Lemon Law team and someone will follow up with her within one business day. Customer requested that if she does not qualify for Lemon Law that we follow up with her again on 5/2. Customer is very upset that she is having so many problems with such a new vehicle.

\*\*\*\*\* QUALIFIER TEAM \*\*\*\*\*

CONTACT UPDATE - ██████████ Left message with contact information and follow up 5-1-12.

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 repairs under the terms of protection.

Number of related repair attempts =3 unrelated, 1 floor tunnel console, 1 PCM, 1 wireless control module or skreem.

Number of days out of service =12

Caller MS ██████████ requesting to speak with Case Manager. CM not available, writer offered customer CM's voice mail, customer accepted.

Customer transferred to voice mail. Email address listed on line 13.

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. \*\*\*\*\*

5/1/2012 4:48:04 PM: User Comment by Rachel Wade: Attempted to contact Neil, SM at East Hills Chrysler, however SM was unavailable. Left voice mail message for SM providing customer information and my contact information and requested SM call back to discuss status of vehicle and vehicle history. Spoke with an SA who informed that the vehicle is currently at their dealership and customer is in a rental, however SA did not know what vehicle was brought in for. SA stated that I would need to speak with SM in regards to this customer.

5/1/2012 4:51:28 PM: User Comment by Rachel Wade: Attempted to contact customer at (347) 204-1769 and received voice mail. Left voice mail message for customer advising that I will be new case manager. Provided my contact information and asked that customer call back at her earliest convenience. Will make second attempt to contact customer 5/2.

\*\*\*If the customer contacts Chrysler, please refer them to their I2R Case Manager Rachel Wade at 888-542-7239 ext 537.\*\*\*

5/2/2012 1:30:08 PM: User Comment by Rachel Wade: Spoke with Neil, SM at East Hills Chrysler, who informed that customer brought vehicle in with complaint that about every 2-3 weeks the vehicle will stall out when customer comes to a stop. Neil stated that they have test driven the vehicle 30-40 miles and did a ride-a-long with customer and were never able to duplicate the concern. Neil stated that they checked for codes and check wiring connections and found no problem. Neil stated that customer just picked up vehicle today. Neil stated that customer understood that something this intermittent is difficult to duplicate at

do not show any STAR case for this concern. I advised that I will be contacting customer to review, and if customer is still dissatisfied I would like to see about possibly putting data recorder on vehicle and allowing customer to drive vehicle with data recorder for a few weeks. Neil did not respond much to this suggestion. Neil informed that he believes vehicle was brought in once in the past for this concern. Last time vehicle was in service the WCM was not recognizing her keys. I asked that Neil please fax over all ROs.

5/2/2012 1:34:36 PM: User Comment by Rachel Wade: Attempted to contact customer at [REDACTED] and received voice mail. Left voice mail message for customer advising that I did speak with SM a moment ago and was informed that vehicle was released to customer today. Advised that I would like to review customer's concerns. Provided my contact information and requested owner call back. Advised that I will be out of the office tomorrow 5/3 and Friday 5/4, therefore if I do not hear back from customer today I will call back on Monday 5/7.

\*\*\*If the customer contacts Chrysler, please refer them to their I2R Case Manager Rachel Wade at 888-542-7239 ext 537.\*\*\*

5/3/12: Spoke to customer to complete initial call; Customer advised vehicle dies when she goes to step on the gas from a stop and then starts right back up. Customer advised the issue is VERY intermittent, therefore it may take weeks for the issue to reoccur. Customer advised vehicle was just picked-up from East Hills Chrysler Jeep Dodge yesterday for the same concern, but they have yet to duplicate the concern since it is so intermittent. Customer advised vehicle has two previous repairs at East Hills for the same concern. Customer politely declined to complete a test drive with Dealer in attempt to duplicate the concern, as she feels that at test drive is pointless since the issue is so intermittent. Customer is more than willing to drive the vehicle with a Data Recorder installed in order to record the issue if it does reoccur. Apologized to customer for the inconvenience. Advised customer that either her Coordinator RW584 or myself will be contacting East Hills to see if they would be willing to install a Data Recorder and should be calling her back by 5/8 with further instructions- customer understood and was satisfied with plan of action. Customer was frustrated with the vehicle, but did have a pleasant demeanor during the call. mb981

\*\* If the customer should call, please request them to contact Rachel Wade at 888-542-7239, extension 537. Thank you. \*\*

Dealer 65674 SM Neil call to advise nobody has contact him yet. Writer advise to contact RW584 at 888-542-7239, extension 537. Per SM he will do that.

5/9/2012 3:01:50 PM: User Comment by Rachel Wade: Spoke with Neil, SM at East Hills Chrysler, who informed that he did speak with customer today and customer asked if there was any resolution for her concern. Neil stated that he did mention possibility of data recorder to customer. I asked that we please install data recorder and Neil agreed to do so. Neil stated that customer may drive vehicle with data recorder for a few weeks. Neil stated that does need to double check and make sure that he does have the device at the dealership right now, as it may be on another vehicle at this time. Neil asked that I have customer contact him directly to make arrangements to have data recorder installed. Thanked Neil for his cooperation.

5/9/2012 3:09:23 PM: User Comment by Rachel Wade: Contacted customer to make aware that I have discussed data recorder option with SM Neil and he has agreed to allow customer to drive vehicle with data recorder for a few weeks. I advised that with an intermittent concern this is a very useful way of determining source of problem. I advised that SM would like customer to call him directly to make arrangements to have device installed, as he needs to ensure that there is a device available when customer brings vehicle in. Customer stated that she would contact SM Neil and make arrangements. I advised that I would touch base with customer next Wednesday 5/16, but asked that customer please call me with any questions/concerns before that time. Confirmed that customer does have my contact information.

\*\*\*If the customer contacts Chrysler, please refer them to their I2R Case Manager Rachel Wade at 888-542-7239 ext 537.\*\*\*

5/18/12 CN146: Awaiting update.

Neil, SM at East Hills Chrysler, however SM was unavailable. Left voice mail message for SM providing customer information and my contact information and requested SM call back to verify whether or not customer brought vehicle in to have data recorder installed.

5/22/2012 1:18:16 PM: User Comment by Rachel Wade: Attempted to contact customer at [REDACTED] and received voice mail. Left voice mail message for owner providing my contact information and requesting owner call back to confirm whether or not she brought vehicle to dealership to have data recorder installed, and if not, when she intends to do so. Will make second attempt to follow up with dealership/customer 5/25.

\*\*\*If the customer contacts Chrysler, please refer them to their I2R Case Manager Rachel Wade at 888-542-7239 ext 537.\*\*\*

6/5/2012 5:10:40 PM: User Comment by Rachel Wade: Attempted to contact customer at [REDACTED] and received voice mail. Left voice mail message for customer advising that I would like to follow up and ensure that she did have data recorder installed, and check on status of vehicle. Provided my contact information and requested owner call back. Will make third attempt to follow up with customer 6/8.

\*\*\*If the customer contacts Chrysler, please refer them to their I2R Case Manager Rachel Wade at 888-542-7239 ext 537.\*\*\*

06/15/12 CN146: Awaiting update.

06/22/12 CN146: Awaiting update.

6/27/2012 2:07:13 PM: User Comment by Rachel Wade: Attempted to contact Neil, service manager at East Hills Chrysler, and received voice mail. Left voice mail message for Neil providing customer information and my contact information and requested Neil call back to confirm whether or not customer ever followed through with having data recorder installed.

6/27/2012 2:11:33 PM: User Comment by Rachel Wade: Attempted to contact customer at [REDACTED] and received voice mail. Left voice mail message for owner providing my contact information and requesting owner call back to discuss whether or not she had data recorder installed, and if she did not, would she still like to arrange this. Emailed customer at [REDACTED] as well requesting she call at earliest convenience to follow up. If customer has not responded by 6/29 will close case.

\*\*\*If the customer contacts Chrysler, please refer them to their I2R Case Manager Rachel Wade at 888-542-7239 ext 537.\*\*\*

6/29/2012 10:40:46 AM: User Comment by Rachel Wade: Attempted to contact customer three times at [REDACTED] to follow up on status of vehicle and discuss whether or not she ever went to the dealership to have data recorder installed. Left voice mail messages each time (5/22, 6/5, 6/27), however customer has not returned calls. Emailed customer at [REDACTED] requesting owner please call back to verify whether or not data recorder was installed and discuss status of vehicle, however customer has not responded. There are no other contact numbers listed for this customer. Closing case at this time as customer has failed to follow up with case manager.

\*\*\*If the customer contacts Chrysler, please refer them to their I2R Case Manager Rachel Wade at 888-542-7239 ext 537.\*\*\*

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**Customer Assistance Inquiry Record (CAIR)# 22160624**

<b>VIN</b>	1C3BC2FG1	BN [REDACTED]	<b>Open Date</b>	04/24/2012	<b>Built Date</b>	01/18/2011
<b>Model Year</b>	2011	<b>Body</b>	JSCL41	CHRYSLER 200 LIMITED 4-DOOR SEDAN		
<b>In Service Dt</b>	06/11/2011	<b>Mileage</b>	12,000	<b>Dealer Zone</b>	63	DALLAS
<b>Plant</b>	N	STERLING HEIGHTS ASSEMBLY PLANT	<b>Market</b>	U	US	
<b>Color</b>	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				
<b>Engine</b>	ERB	3.6L V6 VVT ENGINE				
<b>Transmission</b>	DBA					
<b>Dealer</b>	45020	BLUEBONNET CHRY-DODGE				
<b>Dealer Address</b>	547 S SEGUIN					
<b>Dealer City</b>	NEW BRAUNFELS	<b>Dealer State</b>	TX	<b>Dealer Zip</b>	78130	
<b>Owner</b>	[REDACTED]			<b>Contact Type</b>	TELEPHONE	
<b>Address</b>	[REDACTED]			<b>Home Phone</b>	[REDACTED] 98	
	NEW BRAUNFELS TX [REDACTED]			<b>Country</b>	UNITED STATES	

Product - Drivability - Unknown - Sudden Acceleration - Default	Car intermittently accelerates.
Product - Drivability - Unknown - Stalling - Default	Car intermittently stalls.
Corporate - Complaint Contact - Default - Default - Default	Customer seeking Lemon Law.
Corporate - Lemon Law - Default - Default - Default	
Dealer - By-Pass - Default - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer, Theresa Robinson, stated the car has been in the shop several times; it is stalling out and accelerating on its own. Yesterday the car stalled and car wouldn't start and there was gas all over the road. The police and fire department had to come out and cover up the gas. The fuel line connector broke. Customer states she is now scared to drive the vehicle. Car either stalls or accelerates. Car had to be towed to the dealership yesterday, April 23rd.

Briefly summarize what the customer is expecting: Customer seeking Lemon Law.

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? Dealership  
 Has the vehicle been diagnosed by a CDJ dealer? Yes  
 If a CDJ dealer has diagnosed, what is the dealer name or code? 45020  
 Bluebonnet  
 Reassigned to 88L  
 Status update provided via email to the following email address:  
 [REDACTED]

Dear Customer:  
 Case #: 22160624  
 VIN: 1C3BC2FG1BN [REDACTED]  
 2011 CHRYSLER 200 LIMITED 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: 22160624

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 \*\*\*\*\*

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 any related repairs in the terms and now appears to be 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,

██████████ Writer called customer to inform them the vehicle does not appear to qualify.

Customer is stating she has been to the dealership three times for the concerns.

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 Gary per voice mail customer requested Lemon Law and the vehicle did not appear to meet the guidelines.

Writer is sending cair to 88D for further handling.

CAIR has been escalated to the I2R team for special handling.

\*\*\*\*\*Kim Anderson with the I2R Customer Resolution Team is now responsible for this CAIR. If the customer should call, please request them to contact Kim Anderson at 888-542-7239, extension 440. Thank you.\*\*\*\*\*

4/26/2012 KA286

Spoke with Mike SM at Wyatt Arp and requested the RO's to be faxed to me.

>Spoke with Gary SM at Bluebonnet and he said the vehicle is complete and owner has picked up. SAid they replaced the fuel line connector, some clips and inspected vehicle for any other leaks.

>Made initial call with owner, she is still somewhat scared of vehicle, did pick it up yesterday. She had a stalling issue and kept taking it to Wyatt Arp and they replaced fuel sensor once and NTF the other 2 times.

I explained what we do and gave her phone number. Told her even if vehicle repaired I will stay with her and keep checking to make sure it is repaired; she thanked me. Also offered her a monthly payment reimbursement and she accepted- verified address. Agreed I would check back with her again next week and for her to call me if she has any issues.

>Spoke with Terry in financing at Wyatt Arp and requested monthly payment docs- he says it was an outside finance company and he does not have them.

If the customer contacts Chrysler, please refer them to their I2R Case Manager Kim Anderson at 888-542-7239 ext 440.

5/2/2012 KA286

Spoke with owner and she said so far not had any problems with vehicle.

Asked me about her oil changes they purchased; if had to use them at Wyatt Arp or can she go to any dealership. Advised her can use them at any Chrysler dealership. Also let her know cannot get docs from selling dealership. She is going to find her docs, took my fax number and will send those in. Agreed I would check on her vehicle again next week.

If the customer contacts Chrysler, please refer them to their I2R Case Manager Kim Anderson at 888-542-7239 ext 440.

Spoke with owner and she says vehicle is running well. Let her know I have not received docs- she will refax them.

If the customer contacts Chrysler, please refer them to their I2R Case Manager Kim Anderson at 888-542-7239 ext 440.

5/9/2012 KA286

Received docs and attached.

> SPoke with owner and let her know we did receive docs and will be processing; verified address.

If the customer contacts Chrysler, please refer them to their I2R Case Manager Kim Anderson at 888-542-7239 ext 440.

5/9/12 Emailed tjb16 requesting to process the customer-s payment reimbursement in the amount of \$463.16. Follow up regarding reimbursement on 5/11/12. CM

Check approved.

5/10/2012 KA286

Spoke with owner and she said vehicle is good, no problems. Let her know reimbursement is being processed and will be mailed out tomorrow, 5/11.

She thanked me for that and told her I would check on vehicle repairs with her again late next week.

If the customer contacts Chrysler, please refer them to their I2R Case Manager Kim Anderson at 888-542-7239 ext 440.

Check received and sent to customer through US Mail.

5/10/12 Received email from tjb16 confirming customer s payment reimbursement in the amount of \$463.16 has been issued and mailed to the customer. CM

5/17/2012 KA286

Spoke with owner and she said vehicle is running well, no problems.

Advised her we did mail out reimbursement on 5/11, she should receive any day. Told her if she has any problems to call. She thanked me for calling and said is keeping my number and will call.

Vehicle repaired, reimbursed 1 month s payment and owner is happy with resolution.

If the customer contacts Chrysler, please refer them to their I2R Case Manager Kim Anderson at 888-542-7239 ext 440.

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**Customer Assistance Inquiry Record (CAIR)#** **22170838**

<b>VIN</b>	1C3BC1FG5	BN [REDACTED]	<b>Open Date</b>	04/26/2012	<b>Built Date</b>	02/08/2011
<b>Model Year</b>	2011	<b>Body</b>	JSCE41	CHRYSLER 200 TOURING 4-DOOR SEDAN		
<b>In Service Dt</b>	09/03/2011	<b>Mileage</b>	8,700	<b>Dealer Zone</b>	66	ORLANDO
<b>Plant</b>	N	STERLING HEIGHTS ASSEMBLY PLANT	<b>Market</b>	U	US	
<b>Color</b>	PRP	DEEP CHERRY RED CRYSTAL PEARL COAT				
<b>Engine</b>	ERB	3.6L V6 VVT ENGINE				
<b>Transmission</b>	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				
<b>Dealer</b>	26241	HENDRICK CHRY-JEEP				
<b>Dealer Address</b>	5421 RAEFORD ROAD					
<b>Dealer City</b>	FAYETTEVILLE	<b>Dealer State</b>	NC	<b>Dealer Zip</b>	28304	
<b>Owner</b>	[REDACTED]			<b>Contact Type</b>	TELEPHONE	
<b>Address</b>	[REDACTED]			<b>Home Phone</b>	[REDACTED]	
	FAYETTEVILLE NC [REDACTED]			<b>Country</b>	UNITED STATES	

Product - Unknown - Unknown - Stalling - Default | engine cuts off by itself as the radio plays on

Briefly summarize why the customer is contacting Chrysler: The customer alleges that this vehicle s engine has cut off while the radio continues to play. The customer states that he has twice had the 26241 HENDRICK CHRY dealer diagnosis this phenomena and that they can t duplicate the issue other to contract STAR.

Briefly summarize what the customer is expecting:  
The customer expects that this phenomenon be fixed or the vehicle replaced.

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? 26241 HENDRICK  
Reassigned to 88F  
Status update provided via email to the following email address:  
[REDACTED]

Hello,  
My name is Rasela and I have been assigned as your Case Manager. Here is some informatin that will be helpful for you to have:  
Your case number: 22170838  
The Chrysler Case Management telephone number: 80-763-8422  
My direct extension: 66142  
My work hours are: 8:30am-5pm MST Mon-Fri  
I will be contacting you by telephone today to review your case.  
Thank You  
End of Status Update  
\*\*\*\*\* CASE MANAGER TEAM - District N \*\*\*\*\*  
Original owner

Currently owns 2 new, previously owned 1 new, 1 used  
Under warranty  
CSC: OWNER CARE - 2 YEARS / 4 OIL CHANGES  
CONTACT UPDATE - 1st Contact attempt, phone number dialed,

Writer contacted customer to review case. Spoke to a lady and she advised that customer is not available. Writer left writer s contact information with her and advised her to have customer call writer back.

requesting to speak with Case Manager.  
Writer informed customer that Case Manager does not come to work until 8:30am.

Customer will call back within 30 minutes.

requesting to speak with Case Manager.  
Writer informed customer that Call back will be in 15 minutes by RS1568. Customer was fine with that and had no further questions.

CUSTOMER CONTACT: Dialed . Spoke to . He stated that the vehicle is his daughter s vehicle and this is the third time the vehicle has been to the dealership. He stated that the vehicle shuts off on his daughter on the road during traffic and they live in the military area where there s a lot of military people driving on the road every day. Writer advised him that writer will follow up with the dealership to see what s going on with the vehicle and where they re at on diagnosing the vehicle. Writer advised him that writer will recommend the dealer to open a STAR case to assist them. He stated that the dealership is hooking up a computer to the vehicle while test driving it. Write advised him the he will be contacted when updates becomes available. He understood and thanked writer.

Writer call dealer 26241 SM John. Writer was put on hold per SA Lee helping the customer.

Per SA Lee the customer came last Friday and the ASM Todd is driven the vehicle now to try to duplicate customer concerns. Writer left message for SM John and ASM Todd to contact RS1568 at extension 66142 with an update.

CALLER SA TODD called in and spoke with writer. SA stated that they can t duplicate the problem and they put 150 miles on the vehicle and can t duplicate it. Writer asked if they opened up a STAR case yet and he said that they did when the vehicle was at the dealership before and STAR can t help them unless they re able to duplicate the problem. Writer advised that writer will follow up with the customer and see what he wants to do at this point and thanked SA.

CUSTOMER CONTACT: Dialed customer said that the vehicle is cutting out when they are coming to a stop or turning, will try and do more research and see if we can come up with a solution.

John Faulkner, Service Manager, contacted Area Manager to advise vehicle has been driven for 100 miles with co-pilot. Hendrick CJ has not been able to duplicate owner s concern. Bob Rossi, Area Manager (5/2/12).

CUSTOMER CONTACT: Dialed . Spoke to Maxwell Robinson. Customer stated his daughter got her vehicle back yesterday and the dealership hooked up a computer to the vehicle and she s suppose to go to the dealership once a week. Customer stated she will be taking the vehicle back to the dealership next Friday and he hopes it doesn t happen again because if it does, then he doesn t want the vehicle anymore. Writer advised customer that writer will follow up with the dealership next Friday since his daughter will be taking her vehicle back. Customer understood and thanked writer for the call.

Agent attempted to contact dealer 26241 Service Manager (SM) John, however,

SM not available. Left message for a return call at extension 66121.

Agent attempted to contact dealer Service Manager (SM) John, however, SM not available. Left message for a return call at extension 66121.

Writer call dealer SM John and spoke with ASM Todd. ASM is aware of customer concerns. Per ASM dealer put a co-pilot on the vehicle and the customer is coming back today at 4:30 ET to see if there is any information on the co-pilot to help dealer to find any issue with customer concerns.

Writer advise ASM that Writer already left message to SM John requesting an update as soon as dealer has one.

Agent attempted to contact dealer Service Manager (SM) John, however,



Writer call dealer SM John and spoke with ASM Todd. Per ASM the customer came last Friday and dealer did not find any codes. Per ASM the customer will be back this Friday and if at that time there is not code the customer was advised that dealer will take the co-pilot out. Per ASM the vehicle is operating as design.

Writer call customer at [REDACTED]. Writer advise customer (father) of line 102-105 above. Per customer the last time the vehicle acted was about three Weeks ago. Per customer is OK to contact her daughter after 4:30 PM ET at [REDACTED]. Writer advise customer will contact customer back a week from today.

Writer called customer and left message requesting call back.

2nd attempt made to contact customer. Left message.

3rd attempt made to contact customer. Customer stated that he took it in to dealer on 05/18/12 and there were no codes. Customer is upset and wants to take it into the dealer and just park it there and quit paying for it. Customer stated that the vehicle hasn't acted up for about 2 1/2 weeks and wants the case to remain open.

Writer called customer at [REDACTED] phone keeps ringing and does not go to a voice mail.

Customer called back to speak to CM who had called him earlier today.

Customer was transferred to LT690 at extension 66283.

Customer called to speak with CM, agent transferred to ext 66283.

Agent attempted to contact dealer 26241 Service Manager (SM) John. SA Lee was going to transfer Writer to SM but Writer was put on hold.

Agent attempted to contact dealer Assistance Service Manager (ASM) Todd, however,

ASM not available. Left message for a return call at extension 66121.

Writer call customer at [REDACTED]. Left message requesting an update.

Writer return call from ASM Todd and left another message.

Writer call dealer SM John. The phone rings and rings.

After a while Writer was put on hold.

Writer call customer at [REDACTED]. Left message requesting an update.

Writer call dealer SM John and was put on hold for ASM Todd.

Writer spoke with ASM Todd. Per ASM dealer keep the co-pilot for another week after 5/18/12 and no codes were register during the whole process.

Per ASM the customer was at dealer last week and customer did inform ASM that the vehicle has not acted anymore.

Writer call customer at [REDACTED]. Left message with wife (Ruth) for a call back at extension 66121.

Writer was speaking to Customer (Mr. Robinson) in regards to CAIR # 22313787 (different vehicle). Customer requested case information which Writer provided case number and CM's phone and extension number (1-800-763-8422 ext. 66121).

Dealer 26241 Todd Assistance Service Manager states that co-pilot is out of the vehicle and dealer is waiting for customer to contact if the vehicle acts up again. Writer verified with the dealer that the Co-pilot Customer states that it stopped 4 times. The dealer placed a computer on it three weeks ago. Customer lives in a high traveled area and had a concern with the vehicle stalling. Customer is requesting to have the case stay open. The customer also has a concern with another vehicle due to spotting on the carpet. Verified with customer that follow up will be done on 6/25/2012 to verify if concerns have been duplicated.

Writer contacted customer who stated that it has not cut out since the last time but wants to keep case open for a bit to see and if the CM can follow up next 07/02. Customer mentioned that they saw online that 15 other new 200s are having the same problem, writer couldn't confirm that as informed customer that we can only go by what we see in the cases.

Customer won't take back to the dlr unless it happens again

Customer states that there have been no additional concerns on the vehicle. The customer has heard more people around the country having this concern. Writer advised that no confirmation can be provided on this concern as all information is based on cases and dealer reports. Customer is requesting for the case to be remained open due to the customer wants to test the vehicle more. Writer advised of follow up on 7/16/2012 per customer's request.

Pending contact to the customer on 7/16/2012

Pending contact to the customer on 7/16/2012

recorder was added. The customer had it stall on her 4 times before the recorder was added. The customer thinks that the recorder may have fixed that concern. Writer confirmed that customer is ok with closing case and does not have any additional questions or concerns. Writer advised if the concern does come back that Chrysler can be contracted.  
CLOSED LOOP UPDATE - no need for additional follow-up.  
Customer calls to speak with their Case Manager.  
Writer warm transferred the call to the CM at 66249.

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**Customer Assistance Inquiry Record (CAIR)#** **22173565**

<b>VIN</b>	1B3BD1FG6	BN [REDACTED]	<b>Open Date</b>	04/27/2012	<b>Built Date</b>	02/15/2011
<b>Model Year</b>	2011	<b>Body</b>	JSDE41	DODGE AVENGER MAINSTREET 4-DOOR SEDAN		
<b>In Service Dt</b>	03/01/2011	<b>Mileage</b>	21,000	<b>Dealer Zone</b>	66	ORLANDO
<b>Plant</b>	N	STERLING HEIGHTS ASSEMBLY PLANT	<b>Market</b>	U	US	
<b>Color</b>	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				
<b>Engine</b>	ERB	3.6L V6 VVT ENGINE				
<b>Transmission</b>	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				
<b>Dealer</b>	45155	NAPLETON'S SOUTH ORLANDO	CHRYSLER-JEEP-DODGE			
<b>Dealer Address</b>	1460 E OSCEOLA PKWY					
<b>Dealer City</b>	KISSIMMEE			<b>Dealer State</b>	FL	<b>Dealer Zip</b> 34744
<b>Owner</b>	[REDACTED]				<b>Contact Type</b>	TELEPHONE
<b>Address</b>	[REDACTED]				<b>Home Phone</b>	[REDACTED]
	KISSIMMEE FL [REDACTED]				<b>Country</b>	UNITED STATES

Product - Drivability - Unknown - Stalling - Default

veh stalling cam phaser issue \_  
wife of depot employee \_  
cust staes she cam into dlr and was informed a napa filter was nbeing installed on her veh  
she was very upset about the fact that the filter option should be left to the customer...a customer should expect mopar parts to be installed by the dlr .....after that the next morning the oil change reminder light came on...dlr had not reset oil change light  
area manager contacted dlr talked to arsenio...cust was contacted and reviewed info \_  
sat the cust experienced cel....marty at the dlr will handle \_  
the cust will have a contcat by arenio to ensure repair completion and cust satisfaction

**Customer Assistance Inquiry Record (CAIR)# 22175481**

<b>VIN</b>	1C3BC1FG9 BN [REDACTED]	<b>Open Date</b>	04/27/2012	<b>Built Date</b>	02/08/2011
<b>Model Year</b>	2011	<b>Body</b>	JSCE41	CHRYSLER 200 TOURING 4-DOOR SEDAN	
<b>In Service Dt</b>	09/27/2011	<b>Mileage</b>	5,606	<b>Dealer Zone</b>	32 NEW YORK
<b>Plant</b>	N	STERLING HEIGHTS ASSEMBLY PLANT	<b>Market</b>	U	US
<b>Color</b>	PS2	BRIGHT SILVER METALLIC CLEAR COAT			
<b>Engine</b>	ERB	3.6L V6 VVT ENGINE			
<b>Transmission</b>	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION			

<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	TELEPHONE
<b>Address</b>	[REDACTED]	<b>Home Phone</b>	[REDACTED]
	BRONX NY [REDACTED]	<b>Country</b>	UNITED STATES

Product - Engine - Unknown - Other - Default	Stalling Survey
Corporate - Survey By-Pass - Default - Default - Default	Vehicle stalls
Product - Drivability - Unknown - Stalling - Default	Vehicle stalls

Briefly summarize why the customer is contacting Chrysler: Caller states that the vehicle stalls when she is at the stop sign and recently when she has her foot on the brake the vehicle will jump forward and she is afraid that she may hit the car in front of her. She also states that the vehicle has stalled while driving. Caller states she is afraid to drive this vehicle. Caller states that she had issues with the A/C and the DLR states that once the A/C is fixed this may solve the issue.

Briefly summarize what the customer is expecting: Caller is seeking resolution to this issue.

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? 62457

Reassigned to 88F

Status update provided via email to the following email address:

[REDACTED]

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

Your Case number: 22175481

Chrysler Case Management telephone number: 800-763-8422

My direct extension: 66018

My work hours: 9:00 am to 5:30pm Eastern Time Monday-Friday

End of Status Update

\*\*\*\*\* CASE MANAGER TEAM - District T \*\*\*\*\*

Within Warranty

Active SC

Owns 1 used

Household 1 used

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

[REDACTED]. Left message.

2nd attempt made to contact customer. Left message.

3rd attempt made to contact customer. Left message.

Writer spoke with customer and she stated that she has had this issue a

couple of times since she purchased the vehicle and she wanted to also know if there was a close dealership to her. Writer asked for customer s zip code and gave information to closest dealership and customer stated that she will be taking her vehicle to Eastchester CJD 60453. Writer then advised that a new case manager will be assigned and for her to set up an appointment so we can see what her vehicle needs and that her new case manager will follow up with her tomorrow.

Status update provided via email to the following email address:

██████████  
My name is Osagie and i have been assigned as your Case Manager. Here is some important information that would be helpful for you to have:  
Your case number is 22175481 .  
The Chrysler Management telephone number is 800-763-8422.  
My direct extension is 66154.  
My working hours are 7:30am - 4:00pm Mountain Time.  
Monday - Friday.  
I will be following up with you and the dealership as discussed on May 9th 2012.

Sincerely

Osagie

Customer Care.

End of Status Update

Writer contacted customer ██████████; Customer stated that she had taken the vehicle to the dealership at Yonkers 2times already. The AC didn t work; they replaced parts and did repairs relating to the stalling. The next day the problem occurred again. Customer alleges that she had lost count on how many times the vehicle had stalled on her; it turns off while she is on traffic and 3times already after the complaint. Customer states she had booked an appointment for 10th of may, wants Chrysler to provide her with rental while the vehicle is been repaired, and would like Chrysler to look unto her vehicle s concerns. Writer advised customer that we will discuss her issue with the dealership s SM to authorize rental for her and awe will follow up with her on May 9th with updates.

Dealer 60453 Mike Service Manager states that it may take one to a few days to diagnosis concern. Writer advised that more information will be gathered on extended warranty to see if rental is provided. Mike asked that email be sent due to dealer is busy and may not get SM by phone. Writer advised that email will be sent on decision and call to customer will be made.

1st Contact attempt, phone number dialed ██████████. Left message.

\*Writer to advise when customer calls that one day rental is authorized for \$35.00. Once diagnosis is completed customer does have extended warranty that covers 5 day rental if found to be a warrantable repair.

REASSIGNED TO BC/DLR 32 60453 05/09/12 14:04 O 22175481

Customer seeking rental assistance to allow a diagnosis for stalling and surging concern. Contacted Service Manager, Mike at 60453 to discuss the customer s request for rental assistance. Confirmed customer s concern and with Service Manager concurrence, authorized

1 day of rental per guidelines in Warranty Bulletin D-11-53.

Writer spoke with customer. Customer stated that CM s ext was not working. Writer transfered customer.

Customer states that vehicle is being taken in on 5/10/2012 in the morning. Writer advised customer of decision for first day rental of \$35.00. Writer advised that once diagnosis has been confirmed and if warrantable repair is being made service contract may cover rental for customer. Recommended customer speak with Mike at dealer for rental in the morning. Writer advised of follow up by OJ468 will be made after diagnosis is completed.

REASSIGNED TO BC/DLR 32 60453 05/10/12 18:19 O 22175481

Caller JANETTE JURADO requesting to speak with Case Manager

Writer contacted SM Mike; He stated that they could not find anything wrong with the customer s vehicle. However the customer can come in for a ride along with one of his techs.

Writer contacted customer ██████████; Customer stated that it happens sporadically. At the stop light she is waiting, the vehicle just shuts off. Writer advised customer that the SM had agreed a ride along with her, but she will need to book an appointment with them in other to get

Wednesday.

Customer contacted Writer; she stated that the issue with her vehicle had happened today and the vehicle is at the dealership. It starts with a soft vibration and the vehicle just shuts off after that. More so, customer stated that there is still no cold air coming out of the vents. There is no air coming out of the left side no air, and on the right side it is just like a regular fan. Writer advised customer that we will contact the dealership and follow-up with her tomorrow.

Writer contacted SM Mike, left message.

Writer contacted customer [REDACTED] left message follow-up 5/18/12.

Writer contacted customer [REDACTED]; Customer stated that her vehicle was returned to her the last time she went to the dealership. She was informed that they could not find anything wrong with it. Customer also alleges that there was a small linkage on her vehicle, and a dye was put into on the compressor to diagnose any leakage from the air-conditioner compressor. She was also advised by the dealership that if she notices any problem she should contact towing assistance to bring the vehicle in for diagnosis. Customer also agreed for her case to be closed pending any other problems arise.

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

\*\*\*\*\* ENGINEERING SURVEY \*\*\*\*\*

Q1: Have you ever had an engine stalling concern with your vehicle?

A: Yes

Q2: Did you take your vehicle to the dealership for the stalling issue?

A: Yes

Q3: Has this problem occurred since your visit to the dealership?

A: No

If yes approximately when was the last event?

A:

How many times has your vehicle stalled

A: not sure

Q4: Do you remember the date/dates when the vehicle stalled?

A: No

What do you remember about the weather conditions when the problem occurred?

A: Sunny - Concern not prejudice to weather

What was the outside temperature?

A: Unsure

Was it raining?

A: No

Q5: How long had you been driving when the problem occurred?

A: 30 minutes

Was the engine cold or was it at operating temperature?

A: operating temperature

Prior to driving the vehicle how long was the vehicle shut off?

A: Unsure - Customer drives all day

Q6: Were you driving down the road at a steady state, accelerating, accelerating from stop, slowing down, coming to a stop, at idle, turning right or left, or at idle or stopped?

A: at idle

If stopped or at idle, how long was the vehicle stopped at idle before you noticed that the vehicle had stalled?

A: Right after stopping

if driving, about what speed?

A:

Was the Air Conditioner on?

A: No

Q7: After the vehicle stalled were you able to restart the vehicle right away?

A: Yes

If not can you explain what happened?

A:

How long did you have to wait before the vehicle started?

A:

Q8: Had you recently refueled the car when the problem occurred?

A: No

Do you know what the fuel level was in the vehicle?

Q9: Did anything out of the ordinary happen before the stalling occurred?

A: Vibration

Did you notice any other problems?

A: No

Anything unusual with the vehicle electrical system?

A: No

Q10: Would you allow us to install a data recorder/logger in your vehicle for further diagnostics?

A: Yes

Customer asked if call was related to stalling concern previously experienced. Provided customer explanation.

Writer did not get answer for level of fuel tank. Left message for customer to return call.

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

[REDACTED].  
Left message for customer requesting level of fuel tank at time of stalling.

Status update provided via email to the following email address:

[REDACTED]  
Ms. [REDACTED]

I forgot to ask you at what level the fuel tank was when your vehicle stalled out. Please contact me at 800-763-8422, extension 66385. Your case number is 22175481. If I am unavailable please leave a message.

Thank you,

Sherie

End of Status Update

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

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**Customer Assistance Inquiry Record (CAIR)# 22180545**

<b>VIN</b>	1B3BD2FG3 BN [REDACTED]	<b>Open Date</b>	04/30/2012	<b>Built Date</b>	11/23/2010
<b>Model Year</b>	2011	<b>Body</b>	JSDL41	DODGE AVENGER LUX 4-DOOR SEDAN	
<b>In Service Dt</b>	09/30/2011	<b>Mileage</b>	7,100	<b>Dealer Zone</b>	74 DENVER
<b>Plant</b>	N	STERLING HEIGHTS ASSEMBLY PLANT	<b>Market</b>	U	US
<b>Color</b>	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT			
<b>Engine</b>	ERB	3.6L V6 VVT ENGINE			
<b>Transmission</b>	DBA				
<b>Dealer</b>	43491	GLADSTONE DODGE INC			
<b>Dealer Address</b>	5610 NORTH OAK				
<b>Dealer City</b>	GLADSTONE	<b>Dealer State</b>	MO	<b>Dealer Zip</b>	64118
<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	TELEPHONE		
<b>Address</b>	[REDACTED]	<b>Home Phone</b>	[REDACTED]		
	KANSAS CITY MO [REDACTED]	<b>Country</b>	UNITED STATES		

Product - Unknown - Unknown - Poor Ride - Default	vehicle has water sloshing around somewhere
Corporate - Lemon Law - Default - Default - Default	

Customer states she had previously requested buy back because she had to have numerous repairs.

Customer was at dealership today because there is a sloshing water sound, dealer has confirmed the water noise but could not pin point location or cause. Dealer has started a STAR case for this concern but customer feels there are too many problems.

Customer would like vehicle re- evaluated for buy back, understands that vehicle does not qualify for lemon law.

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? buy back

Reassigned to 88L

Status update provided via email to the following email address:

[REDACTED]

Dear Customer:

Case #: 22180545

VIN: 1B3BD2FG3BN [REDACTED]

2011 DODGE AVENGER LUX 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: 22180545

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]  
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 Wheel balance, 1 PCM/Exhaust/Lamp.

Number of days out of service = 18.

Writer called customer to inform them of the above information.

Customer is stating she has been to the dealership several times for the water concern.

Writer informed customer that Dodge does want their vehicle repaired and we will escalate their case to seek resolution. Writer called dealership and informed SM Mike customer requested Lemon Law and the vehicle did not appear to meet guidelines. Writer is sending car to 88D for further handling.

DEALERSHIP CONTACT: SM, Mike reported that a STAR case has been opened for the issue. SM reported customer was at dealership on 04/28/2012 and the water noise may be the fluid rushing to the heater core upon start.

CUSTOMER CONTACT: at [REDACTED] attempt made to contact customer. Left message.

DEALERSHIP CONTACT: Agent attempted to contact dealer Service Manager (SM), Mike, however, SM out til 05/09/2011. Spoke with SA, Wes, who reported cannot verify customer's concerns.

CUSTOMER CONTACT: at [REDACTED] attempt made to contact customer. Left message.

DEALERSHIP CONTACT: SM, Mike reported that it is normal operation of the vehicle.

Caller [REDACTED] requesting to speak with Case Manager. CM not available. Writer transferred customer to CM RB1293 for further assistance. Email address on line 18

Writer spoke with the customer who stated the vehicle has stalled out twice yesterday the customer is going to take the vehicle back to the dealership. So that the vehicle can be inspected again. But the customer is not happy with the way the case or the customer has been treated; the customer feels the dealership has no idea how to correct this concern.

The customer began to inquire about lemon law and the writer stated that CAC can only look into lemon law as per a customer's state guide lines as presented, a buy back of a vehicle is set per those guide lines as well.

The customer gets survey calls and calls from CAC because Chrysler wants to know the customer is satisfied with the vehicle itself, and the dealership. Customer began to inquire more about buy back and the call dropped.

DEALERSHIP CONTACT:

Agent attempted to contact dealer Service Manager (SM), Mike, however, SM not available. Advised SA, Wes, that customer will be bringing to dealership and left message for a return call at extension 66157

SM, Mike, reported that vehicle is at dealership and tech rep will look at today. Customer in rental.

Customer seeking rental assistance because intermittent stalling.

Contacted Service Manager, Mike at 43491 to discuss the customer's request for rental assistance. Confirmed customer's concern and with Service Manager concurrence, authorized up to 7 days of rental per guidelines in Warranty Bulletin D-11-53.

DEALERSHIP CONTACT: SM, Mike, reported that tech advised, Tyler, advised to return vehicle to customer since nothing can be duplicated. SM

reported that he has a similar problem with another 20011 avenger and was told to put the black box on it. SM will contact customer.

Writer left VM for RRT that was released 05/23/2012

Agent attempted to contact dealer Service Manager (SM), Mike, however, SM not available. Left message for a return call at extension 66157

Writer notified dealership of RRT so it could be completed prior to customer pick up.

DEALERSHIP CONTACT: SM, Mike, not available. Writer spoke with SA, Wes, who reported that he was told to get the customer back to dealership to check some wiring for the intermittent no start issue. SA advised will complete the RRT at that time.

DEALERSHIP CONTACT: SM, Mike, reported that Chrysler told him to check for some chafed wiring on customer s vehicle.

Agent attempted to contact dealer Service Manager (SM), Mike, however, SM not available. Attempted to reach SA, Wes, however Wes also unavailable. Writer left message for SM, Mike, requesting an update.

SM, Mike, reported that customer has not been back to dealership to check the wiring. SM will have SA, Wes, attempt to reach customer today.

Attempt made to contact customer. Left message advising customer to contact dealership to have wiring checked. \_

Customer returned call. Writer explained customer needs to contact dealership to schedule a time to take vehicle back to check some wiring. Writer reported that she will contact them.

MRS Bingaman requesting to speak with Case Manager CL538. Writer transferred caller to ext 66157.

Agent attempted to contact dealer Service Manager (SM), Mike, however, SM not available. Left message for a return call at extension 66157

Writer contacted customer to see when customer will be able to take to dealership. Customer reported that she will take to dealership on 06/13/2012

Writer advised will followup on 06/13/2012

SM, Mike, reported customer dropped off and he put customer in a loaner vehicle. SM reported STAR(Chrysler) wants him to put a recorder in the vehicle but his is already out on a similar vehicle. He will check the wiring they requested he check.

SM, Mike, reported customer is in a loaner and they are working with STAR to resolve the no start issue.

SM, Mike, reported that engineering is requesting data that has been collected which is in process. Customner is in rental vehicle.

##### DIRECT-TO-DEALER #####

ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER

Please follow your Business Center guidelines in an attempt to resolve this customers concern(s). If needed, seek assistance from your District Manager, Business Center or STAR.

The unresolved concern is intermittent no start.

Please update this CAIR with resolution.

#####

Agent attempted to contact dealer Service Manager (SM), Mike, however, SM not available. Left message for a return call at extension 66157

Service Manager (SM), Mike, reported that the data has been sent to engineering and customer is back in vehicle with no repairs having been made to the vehicle.

Writer spoke with SM, Mike, about what the next steps are for this vehicle. SM reported that he has sent the data engineering requested and put customer back in the car. SM reported that he has not heard back from engineering. Writer trying to figure out what the next steps would be. SM and writer discussed the possibility of involving AM. SM and writer agreed writer will contact AM and advise of the situation.

Writer advised AM of customer s concerns. AM asked how many days customer has been out of vehicle. Writer advised customer had been out 18 days prior to CAIR opening and approximately another 2 weeks since. AM requested data on how many times the vehicle has stalled/won t start for customer. Writer advised that data is not in the CAIR but customer alleges on 05/17/2012 it stalled 2 times. AM requested cair info be sent via email so he can look into it.

Writer sent info to AM via email

Attempt made to contact customer. Left message for a return call.

AM to review with dealer today 6-27

Writer spoke with SM, Mike, who reported that he has not spoken with AM about next steps.

Writer left message for AM requesting an update after he speaks with SM about next steps.

Agent attempted to contact dealer Service Manager (SM), Mike, however, SM not available. Left message for a return call at extension 66157

AM reported he has spoken with SM, Mike, at 43491 who clarified that customer travels and would drop off vehicle when went out of town and pick up when she returned so days at dealership are not actual days out of service. AM reported tech rep verified there are reports of this concern with like vehicles so even though it has not be duplicated it is probably happening. AM reported that he will be speaking with the customer in the next 2 days.

Writer left VM and sent email to AM requesting update

Agent attempted to contact dealer Service Manager (SM), Mike, however, SM not available. Left message for a return call at extension 66157

AM reported he spoke with customer who will bring vehicle to dealership on Monday 07/02/2012 and tech rep, Tyler, will look at the issue. Tech rep stated this is an issue with like vehicles so AM believes customer is having the problem. AM reported that it is difficult to diagnose when it has only happened a few times in 8 months. Next steps will be decided after tech rep looks at vehicle.

Writer called dealer to speak with Service Manager Mike, however, he was not available. Writer left message asking for an update on the diagnosis. Status update provided via email to the following email address:

Hi Ms. [REDACTED],

My name is Nikki, I will be working with you as your case manager for the remainder of your case. I have left a message for Service Manager Mike to update with me about the diagnosis the Tech Rep from Dodge has done for your vehicle. I will update with you again after I speak with him. I will make sure to contact you by tomorrow. Thank you.

Nikki, Dodge CM

800-763-8422 extension 66328

Case 22180545

End of Status Update

Status update provided via email to the following email address:

Hi Ms. [REDACTED],

I still need time to review with the dealership about your case. I am sorry about the delay and will have to contact you on Thursday to review. Thank you for your patience and again I am sorry about any inconvenience.

Nikki, Dodge CM.

End of Status Update

Dealer 43491 Mike Service Manager states that the vehicle was in and the local engineer looked at the vehicle. The vehicle was inspected and found nothing different from the dealer. The dealer and AM has been involved with vehicle. Dealer states currently right now decision from the AM is needed. Writer advised that the customer will be contacted and advised of the need for additional time to get decision on next step. Writer advised that the dealer can be contacted on 7/9/2012 to verify if AM has made a decision.

Customer states that the vehicle states that the two times the vehicle has been to the dealer the dealer has not provided a separate RO. The customer is hoping to be able to claim Lemon Law on this vehicle due to the multiple concerns on the vehicle. The customer has been looking at new vehicle with the sales department and has been told they are waiting for decision from Dodge. Writer advised the customer that all information has been forwarded by Mike at the dealer for a decision. Writer advised that it may not be till Monday for a decision due to the holiday. Writer advised that contact to the customer will be made once updated information is received. The customer advised that she will be out of town from 8-20th and the vehicle will not be able to be taken in until 7/21/2012. Writer advised that phone contact will be made once additional information is received.

Writer called AM SFW2 and left message asking for an update regarding the

Writer also sent email asking for an update.

Status update provided via email to the following email address:

[REDACTED]

I have left a message for Service Manager Mike and our area manager for an update regarding repairs for your vehicle. I will contact you after I am able to update with them. Thank you.

Nikki, Dodge CM

800-763-8422 extension 66328

Case 22180545

End of Status Update

Writer called dealer and spoke with Service Manager Mike. Mike states that the tech did come out and did not find anything really. Mike states that area manager Sean is working with the customer so it may be best to follow-up with AM about the customer s repairs. Writer thanked Mike for review.

Writer sent email to SFW2 to update on customer s case.

Writer called SFW2 and left message asking for a return call to review customer s case.

Status update provided via email to the following email address:

[REDACTED]

I am now trying to review with the area representative about Dodge s next step to resolve your concern. I am sorry for the delay and any frustration this causes and I will defiantly update you when I have more details. Thank you.

Nikki, Dodge CM

800-763-8422 extension 66328

Case 22180545

End of Status Update

left message for owner 7-13-12

Writer emailed SFW2 asking for an update on the case, as to why he is trying to contact the customer and what writer can help with.

Writer has sent email request to Area Manager to update writer about customer s concern.

AM has submitted Replacement template to ISG. sfw2

Customer has been informed of replacement process. \_

Writer called Area Manager SFW2. Writer left message asking for AM to verify where the case should be assigned to follow-up on customer s concern.

Status update provided via email to the following email address:

[REDACTED]

I understand that the area representative is working with you on your case. I will not be following up with you any further because of the nature of the request and that it has been escalated with our area rep, but please continue to work with the area representative.

Thank you.

Nikki, Dodge CM

End of Status Update

After further review writer found that writer would not be able to send case to ISG, reassigning case to SFW2 for further handling.

Writer called SFW2 and left voice mail that case is being reassigned.

Writer received email from SFW2 asking for writer to close case, that no further follow-up is necessary. Writer emailed SFW2 advising that because of the nature of the resolution that area manager would have to close case.

AM has indicated on numerous occassions that this CAIR can t be closed by the AM as it automatically reassigns it to the CAIR owner Nikki. AM reassigned to BC WAM in hopes this case can be closed. sfw2

PLEASE CLOSE CAIR!

TL closing cair per AM notes.

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**Customer Assistance Inquiry Record (CAIR)# 22186348**

<b>VIN</b>	1C3BC1FG2 BN [REDACTED]	<b>Open Date</b>	05/01/2012	<b>Built Date</b>	03/14/2011
<b>Model Year</b>	2011	<b>Body</b>	JSCE41	CHRYSLER 200 TOURING 4-DOOR SEDAN	
<b>In Service Dt</b>	04/06/2011	<b>Mileage</b>	19,000	<b>Dealer Zone</b>	66 ORLANDO
<b>Plant</b>	N	STERLING HEIGHTS ASSEMBLY PLANT	<b>Market</b>	U	US
<b>Color</b>	PBF	SAPPHIRE CRYSTAL METALLIC CLEAR COAT			
<b>Engine</b>	ERB	3.6L V6 VVT ENGINE			
<b>Transmission</b>	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION			
<b>Dealer</b>	26355	EMPIRE CHRYSLER DODGE JEEP			
<b>Dealer Address</b>	2000 US 421 B				
<b>Dealer City</b>	WILKESBORO	<b>Dealer State</b>	NC	<b>Dealer Zip</b>	28697
<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	TELEPHONE		
<b>Address</b>	[REDACTED]	<b>Home Phone</b>			
	WILKESBORO NC [REDACTED]	<b>Country</b>	UNITED STATES		

Product - Electrical - Unknown - Intermittent or Inoperative - Default      Vehicle shuts off while driving

New Owner, purchased vehicle from DLR 26355:

[REDACTED]  
Galax VA, [REDACTED]

Briefly summarize why the customer is contacting Chrysler: Caller is Son, [REDACTED], caller states he s calling on his mother s behalf, she 60 days as of today. Caller states twice they ve had the vehicle back to the DLR 26355, because while driving along the vehicle shuts itself off, totally shuts down. Caller states when this happens that they are able to restart the vehicle but it s been happening and the dlr 26355 has not been able to diagnose. Caller states they dlr has had it both times for about 15-20 minutes and he doesn t believe they are even trying.  
 Briefly summarize what the customer is expecting: Caller is expecting Chrysler to assist on getting the vehicle diagnosed and fixed.  
 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]  
 afternoon/Evening call back number is [REDACTED]  
 Customer email address for case updates: decline  
 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? 26355  
 Reassigned to 96F  
 DLR Zone 66  
 CONTACT UPDATE - CM called customer, phone number dialed [REDACTED] 1 and spoke with customer who states that she took the vehicle back to dealer 26355 twice because the vehicle shuts off while driving in the middle of traffic and she is afraid that the vehicle is going to stop on her and she is going to be killed. Customer states the dealership told her that a sensor had gone bad in which they replaced a sensor on the vehicle, however, the vehicle experienced the issue again about three weeks later.

Customer then states that the dealership told her that nothing was wrong with the vehicle and they can not keep her vehicle over night because they do not have any rental vehicles for her. Customer adds that she lives 65-70 miles away from the dealership and she has to spend approximately \$40-\$50 every time she takes the vehicle to the dealership. Customer states that the SM told her that her issue is kind of like having a heart condition but when you go to the doctor, you have no symptoms and the doctor can not duplicate the symptoms while you re there. Customer informed CM that she purchased the vehicle with approximately 17,000 miles on it, purchased a CARFAX history report on the vehicle and she would just like to have a piece of mind from what she has paid for. In addition to the dealer not being able to diagnose the vehicle, customer states that the SM advised her to keep driving the vehicle until the issue occurs more often. Customer lastly states that she was seeking Lemon Law but the dealership informed her that the state of North Carolina does not honor Lemon Law requests. CM advised customer that he would research the Lemon Law requirements for her state and give her a call back in approximately 15 minutes.

CONTACT UPDATE - CM called customer, phone number dialed [REDACTED] and informed customer, according to the Better Business Bureau, the vehicle does not qualify for Lemon Law for the State of North Carolina. Customer states, when the vehicle shuts off on her when driving, there are red lights that come on, on the dashboard but the vehicle starts right back up. Customer states the vehicle has shut off on her three times and one time on her son. Customer states, when the vehicle shuts off while driving, the vehicle shuts off very smoothly, gives no indicator that the vehicle has shut off and she does not realize the vehicle has shut down until she pushes the gas pedal and the vehicle will not accelerate. In addition, customer states she has not spoken back with the dealership since 04/26/2012 and the dealership stated they did not have any rental vehicles available at that time. Customer lastly states her son was the person who took it upon himself to contact Chrysler because she just got out of the hospital from having heart surgery. CM informed customer that he would call dealer 26355 and speak with the SM to see what can be done to assist the customer as soon as possible. CM informed customer that he would give her a call back after speaking with the SM.

CONTACT UPDATE - CM called dealer 26355, phone number dialed, [REDACTED] and spoke with SM Debbie who states that the customer brought the vehicle in for oil change service on 04/27/2012 in which the vehicle was equipped with the incorrect oil and filter on the vehicle and SM Debbie states that the camshaft sensor could possibly be damaged as a result. SM also states that the SM at the Chevy dealer where the customer purchased the vehicle at were supposed to have been working with her in getting the issue resolved for the customer but the SM from the Chevy dealership instead advised the customer to contact Chrysler. SM then states that her dealership drove the vehicle about 32 miles and was unable to duplicate the concern. CM asked SM if there are any loaner or rental vehicles available for the customer and SM states that she informed the SM from the Chevy dealership that no loaner or rental vehicles would be available until 05/01 or 05/02 for the customer and they would be willing to put the customer in a rental vehicle for as long as she is able to authorize. CM advised SM that he would contact the customer and inform the customer of the decision and if rental assistance can be split between the dealership and Chrysler then CM would authorize the remaining time needed to properly diagnose the vehicle.

CONTACT UPDATE - CM called customer, phone number dialed [REDACTED] and advised customer to contact the dealership and speak with SM Debbie who is willing to provide a rental vehicle for her. Customer states that she will contact the dealership. CM provided customer with his number and extension (855-525-5085 ext. 4720251).

Customer took vehicle to dealer yesterday - dealer provided rental

CLOSED LOOP UPDATE - customer picked up vehicle yesterday - vehicle jumped gears today - customer has AutoStick - customer will read Owner s Manual on how to operate

CLOSED LOOP UPDATE - customer contacted today to confirm repairs.

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**Customer Assistance Inquiry Record (CAIR)# 22187827**

<b>VIN</b>	1C3BC1FG2	BN [REDACTED]	<b>Open Date</b>	05/01/2012	<b>Built Date</b>	05/18/2011
<b>Model Year</b>	2011	<b>Body</b>	JSCE41	CHRYSLER 200 TOURING 4-DOOR SEDAN		
<b>In Service Dt</b>	06/04/2011	<b>Mileage</b>	8,500	<b>Dealer Zone</b>	51	CHICAGO
<b>Plant</b>	N	STERLING HEIGHTS ASSEMBLY PLANT	<b>Market</b>	U	US	
<b>Color</b>	PBV	BLACKBERRY PEARL COAT				
<b>Engine</b>	ERB	3.6L V6 VVT ENGINE				
<b>Transmission</b>	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				
<b>Dealer</b>	23566	MIKE MCGRATH AUTO CENTER				
<b>Dealer Address</b>	4610 CENTER POINT RD N E					
<b>Dealer City</b>	CEDAR RAPIDS			<b>Dealer State</b>	IA	<b>Dealer Zip</b> 52402
<b>Owner</b>	[REDACTED]				<b>Contact Type</b>	TELEPHONE
<b>Address</b>	[REDACTED]				<b>Home Phone</b>	[REDACTED]
	CEDAR RAPIDS IA [REDACTED]				<b>Country</b>	UNITED STATES

Product - Drivability - Unknown - Stalling - Default	engine keeps stopping intermittently in traffic and they loose all power
Dealer - Service/Body Shop - Transaction - Problem Not Resolved - Default	vehicle is still stalling and loosing all power in traffic
Dealer - By-Pass - Default - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer s father Gary called because this engine keeps stopping intermittently and in traffic and they loose all power. Customer is very concerned for his daughters safety with this vehicle. Caller stated that the dealership 23566 stated they could not duplicate but went ahead and changed the PCM. Caller stated that this did not stop the vehicle from shutting done intermittently. Caller stated that he has seen on line that this is a problem for this make and year of vehicle. Caller stated that he has the vehicle with him and his daughter is driving one of his vehicle s until this vehicle is fixed.

Briefly summarize what the customer is expecting: Customer feels that this is a real problem and he wants Chrysler involved in getting the vehicle fixed. Caller stated that this is a new vehicle with only 8500 miles on it.

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? (Yes) SM-Matt  
 If a CDJ dealer has diagnosed, what is the dealer name or code? 23566 Reassigned to 86M  
 Agent spoke with customer and he stated that this is the second time that this vehicle has been to the dealer for the stalling issue.  
 Agent stated that will call the dealer. Agent confirmed dealer as Pat McGrath Chrysler Jeep Dodge  
 4610 center point rd n e cedar rapids, IA 52402-2491 319-393-4610.

Customer states that they have spoke with Matt (SM).

CONTACT UPDATE - Contact attempt, phone number dialed [REDACTED] (dealer) and left message for Matt (SM).

Matt (SM) from the dealer called and stated that they had the vehicle for about a week and a half and road tested for 272 miles after they did a newer updated flash and reprogramming. Matt states that there were no stored codes or regular codes that came up. Matt states that the vehicle should be fine to drive.

Customer called in and stated that the vehicle did stall out on him while in traffic. Customer states that they did report the incident to Matt (SM) at the dealer.

CONTACT UPDATE - Contact attempt, phone number dialed [REDACTED] (dealer) and left message for Matt (SM).

Agent contacted customer and he stated that the vehicle is at his home. Agent advised that left message for Matt. Customer states that he left a message for Matt as well.

Matt (SM) called and stated that the vehicle will be coming back to the dealer tomorrow and will be installing a flight data recorder. Matt states that Al Mackavoy wants a scan report of what the vehicle is doing. Matt states that Al will be coming to the dealer on May 9, 2012 for an update of this vehicle.

Vehicle at dealer today.

Waiting for dealer.

\*\*\*\*\*TOP CARE: SOCIAL MEDIA REFERRAL STAFF\*\*\*\*\*

PLEASE SEE CAIR 22218224 FOR FURTHER HANDLING.

Agent spoke with Matt (SA) and he stated that the vehicle is being looked at right now. Agent asked Matt to keep in touch with what is going on.

Waiting for dealer.

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**Customer Assistance Inquiry Record (CAIR)# 22189884**

<b>VIN</b>	1C3BC7EG1 BN [REDACTED]	<b>Open Date</b>	05/02/2012	<b>Built Date</b>	03/01/2011
<b>Model Year</b>	2011	<b>Body</b>	JSCX27	CHRYSLER 200 LIMITED TWO DOOR CONVERTIBLE	
<b>In Service Dt</b>	04/27/2011	<b>Mileage</b>	10,000	<b>Dealer Zone</b>	66 ORLANDO
<b>Plant</b>	N	STERLING HEIGHTS ASSEMBLY PLANT	<b>Market</b>	U	US
<b>Color</b>	PRP	DEEP CHERRY RED CRYSTAL PEARL COAT			
<b>Engine</b>	ERB	3.6L V6 VVT ENGINE			
<b>Transmission</b>	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION			
<b>Dealer</b>	24028	AUTOPARK CHRYSLER JEEP			
<b>Dealer Address</b>	400 AUTO PARK BLVD				
<b>Dealer City</b>	CARY	<b>Dealer State</b>	NC	<b>Dealer Zip</b>	27511
<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	TELEPHONE		
<b>Address</b>	[REDACTED]	<b>Home Phone</b>	[REDACTED]		
	APEX NC [REDACTED]	<b>Country</b>	UNITED STATES		

Product - Engine - Unknown - Other - Default Engine stalling

Briefly summarize why the customer is contacting Chrysler: Customer called seeking assistance from Chrysler with diagnosing the stalling issue that her vehicle is having. The customer claims that her vehicle will stall for no reason with no code when the vehicle is at the dealership. The customer claims that there is nothing they can do because no code will show up when the vehicle is diagnosed.

Briefly summarize what the customer is expecting: Customer is expecting assistance with Chrysler with fixing the 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: n/a  
 Who has possession of the vehicle? Owner  
 Has the vehicle been diagnosed by a CDJ dealer? Unable too  
 If a CDJ dealer has diagnosed, what is the dealer name or code? AUTOPARK CHRYSLER JEEP  
 Reassigned to 96F  
 left message for customer to return call  
 Writer transferred customer to CM.  
 Customer has had vehicle stall many times - dealer has been unable to diagnose problem - no code logged - Last time vehicle stalled in the middle of an intersection. Customer does not want to bring vehicle back to dealer until dealer has plan to resolve issue.  
 left message with SA Leyton (sp?) asking for call back and requesting dealer to submit a STAR case  
 STAR cases - S1108000062 & S1118000007 and Service Bulletins 11746770 & 11617051  
 Customer had appointment changed to Mon afternoon - dealer looking at installing data recorder to find intermittent problem  
 CSR returned voice mail message informing husband that dealer is to

install data recorder on vehicle  
left voicemail with customer  
Dealer stated that they have been unable to confirm the problem - have contacted STAR - STAAR needs to have dealer confirm issue before they can advise- dealer installed co-pilot on vehicle - customer to push co-pilot button and then call dealer after next issue. Tech to analysis co-pilot data and pass to STAR  
left message with customer checking on status of issue  
customer left voice mail that dealer has installed co-pilot - vehicle has not stalled yet  
left message with customer checking on status of issue - understand that dealer has installed co-pilot - vehicle has not stalled yet  
Customer called to state that vehicle stalled yesterday, she pressed co-pilot button and took vehicle to dealer - Customer expecting call from dealer later today  
SA Layton states that co-pilot had no data stored - customer was returning to dealer for different co-pilot - car stalled on way waiting for additional info from co-pilot  
left message with customer asking whether co-pilot has stored additional data re: stall  
customer called to speak with CM jd1293, written message was given by CM cl560  
CSR returned customer call - co-pilot logged that vehicle stalled but no codes - CSR asked customer how high she fills gas - customer states she fills to first click by pump.  
SA Layton states that STAR cse submitted - CSR read STAR case asking dealer to check STAR Case S1108000062. SA Layton to pass info to SM Jeremy. SA Layton said that data recorder did not store code - only said that vehicle stalled - CSR asked whether dealer read info just before stall or whether dealer uploaded data to STAR  
Text-to-Dealer message was sent to the dealer to inform of STAR Case S1108000062 and to ask whether they uploaded co-pilot data to STAR  
SM Terry to investigate and have SA Layton return call  
left message with SM Terry asking for return call  
SM Terry states that neither dealer nor Chrysler can repair vehicle - dealer does not want a customer driving around with a vehicle that may stall in traffic - Dealer to initiate Buy Back with his DM - Dealer to call customer  
##### 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 or Business Center.  
The unresolved concern is that customer was told by dealer around 5/31 that dealer would initiate Buy Back - customer has not heard back from dealer and wonders what the next step is  
Action requested: dealer to call customer re: Buy Back  
Please update this CAIR with resolution.  
#####  
CM returned voice mail  
Customer states that her expectations for vehicle Buy Back was that Chrysler/ISG would take care of transferring her 35613906 Active LWM100N LIFETIME UNLIMITED MILEAGE MAXIMUM CARE Service Contract and 35613906 Active SMP348N SCHEDULED MAINTENANCE CARE PLUS - 3 YEAR CONVENIENCE AND MAINTENANCE OPTIONS service contract  
She is also concerned about a \$519 Usage Fee - what is it and why does she have to pay ?  
Service Contracts are not transferable - refund and re-purchase is correct procedure. Usage fee is a mileage charge. ISG offer is not subject to any changes  
returned customer voice mail and informed her that Service Contracts are not transferable and refund/re-purchase is correct procedure. Usage fee is a mileage charge and that ISG offers are final

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**Customer Assistance Inquiry Record (CAIR)# 22190911**

<b>VIN</b>	1C3BC1FG5	BN [REDACTED]	<b>Open Date</b>	05/02/2012	<b>Built Date</b>	12/20/2010
<b>Model Year</b>	2011	<b>Body</b>	JSCE41	CHRYSLER 200 TOURING 4-DOOR SEDAN		
<b>In Service Dt</b>	03/21/2011	<b>Mileage</b>	16,399	<b>Dealer Zone</b>	71	LOS ANGELES
<b>Plant</b>	N	STERLING HEIGHTS ASSEMBLY PLANT	<b>Market</b>	U	US	
<b>Color</b>	PW1	STONE WHITE CLEAR COAT				
<b>Engine</b>	ERB	3.6L V6 VVT ENGINE				
<b>Transmission</b>	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				
<b>Dealer</b>	52912	GLENN E THOMAS COMPANY				
<b>Dealer Address</b>	2100 E SPRING ST					
<b>Dealer City</b>	SIGNAL HILL			<b>Dealer State</b>	CA	<b>Dealer Zip</b> 90755
<b>Owner</b>	[REDACTED]				<b>Contact Type</b>	TELEPHONE
<b>Address</b>	[REDACTED]				<b>Home Phone</b>	[REDACTED]
	LYNWOOD CA [REDACTED]				<b>Country</b>	UNITED STATES

Product - Unknown - Unknown - Hesitation/No Power - Default	Car shuts off and has to be turn off and on to make vehicle go
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:  
 Recurring issues with repair.  
 Briefly summarize what the customer is expecting:  
 Customer was told to call back if issues continue.  
 \*\*\*\*End structured narrative T2 - Beginning Narrative  
 Customer has problems with repairs.  
 Car still stalls out and has to be turned off and on before vehicle can go again.  
 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  
 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?52912  
 Reassigned to 88F  
 Customer would like to be contacted after 2pm after case has been assigned.  
 Customer left a voice mail stating that the same thing happend again over the weekend and left her stranded.  
 \*\*\*\*\* CASE MANAGER TEAM - District O \*\*\*\*\*  
 CONTACT UPDATE - 1st Contact attempt, phone number dialed,  
 Left message [REDACTED] set follow up for the 7th  
 Customer called and left a message about the case and stated that she would like agent to call her back, for more detail  
 2nd attempt made to contact customer. Left message [REDACTED] and set

follow up for Wed.

3rd attempt made to contact customer. Left message [REDACTED] and set up another call for Friday 11th

Customer left a message for agent letting us know that the car is going back to the dealership on Monday and the customer was requesting a rental.

Agent called Tom and authorised two days of rental for the customer  
Customer seeking rental assistance because diagnosing the vehicle.

Contacted Service Manager, Tom at 52912 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-11-53.

Agent called the customer with this information.

Left a message

3rd attempt made to contact customer. [REDACTED] and the customer stated that she just got back from dropping her car off and she is in a rental right now.

Customer was advised that we will follow up on Wed.

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

Adrian stated that they flashed the vehicle

5th attempt made to contact customer. Left message.3102546510

Left message for customer requesting return call to confirm repair satisfaction.

6th attempt made to contact customer. Left message [REDACTED] and set up the follow up for the 30th

7h attempt made to contact customer. Left message [REDACTED] and asked that the customer call back and let us know how it is going with the flash that was done on the vehicle?

customer left a message stating that her breaks are from 8:45am to 9:15am or 11:45 is her last break and to please call at that time on Friday

8th attempt made to contact customer. Left message [REDACTED] and advised that a call will be made on Tuesday at the correct time

Customer left a message -

'The vehicle did the same thing this weekend two times and she will be taking the vehicle back to the dealership today.

Agent advised fAdrian SM that the vehicle was coming back today

9th attempt made to contact customer. Left message [REDACTED] and advised that another call will be made on Tuesday

Per Adrian SM the customer has not brought the vehicle back in yet, she was going to bring it in and drop it off and has not yet.

10th attempt made to contact customer. Customer stated that she loves her vehicle but she wants to file for lemon law, customer stated that agent is kind and called her and tried her best to help her. Customer stated that she does not feel safe in this car and there is to many issues.

Customer asked that her car be bought back.

lemon law/buyback request

Agent advised Adrian SM about the customer s request.

\*\*\*\*\* QUALIFIER TEAM \*\*\*\*\*

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

[REDACTED] Agent called customer she was not able to talk agent called her back and left a message letting her know we are sending her case to the appropriate department to be reviewed.

Owner is seeking relief under the California state lemon law.

1. What does the customer allege is wrong with the vehicle? Product Hesitates or Has No Power

2. Was the vehicle purchased new or used? New

3. If used, what number owner is the customer and what was the mileage?

4. Is customer claiming # of repair attempts or # of days out of service?

Our systems shows 4 possible,

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).

060712 reassigned to am jat7 to review and respond to owners request for lemon law relief tmt

requested service file from Glenn E. Thomas on this date

serv mgr for assistance in reviewing the file..slw5

Customer called requesting to speak with CM.

062012 lm for sm adrian/52912 requesting service file this date tmt

Customer called and left agent MP977 a few messages about no one being in contact with her and how she would like a call to let her know what is going on.

Cusotmer mentioned something about a car payment and is she supposed to be paying this?

062512 Still waiting on service file from 52912 in order to review and respond to owner - spoke to sm Tom as am adrian is out - he will fax asap customer can expect call by end of week with decision \_

as to narrative line 104-105 - YES, customer should continue to make car payments. \_

tmt

Customer called today. Agent explained lines 108 and 109-110. Customer was satisfied to know she will be getting a call.

062712 service file reviewed, and forwarded to slw5 for decision and customer contact tmt

071212..service manager to contact the customer and review concerns. dealer has not been able to duplicate concern and at this time Chrysler does not feel responsible for replacement or repurchase..slw5

071612..customer was left message by serv mgr Adrian Grove to inspect vehicle if customer needs assistance..slw5

MRS ALCARAZ stated that she hasnt been able to get in contact with her CM. Writer informed customer that case has been escalated due to her request or replacement or buy back. Writer advised customer to be please be in contact with SM Adrian for updates. Customer stated that vehicle stops. Customer stated that dealer had advised her that she could trade vehicle in but lose a year s worth of money she put down on this car. Customer stated that she would get in contact with SM at dealer.

072612..dm asked if tech advisor sag2 could drive vehicle in attempt to duplicate customer concern. tech advisor to contact service manager Adrian to assist with date to get customer in..slw5 \_

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**Customer Assistance Inquiry Record (CAIR)# 22191868**

<b>VIN</b>	1C3BC2FG5	BN [REDACTED]	<b>Open Date</b>	05/02/2012	<b>Built Date</b>	01/03/2011
<b>Model Year</b>	2011	<b>Body</b>	J5CL41	CHRYSLER 200 LIMITED 4-DOOR SEDAN		
<b>In Service Dt</b>	05/30/2011	<b>Mileage</b>	5,000	<b>Dealer Zone</b>	35	WASHINGTON
<b>Plant</b>	N	STERLING HEIGHTS ASSEMBLY PLANT	<b>Market</b>	U	US	
<b>Color</b>	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				
<b>Engine</b>	ERB	3.6L V6 VVT ENGINE				
<b>Transmission</b>	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				
<b>Dealer</b>	23245	NEWARK CHRYSLER JEEP INC				
<b>Dealer Address</b>	244 EAST CLEVELAND AVE					
<b>Dealer City</b>	NEWARK	<b>Dealer State</b>	DE	<b>Dealer Zip</b>	19711	
<b>Owner</b>	[REDACTED]			<b>Contact Type</b>	TELEPHONE	
<b>Address</b>	[REDACTED]			<b>Home Phone</b>	[REDACTED]	
	NEWARK DE [REDACTED]			<b>Country</b>	UNITED STATES	

Product - Engine - Unknown - Other - Default      Vehicle stalls when he sits idle

Briefly summarize why the customer is contacting Chrysler: Customer states that for the last month or so, his vehicle has been stalling at times when he comes to a complete stop. Caller states that he took his vehicle in to his dealer (23245) yesterday and they were unable to duplicate the issue.

Briefly summarize what the customer is expecting: Caller is concerned because this is certainly a safety issue that should be fixed as soon as possible. Customer would like Chrysler to look into the matter and try to help the dealer (23245) diagnose 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 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? 23245  
 Reassigned to 96F  
 \*\*\*\*\* CASE MANAGER TEAM - District ? 96 ? \*\*\*\*\*

CM contacted SM Dave who states the vehicle was taken on two 18 mile test drives with the scanning device attached and the concern was not duplicated and no codes were found. CM asked if technician checked with STAR for known issue or if the customer should drop off the vehicle for a couple days and take a rental to attempt to duplicate the concern. The customer has owned six vehicles. SM states he will research further and call the CM back. CM thanked SM for his assistance.

SM Dave left voicemail for CM stating the technician did contact STAR and this is not a known issue. SM states they are seeing similar complaints with this same engine with other customer s however it has never been duplicated.

CM left detailed voicemail for SM Dave requesting a call back.  
 CM confirmed with SM Dave that the customer can leave the vehicle next week for diagnosis and a rental vehicle will be provided. CM stated she

will ask the customer to make an appointment for diagnosis.

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

CM spoke with customer who states he can take the vehicle any day next week after Tuesday. CM stated she will contact the dealership and call the customer back. Customer thanked CM for her assistance.

CM spoke with SA Jeremy who states the customer can drop off the vehicle on 5/9. CM thanked SA for his assistance and stated she will follow up on the diagnosis.

CM spoke with customer who agreed to take the vehicle in for diagnosis on 5/9. CM stated she informed SA Jeremy that the customer has 3 days of rental authorization for diagnosis. CM provided contact information and assured the customer he should call with any additional questions or concerns. Customer was grateful for the CM's assistance.

CM spoke with SA Jeremy who states the customer did not keep his appointment for diagnosis today. CM thanked SA, reminded him of open RRT and stated she will contact the customer.

CM spoke with customer who stated he rescheduled his appointment for 5/10. CM asked that the customer speak to SA Jeremy when he drops the vehicle off. Customer agreed. CM stated she will follow up after diagnosis.

CM spoke with SA Jeremy who confirmed the customer dropped off the vehicle and is in a rental vehicle. CM stated she will follow up on the diagnosis on 5/14 and will issue rental authorization once the customer picks up his vehicle.

CM spoke with SA Chris - technician still hasn't been able to diagnose or duplicate the condition. CM reminded SA customer is in a rental vehicle. SA stated he will call with update.

Customer seeking rental assistance because vehicle remains undiagnosed. Contacted Service Manager, Dave at #23245 to discuss the customer's request for rental assistance. Confirmed

customer's concern and with Service Manager concurrence, authorized 5 of days at \$35/day of rental per guidelines in Warranty Bulletin D-11-53.

SM Dave states while he believes there is a problem with this vehicle, they are getting similar complaints from other owners, the vehicle was test driven for 217 miles and no codes or symptoms appeared. Customer has picked up his vehicle. CM thanked SM for his assistance.

CM left voicemail for customer regarding satisfaction requesting a call back.

CM spoke with customer who states he can't say that he's satisfied because no problem was found, but so far the symptoms have not recurred.

CM asked that customer contact her if he experiences the issue again or has questions or concerns. Customer agreed and thanked CM for her assistance.

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

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**Customer Assistance Inquiry Record (CAIR)# 22192639**

<b>VIN</b>	1B3BD1FG9 BN [REDACTED]	<b>Open Date</b>	05/02/2012	<b>Built Date</b>	02/28/2011
<b>Model Year</b>	2011	<b>Body</b>	JSDE41	DODGE AVENGER MAINSTREET 4-DOOR SEDAN	
<b>In Service Dt</b>	04/22/2011	<b>Mileage</b>	24,000	<b>Dealer Zone</b>	63 DALLAS
<b>Plant</b>	N	STERLING HEIGHTS ASSEMBLY PLANT	<b>Market</b>	U	US
<b>Color</b>	PRM	REDLINE 2 COAT PEARL			
<b>Engine</b>	ERB	3.6L V6 VVT ENGINE			
<b>Transmission</b>	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION			
<b>Dealer</b>	43173	DODGE COUNTRY, LTD.			
<b>Dealer Address</b>	1902 E CENTRAL TEXAS EXPRESSWAY				
<b>Dealer City</b>	KILLEEN	<b>Dealer State</b>	TX	<b>Dealer Zip</b>	76542
<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	TELEPHONE		
<b>Address</b>	[REDACTED]	<b>Home Phone</b>	[REDACTED]		
	KILLEEN TX [REDACTED]	<b>Country</b>	UNITED STATES		

Product - Drivability - Unknown - Stalling - Default | Customers vehicle is randomly stalling.

Briefly summarize why the customer is contacting Chrysler: Customer called stating that their vehicle has been into DODGE COUNTRY, LTD 6 times since September 2011. The customer states their vehicle randomly stalls while at a red light or stop sign. The vehicle will stall but the radio still plays and there is a big jerk as if someone rear-ended the car. The dealership cannot duplicate the problem.

Briefly summarize what the customer is expecting: Customer is seeking assistance in finding out why their vehicle stalls and repairing it.

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  
 Basic warranty component? No  
 Powertrain warranty component? Unknown.  
 Service contract or Mopar warranty component? No  
 Within 3 years or 36,000 miles? No  
 Within 2 years or 24,000 miles? No  
 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 [REDACTED]  
 Preferred Afternoon/Evening call back number is [REDACTED]  
 Customer email address for case updates: Not to be used for the case.  
 Who has possession of the vehicle? Dealership  
 Has the vehicle been diagnosed by a CDJ dealer? Yes  
 If a CDJ dealer has diagnosed, what is the dealer name or code? DODGE



COUNTRY, LTD

Reassigned to 88F

\*\*\*\*\*CASE MANAGER TEAM - District U\*\*\*\*\*

OOW: No

Loyalty: 1 new, 1 used

No service contract.

Writer contact dealer 43173, Service Advisor Bernesto, transferred writer to Service Manager voicemail.

CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED]. Customer stated the dealership has had her vehicle for a month now and that she has taken the vehicle in 5 to 6 times to the dealership to find out what the problem is. Customer advised that she does not feel safe driving the vehicle because of her children.

Writer contact dealer 43173, Service Advisor Ernesto, SA advised writer that the SA working on the customer s vehicle is out on a test drive.

Writer advised the SA of to have them call writer when he is available.

Writer contact customer, [REDACTED], left message.

Customer calls to speak with their Case Manager. Writer transferred customer to ext. 66298 to leave voicemail.

Customer left voicemail for writer.

Writer contact dealer 43173, Service Advisor Michael, SA advised writer that the dealer has drove the vehicle anywhere between 150-200 miles and have not been able to recreate the issue with the stalling. SA advised there are no pending codes. SA advised writer the customer has refused to pick up the vehicle because the issue has not been fixed.

Writer contact customer, [REDACTED], left message.

Customer contact writer, customer stated she will pick up the vehicle.

Writer advised customer that the case will be closed because the dealership cannot recreate the issue and there are no present issues.

Customer understood.

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

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**Customer Assistance Inquiry Record (CAIR)# 22197336**

<b>VIN</b>	1C3BC1FG7	BN [REDACTED]	<b>Open Date</b>	05/03/2012	<b>Built Date</b>	05/24/2011
<b>Model Year</b>	2011	<b>Body</b>	JSCE41	CHRYSLER 200 TOURING 4-DOOR SEDAN		
<b>In Service Dt</b>	11/15/2011	<b>Mileage</b>	8,374	<b>Dealer Zone</b>	66	ORLANDO
<b>Plant</b>	N	STERLING HEIGHTS ASSEMBLY PLANT	<b>Market</b>	U	US	
<b>Color</b>	PRP	DEEP CHERRY RED CRYSTAL PEARL COAT				
<b>Engine</b>	ERB	3.6L V6 VVT ENGINE				
<b>Transmission</b>	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				
<b>Dealer</b>	41383	ORLANDO DODGE CHRYSLER JEEP				
<b>Dealer Address</b>	4101 WEST COLONIAL DRIVE					
<b>Dealer City</b>	ORLANDO	<b>Dealer State</b>	FL	<b>Dealer Zip</b>	32808	
<b>Owner</b>	[REDACTED]			<b>Contact Type</b>	TELEPHONE	
<b>Address</b>	[REDACTED]			<b>Home Phone</b>	[REDACTED]	
	ORLANDO FL [REDACTED]			<b>Country</b>	UNITED STATES	

Product - Unknown - Unknown - Stalling - Default	Customer is seeking Lemon Law.
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:  
 Briefly summarize what the customer is expecting:  
 \*\*\*\*End structured narrative T2 - Beginning Narrative  
 Briefly summarize why the customer is contacting Chrysler: Customer is contacting Chrysler seeking Lemon law. Customer states that his vehicle will stall out at lights. Customer states he has brought his vehicle in four times and they haven't been able to fix the issue. Customer states that the vehicle is currently at dealership 41383. Agent advised customer his case would be escalated for review. Agent advised customer he would receive a call back from a CM within two business days to have his issues addressed.  
 Briefly summarize what the customer is expecting: Customer is expecting information on what needs to be done to pursue a lemon law case. Agent advised customer he would be receiving a call back within 2 business days.  
 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] or [REDACTED]  
 Customer email address for case updates: Declined.  
 Who has possession of the vehicle? Dealership 41383  
 Is this a request for Lemon Law, buy-back or replacement? Lemon Law.  
 Reassigned to 88L  
 Customer is calling because he would like to speak with someone regarding his case. Agent looked into this matter and transferred customer to his Case Manager (CW509; ex. 66189) for further assistance; customer was appreciative.

\*\*\*\*\* 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 possible repairs, 1 for PCM and 1 for ESIM

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 Gary, Service Manager with Doug 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.

Advised Doug SA we do not see the repair for the ESIM.

CAIR has been escalated to the I2R team for special handling.

\*\*\*\*\*Kim Anderson with the I2R Customer Resolution Team is now responsible for this CAIR. If the customer should call, please request them to contact Kim Anderson at 888-542-7239, extension 440. Thank you.\*\*\*\*\*

5/7/2012 KA286

Called Gary SM at Orlando Dodge and left voice mail to call about vehicle. Also spoke with Bruce SA who said they just returned vehicle to owner this morning- could not duplicate.

>Spoke with owner and he had just picked up vehicle. SAid they can never duplicate the issue; stalling. Apologized for that and his inconvenience so far. Explained what we do and gave him phone number. SAid he is happy with Orlando Dodge and wants to continue to take vehicle there. Advised him I have a message in to SM there and want to speak to him about the issue. Said he has no problem taking it back; loves vehicle and just wants it resolved. Advised him it is a repairable issue, just need to involve Chrysler engineers. Told him I would speak with SM, put a plan together and get back with him. He said okay and thanked me for calling.

If the customer contacts Chrysler, please refer them to their I2R Case Manager Kim Anderson at 888-542-7239 ext 440.

5/8/2012 KA286

Called Gary SM at Orlando Dodge and left voice mail to call me about vehicle.

5/9/2012 KA286

GARY SM called back and left voice mail stating they did have vehicle but no more and were never able to duplicate.

Called Gary SM at Orlando and left voice mail explaining want to schedule an appt for Monday, 5/14 and once vehicle is there, if he will open a STAR case, then I can escalate to TAPS and they will assist him; regardless of duplicating issue. Also stated will authorize a rental and to call me back if this is not good, or has a problem with it.

>Received a voice mail from Gary SM at Orlando and he stated Monday, 5/14 is not a problem but wanted me to know they have a Chrysler certified field engineer that works out of this dealership. SAid he has been involved from the beginning- gave me his name, Joe Marchica.

Spoke with TA- Joe Marchica and explained situation. He said would not be there on 5/14, going to training in Detroit but said they times the did have vehicle, could never duplicate. They replaced the ESIM valve which did resolve issue for about 3,000 miles. He said he did tell them not to change out anymore parts until they can duplicate issue again.

>Spoke with owner and let him know we are going to attempt another repair. He will bring it in on Monday, 5/14, will have a rental and we

this will probably be the last time he does a repair- speaking with an attorney. Thanked him for letting us try again.

If the customer contacts Chrysler, please refer them to their I2R Case Manager Kim Anderson at 888-542-7239 ext 440.

5/15/2012 KA286

Spoke with GARY SM at Orlando and he said again, have not been able to duplicate and no codes stored. I explained to him there never are codes on the stalling issue and still need them to open a STAR case. Once he opens, then I can escalate to TAPS team and they can assist even if not duplicated. He started to mention TA - Joe Marchica working on vehicle last time, etc. Told him I did speak to TA and explained to him all of the above. TA is in detroit this week and cannot assist them and to please open STAR case; he said they will.

If the customer contacts Chrysler, please refer them to their I2R Case Manager Kim Anderson at 888-542-7239 ext 440.

5/16/2012 KA286

Called Gary SM at Orlando Dodge and left voice mail checking on vehicle. STAR notes state; 'Stephen no known issues for this concern on this vehicle advise send customer out with the data recorder to duplicate the concern. Stephen have customer drive until acts up and can get some useable data. Stephen keep us updated thanks. '

If the customer contacts Chrysler, please refer them to their I2R Case Manager Kim Anderson at 888-542-7239 ext 440.

5/16/2012 KA286

Received voice mail from Gary SM at Orlando stating they have returned vehicle to owner with a data recorder. Want him to drive it til MONday, 5/21.

If the customer contacts Chrysler, please refer them to their I2R Case Manager Kim Anderson at 888-542-7239 ext 440.

5/17/12 BC has received the owners Motor Vehicle Defect Notifcation, will be contacting owner to facillitate teh final repair repair attempt. MVDN attached to cair 22240943...vaj3

5/18/12: I2R customer has sent a Certified MVDN Card per CAIR 22240943. Closing this I2R CASE and CAIR, as BC has confirmed receipt of the MVDN and is handling on CAIR 22240943. mb981

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**Customer Assistance Inquiry Record (CAIR)# 22198173**

<b>VIN</b>	1C3BC1FG2 BN [REDACTED]	<b>Open Date</b>	05/03/2012	<b>Built Date</b>	05/23/2011
<b>Model Year</b>	2011	<b>Body</b>	JSCE41	CHRYSLER 200 TOURING 4-DOOR SEDAN	
<b>In Service Dt</b>	09/06/2011	<b>Mileage</b>	15,541	<b>Dealer Zone</b>	66 ORLANDO
<b>Plant</b>	N	STERLING HEIGHTS ASSEMBLY PLANT	<b>Market</b>	U	US
<b>Color</b>	PRP	DEEP CHERRY RED CRYSTAL PEARL COAT			
<b>Engine</b>	ERB	3.6L V6 VVT ENGINE			
<b>Transmission</b>	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION			
<b>Dealer</b>	41026	EGOLF MOTORS INC			
<b>Dealer Address</b>	401 DUNCAN HILL RD				
<b>Dealer City</b>	HENDERSONVILLE	<b>Dealer State</b>	NC	<b>Dealer Zip</b>	28792
<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	TELEPHONE		
<b>Address</b>	[REDACTED]	<b>Home Phone</b>	[REDACTED]		
	FORT BRAGG NC [REDACTED]	<b>Country</b>	UNITED STATES		

Product - Unknown - Unknown - Stalling - Default | Customer states vehicle will stall with no warning or indication.

\*\*\*\*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 their vehicle will stall in middle of the intersection. Customer states that they were talking to someone else about the issue and want to open a case with Chrysler. Customer states that this has been going on since January 2012 and happened 4times. Customer states that nothing will warn you when its about to stall, no lights or indicators. Customer states the dealership that they could not recreate the problem so they were unaware of the problem. Customer states the vehicle just dies. Customer states that its happened at a traffic light or intersection and when seh went to accelerate it died. Customer states that the steering wheel will lock up and its dangerous. Customer states the vehicle will restart after it happens. Customer states taht they have heard about the intermittent issue. Customer states the dealership states the diagnosis is not pulling any codes. Customer states that this is the only transportation and they use it for their child. Customer states that the dealership they need to leave their vehicle with them. Customer states that their insurance will not pay for a rental unless there is an accident. Customer states the dealership does not have a loaner vehicle.  
 Briefly summarize what the customer is expecting:Customer seeking repair remedy.  
 \*\*\*\*\*  
 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? (Dealer)  
 Has the vehicle been diagnosed by a CDJ dealer? (Yes)

If a CDJ dealer has diagnosed, what is the dealer name or code?41026

Reassigned to 88F

Customer states they have seen online that have seen that alot of vehicles have been stalling with no warning and no repair.

CM called and spoke with SM Mike who informed that the vehicle is there at the dealership. SM stated the customer says every few weeks the vehicle will stall with no warning. SM informed CM that the vehicle was in for service in February for an oil change and then again on 05-03-12 with current issue. SM stated customer is requesting a rental. SM informed CM that there were no codes that are able to be read and that he has on of his SA s looking into a Star Case with a similar problem and vehicle. SM advised he would email the CM once he has further information. CM accepted.

Customer called in about rental situation. Please be aware there is another open case for this vehicle with case number 22198245. Agents remarks are on other case.

Hello cl560---I failed to note your name.

We have inspected and made a correction to the Alexander vehicle.

Owner stated vehicle has stalled when stopped. Condition has occurred a few times since purchase.

There were no failure codes. Condition not present when inspected. Star line case information on a like kind vehicle.

Case # S1108000062 may apply. The connector at the PCM did not seem to lock and unlock properly. Secured connection for pins 86 and 88 as well as adjusting the connector to lock properly.

Releasing vehicle to owner. Owner to monitor condition.

Sincerely,

mike

CM called to inquire of repairs completed on vehicle, left a voicemail for customer to return a call. CM awaiting a call.

Customer calls to speak with their Case Manager.

Customer stated to writer that she is in need of rental vehicle and that her vehicle stalled again. Customer stated that a tow truck almost hit customer vehicle after it stalled. Customer stated that she was unable to contact the CM because her child was in the hospital. Writer stated that he will note the information in case for CM. Writer stated that the customer will need to take vehicle back to DLR for further diagnosis.

Spoke with SM Mike who stated the customer needs to bring the vehicle back but would need to leave it for a day or two in order for the SM to drive and try and duplicate the issue. SM stated the customer never wants to leave the vehicle in order to have a proper diagnosis completed. CM advised she would call the customer to have a date set for an appointment.

CM called customer to inform of the conversation with SM Mike per lines 70-72. CM informed customer that a rental would be covered for the two days the dealership will have the vehicle for up to \$40 per day. Customer stated she could not afford a rental because her daughter s 1st birthday is 05-12-12. CM informed customer that if she did not plan on paying for the rental that her case would need to be close due to non cooperation with the CM. Customer stated she would figure something out and let CM know. CM informed customer that she has a time limit to determine whether she will be complying or not and if not the case would need to be closed. Customer stated 'okay'. CM inquired of any other questions, customer stated 'no' before hanging up.

Customer called CM. Writer transferred customer to CM, EXT 4720287. correction line 87: 4720286

Customer s father (Seth Miller) called and was speaking to CM in reference to conversation with customer earlier. CM informed as per lines 77-86. Father inquired if the issue could not be found within the two day time limit of the rental what would the next course of action be, CM informed that she would need to speak with the SM and determine if the vehicle would need to be kept any longer at the dealership then the extension of the rental would be considered. CM informed customer that if it was necessary CM had the authorization to extend the rental for five days at up to \$40 per day. During the course of the conversation the call disconnected on the callers end.

Customer calls to speak with their Case Manager.

Customer stated to writer that they were able to setup an appointment

when the appointment would be made. Writer stated to customer that they will update the case and writer transferred the customer to CM voicemail. CM left message for customer to callback referencing the vehicle diagnosis.

Customer called CM and informed that she took the vehicle into the dealership for diagnosis 05-16-12 but has not heard anything from the dealership yet. Customer advised CM that she had to obtain a rental and wanted to know the process behind receiving reimbursement. CM informed that upon her returning the rental she would need to send CM proof of payment for the rental and Chrysler would cover up to the \$40 per day that she has the rental up to five days. CM informed that any further days would have to be reconsidered. Customer stated she understood and agreed before hanging up with no further questions.

Customer called in. CM informed her that her CM was not available customer stated that she will call back.

CM called and left message for customer to callback referencing case.

Customer called in for CM, Customer stated can be reached at

██████████.

CM called and left message with contact information for the customer to give a return call concerning case.

CM spoke with customer who informed she had spoken with the SM who advised he had a field technician to come out and the issue was duplicated. Customer stated she has no idea what to do next, CM informed she would call the dealership and speak with SM in regard to the case.

Customer accepted and agreed before hanging up with no further questions.

CM spoke with SM Mike who informed that there was not a field technician that came out but instead the SM and SA s are working on the vehicle. SM stated he was able to get the vehicle to act up one time but during that time there was no Data Recorder attached to the vehicle to record the failure. SM stated the vehicle will read no codes and that the vehicle will shut off at idle that it doesn't stutter it just shuts off. SM also stated he has filled the tank 3 times and driven the vehicle 150 miles already but the vehicle has yet to show symptoms the customer complains of. CM inquired if the SM would need to keep the vehicle any additional days and it was stated that he did. CM has covered the rental for the customer for 5 days and will cover an additional 2 days. CM thanked SM before hanging up.

CM called and informed customer of conversation with the SM per lines 127-138. Customer stated that she had to pay for 2 days of rental upfront so the proof of payment would be in 2 receipts. CM informed that was fine just to make sure both of the receipts are faxed for review. Customer thanked CM before hanging up with no further questions.

Customer's father called back stating his daughter cannot afford to pay for a rental and that the issue is a Chrysler issue and not caused by her so therefore Chrysler should pay for the rental and any extensions needed until the repairs have been completed. Upon CM informing that was not possible customer's father (Seth Miller) requested to speak with a Supervisor. CM informed customer per TL Leon lf235 that a callback would take place next week. Customer's father then requested the vehicle be sent over for Lemon Law approval, CM advised she would send case over to the Lemon Law department for review. Customer's father thanked CM before hanging up with no further questions.

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

cl560@chrysler.com on 2012-05-25 @ 16:41

CM called customer to inform that the documents were received. Customer sent documents stating the rental fee was \$304.91, CM informed that Chrysler was only assisting at \$40.00 per day for 7 days totaling \$280.00.

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

TL call to dealer and spoke to the assistant service manager. Assistant service manager advised that the service people have driven hundred of miles to experience the failure one time. STAR is involved. STAR request that the vehicle be driven with the co-pilot to record data at the time of failure. The customer is requesting rental be provided for 'as long as it takes' to resolve the concern. (This customer has a third party extended warranty that pays \$30 per day for up to 5 days) TL advised the customer that the third party warranty is considered primary for rental

(TAPS) to assist with a resolution.

\*\*\*\*\* Following Corporate Resource has been contacted \*\*\*\*\*

TAPS

on 2012-05-25 @ 17:46

CAIR ESCALATION UPDATE

SEE STAR CASE# 12342896 FOR INFORMATION

Customer called inquiring of the status of her case. CM informed the case had been escalated. CM then provided customer with STAR case number for referencing with the dealership. Customer thanked CM before hanging up. CM called to speak with SM Mike King but was transferred to the voicemail. CM left case number, VIN and concerns for a return call. Customer is calling to speak with her CM because she was told by the dealership that she would have to bring her vehicle in to them again. The dealership then notified customer that they would also need to hear from Chrysler before they can go ahead with the repairs. Customer would like to speak with her CM for further assistance. Agent looked into this matter, but was not able to locate the correct extension for CM; agent documented customer's concern on the file. Customer would like to be contacted as soon as possible.

Hello Catt,

We have Alexander scheduled for Monday June 4th. I've emailed our tech. rep., he may have some suggestions. We will try to capture failure on a data recording.

Advise if you need anything-

Mike

customer wanted to speak with CM

transferred customer to 4720286

Mr. Miller called to inform CM that the customer was at the dealership but that the SM informed he has been unable to duplicate the concerns. Mr. Miller advised that the customer has an extended warranty for rentals through Hendricks Chrysler but is being informed that they need to have the problem duplicated before authorizing a rental. Mr. Miller stated that he doesn't want the case to be closed as he and his daughter are doing what is necessary to have the repairs completed. Mr. Miller requested to speak with TL If235. CM informed she would put the request in for the customer. Mr. Miller thanked CM before hanging up.

REASSIGNED TO BC/DLR 66 41026 06/04/12 09:59 O 22198173

\*Contact Date:06/04/2012

Warranty repair has been documented on Repair Order#190467

CAIR RETURNED FROM DEALER ON 6/04/2012 AT 02:16:138 R 22198173

TL call to customer - no answer. Left a message to advise the customer that CM CL560 will follow up next week to verify that the stalling has not re-occurred.

CL560 - please advise a TL after contact with the customer and before closing this CAIR. Please insure that every effort is made to insure that this customer is completely satisfied.

CM left message in regards to completed repairs and satisfaction on repairs.

CM left message in reference to case and repairs completed.

Ms. [REDACTED] called in wanting to know if the reimbursement check for the rental had been sent out, writer advised that we do not see a check that has been created on the system and with caller's permission writer connected caller to CM extension.

CM spoke with customer and informed the check will be submitted 06-19-12. Customer reimbursed for rental charges of \$280.00.

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**Customer Assistance Inquiry Record (CAIR)# 22198245**

<b>VIN</b>	1C3BC1FG2	BN [REDACTED]	<b>Open Date</b>	05/03/2012	<b>Built Date</b>	05/23/2011
<b>Model Year</b>	2011	<b>Body</b>	JSCE41	CHRYSLER 200 TOURING 4-DOOR SEDAN		
<b>In Service Dt</b>	09/06/2011	<b>Mileage</b>	13,800	<b>Dealer Zone</b>	66	ORLANDO
<b>Plant</b>	N	STERLING HEIGHTS ASSEMBLY PLANT	<b>Market</b>	U	US	
<b>Color</b>	PRP	DEEP CHERRY RED CRYSTAL PEARL COAT				
<b>Engine</b>	ERB	3.6L V6 VVT ENGINE				
<b>Transmission</b>	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				
<b>Dealer</b>	41026	EGOLF MOTORS INC				
<b>Dealer Address</b>	401 DUNCAN HILL RD					
<b>Dealer City</b>	HENDERSONVILLE			<b>Dealer State</b>	NC	<b>Dealer Zip</b> 28792
<b>Owner</b>	[REDACTED]				<b>Contact Type</b>	TELEPHONE
<b>Address</b>	[REDACTED]				<b>Home Phone</b>	[REDACTED]
	FORT BRAGG NC [REDACTED]				<b>Country</b>	UNITED STATES

Corporate - Product Information - Default - Default - Default | Customer states the vehicle stalls with no warning.

Briefly summarize why the customer is contacting Chrysler: Briefly summarize why the customer is contacting Chrysler: Customer states that their vehicle will stall in middle of the intersection. Customer states that they were talking to someone else about the issue and want to open a case with Chrysler. Customer states that this has been going on since January 2012 and happened 4 times. Customer states that nothing will warn you when its about to stall, no lights or indicators. Customer states the dealership that they could not recreate the problem so they were unaware of the problem. Customer states the vehicle just dies. Customer states that its happened at a traffic light or intersection and when seh went to accelerate it died. Customer states that the steering wheel will lock up and its dangerous. Customer states the vehicle will restart after it happens. Customer states taht they have heard about the intermittent issue. Customer states the dealership states the diagnosis is not pulling any codes. Customer states that this is the only transportation and they use it for their child. Customer states that the dealership they need to leave their vehicle with them. Customer states that their insurance will not pay for a rental unless there is an accident. Customer states the dealership does not have a loaner vehicle. Briefly summarize what the customer is expecting: Customer seeking 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 [REDACTED]. Customer email address for case updates: XXXXX@XXXXX.com Reassigned to 88R CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED]. Left message to ahve customer contact Case Manager at extension 4720264. CONTACT UPDATE - 1st Contact attempt, phone number dialed [REDACTED]. Spoke Mrs [REDACTED]. WRITER informed the customer that he will be the

Case manager in regards to issue. Customer states that the vehicle is currently in her position. WRITER informed the customer to take her vehicle to the dealer, and her will speak to the dealer about rental assistance. Customer thanks WRITER and ends call.

Customer called stating that he needs to know if there is an Enterprise in Henderson CA so his daughter (the customer) can get the vehicle. Agent transferred customer to AL593 extension 4720264.

Customer Father contact Case Manager. Customer would like to have noted that the customer lives in hendersonville NC, and is not going to the selling dealer which is 5 hours away. The customer would like to know if Enterprise would pick her up from the dealer. WRITER informed the customer that Chrysler only covers the cost per day for rental assistance. So, the customer could speak to enterprise in regards of rental pick up. Customer thanks WRITER and ends call.

CM will follow up with the customer and the dealership once the vehicle is at the dealership, due to agent AL593 speaking with the customer and the vehicle is with the customer currently.

Kesha called to ask about the rental and how to go about getting it now that its authorized. Agent transfered to ext 4720264. Agent also updated the address and phone number as it was incorrect.

Customer contact. Customer called to speak with WRITER. The customer states that she do not know how the rental process goes. Enterprise is requesting money up front for the rental vehicle. WRITER informed the customer that Chrysler will cover the daily cost for the rental, but the taxes and fees are not covered by Chrysler. The customer should go through the normal rental process and after her CM CE626 will speak with the dealer to see how long the vehicle will need to resolve the issue.

The customer states that Enterprise does not know of the case. WRITER informed the customer that the dealer will receive the of the case after CM contact the dealer for repair time. The customer states that she will rent the vehicle as normal. Customer thanks WRITER and ends call.

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

████████████████████ . Left message to call cm at extension 4720285

Customer called as the rental company is wanting customer to pay for rental up front and customer stated cannot afford this. Agent advised will attempt to transfer customer to CM. Agent attempted CE626, AL593 and customer has another open file 22198173 and agent attempted the CM on that case and voicemail was reached on every extension. Agent was explaining this to customer when customer stated the dealership called on the other line stating the vehicle is ready however customer stated no way to get there. Agent advised will transfer customer to CM CE626 to leave voicemail and advised customer to contact dealership to inquire if they could assist with ride to dealership as customer is still sorting out rental. Customer understood.

CM will close the case due to this being a duplicate case-refer to case 22198173

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**Customer Assistance Inquiry Record (CAIR)# 22198944**

<b>VIN</b>	1C3BC1FG5BN [REDACTED]	<b>Open Date</b>	05/03/2012	<b>Built Date</b>	02/25/2011
<b>Model Year</b>	2011	<b>Body</b>	JSCE41	CHRYSLER 200 TOURING 4-DOOR SEDAN	
<b>In Service Dt</b>	07/07/2011	<b>Mileage</b>	20,782	<b>Dealer Zone</b>	51 CHICAGO
<b>Plant</b>	N	STERLING HEIGHTS ASSEMBLY PLANT	<b>Market</b>	U	US
<b>Color</b>	PRP	DEEP CHERRY RED CRYSTAL PEARL COAT			
<b>Engine</b>	ERB	3.6L V6 VVT ENGINE			
<b>Transmission</b>	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION			

<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	TELEPHONE
<b>Address</b>	[REDACTED]	<b>Home Phone</b>	[REDACTED]
	ANKENY IA [REDACTED]	<b>Country</b>	UNITED STATES

Product - Unknown - Unknown - Stalling - Default	Customer claims vehicle has stalling problem and dealer cannot diagnose
Corporate - Outbound - Survey Follow-Up - CPS - Customer Contact Complete	
Corporate - Outbound - Survey Follow-Up - CPS - Default	

CPS Survey Record Received Date: 05/03/2012  
 Survey Number : BN53271904  
 Quality Survey ID Number: 207464990  
 Survey Date : 04/23/2012  
 VIN Number : 1C3BC1FG5BN [REDACTED]  
 Mapping Class : Dealer  
 Event Type : 1st Warranty Visit  
 CPS Score : 3

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

Survey comments indicate: 'I had to take my car into the shop three times now because it s stalled. No one s been able to tell me why and no one s been able to fix it. I came into it. I had a Chrysler Concord LXI previously. It was the best car I ever had. I was hoping to get a nice vehicle again from Chrysler. The performance of this car and the satisfaction with the engine just doesn t look up to anything I would have expected of a Chrysler product. In fact it s in the shop right now. I dropped it off last week they found nothing. Last night it stalled again at a stop light with my girlfriend driving it. The car stalled for the second time at a stop light. While you re idling the car just stalls, just shuts off. I took it in. They said no, nothing in the computer system says anything happened. They updated something but then that was last week. Again like I said yesterday it did it again last night. Like I said it s the third time it s stalled for no apparent reason less than a year old. The bad part is it s got 20,000 miles already because I ve been traveling, which I m moving to a new location. But I m sure nothing s going to be fixed then it s going to run out of its warranty. That s the biggest concern that s my biggest dissatisfaction is not having any confidence it ll be fixed before my warranty runs out.'

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

2nd attempt made to contact customer, [REDACTED]. Customer stated he just asked if he wanted to speak with someone from Corporate and he did not realize it was Customer Service. Customer stated he has been in three times because of a stalling concern while the vehicle is idle at a stop light. Customer stated the vehicle has been to two dealerships and

neither has been able to find any apparent concern for it. Customer stated his biggest concern is that the concern is happening more frequently and the warranty is going to expire, then he will be stuck with repairs. Writer advised customer writer would be happy to document the information for him and if the concern persists outside the terms of his warranty he can contact the CAC. Writer advised customer the CAC can work with the dealership to provide goodwill assistance for any repairs that may be needed outside the terms of the warranty. Customer stated that was fine and advised writer his sales representative also had a 200 and told him that his vehicle also stalled, however the service department advised him they had no information about the concern. Writer advised customer the dealership service department has the ability to contact the higher up technicians provided through Chrysler to inquire if a concern has been present at another dealership across the country. Writer also advised customer writer can only comment on the cases writer has seen, so writer cannot say if this is a common occurrence with the vehicle. Writer advised customer the only time the CAC is notified is if a recall or extended warranty is issued to address a concern, so the proper information can be available should a customer call with questions. Writer advised customer it is not to say that there may not be any other agents who have heard of the concern as well. Writer updated customer s address in COIN and advised should a recall or extended warranty be issued for any concern he would be notified via postal mail. Writer provided customer the reference number and contact number for the CAC.

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

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**Customer Assistance Inquiry Record (CAIR)# 22218224**

<b>VIN</b>	1C3BC1FG2 BN [REDACTED]	<b>Open Date</b>	05/09/2012	<b>Built Date</b>	05/18/2011
<b>Model Year</b>	2011	<b>Body</b>	JSCE41	CHRYSLER 200 TOURING 4-DOOR SEDAN	
<b>In Service Dt</b>	06/04/2011	<b>Mileage</b>	8,995	<b>Dealer Zone</b>	51 CHICAGO
<b>Plant</b>	N	STERLING HEIGHTS ASSEMBLY PLANT	<b>Market</b>	U	US
<b>Color</b>	PBV	BLACKBERRY PEARL COAT			
<b>Engine</b>	ERB	3.6L V6 VVT ENGINE			
<b>Transmission</b>	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION			

<b>Dealer</b>	23566	MIKE MCGRATH AUTO CENTER			
<b>Dealer Address</b>	4610 CENTER POINT RD N E				
<b>Dealer City</b>	CEDAR RAPIDS	<b>Dealer State</b>	IA	<b>Dealer Zip</b>	52402
<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	LETTER		
<b>Address</b>	[REDACTED]	<b>Home Phone</b>	[REDACTED]		
	CEDAR RAPIDS IA [REDACTED]	<b>Country</b>	UNITED STATES		

Product - Drivability - Unknown - Stalling - Default	engine keeps stopping intermittently in traffic and they loose all power
Dealer - Service/Body Shop - Transaction - Problem Not Resolved - Default	vehicle is still stalling and losing all power in traffic
Referral - Top Care - Social Media Team - Default - Marketing	

POSTMARK DATE: 050912; DATE RECEIVED: 050912  
 \*\*\*\*\*TOP CARE: ESCALATION REFERRAL STAFF\*\*\*\*\*  
 Customer writes Chrysler regarding an alleged stall out issue. left message for Matt Hazen, Service Manager, included my direct line  
 Top Care customer first contact was 05/10/12 at 10:17 by MFY  
 Top Care follow-up contact was 05/10/12 at 10:17 by MFY  
 Left message with my direct line today  
 Field service engineer Al Macavoy has vehicle which is at the dealership today.  
 SM Matt H. advised condition was never replicated in two very extensive roadtests. Sent email to TA who was already involved for TA s final say on the following customer concern.  
 TA inspected this vehicle on 5/9/2012. Dealer and TA have road tested this vehicle over 300 miles and vehicle has never stalled. Vehicle is currently operating as designed. Dealer to continue road testing with data recorder connected and will advise of results.  
 Writer advised TA for additional time with data recorder as owner claims intermittent.  
 TA sent the service manager a note requesting we let the customer drive it for a week or so with the data recorder attached to see if they can get it to act up. No repairs will be attempted unless Replication occurs  
 Left message for Customer as he called back and left cell phone number on voice mail. [REDACTED] (included VM on customer s answering machine including my direct line). Customer informed that Chrysler will not attempt to repair without basic verification of concern first.

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**Customer Assistance Inquiry Record (CAIR)#** **22226052**

<b>VIN</b>	1C3BC7EG4	BN [REDACTED]	<b>Open Date</b>	05/11/2012	<b>Built Date</b>	03/08/2011
<b>Model Year</b>	2011	<b>Body</b>	JSCX27	CHRYSLER 200 LIMITED TWO DOOR CONVERTIBLE		
<b>In Service Dt</b>	11/08/2011	<b>Mileage</b>	5,600	<b>Dealer Zone</b>	63	DALLAS
<b>Plant</b>	N	STERLING HEIGHTS ASSEMBLY PLANT	<b>Market</b>	U	US	
<b>Color</b>	PBV	BLACKBERRY PEARL COAT				
<b>Engine</b>	ERB	3.6L V6 VVT ENGINE				
<b>Transmission</b>	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				

<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	TELEPHONE
<b>Address</b>	[REDACTED]	<b>Home Phone</b>	[REDACTED]
	PALMER TX [REDACTED]	<b>Country</b>	UNITED STATES

Product - Engine - Unknown - Other - Default | Vehicle accelerating while driver has foot firmly on brakes.

Briefly summarize why the customer is contacting Chrysler: Customer called in this afternoon to state that he is very frustrated with all the issues that this vehicle has had. Caller states that twice now the vehicle has accelerated while he is stopped with his foot firmly on the brake. Caller also states that the rear window is a mess and it looks like the tint within the glass is bubbling, although there is no tint in the window.

Caller states that the vehicle is now at the dealer (60447) and they have been unable to duplicate the issue. Caller states that he does have an appointment with his dealer tomorrow to go for a drive with the service employee to see if they can duplicate the issue.

Caller asked what legal policy does Chrysler have that will assist him if the vehicle is given back to him, not repaired and he or others are injured, due to the issue the vehicle is having.

Agent advised that his case manager would be the one to have this discussion with, but that is certainly something we want to avoid.

Briefly summarize what the customer is expecting: Caller would like to have this accelerating issue corrected. Caller would also like someone to take the rear window issue seriously as it is not nice looking at all.

Customer was advised that due to the nature of their contact a call back is required and will take place within one business day 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? No- trying to diagnose

If a CDJ dealer has diagnosed, what is the dealer name or code? 60447

Reassigned to 88F

\*\*\*\*\* CASE MANAGER TEAM - District U \*\*\*\*\*

Customer is original owner

Customer has 1 vehicle in the household, original, current

Customer is in basic warranty

Customer has 1 essential care service contract

Customer s phone number is [REDACTED]

Customer s email is [REDACTED]

Status update provided via email to the following email address:

[REDACTED]

Hello!

My name is Amber Leigh and I have been assigned as your Case Manager with Chrysler

Here is some information that will be helpful for you to have:  
Your Case Number: 22226052  
Chrysler Case Management Telephone Number: 1-800-763-8422  
My Direct Extension: 66200  
My work hours: 8:30 - 17:00 Mountain Time, Monday-Friday  
I will contact you within one business day by telephone to review your case with you  
Thank you for choosing Chrysler and have a great day!

Amber Leigh  
End of Status Update  
Writer called Dealer at 469-517-0030, call was disconnected.  
Writer called Dealer at 469-517-0030, call was disconnected.  
Writer called Dealer at 469-517-0030, left message for Assistant Service Manager, Amy.

\*\*\*\*\* DEALER EMAIL \*\*\*\*\*

We have his car in our shop now. He claims that when he goes over bumps the front end starts making a banging noise. He has brought his car in once before for this problem and both times my tech and service manager have driven this car and have been unable to duplicate any of the noises he hears. Putting it up on the rack has shown all the suspension parts to be good. He has also states that a couple of times when he has been stopped that the engine surges and causes the car to plunge forward. The last time he says it did it so bad that he thought he had been rear ended. Both the tech and service manager drove this car to see if they could duplicate the problems and were unable to get it to act up. There was also nothing stored in the car s computer showing anything abnormal happened.

His last complaint is that there are spots in the rear windshield. What this is is that his car comes with solar guard glass (polarized glass) for UV protection and it shows as white spots if you stand at certain angles.

\*\*\*\*\*  
\*\*\*\*\* WRITER EMAIL \*\*\*\*\*

Would we be able to reopen the STAR case then?

\*\*\*\*\*

CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED], customer states he is concerned about his vehicle. Customer states he thinks he may be the second owner because of all the concerns. Customer states his vehicle was synced up with another person s iPhone and when he went to call his friends through the system it would pull up names he didn t have in his phone. Customer states the knocking noise and surging issues are still occurring. Customer states that his window also looks terrible. Customer states when the window gets wet it looks really cloudy and like there s a giant moisture bubble. Customer states he is concerned this vehicle has had so many concerns. Writer went over lines 54-74 and advised they would like a STAR case opened for the engine concerns and a Digital Imaging claim submitted for the window. Customer agreed. Writer advised they would follow up as soon as there is more information. Customer agreed and thanked Writer.

\*\*\*\*\* DEALER EMAIL \*\*\*\*\*

Ok, we ll submit the DI and STAR

\*\*\*\*\*

\*\*\*\*\* WRITER EMAIL \*\*\*\*\*

I m not showing a new STAR case?

\*\*\*\*\*

\*\*\*\*\* DEALER EMAIL \*\*\*\*\*

STAR case is in and DI approved replacement of the glass

\*\*\*\*\*

Writer called Customer at [REDACTED], Writer advised lines 95-97. Customer asked if the technical case would help matters. Writer advised the technical case is to help get answers for customer s concerns. Customer agreed and thanked Writer. Writer advised they would follow up with any updates.

Status update provided via email to the following email address:

[REDACTED]

Hello Mr. [REDACTED]

I was looking at our technical case and it looks like we re trying to duplicate the issue you ve been having with your vehicle. As soon as I



Thank you for your patience,  
Amber Leigh  
End of Status Update

██████████ calling to speak with case manager AW572. Writer advised customer that cm is currently not available at this time. Writer advised customer that writer will go ahead and transfer customer over to CL550.

Agent spoke with customer. Customer states his car has been in the shop since 5/10 and he was checking his account and found that he has a charge from the rental company. Customer states he contacted the rental company and they told him they did not charge his credit card that we did.

Customer states there was a charge of \$50.00 and it is Chrysler that made the charge. Customer put stop payment on the charge. Customer states he put the deposit on the vehicle. Agent advised customer she will contact the dealership and get back to him regarding the charges.

Agent spoke with customer. Customer states his car has been in the shop since 5/10 and he was checking his account and found that he has a charge from the rental company. Customer states he contacted the rental company and they told him they did not charge his credit card that we did.

Customer states there was a charge of \$50.00 and it is Chrysler that made the charge. Customer put stop payment on the charge. Customer states he put the deposit on the vehicle. Agent advised customer she will contact the dealership and get back to him regarding the charges.

\*\*\*\*\* WRITER EMAIL on May 30, 2012 \*\*\*\*\*

Why is your dealership charging the customer? What are the charges for?

\*\*\*\*\*

\*\*\*\*\* DEALER EMAIL \*\*\*\*\*

The dealership isnt charging Mr. Pearl for anything so I dont know what this would be. Everything on his ticket is warranty.

\*\*\*\*\*

Writer called Customer at ██████████, left message advising 131-137 Attempt made to contact customer. Left message.

Customer calling to see if his vehicle was ready to pick up. Writer informed customer that the repairs are under warranty but unknown repair status. Writer offered to transfer customer to the dealership- customer declined and stated he will wait for the dealer to contact him.

(Writer had checked with BJ594 about dealer reply)

Agent attempted to contact dealer Service Manager (SM) John, however, SM not available. Left message for a return call at extension 66200

SA Jamie calling to speak with an available CM. Writer transferred.

Service advisor amy called back for the service manager John stating they are done looking at the vehicle that they can not get the vehicle to duplicate the issue. Service advisor amy states they have done

everything STAR has requested them to do. Writer advised customer before refusing to work with the vehicle anymore because issue can not be duplicated to please contact the area manager to see what they say on what to do. Writer asked to have the area manger notate case. Service advisor amy states ok

Writer emailed area manager to update case on what to do next if anything.

AM requested info from Service Manager this evening. Only recommendation I have is to document what the dealer did to attempt the duplication, how many miles did they drive it, In reading the CAIR it isn t notated how often the owner states this has occurred. Typically the computer will set a rationality fault if the brake is depressed and the engine is accellorating at the same time., based on what I read there were no codes present. Will update after converstaion with SM. spc

Status update provided via email to the following email address:

██████████

Hello

This is Joni case manager here at Chrysler, case number 22226052. We have no updates at this time as we are still waiting on updated information.

We are emailing you to make sure you know we did not forget about you and still have an active case for your concern if you need to contact your case manager Amber Monday through Friday at 800-763-8422 extension 66200.

Thank you,

Joni

End of Status Update

Writer spoke with SPC. SPC states he has not contacted the Service Manager. Writer went over case. SPC stated it sounds like customer is experiencing user error concerns.

Writer emailed ASA Amy and asked if a ride along has been completed with the customer, if any new information has been found and what sort of tests have been completed.

ASA Amy emailed writer, the rear window has been replaced and they are not showing any spots. ASA Amy indicated engine knocking and surging was not ever duplicated and the vehicle is not showing any codes and it is up to specs. ASA Amy indicated the vehicle has been ready for pick up but still has not been picked up and customer is not returning her calls. 2nd attempt made to contact customer. [REDACTED] Writer called and informed customer writer has taken over the case. Writer informed customer of lines 183-187. Customer states he was not informed that the vehicle was ready, customer states he has not gotten any calls from the dealership. Writer apologized and informed customer at this point we would need him to pick up the vehicle. Customer claims he is very concerned the vehicle will surge and he will hit another car or something else. Customer states if that happens he wants Chrysler or the dealerships to pay for the issues. Writer informed customer the issue has to be duplicated first and foremost, at that point further diagnostic can be completed, but if nothing duplicates nothing is showing itself as broken and nothing can be fixed. Customer understood. Customer asked what if he did get in an accident due to fault of the vehicle, writer informed customer at that time a new case can be made and sent to SI. Writer suggested customer do a ride along with the SA so that he can try to get the surging to duplicate and then we can go from there. Customer states he will try to pick up the vehicle early tomorrow morning. Customer states he went and did a ride along with the dealership this morning 7/6 and the vehicle did not duplicate issue. Customer states he got home and on his way to work the noise started again. Customer states the noise starts after the customer drives the vehicle for more the 10 miles. Customer states he is taking the vehicle back to the dealers tomorrow. Writer advised customer to try and do a ride along when he drops off the vehicle case manager will follow up with customer 7/10. Writer e-mailed SM Amy asking for an update.

[REDACTED]  
[REDACTED]  
Writer called to speak with SM John, no Pick up. Writer emailed ASM Amy at [REDACTED] to find out the status and verify dealership information.

(469) 517-0030 John Palmer ext 3203 Writer left call back number, e-mail, last 8 of the V.I.N. and case number 800-763-8422 #66275, kt281@chrysler.com

Writer indicated writer is needing an update on the case.

(469) 517-0030 John Palmer ext 3203 Writer left call back number, e-mail, last 8 of the V.I.N. and case number 800-763-8422 #66275, kt281@chrysler.com

(469) 517-0030 Writer spoke with SA Blake and he stated SA Amy is working on the vehicle. SA Amy and SM John are out of the office currently. SA Blake stated that he thinks parts have been ordered. Writer indicated an email was sent to Amy, if SA Blake could remind SA Amy to email writer back.

When Mr. [REDACTED] picked up his car we were unable to duplicate his concerns. He did come back in the next day and rode with one of my techs on a test drive, 45 mins into the drive they were able to duplicate his concern.

We have ordered a rack in for his 200, as soon as that arrives we will schedule him in to resolve his issues

Writer e-mailed SA Amy rental is not covered if there are no repairs.

Writer asked for plan of action.

Amy emailed writer the rack and pinon is getting replaced. Writer indicated totals are needed for rental and point of failure on the rack and pinon.

Writer e-mailed SA Amy again

Writer e-mailed SA Amy

Amy emailed writer

when the tech finally heard what Mr. [REDACTED] is talking about. Right now, until we replace the rack we are unsure of the point of failure. And right now I dont know how long he will need to be in a rental, usually it takes 1-2 days and it would be at \$35 a day.

Writer emailed SA Amy rental is approved while the repairs are being completed only. Writer asked for part and order numbers.

Writer e-mailed SM John and SA Amy about the customer.

DEALERSHIP CONTACT- 469-517-0030 Writer left VM for SM John Writer left call back number, e-mail, last 8 of the V.I.N. and case number 800-763-8422

#66275, kt281@chrysler.com

Writer indicated writer is still seeking part and order numbers. Writer indicated if writer does not get a response today, GM/ or AM will be involved.

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

Customer Care is sending this CAIR because this customer appears to fall within the scope of Warranty Bulletin D-12-27 Warranty Goodwill Administration Process. Please follow the guidelines set forth in this bulletin to come to a resolution. If the customer s request is beyond the

limits found within D-12-27, it will require Area Manager documented pre-approval via the DM Notes application. All offers or denials will be delivered to the customer, with an appropriate explanation, by the dealer or the Area Manager. Customer Care will follow-up as appropriate with the customer before the CAIR is closed. If this repair falls under the Digital

Imaging process or the Powertrain Service Center you will need to follow all associated processes and requirements for claim approval including tech training requirements.

##### REASSIGNED TO BC/DLR 63 60447 07/26/12 17:14 O 22226052

writer e-mailed AM SPC on to see if she is the AM over this dealership. AM SPC indicated she is the AM over this dealership. Writer emailed SPC indicating writer cannot reach SM or SA for part/diagnostic information and asked for help getting a response.

Writer got a VM from SM John to call him on his cell [REDACTED] SM John Writer left a VM on SM Johns cell phone Writer left call back number, e-mail, last 8 of the V.I.N. and case number 800-763-8422

#66275, kt281@chrysler.com

Writer is seeking part info/diagnostic info.

Writer got a VM from SM John to call him on his cell [REDACTED] 214-797-0760 Writer spoke with SM John, he stated Rack and pinion has been ordered, not roof rack. SM John states the back glass was replaced prior, and the customer was put in a rental vehicle. Customer had rental for 57 days, \$35.00 a day. Chrysler will pay for the rental as a one time goodwill gesture. SM John states that the customer was having suspension concerns and the back glass concern, so the dealership had the customer in a rental while trying to diagnose, and then just recently it has been found the rack and pinion is causing the suspension concern. Currently customer has the vehicle. SM John states the surging concern has still not been diagnosed. SM John states parts 5154526ab order 071012. SM John stated the back glass was on back order which also caused more rental. SM John stated customer came in a couple days ago, that the back glass was leaking and once all parts come in then they will address all issues.

Writer informed SM John an RA has been made, and if he has issues submitting to contact the business center. SM John indicated all of his ETA s on parts getting pushed back, writer offered to create a parts case if needed, SM John stated to wait until next week. Writer indicated writer will try to follow up 7-31-12 if there is a parts update. Writer indicated it would be fine to put the customer in a rental while repairs are being completed.

2nd attempt made to contact customer. Writer informed customer writer would like to send to 88w. Customer states that would be fine. Customer states his back glass is leaking. Customer states the dealership is an

Customer states he is upset he is always in and out of the dealership. Customer states this is a new vehicle, and he is upset he is always in the dealership. Writer informed customer Chrysler is wanting to offer some sort of compensation for the inconvenience. Writer informed customer that with the back glass, a DI needs to be submitted and it would either be reseal or top replacement, writer informed customer writer will follow up 7-31-12 with ETA update, if ETA is still far out, writer will have customer go in for DI, if parts will be in super soon customer will wait to do everything at once.

Writer e-mailed SM John Palmer ?jpalmer@landerscorp.com?  
part number 5154526ab order number 071012 ETA 8-21-12  
\*\*\*\*\*88W\*\*\*\*\*

Part : 05154526AB  
Order : 071012  
Dealer Code : 60447  
Status : Daily  
Part Detail : GEAR  
ETA : 08/14/12

\*\*\*\*\* Following Corporate Resource has been contacted \*\*\*\*\*

PARTS EXPEDITING

on 2012-07-30 @ 09:18

\*\*\*\*\* START OF SUPPORT ESCALATION by T8430MH\*\*\*\*\*

05154526AB -Pewr CAIR policy re-ordered special. Supplier promise to ship 10pcs 8/1 Tentative ETA is week of 8/6

\*\*\*\*\* END OF SUPPORT ESCALATION \*\*\*\*\* by T8430MH

Per GPOP, No ETA.

2nd attempt made to contact customer. [REDACTED] Writer spoke with customer and informed him to go to the dealership for DI to be completed. Writer indicated ETA 8-14-12 maybe later. Customer states he will go in 8-4-12.

Per GPOP, ETA is 8/14/12.

Per GPOP, ETA is 8/15/12.

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**Customer Assistance Inquiry Record (CAIR)#** **22229805**

<b>VIN</b>	1B3BD2FG6 BN [REDACTED]	<b>Open Date</b>	05/14/2012	<b>Built Date</b>	03/14/2011
<b>Model Year</b>	2011	<b>Body</b>	JSDL41	DODGE AVENGER LUX 4-DOOR SEDAN	
<b>In Service Dt</b>	08/27/2011	<b>Mileage</b>	16,010	<b>Dealer Zone</b>	70
<b>Plant</b>	N	STERLING HEIGHTS ASSEMBLY PLANT	<b>Market</b>	U	US
<b>Color</b>	PX8	BLACK CLEAR COAT			
<b>Engine</b>	ERB	3.6L V6 VVT ENGINE			
<b>Transmission</b>	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION			
<b>Dealer</b>	43389	EARNHARDT'S GILBERT DODGE INC			
<b>Dealer Address</b>	1301 NORTH ARIZONA AVENUE				
<b>Dealer City</b>	GILBERT	<b>Dealer State</b>	AZ	<b>Dealer Zip</b>	85233
<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	TELEPHONE		
<b>Address</b>	[REDACTED]	<b>Home Phone</b>	[REDACTED]		
	GILBERT AZ [REDACTED]	<b>Country</b>	UNITED STATES		

Corporate - Product Information - Default - Default - Default	Customer seeking lemon law
Product - Engine - Unknown - Other - Default	vehicle keeps shutting off
Product - Drivability - Unknown - Hesitation/No Power - Default	vehicle keeps shutting off randomly
Corporate - Lemon Law - Default - Default - Default	
Dealer - By-Pass - Default - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer called in stating that she has been having numerous problems with her vehicle. Customer states that dealership can't diagnose the problem. Customer states that car keeps shutting off and keeps dying. Customer states she was going to get on highway on Friday and went to push gas and the car just shut off. Customer states this is the 5th or 6th time this has happened. Customer states that it has come down to a safety issue now and she is paying money for it and having to pay out of pocket for rental cars. Customer states she did some research and thinks that this is a lemon and wants to know what she has to do from here. Agent advised customer to read the blue and white book with her manual for further directions and informed customer that she would escalate to case management for further review.

Briefly summarize what the customer is expecting: Customer seeking lemon law  
 Customer informed a call back is required and will take place within one business day.  
 Preferred Morning/Midday call back number is [REDACTED] (cell)  
 Preferred Afternoon/Evening call back number is [REDACTED]  
 Customer email address for case updates: none-given  
 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 \*\*\*\*\*

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, 1 Sunroof glass, 1 Brake.

Number of days out of service = 4.

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

Writer called customer and informed her the vehicle does not appear to qualify.

Customer is stating she is concerned about putting her child in the vehicle.

Writer informed customer that Dodge does want her vehicle repaired and we will escalate her case to seek resolution. Writer called dealership and informed SM Greg per voice mail customer requested Lemon Law and the vehicle did not appear to meet the guidelines.

Writer is sending case to 88D for further handling.

CAIR has been escalated to the I2R team for special handling.

\*\*\*\*\*Kim Anderson with the I2R Customer Resolution Team is now responsible for this CAIR. If the customer should call, please request them to contact Kim Anderson at 888-542-7239, extension 440. Thank you.\*\*\*\*\*

5/16/2012 KA286

Spoke with Greg SM at Earnhardt and he said vehicle is not there. HAS not been there since 4/30- that shows was for an oil change.

>Called owner and left voice mail to call about vehicle.

If the customer contacts Chrysler, please refer them to their I2R Case Manager Kim Anderson at 888-542-7239 ext 440.

5/17/2012 KA286

Initial call with owner- frustrated with vehicle stalling while driving.

She says it seems to happen when slowing down or stopping and dealership could not duplicate. Explained what we do and gave her phone number.

Explained will speak with SM at Earnhardt to get STAR involved, will need to bring vehicle back in but want to get a plan first. SHE said okay and goes to work at noon, to call before then or leave a voice mail.

>Called Greg SM at Earnhardt and left voice mail to call me about this vehicle.

If the customer contacts Chrysler, please refer them to their I2R Case Manager Kim Anderson at 888-542-7239 ext 440.

5/18/2012 KA286

Spoke with Greg SM at Earnhardt and discussed stalling issue. Told him we do want to bring it back in and may have to involve STAR- but understand that is difficult if cannot duplicate. He said yes and there are never any codes to pull. Advised him to do a ride a long with owner and have her show him what and when its stalling- does it when slowing down or stopping. Told him maybe its something she is doing- driving with 2 feet, etc. We both agreed to do this, watch her but not ask if drives with 2 feet- watch her first. Or maybe it will happen with him riding along. He said yes and can do on a Tuesday, Wed or Thurs. Told him will have her bring it and do ride a long.

>

>Spoke with owner and explained we would like her to do a ride a long with service manager next week to see if can duplicate. She said she has no problem doing that but issue is very random and is afraid it wont do it then. Then she said she really doesnt want to bring it back in again, just wants out of the vehicle. Said she cannot believe Dodge wont take her out of it. I explained to her if they cannot duplicate, they do not know what to repair. She talked about speaking to an attorney, filing LL. I told her I understand and that is her choice but my role is to facilitate repairs and to do that she will need to bring it back in and/or do a ride a long. She stated feels it is unsafe to keep driving and wants out of the vehicle.

If the customer contacts Chrysler, please refer them to their I2R Case Manager Kim Anderson at 888-542-7239 ext 440.

5/22/2012 KA286

a long with SM- Greg. She said she is willing to do that but wants to know what we are going to do next if cannot duplicate. Explained to her we cannot commit to anything specific until after we try this one more time with her driving/trying to duplicate issue. She said okay she will bring it to Earnhardt tomorrow around 1:00pm for the ride a long. Told her I would go ahead and update DM in case he or TA is near and they might want to be there.

>Called Greg SM at Earnhardt and left voice mail explaining owner is coming tomorrow to do drive - a -long and to call me about this vehicle. If the customer contacts Chrysler, please refer them to their I2R Case Manager Kim Anderson at 888-542-7239 ext 440.

5/23/2012 KA286

Called Greg SM at Earnhardt and left voice mail reminding him owner is coming today at 1:00 to do ride-a-long with him.

If the customer contacts Chrysler, please refer them to their I2R Case Manager Kim Anderson at 888-542-7239 ext 440.

5/24/2012 KA286

Called Greg SM at Earnhardt and left voice mail to call about this vehicle.

>Received voice mail from Greg SM at Earnhardt - said he did do ride-a-long with owner but they never could duplicate the issue. He did bring it back into shop and checked for codes. Also sent a report to his DM showing this and letting her know owner does want out of the vehicle.

If the customer contacts Chrysler, please refer them to their I2R Case Manager Kim Anderson at 888-542-7239 ext 440.

6/1/2012 KA286

Called Greg SM at Earnhardt and left voice mail to call me about this vehicle. Also emailed DM.

If the customer contacts Chrysler, please refer them to their I2R Case Manager Kim Anderson at 888-542-7239 ext 440.

6/5/2012 KA286

Greg SM at Earnhardt left voice mail stating his DM was there and reviewed this case. He said he didnt have anymore info than that.

6/6/2012 KA286

SPoke with Greg SM at Earnhardt and he said DM was there with him; went over file of owner but did not say anything.

Greg did say owner was worried about problems happening after warranty expires. He explained to her everything is documented and Chrysler would not do that to her. Told him that is not a problem, I can add a extended service contract but wanted to see what DM thinks.

Emailed DM for her opinion on vehicle and stalling issue.

If the customer contacts Chrysler, please refer them to their I2R Case Manager Kim Anderson at 888-542-7239 ext 440.

6/8/2012 KA286

Received email from DM stating no other suggestions since we are unable to duplicate this issue.

6/8/2012 KA286

Spoke with owner and advised her there is no offer to replace the vehicle at this time. And that because Earnhardt cannot duplicate the issue, they do not know what to repair. She said it has happened to her 2-3 more times in the last week. Apologized for not being able to resolve the issue but did offer her an extended service contract and she is not sure. Wants to think about it and will get back to me. She is not happy with no replacement and having to stay in the vehicle; said it is a safety issue. Also said since Dodge is not willing to take her out of it, she will be contacting her attorney and will let everyone she knows considering a new vehicle purchase about her situation. Again I apologized and agreed I would wait to hear back from her about service contract.

If the customer contacts Chrysler, please refer them to their I2R Case Manager Kim Anderson at 888-542-7239 ext 440.

6/15/2012 KA286

Called owner and left voice mail checking to see if she decided about extended service contract and to call me.

Follow up with owner / possibly close on 6/18.

If the customer contacts Chrysler, please refer them to their I2R Case Manager Kim Anderson at 888-542-7239 ext 440.

Called owner and left voice mail inquiring about her decision on service contract and to call.

If the customer contacts Chrysler, please refer them to their I2R Case Manager Kim Anderson at 888-542-7239 ext 440.

6/20/2012 KA286

Owner left voice mail stating she does want the extended service contract.

If the customer contacts Chrysler, please refer them to their I2R Case Manager Kim Anderson at 888-542-7239 ext 440.

6/21/12 Emailed rw100 for approval to process the Chrysler Service Contract. Follow up on Service Contract approval on 6/25/12. CM

6/26/2012 KA286

Spoke with Allen Service Mgr at Autoland and he said owner never brought vehicle in.

>Called owner and left voice mail checking on pending appt and to call about vehicle.

If the customer contacts Chrysler, please refer them to their I2R Case Manager Kim Anderson at 888-542-7239 ext 440.

\*\*\*\*\*disregard lines 177 thru 182\*\*\*\*\*

6/27/2012 KA286

Called Greg Service Mgr at Earnhardt and left voice mail about service contract- inquiring if he added one.

If the customer contacts Chrysler, please refer them to their I2R Case Manager Kim Anderson at 888-542-7239 ext 440.

7/6/2012 KA286

Called Greg SM at Earnhardt and left voice mail for him to call about vehicle.

7/9/2012 KA286

Called for Greg SM at Earnhardt, he is not in- works Tuesday thru Saturday.

If the customer contacts Chrysler, please refer them to their I2R Case Manager Kim Anderson at 888-542-7239 ext 440.

7/10/2012 KA286

Called Greg Service Manager at Earnhardt and left voice mail inquiring about this vehicle and if he added an extended service contract; to call about vehicle.

7/11/2012 KA286

Spoke with owner and asked her if she knew if Greg the Service Manager at Earnhardt had put an extended service contract on her vehicle. She said her never said anything. Explained to her someone did, so I was not able to offer her one. Offered her a monthly payment reimbursement instead and she accepted. Verified her address and gave her fax number. She will fax docs over and thanked me for the help.

If the customer contacts Chrysler, please refer them to their I2R Case Manager Kim Anderson at 888-542-7239 ext 440.

7/12/12 Emailed tjb16 requesting to process the customer s payment reimbursement in the amount of \$486.47. Follow up regarding reimbursement on 7/16/12. CM

Check approved.

Check received and sent to customer through US Mail.

7/13/12 Received email from tjb16 confirming customer s payment reimbursement in the amount of \$486.47 has been issued and mailed to the customer. CM

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**Customer Assistance Inquiry Record (CAIR)# 22233488**

<b>VIN</b>	1B3BD1FG5 BN [REDACTED]	<b>Open Date</b>	05/15/2012	<b>Built Date</b>	04/25/2011
<b>Model Year</b>	2011	<b>Body</b>	JSDE41	DODGE AVENGER MAINSTREET 4-DOOR SEDAN	
<b>In Service Dt</b>	09/20/2011	<b>Mileage</b>	155,000	<b>Dealer Zone</b>	66 ORLANDO
<b>Plant</b>	N	STERLING HEIGHTS ASSEMBLY PLANT	<b>Market</b>	U	US
<b>Color</b>	PRM	REDLINE 2 COAT PEARL			
<b>Engine</b>	ERB	3.6L V6 VVT ENGINE			
<b>Transmission</b>	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION			
<b>Dealer</b>	68883	STONE MOUNTAIN CHRYSLER JEEP DODGE			
<b>Dealer Address</b>	5054 HIGHWAY 78				
<b>Dealer City</b>	STONE MOUNTAIN	<b>Dealer State</b>	GA	<b>Dealer Zip</b>	30087
<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	TELEPHONE		
<b>Address</b>	[REDACTED]	<b>Home Phone</b>	[REDACTED]		
	TUCKER GA [REDACTED]	<b>Country</b>	UNITED STATES		

Corporate - Company Information Contact - Default - Default - Default	Invalid cair
Corporate - Complaint Contact - Default - Default - Default	Vehicle has not been fixed
Product - Engine - Unknown - Seized, Sticks, Binds - Default	Vehicle stalls when leaving stop sign.

Invalid cair.  
Please disregard line 1 and reason code with 'invalid cair'.  
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? N/A  
Reassigned to 96F as per AC23172  
Customer states she has taken her vehicle into the same dealership 6 times and the concern is still not resolved. The vehicle stalls when moving from a stop sign. Customer feels the dealership is avoiding her and not returning her phone calls. Customer is very upset and ready to walk away from this vehicle.  
Status update provided via email to the following email address: [REDACTED]  
My name is Catt and I have been assigned as your Case Manager. Here is some information that will be helpful for you to have:  
Your Case #22233488  
My telephone # [REDACTED]  
My work hours are 8:00am-5:00pm Mon.-Fri.  
I will contact you within 24 hours via telephone to review your case with you.  
End of Status Update  
CONTACT UPDATE - 1st Contact attempt, sent customer email.  
CM left message for the SM Mike Sanders to callback concerning case. CM left customer VIN and 855-525-5085 ext 4720286.

CM called to speak with SM but left a message to give a return call concerning case.

CM called and left voicemail for customer to give return callback in reference to the case.

CM spoke with SM Mike and was informed that the customer had cam phasers replaced and also had a STAR case (S1118000012) open on the vehicle. SM informed that the repairs were completed on 05-17-12. CM thanked SM for his time before hanging up.

CM inquired if the mileage listed on the case was accurate, the SM informed that the actual milleage is 20,743 miles.

CM called and left message for the customer to call and inform on repairs and satisfaction level.

CM called to speak with customer in reference to the case and was informed that she had her vehicle in the dealership on 06-02-12 and was told by the SM that they were unable to duplicate the issue so as it stands they found nothing wrong with the vehicle. CM advised she would call and speak with SM in reference to diagnosis and then call the customer with information. Customer accepted and agreed before hanging up with no further questions.

CM informed customer that due to the fact her issue is unable to be duplicated and the dealership stated that without having a diagnosis there is nothing to repair that the case would need to be closed at this time. CM advised the case could be reopened in the event the issue occurs again and the dealership is able to diagnose the problem. Customer stated she understood without any further questions for the CM.

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**Customer Assistance Inquiry Record (CAIR)# 22235879**

<b>VIN</b>	1C3BC8FG7	BN [REDACTED]	<b>Open Date</b>	05/15/2012	<b>Built Date</b>	04/20/2011
<b>Model Year</b>	2011	<b>Body</b>	JSCR41	CHRYSLER 200 S 4-DOOR SEDAN		
<b>In Service Dt</b>	05/31/2011	<b>Mileage</b>	20,845	<b>Dealer Zone</b>	74	DENVER
<b>Plant</b>	N	STERLING HEIGHTS ASSEMBLY PLANT	<b>Market</b>	U	US	
<b>Color</b>	PW7	BRIGHT WHITE CLEAR COAT				
<b>Engine</b>	ERB	3.6L V6 VVT ENGINE				
<b>Transmission</b>	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				
<b>Dealer</b>	44477	OLIVIA CHRYSLER CENTER INC				
<b>Dealer Address</b>	1407 WEST LINCOLN					
<b>Dealer City</b>	OLIVIA	<b>Dealer State</b>	MN	<b>Dealer Zip</b>	56277	
<b>Owner</b>	[REDACTED]			<b>Contact Type</b>	TELEPHONE	
<b>Address</b>	[REDACTED]			<b>Home Phone</b>	[REDACTED]	
	OLIVIA MN [REDACTED]			<b>Country</b>	UNITED STATES	

Product - Electrical - Body Wiring - Intermittent or Inoperative - Default	Customer called with interior electrical issues
Corporate - Complaint Contact - Default - Default - Default	Customer is disappointed in Chrysler for unresolved concern
Product - Electrical - Unknown - Other - Default	Intermittent electrical concerns
Corporate - Lemon Law - Default - Default - Default	
Dealer - By-Pass - Default - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer called with interior electrical dash/control/lighting/steering issues. Customer states this has been going on since 9000 miles. Customer states it started acting up about 3 months after the purchase of the vehicle. Customer states it is off/on and he is a salesman and travels alot and is being stranded often. Customer states there is damage on the dash from multiple attempts to resolve it. Customer states there is a short somewhere in the wiring or something because this just happens out of the blue without any warning.

Briefly summarize what the customer is expecting: Customer is expecting to assistance to have this resolved for work purposes. 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] Cell Customer email address for case updates: N/A Who has possession of the vehicle? (Owner) Has the vehicle been diagnosed by a CDJ dealer? (Yes cannot find out the problem) If a CDJ dealer has diagnosed, what is the dealer name or code? 44477 Reassigned to 88F \*\*\*\*\* CASE MANAGER TEAM - District N \*\*\*\*\* Vehicle is under warranty Writer contacted SM Christine and she states that the vehicle was in yesterday and they completed a repair on the Compass module. SM Christine

states that the vehicle was repaired and given back to the customer last night.

CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED] Line rings then goes to a busy signal. No message left. Caller [REDACTED] requesting to speak with Case Manager. He said the repair had been not completed this time. He said there was an electrical short and the dealer had not been able to find it. Writer told customer that the CM was not available, but would call back as soon as possible. Writer contacted customer, Mr [REDACTED], who states that the vehicle has been in for this same issue many times. Customer states that the Dealer, Olivia Chrysler, has completed several repairs after guessing only for the same issue to persist. Customer states that either the vehicle needs to be fixed or a trade for the same vehicle with a good deal. Writer informed customer that the dealership, Olivia Chrysler, will be contacted and once new information is available Writer will contact Mr [REDACTED] back. Per Star case 12321444 codes on vehicle are: U1008 - LIN 1 BUS, U0206 - (ISO Reserved), U0208 - Lost Communication With Heated Seat Control Module, U0161 - Loss of Communication with the remote compass module, U113B - LOST COMMUNICATION WITH SWITCH BANK MODULE, U1149 - Loss of Communication with the Multi-function switch.

Writer contacted Service Manager, SM Christine, who states that the vehicle is back in and the issue duplicated while pulling into the drive and they are contacting STAR with the below information.

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

Please follow your Business Center guidelines in an attempt to resolve this customer's concern(s). If needed, seek assistance from your District Manager, Business Center or STAR.

The unresolved concern is engine lights will come on presenting codes. Agent called dealer and spoke to Service Manager Christine, informed that CAIR

was being sent. Please update this CAIR with resolution.  
#####

REASSIGNED TO BC/DLR 74 44477 05/17/12 15:56 O 22235879  
Per STAR CASE: Start tracing the LIN circuit from the RCM back to the main harness and inspect for and chaffs.

Attempt made to contact customer. Left message.

\*Contact Date:05/18/2012

Service Manager at the dealership has updated the CAIR# 22235879  
The vehicle has been diagnosed.

Caller [REDACTED] requesting to speak with Case Manager. CM not available, writer offered customer CM's voice mail, customer accepted. Customer transferred to voice mail.

Writer contacted Service Manager, SM Christine, who informed writer that while on a test drive the vehicle was hit by another vehicle. SM Christine states that they are taking this vehicle and working to get the customer into a new vehicle. SM Christine states that they are responsible for this vehicle. Writer thanked SM Christine and informed her that follow up will take place.

Writer contacted Customer, Mr [REDACTED], who states that he was given astronomical numbers for trade in on his vehicle. Customer states that the vehicle has had ongoing issues before this and now the dealership crashes his vehicle and is asking him to pay 6500.00 for the trade in. Customer states that he should not be responsible for the 6500.00 when this vehicle was crashed by the dealership. Customer requests a replacement like vehicle without the additional costs for trade in. Writer informed customer that more information is needed and once available he will be contacted.

Writer attempted to contact Area Manager, AM Alan, but he was not available. Writer left message for a return call.

Writer emailed AM Alan as well.

Writer contacted Customer, Mr [REDACTED], informed the customer that we are still working with the Area Manager Alan and that as soon as we have information we will contact the customer but Writer will update customer on Friday 05/25/2012 for sure.

05/24/12 Received the following email earlier today:

Alan,

Thank you for your time. Is there any new information for this case?

Misha  
Chrysler case Manager  
1.800.763.8422 EXT 66186/ajb2  
Waiting for response from SM Kristine  
05/28/12 Received the following email from the Service Manager (Kristine)  
on 5/25/12:

Hello,  
The 3 Parts are :  
68044103AB Switch  
68015101AF Switch  
4602522AF Heated seat Module  
Once I get those and install and put vehicle back together we will see how  
well it all goes. Thank you for the help. Have a great holiday weekend.

Thank You  
Kristine Mattson  
Parts-Service Manager Olivia Chrysler Center  
320-523-2170

kmattson@oliviachryslercenter.com/ajb2\\_  
Writer contacted Customer, [REDACTED], and informed him that the dealership is  
working on the vehicle for repairs. Customer states that if something is  
not done soon he will have to do something about getting out of the  
vehicle. Writer informed customer that once new information is available  
he will be contacted.

Writer emailed Service Manager Kristine for more information.  
Service Manager Kristine emailed writer and she states that she contacted  
the customer, Mr [REDACTED], and informed him of the current situation.  
Writer contacted Service Manager Kristine, SM states that vehicle is at  
there body shop. SM has contacted customer making him aware of repairs.  
SM states that repairs should be done on 6-4-12 or 6-5-12.

06/04/12 Received the following email from the Service Manager on 6/1/12:  
My order number is E0521 and part number is 68088067AC

Thank You  
Kristine Mattson  
Parts-Service Manager Olivia Chrysler Center  
320-523-2170

kmattson@oliviachryslercenter.com/ajb2  
06/04/12 Received the following email from the Dealer Assistance Clerk at  
the Minneapolis Parts Distribution Center:

Alan,  
This part has a Refer to Specifier Ruling on it, see below, THANKS  
KSGT0012 SGTC V1.00 CHRYSLER ORDER TRACKING SYSTEM 2012/06/04 BU7E  
CMD : SUPERSEDENCE NARRATIVE INQUIRY 10:28:40  
T0837DB

DEALER : 44477000 OLIVIA CHRYSLER CENTER INC PAGE : 001  
PART NUMBER : 68088067AC HEADLAMP EFF DATE 07/19/12  
MYI 11 MYO 12 RULING WRSP776  
SUPERSEDENCE NARRATIVE

68088067AC LT HEADLAMP IS NO LONGER AVAI  
LABLE. CUSTOMER MUST USE 68088067AD LT  
HEADLAMP AND REPLACE 68088066AC RT HE  
ADLAMP WITH 68088066AD RT HEADLAMP DUE  
TO VISUAL DIFFERENCES IN HEADLAMPS AT  
PREVIOUS NIC LEVEL./ajb2

Writer emailed Service Manager Kristine for more information.  
Service Manager Kristine emailed writer and stated that the vehicle was  
moved into the body shop and should be done on the body work by friday.  
SM Kristine states that they are waiting on Radiator support but the  
customer has been contacted and is aware of the situation and status  
Attempt made to contact customer. Left message.

Writer contacted customer, Mr. [REDACTED], for follow up. Customer states that  
the Service manager has kept him informed but he is not ok with this  
situation. Customer states that at this point he is not getting the  
answers needed. Customer states that he is recording the call. Writer  
informed customer that Chrysler has not authorized the call be recorded.  
Customer states that he is going to get rid of this vehicle. Customer  
states that he expects to know who is responsible for the time and gas  
that he has had to spend with this situation. Writer informed customer

Chrysler can look into what can be done for him. Customer states that he is not happy with how case is being handled and would like someone else to call him back with the answers.

Reassigned to lt702 per gf222

REASSIGNED TO BC/DLR 74 44477 06/07/12 12:30 O 22235879

Writer contacted Service Manager Kristine and informed her that the case has been forwarded to another case manager per customer request. SM Kristine states that the vehicle is back with her and she is getting the vehicle cleaned and BEAUTIFUL for the customer. SM Kristine states that her plan is to have the vehicle back to the customer tomorrow when it is not raining so the vehicle is nice and clean.

Writer informed SM Kristine that the case will be updated \_

\*Contact Date:06/08/2012

Warranty repair has been documented on Repair Order#41786

CAIR RETURNED FROM DEALER ON 6/08/2012 AT 09:09:254 R 22235879

Writer left message with customer to follow up, writer will attempt again next day to consult with customer.

Writer received call back from customer regarding the multiple issues that were related to the repairs. Customer is not happy with the service received from Chrysler per customer feels more effort should have been made to have parts available and to assist dealership in obtaining parts. Customer currently has vehicle and no symptoms have surfaced but customer would like more time to drive. Customer is pleased with the dealership for the hands on treatment even after accident in the dealership and is still currently waiting for new headlights to replaced damaged ones. Writer will further research cair and follow up with customer in 7 days to provide customer with more time to operate vehicle.

Writer contacted Kristine Parts Manager currently working with customer as of 6-15-12 customer was consulted with and advised that headlights are not going to be replaced due to body shop was able to buff out and lights operate as designed. Customer also stated vehicle is operating with no signs of former issues.

Writer contacted customer and was advised that customer has not spoken to dealership since vehicle was returned and that customer is expecting the head lights to be replaced when they do come in. Customer does not have confidence in the vehicle and feels that Chrysler should compensate customer for the time lost in operating own vehicle and alternate vehicles, customer is a salesman that travels and will not use vehicle due to the concerns that have been addressed. Customer will be out of town and would like CAC to look into options for customer satisfaction. Customer stated that the compass has flashed on multiple occasions from south to southwest but no other symptoms as before have been noted. Customer would like case to remain open until offer is provided. Writer advised that CAC will research customers options and follow up on 6-25-12.

Writer contacted Kristine Service Manager and advised that CAC will offer customer an extended basic warranty for 5/100 with no deductible and that CAC is requesting dealership still order the head lights and be sure to replace them with new ones after the damage from accident at dealership. SM advised that the vehicle was seen last week by SM and the scratches were seen due to dealership damage so dealership does have the headlights ordered at this time.

Writer consulted with customer and was advised that currently the vehicle is at the dealerships per the vehicles will loose power at stop lights and has to be restarted. Dealership has advised it is a transmission issue and customer is frustrated due to multiple repair attempts with no solution. Writer advised of the offer and customer stated that an extended warranty with unlimited miles would be considered but not limitation to miles per customer travels and does not trust vehicle. Customer has requested a buy back review due to multiple concerns. Writer advised that case will be forward to team and customer will be contacted in a few days with decision.

\*\*\*\*\* QUALIFIER TEAM \*\*\*\*\*

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

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

This customer has contacted Customer Care seeking lemon law

warranty history merits further review, however the customer has NOT been informed of such. They have been told that a file is being sent to the dealer with a copy to the Business Center. This CAIR is being assigned to your dealership for further handling and review with your Area Manager and/or Business Center in an attempt to resolve customer's concern and address their claim of lemon law/buyback/replacement.

**RESEARCH RESULTS:**

Explain why this vehicle either appears to qualify or not: Case appears to need further review.

Number of related repair attempts = 3 Possible 1 open RO

Number of days out of service =39

Agent called the dealership and spoke with the service manager SM Christine, the SM informed us that the vehicle was at the dealership and there is a 4th RO open for the same concern she also confirmed for us that the repairs in our system are for related issues. We informed the SM Christine that we will be sending this case over for further review all we ask is that she not close out this case and if she has any questions please contact her area manager or the BC.

The agent left a message for the customer Mr Mark Mages informing him that we will be sending his case on for further review by our corporate resources. The agent also informed him that we will not have any further information and all up dates will come for his SM at the dealership.

REASSIGNED TO BC/DLR 74 44477 06/25/12 18:07 O 22235879

Writer took call from customer requesting to speak with CM Leah

Service Manager Christine requesting to speak with Case Manager LT702.

Writer transferred SM to ext 66355.

06/28/12 Spoke with Service Manager (Kristine). Requested that she forward the part number they need and the order number. Additionally, requested that she have the Sales Manager (Mike) contact me./ajb2

07/05/12 Waiting for an update from the Service Manager (Kristine)./ajb2

07/06/12 Waiting for an update from the Service Manager (Kristine)./ajb2

07/06/12 Spoke with the Service Manager (Kristine). Valve Body arrived today. She will contact the customer to schedule an appointment for repair./ajb2

07/09/12 Waiting for an update from the Service Manager (Kristine)./ajb2

07/09/12 Forwarding CAIR and ISG replacement request to DJP105 for replacement approval./ajb2

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**Customer Assistance Inquiry Record (CAIR)# 22238295**

<b>VIN</b>	1C3BC2FG8	BN [REDACTED]	<b>Open Date</b>	05/16/2012	<b>Built Date</b>	05/02/2011
<b>Model Year</b>	2011	<b>Body</b>	JSCL41	CHRYSLER 200 LIMITED 4-DOOR SEDAN		
<b>In Service Dt</b>	11/06/2011	<b>Mileage</b>	6,000	<b>Dealer Zone</b>	35	WASHINGTON
<b>Plant</b>	N	STERLING HEIGHTS ASSEMBLY PLANT	<b>Market</b>	U	US	
<b>Color</b>	PX8	BLACK CLEAR COAT				
<b>Engine</b>	ERB	3.6L V6 VVT ENGINE				
<b>Transmission</b>	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				
<b>Dealer</b>	68348	KOONS CHRYSLER				
<b>Dealer Address</b>	2000 CHAIN BRIDGE RD.					
<b>Dealer City</b>	VIENNA	<b>Dealer State</b>	VA	<b>Dealer Zip</b>	22180	
<b>Owner</b>	[REDACTED]				<b>Contact Type</b>	TELEPHONE
<b>Address</b>	[REDACTED]				<b>Home Phone</b>	[REDACTED]
	SPRINGFIELD VA [REDACTED]				<b>Country</b>	UNITED STATES

Product - Unknown - Unknown - Stalling - Default	stalling while driving
Dealer - By-Pass - Default - Default - Default	

Briefly summarize why the customer is contacting Chrysler:  
 The customer is contacting Chrysler today because he states that he purchased a Chrysler 200 last November. The customer states that when he drives the vehicle it turns itself off. The customer states that it has happened four or five times. The customer states that they have taken the vehicle to the dealership three times but the dealership is telling him that there is nothing that they can do to fix the vehicle because they don't know what the problem is.

Briefly summarize what the customer is expecting:  
 The customer is expecting vehicle assistance.  
 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? Dealership  
 Has the vehicle been diagnosed by a CDJ dealer? Yes  
 If a CDJ dealer has diagnosed, what is the dealer name or code? 68348  
 Reassigned to 88F  
 \*\*\*Correction to line 19\*\*\*  
 Reassigned to 96F  
 Dealership called customer today and told him that they cannot duplicate the problem.  
 Customer wants CM to call back  
 Customer is calling wanting update on case. Agent advised customer that he had just put in the case yesterday and that the case manager has until the end of business day today to make the first phone contact. Customer was satisfied with that and stated he will wait.  
 CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED]  
 CM called the customer, The customer stated that the vehicle will stop when the customer is driving, customer states that dealership 68348-KOONS



CHRYSLER DODGE JEEP RAM is not able to duplicate the issue. CM advised that CM can see that the dealership has contacted STAR CM advised that they are a special team of advisors that will come in when the dealership can not duplicate the issue. CM advised that CM has to follow up with the dealers SM. CM advised the customer that the vehicle is under warranty and asked if the customer is willing to take the vehicle to another dealership to see if they can duplicate the issue with the vehicle. The customer stated that 68348 is the second dealership that could not diagnose the vehicle. Then the customer stated that the call is being recorded by the customer. CM advised that CM will follow up with 68348. But if the customer is not willing to take the vehicle to another dealership CM could not assist with the diagnosis any further. The customer then advised that the customer is willing to take the vehicle to another dealership. CM advised that CM will follow up with the customer after speaking with SM at 68348

Agent attempted to contact dealer Service Manager Justin-however, SM not available. Left message for a return call at extension 4720285 Agent attempted to contact dealer Service Manager (SM), however, SM not available. CM will call back

Agent attempted to contact dealer Service Manager Justin, however, the SM is not available. CM spoke with SA-Gervonie, who advised that the issue could not be duplicated, CM asked if STAR was able to duplicate the issue? SA advised no because the issue is sporadic.

2nd attempt made to contact customer. Left message.

3rd attempt made to contact customer. Left message.

CLOSED LOOP UPDATE - customer contacted today to confirm repairs. CM called the customer to follow up, Customer advised that the dealership has informed the customer that the dealership could not duplicated the issue and for the customer to contact the dealership if the issue keeps coming up. CM informed the customer that the customer can always take the vehicle to another dealership for a second opinion. The customer stated that the customer has taken the vehicle to another CDJ and was advised that the issue could not be duplicated. The customer asked CM for a phone number to Chrysler so that his attorney can call CM advised the customer to look in the vehicle owners manual.

MR [REDACTED] called to report that the vehicle engine stalled two days ago. Customer is frustrated about this issue. Customer states that options for resolve have not been presented for proper closure. ( ie. close case) Agent advised that if vehicle engine stalls, to notify the service dealership and record any symptoms that may assist in engine stall diagnosis. Customer agreed to assist in reporting re-occurring issue.

CAIR has been reopened and escalated to the I2R team for special handling.

\*\*\* Harlan Cooper with the I2R Customer Resolution Team is now responsible for this CAIR. If the customer should call, please request them to contact Harlan Cooper at 888-542-7239, extension 536. Thank you.

\*\*\*

6/07 Spoke to customer to complete initial call. Customer advised that his wife drives the vehicle and she has been experiencing the stalling issues. Customer is worried about his wife s safety. Customer advised both dealer Koons CDJ (68348) and Safford CDJ (43724) have not been able to duplicate problem. Koons advised customer the vehicle needs to have more frequent stall outs before they can further assess the issue.

Customer stated the dealer has been nice and he understands their disposition with this issue. Apologized to customer for the inconvenience, as I can certainly understand his frustration. Advised customer that his case has been forwarded to me for Special Handling to assist with vehicle repair per the Terms of the Warranty, including Escalated Technical assistance, parts expediting and Rental authorization if necessary. Advised customer that I would like to review his case with the Dealer and will call him back as soon as a plan of action has been assessed towards a resolve, if he would allow me the opportunity to do so. Customer accepted my offer and was satisfied with plan of action. Customer had a pleasant demeanor during the call and expects to hear back from me by 6/11. HC616

\*\*\* If the customer should call, please request them to contact Harlan Cooper at 888-542-7239, extension 536. Thank you. \*\*\*

his wife will be able to take the vehicle in for service next week to Koons CDJ (68348). Advised customer I will call back 6/15 to get the service date. HC616

\*\*\* If the customer should call, please request them to contact Harlan Cooper at 888-542-7239, extension 536. Thank you. \*\*\*

6/14 Spoke to customer to follow up. Customer advised the vehicle has stalled on his wife two times in the past three days. Customer advised his wife is really busy with her schedule but will drop the vehicle off next week for service. Advised customer to call back once he knows the appointment date. Customer agreed. HC616

\*\*\* If the customer should call, please request them to contact Harlan Cooper at 888-542-7239, extension 536. Thank you. \*\*\*

6/19 Customer called to say that his wife is bringing the vehicle into the dealer today 6/19. Advised customer I will follow up with the dealer today. HC616

\*\*\* If the customer should call, please request them to contact Harlan Cooper at 888-542-7239, extension 536. Thank you. \*\*\*

\*\*\*\*\* Following Corporate Resource has been contacted \*\*\*\*\*

TAPS

Harlan Cooper

on 2012-06-19 @ 17:20

\*\*\*\*Submitted I2R TAPS Escalation Request\*\*\*\*\*

CAIR# 22238295

Customer Name: [REDACTED]

VIN: 1C3BC2FG8BN [REDACTED]

Mileage: 5500

Dealership: Koons Chrysler Dodge Jeep Ram

Dealer Code: 68348

Dealer Phone: 7033560400

Dealership Contact Person: Kurt (service manager)

Vehicle Issue: stalling issue at least 4 times

I2R Coordinator: Harlan Cooper

Contact Number: 972-652-3536

6/19 Spoke to Service Manager Kurt. Kurt advised this is his first day on the job. Advised Kurt I will submit a TAPS request. Kurt advised he will follow up with me in the morning. HC616

\*\*\* If the customer should call, please request them to contact Harlan Cooper at 888-542-7239, extension 536. Thank you. \*\*\*

CAIR ESCALATION UPDATE

SEE STAR CASE# 12417512 FOR INFORMATION

6/20 Service Manager Kurt called regarding vehicle repair. Kurt advised they were not able to duplicate the problem and have not found any codes. The customer's wife is hesitant to allow the dealer to keep the vehicle because her rental was only authorized for a day. Advised Kurt I would authorize the extension of her rental till Saturday 6/23. Kurt will inform the customer. HC616

\*\*\* If the customer should call, please request them to contact Harlan Cooper at 888-542-7239, extension 536. Thank you. \*\*\*

6/26 Spoke to customer regarding his vehicle repairs status. Customer advised the dealer called his wife this morning advising her to pick up the vehicle. The dealer was unable to duplicate the stalling problem according to his wife. Advised customer I will keep in contact throughout this week and next week to see if his wife has another stall out. Customer agreed. HC616

\*\*\* If the customer should call, please request them to contact Harlan Cooper at 888-542-7239, extension 536. Thank you. \*\*\*

7/02 Spoke to customer regarding his wife's repaired vehicle. Customer advised since picking up the vehicle last week his wife has not had any issues with the vehicle. Advised customer I would do one more follow up on Friday 7/06. Customer thanked me. HC616

\*\*\* If the customer should call, please request them to contact Harlan Cooper at 888-542-7239, extension 536. Thank you. \*\*\*

7/06/12 Spoke to customer regarding his repaired vehicle. Customer advised his wife has not complained at all about the vehicle stalling since picking up the vehicle from the dealership. Advised customer to keep my information and to please call if he or his wife experience any issues with the vehicle in the future. Customer thanked me and seemed

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**Customer Assistance Inquiry Record (CAIR)# 22240943**

<b>VIN</b>	1C3BC1FG7	BN	<b>Open Date</b>	05/17/2012	<b>Built Date</b>	05/24/2011
<b>Model Year</b>	2011	<b>Body</b>	JSCE41	CHRYSLER 200 TOURING 4-DOOR SEDAN		
<b>In Service Dt</b>	11/15/2011	<b>Mileage</b>	9,893	<b>Dealer Zone</b>	66	ORLANDO
<b>Plant</b>	N	STERLING HEIGHTS ASSEMBLY PLANT	<b>Market</b>	U	US	
<b>Color</b>	PRP	DEEP CHERRY RED CRYSTAL PEARL COAT				
<b>Engine</b>	ERB	3.6L V6 VVT ENGINE				
<b>Transmission</b>	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				
<b>Dealer</b>	41383	ORLANDO DODGE CHRYSLER JEEP				
<b>Dealer Address</b>	4101 WEST COLONIAL DRIVE					
<b>Dealer City</b>	ORLANDO	<b>Dealer State</b>	FL	<b>Dealer Zip</b>	32808	
<b>Owner</b>	[REDACTED]			<b>Contact Type</b>	CERTIFIED LETTER	
<b>Address</b>	[REDACTED]			<b>Home Phone</b>	[REDACTED]	
	ORLANDO FL	[REDACTED]	<b>Country</b>	UNITED STATES		

Corporate - Lemon Law - Default - Default - Default	
Product - Drivability - Unknown - Stalling - Default	

POSTMARK DATE: 051712; DATE RECEIVED: 051712  
 Owner submits a motor vehicle defect notification card to Chrysler via certified mail and received on 5-17-2012. It states there have been three or more repairs for the problem of stalling and it is still there. Writer notes that the previous file is being handled through 91. This file will be forwarded to the bc for further review and handling.  
 \*\*\*\*\*ORLANDO BUSINESS CENTER RECEIVED MVDN 5/18/12\*\*\*\*\*  
 SEE ABOVE CONCERNS.  
 051812 EMAILED TA FOR APPT DATE  
 052312 RVW CONTACTED OWNER AT WORK NUMBER. ACKNOW RECEIPT OF MVDN. OWNERS CONCERN IS:  
 (1) VEH STALLING AT STOPS WHEN IN GEAR. HAS HAPPENED 5 TIMES SINCE PURCHASE IN NOVEMBER. CO PILOT INSTALLED AT LAST REPAIR ATTEMPT. VEH HAS NOT STALLED SINCE CO PILOT INSTALLED.  
 (2) IDLE FLUNCTUATES BETWEEN 500-900 RPMS  
 WRITER SCHEDULED OWNER TO DROP OFF VEH TO ORLANDO DCJ BY 8:30 AM ON JUNE 5 FOR CHRYSLER REP (TA) TO OVERSEE INSPECTION/REPAIR. NO ALT TRANS REQ, NONE OFFERED BUT AUTHORIZED DLR THAT IF BECOMES AN ISSUE TO PROVIDE FOR DURATION OF INSPECTION/REPAIR AS CUSTOMER GOODWILL GESTURE. ALSO INSTRUCTED DLR THAT IF ALT TRANS PROVIDED TO INCLUDE THE FOLLOWING EXPLANATION IN THE CLAIM NARRATIVE AS JUSTIFICATION: 'LEMON LAW RENTAL APPROVED IN CAIR #22240943'. WRITER ADVISED TA/SM OF THE ABOVE. APPT LETTER SENT TO OWNER AS CONFIRMATION.  
 appt pending  
 060512 RVW RECD VM FROM SM. VEH IS OUT DLR.  
 WRITER RECD CALL FROM CHRIS, SA. WRITER AUTHORIZED ALT TRANS FOR DURATION OF INSPECTION/REPAIR.  
 060612 RVW SPOKE WITH SA. SA REPORTS THAT TA FOUND NO PROBLEM WITH VEH AND HAD VEHICLE RETURNED TO OWNER. SA TO FAX COPY OF RO TO WRITER. FU LETTER SENT.  
 COPY OF RO RECD. TA PERFORMED DIAGNOSTIC INSPECTION AND ROAD TESTED VEH

FOR 23 MILES. UTD CONCERNS. VEH OPERATING AS DESIGNED.  
062012 RVW RECD VM FROM OWNER AT 8:10 AM INDICATING THAT VEH STALLED OUT  
AT 8:10 AM WHEN AT STOP LIGHT. DUE TO OWNER ALLEGING UNRESOLVED STALLING  
ISSUE AFTER FRA, WRITER OFFERED TO REPLACE. OWNER WILLING TO PURSUE  
REPLACEMENT. REQ OWNER EMAIL WRITER COPIES OF BUYERS ORDER, RETAIL  
INSTALLMENT SALE CONTRACT, AND CURRENT REGISTRATION. ADVISED OWNER THAT  
UPON RECEIPT OF DOCS THAT FILE TO BE FORWARDED TO ISG WHO WILL CONTACT  
OWNER TO INITIATE SETTLEMENT.  
CURRENT MILEAGE PER OWNER IS 10, 467.  
062012 RECD DOCUMENTS. REPLACEMENT TEMPLATE SUBMITTED FOR APPROVAL AND  
SUBMISSION TO ISG.

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**Customer Assistance Inquiry Record (CAIR)# 22240946**

<b>VIN</b>	1C3BC2FG9	BN	<b>Open Date</b>	05/17/2012	<b>Built Date</b>	02/04/2011
<b>Model Year</b>	2011	<b>Body</b>	JSCL41	CHRYSLER 200 LIMITED 4-DOOR SEDAN		
<b>In Service Dt</b>	03/16/2011	<b>Mileage</b>	14,715	<b>Dealer Zone</b>	66	ORLANDO
<b>Plant</b>	N	STERLING HEIGHTS ASSEMBLY PLANT		<b>Market</b>	U	US
<b>Color</b>	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				
<b>Engine</b>	ERB	3.6L V6 VVT ENGINE				
<b>Transmission</b>	DBA					

<b>Dealer</b>	68002	CARL GREGORY CHRYSLER JEEP DODGE				
<b>Dealer Address</b>	3000 NORTHLAKE PKWY BLDG 100					
<b>Dealer City</b>	COLUMBUS			<b>Dealer State</b>	GA	<b>Dealer Zip</b> 31909
<b>Owner</b>	[REDACTED]				<b>Contact Type</b>	CERTIFIED LETTER
<b>Address</b>	[REDACTED]				<b>Home Phone</b>	[REDACTED]
	COLUMBUS GA [REDACTED]				<b>Country</b>	UNITED STATES

Product - Drivability - Unknown - Stalling - Default	owner states vehicle 'cuts off' without warning
Corporate - Lemon Law - Default - Default - Default	

POSTMARK DATE: 051712; DATE RECEIVED: 051712  
 Owner submits a final repair opportunity notice via certified mail and received on 5-17-2012. It states the problems include the vehicle stalling, the brake light coming on and squealing brakes. The previous file has had involvement from 91. This file will be forwarded to the bc for further review and handling.  
 \*\*\*\*\* SEBC Received MVDN 5/17/12 \*\*\*\*\*  
 5/17/12RP RA scheduled on 5/25/12 at C. Gregory-68002. Called and sent ltrs. to o/ and svc. mgr. re: ra info. Concerns: 1. veh. cuts off at any time without warning 2. brakes squeak all the time, brake light comes on. TA-after your inspection please update cair then reassign to me.  
 \*Contacted dlr. and authorized a rental, should one be necessary, for the duration of the repair. Also, instructed dlr. to include the following explanation in the claim narrative as justification: 'Lemon law rental with cair #22240946.'  
 pending  
 pending  
 SEBC-Valk-TA: Inspected vehicle, no codes present. I checked for stalling concern and Brake concern. Currently, performing routine diagnosis for brake pedal feel and replace master cyl brake fluid switch for brake light concern. For the stalling concern, I instructed dealer to install the follow parts, Cam Sensors (2), Crankshaft Sensor, ESIM module and Powertrain Control Module. We rerouted the wiring harness between the valve cover and heater hose. We are currently waiting on parts which will be in on Monday for repair. TV  
 pending  
 SEVC-Valk: Repairs have been performed on vehilce as described in previous notation. Concern could not be duplicated prior to repair or after repair. Repair procedure and parts replacement determined per customer concern and engine operating systems. Intermittant concern. No futher action at this time.

6/1/12RP Sent ltr. to o/ advising veh. now repaired-no further action.

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**Customer Assistance Inquiry Record (CAIR)# 22268377**

<b>VIN</b>	1C3BC1FG3 BN [REDACTED]	<b>Open Date</b>	05/26/2012	<b>Built Date</b>	05/11/2011
<b>Model Year</b>	2011	<b>Body</b>	JSCE41	CHRYSLER 200 TOURING 4-DOOR SEDAN	
<b>In Service Dt</b>	10/29/2011	<b>Mileage</b>	7,323	<b>Dealer Zone</b>	71 LOS ANGELES
<b>Plant</b>	N	STERLING HEIGHTS ASSEMBLY PLANT	<b>Market</b>	U	US
<b>Color</b>	PX8	BLACK CLEAR COAT			
<b>Engine</b>	ERB	3.6L V6 VVT ENGINE			
<b>Transmission</b>	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** [REDACTED]

ENCINO CA [REDACTED] **Country** UNITED STATES

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

Briefly summarize why the customer is contacting Chrysler: The customer's brother Babak is calling with the customer in the background, the customer cannot speak well in English. The caller states that the vehicle has been at Dealer Code: 66667 Dealer Name : DAVID ELLIS CHRYSLER JEEP Dealer Phone : 818-348-7510 seven or eight times, to resolve the same issue. After two weeks where the customer purchased the vehicle there has been a loud knocking noise and the vehicle shuts down. The dealership have made many attempts to repair the vehicle, in fact it is at the dealership. The caller states that the vehicle is a lemon and his sister does not want it any longer.

Briefly summarize what the customer is expecting: Replacement 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? Dealer Code: 66667

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]

Owner is seeking relief under the California state lemon law.

1. What does the customer allege is wrong with the vehicle? Stalling.
  2. Was the vehicle purchased new or used? New.
  3. If used, what number owner is the customer and what was the mileage?
  4. Is customer claiming # of repair attempts or # of days out of service? 8 times.
  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).  
Another contact number 818-921-5029.  
052912 reassigned to am jsc9 to review and respond to owners request for  
lemon law relief tmt \_  
6/1/12 AM JSC9 is in process of reviewing file. JSC9  
6/8/12 AM JSC9 was informed earlier this week that a legal file was opened  
for customer & no contact was to be made. Refer to CAIR# 22303881. JSC9 is  
closing this CAIR. JSC9 \_

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<b>Customer Assistance Inquiry Record (CAIR)#</b>	<b>22268596</b>
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<b>VIN</b>	1C3BC1FG2 BN [REDACTED]	<b>Open Date</b>	05/30/2012	<b>Built Date</b>	05/23/2011
<b>Model Year</b>	2011	<b>Body</b>	JSCE41	CHRYSLER 200 TOURING 4-DOOR SEDAN	
<b>In Service Dt</b>	09/06/2011	<b>Mileage</b>	15,400	<b>Dealer Zone</b>	66 ORLANDO
<b>Plant</b>	N	STERLING HEIGHTS ASSEMBLY PLANT	<b>Market</b>	U	US
<b>Color</b>	PRP	DEEP CHERRY RED CRYSTAL PEARL COAT			
<b>Engine</b>	ERB	3.6L V6 VVT ENGINE			
<b>Transmission</b>	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION			
<b>Dealer</b>	26241	HENDRICK CHRY-JEEP			
<b>Dealer Address</b>	5421 RAEFORD ROAD				
<b>Dealer City</b>	FAYETTEVILLE	<b>Dealer State</b>	NC	<b>Dealer Zip</b>	28304
<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	E-MAIL		
<b>Address</b>	[REDACTED]	<b>Home Phone</b>			
	HENDERSONVILLE NC [REDACTED]	<b>Country</b>	UNITED STATES		

Product - Unknown - Unknown - Stalling - Default	Customer states vehicle will stall with no warning or indication.
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\*\*\*\*\* EMAIL BRIEF DESCRIPTION CONTENT \*\*\*\*\*

Chrysler 200 major safety issue

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

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,

████████████████████  
\*\*\*\*\*END OF CUSTOMER EMAIL\*\*\*\*\*

Dear ██████████  
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,  
Kristen  
Customer Service Representative  
Chrysler Customer Assistance Center  
\*\*\*\*\*END OF CAC EMAIL\*\*\*\*\*

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**Customer Assistance Inquiry Record (CAIR)# 22268951**

<b>VIN</b>	1C3BC1FG3	BN [REDACTED]	<b>Open Date</b>	05/30/2012	<b>Built Date</b>	04/05/2011
<b>Model Year</b>	2011	<b>Body</b>	JSCE41	CHRYSLER 200 TOURING 4-DOOR SEDAN		
<b>In Service Dt</b>	05/24/2011	<b>Mileage</b>	20,000	<b>Dealer Zone</b>	42	DETROIT
<b>Plant</b>	N	STERLING HEIGHTS ASSEMBLY PLANT	<b>Market</b>	U	US	
<b>Color</b>	PS2	BRIGHT SILVER METALLIC CLEAR COAT				
<b>Engine</b>	ERB	3.6L V6 VVT ENGINE				
<b>Transmission</b>	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				
<b>Dealer</b>	43781	LIBERTY DODGE CHRYSLER JEEP				
<b>Dealer Address</b>	12895 WORTHINGTON RD SW					
<b>Dealer City</b>	PATASKALA			<b>Dealer State</b>	OH	<b>Dealer Zip</b> 43062
<b>Owner</b>	[REDACTED]				<b>Contact Type</b>	E-MAIL
<b>Address</b>	[REDACTED]				<b>Home Phone</b>	[REDACTED]
	PATASKALA OH [REDACTED]				<b>Country</b>	UNITED STATES

Product - Transmission / Transaxle - Unknown - Hard Shifting - Default      Vehicle hard shifts at 1000 RPM's.

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

Chrysler 200 transmission problem.

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

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 noticeable to them as well.

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

Dear [REDACTED]:

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

\*\*\*\*END OF CAC EMAIL \*\*\*\*

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

Writer will attempt to contact customer on 06/04/2012.

Customer called and states that she took the vehicle in three months ago and had a tie rod repaired and that did take care of the loud front end noise however she feels there is still an issue with the transmission.

Customer states that she has advised the dealership multiple times of the issue however no repairs have been done. Writer advised a call to the dealership will be made and a call back will be done on 06/04/2012.

Writer contacted dealer (43781) at 740-967-8015. Writer spoke with Fred McClung (Service Advisor). Writer was advised that the customer did bring the vehicle in for the clunking and they did repair the axle however they have not seen the vehicle since. Writer advised it will be recommended to the customer to have an appointment set up.

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

Writer tried the number provided however it was a fax number. Writer will attempt again 06/05/2012.

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

Writer advised customer that a diagnosis would need to be done on the vehicle. Customer understood and advised she would make an appointment for her vehicle to go in next week. Writer advised a call back would be schedule for 06/13/2012. Customer understood and was satisfied.

Writer will contact customer on 06/13/2012.

Writer will contact customer on 06/13/2012.

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

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

Customer states that she took her vehicle in as her vehicle stalled at a light and could not start the vehicle. Customer took the vehicle to the dealership on Friday and provided a loaner vehicle. Customer picked the vehicle up on Monday and they were unable to duplicate the concern. However, they did do an update but customer is not sure if the update was for the stalling or the transmission or both. Writer advised a call to the dealership and customer would be done tomorrow. Customer understood.

Writer contacted dealer (43781) at 740-967-8015. Writer spoke with Ryan (Service Advisor). Writer was advised that the dealership was unable to duplicate the concern however, an update was found for the vehicle and they are unsure what the update was done for. Writer was advised that the customer needed the vehicle back and advised that if the issue does come back then she should bring the vehicle back to the dealership for a longer length of time for diagnosis.

CLOSED LOOP- 1st Contact attempt, phone number dialed, [REDACTED]

Writer advised customer of lines 74-80. Customer understood and states that she will call back if further assistance is needed.

Customer left message stating that she was driving recently and her vehicle stalled again and would like the concern documented.

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**Customer Assistance Inquiry Record (CAIR)#** **22270527**

<b>VIN</b>	1B3BD1FG7	BN [REDACTED]	<b>Open Date</b>	05/29/2012	<b>Built Date</b>	03/03/2011
<b>Model Year</b>	2011	<b>Body</b>	JSDE41	DODGE AVENGER MAINSTREET 4-DOOR SEDAN		
<b>In Service Dt</b>	11/30/2011	<b>Mileage</b>	7,760	<b>Dealer Zone</b>	66	ORLANDO
<b>Plant</b>	N	STERLING HEIGHTS ASSEMBLY PLANT	<b>Market</b>	U	US	
<b>Color</b>	PRM	REDLINE 2 COAT PEARL				
<b>Engine</b>	ERB	3.6L V6 VVT ENGINE				
<b>Transmission</b>	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				
<b>Dealer</b>	43654	JERRY ULM DODGE CHRYSLER JEEP				
<b>Dealer Address</b>	2966 NORTH DALE MABRY HIGHWAY					
<b>Dealer City</b>	TAMPA	<b>Dealer State</b>	FL	<b>Dealer Zip</b>	33607	
<b>Owner</b>	[REDACTED]			<b>Contact Type</b>	TELEPHONE	
<b>Address</b>	[REDACTED]			<b>Home Phone</b>	[REDACTED]	
	TAMPA FL [REDACTED]			<b>Country</b>	UNITED STATES	

Product - Drivability - Unknown - Stalling - Default	Customer states the vehicle is stalling.
Dealer - By-Pass - Default - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer James, calling on behalf his wife states the vehicle is stalling. Customer states the issue has occurred about 6 or 7 times. Customer states he has taken the vehicle to the dealership 3 times and the dealership can not find anything wrong with the vehicle. Customer states he would like Chrysler to fix it or purchase the vehicle back. Customer states he knows the lemon law rules and if the dealership can not fix the vehicle he will demand his money back.

Briefly summarize what the customer is expecting: Customer expecting Chrysler to fix the issue or buy back 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 home: [REDACTED]  
 Preferred Afternoon/Evening call back number is home: [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? 43654  
 Reassigned to 88F

Customer called seeking information on his case. Agent advised customer that the CM has the full business day to contact him and will contact him at some point today.

CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED] left message  
 CAIR has been escalated to the I2R team for special handling.  
 Customer calls to speak with their Case Manager. Advised the customer of lines 25-27. Customer understood and was advised a call back will take place. Customer prefers to be called on [REDACTED]

\*\*\*\*\*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.\*\*\*\*\*

6/1/2012 3:08:32 PM: User Comment by Rachel Wade: Contacted Mike, SM at Jerry Ulm Dodge, who informed that vehicle has been in service twice with stall out complaint. Mike informed that on 5/11 customer reported vehicle stalls out at a stop. At that time they found no codes and could not duplicate the concern, however they did find a flash update so they flashed the PCM. Customer brought vehicle back in on 5/26 with complaint that vehicle stalled out while at idle. At that time they road tested the vehicle 21 miles in stop and go traffic and could not duplicate stall out so returned vehicle to customer. I advised that customer has contacted Chrysler in an effort to have vehicle repaired or repurchased, therefore I will be asking customer to bring vehicle back in for service. Advised that I will authorize a rental for customer at \$35/day for up to 5 days, and asked that Mike please open a STAR case when vehicle is brought in. Mike agreed to do so. I advised that I will ask customer to contact dealership to schedule appointment.

Briefly summarize why the customer is contacting Chrysler: Customer contacted CAC for an update on case. Agent provided customer with information in lines 32-35. Customer states he will contact Rachel.

Briefly summarize what the customer is expecting: Customer seeking update on file.

6/4/2012 2:53:35 PM: User Comment by Rachel Wade: Attempted to contact customer at [REDACTED] and received voice mail. Left voice mail message for customer advising that I will be new case manager. Provided my contact information and requested owner call back at earliest convenience. Will make second attempt to contact customer by 6/6.

\*\*\*If the customer contacts Chrysler, please refer them to their I2R Case Manager Rachel Wade at 888-542-7239 ext 537.\*\*\*

Customer calls to speak with their Case Manager. Agent advised the customer of lines 60-62.

6/6/2012 3:19:22 PM: User Comment by Rachel Wade: Received voice mail message from customer stating that his vehicle stalled out once again last night, and this makes approximately 10 times that the vehicle has stalled out total. Customer stated that he does not want this vehicle anymore, as he feels that it is a lemon. Customer stated that the vehicle has been in service three times now for this problem and the dealership could not find anything wrong. Customer stated that he wants the vehicle bought back and requested a call back ASAP.

6/6/2012 3:23:28 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 did receive his message, and understand that the vehicle stalled out again last night. Advised that I do understand that customer is asking to be taken out of the vehicle, however we do first want to work towards repair. Provided my contact information and requested owner call back to discuss further.

6/6/2012 4:12:35 PM: User Comment by Rachel Wade: Contacted customer who informed that for the past 8 months his vehicle has stalled out on him 8-10 times, and just stalled out again last night on his way to work. Customer stated that he has had the vehicle in service three times for this and every time the dealership has not been able to duplicate or resolve the problem. Customer stated that there are no common conditions related to stall out, and it is very random. Customer stated that he will just be driving down the road and the vehicle will stutter for a second and then just shut off. Customer stated that a few times he felt the transmission jerk like it was stuck between gears right before it shut off. Customer stated that given that it is a safety concern and no one knows how to fix it, customer is requesting that the vehicle be bought back. Customer stated that he is not interested in taking the vehicle back in and would just like his money back so that he can go to a different brand. I advised that I do understand customer's concern, however we do want to work towards repair and ensure that Chrysler is involved. I advised that I would like the customer to bring the vehicle in again and have the dealership open a STAR case and then escalate. Customer asked what to do if vehicle cannot be repaired with Chrysler's help. I discussed possible data recorder and customer stated that he

just buy the vehicle back and save the hassle. I advised that we would not consider taking customer out of the vehicle at this time, especially without Chrysler's involvement in repair attempt. I advised that I do understand the inconvenience of multiple repair attempts, therefore offered customer one monthly payment reimbursement. Customer was pleased with this and agreed to bring the vehicle to the dealership this Saturday and pick up a rental. I advised that I will contact the dealership tomorrow to ensure rental is provided and further discuss STAR's involvement and data recorder option. Advised that I would follow up with customer on Monday 6/11, but asked that customer call me with any questions in the meantime. Customer stated that this will be his last time to take the vehicle in for service. \*\*Customer also mentioned that someone at the service department told customer that there was a woman with an Avenger that was having the same problems, therefore customer feels that it is a known issue that Chrysler simply cannot fix. At that time I further discussed STAR involvement. Will follow up with dealership tomorrow 6/7.

\*\*\*If the customer contacts Chrysler, please refer them to their I2R Case Manager Rachel Wade at 888-542-7239 ext 537.\*\*\*

6/7/2012 1:51:24 PM: User Comment by Rachel Wade: Received voice mail message from owner advising that he contacted the dealership and they will not be able to fit him in on Saturday, so customer will be dropping vehicle off at dealership tomorrow 6/8. Customer stated that the dealership told him that they would provide him with a rental. Customer asked that I contact the dealership to discuss opening a STAR case.

6/7/2012 1:55:52 PM: User Comment by Rachel Wade: Attempted to contact Mike, SM at Jerry Ulm Dodge, however Mike was unavailable. Left message with SA requesting he ask SM to open a STAR case on vehicle when customer drops vehicle off tomorrow. Provided customer information and my contact information.

6/8/2012 9:17:46 AM: User Comment by Rachel Wade: Attempted to contact Mike, SM at Jerry Ulm Dodge, however SM was unavailable. Left voice mail message for Mike advising that customer intends on dropping off vehicle at dealership today (if he has not already) for stall out concern. I advised that I would authorize rental for \$35/day for up to 5 days.

Advised that customer is requesting a buyback, therefore I do not want the vehicle released to the customer until a STAR case is opened and TAPS is involved. Asked that Mike please open a STAR case today when vehicle arrives. Advised that I would also like to consider a data recorder if necessary. Provided customer information and my contact information and requested Mike call back to confirm.

6/8/2012 9:27:14 AM: User Comment by Rachel Wade: Contacted customer who informed that he did drop the vehicle off at the dealership this morning and was provided a rental. Customer stated that he told SA Damien to open a STAR case and Damien said that the technician has to. I confirmed that this is correct, and that I just left a very detailed message for the service manager requesting they do open a STAR case. I advised that I asked the service manager to not release the vehicle to the customer until this is done. Customer was satisfied with this, and stated that he would be faxing over documents for the reimbursement either today or this weekend. I advised that I would plan on following up with the dealership and updating the customer on Monday 6/11. Asked that customer call me with any questions in the meantime. Customer appreciated the follow up.

\*\*\*If the customer contacts Chrysler, please refer them to their I2R Case Manager Rachel Wade at 888-542-7239 ext 537.\*\*\*

6/11/2012 9:50:22 AM: User Comment by Rachel Wade: Received voice mail message from Damon, Service Advisor at Jerry Ulm Dodge, advising that they did find that the ESIM was sticking open which can be related to vehicle stall out, so they will be replacing the ESIM. >> Then received another voice mail message from Damon stating that they opened a STAR case and STAR is telling them to not make any repairs until they can duplicate the stall out which they have not after test driving the vehicle approximately 23 miles. Damon requested a call back to discuss where to go from here.

\*\*\*\*\* Following Corporate Resource has been contacted \*\*\*\*\*

TAPS

on 2012-06-11 @ 10:51



CAIR# 22270527

Customer Name: [REDACTED]

VIN: BN [REDACTED]

Mileage: 7,992

Dealership: Jerry Ulm Dodge Chrysler Jeep

Dealer Code: 43654

Dealer Phone: 813-872-6645

Dealership Contact Person: Mike- Service Manager

Vehicle Issue: Vehicle stalls out. Customer states when driving vehicle will stutter for a moment then shut off. Customer states that a few times before stalling out the vehicle would jerk like was stuck between gears. No common conditions (hot or cold etc) when vehicle stalls. Customer states has stalled out 8-10 times in past 8 months

I2R Coordinator: Rachel Wade

Contact Number: 888-542-7239 extension 537

CAIR ESCALATION UPDATE

SEE STAR CASE# 12391667 FOR INFORMATION

6/11/2012 10:55:03 AM: User Comment by Rachel Wade: Attempted to contact either SA Damon or SM Mike at Jerry Ulm Dodge, however both SA and SM were unavailable. Left voice mail message for SM providing customer information and my contact information and requested SM call back to discuss status of assessment and TAPS involvement. Advised that I would like to discuss possibility of data recorder.

6/11/2012 11:00:37 AM: User Comment by Rachel Wade: Received voice mail message from owner stating that he did speak with the dealership and was told that they cannot do anything unless they can duplicate the stall out which they have not. Customer wants to know what to do at this point, as if the vehicle cannot be repaired he does not want the vehicle. Customer also wanted to know if he should stay in the rental, as he is having to pay a fee for additional insurance on the rental.

6/11/2012 11:00:58 AM: User Comment by Rachel Wade: Attempted to contact customer at [REDACTED] and received voice mail. Left voice mail message for owner advising that I did receive his message and have been trying to contact the dealership in regards to status of vehicle assessment. Advised that the dealership did contact STAR and I have escalated the STAR case. I advised that I would contact customer as soon as I have any new information, but I would like customer to remain in the rental for now.

6/11/2012 11:11:40 AM: User Comment by Rachel Wade: Spoke with Damon, SA at Jerry Ulm Dodge, who informed that they did open a STAR case and have been instructed to make no repairs until they can duplicate the concern. I advised that I did escalate the STAR case to TAPS and it appears that TAPS is saying the same thing. Damon stated that so far they have test driven the vehicle 23 miles. I advised that the concern is intermittent, therefore for now I would like the dealership to test drive the vehicle more. I asked if they have a data recorder available and Damon advised that they do not. I advised that I would call Damon back with more information, but in the meantime we will need to test drive further.

6/14/2012 1:07:00 PM: User Comment by Rachel Wade: Received voice mail message from owner advising that he did end up returning the rental and picking up his vehicle on 6/11, as the dealership told him that they were not able to duplicate the concern and customer did not want to allow any further test driving because he did not want to pay the daily insurance on the rental. Customer requested I call back to discuss next step. Also received fax from owner containing copy of retail installment contract for payment reimbursement.

6/14/2012 1:08:51 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 did receive his message, and since Jerry Ulm does not have a data recorder I would like to locate a dealership in his area that does have one available. I advised that I did receive owner's fax as well and would like to verify payment information so that I may process reimbursement. Requested owner call back.

6/15/2012 1:21:43 PM: User Comment by Rachel Wade: Contacted customer and advised that unfortunately Jerry Ulm Dodge did not have a data recorder available, therefore I would like to call around to other dealerships in his area to locate one. Advised that customer may need to take vehicle to

meantime I would like to process customer s monthly payment reimbursement. Verified customer s payment information and mailing address, and advised that customer will be receiving check in the amount of \$550.29. Advised that I would contact customer next week once I have located data recorder. Customer asked what to do if the vehicle stalls out before then, and I advised that customer should not restart the vehicle, and should have it towed to the nearest CJD dealership. > Customer is being provided one monthly payment reimbursement in the amount of \$550.29 for inconveniences of multiple unsuccessful repair attempts.

\*\*\*If the customer contacts Chrysler, please refer them to their I2R Case Manager Rachel Wade at 888-542-7239 ext 537.\*\*\*

6/15/12 Emailed tjb16 requesting to process the customer s payment reimbursement in the amount of \$550.29. Follow up regarding reimbursement on 6/19/12. CM

Check approved.

Check received and sent to customer through US Mail.

6/19/12 Received email from tjb16 confirming customer s payment reimbursement in the amount of \$550.29 has been issued and mailed to the customer. CM

6/19/2012 3:36:53 PM: User Comment by Rachel Wade: Contacted Jennifer, Service Manager at North Tampa Chrysler, who stated that she does not believe that they have a data recorder available, but will check with her technicians to make sure and will call me back. Provided my contact information. If Jennifer has not called back by tomorrow 6/20, will follow up.

6/20/2012 2:52:54 PM: User Comment by Rachel Wade: Spoke with Jennifer, Service Manager at North Tampa Chrysler, who stated that she has to check with one more technician to see if he may have a data recorder available, however the technician is in a class today so she will have to call me back tomorrow. Confirmed Jennifer does have my contact information.

6/20/2012 3:03:18 PM: User Comment by Rachel Wade: Contacted customer to make aware that I am currently awaiting a call back from North Tampa Chrysler to verify whether or not they have a data recorder available.

Customer stated that it would be very convenient to work with this dealership, as he passes it on his way to work every day. I advised that the service manager is needing to check with the technician, who is in a class today so I will not know if the dealership has data recorder until tomorrow. I advised that I would contact customer as soon as I have located a data recorder. Advised that reimbursement check has been issued. Customer appreciated the follow up and will await my call.

6/26/2012 2:25:00 PM: User Comment by Rachel Wade: Received voice mail message from Jennifer, Service Manager at North Tampa Chrysler, advising that unfortunately their dealership does not have a data recorder available.

6/26/2012 2:26:57 PM: User Comment by Rachel Wade: Attempted to contact DM DJK18 and received voice mail message advising that DM is on vacation and will return on Monday 7/2. Left voice mail message for DM providing customer information and my contact information and requested DM call back at earliest convenience to discuss assisting with locating a data recorder.

6/26/2012 2:31:02 PM: User Comment by Rachel Wade: Attempted to contact customer at (813) 422-0385 and received voice mail. Left voice mail message for owner advising that unfortunately North Tampa Chrysler does not have a data recorder available. I advised that I did attempt to contact the district manager for assistance, however the DM is on vacation until next week, therefore I will be contacting other dealerships in his area to locate data recorder. Advised that I would contact customer as soon as I have located one.

7/3/2012 1:21:46 PM: User Comment by Rachel Wade: Spoke with Scott, Service Manager at Courtesy Chrysler, who informed that they do have a data recorder-like device, however they would not be able to release the vehicle to owner with data recorder on, and would need to keep the vehicle at the dealership and test drive it themselves.

7/3/2012 1:24:45 PM: User Comment by Rachel Wade: Attempted to contact DM DJK18 and received voice mail. Left voice mail message for DM requesting he call back to discuss locating data recorder that could be available to

7/3/2012 1:30:42 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 did locate a dealership that has a data recorder available, however they will want to keep the vehicle at the dealership and test drive it themselves as opposed to releasing vehicle to customer with data recorder. Advised that if customer is willing to do this I would like to make arrangements. Advised that I would be able to authorize a rental for customer as well. Advised that I have also left a message for the district manager requesting assistance on locating another dealership that may have a data recorder available to release to customer. Provided my contact information and requested owner call back to discuss further. Will follow up 7/6.

7/5/2012 2:28:15 PM: User Comment by Rachel Wade: Received voice mail message from owner stating that he did receive my message, so he called Courtesy Chrysler and the person he spoke with told him that they did not have a data recorder available. Customer requested I call back to confirm this.

7/5/2012 2:32:35 PM: User Comment by Rachel Wade: Contacted Scott, service manager at Courtesy Chrysler, and advised him of the message I just received from customer. Scott put me on hold to check with the shop foreman, and returned and stated that he was just looking at the data recorder, so he does not know who customer spoke with, but the customer was misinformed. Scott stated that customer may bring the vehicle in to drop off at any time before 6:00 PM, as the rental company closes at 6. I asked that when vehicle is brought in they open a STAR case and please note that this is an I2R case. Scott agreed to do so. I advised that I would like them to test drive the vehicle with data recorder as much as possible. Advised that I would authorize the rental for customer at \$35/day for up to 5 days, and would extend rental if necessary.

7/5/2012 2:34:13 PM: User Comment by Rachel Wade: Attempted to contact customer at (813) 961-0491 and received message stating 'the person you are trying to reach is not able to receive your call.' Was not able to leave message.

7/5/2012 2:38:53 PM: User Comment by Rachel Wade: Attempted to contact customer at (813) 422-0385 and received message stating: 'Welcome to Verizon wireless. The number you dialed has been changed, disconnected, or is no longer in service.' Will attempt to contact customer again 7/9.

\*\*\*If the customer contacts Chrysler, please refer them to their I2R Case Manager Rachel Wade at 888-542-7239 ext 537.\*\*\*

7/10/2012 9:47:10 AM: User Comment by Rachel Wade: Attempted to contact customer at [REDACTED] and received voice mail. Left voice mail message for owner advising that I did receive his last message stating that when he contacted Courtesy Chrysler he was told that they did not have a data recorder available, so I called the service manager and ensured that they do have a data recorder. I advised that customer may bring vehicle to Courtesy Chrysler, but asked that he please call me first so that I can ensure rental will be ready and Chrysler will be involved in assessment. Provided my contact information and asked that owner call back at earliest convenience. If owner has not called back by 7/12 will follow up with owner.

7/10/2012 10:00:33 AM: User Comment by Rachel Wade: Contacted Scott, Service Manager at Courtesy Chrysler, who informed that customer did drop off his vehicle on Saturday 7/7, and since then they have test driven vehicle with data recorder and have not duplicated concern. Scott stated that they will be test driving more with data recorder. I advised that I do not see a STAR case opened, therefore asked that they please open a STAR case and note in the STAR case that this is an I2R case. Scott agreed to do so. Asked that they please test drive vehicle as much as possible.

\*\*\*If the customer contacts Chrysler, please refer them to their I2R Case Manager Rachel Wade at 888-542-7239 ext 537.\*\*\*

7/11/2012 1:15:47 PM: User Comment by Rachel Wade: Attempted to submit TAPS request, however was unable to due to TAPS already contacted during last service visit at Jerry Ulm Dodge. Emailed supervisor for assistance with TAPS request.

7/11/2012 2:14:26 PM: User Comment by Rachel Wade: Attempted to contact Scott, service manager at Courtesy Chrysler, however Scott was

requested she have Scott call me back at earliest convenience.

7/11/12: Sent email to eaw2 at TAPS: 'Good afternoon Eric, Can you please forward this 'HOT' TAPS Request to the appropriate TAPS Team for handling. The original TAPS request was sent on 6/11, however we are now in need of additional assistance and the CAIR System (Agent Workbench) doesn't appear to be accepting a new TAPS Case if there was a previous TAPS Case submitted.'

--Received an email from eaw2 to pdc1 and map at TAPS: Hey guys, l2r folks seem to be having systems issues and can't do TAPS escalations. The below appears to be a driveability taps escalation. Can you forward it? Thanks,'

--Received an email from pdc1 at TAPS to eaw2, map and m129 at TAPS: 'Eric, We know about this one. The Safety Office is conducting an investigation based on a NITSA inquiry. I will forward this VIN to that team. Mark, Please get with the dealer and mark sure it is not the wiring issues by trans mount, and top of engine beauty cover, trans is full, pcm is not in the dirty period, ect If everything checks out let Mikelyn know so the customer can be told about the known issue.' mb981

Thanks,

Phil Campau

Eric.

\*\*\* If the customer should call, please request them to contact Rachel Wade at 888-542-7239, extension 537. Thank you. \*\*\*

7/12/2012 3:13:32 PM: User Comment by Rachel Wade: Attempted to contact Scott, service manager at Courtesy Chrysler, several times throughout the day and each time I called was either put on hold for very extended period of time, or informed that Scott was not available. Asked service advisor to go find Scott for me, as it is important that I speak with him about this vehicle ASAP. SA put me on hold and came back and stated that she spoke with Scott, and Scott said that he would need to call the customer before they could do anything further on the vehicle. Service manager would not come to the phone to speak with me. Asked that SA please take down my contact information and ask the service manager to return my call as soon as possible.

7/12/2012 3:18:10 PM: User Comment by Rachel Wade: Received voice mail message from customer requesting a call back to update on status of vehicle. Customer also stated that he wanted to send me documents for the rental. Customer did not state exactly what he was sending documents over for.

7/12/2012 3:18:49 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 have made several attempts to contact the dealership for an update on status of his vehicle, however have not been able to speak with the service manager, so I do not have an update. Advised that I was informed that the dealership should be contacting the customer. Per customer's voice mail, requested owner fax over documents for rental for review. Provided my contact information and asked that customer call back to discuss further.

7/13/2012 11:09:40 AM: User Comment by Rachel Wade: Received voice mail message from owner stating that he received a call from the dealership advising that they did test drive the vehicle with the data recorder and were unable to duplicate the stall out, but still replaced the ECM and want to release the vehicle to the customer with the data recorder still on. Customer stated that he was told that to do this they would need a deposit from customer for the data recorder, which customer stated that he will under no circumstances pay. Customer stated that he should not have to pay to have his vehicle repaired, as he has a warranty. Customer stated that if he does have to pay he will contact his attorney and take legal action. Customer asked that I contact the dealership and clear this up.

7/13/2012 11:10:19 AM: User Comment by Rachel Wade: Attempted to contact Scott, Service Manager at Courtesy Chrysler, however Scott was at lunch, and service advisor was not available. Receptionist suggested I call back at a later time.

7/13/2012 1:24:42 PM: User Comment by Rachel Wade: Again attempted to contact either service manager or service advisor at Courtesy Chrysler, and was put on hold for extended period of time then told that neither

7/13/2012 1:24:52 PM: User Comment by Rachel Wade: Attempted to contact DM DJK18 and received voice mail. Left voice mail message for DM advising of current situation- STAR and TAPS involvement, dealership requiring a deposit for data recorder, customer threatening to take legal action, and that I cannot get in touch with anyone at the dealership for more information. Provided customer information and my contact information and requested DM call back to please assist.

7/13/2012 2:19:54 PM: User Comment by Rachel Wade: Again attempted to contact either the service manager or service advisor at Courtesy Chrysler, and was told that neither were available. Every time I have called I have had the receptionist page both the service advisor and service manager, and look for them as well. Told receptionist that it is very urgent that I speak with the service manager ASAP. Provided my contact information and customer information and asked that she please give this message to the service manager ASAP.

7/13/2012 4:12:37 PM: User Comment by Rachel Wade: Again attempted to contact service manager and waited on hold for 10 minutes while receptionist paged the service manager. The service manager would not answer his page. Receptionist stated that she has been giving the service manager my messages, and will let him know that I have called again.

7/13/2012 4:15:03 PM: User Comment by Rachel Wade: Attempted to contact customer at [REDACTED] and received voice mail. Left voice mail message for owner apologizing for current situation, however I have not yet been able to get in touch with anyone at the dealership to resolve the situation. Advised that I have made multiple attempts to contact the service manager today. Advised that if I do not hear back from the service manager by COB today I will follow up on Monday to try to resolve data recorder concern, and would contact customer as soon as I have an update.

7/16/2012 1:22:41 PM: User Comment by Rachel Wade: Attempted to contact Scott, Service Manager at Courtesy Chrysler, however Scott was unavailable. Left message with SA providing my contact information and customer s information and requested he have Scott call me back at earliest convenience.

7/17/2012 4:21:57 PM: User Comment by Rachel Wade: Contacted Scott, Service Manager at Courtesy Chrysler, who apologized for not getting back with me earlier, but he has been training the new service manager all week. Scott stated that the customer came back to the dealership on Friday 7/13 and agreed to sign a security deposit to have the data recorder installed on his vehicle. Scott stated that customer had data recorder installed on Friday 7/13 and they agreed to let customer drive with data recorder for the remainder of the week. Scott stated that the dealership has not been contacted by STAR or TAPS in regards to this customer. Scott stated that the district manager will be at the dealership later this week (possibly Friday) to meet the new service manager, so they will discuss this vehicle at that time as well. Scott stated that the customer is scheduled to bring the vehicle back to have the data recorder removed on Friday 7/20.

7/19/2012 2:16:39 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 did speak with the service manager and was informed that customer is currently driving vehicle with the data recorder. Advised that I would like to check on status of vehicle since test driving. Provided my contact information and asked that owner call back at earliest convenience.

7/19/12: Sent email to eaw2 at TAPS for follow-up on TAPS involvement, as the Dealer advised they have yet to hear from TAPS as of 7/17.' mb981

7/20/2012 2:00:19 PM: User Comment by Rachel Wade: Spoke with Mike, service advisor at Courtesy Chrysler, as the service manager was in a meeting with the district manager. Mike stated that he spoke with the customer today, and customer intends on bringing vehicle to the dealership tomorrow to return the data recorder. Mike stated that he did not know whether or not the vehicle has stalled out since data recorder was installed. Mike did mention that although the customer is bringing the vehicle back tomorrow to have the data recorder removed, he does plan on dropping the vehicle back off for further assessment sometime next week. Mike stated did not know whether or not the dealership has been

7/20/2012 2:01:06 PM: User Comment by Rachel Wade: Emailed service manager, Scott, requesting he call back to verify whether or not he has been contacted by TAPS, or if he has discussed this customer with the district manager.

\*\*\*If the customer contacts Chrysler, please refer them to their I2R Case Manager Rachel Wade at 888-542-7239 ext 537.\*\*\*

7/23/12: MB981 and RW584 received an email from eaw2 to pdc1 at TAPS on 7/19 requesting that the Dealer be contacted. mb981

\*\*\*If the customer contacts Chrysler, please refer them to their I2R Case Manager Rachel Wade at 888-542-7239 ext 537.\*\*\*

7/24/12: PDC1 at TAPS sent an email to ML129 at TAPS (cc: mb981 and rw584): 'Mark, Please get with the dealer and mark sure it is not the wiring issues by trans mount, and top of engine beauty cover, trans is full, pcm is not in the dirty period, ect If everything checks out let Mikelyn know so the customer can be told about the known issue. Thanks, Phil Campau.' mb981

\*\*\*If the customer contacts Chrysler, please refer them to their I2R Case Manager Rachel Wade at 888-542-7239 ext 537.\*\*\*

7/25/2012 1:44:31 PM: User Comment by Rachel Wade: Attempted to contact Angelo, new service manager at Courtesy Chrysler, however Angelo was not available. Left message for Angelo providing customer information and my contact information and requested Angelo call back.

7/27/2012 3:54:07 PM: User Comment by Rachel Wade: Spoke with Angelo, service manager at Courtesy Chrysler who was not very involved with case, therefore spoke with the technician, Jim, for more information. Jim stated that the TA and DM were both made aware of this vehicle and they decided that the ESIM most likely was coming open and causing the stall out, so they replaced the ESIM. Jim stated that after they replaced the ESIM they installed the data recorder with the special template provided by TAPS, and released vehicle to customer to drive for 10 days. Jim stated that the customer returned to the dealership last Saturday to have data recorder removed, and at that time the customer reported that the vehicle never stalled, but he did feel it stumble/stutter so he pushed the button on data recorder. Jim stated that they took the recordings and sent them to TAPS, but have not yet heard anything back from TAPS. Jim stated that he told the customer that if anything came up he would call the customer directly, but Jim stated that the customer appeared satisfied and has not contacted the dealership since he had the data recorder removed.

7/27/2012 3:59:54 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 review results of repairs and check on status of vehicle. Provided my contact information and requested owner call back at earliest convenience. Will make final attempt to contact customer 7/31.

\*\*\*If the customer contacts Chrysler, please refer them to their I2R Case Manager, Rachel Wade, at 888-542-7239 ext 537.\*\*\*

8/2/2012 10:27:57 AM: User Comment by Rachel Wade: Attempted to contact customer at (813) 961-0491 and received voice mail. Left voice mail message for owner advising that I would like to touch base and review results of repairs. Provided my contact information and requested owner call back at earliest convenience. >> Emailed customer at [REDACTED] requesting owner call back. If owner has not responded by 8/3 will close case.

\*\*\*If the customer contacts Chrysler, please refer them to their I2R Case Manager, Rachel Wade, at 888-542-7239 ext 537.\*\*\*

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**Customer Assistance Inquiry Record (CAIR)#** **22273660**

<b>VIN</b>	1C3BC2FG9	BN [REDACTED]	<b>Open Date</b>	05/29/2012	<b>Built Date</b>	04/08/2011
<b>Model Year</b>	2011	<b>Body</b>	J5CL41	CHRYSLER 200 LIMITED 4-DOOR SEDAN		
<b>In Service Dt</b>	11/07/2011	<b>Mileage</b>	4,000	<b>Dealer Zone</b>	66	ORLANDO
<b>Plant</b>	N	STERLING HEIGHTS ASSEMBLY PLANT	<b>Market</b>	U	US	
<b>Color</b>	PW7	BRIGHT WHITE CLEAR COAT				
<b>Engine</b>	ERB	3.6L V6 VVT ENGINE				
<b>Transmission</b>	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				
<b>Dealer</b>	41337	GULF CHRYSLER-DODGE-JEEP INC				
<b>Dealer Address</b>	3781 S MCKENZIE ST					
<b>Dealer City</b>	FOLEY	<b>Dealer State</b>	AL	<b>Dealer Zip</b>	36535	
<b>Owner</b>	[REDACTED]			<b>Contact Type</b>	TELEPHONE	
<b>Address</b>	[REDACTED]			<b>Home Phone</b>	[REDACTED]	
	FOLEY AL [REDACTED]			<b>Country</b>	UNITED STATES	

Product - Electrical - Power/Engine Control Module - Other - Default | Vehicle stalling, engine/transmission lights on

Briefly summarize why the customer is contacting Chrysler: Customer states the vehicle stalls on the road anytime. Customer states the engine just shut down and will start later after several trials. Customer states the engine lights is showing and the transmission lights is also showing on the dash. Customer states several vehicles are having this issue and there is no recall. Customer states the dealership could not fix the problem.

\*\*\*\*\*

Customer states he called 1-800-992-1007 and the response was that there is technical problem. Customer was transferred from Roadside Assistance.

\*\*\*\*\*

Briefly summarize what the customer is expecting: Customer is seeking technical assistance.

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? 41337 Reassigned to 96F

CM contacted the customer, CM spoke with the SA shannon, SA stated that the vehicle needs a new PCM and the part is ordered and should be in tomorrow and the repairs will be completed the same day. SA stated that the customer is aware. SA stated that the Sm Paul is aware of everything concerning the customer and his vehicle.

CM contacted the customer and informed the customer that his vehicle will be ready tomorrow. Customer stated that he knows that from speaking with the dealership but his initial concern is that the dealership couldn't duplicate the concern initially when the vehicle was in the dealership and it wasn't until his vehicle broke down the second time that the

dealership was able to find the problem. Customer stated he believes that his vehicle will be repaired and will talk to CM once he picks his vehicle back up.

3rd attempt made to contact customer. Left message.

Customer called to speak with CM. WRITER transfers the customer to extension 4720270.

4th attempt made to contact customer. Left message.

4th attempt made to contact customer. Left message@334-221-9836

Agent conference Robert over to his CM. (Ext.4720270)

CM contacted back by the customer, customer stated that he happy with the dealership and the treatment that he got from them. The customer stated that he left the dealership after them not duplicating the concern and broke down a mile away and the SM sent a tech to read the car s codes. Customer stated that the dealership found the concern and replaced a chip. Customer stated that he is happy with the issue being resolved and his vehicle is operating just fine. CM informed the customer of his CAIR number and informed the customer that his issue is documented and on file and if the problem persists againt to first contact the dealership and then contact the CM back for assistance if needed.

CLOSED LOOP UPDATE

Customer was reminded if their concern recurs, they will need to call the 800 number to establish a new file, which will be assigned to the Senior Resolution Team.

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**Customer Assistance Inquiry Record (CAIR)# 22274488**

<b>VIN</b>	1C3BC2FG9	BN [REDACTED]	<b>Open Date</b>	05/30/2012	<b>Built Date</b>	04/08/2011
<b>Model Year</b>	2011	<b>Body</b>	JSCL41	CHRYSLER 200 LIMITED 4-DOOR SEDAN		
<b>In Service Dt</b>	11/07/2011	<b>Mileage</b>	3,770	<b>Dealer Zone</b>	66	ORLANDO
<b>Plant</b>	N	STERLING HEIGHTS ASSEMBLY PLANT	<b>Market</b>	U	US	
<b>Color</b>	PW7	BRIGHT WHITE CLEAR COAT				
<b>Engine</b>	ERB	3.6L V6 VVT ENGINE				
<b>Transmission</b>	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				
<b>Dealer</b>	41337	GULF CHRYSLER-DODGE-JEEP INC				
<b>Dealer Address</b>	3781 S MCKENZIE ST					
<b>Dealer City</b>	FOLEY	<b>Dealer State</b>	AL	<b>Dealer Zip</b>	36535	
<b>Owner</b>	[REDACTED]			<b>Contact Type</b>	ROADSIDE	
<b>Address</b>	[REDACTED]			<b>Home Phone</b>		
	FOLEY AL [REDACTED]			<b>Country</b>	UNITED STATES	

Corporate - Roadside Services - Warranty - Towing - Default

Roadside Assistance Contacted - DATE : 2012-05-30  
 Road Side File Created 05-30-12 FOR WARRANTY  
 VEHICLE PROBLEM AT: VEHICLE TAKEN TO:  
 S FOLEY LANE 3781 S MCKENZIE ST  
 W LAUREL AVENUE  
 FOLEY FOLEY  
 AL USA AL  
 TRANSMISSION & COOLANT LIGHT ON & VEH STALLS OUT; I  
 DEALER CODE : 41337 GULF CHRYSLER-DODGE-JEEP INC

**Customer Assistance Inquiry Record (CAIR)# 22274686**

<b>VIN</b>	1B3BD1FG2 B [REDACTED]	<b>Open Date</b>	05/30/2012	<b>Built Date</b>	12/07/2010
<b>Model Year</b>	2011	<b>Body</b>	JSDE41	DODGE AVENGER MAINSTREET 4-DOOR SEDAN	
<b>In Service Dt</b>	12/24/2010	<b>Mileage</b>	24,000	<b>Dealer Zone</b>	66 ORLANDO
<b>Plant</b>	N	STERLING HEIGHTS ASSEMBLY PLANT	<b>Market</b>	U	US
<b>Color</b>	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT			
<b>Engine</b>	ERB	3.6L V6 VVT ENGINE			
<b>Transmission</b>	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION			
<b>Dealer</b>	67962	POTAMKIN'S PLANET DODGE			
<b>Dealer Address</b>	9975 N W 12TH STREET				
<b>Dealer City</b>	MIAMI	<b>Dealer State</b>	FL	<b>Dealer Zip</b>	33172
<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	ROADSIDE		
<b>Address</b>	[REDACTED]	<b>Home Phone</b>	[REDACTED]		
	ST.LOUIS MO [REDACTED]	<b>Country</b>	UNITED STATES		

Corporate - Roadside Services - Warranty - Towing - Default

Roadside Assistance Contacted - DATE : 2012-05-30  
 Road Side File Created 05-30-12 FOR WARRANTY  
 VEHICLE PROBLEM AT: VEHICLE TAKEN TO:  
 9831 NW 58TH STREET 9975 N W 12TH STREET  
 NW 99TH AVENUE  
 DORAL MIAMI  
 FL USA FL  
 TRANSMISSION ISSUES, VEH SHAKES THEN STALLS [REDACTED]  
 DEALER CODE : 67962 POTAMKIN S PLANET DODGE CHRYSLER

**Customer Assistance Inquiry Record (CAIR)#** **22275215**

<b>VIN</b>	1C3BC1FG7	BN [REDACTED]	<b>Open Date</b>	05/30/2012	<b>Built Date</b>	04/26/2011
<b>Model Year</b>	2011	<b>Body</b>	JSCE41	CHRYSLER 200 TOURING 4-DOOR SEDAN		
<b>In Service Dt</b>	06/25/2011	<b>Mileage</b>	19,000	<b>Dealer Zone</b>	70	
<b>Plant</b>	N	STERLING HEIGHTS ASSEMBLY PLANT	<b>Market</b>	U	US	
<b>Color</b>	PX8	BLACK CLEAR COAT				
<b>Engine</b>	ERB	3.6L V6 VVT ENGINE				
<b>Transmission</b>	DBA					
<b>Dealer</b>	43931	CHAPMAN'S LAS VEGAS DODGE L.L.C.				
<b>Dealer Address</b>	3470 BOULDER HWY					
<b>Dealer City</b>	LAS VEGAS	<b>Dealer State</b>	NV	<b>Dealer Zip</b>	89121	
<b>Owner</b>	[REDACTED]			<b>Contact Type</b>	TELEPHONE	
<b>Address</b>	[REDACTED]			<b>Home Phone</b>	[REDACTED]	
	LAS VEGAS NV [REDACTED]			<b>Country</b>	UNITED STATES	

Product - Electrical - Unknown - Other - Default

5/30/12: Opened new CAIR and I2R Case to further assist customer. Original CAIR and I2R Case number is 21927987. mb981  
 5/30/12 Received incoming call from customer who said she was driving the vehicle on the highway and the engine stopped. Customer advised she has lost patience and does not feel safe in the vehicle. Customer advised she has dropped the vehicle off at the dealership for repair but customer wants out of the vehicle. Advised customer I will follow up with Service Manager and contact her as soon as we have a plan of action. MD1172  
 \*\* If the customer should call, please request they contact Martha Donbar at 888-542-7239, extension 464. Thank you. \*\*\*  
 6/6/12 Received request from Service Manager Russell, at Chapman s Las Vegas Dodge to authorize a rental vehicle for customer. Left voice mail message for Russell I will authorize a rental vehicle through Enterprise for 5 days at \$35 a day in a CDJ vehicle less insurance and fuel and will follow up with him tomorrow 6/7. MD1172  
 \*\* If the customer should call, please request them to contact Martha Donbar at 888-542-7239, extension 464. Thank you. \*\*\*  
 6/7/12 Spoke to Russell, Service manager at Chapman s who advised they have not been able to duplicate the stalling problem. Service manager advised they have followed the STAR and Taps information and have a data recorder on the vehicle. Service manager advised they have put seventy miles on the vehicle and are willing to put two hundred miles on the vehicle if we will continue to authorize a rental as dealership is not willing to cover rental vehicle. Advised Service Manger I understood and will contact the customer to update her on the vehicle status.  
 -Spoke to customer to let her know dealership has been unable to duplicate the concern. Advised customer the dealership has put a data recorder on the vehicle and test drove 70 miles and we have the escalated technical teams involved to assist. Advised customer service manager is willing to put two hundred miles on the vehicle to see if they can duplicate the stalling issue if she is comfortable staying in the rental. Customer advised she is willing to stay in rental for a few more days if

it will aid in the repair. Advised customer I will be speaking with service manager tomorrow and provide her with an update. Customer understood and was very appreciative of my assistance. MD1172

\*\* If the customer should call, please request them to contact Martha Donbar at 888-542-7239, extension 464. Thank you. \*\*\*

6/8/12 Spoke to service manager Russell at Chapman s who said he was instructed through TAPS to run the data recorder on idle as they may need to reconfigure the template. Service Manager advised he is awaiting further instruction though TAPS and expects he may not hear from them until Monday 6/11. Service manager advised he will need 5 additional days authorization for rental. Advised Service manager I will authorize 5 additional days as customer does not want to drive the vehicle until the repair is completed. Service Manager advised that will be fifteen days in the rental as dealership is not going to pay for rental. Advised Service Manager I understood and will authorize.

-Spoke to customer to update her regarding repair and advised the Service manager is expecting to know something by early next week. Customer inquired again about taking her out of the vehicle. Advised customer after the repair is completed we will discuss a plan of action. Customer understood and was appreciative of my assistance. MD1172

\*\* If the customer should call, please request them to contact Martha Donbar at 888-542-7239, extension 464. Thank you. \*\*\*

6/14/12 Spoke to customer who advised the dealership has contacted her and wants her to return the rental and pick up her vehicle until a repair can be made. Customer advised she does not want to drive her vehicle as she does not feel safe. Advised customer I will contact the dealership and call her back.

-Spoke to service manager Russell regarding repair. Service manager advised he has heard from TAPS and was advised they are escalating to engineering and he is waiting for a response. Service manager advised the customer has been in a rental for seventeen days and the dealership is requesting a direct check for rental before continuing with a rental. Advised service manager I consulted with DCB4 and the direct check for seventeen days at \$35 per day was approved. Advised service manager I will authorize rental vehicle for customer for five more days until 6/19 as customer does not want to pick up the vehicle until a repair is made. Advised service manager I will be on vacation on 6/18 and will follow up with him on Tuesday 6/19.

-Spoke to customer regarding rental/repair. Advised customer that the rental vehicle has been authorized until Tuesday 6/19. Advised customer the dealership is waiting for direction through the escalation team at this time. Advised customer I will follow up with her on Tuesday 6/19. MD1172

\*\* If the customer should call, please request them to contact Martha Donbar at 888-542-7239, extension 464. Thank you. \*\*\*

6/20/12 Spoke to service advisor Russell, (Mike is the Service manager) at Chapman s regarding repair. Service advisor said they drove the vehicle with the data recorder for over 240 miles in all conditions and could not duplicate and no repair was available at this time however they are waiting further direction from TAPS.

- Spoke to Service manager Mike, who said he spoke to Joe Fasi (CST) with TAPS and is awaiting further direction as it has been escalated to the engineers at Chrysler. Service manager advised the vehicle is being released today to the customer. Service manager advised there are two other Chrysler 200 s in the dealership at this time with the same stalling concern. Service manager advised that TAPS has requested digital imaging at idle and has submitted a template as requested. Inquired if AM is aware of the vehicles that are in for the same stalling concern and Service manager said he will send the AM an e-mail to advise. Advised service manager I will follow up with the customer in a few days and requested he contact me if he gets any further direction from TAPS. Service manager agreed to inform me of any further notifications.

-Spoke to customer to let her know I spoke to the dealership and they test drove the vehicle for over 200 miles and were unable to duplicate the stalling concern however, the documents have been sent to engineering for review and we are awaiting further instruction. Customer advised she is a little concerned about driving the vehicle. Advised customer if the stalling concerns does occur again please contact me and the dealership

have the data recorder on her vehicle for peace of mind.

-Spoke to service manager Russell who said he will check into the data recorder for the customer and will contact the customer if one is available.

Advised customer I have inquired about the data recorder for her and dealership is checking to see if one is available and will contact her.

Customer understood and was very appreciative of my assistance.

\*\*Follow up with customer and dealership regarding Engineering review on 6/25. MD1172

\*\* If the customer should call, please request they contact Martha Donbar at 888-542-7239, extension 464. Thank you. \*\*\*

6/25/12 Spoke to customer and customer advised the dealership did put the data recorder on and is waiting for the engine stalling concern to happen so she can record it. Advised customer I would like to follow up with her at the end of the week. Customer had a very pleasant demeanor and was very appreciative of my assistance.

-Left voice mail message for Mike, service manager at Chapman Dodge regarding data recorder and time he is willing to leave that on the vehicle. Requested a call back and provided my contact information.

\*\*Waiting for call back from service manager. Follow up with customer on 6/29.\*\*\*MD1172

\*\* If the customer should call, please request they contact Martha Donbar at 888-542-7239, extension 464. Thank you. \*\*\*

7/2/12 Spoke to Russell, service advisor at Chapman Dodge, inquiring about the direct check for rental reimbursement for \$770.00. Advised Russell I will check on the status of the check and call him back.

-Left voice mail message for customer to follow up regarding data recorder and provided my contact information. \*\*Follow up with Service advisor regarding reimbursement check. Follow up with customer regarding data recorder on 7/9. \*\* MD1172

\*\* If the customer should call, please request they contact Martha Donbar at 888-542-7239, extension 464. Thank you. \*\*\*

7/2/12 Spoke to Russell and requested he fax the RO and copy of the rental receipt and I will process the direct check for the reimbursement.

\*\*Waiting for fax doc from Service Advisor for rental reimbursement.

Follow up with customer on 7/9. \*\* MD1172

\*\* If the customer should call, please request they contact Martha Donbar at 888-542-7239, extension 464. Thank you. \*\*\*

7/9/12 spoke to customer to follow up on the data recorder and to see if the stalling concern has occurred again. Customer advised there has been no incident at this time. Advised customer I will contact the dealership and follow up with her with any new developments in a few days. Customer was appreciative of my assistance and had a pleasant demeanor.

-Spoke to Mike, Service manager at Chapman Dodge regarding customer's stalling concern and data recorder. Service manager advised he has not had any updates from Chrysler at this time. Service manager advised the RO is not closed as he needs a direct check for the rental vehicle from 5/29 to 6/20. Advised service manager I will see if I can put in the request for the rental reimbursement and follow up with him next week.

Service manager understood and was appreciative of my assistance.

\*\*Follow up with customer and dealership on 7/18 regarding data recorder.

\*\* MD1172

\*\* If the customer should call, please request they contact Martha Donbar at 888-542-7239, extension 464. Thank you. \*\*\*

7/12/12 Emailed tjb16 requesting to process the dealership rental reimbursement in the amount of \$770.00. Follow up regarding reimbursement on 7/16/12. CM

Check approved.

Check received and sent to Chapman's Las Vegas Dodge (attn: Mike Nicosia, Service Manager) through US Mail.

7/13/12 Received email from tjb16 confirming dealership rental reimbursement in the amount of \$770.00 has been issued and mailed to the customer. CM

7/13/12 Returned call to customer who advised she allowed her friend to borrow her car and the vehicle was in an accident and was totaled.

Customer advised she retrieved the data recorder from the vehicle and returned it to the dealership. Thanked customer for her assistance and

appreciative of my assistance. MD1172

\*\* If the customer should call, please request they contact Martha Donbar at 888-542-7239, extension 464. Thank you. \*\*\*

\*\* CLOSING CAIR AND I2R CASE unable to duplicate stalling concern.\*\*  
MD1172

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**Customer Assistance Inquiry Record (CAIR)#** **22279801**

<b>VIN</b>	1C3BC1FG2 BN [REDACTED]	<b>Open Date</b>	05/31/2012	<b>Built Date</b>	05/25/2011
<b>Model Year</b>	2011	<b>Body</b>	JSCE41	CHRYSLER 200 TOURING 4-DOOR SEDAN	
<b>In Service Dt</b>	11/16/2011	<b>Mileage</b>	9,264	<b>Dealer Zone</b>	66 ORLANDO
<b>Plant</b>	N	STERLING HEIGHTS ASSEMBLY PLANT	<b>Market</b>	U	US
<b>Color</b>	PBF	SAPPHIRE CRYSTAL METALLIC CLEAR COAT			
<b>Engine</b>	ERB	3.6L V6 VVT ENGINE			
<b>Transmission</b>	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION			
<b>Dealer</b>	42346	BOB WILLIAMS D-C-P-J			
<b>Dealer Address</b>	2500 NEW CALHOUN RD N E				
<b>Dealer City</b>	ROME	<b>Dealer State</b>	GA	<b>Dealer Zip</b>	30161
<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	TELEPHONE		
<b>Address</b>	[REDACTED]	<b>Home Phone</b>	[REDACTED]		
	ROME GA [REDACTED]	<b>Country</b>	UNITED STATES		

Product - Drivability - Unknown - Stalling - Default vehicle stalling

Briefly summarize why the customer is contacting Chrysler: \*\*\*Please visit case 21964069\*\*\* Customer states they took the vehicle to DLR 42346 and they reprogrammed the computer. This did not solve the issue with the vehicle randomly stalling out. Customer states this is a new vehicle and this should not be happening.

Briefly summarize what the customer is expecting: Customer seeking the issue corrected. Agent advised the dealership is able to contact STAR for assistance.

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) 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? 42346  
 Reassigned to 96F

Briefly summarize why the customer is contacting Chrysler: Customer checking to see if she could talk to her case manager. Agent advised the case manager should be calling today before 8 PM.

Briefly summarize what the customer is expecting: Customer wanting to talk to her case manager.

CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED] . Left message.  
 Call was re-routed from zone 96.  
 Customer requests CM.  
 CAC attempted to reach CM but could not even reach voice mail. Agent advised customer she would received a call back.  
 Customer called in asking to speak with her case manager. Agent transferred customer to CE626, extension 4720285.  
 2nd attempt made to contact customer. CM spoke with the customer , who advised that the customer purchased the vehicle from 42346 Dealer Name

: BOB WILLIAMS D-C-P-J and now the vehicle is stalling sporadically, The customer stated that the dealership has diagnosed the vehicle two times, the first time the vehicle had to be reprogrammed and now the vehicle has been diagnosed to need a new throttle body. The customer advised that the dealership was unable to diagnose the vehicle when the customer created the case and now there is a diagnosis. CM advised that CM will follow up with the dealership to see if a part needs to be expedited, due to the customer stating that the vehicle has a appointment to back to the dealership on Tuesday, the customer advised that the customer is not sure if the appointment is for tomorrow or next week..CM advised that CM will follow up with the SM then the customer.

Agent attempted to contact dealer PM, Bushwan however, the parts manager advised that the part is at the dealership..CM advised that CM will contact the customer to make an appointment.

CM called the customer back to advise that the dealership has diagnosed the vehicle and also there is not a part that would need to be expedited, CM advised the customer that CM will close the case, the customer will take the vehicle to the dealership to have the repair to the throttle body.

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**Customer Assistance Inquiry Record (CAIR)# 22287022**

<b>VIN</b>	1C3BC1FG9 BN [REDACTED]	<b>Open Date</b>	06/02/2012	<b>Built Date</b>	04/11/2011
<b>Model Year</b>	2011	<b>Body</b>	JSCE41	CHRYSLER 200 TOURING 4-DOOR SEDAN	
<b>In Service Dt</b>	10/19/2011	<b>Mileage</b>	14,000	<b>Dealer Zone</b>	66 ORLANDO
<b>Plant</b>	N	STERLING HEIGHTS ASSEMBLY PLANT	<b>Market</b>	U	US
<b>Color</b>	PW7	BRIGHT WHITE CLEAR COAT			
<b>Engine</b>	ERB	3.6L V6 VVT ENGINE			
<b>Transmission</b>	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION			
<b>Dealer</b>	60068	LAKE NORMAN CHRYSLER JEEP DODGE			
<b>Dealer Address</b>	20700 TORRENCE CHAPEL RD				
<b>Dealer City</b>	CORNELIUS	<b>Dealer State</b>	NC	<b>Dealer Zip</b>	28031
<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	TELEPHONE		
<b>Address</b>	[REDACTED]	<b>Home Phone</b>	[REDACTED]	57	
	SALISBURY NC [REDACTED]	<b>Country</b>	UNITED STATES		

Product - Electrical - Lamps and Switches - Other - Default	headlights our of alignment
Product - Wheels and Tires - Tires - Other - Unknown	out of alignment
Dealer - By-Pass - Default - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer states that since he has purchased this vehicle he has been having issues with his alignment. Customer states he just had his tires rotated and the vehicle is still pulling o the right. Customer also states that the headlights are out of alignment as well. Customer has taken this into the dealer many times and the issue is never fixed. Customer is very frustrated and just wants his vehicle fixed. Customer states it is to the point the dealer had told him they have no idea what is wrong and they can not fix it.

Briefly summarize what the customer is expecting: seeking to have his vehilce fixed for good

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? 60068

Reassigned to 88F

\*\*\*Reassigned to 96F

CAIR has been escalated to the I2R team for special handling.

\*\*\* Mikelyn Buys with the I2R Customer Resolution Team is now responsible for this CAIR. If the customer should call, please request them to contact Mikelyn Buys at 888-542-7239, extension 447. Thank you. \*\*\*

6/5/12: Spoke to customer to complete initial call; Customer advised vehicle has at least three repairs at

Lake Norman A) Vehicle pulls to the right concern and one repair for B)

Headlights are not aligned properly. Customer advised vehicle also has at

least two repairs at Gerry Wood CJD Headlight issue. Customer advised both of those issues have yet to be resolved and he is also experiencing some additional concerns: C) Vehicle intermittently stalls when vehicle is stopped at a Red light. The issue can happen at any time of the day and has occurred seven times since the vehicle was purchased in October 2011 D) There is a plastic piece that goes from the windshield over the instrument cluster on the dash that is bowing up on the driver and passenger side, may be from the sun/heat

Customer advised that he has never had this much trouble with a vehicle, which is depressing. Apologized to customer for the inconvenience, as I can certainly understand his/her frustration. Advised customer that his case has been forwarded to me for Special Handling to assist with vehicle repair per the Terms of the Warranty, including Escalated Technical assistance, parts expediting and Rental authorization if necessary. Advised customer that I would like to review his case with the Dealer and will call him back as soon as a plan of action has been assessed towards a resolve, if he would allow me the opportunity to do so. Customer accepted my offer and was satisfied with plan of action. Customer had a pleasant demeanor during the call and expects to hear back from me by 6/8. mb981

\*\*\* If the customer should call, please request them to contact Mikelyn Buys at 888-542-7239, extension 447. Thank you. \*\*\*

6/8/12: Spoke to Chuck, customer s Service Advisor at Lake Norman Chrysler; Vehicle was last in for Service 5/15 at 12951 for) Vehicle cuts off at a stop- Test drove vehicle several times with no problems or fault codes found. No repair was performed.

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was in for Service back in November and December for a Headlight concern. Ryan to fax me the RO s for review, as he did not have time to go over them.

<

Chrysler and Ryan at Gerry Wood CJD and am waiting for a copy of his Service History, so that I can review it thoroughly for a plan of action. Advised customer that I should be calling him back next week with further instructions towards a resolved- customer understood and was appreciative of the call. mb981

\*\*\* If the customer should call, please request them to contact Mikelyn Buys at 888-542-7239, extension 447. Thank you. \*\*\*

6/11/12: Received and entered customer s RO s from Lake Normal Chrysler; Spoke to Ryan, customer s Service Advisor at Gerry Wood CJD regarding customer s RO s. Ryan advised that he gave the RO s to the Warranty Administrator to fax, but will ask he/she again to fax the RO s to me. mb981

\*\*\* If the customer should call, please request them to contact Mikelyn Buys at 888-542-7239, extension 447. Thank you. \*\*\*

6/13/12: Spoke to customer and George Coombs, Service Director at Gerry Wood CJD; Dealer to complete a Road Test with customer the morning of 6/18 in attempt to duplicate the following concerns:

A) Vehicle pulls to the right B) Headlights are not aligned properly. C) Vehicle intermittently stalls when vehicle is stopped at a Red light. The issue can happen at any time of the day and has occurred seven times since the vehicle was purchased in October 2011 D) There is a plastic piece that goes from the windshield over the instrument cluster on the dash that is bowing up on the driver and passenger side, may be from the sun/heat Customer to be placed in a Dealer authorized Rental while vehicle is in for Service. George to call me for TAPS involvement once a STAR case has been opened and I will follow-up with customer from there- customer understood and was very appreciative of my assistance...Follow-up with Dealer on 6/18 to confirm vehicle is in for service and a STAR Case has been opened, before submitting a TAPS request. mb981

\*\*\* If the customer should call, please request them to contact Mikelyn Buys at 888-542-7239, extension 447. Thank you. \*\*\*

6/18/12: Spoke to George Coombs, Service Director at Gerry Wood CJD returning his call; Vehicle was brought in this morning at 14,868 miles for A) Vehicle pulls to the right concern- Road tested vehicle with customer and verified concern. B) Headlamps are out of alignment, left side is lower than the right- Pending assessment C) Vehicle

with customer and was unable to verify concern. D) Upper panel speaker covers have a poor fit and are warped- Verified concern and found the inner/upper dash pad speaker covers are warping due to the heat. Customer has been placed in a Dealer Rental while vehicle is in for Service. Service Tech to proceed with the vehicle assessment/diagnosis and I will submit a TAPS request for Escalated Technical Assistance under STAR Case# 12413868- George understood and will call me back once he receives a response from TAPS.

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I am going to submit a TAPS request to assist STAR with the vehicle and will call him back once I have received an update from TAPS and/or Dealer regarding- Customer understood and was very appreciative of my assistance. Customer also mention that if his vehicle drove as well as the Chrysler 300 Rental that he is driving, he would as happy as can be.

mb981

\*\*\*\*\* Following Corporate Resource has been contacted \*\*\*\*\*

TAPS

Mikelyn Buys

on 2012-06-18 @ 13:56

\*\*\* Submitted I2R TAPS Escalation Request as follows:

CAIR# 22287022

Customer Name: [REDACTED]

VIN: 1C3BC1FG9BN [REDACTED]

Mileage: 14868

Dealership: Gerry Wood CJD

Dealer Code: 68709

Dealer Phone: Cell (704) 798-2261 or Office (704) 638-9090

Dealership Contact Person: George Coombs, Service Director

Vehicle Issues:

A) Vehicle pulls to the right concern- Road tested with customer and verified concern. Two previous repairs have been performed for this concern.

B) Headlamps are out of alignment, left side is lower than the right- Pending assessment. Vehicle has two previous repairs for this concern

C) Vehicle intermittently stalls when is stopped at a Red light- Road Tested vehicle with customer and was unable to verify concern.

D) Upper panel speaker covers have poor fit and are warped- Found the inner/upper dash pad speaker covers are warping due to the heat  
STAR Case# 12413868

I2R Coordinator: Mikelyn Buys

Contact Number: 888-542-7239 x447 or 972-652-3447

Follow-up on 6/20 for an update on STAR/TAPS involvement. mb981

\*\*\* If the customer should call, please request them to contact Mikelyn

Buys at 888-542-7239, extension 447. Thank you. \*\*\*

CAIR has been sent back because of the following reason:

Dealer has been contacted.

6/20/12: George Coombs, Service Director at Gerry Wood CJD called to review their findings on the current Service Visit: A) Vehicle pulls to the right- Realigned the vehicle and cross rotated the two front tires.

Test drove vehicle with customer and he was satisfied with the repair. B)

Headlamps are out of alignment, left side is lower than the right-

Aligned the Headlamps to Factory Specifications. C) Vehicle intermittently stalls when stopped at a Red light- unable to duplicate concern. Repaired the Engine Harness, reset configuration, performed all necessary flashes and road tested vehicle per STAR. D) Upper panel

speaker covers have poor fit and are warped- Compared the speaker covers to two like vehicle s and determined that the covers were not warped, as the movement of the pad is normal. Customer was satisfied with this.

George advised the vehicle was driven over 50 miles post repair and returned to customer today, however they have yet to receive a call from TAPS. mb981

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the pulling to the right issue appears to have been resolved and he should know if the Headlamp issue has been resolved the next time he drives the vehicle in the evening. Customer is concerned about the future reliability of the vehicle due to all of the issue he has experienced, including two previous issues that have been resolved: ) Paint on the

the trunk lid were holding condensation and had to be replaced...With that said, customer is seeking to have a Service Contract applied to the vehicle. Advised customer that I can certainly understand his concerns and would be happy to apply a Service Contract on the vehicle once he has had a chance to Test Drive the vehicle to ensure it has been repaired. Also advised customer that I will follow-up with him next week to check on the vehicle and will proceed from there- customer understood and was very satisfied with plan of action. mb981

Follow-up with customer on 6/27 to ensure the vehicle has been repaired, before discuss a Service Contract CRO with customer in more detail. mb981

\*\*\* If the customer should call, please request them to contact Mikelyn Buys at 888-542-7239, extension 447. Thank you. \*\*\*

6/21/12: George Coombs, Service Director at Gerry Wood CJD called to advise that customer just called to let him know that the vehicle stalled again this morning while he was stopped at a Red light; George advised that customer is going to bring the vehicle in tomorrow morning, so they can scan the vehicle for codes, as it is almost impossible for a vehicle to stall and not Store a code. Authorized customer to be placed in a CDJ Rental for up to five days at \$35 per day while vehicle is in for Service, which does not include Insurance or gas- George understood and will call me back once the vehicle has been assessed.

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regarding the stalling concern and Rental authorization...With that said, I advised customer that the Dealer should be able to pull a Stored code from the vehicle to assist with further diagnoses and should be calling me back once the vehicle assessment has been completed- customer understood and was satisfied with plan of action...Follow-up with Dealer on 6/25 for vehicle status. mb981

\*\*\* If the customer should call, please request them to contact Mikelyn Buys at 888-542-7239, extension 447. Thank you. \*\*\*

6/25/12: Received voice mail from customer requesting a call back, as he saw a report on the WSSC Channel 9 News about a Safety Probe to investigate a Stalling issue on the 2011 Chrysler s 200 s; Also received a voice mail from George, Service Manager at Gerry Wood CJD requesting a call back regarding the same...

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Probe for the stalling on the Chrysler 200 s...

With that said, I spoke to customer and George, Service Manager at Gerry Wood CJD regarding the Safety Probe; George to review with his Tech Advisor ALF3 and I will review with EAW2 at TAPS to see if they have any additional information regarding the Safety Probe. Gerry will call me back once he s received a response from his Tech Advisor and I will do the same. Advised customer that I will follow-up with him again once I have received an update regarding the Safety Probe- Customer understood. Customer advised that Gerry Wood CJD rotated his tires, which resolved the alignment issue, however now there is a vibration in the front-end at 55-60 mph. Customer to schedule a Road Test with Gerry to address the concern and will be placed in a Dealer Authorized Rental if vehicle needs to be kept at Dealer for further assessment. Customer to call me back with his appointment date...Follow-up 6/27. mb981

\*\*\* If the customer should call, please request them to contact Mikelyn Buys at 888-542-7239, extension 447. Thank you. \*\*\*

6/25/12: Emailed EAW2 at TAPS to inquire if he might know anything about the Safety Probe that NHTSA (National Highway Safety Administration) recently put in to place to investigate the stalling issues on the Chrysler 200 s...Follow-up 6/27. mb981

\*\* Previously received a voice mail from George, Service Manager at Gerry Wood CJD advising that customer brought vehicle in 6/22 for the intermittent stalling concern and they Road Tested vehicle with customer and were unable to duplicate concern with no codes found \*\*

6/26/12: Spoke to customer returning his call; Customer advised that he has never had so many issues and had to deal with so much stress on a vehicle until he purchased this vehicle, therefore he reviewed the situation with his family and is seeking to be taken out of the vehicle. Advised customer that I will be glad to review his request and will call him once a decision has been made. Also advised customer that I haven t received any additional information on the NHTSA Safety Probe for the

and is aware that I will be out of the office on 6/29. mb981

<< Will review customer s Service History in response to his request to be taken out of the vehicle...Customer s current vehicle concerns are: A) Vehicle stalls at times while stopped at a red light B) Vibration in the front end at 55-60 mph. mb981 >>

\*\*\* If the customer should call, please request them to contact Mikelyn Buys at 888-542-7239, extension 447. Thank you. \*\*\*

7/3/12: Based on customer s Service History and current intermittent stalling concern, I left a voice mail for George Coombs, George, Service Manager at Gerry Wood CJD advising that I am going to put a call in to the Area Manager CAG7 for assistance with the intermittent stalling issue and will call him back once I ve received further instructions regarding.

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Service History, intermittent stalling concern and disposition regarding. Requested he review and advise if he can offer any assistance with the stalling concern.

<

Manager for assistance with the case (stalling concern) and will call him back as soon as I ve received a response; Customer advised that the stalling issue hadn t not occurred since 6/21 and the pulling to the right concern had been also resolved, however the vehicle started banging on 6/30 when going over bumps and continued to get worse. Customer advised that he got so stressed out about the vehicle and it s ongoing issues, that traded-out of the vehicle for a Toyota Camry at Toyota of North Charlotte. Advised customer that I will certainly document his vehicle concerns prior to the trade-in. Advised customer that I would also like to apologize again for the inconvenience, as I would have liked to have been able to assist him further with a resolution, in order to keep him in the Chrysler brand- customer understood..

Emailed the Area Manager CAG7 and left a voice mail for George Coombs, Service Manager at Gerry Wood CJD updating them on the situation, before CLOSING CAIR as customer Traded vehicle for a Non-Chrysler product. Customer had a pleasant demeanor, however he was dissatisfied with the vehicle at the time of closing. mb981

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**Customer Assistance Inquiry Record (CAIR)# 22288863**

<b>VIN</b>	1B3BD2FGX	BN [REDACTED]	<b>Open Date</b>	06/04/2012	<b>Built Date</b>	01/22/2011
<b>Model Year</b>	2011	<b>Body</b>	JSDL41	DODGE AVENGER LUX 4-DOOR SEDAN		
<b>In Service Dt</b>	07/29/2011	<b>Mileage</b>	15,637	<b>Dealer Zone</b>	70	
<b>Plant</b>	N	STERLING HEIGHTS ASSEMBLY PLANT	<b>Market</b>	U	US	
<b>Color</b>	PS2	BRIGHT SILVER METALLIC CLEAR COAT				
<b>Engine</b>	ERB	3.6L V6 VVT ENGINE				
<b>Transmission</b>	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				
<b>Dealer</b>	44628	JIM CLICK DODGE				
<b>Dealer Address</b>	850 W AUTO MALL DRIVE					
<b>Dealer City</b>	TUCSON	<b>Dealer State</b>	AZ	<b>Dealer Zip</b>	85705	
<b>Owner</b>	[REDACTED]			<b>Contact Type</b>	TELEPHONE	
<b>Address</b>	[REDACTED]			<b>Home Phone</b>	[REDACTED]	
	TUSCON AZ [REDACTED]			<b>Country</b>	UNITED STATES	

Corporate - E-Reimbursement - Default - Default - Default	Partial reimbursement of car payment
Product - Engine - Engine Block / Short Engine - Other - Default	stalling
Corporate - Lemon Law - Default - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer states that the vehicle keeps stalling on her every day. Customer states that the vehicle was at the dealership JIM CLICK DODGE Dealer Phone : [REDACTED] for 2 weeks, not including the other times the customer has been at the dealer. Customer states that Chrysler has come down to find the issue and had installed a device to record anything wrong with the vehicle. Customer states that the vehicle would stall once in awhile, but then it was happening every day. Customer states that it has been a week and half and has not had any issues since then. Customer states that she was notified to contact Chrysler because the vehicle is still under suspicion and there is a case open at the dealer. Customer states she would like to know if there is anything Chrysler would be able to do for her.

Briefly summarize what the customer is expecting: Customer seeking some help with the issue that is happening with her vehicle. Agent advised customer that a case will be made and advised of the cair number 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? 44628  
 Reassigned to 88F

\*\*Agent notified customer of the RRT 12-036 2011-2012 JS OPEN DECKLID TRUNK WATER LEAK/DRIP\*\*  
 \*\*\*\*\* CASE MANAGER TEAM - District O \*\*\*\*\*  
 original owner

no SC  
owns 1 new  
in warranty  
no email

Writer called dealer spoke with SA Manny, SA Manny said SA Peter is handling case. SA Manny transferred writer to SA Peter. SA Peter said everything is normal with vehicle per shop foreman, SA Peter said SM Mike will have better information. SA Peter advised vehicle is working as designed.

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

Writer contacted customer, [REDACTED]. Phone was answered and then disconnected.

3rd attempt made to contact customer. [REDACTED]

Writer left message for customer to discuss what information was received from the dealer on how the vehicle is operating. Writer apologized for the frustration and any inconvenience and provided callback number, case number, extension 66093 and next f/up call will be placed on Tuesday, June 12th 2012.

Transfer to CM.

Writer received call from customer to discuss the concerns with this vehicle and found that case is being handled with JW972. Writer transferred customer to 66351 - CM JW972 so customer can discuss the concern further. Customer was fine with voicemail.

Agent attempted to contact dealer Service Manager Mike, however, SM not available. Left message for a return call at extension 66351.

\*\*Sent SM Mike an email\*\*

Customer called in [REDACTED], writer called customer back and left a message.

[REDACTED] called in; writer advised we are getting a group of engineers involved. Writer apologized on customer's concern; customer stated her vehicle has been in to the dealer for 3 weeks, and in seeking compensation. Writer apologized and advised research will be made, advised on SC. Customer said she has a SC with unlimited maintenance, writer advised no SC on file, customer said the SC is through the dealership. Writer advised a call back will be placed by eob on Thursday 6/15. Customer understood

Writer contacted customer [REDACTED]. Writer left message.

[REDACTED] requesting to speak with Case Manager. Transferred to DV248

Writer states customer called and stated the check engine light came on and she is taking vehicle into dealer now. Customer is requesting callback from CM EOB tomorrow.

Writer called dealer spoke with SA Manny, Manny transferred writer to SA Peter. Peter then transferred writer to SM Mike. Writer left a message.

Writer called customer left message.

Agent attempted to contact dealer Service Manager Mike, however, SM not available. Left message for a return call at extension 66351.

SM Mike sent email stating that the diagnosis as the PCM being the issue with the check engine light. SM said the part has been ordered, and will arrive on Friday 6/22/12, SM stated that he has called the customer.

Writer called customer left message.

Caller [REDACTED] requesting to speak with Case Manager.

Transferred to:

EMAIL: Customer declined to provide an email

Transferred to nic JW972 voice mail

Agent attempted to contact dealer Service Manager Mike, however, SM not available. Left message for a return call at extension 66351.

\*sent SM Mike an email.\*

Writer called customer, customer said repairs are good at this point. Customer said it have been a big inconvenience with the vehicle, customer requests partial assistance on her car payments, customer said she already has lifetime SC for oil changes. Writer advised customer there are no guarantees on assistance with customer's car payments. Writer advised more research will be done, and writer will call customer by eob tomorrow 6/26.

Writer called dealer spoke with SA Peter, SA Peter transferred writer to SM Mike. Left a message.

Writer called customer, writer advised more research is being made.

Writer called dealer spoke with SA Shaun, Sa said this is a DODGE dealer. Writer called dealer 520-292-9804 spoke with SM Mike, Mike said the vehicle was there from May 10-22 because of no duplication. SM Mike said that the vehicle was there again from June 18-22.

Writer called customer left a message.

SM Mike said the rental was taken care of from SM Mike while vehicle was in the dealership.

Customer called in and writer advised CHRYSLER will not be able to reimburse a portion of customer s car payment. Customer said if she need to she will call back in. Writer advised case closure.

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

Writer took call from customer stating her vehicle is back into the dealership and has been there for almost a week now. Customer states the dealership is waiting for their Chrysler engineering representative to come out and take a look at customer s vehicle. Customer stated she wants to speak with her case manager s supervisor, as customer is extremely frustrated at this point and feels that she got nowhere with her case manager, Jessie. Writer advised customer she will reopen her case and forward a supervisor callback request. Writer advised customer that she should expect a callback before the end of business day tomorrow.

Customer understands.

\*\*\*\*\* Supervisor \*\*\*\*\*

Writer spoke with customer regarding concern. Customer informed writer that the vehicle is back in the shop, and the dealer has allegedly advised her that a Chrysler engineer will be coming out to inspect her vehicle next week. Customer is now seeking to have a partial/whole payment reimbursed due to the inconvenience. Writer advised customer that we would contact the dealership, and ensure that all resources are being utilized. Writer advised customer that once the vehicle has been repaired then we could assess reimbursement for a car payment. Customer appreciated this, and then advised writer that she would like the vehicle to be replaced. Writer informed customer that the case could be escalated to our qualifying team to review her request further. Customer accepted, and then writer also advised customer that in the event that the vehicle does not qualify then it would be reassigned back to the CM to allow our department to continue working on seeking resolution as well as assessing the reimbursement request. Customer understood, and thanked writer for the call.

\*\*\*\*\* QUALIFIER TEAM \*\*\*\*\*

CONTACT UPDATE - [REDACTED] Left message with contact information and follow up 7-16-12.

Agent attempted to contact dealer Service Manager SM Mike, however, SM not available. Left message for a return call at extension 66037

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 repairs with in the terms of protection.

Number of related repair attempts = 2 Pcm, horn, 3 brake pads, oxygen sensor door trim.

Number of days out of service =15

The agent called the dealership and asked to speak with the service manager SM Mike, he was not available we spoke with the service advisor SA Manny, he informed us the vehicle is at the dealership however the SM is taking care of this customer the SA Manny put the agent on hold and tried to located the SM Mike. The SM Mike was not available the agent left a message asking for a call back the agent left contact information and information on why we are calling

Agent attempted to contact dealer Service Manager SM Mike, however, SM not available. Left message for a return call at extension 66037

2nd Attempt: Left message with contact information and follow up 7-17-12.



SM not available. Left message for a return call at extension 66037  
Agent attempted to contact dealer Service Manager SM Mike, however  
SM not available. Left message for a return call at extension 66037  
The agent tried to leave a message for the SM Mike but was disconnected  
before the agent could finish.

The agent called the customer Miss [REDACTED] and informed her that the  
vehicle does not appear to qualify at this time for lemon law/ buyback;  
however we do want to seek a resolution for our customers. The agent  
informed the customer that we will be forwarding there case to a case  
manager for further handling. The agent told the customer that they will  
be contacted in one business day.

The customer did state that she spoke with TB618 about reimbursment for a  
payment please see lines 124-125.

Agent attempted to contact dealer Service Manager Mitch, however,  
SM not available. Left message for a return call at extension 66351.

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

Case Manager called 520-292-3800 to speak with the Service Manager Mitch  
regarding the customers concerns with the vehicle. CM left a message  
with callback information.

Case Manager called [REDACTED] to speak with the customer regarding the  
stalling concern with the vehicle, and to introduce as new CM handling  
the case. CM informed customer that CM has reviewed the case, and has  
been trying to contact the Service Manager at the dealership. CM  
provided customer with contact information over the phone as customer  
doesn t have e-mail. CM informed customer that CM would be in contact  
with the customer no later then 7/27/2012.

Case Manager called 520-292-3800 to speak with the Service Manager Mitch  
regarding the customers concerns with the vehicle. CM left a message  
with callback information.

Case Manager called 520-292-3800 to speak with the Service Manager Mike  
who states that the vehicle isn t at the dealership. SM states that  
since March the vehicle has been in and out of the dealership with  
stalling concerns at lower speeds. SM states that they had a data  
recorder on the vehicle, and nothing was recorded that would have  
assisted with determining what was causing the vehicle to stall at lower  
speeds. SM states that the Area Manager, and STAR was involved, but that  
they were unable to diagnose the vehicle, or determine any point of  
failure as to why the vehicle is stalling.

Case Manager called [REDACTED] to speak with the customer regarding  
information that CM received from the Service Manager at the dealership.  
CM left a message with callback information.

Customer called seeking to speak with CM. Agent transferred to CJ329 at  
extension 66389.

Customer is calling to speak with TB618, customer states that she needs  
to speak with TB618. Agent transferred customer to TB618 at extension  
66367.

Case Manager received a call from the customer, and when CM was trying to  
speak with the customer regarding the case, the call got lost. CM called  
[REDACTED] to speak with the customer, and the call sounded as though  
it was answered, but then the call was disconnected again.

Customer calls to speak with their Case Manager. Amy called who is the  
owner of this vehicle agent transferred her to 1-800-763-8422 extension  
66367.

Case Manager called 520-789-0871 to speak with the customer regarding the  
information that CM received from the Service Manager at the dealership,  
and to discuss the reimbursement of a car payment. CM informed customer  
that CM would need to get CM a copy of the car payment and the proof of  
payment. Customer states that customer doesn t receive a paper bill, and  
pays the car payment through customers bank. Customer states that  
customer would have to go to the bank to get that information. CM  
informed customer that in order for CM to reimburse the customer, that CM  
would need that information. Customer states that customer doesn t have  
scanning capabilities, so CM provided customer the fax number. Customer  
then asked CM to explain why the vehicle didn t qualify as a lemon. CM  
informed customer that every states has different laws pertaining to what  
qualifies a vehicle as a lemon, and that Chryslers qualifying team

regarding the number of times the vehicle has been in for repairs. Customer states that customer never received a call from the qualifying team informing customer that the vehicle didn't qualify. Customer states that customer didn't find out until CM contacted the customer. Customer states that customer has been trying to contact TB618 regarding her vehicle. Customer requested to speak with TB618, and CM spoke with TB618 and TB618 took the call.

\*\*\*\*\* Supervisor \*\*\*\*\*

Writer spoke with customer who alleges that she did not receive a callback from the qualifying department to discuss her request. Customer is also stating that she was not advised as to why the vehicle did not qualify. Writer requested that the customer allow writer some time to complete some additional research as it appeared that a call had been made to her about the request. Customer accepted. Customer also mentioned that she would not be available between 2:30, and 3:30 her time.

Writer contacted customer, and left VM advising the customer that clarification was received on the buy back parameters as well as writer reviewed the previous calls, and would like to discuss them with her. Customer was advised to recontact writer at her earliest convenience. Writer received call from customer. Writer informed customer that the vehicle did not appear to have the needed number of repair attempts or days out of service to qualify for further review per LW407. Writer also advised customer that I had been able to verify that she had spoken with the qualifying agent LW407. Customer had some additional questions that she would like to speak with LW407 again. Writer advised customer that I was not familiar with her schedule, but would make the request for her to return her call. Customer appreciated this. Writer also inquired as to whether the customer would like to send in the documentation to be reviewed for potential reimbursement of a car payment. Customer informed writer that CJ329 had provided her with the fax number, and she would send them in either today or tomorrow morning. Writer informed customer to address the fax to CJ329, and TB618 so that we may both be notified when the fax arrived. Customer understood, and thanked writer for the callback.

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

tb618@chrysler.com on 2012-08-02 @ 12:53

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

Customer Document Reviewed.

Case Manager called 520-789-0871 to speak with the customer to inform the customer that the amount that CAC would be reimbursing to the customer would be \$300.00. CM informed the customer that if customer has questions regarding customer's states lemon laws, that it would be best to contact the Attorney General's Office. Customer updated mailing address as 3220 W Ina Road Apt. 19101 Tuscon, Arizona 85741. Customer states that the vehicle stalled again this morning, and would like the dealership to put the data recorder back on the vehicle. CM informed the customer that it would be up to the dealership to decide whether to do that or not. CM informed the customer that once the check is created, the case will automatically close, but if the customer needs to contact CAC to please do so.

\*\*\*\*Begin structured narrative T2 - eReimbursement

What has the customer requested?

Reimbursement of car payment

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

N/A

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

N/A

Enter the Mileage at the time of the repair.

N/A

Enter the Date when the repairs were completed.

N/A

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

N/A

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

N/A

What is the total Tax to be reimbursed?

What is the total amount being reimbursed?

\$300.00

\*\*\*\*End structured narrative T2 - eReimbursement

Documentation Reviewed.

Check ok to be processed.

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**Customer Assistance Inquiry Record (CAIR)#** **22290368**

<b>VIN</b>	1C3BC2EG4 BN [REDACTED]	<b>Open Date</b>	06/04/2012	<b>Built Date</b>	03/30/2011
<b>Model Year</b>	2011	<b>Body</b>	JSCL27	CHRYSLER 200 TOURING TWO DOOR CONVERTIBLE	
<b>In Service Dt</b>	08/24/2011	<b>Mileage</b>	5,800	<b>Dealer Zone</b>	51 CHICAGO
<b>Plant</b>	N	STERLING HEIGHTS ASSEMBLY PLANT	<b>Market</b>	U	US
<b>Color</b>	PRP	DEEP CHERRY RED CRYSTAL PEARL COAT			
<b>Engine</b>	ERB	3.6L V6 VVT ENGINE			
<b>Transmission</b>	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION			
<b>Dealer</b>	44334	SOUTH CHICAGO DODGE CHRYSLER	JEEP INC		
<b>Dealer Address</b>	7340 S WESTERN AVE				
<b>Dealer City</b>	CHICAGO	<b>Dealer State</b>	IL	<b>Dealer Zip</b>	60636
<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	TELEPHONE		
<b>Address</b>	[REDACTED]	<b>Home Phone</b>	[REDACTED]		
	OAK FOREST IL [REDACTED]	<b>Country</b>	UNITED STATES		

Dealer - By-Pass - Default - Default - Default	Customer states that there is hesitation
Product - Drivability - Unknown - Hesitation/No Power - Default	Customer states that there is hesitation

\*\*\*\*Begin structured narrative T2 - Beginning Narrative  
 Briefly summarize why the customer is contacting Chrysler:  
 Customer states that they brought their car for the same issue 4 times.  
 The customer states that she needs to be reimbursed for rental. The vehicle has been dying out and there has been hesitation in the vehicle.  
 Briefly summarize what the customer is expecting:  
 Seeking rental reimbursement.

\*\*\*\*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? Dealer  
 Has the vehicle been diagnosed by a CDJ dealer? Yes  
 If a CDJ dealer has diagnosed, what is the dealer name or code? 44334  
 Reassigned to 86Y

\*\*\*\*\* Below Customer Contacted for Documentation Request \*\*\*\*\*  
 [REDACTED] on 2012-06-04 @ 15:23  
 Customer was given the fax number as well.  
 Checking for docs.  
 Writer is checking back for documents.

\*\*\*\*\* Below Customer Contacted for Documentation Request \*\*\*\*\*  
 [REDACTED] on 2012-06-11 @ 10:01  
 Status update provided via email to the following email address:  
 [REDACTED]

Good Morning,  
 On June 4th, 2012 you contacted our office regarding a potential reimbursement. This is just a friendly reminder that we have not received your documentation at our office. At your earliest convenience, please

forward a copy of your repair invoice as well as sufficient proof of payment for possible reimbursement.

Thank you.

End of Status Update

Writer is checking back for documents.

Writer has contacted the customer at [REDACTED] and left a message to confirm if the necessary documents have been sent in for review.

As per CAIR 22303882 - reassigned to 82S.

: Customer states that eh has not sent in documents for this case.

Customer states that her father has passed away and when he gest a chance she will send in the documentation. Agent advised customer that when she send in the documentation a case manger will reviewed them and then the CM will be in contact with the customer.

\*\*\*\*\*

Warranty Litigation matter opened.

Per OGC Matrix, reassigned to 82T.

6.15.12 Forward to Warranty Litigation. MJK

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**Customer Assistance Inquiry Record (CAIR)# 22291222**

<b>VIN</b>	1B3BD1FG2 BN [REDACTED]	<b>Open Date</b>	06/05/2012	<b>Built Date</b>	03/21/2011
<b>Model Year</b>	2011	<b>Body</b>	JSDE41	DODGE AVENGER MAINSTREET 4-DOOR SEDAN	
<b>In Service Dt</b>	04/17/2011	<b>Mileage</b>	22,000	<b>Dealer Zone</b>	71 LOS ANGELES
<b>Plant</b>	N	STERLING HEIGHTS ASSEMBLY PLANT	<b>Market</b>	U	US
<b>Color</b>	PW7	BRIGHT WHITE CLEAR COAT			
<b>Engine</b>	ERB	3.6L V6 VVT ENGINE			
<b>Transmission</b>	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION			

<b>Dealer</b>	26550	BOB BAKER CHRYSLER JEEP			
<b>Dealer Address</b>	5555 CAR COUNTRY DR				
<b>Dealer City</b>	CARLSBAD	<b>Dealer State</b>	CA	<b>Dealer Zip</b>	92008
<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	E-MAIL		
<b>Address</b>	[REDACTED]	<b>Home Phone</b>			
	SAN CLEMENTE CA [REDACTED]	<b>Country</b>	UNITED STATES		

Product - Electrical - Unknown - Intermittent or Inoperative - Default	Recurring engine issue shutting off randomly
Dealer - By-Pass - Default - Default - Default	

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

LEMON

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

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 unacceptable! 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.

Alicia Dilorio

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

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

██████████ 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.

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

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 1B3BD1FG2BN██████████). I look forward.

Connected by DROID on Verizon Wireless

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

No answer needed.

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

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

No answer needed.

CONTACT UPDATE - Customer was contacted today at 4:34 PM. Left message.

Customer was provided with agent s extension: 4718159.

Customer was contacted who stated she is still experiencing recurring electrical issues. Customer was unhappy with service at previous dealership as work was not completed as specified. Advised customer to seek assistance at Bob Baker Chrysler Jeep Dodge. Writer will be contacted dealership to advise of customers issues. Writer will contact customer on Monday, June 11.

CAIR has been escalated to the I2R team for special handling.

\*\*\* Martha Donbar with the I2R Customer Resolution Team is now responsible for this CAIR. If the customer should call, please request them to contact Martha Donbar at 888-542-7239, extension 447. Thank you.

\*\*\*

6/8/12 Spoke to customer to complete initial contact. Customer advised the engine turns off when she is in traffic and at stops intermittently about two to three times per week. Customer advised she took the vehicle in to two different dealerships for repair. Bob Baker Chrysler replaced computer but didn t update the software so she took it to Rancho Chrysler who updated software but didn t get the oil change she requested. Customer advised there were no improvements after both dealerships made repairs. Advised customer I would like to assist in the repair by getting the escalated technical teams involved to be sure the vehicle is repaired to her satisfaction. Customer advised she would like to take vehicle in to Bob Baker Dodge for the repair and she will need a rental if they will be keeping vehicle for more than one day. Advised customer I will be glad to check into a rental vehicle for her. Advised customer I would like to speak with the dealership and review the repair history and get back to her with a plan of action. Customer was appreciative of my assistance

-Spoke to Service Advisor Mike at Bob Baker Chrysler, to review RO and customer's stalling concern and customer will need a loaner or rental vehicle. Service Advisor said he is unable to take vehicle in until Wed 6/13 and will need assistance with rental. Advised Mike I can authorize a rental through Enterprise for 5 days at \$35 a day in a CDJ vehicle less insurance and fuel. Also left voice mail message for Service Manager AI, at Bob Baker Chrysler, regarding escalation, rental, and TAPS and provided my contact information.

-Left voice mail message for service manager at Rancho Chrysler regarding RO history.

-Spoke to customer and advised she contact the dealership to set up appointment for next Wednesday 6/13 and they will provide a rental vehicle for her. Customer advised she would like dealership to look at a few other concerns while she has the vehicle in for repair. Advised customer to make a list and speak to the Service Manager AI, when she drops off the vehicle. Customer understood, was appreciative of my assistance and had a pleasant demeanor. MD1172

\*\* If the customer should call, please request them to contact Martha Donbar at 888-542-7239, extension 464. Thank you. \*\*\*

6/11/12 Spoke to Service manager AL, at Bob Baker Chrysler, regarding customer's stalling concern. Advised service manager I would like to assist in the repair if he will schedule the customer and open a STAR case and notify me I will open a TAPS escalation for assistance. Service manager advised he has been unable to duplicate the concern. Advised service manager the customer said the stalling concern has been happening approximately three times a week. Service manager advised he will need assistance for a rental vehicle for customer. Advised service manager AI, I will authorize a rental through Enterprise for 5 days at \$35 a day in a CDJ vehicle less insurance and fuel. Service manager understood and will contact me when the vehicle is in for repair.

-Spoke to customer and advised she contact AI, the service manager at Bob Baker Chrysler, and schedule an appointment in the next few days and we will get the escalated technical teams involved. Customer understood and was appreciative of my assistance.

-Left second voice mail message for Service manager David at Rancho Chrysler regarding RO history. MD1172

\*\* If the customer should call, please request them to contact Martha Donbar at 888-542-7239, extension 464. Thank you. \*\*\*

SM called in and was requesting information on the case. Writer provided the phone number per line 138.

\*\*\*\*\*

061112 received referral from vfk1 to take over handling from I2R \_ left voicemail message for customer advising her that the CA BC/ writer will be managing her case to resolution. Requested call back at [REDACTED] at her convenience.

Im for md1172 to notify of reassignment to BC tmt \_

6/12/12 Left voice mail message for customer and Service Manager AI, at Bob Baker Chrysler to let them know I am no longer handling the case and should have received a message from tmt. MD1172

061212 spoke to customer who relayed the following product complaints she would like resolved: \_

Vehicle stalls intermittently - happens while at idle, driving in stop and go traffic, and sometimes while accelerating from stop. Is able to put vehicle in part, cycle key off then on to start vehicle. Customer states can happen up to 2-3x s a week, or may not happen for a month. \_ No warning, no warning lights or change in driveability prior to it happening.

Also, vehicle jerks while accelerating at any speed - from a stop, passing on fwy, letting off gas then accelerating again, etc.

And, blue tooth inop since last visit to Bob Baker

Customer willing to bring vehicle into the dealer as early as tomorrow and allow them to conduct an extended road test over 5 days to start, while we provide her with a rental.

Explained that we will have engineering assist dealer with installation of co-pilot in order to try to capture any data that may be available should her concern(s) occur.

Customer has writers direct line should she need to contact for any



Will contact sm Al 26550 and start with 5 days rental, and have him contact her to set appt for most convenient time to bring in 6/13.

tmt \_

061212 recvd vm from sm al, customer has been contacted an appt set for 815 6/13. Dealer will testdrive with her for her to demonstrate jerking on accel and blue tooth complaint

Customer informed dealer she will only allow a testdrive up to 100 miles by the dealer, because stalling concern only occurs during idle or stop and go driving around town. \_

tmt

061212 confirmed with customer that dealer contacted her and set appt for 6/13 815. Advised customer writer will follow up in a few days, and she may contact me in the meantime if she needs to tmt

061512 per sm al, template received and dealer has driven a total of 35 miles under conditions described by customer and have been unable to duplicate the concern. Dealer to continue driving up to 100 mile restriction by customer and will notify writer once done.

tmt

061812 per sm al, has put on the 100 miles, and has been unable to duplicate the concern to this date. Working with STAR for further direction. dealer will update customer and request additional auth from customer to allow dealer to continue test driving tmt

062112 lm for sm al for update tmt

062112 per sm al, still have not duplicated concern, vehicle has operated as designed during all test drives. waiting furthur instructions from engineering tmt

062112 contacted customer and discussed status - customer hesitant to continue to allow testdriving because she feels that the more miles that we put on her vehicle it devalues her vehicle.

Discussed at length the need to continue to testdrive to try to duplicate the concern, and because she has said it can happen multiple times in a week, or not for a month, it is feasible that we would need to drive it more than the 100 miles she authorized.

Advised owner that once completed with testdrive and/or repairs, we would be willing to provide her with a CSC for customer satisfaction \_ to provide her with extended warranty coverage beyond factory warranty time/mileage.

Customer stated that she just wants Chrysler to repurchase her vehicle at this time so she may go and purchase a non-CGLLC vehicle.

Advised customer that writer will review this request and contact her back today with decision.

Customer states she needs to know whether to pick up her vehicle or not by 4pm today because she is being deployed to a work related exercise for approx 3 weeks out of town.

Custoemr states she has visited bob baker and rancho cj

lm for sm al /26550 and sm dave 26743 requesting service files asap and lm for sm bruce /24110 for service file (if any) and sales contract

tmt

062212 discussed with Cr Mgr mdm5, dealers have been unable to duplicate customers claim of stalling. Will offer to repurchase purely as a goodwill gesture for customer satisfaction.

submitted template to ISG, spoke with tr67 @ ISG and asked that initial contact be made with customer today. Customer will need to provide copy of current registration, sales contract, payoff statement and payment history from lender to begin process.

Lm for customer to call back tmt

062212 called customer, advised her that because we had been unable to duplicate her complaint, we did not feel responsible for offering to replace or repurchase her vehicle, however, in the interest of customer satisfaction, would be willing to offer to replace or repurchase

Advised customer that she will be responsible for a mileage offset for miles on the vehicle, any negative equity, aftermarket accessories, aftermarket service contracts and possibly more. Advised customer to expect call from Tammy @ ISG for full details of offer

Advised customer that she will need to provide ISG with copy of current \_ registration, copy of sales contract, payoff statement and payment history from lender. Customer stated both reg and sales contract were in her

advised will request sm al to obtain, fax then return to her glove box.  
customer will make contact with her lender today, will have them send in  
email then forward to writer

Customer advised that should she decide to go with a replacement, it does  
not need to be a like model vehicle, just a vehicle in the CGLLC family  
with a similar MSRP - which ISG can explain should she be interested.  
Customer stated that she did not need a rental vehicle or her vehicle  
while she is deployed for the next 3 weeks, so will return the rental  
today. Customer ok d dealer to continue test driving , or one of our TA s  
if that becomes an option.

If concern is duplicated in the next 3 weeks, and repairs are  
made/confirmed , or concern is not duplicated, no repairs made she will  
need to pick up her vehicle upon return from deployment

If concern is duplicated and we are unable to repair, will discuss  
providing rental vehicle again while in repurchase process

Customer advises that after today she will not be available by phone, so  
may need to delay process until she is able to communicate effectively  
with ISG.

tmt

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**Customer Assistance Inquiry Record (CAIR)# 22297158**

<b>VIN</b>	1C3BC2FG8 BN [REDACTED]	<b>Open Date</b>	06/06/2012	<b>Built Date</b>	02/04/2011
<b>Model Year</b>	2011	<b>Body</b>	JSCL41	CHRYSLER 200 LIMITED 4-DOOR SEDAN	
<b>In Service Dt</b>	04/23/2011	<b>Mileage</b>	11,760	<b>Dealer Zone</b>	42 DETROIT
<b>Plant</b>	N	STERLING HEIGHTS ASSEMBLY PLANT	<b>Market</b>	U	US
<b>Color</b>	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT			
<b>Engine</b>	ERB	3.6L V6 VVT ENGINE			
<b>Transmission</b>	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION			
<b>Dealer</b>	60085	HAROLD ZEIGLER CHRYSLER DODGE JEEP			
<b>Dealer Address</b>	4200 PARKWAY PL SW				
<b>Dealer City</b>	GRANDVILLE	<b>Dealer State</b>	MI	<b>Dealer Zip</b>	49418
<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	CERTIFIED LETTER		
<b>Address</b>	[REDACTED]	<b>Home Phone</b>	[REDACTED]		
	CALEDONIA MI [REDACTED]	<b>Country</b>	UNITED STATES		

Product - Drivability - Unknown - Stalling - Default	owner states vehicle stalls
Corporate - Lemon Law - Default - Default - Default	

POSTMARK DATE: 060412; DATE RECEIVED: 060612  
 Owner submits a notification card to Chrysler via certified mail and received on 6-06-2012. It states that the vehicle has stalled numerous times and he is requesting a replacement vehicle. He also states that he is unable to leave the vehicle for service if he has to pay for a rental. Writer will send an acknowledgement letter to the owner and forward this file to the bc for further review and handling.  
 6/6/2012 Please contact the customer review concern and handle on merits  
 gpj  
 REASSIGNED TO BC/DLR 42 60085 06/06/12 16:22 O 22297158  
 First Repair on April 2012 at 9805 miles. Customer states vehicle will cutt-off at stop light and with rough idle and is intermitent Dealer was unable to duplicate.  
 Second complaint Customer complaint when accelerating vehicle jerks and make roaring noise when slowing down. Dealership test drove vehicle and could not duplicate issue. However, there was a flash related to concern and dealership performed flash. on 5/30/2012 at 11577 miles customer states vehicle is stalling when at a stop. Dealership drove 7 miles and was unable to duplicate. Dealership also scanned for codes and unable to find any stored codes.  
 Based on diagnosis AM is authorizing 4 day rental for vehicle to be left at dealership so the SM can test Drive for those days to try to duplicate. IF for these days vehicle concern is unable to be duplicated. Chrysler will not be able to resolve concern because there would be no concern....pdb36  
 POSTMARK DATE: 060612; DATE RECEIVED: 060712  
 \*Contact Date:06/08/2012  
 Service Manager at the dealership has updated the CAIR# 22297158 Dealer attempting to contact customer.  
 Will contact SM on 6/11/12 to see the status of case...pdb36 \_

Contacted SM and no reply...pdb36 \_

Dealership was unable to duplicate issue and still decided to call STAR.

Star recommended replacing crank sensor customer picked up vehicle today  
adn no issue reported. AM will now close CAIRS....pdb36

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**Customer Assistance Inquiry Record (CAIR)# 22301528**

<b>VIN</b>	1C3BC8EG2	BN [REDACTED]	<b>Open Date</b>	06/07/2012	<b>Built Date</b>	07/01/2011
<b>Model Year</b>	2011	<b>Body</b>	JSCR27	CHRYSLER 200 S TWO DOOR CONVERTIBLE		
<b>In Service Dt</b>	08/20/2011	<b>Mileage</b>	2,600	<b>Dealer Zone</b>	71	LOS ANGELES
<b>Plant</b>	N	STERLING HEIGHTS ASSEMBLY PLANT	<b>Market</b>	U	US	
<b>Color</b>	PDM	TUNGSTEN METALLIC CLEAR COAT				
<b>Engine</b>	ERB	3.6L V6 VVT ENGINE				
<b>Transmission</b>	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				
<b>Dealer</b>	24124	SHAVER JEEP				
<b>Dealer Address</b>	3888 EAST THOUSAND OAKS					
<b>Dealer City</b>	THOUSAND OAKS	<b>Dealer State</b>	CA	<b>Dealer Zip</b>	91362	
<b>Owner</b>	[REDACTED]			<b>Contact Type</b>	TELEPHONE	
<b>Address</b>	[REDACTED]			<b>Home Phone</b>	[REDACTED]	
	WOODLAND HILLS CA [REDACTED]			<b>Country</b>	UNITED STATES	

Product - Drivability - Unknown - Hesitation/No Power - Default	Customer states the vehicle dies randomly
Dealer - By-Pass - Default - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer called states the vehicle dies at random times. The first time was on October and the vehicle has been back at the dealer 3-4 times for the same issue. They keep telling him that there are no codes coming up and they can't diagnose the issue. Customer states the entire electrical system just shuts off, he has no brakes or steering, it just dies. Customer states he was driving the 1st time it happened but it is primarily his wife's vehicle. Customer also states the last time it happened his wife went out to vote and came home. She was home for about 10 mins and went to leave again. It simply wouldn't start. They called the tow truck and they jumped it instead of towing it to the dealer. The tow truck guy said there is nothing wrong with it and that she probably left the door open. Customer was very upset with this as they felt it should have been brought back to the dealer. The vehicle is at the dealer currently.

Briefly summarize what the customer is expecting: Customer seeking to have the 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? Dealer  
 Has the vehicle been diagnosed by a CDJ dealer? Yes  
 If a CDJ dealer has diagnosed, what is the dealer name or code? 24124  
 Reassigned to 88F  
 \*\*\*\*\* CASE MANAGER TEAM - District Q \*\*\*\*\*  
 Under warranty for another 26 Months or 33,400 Miles  
 Original Owner  
 Household: 1 New

No service Contract  
SHAVER CHRYSLER DODGE JEEP RAM 805-496-7103  
Left message with Service Manager Mike  
Status update provided via email to the following email address:

[REDACTED]  
Hello  
My name is Justin and I have been assigned as your case manager.  
I will be contacting you within one business day to go over your case.  
Here is some important information for you;  
My hours of operation are as follows ; Monday-Friday  
8AM-430Pm Mountain Standard Time  
My phone number is 1-800-763-8422 ext 66379  
Your case number is:22301528  
End of Status Update

[REDACTED]  
CONTACT UPDATE - 1st Contact attempt, phone number dialed,  
[REDACTED]  
Customer called in returning case managers message requested to be  
directly transferred to case manager. Writer successfully transferred  
customer to extension 66379.

[REDACTED]  
EMAIL: [REDACTED]  
Customer left message returning writers call and would like a call back  
Caller Mr [REDACTED] requesting to speak with Case Manager.  
Customer called in to speak with writer, customer stated that he has been  
having this concern since  
first time was in October. Customer stated that every time he takes the  
vehicle in the dealership is not able to duplicate there vehicle shutting  
off. Customer stated that they had one time they took the vehicle in and  
they said that they had left the door open and killed the battery.  
Customer stated that he was not happy with the dealership when they told  
him that when his wife went to go vote and the vehicle was all closed up  
and locked and his wife went back out to the car and the car wouldn't  
start and couldn't even get the emergency flashers to turn on. Writer  
apologized that this has been happening with his vehicle. Customer asked  
if we have technicians that we can contact and see what to do to resolve  
the concern. Customer stated that his wife is disabled and would hate to  
see his wife get in an accident with the vehicle because of it just  
shutting off while driving. Customer stated that he would love to have  
vehicle fixed because they love the car. Writer advised customer that  
writer will contact the dealership and find out more information on what's  
being done with the vehicle. Customer stated sounds good. Customer stated  
that he is working with SA Keir sole

SHAVER CHRYSLER DODGE JEEP RAM 805-496-7103  
Left message with SA Keir regarding customers vehicle  
CAIR has been escalated to the I2R team for special handling.  
Customer called asking if writer got a hold of dealership, writer informed  
customer that writer did not get a hold of anybody. Customer asked if  
writer would make one more attempt writer stated yes. Customer asked  
writer to contact him even if writer does not get a hold of dealer.  
Writer stated ok.

SHAVER CHRYSLER DODGE JEEP RAM 805-496-7103  
2nd attempt made to contact ASM KEIR. Left message.

[REDACTED]  
Writer spoke with Mr [REDACTED], writer informed customer that writer was not  
able to get a hold of Keir the SA once again. Customer stated ok that he  
will try contacting him himself. Writer advised customer that his case is  
being escalated to a different department to help resolve his concern.  
Writer advised customer that he will get a call either Monday or Tuesday.  
Customer thanked writer  
Warranty administrator Wendy left message stating that the customers  
vehicle is currently being worked on by star

\*\*\* Martha Donbar with the I2R Customer Resolution Team is now  
responsible for this CAIR. If the customer should call, please request  
them to contact Martha Donbar at 888-542-7239, extension 447. Thank you.  
\*\*\*

6/11/12 Spoke to customer's husband who said the vehicle has been in  
three times for the same repair. Customer advised his wife is the primary

feel the vehicle is safe. Customer advised the vehicle stalls while in transit and there is no electricity at all and it very difficult to steer or stop. Customer advised the dealership, Shaver Chrysler has been no help as they have been unable to duplicate the concern. Advised customer he can take it to another dealership but customer declined. Customer advised the vehicle is in dealership at this time for the same stalling concern and he does not want it back until they repair it. Customer advised he went online and there are twenty cases that have the same issue on this vehicle. Apologized to customer as I can understand his frustration. Advised customer I will contact the dealership and call him back with a plan of action. Customer advised he does not need a rental/loaner vehicle as he has a spare vehicle. Customer advised it is a gorgeous car but very he is very unhappy with the way it performs.

\*\* If the customer should call, please request them to contact Martha Donbar at 888-542-7239, extension 464. Thank you. \*\*\*

6/11/12 Left voice mail message for Service Manager at Shaver Chrysler regarding customer s stalling concern. MD1172

\*\* If the customer should call, please request them to contact Martha Donbar at 888-542-7239, extension 464. Thank you. \*\*\*

Assisted technician with data recordings while I was at dealer for another vehicle. Sent data recording up to FTS for review. SAG2

6/20/12 Left second message for Service manager Mike, at Shaver Chrysler, regarding customer s stalling concern and provided my contact information.

-Spoke to customer who advised the vehicle is still in for repair and would like an update. Advised customer I have left a message for Mike the service manager at Shaver, to contact me today. Advised customer I will continue to try to reach the Service manager and call her with an update. Customer understood and was appreciative of my assistance. MD1172

\*\* If the customer should call, please request they contact Martha Donbar at 888-542-7239, extension 464. Thank you. \*\*\*

6/21/12 Spoke to service manager Mike at Shaver Chrysler, regarding update on customer s repair. Service manager advised they have not been able to duplicate the stalling concern. Service manager advised they have opened a STAR case and have test drove the vehicle over 90 miles but can not duplicate the concern. Advised service manager I would like to assist by opening a TAPS escalation for assistance and they should be contacting the dealership within twenty four hours. Service manager understood and was appreciative of my assistance.

-Spoke to customer s husband to let him know I have spoken to the dealership and we have escalated the case to the technical teams and we should have some information within twenty four hours. Customer understood and was very appreciative of my assistance. \*\*Follow up with dealership and customer regarding TAPS escalation on 6/22.\*\* MD1172

\*\* If the customer should call, please request they contact Martha Donbar at 888-542-7239, extension 464. Thank you. \*\*\*

\*\*\*\*\* Following Corporate Resource has been contacted \*\*\*\*\*

TAPS

on 2012-06-21 @ 17:55

\*\*\*\*I2R TAPS Escalation Request\*\*\*\*

CAIR# 22301528

Customer Name: [REDACTED]

VIN: 1C3BC8EG2BN [REDACTED]

Mileage: 2644

Dealership: Shaver Chrysler

Dealer Code: 24124

Dealer Phone: 8054967103

Dealership Contact Person: Mike Allen, Service Manager

Vehicle Issue: Stalling concern

I2R Coordinator: Martha Donbar

Contact Number: 972-652-3474

\*\* If the customer should call, please request they contact Martha Donbar at 888-542-7239, extension 464. Thank you. \*\*\*

CAIR ESCALATION UPDATE

SEE STAR CASE# 12431140 FOR INFORMATION

CAIR ESCALATION UPDATE

CAIR ESCALATION UPDATE

SEE STAR CASE# 12431140 FOR INFORMATION

6/29/12 Spoke to customer who advised he was made aware of a government probe regarding the stalling concern on his vehicle. Customer advised the vehicle is still in for repair and he has not heard anything from the dealership. Customer advised his wife drives the vehicle and he does not want the vehicle if the dealership can't repair it. Advised customer I understand his concern and will call the dealership and give him a progress report on Monday. Customer had a very pleasant demeanor and was appreciative of my assistance. \*\* Call dealership for repair progress and follow up with dealership. \*\* MD1172

\*\* If the customer should call, please request they contact Martha Donbar at 888-542-7239, extension 464. Thank you. \*\*\*

7/2/12 Spoke to Mike, service manager at Mike Allen, who said he put the data recorder on the vehicle and has driven the vehicle for over 100 miles and have been unable to duplicate. STAR and TAPS have been opened and the TAPS case refers back to STAR. Advised service manager I will meet with my team members tomorrow and contact him with a plan of action. Service manager advised the AM has been made aware of this case and the TA is involved as well. Advised service manager I will contact the customer with an update today as well. Service manager understood and was appreciative of my assistance.

-Left voice mail message for customer and advised I have spoken with Mike, service manager at Mike Allen who advised they have test driven the vehicle for over 100 miles with a data recorder and have been unable to duplicate the stalling concern. Provided my contact information and advised I will follow up with him tomorrow with a plan of action.

\*\*Follow up with dealership and customer regarding a plan of action.\*\*

MD1172

\*\* If the customer should call, please request they contact Martha Donbar at 888-542-7239, extension 464. Thank you. \*\*\*

7/5/12 Spoke to Mike service manager at Shaver Chrysler, who advised he is willing to put a data recorder on the vehicle for fifteen or twenty days.

-Spoke to customer to see if he is willing to put the data recorder on the vehicle and customer said that he would be willing to do what ever it takes as customer will be not be returning to work for the next few weeks. Spoke to customer's wife to be sure she is in the loop of the repair process and she advised it was fine to speak to her husband regarding repair. Customer advised he will be driving the vehicle during the time they data recorder is on it. Advised customer to contact me if he the stalling concern occurs and to take the vehicle to the dealer and I will follow up with him in a few weeks. Customer understood and was appreciative of my assistance. \*\*Follow up with customer by 7/13 regarding test drive with data recorder. \*\* MD1172

\*\* If the customer should call, please request they contact Martha Donbar at 888-542-7239, extension 464. Thank you. \*\*\*

7/18/12 Spoke to Mike, Service Manager at Mike Allen who advised he has not heard from the customer regarding the stalling concern. Service manager advised the data recorder has been on for about fifteen days. Service manager advised he can allow customer to have the data recorder for five more days if necessary. Service manager advised he will be contacting the AM for advice.

-Left voice mail message for customer to follow up regarding the stalling concern and provided my contact information. \*\*Follow up with customer on 7/20 regarding stalling concern /data recorder.\*\* MD1172

\*\* If the customer should call, please request they contact Martha Donbar at 888-542-7239, extension 464. Thank you. \*\*\*

7/18/12 Received incoming call from customer regarding stalling and unable to start concern and the data recorder. Customer advised he will be returning the data recorder to the dealership tomorrow but the concern has not happened since he has had the data recorder on the vehicle. Customer advised it may be months before the concern happens but he is not willing to take that chance. Customer advised he understands that the dealership can't make a repair if they can't duplicate the concern. Inquired as to what the customer is seeking and customer advised he is not familiar with what would be offered and asked my opinion. Advised



him some time to consider what he would like Chrysler to do. Customer advised he wants to have Chrysler buy back the vehicle and would like to be compensated for his time and energy regarding the repairs. Inquired if customer is seeking a replacement but customer advised he does not want a replacement vehicle but a buy back. Customer advised he understands the TA and the AM have been involved in the case but there has been no progress regarding repair and customer is not willing to risk putting his wife back in the vehicle as he feels it is unsafe. Customer advised all his friends are telling him he should file lemon law. Read arbitration statement to customer since we are unable to duplicate the concern and provided the contact number for NCDS. Customer understood and was very complimentary and appreciative of my assistance. MD1178

\*\* CLOSING CAIR AND I2R CASE. UNABLE TO DUPLICATE CONCERN.\*\*

\*\* If the customer should call, please request they contact Martha Donbar at 888-542-7239, extension 464. Thank you. \*\*\*

7/19/12 Returned voice mail message from customer who advised he spoke to his wife and she was not pleased with his decision to regarding a buy back and does not want to wait for NCDS. Advised customer I will review the case and get back to him with a plan of action.

-Spoke with customer to advise that since it is not a duplicable concern and since it is already in the arbitration process I am not able to assist, however if the stalling concern does happen again I will be glad to assist. Customer advised he has already been contacted by NCDS but was told it will be about ninety days going through the arbitration process. Advised customer I certainly understand his frustration but unfortunately it is out of my hands at this point. Customer understood and was very appreciative of my assistance and had a very pleasant demeanor. MD1172

\*\* If the customer should call, please request they contact Martha Donbar at 888-542-7239, extension 464. Thank you. \*\*\*

8/1/12 Received voice mail message from customer who advised he received a letter from NCDS and said they were unable to assist him. Customer advised he does not wish to go legal but feels he is being forced to do so.

-Left voice mail message for customer to let him know I received his voice message and would like to know if the stalling concern has occurred since we last spoke. Provided my contact information and requested a call back. MD1172

\*\* If the customer should call, please request they contact Martha Donbar at 888-542-7239, extension 464. Thank you. \*\*\*

\*\* If the customer should call, please request they contact Martha Donbar at 888-542-7239, extension 464. Thank you. \*\*\*

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**Customer Assistance Inquiry Record (CAIR)#** **22310638**

<b>VIN</b>	1B3BD1FG6	BN [REDACTED]	<b>Open Date</b>	06/11/2012	<b>Built Date</b>	04/04/2011
<b>Model Year</b>	2011	<b>Body</b>	JSDE41	DODGE AVENGER MAINSTREET 4-DOOR SEDAN		
<b>In Service Dt</b>	03/06/2012	<b>Mileage</b>	100	<b>Dealer Zone</b>	66	ORLANDO
<b>Plant</b>	N	STERLING HEIGHTS ASSEMBLY PLANT	<b>Market</b>	U	US	
<b>Color</b>	PW7	BRIGHT WHITE CLEAR COAT				
<b>Engine</b>	ERB	3.6L V6 VVT ENGINE				
<b>Transmission</b>	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				
<b>Dealer</b>	44758	BAY DODGE				
<b>Dealer Address</b>	641 WEST 15TH STREET					
<b>Dealer City</b>	PANAMA CITY			<b>Dealer State</b>	FL	<b>Dealer Zip</b> 32401
<b>Owner</b>	[REDACTED]				<b>Contact Type</b>	TELEPHONE
<b>Address</b>	[REDACTED]				<b>Home Phone</b>	[REDACTED] 189
	PANAMA CITY FL [REDACTED]				<b>Country</b>	UNITED STATES

Product - Transmission / Transaxle - Unknown - Defective - Default | Customers vehicle has transmissionn problems

Summarize why the customer is contacting Chrysler: The customer states that his vehicle is stalling and has transmission problems and wanted to know if this was a common problem  
 Summarize what the customer is expecting: Agent advised customer that we are unable to disclose that type of information

**Customer Assistance Inquiry Record (CAIR)# 22312535**

<b>VIN</b>	1C3BC1FG6BN	<b>Open Date</b>	06/11/2012	<b>Built Date</b>	02/14/2011
<b>Model Year</b>	2011	<b>Body</b>	JSCE41	CHRYSLER 200 TOURING 4-DOOR SEDAN	
<b>In Service Dt</b>	05/03/2011	<b>Mileage</b>	22,000	<b>Dealer Zone</b>	42 DETROIT
<b>Plant</b>	N	STERLING HEIGHTS ASSEMBLY PLANT	<b>Market</b>	U	US
<b>Color</b>	PRP	DEEP CHERRY RED CRYSTAL PEARL COAT			
<b>Engine</b>	ERB	3.6L V6 VVT ENGINE			
<b>Transmission</b>	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION			

<b>Owner</b>		<b>Contact Type</b>	LETTER
<b>Address</b>		<b>Home Phone</b>	
	WINCHESTER KY	<b>Country</b>	UNITED STATES

Corporate - E-Reimbursement - Default - Default - Default	Customer requesting reimbursement for towing.
Product - Unknown - Unknown - Stalling - Default	vehicle had to be towed

Briefly summarize why the customer is contacting Chrysler:  
 The customer is contacting Chrysler today because he states that his vehicle broke down on a mountain. The customer states that roadside assistance did not come out to assist him. The roadside assistance informed that they did not have a correct address even though the customer informed them of the exact mile marker of the interstate that he was on.  
 The customer is seeking reimbursement as the county state troupers ended up having to call an IRF tow truck for assistance.  
 Briefly summarize what the customer is expecting:  
 The customer is expecting reimbursement.  
 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: does not have an email  
 Who has possession of the vehicle? Dealership  
 Has the vehicle been diagnosed by a CDJ dealer? Yes  
 If a CDJ dealer has diagnosed, what is the dealer name or code? Rod Hatfield Chrysler Jeep Dodge  
 Reassigned to 88F  
 Customer states that he would like to know what will be done about this case.  
 Customer seeks case updates.  
 Agent advised customer that this case was escalated to a case manager for review. Agent advised customer that the case manager will be in touch with him before the end of the business day (8PM EST).  
 \*\*\*\*\* CASE MANAGER TEAM - District V \*\*\*\*\*  
 CONTACT UPDATE - 1st Contact attempt, phone number dialed, [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 22312535. Advised customer the goodwill offer is dependent upon

verification of all documents requested.

POSTMARK DATE: 061312; DATE RECEIVED: 061512

Documents attached.

2nd attempt made to contact customer. left message.

\*\*\*\*Begin structured narrative T2 - eReimbursement

What has the customer requested?

Reimbursement for towing

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.

Enter the Date when the repairs were completed.

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

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

What is the total Tax to be reimbursed?

What is the total amount being reimbursed?

\$100.00

\*\*\*\*End structured narrative T2 - eReimbursement

Approved

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**Customer Assistance Inquiry Record (CAIR)# 22315935**

<b>VIN</b>	1C3BC1FG7	BN [REDACTED]	<b>Open Date</b>	06/12/2012	<b>Built Date</b>	05/02/2011
<b>Model Year</b>	2011	<b>Body</b>	JSCE41	CHRYSLER 200 TOURING 4-DOOR SEDAN		
<b>In Service Dt</b>	08/20/2011	<b>Mileage</b>	12,610	<b>Dealer Zone</b>	70	
<b>Plant</b>	N	STERLING HEIGHTS ASSEMBLY PLANT	<b>Market</b>	U	US	
<b>Color</b>	PW7	BRIGHT WHITE CLEAR COAT				
<b>Engine</b>	ERB	3.6L V6 VVT ENGINE				
<b>Transmission</b>	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				
<b>Dealer</b>	43931	CHAPMAN'S LAS VEGAS DODGE L.L.C.				
<b>Dealer Address</b>	3470 BOULDER HWY					
<b>Dealer City</b>	LAS VEGAS	<b>Dealer State</b>	NV	<b>Dealer Zip</b>	89121	
<b>Owner</b>	[REDACTED]			<b>Contact Type</b>	TELEPHONE	
<b>Address</b>	[REDACTED]			<b>Home Phone</b>	[REDACTED]	
	LAS VEGAS NV [REDACTED]			<b>Country</b>	UNITED STATES	

Dealer - Service/Body Shop - Transaction - Problem Not Resolved - Default	dealership doesn't want to see the vehicle anymore
Product - Drivability - Unknown - Other - Default	the vehicle is just shutting itself off

Briefly summarize why the customer is contacting Chrysler: Customer s girlfriend Maria called because she is having problems with the vehicle just shutting itself off. Customer stated that the dealership 43931 has been unable to fix and dealership stated that Chrysler is aware of this issue. Customer stated that the dealership 43931 stated they do not want to see the vehicle anymore because they do not have a fix. Customer wants to know what they are supposed to do.

Briefly summarize what the customer is expecting: Customer wants someone from chrysler to assist the dealership 43931 in fixing this issue. 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? (Yes)Unable to fix

If a CDJ dealer has diagnosed, what is the dealer name or code? 43931

Reassigned to 88F

Status update provided via email to the following email address: [REDACTED]

s [REDACTED]

Dear Customer,

Hi my name is Nick, and I will be your case manager. Here is some information that will be helpful for you to have:

Your case number: 22315935

Chrysler Customer Care telephone number: 800-763-8422

My direct extension: 66239

My work hours: 8:00am-4:30pm Mountain Time Monday-Friday

I will contact you by the end of business today by telephone to review your case with you.

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

Sincerely,

Nick

Customer Care.

End of Status Update

\*\*\*\*\* CASE MANAGER TEAM - District O\* \*\*\*\*\*

No SC

Original Owner

1 household

1 new, 0 used

In Warranty

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

██████████. Customer stated has another a problem with the windows not rolling up when they are rolled down. Customer stated the vehicle does randomly stall, and have been informed by dealer that at this time there is no fix. Customer stated that customer bought a new vehicle so it wouldn't have this kind of problem, writer apologized to customer for the inconvenience. Writer informed customer writer, and chrysler does want to come to a resolution into getting customer taken care of, customer stated or trade out the vehicle, customer stated is just vehicle disappointed with the vehicle. Writer informed customer writer is getting in contact with outside resources, and if can will get in contact with customer as soon as possible, no later than friday regardless if there is a status update or not.

Writer called customer at ██████████ informing customer that Chrysler is involved, and are doing tests, but at this time cannot duplicate this concern. Customer stated has received a phone call from the dealership to bring customer's vehicle in on monday, but customer stated dealership will not loan customer a rental. Writer informed customer to call writer on monday, and will address rental then.

Writer called customer ██████████. Writer left message.

EMANUEL SOLIS called. Asked to be transfered to CM's VM.

Writer called dealer 43931. SM Mike stated STAR is involved in this issue and engineering is involved in this matter but at this time there is no repair. Writer called customer ██████████. Writer left message.

Writer emailed SM Mike for update.

Writer states customer called and writer advised customer that engineering is still looking into finding a resolution.

Writer states SM emailed writer stating engineering has not found resolution yet.

Writer emailed SM Mike for update.

SM Mike emailed writer stating there has been no resolution found.

Writer emailed SM.

Writer called dealer 43931. Writer left message for SM Mike.

Writer emailed SM Mike for update.

SM Mike emailed writer stating there has been no resolution found.

Writer emailed SM Mike for update.

Writer states no resolution found.

Writer called dealer. SM Mike stated there is still no resolution for vehicle. SM stated customer has the vehicle. Writer called customer.

Writer advised customer at this time the case will be closed but as soon as a resolution is found dealer will contact customer.

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

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**Customer Assistance Inquiry Record (CAIR)# 22318416**

<b>VIN</b>	1C3BC1FG8	BN [REDACTED]	<b>Open Date</b>	06/12/2012	<b>Built Date</b>	06/01/2011
<b>Model Year</b>	2011	<b>Body</b>	JSCE41	CHRYSLER 200 TOURING 4-DOOR SEDAN		
<b>In Service Dt</b>	10/26/2011	<b>Mileage</b>	9,000	<b>Dealer Zone</b>	71	LOS ANGELES
<b>Plant</b>	N	STERLING HEIGHTS ASSEMBLY PLANT	<b>Market</b>	U	US	
<b>Color</b>	PBV	BLACKBERRY PEARL COAT				
<b>Engine</b>	ERB	3.6L V6 VVT ENGINE				
<b>Transmission</b>	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				
<b>Dealer</b>	24105	JEEP CHRYSLER OF ONTARIO, INC.				
<b>Dealer Address</b>	1202 AUTO CENTER DR					
<b>Dealer City</b>	ONTARIO	<b>Dealer State</b>	CA	<b>Dealer Zip</b>	91761	
<b>Owner</b>	[REDACTED]			<b>Contact Type</b>	TELEPHONE	
<b>Address</b>	[REDACTED]			<b>Home Phone</b>	[REDACTED]	
	MONTCLAIR CA [REDACTED]			<b>Country</b>	UNITED STATES	

Corporate - Survey By-Pass - Default - Default - Default	Customer states that the vehicle is shutting off.
Product - Engine - Unknown - Other - Default	Customer states that the vehicle is shutting off.
Dealer - By-Pass - Default - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer states that he has taken the vehicle into the dealership 24105 5 or 6 times because the vehicle will just shut off while he or his wife is driving. Customer states that the dealership can not duplicate the issue. Customer states that also his wife was at a stop light and while she was waiting for the light to turn, with her foot on the brake, the vehicle revved very high and wanted to take off.

Briefly summarize what the customer is expecting: To repair issues. 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: not provided  
 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  
 Status update provided via email to the following email address:  
 [REDACTED]

My name is Henry, and I have been assigned as your Case Manager. Here is some information that will be helpful for you to have:  
 Your Case number: 22318416  
 Chrysler Case Management telephone number: 800-763-8422  
 My direct extension: 66118  
 My work hours: 9:30am-6pm 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

BASIC 36 Months or 36,000 Miles 0 October 26, 2014 28 Months or 27,000 Miles

POWERTRAIN 60 Months or 100,000 Miles 0 October 26, 2016 52 Months or 91,000 Miles

MAXIMUM CARE - Expiration Date/Odometer: June 1, 2016 @ 60,000 Miles

First Day Rental: Yes, Maximum Rental Amount per Day: 35.00, Maximum Rental Allowance per Visit: 175.00

Original owner, 1 vehicle owned.

\*\*\*\*\* CASE MANAGER TEAM - District ?P? \*\*\*\*\*

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

Lawrence Jimenez stated that he took the vehicle to the dealer on Saturday because it was stalling, and the dealer was unable to duplicate the issue. Customer alleges that the next day the issue happened again. Customer stated that he would take the vehicle into the dealership Tomorrow. Customer stated that his email is: [REDACTED].

Customer stated that Dave is the contact at dealer 24105. Customer advised to contact writer with appointment information. Customer advised of callback set for 06/13/12.

STAR case: 11746770 Technician Confirmed

Customer stated that at stop engine dies, it resatart ok.; p0340 stored code (cam position sensor circuit. bank 1 sensor 1) Replace both exhaust cam phasers.

STAR Case Number 11617051:

Vehicle Issue Pcm codes-po335-p2111-po642-p2122-p1618-po339-p1607 no throttle response and check engine light and stalling .

Technician Recommendation: Repair wiring at valve cover for rubbed thru.

STAR Case Number: S111800007

Symptom/Vehicle Issue:

MIL Illuminated, Engine Stall, No start, Long crank time, Transmission will not shift Or Is In in Limp-in Mode

Diagnosis:

The customer may describe that the MIL is illuminated, MIL Illuminated, Engine Stall, No start, Long crank time, Transmission will not shift Or Is In in Limp-in Mode. The

Technician may find that the

following DTC are stored or active; P0642,P2122,P1618, P0452, P0871, P0760, P0750, P0688,

P0765, P0706, P0300,P0335,P0301,P0302, P0303, P0304, P0305, P0306, C121C, P0652, P2127,

P0344, P0394, P1628, P0349, P1790, P0731, P0871, P2764, U0121, U0141, U1120, U1110,

U110A, U0100, U0141, U0001, U1113, U1403.

These conditions could be caused by the headlamp and dash harness rubbing against the

transmission mount or even the heater tubes (Fig. 1) for vehicles built before January 24, 2011.

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.\*\*\*\*\*

6/14/2012 4:08:25 PM: User Comment by Rachel Wade: Attempted to contact customer and received voice mail. Left voice mail message for owner advising that I will be new case manager. Provided my contact information and asked that customer call back at earliest convenience.

6/14/2012 4:08:38 PM: User Comment by Rachel Wade: Attempted to contact Kurk, Service Manager at Jeep Chrysler Dodge of Ontario, however Kurk was not available. Left voice mail message for Kurk providing customer information and my contact information and requested Kurk call back to discuss vehicle history.

\*\*\*If the customer contacts Chrysler, please refer them to their I2R Case Manager Rachel Wade at 888-542-7239 ext 537.\*\*\*

6/25/12: Spoke to customer to Mr [REDACTED] (co-owner) to complete initial call on behalf of his Case Manager RW584; Customer advised the vehicle has been at Jeep Chrysler Dodge Of Ontario since 6/18 for an ongoing stalling issue while driving or stopped at a Red light. Customer



going to keep the vehicle a few more days, as they have been unable to duplicate the issue or find a problem with the vehicle. Customer advised the Dealer has yet to duplicate the issue since it began. Customer advised he has been placed in Alternate Transportation while vehicle is in for Service. Apologized to customer for the inconvenience. Advised customer that his case has been forwarded to his new Case Manager RW584 for Special Handling to assist with vehicle repair per the Terms of the Warranty. Advised customer that RW584 will be reviewing his case with the Dealer and should be calling him by 6/28 to advise how she can further assist with a resolution- customer understood and was satisfied with plan of action. mb981

\*\*\* If the customer should call, please request them to contact Mikelyn Buys at 888-542-7239, extension 447. Thank you. \*\*\*

6/28/2012 7:17:08 PM: User Comment by Rachel Wade: Spoke with Kurk, Service Manager at JCD of Ontario, who informed that vehicle is still in service for an intermittent stall out concern, and so far they have test driven the vehicle 105 miles without duplicating the concern. Kurk stated that the assistant service manager has been driving the vehicle home, with the customer's permission, and is driving in mixed traffic conditions. Kurk stated that they have contacted STAR for assistance, but did not actually open a STAR case. Kurk stated that the vehicle has been in several times for this concern and not once have they duplicated the stall out. Kurk stated that they have performed several software updates so far. Requested Kurk fax over a copy of all ROs. Kurk stated that he did reach out to the tech advisor SAG2 for assistance, and is currently awaiting a call back to see if TA would be able to come to the dealership to assist. Kurk stated that if he has not heard back from TA by tomorrow morning he will call the TA. Kurk stated that customer is currently in a rental. Provided my contact information and asked that Kurk please call me after he speaks with TA. \* Also discussed driving with a data recorder.

6/28/2012 7:27:46 PM: User Comment by Rachel Wade: Contacted customer who confirmed that vehicle was brought back to dealership on 6/18 for stall out concern and he was placed in a rental at that time. Customer stated that this is possibly the 5th time that the vehicle has been in service for the stall out concern, and each time it is in service they cannot duplicate the problem. Customer stated that the vehicle began stalling out a few months ago, and he did bring the vehicle in for service within a few days after the first time it stalled out. I advised that I did speak with the service manager a moment ago and was informed that so far they have test driven the vehicle 105 miles and have not yet duplicated the concern, therefore they have reached out to the regional tech advisor for assistance. I advised that the service manager should be calling me tomorrow with more information, and as soon as I have an update I will relay that back to the customer. Confirmed that customer does have my contact information and asked that he call me directly with any concerns in the meantime. Customer was very pleasant and cooperative and appreciated the follow up.

\*\*\*If the customer contacts Chrysler, please refer them to their I2R Case Manager Rachel Wade at 888-542-7239 ext 537.\*\*\*

7/3/2012 1:16:43 PM: User Comment by Rachel Wade: Attempted to contact Kurk, service manager at JCD of Ontario, and received voice mail. Left voice mail message for Kurk providing customer information and my contact information and requested Kurk call back to update on status of vehicle.

7/3/2012 2:01:31 PM: User Comment by Rachel Wade: Spoke with Kurk, Service Manager at JCD of Ontario, who informed that he has arranged for the tech advisor to come to the dealership to inspect vehicle this Friday 7/6. Kurk stated that so far they have continued to test drive the vehicle without duplicating the stall out concern. Kurk stated that he is not positive whether or not the customer has been informed that TA will be inspecting vehicle, however the service advisor will be updating customer today.

7/3/2012 2:06:34 PM: User Comment by Rachel Wade: Contacted customer to make aware that the dealership has reached out to the tech advisor who will be coming to inspect the vehicle this Friday 7/6. Customer asked if the dealership has made any repairs so far and I advised that as of now they have still been test driving the vehicle in attempts to duplicate

that I would follow up with dealership on Monday 7/9 for results of tech advisor s assessment and would then touch base with owner, but asked that owner call me with any questions in the meantime. Customer was very pleasant and appreciated the follow up.

\*\*\*If the customer contacts Chrysler, please refer them to their I2R Case Manager Rachel Wade at 888-542-7239 ext 537.\*\*\*

7/9/2012 4:16:35 PM: User Comment by Rachel Wade: Attempted to contact Kurk, Service Manager at JCD of Ontario, however Kurk was not available. Left voice mail message for Kurk providing customer information and my contact information and requested Kurk call back to discuss results of tech advisor s assessment. Will attempt to contact Kurk again 7/10.

7/9/2012 4:22:25 PM: User Comment by Rachel Wade: Contacted customer to inform that I have not yet been able to get in touch with the service manager for an update. Customer stated that he did speak with the service manager today, and was informed that the tech advisor came to the dealership to inspect the vehicle and suggested they change a few parts. Customer stated that the service manager told customer that at this time they are waiting for parts to ship, but vehicle should be ready for customer to pick up by this Thursday 7/12. I advised that I would plan on touching base with customer on 7/13, but asked that customer contact me with any concerns in the meantime. Customer was very pleasant and appreciated the follow up.

\*\*\*If the customer contacts Chrysler, please refer them to their I2R Case Manager Rachel Wade at 888-542-7239 ext 537.\*\*\*

7/10/2012 9:55:44 AM: User Comment by Rachel Wade: Received voice mail message from Kurk, Service Manager at JCD of Ontario, left on 7/9. Kurk stated that the tech advisor did assess the vehicle last week and instructed them to replace the cam phasers and cam sensors, as well as the ECM. Kurk stated that they ordered the parts last week and they just arrived on 7/9, so they are expecting repairs to be completed by Wednesday 7/11. Will follow up with dealership and customer 7/13.

\*\*\*If the customer contacts Chrysler, please refer them to their I2R Case Manager Rachel Wade at 888-542-7239 ext 537.\*\*\*

7/18/2012 5:51:43 PM: User Comment by Rachel Wade: Contacted Kurk, Service Manager at JCD of Ontario, who informed that repairs went well and were completed on the evening of 7/10. Kurk stated that the customer picked up the vehicle on 7/11, and has not contacted the dealership since that time. Kurk stated that he is confident in repairs, as they replaced almost every part that would be related to the stall out concern.

7/18/2012 6:01:06 PM: User Comment by Rachel Wade: Contacted customer who informed that since he picked up the vehicle from the dealership it has been running well. I advised that due to the amount of time the vehicle spent in service I would like to offer to reimburse customer one monthly payment. Customer was very pleased with this and thanked me for the offer and assistance. I asked that customer please fax over a copy of the retail installment contract. Advised that I will contact customer to review payment information once I receive fax, but asked that customer call me with any concerns in the meantime. Will check fax and follow up by 7/23.

\*\*\*If the customer contacts Chrysler, please refer them to their I2R Case Manager Rachel Wade at 888-542-7239 ext 537.\*\*\*

7/25/2012 5:33:50 PM: User Comment by Rachel Wade: Received fax from owner providing copy of Ally payment statement.

>> Contacted customer to make aware that I did receive the fax. Verified payment information and current mailing address, and advised that customer will be receiving check in the amount of \$326.30 (one monthly payment). Customer was very pleased with this and thanked me for the offer. I advised that I will contact customer in a few days to notify once check has been issued. Asked that customer call me with any concerns in the meantime.

>>> Customer is being provided one monthly payment reimbursement in the amount of \$326.30 for time spent without vehicle while in service for 23 days. 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.\*\*\*

7/26/12 Emailed tjb16 requesting to process the customer-s payment reimbursement in the amount of \$326.30. Follow up regarding reimbursement

Check approved.

Check received and sent to customer through US Mail.

7/27/12 Received email from tjb16 confirming customer s payment reimbursement in the amount of \$326.30 has been issued and mailed to the customer. CM

7/30/2012 12:00:40 PM: User Comment by Rachel Wade: Contacted customer to make aware that reimbursement check has been issued. Customer thanked me for the update. Asked that customer please keep my contact information and call me directly with any future vehicle concerns. >> Customer has been provided one monthly payment reimbursement in the amount of \$326.30 for time spent without vehicle while in service for 23 days. Customer has verified repairs successful in previous conversation and 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.\*\*\*

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**Customer Assistance Inquiry Record (CAIR)# 22322388**

<b>VIN</b>	1C3CCBCG8	CN [REDACTED]	<b>Open Date</b>	06/13/2012	<b>Built Date</b>	11/17/2011
<b>Model Year</b>	2012	<b>Body</b>	JSCL41	CHRYSLER 200 LIMITED 4-DOOR SEDAN		
<b>In Service Dt</b>	01/06/2012	<b>Mileage</b>	6,055	<b>Dealer Zone</b>	32	NEW YORK
<b>Plant</b>	N	STERLING HEIGHTS ASSEMBLY PLANT	<b>Market</b>	U	US	
<b>Color</b>	PX8	BLACK CLEAR COAT				
<b>Engine</b>	ERB	3.6L V6 VVT ENGINE				
<b>Transmission</b>	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				
<b>Dealer</b>	45347	JOHN JOHNSON DODGE, LLC				
<b>Dealer Address</b>	10 FANNY ROAD					
<b>Dealer City</b>	BOONTON	<b>Dealer State</b>	NJ	<b>Dealer Zip</b>	07005	
<b>Owner</b>	[REDACTED]			<b>Contact Type</b>	TELEPHONE	
<b>Address</b>	[REDACTED]			<b>Home Phone</b>	[REDACTED]	
	MONTVILLE NJ [REDACTED]			<b>Country</b>	UNITED STATES	

Product - Engine - Unknown - Check Engine Lamp On/Flashing - Default	Check engine light
Product - Drivability - Unknown - Stalling - Default	Vehicle stalling

\*\*\*\*Begin structured narrative T2 - Beginning Narrative  
 Briefly summarize why the customer is contacting Chrysler:  
 Fleet customer Bob Reardon states vehicle has been down since 5/29/12. Customer states vehicle was at the same dealer (45347) last month 5/22/12 for the same issue. Customer states at that time the dealer installed 14801005 - Pedal, accelerator- 015881 6,030 Miles 2012054 under warranty. Customer states vehicle was taken to dealer for a check engine light and stalling concerns. Customer states dealer has a tech case open #333187 open with Chrysler.  
 Briefly summarize what the customer is expecting:  
 Customer states he is seeking assistance with getting resolution.  
 \*\*\*\*End structured narrative T2 - Beginning Narrative  
 Status update provided via email to the following email address:  
 [REDACTED]  
 My name is Kris and I have been assigned as your Case Manager. Here is some information that will be helpful for you to have:  
 Your Case number: 22322388  
 Chrysler Case Management telephone number: 800-763-8422  
 My direct extension: 66324  
 My work hours: 9:30am-6pm Mountain Time Monday-Friday  
 I will follow up with you when further information is available.  
 Thank you,  
 Kris  
 Chrysler Fleet Customer Care  
 End of Status Update  
 \*\*\*\*\* CASE MANAGER TEAM - District 88E \*\*\*\*\*  
 Dealer Contact:Writer attempted to contact Service Manager Ann, however service department is closed at this time.  
 CONTACT UPDATE - 1st Contact attempt, email sent to Fleet customer Bob Reardon stating an attempt has been made to contact service manager for diagnosis on stalling and check engine light.

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

ks793@chrysler.com on 2012-06-13 @ 19:33

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

Customer Document Reviewed.

Service Manager Ann states they are replacing the main wiring harness that goes from the headlamps to the dashboard per STAR. SM Ann states parts were ordered yesterday and parts should be received within 3 to 5 days. SM Ann states once they get the parts it will take 2 days to repair. Writer informed SM Ann that we will follow up again on 6/20.

Email sent to Fleet customer Bob Reardon with updated information on lines 36-40.

Service Manager Ann states the repairs are completed on this vehicle and the customer has been contacted. SM states the customer will pick vehicle up later today.

Email sent to Fleet customer Bob Reardon with updated information on lines 43-45 and the close process.

CLOSED LOOP UPDATE - customer contacted today to confirm repairs.

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**Customer Assistance Inquiry Record (CAIR)#** **22328865**

<b>VIN</b>	1C3BC2FG9	BN [REDACTED]	<b>Open Date</b>	06/15/2012	<b>Built Date</b>	02/04/2011
<b>Model Year</b>	2011	<b>Body</b>	JSCL41	CHRYSLER 200 LIMITED 4-DOOR SEDAN		
<b>In Service Dt</b>	03/16/2011	<b>Mileage</b>	15,000	<b>Dealer Zone</b>	66	ORLANDO
<b>Plant</b>	N	STERLING HEIGHTS ASSEMBLY PLANT	<b>Market</b>	U	US	
<b>Color</b>	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				
<b>Engine</b>	ERB	3.6L V6 VVT ENGINE				
<b>Transmission</b>	DBA					

<b>Dealer</b>	68002	CARL GREGORY CHRYSLER JEEP DODGE				
<b>Dealer Address</b>	3000 NORTHLAKE PKWY BLDG 100					
<b>Dealer City</b>	COLUMBUS	<b>Dealer State</b>	GA	<b>Dealer Zip</b>	31909	
<b>Owner</b>	[REDACTED]			<b>Contact Type</b>	CERTIFIED LETTER	
<b>Address</b>	[REDACTED]			<b>Home Phone</b>	[REDACTED]	
	COLUMBUS GA [REDACTED]			<b>Country</b>	UNITED STATES	

Corporate - Lemon Law - Default - Default - Default	
Product - Drivability - Unknown - Stalling - Default	

POSTMARK DATE: 061212; DATE RECEIVED: 061512  
 Owner submits a second vehicle repurchase or replacement request to Chrysler received on 6-15-2012. The previous file declined the lemon law request. This file will be forwarded to the bc for further review and handling.  
 6/18/12 owner filed \*\*\*\*repurchase / replacement form with Chrysler... vaj3  
 owner will be contacted and review this situation...vaj3  
 6/18/12RP Called o/ who advised brakes still squeaking and pedal went to the floor. Advised o/ that as a customer service gesture Chry will honor her req. to repurchase/replace her veh. Template sent to ISG to complete settle. process.

**Customer Assistance Inquiry Record (CAIR)# 22331598**

<b>VIN</b>	1C3BC2FG1	BN [REDACTED]	<b>Open Date</b>	06/18/2012	<b>Built Date</b>	02/22/2011
<b>Model Year</b>	2011	<b>Body</b>	JSCL41	CHRYSLER 200 LIMITED 4-DOOR SEDAN		
<b>In Service Dt</b>	04/04/2011	<b>Mileage</b>	7,200	<b>Dealer Zone</b>	51	CHICAGO
<b>Plant</b>	N	STERLING HEIGHTS ASSEMBLY PLANT	<b>Market</b>	U	US	
<b>Color</b>	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				
<b>Engine</b>	ERB	3.6L V6 VVT ENGINE				
<b>Transmission</b>	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				
<b>Dealer</b>	43835	ANDERSON DODGE INC				
<b>Dealer Address</b>	5711 EAST STATE STREET					
<b>Dealer City</b>	ROCKFORD			<b>Dealer State</b>	IL	<b>Dealer Zip</b> 61108
<b>Owner</b>	[REDACTED]				<b>Contact Type</b>	E-MAIL
<b>Address</b>	[REDACTED]				<b>Home Phone</b>	[REDACTED]
	ROCKFORD IL [REDACTED]				<b>Country</b>	UNITED STATES

Product - Electrical - Power/Engine Control Module - Other - Default	Dealer updated the PCM.
Dealer - Service/Body Shop - Transaction - Problem Not Resolved - Default	Dealership cannot duplicate the concern.
Product - Drivability - Unknown - Stalling - Default	Vehicle stops at idle.
Dealer - By-Pass - Default - Default - Default	

\*\*\*\*\* EMAIL BRIEF DESCRIPTION CONTENT \*\*\*\*\*  
 engine stops when car stops at idle  
 \*\*\*\*\* END EMAIL BRIEF DESCRIPTION CONTENT \*\*\*\*\*  
 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 Ronald Lee  
 \*\*\*\*\*END OF CUSTOMER EMAIL\*\*\*\*\*  
 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.

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

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

Customer states that he went to the dealership and spoke the Service Manager and informed him of his concern. Customer states that he was told that they have not heard of this issue. Customer states that the vehicle was not diagnosed. Customer states that this has happened half a dozen times. Customer states that his vehicle is just driven in the city. Customer states that he saw a lot of these complaints online. Agent informed the customer that the information found online may contain erroneous information. Agent informed the customer that in order to find the problem, he would need to take it to the dealership to have the vehicle diagnosed.

\*\*\*\*\*

Agent warmed transferred customer to the dealership to make an appointment. Agent was transferred to the service department and spoke with Jeff. Agent informed Jeff that the customer's vehicle has been stalling and wanted to have an appointment for tomorrow afternoon to diagnose the vehicle. Customer spoke with Jeff and an appointment was made for tomorrow at 2:30 PM. Customer was informed that agent will follow up with him on Wednesday. Customer was advised to contact agent, if he needed any assistance before Wednesday.

\*\*\*\*\*END OF NARRATIVE\*\*\*\*\*

Customer calls stating that the dealership updated the Power Control Module, however, customer states that he was out doing some shopping and it happened again. Customer states that the dealership told him that if that didn't work they would have to change the CAM Phasors. Agent informed customer that the vehicle would need to be brought to the dealership to have it diagnosed again.

\*\*\*\*\*

Customer was warm transferred customer to dealership to make another appointment. SM Tony made an appointment with the customer for Tuesday at 8:30 AM. Customer will be provided with a rental as the dealership will need the vehicle for two to three days.

\*\*\*\*\*END OF NARRATIVE\*\*\*\*\*

Customer states that he saw that NHTSA is investigating into the concern with the cars stalling. Customer wanted to know if he should still take his vehicle to the dealership on Tuesday. Agent informed the customer that he should keep his appointment as the dealership will try to find out what causes the vehicle to stall. Customer states that they won't be able to pull any codes. Agent informed the customer that they need the car for a few days to try and duplicate the problem. Customer states that he will keep his appointment.

\*\*\*\*\*END OF NARRATIVE\*\*\*\*\*

Agent will contact dealership on 06/28/12.

\*\*\*\*\*END OF NARRATIVE\*\*\*\*\*

Agent calls dealer 43835 at: [REDACTED]. Agent spoke with Jeff Burfield the SM. SM states that the vehicle was at the dealership for one day as they could not duplicate the concern. SM states that they installed a co-pilot (Event Data Recorder) to register the concern as it happens. Customer will return the vehicle to the dealership on 07/05/12.

\*\*\*\*\*END OF NARRATIVE\*\*\*\*\*

Agent calls customer at: [REDACTED]. Customer was informed that agent contacted the dealership and was informed that the dealership was not able to duplicate the concern. Customer wanted to know if the dealership could not figure out the problem with the vehicle, if Chrysler would help him trade in his vehicle with a new one. Agent informed the customer that he would need to speak with the Sales Manager at the dealership if



customer that we are going to work toward resolving his vehicle s concern. Customer doesn t feel safe in this vehicle. Agent informed the customer that she will follow up with him on 07/05/12.

\*\*\*\*\*END OF NARRATIVE\*\*\*\*\*

Agent will follow up with customer on 07/05/12.

\*\*\*\*\*END OF NARRATIVE\*\*\*\*\*

Agent calls dealer 43835 at: 815-229-2000. Agent spoke with Jeff Burfield the SM. SM states that the Event Data Recorder was removed yesterday and he will be sending the data to Chrysler to have it analyzed. SM states that the information may be provided to him on Friday. Agent will follow up with the SM on Friday afternoon.

\*\*\*\*\*END OF NARRATIVE\*\*\*\*\*

Agent calls customer at: 8[REDACTED]. Customer was informed that the dealership informed agent that the co-pilot was taken off yesterday and the data has been sent to Chrysler to have it analyzed. Customer is upset because his vehicle stops at idle and it happened two times. Customer states that he went on the internet and found out that there is a NHTSA has an investigation and others have made complaints online about the co-pilot not finding any information. Customer states that if he finds out that they could not find anything wrong with the vehicle, this will become a legal issue. Customer states that he wants out of this vehicle because he doesn t feel safe. Customer states that he spoke with the dealer about getting into a 2012 Chrysler 200 there would be an additional cost of \$17,000.00. Customer would like to be contacted as soon as the information has been provided from Chrysler as he may look to the lemon law to get rid of this vehicle. Customer was informed that agent will follow up with him as soon as the information has been provided by the Service Manager.

\*\*\*\*\*END OF NARRATIVE\*\*\*\*\*

Agent calls dealer 43835 at: 815-229-2000. The SM was not available. The Receptionist was provided with agent s contact information and CAIR#.

\*\*\*\*\*END OF NARRATIVE\*\*\*\*\*

Agent calls dealer 43835 at: 815-229-2000. SM was not available. Agent left voice mail requesting a call back. SM was provided with customer s name, VIN, model year, agent s contact information and CAIR#.

\*\*\*\*\*END OF NARRATIVE\*\*\*\*\*

Agent calls dealer 43835 at: 815-229-2000. Jeff Burfield the SM states that there was no data recorded on the co-pilot. Agent was advised to contact the customer to inform him.

\*\*\*\*\*END OF NARRATIVE\*\*\*\*\*

Agent calls customer at: [REDACTED]. Agent spoke with Mr. [REDACTED] friend Mike Bunc as he was advised by Mr. [REDACTED] to speak with agent. Agent left a message with Mike that no data was found. Mike was provided with agent s contact information and CAIR#. Agent requested that customer call agent back.

\*\*\*\*\*END OF NARRATIVE\*\*\*\*\*

Customer calls customer states that he had an appointment with an attorney. Customer states that he feels that Chrysler is not doing anything about this issue. Agent informed the customer that intermittent issues are hard to duplicate and we are doing our best to resolve his concerns. Customer states that he was willing to trade in his vehicle of a different one but it will be too expensive. Customer states that he will be filing for lemon law. Agent informed customer that as per his request and as a courtesy, his file will be escalated for further review. Customer thanked agent for her time.

\*\*\*\*\*END OF NARRATIVE\*\*\*\*\*

Customer was advised that due to the nature of their Lemon Law 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

Reassigned to 96L

Reviewed GWA, and VIP. Vehicle does not qualify for Lemon Law.

##### 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.

Action requested: resolution of problem  
Please update this CAIR with resolution.

#####  
REASSIGNED TO BC/DLR 51 43835 07/09/12 15:34 O 22331598  
REASSIGNED TO BC/DLR 51 43835 07/10/12 08:45 O 22331598

AM has reviewed this case, i do see the previous warranty claim for a driveability concern, the claim was paid, however i do not see any reference to STAR nor a technical team in order to get some more information on this case. I LM for SM Tony to contact me regarding this case.

AM spoke to TA Matt Maertens (MAM50) on this concern, here is some information that we recieved regarding this case.

according to the Tech, they were not able to get a data recording of the incident. One of two things; either the data recorder was not set up properly, or the customer never pushed the button when this allegedly occurred. I clarified with the tech that he never even got a recording to look at.

From my conversation with the Service Advisor, apparently the customer will not leave the vehicle with the Dealer, as he does not want them to drive it and accumulate miles.

Based upon this information, I would say that we (Anderson) should not proceed any further until they can duplicate the concern and/or at the very least get a data recording of the alleged concern. Fortunately, the Dealer has not yet thrown any parts at this one.

I am not aware of any known issues regarding the above concern. It could be a number of things, but it s best that we not speculate.

If the problem still occurs, 2 things will need to happen for us to diagnose the car;

- 1) we need to get a data event recording of the vehicle.
- 2) the customer is going to need to be able to give us time to diagnose the problem by driving the vehicle for 'some' days.

by the car being under warranty, we are willing to assist with a rental car if necessary, however this is the customer s choice.

AM will follow up with SM tony on this concer, if customer is not willing to leave car at the shop then i will request to close this CAIR.

Last contact with customer, the car is not at the repair shop (Anderson)  
- requesting this CAIR to be closed.

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**Customer Assistance Inquiry Record (CAIR)# 22335494**

<b>VIN</b>	1C3BC8FG4	BN [REDACTED]	<b>Open Date</b>	06/18/2012	<b>Built Date</b>	07/07/2011
<b>Model Year</b>	2011	<b>Body</b>	JSCR41	CHRYSLER 200 S 4-DOOR SEDAN		
<b>In Service Dt</b>	10/14/2011	<b>Mileage</b>	7,125	<b>Dealer Zone</b>	71	LOS ANGELES
<b>Plant</b>	N	STERLING HEIGHTS ASSEMBLY PLANT	<b>Market</b>	U	US	
<b>Color</b>	PDM	TUNGSTEN METALLIC CLEAR COAT				
<b>Engine</b>	ERB	3.6L V6 VVT ENGINE				
<b>Transmission</b>	DBA					

<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	TELEPHONE
<b>Address</b>	[REDACTED]	<b>Home Phone</b>	[REDACTED]
	WALNUT CA [REDACTED]	<b>Country</b>	UNITED STATES

Dealer - Service/Body Shop - Personnel - Discourteous/ Rude - Service Management	Customer states the service departement was rude
Product - Unknown - Unknown - Stalling - Default	Ongoing engine stalling concern
Corporate - Lemon Law - Default - Default - Default	Would like to file Lemon Law on vehicle
Dealer - By-Pass - Default - Default - Default	
Product - Transmission / Transaxle - Unknown - Defective - Default	

Customer alleges he has been to the dealership 7-8 times regarding the engine stalling and the dealership is never able to duplicate the issue. Customer is frustrated with the vehicle and would like to file Lemon Law. Writer informed customer case would be sent over to our qualifying team and customer would be contacted regarding this request. Customer asked writer if customer should get a Lemon Law lawyer, writer informed customer to do whatever he sees fit, but the case would be sent over to see if vehicle qualifies.

\*\*\*\*\* 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? Ongoing engine stalling concern. Transmission would pop.  
 2. Was the vehicle purchased new or used? New  
 3. If used, what number owner is the customer and what was the mileage?  
 4. Is customer claiming # of repair attempts or # of days out of service?  
 5 -7 times, 10 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). The customer is disappointed with the vehicle and dealership. 061812 reassigned to am slw5 to review and respond to owners request for lemon law relief tmt dm asked service manager Moe Jubran at Don A Vee to see if we can do an extended road test to try and duplicate the customers concern. Puente hills performed a flash update. Don a Vee service mgr Moe very technical and trust him to assist customer. at this time chrysler will continue to diagnosis and repair vehicle..slw5 service manager has already test driven the vehicle and ocnctacted star tech line and tech advisor no fault codes, or stored codes and test drove

over 100 miles and no duplication of customer concern. no further action at this time. service mgr to contact customer..slw5\_

Unfortunately Agent could not find the number and advised the customer that there would be a narrative in place that the person that last worked on the case would have this in their in box.

Agent also advised the customer if they do not get a call back to please call back.

Agent also advised the customer that they can also call the Service manager at the dealership.

And yes the customer also stated that they bought another Chrysler vehicle and he is starting to regret this already.

Customer calling in seeking to speak with CM. Customer states they were supposed to get a call back this week. Customer states they were also looking to speak with Rachel. Agent provided customer with I2R Agent Rachel s number and extension (as per case 21807380) and transferred customer to LW407.

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**Customer Assistance Inquiry Record (CAIR)# 22337121**

<b>VIN</b>	1C3BC2FG5BN	<b>Open Date</b>	06/18/2012	<b>Built Date</b>	05/27/2011
<b>Model Year</b>	2011	<b>Body</b>	JSCL41	CHRYSLER 200 LIMITED 4-DOOR SEDAN	
<b>In Service Dt</b>	10/29/2011	<b>Mileage</b>	11,970	<b>Dealer Zone</b>	51 CHICAGO
<b>Plant</b>	N	STERLING HEIGHTS ASSEMBLY PLANT	<b>Market</b>	U	US
<b>Color</b>	PBV	BLACKBERRY PEARL COAT			
<b>Engine</b>	ERB	3.6L V6 VVT ENGINE			
<b>Transmission</b>	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION			

<b>Owner</b>		<b>Contact Type</b>	TELEPHONE
<b>Address</b>		<b>Home Phone</b>	
	TINLEY PARK IL	<b>Country</b>	UNITED STATES

Corporate - Outbound - Survey Follow-Up - CPS - Customer Contact Complete	No further contact needed
Corporate - Outbound - Survey Follow-Up - CPS - Default	

CPS Survey Record Received Date: 06/18/2012  
 Survey Number : BN57166903  
 Quality Survey ID Number: 210173661  
 Survey Date : 06/05/2012  
 VIN Number : 1C3BC2FG5BN  
 Mapping Class : Non-Legal/Non-Dealer  
 Event Type : 1st Service customer pay  
 CPS Score : 6

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

CONTACT UPDATE - 1st Contact attempt, phone number dialed,  
 - Customer contacted. Left message

2nd attempt made to contact customer. Left message. Another attempt will be Friday 06/22/12

3rd attempt made to contact customer. 3rd party answered and stated Mr. Haq was not available until after 2:00 pm provided the number for him.

. Writer will try to make the attempt later

Writer contacted customer at 708-743-9380. Customer stated a few concerns he noticed. The vehicle wasn't driving the way it should. The RPM gauge jumped up and made the vehicle jump. Vehicle turned off while at a stop light. Dealership was not able to duplicate these concerns but the dealer was able to update the software and that was done 3 weeks ago since then it's been fine. Customer also stated with the driver side window it goes half way down and without customer touching anything the window starts going up on its own. Customer stated he has not mentioned this to the dealer but will if it gets worse. Writer stated that could just be a glitch in the electrical or something. Customer had no further concerns or questions to go over. Writer stated if he needed Chryslers assistance asked to call back. Customer understood.

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

**Customer Assistance Inquiry Record (CAIR)#** **22339573**

<b>VIN</b>	1C3BC2EG4	BN [REDACTED]	<b>Open Date</b>	06/19/2012	<b>Built Date</b>	04/20/2011
<b>Model Year</b>	2011	<b>Body</b>	JSCL27	CHRYSLER 200 TOURING TWO DOOR CONVERTIBLE		
<b>In Service Dt</b>	08/04/2011	<b>Mileage</b>	17,000	<b>Dealer Zone</b>	66	ORLANDO
<b>Plant</b>	N	STERLING HEIGHTS ASSEMBLY PLANT	<b>Market</b>	U	US	
<b>Color</b>	PW7	BRIGHT WHITE CLEAR COAT				
<b>Engine</b>	ERB	3.6L V6 VVT ENGINE				
<b>Transmission</b>	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				
<b>Dealer</b>	26723	DOUGLAS JEEP INC				
<b>Dealer Address</b>	2382 SOUTH TAMiami TRAIL					
<b>Dealer City</b>	VENICE	<b>Dealer State</b>	FL	<b>Dealer Zip</b>	34293	
<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	TELEPHONE			
<b>Address</b>	[REDACTED]	<b>Home Phone</b>	[REDACTED]			
	SARASOTA FL [REDACTED]	<b>Country</b>	UNITED STATES			

Product - Transmission / Transaxle - Unknown - Other - Default	Customer having ongoing transmission problems
Corporate - Product Information - Default - Default - Default	Customer issuing a complaint and seeking new vehicle

\*\*\*\*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 called in about her 2011 Chrysler 200. Customer is calling because since purchasing her vehicle she has been having on going transmission problems. Customer has already brought vehicle into dealership twice for her transmission. Customer has also already issued a complaint against vehicle, refer to CAIR 22185506. Customer is seeking to have her vehicle replaced. Customer loves the vehicle and is just not happy with the continues problems.  
 Briefly summarize what the customer is expecting:  
 Customer is expecting to be contacted with in two to five business days  
 Customer advised a call back is required and will take place within two to five business day  
 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  
 he vehicle been diagnosed by a CDJ dealer? yes  
 If a CDJ dealer has diagnosed, what is the dealer name or code? DOUGLAS JEEP CHRYSLER DODGE  
 Reassigned to 88L  
 Correction reassigned to:96L  
 GWA reviewed, vehicle does NOT qualify for Lemon LAw, reassign to 96f  
 CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED] - CM called to speak with Customer.

Customer is upset stating that she has had 3 transmission issues that have never been duplicated.

Customer began to explain issues and scenarios with the vehicle. CM explained that CM does not see multiple repair attempts for the transmission. CM explained the car was returned because our lemon law department advised the vehicle did not qualify. Customer then in turn asked for CM's name saying she would be contacting an attorney. CM advised if she seeks legal counsel that CAC will no longer be able to help or talk with the customer.

[REDACTED] - is the customer's home number.

CM calling to speak with SM Don Glenn - states he has driven this vehicle overnight with a data capture without any indication of the scenarios. SM states he feels for the customer and would like to assist however he has not been able to find the issues the customer states occurs.

CM will follow up with the previous CM regarding this car and review with a TL.

CM calling the customer back @ [REDACTED] - left voicemail.

CM calling the customer @ [REDACTED]. CM advised customer that CM had a chance to speak with SM Don. After reviewing the previous cases, CM understands there are intermittent concerns however CM tried to explain we can fix the vehicle when the situations are present to diagnose. Customer stated what is supposed to be fixed when it is never found to be a problem, Customer then screamed she will never purchase another Chrysler as she is fed up and will bad mouth and discourage any one from purchasing. Customer hung up on CM. CM attempted to call back 3x customer never answered. CM left a voicemail. CM will close this car as the customer hung up on CM and did not call back or answer when CM attempted to get the customer back on the line.

CLOSED LOOP

Customer called stating that call with CM got disconnected and she would like to be redirected to her CM. Agent attempted to locate CM MH1289's extension, however it was not available. Customer got upset, demanding to speak with someone of higher status. Agent spoke with TL who accepted to take the call.

CM calling back to speak with SM Don Glenn, CM left a voicemail message for SM.

Customer called wondering why she has two cases for same issue - reason is that first case (22185506) was closed - STAR stated that vehicle operating as designed and dealer said issue may be that customer was driving in AutoStick - reason for second case is that call was over 30 days from when first case was closed

CM calling back to speak with SM Don Glenn - who advised SM that there is a front page article on our local paper regarding concerns with 200's. SM stated the customer has an appointment tomorrow for an oil change. CM advised that CM works Monday - Friday and that since SM is requesting for rental assistance he can authorize the vehicle and CM/SM will confirm on Monday the details of the rental.

CM calling the customer back @ [REDACTED] left voicemail.

CM calling the customer @ [REDACTED]. CM left a voicemail.

CM calling to speak with SM Don Glenn, CM wanted to confirm the vehicle was dropped off and customer in a rental? SM stated he did not have a rental at the time she came in for service, Customer did get an oil change. SM wanted to know what exactly he is doing? CM advised the information provided in the recent Det News article. SM needs to open a star case regarding this concern. CM advised rental will be approved for 5 days. SM will follow up with CM to advise of the date the customer will drop off the vehicle for diagnosis. CM will update the car once SM updates.

Customer called back to speak with CM. CM advised that CM and SM have spoken and confirmed that CAC will cover rental for customer as well as have an AM involved in the concern. Customer briefed CM that the state is going through a tropical storm and that at this time she may not be able to get the vehicle back to the dealer before Wednesday. CM advised that is fine. Customer will follow up with the dealer and advised CM of the tentative appointment date.

REASSIGNED TO BC/DLR 66 26723 06/25/12 09:58 R 22339573

issue has made it to the national media this past Friday. A star case will need to be opened to check into the stalling and transmission concerns the customer is having. Customer would like the vehicle fixed as a last resort she would like a replacement if not able to be fixed. Customer is going into the dealer on Wednesday, Customer was advised that the dealer would have a rental for the customer. CM thanked customer and advised her to stay safe with the tropical storm happening. CM calling to touch base with SM Don Glenn, 60379  
CM left a voicemail for the SM.  
CONTACT UPDATE -Dealer #26723 Service Manager Don (SM). SM states the customer on 6/27/2012 on mid morning and they will have a rental ready for the customer, WRITER confirms. SM thanks WRITER and ends call. SM Don called to update CM that the vehicle was dropped off @ 10:30am. Customer calls seeking rental assistance because intermitten stalling in her vehicle, Contacted Service Manager, don at 60379 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.  
CM calling to speak with SM Don, CM wanted to touch base with the SM SM has a data capture on the vehicle and will drive it over the wkend. CM advised rental will be covered. CM/SM agree to not have the customer back in the vehicle until all avenues have been exhausted.  
CM reviewed with BK43 who advised to see what happens by next week before proceeding.  
CM calling for update on the vehicle?  
SM states he has sent off the information to Leon at the Star Center. Vehicle data has been updated waiting on follow up. CM will extend the rental coverage an additional 5 days beginning 7/3/12.  
CM will research some more information and follow up with the SM.  
CM has noticed the STAR team has updated the STAR Case and it was recommended to update the pcm and replace the wire harness.  
CM will update SM Don with the new info from STAR. SM will follow up with the Serv Tech and get the parts ordered to complete the repair.  
CM calling for update from SM Don - Wire harness replaced on 7/3/12, test drove the vehicle and will continue thru out the weekend. SM is waiting on a star update. As of the now the vehicle has been under several conditions. AC on AC off, radio on and off, lights on and off, windows up and down, all power options on, and all off, Sitting idle for 20 minutes then driven. The Service Tech is at school today and will continue with star directives tomorrow.  
CM has already been advised the vehicle will remain for further driving and testing thru the weekend. CM will update cair on 7/9/12.  
\*\*\*\*\* Following Corporate Resource has been contacted \*\*\*\*\*  
TAPS  
on 2012-07-09 @ 14:37  
CM was advised that star had not updated the cair since 7/2/12. CM will get an update and follow up with SM Don.  
CM called to speak with SM Don, CM has spoken with star to advise dealer needs to update star after performing the recommended replacements, wiring kit and Pcm. CM had to leave a voicemail for SM don.  
SM Don called back and CM updated SM with information from lines 147-149. CM advised he will have the tech update the star case and get back to CM. CAIR has been sent back because of the following reason:  
See ECCI Case. Last entry 7/10/2012  
SM Don called to have CM look over the notes left by STAR. CM advised to release the vehicle back the customer as advised by star. SM states the vehicle has over 500 miles of testing on it and has been performing properly since the replacements were done. CM advised to update the AM regarding the cair. CM will follow up with the customer to check on the repairs.  
CM calling to speak with SM Don, CM left a voicemail for the SM.  
CM was advised that the vehicle has been released and the customer has called to say how happy she is now driving the vehicle since its been fixed.  
CM calling to speak with the customer. Customer states the vehicle is



services for 2 years.

CM spoke with SM to advise the customer is happy. CM asked for the cair to be closed so CM can close it out on CAC end. SM will update cair as he is waiting on the claim to be paid. CM advised if any issue to resubmit without rental and provide the receipt to CM and CAC will reimburse with a check. CM thanked SM and will follow up on Monday.

CM called and left a voicemail for the sm DON.

CM calling to speak with SM Don regarding the cair. SM states he is waiting on warranty to approve the claim. CM advised SM that CM is going on vacation and wants to get the situation taken care of before leaving. CM thanked SM.

CM called to get an update from SM Don, SM states he will close out the cair today. CM thanked SM.

CM called to advise the customer that the SC has been updated to the vehicle. CM left a voicemail regarding the SC added to the vehicle.

CM called to follow up with SM, SM will close the cair for CM.

\*Contact Date:07/26/2012

Customer request has been fulfilled.

CAIR RETURNED FROM DEALER ON 7/26/2012 AT 11:20:508 R 22339573

CLOSED LOOP UPDATE - customer contacted today to confirm repairs.

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**Customer Assistance Inquiry Record (CAIR)#** **22340348**

<b>VIN</b>	1C3BC2FG9	BN [REDACTED]	<b>Open Date</b>	06/19/2012	<b>Built Date</b>	04/21/2011
<b>Model Year</b>	2011	<b>Body</b>	JSLC41	CHRYSLER 200 LIMITED 4-DOOR SEDAN		
<b>In Service Dt</b>	09/14/2011	<b>Mileage</b>	6,600	<b>Dealer Zone</b>	42	DETROIT
<b>Plant</b>	N	STERLING HEIGHTS ASSEMBLY PLANT	<b>Market</b>	U	US	
<b>Color</b>	PDM	TUNGSTEN METALLIC CLEAR COAT				
<b>Engine</b>	ERB	3.6L V6 VVT ENGINE				
<b>Transmission</b>	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				
<b>Dealer</b>	59655	STERLING HEIGHTS DODGE INC				
<b>Dealer Address</b>	40111 VAN DYKE AVENUE					
<b>Dealer City</b>	STERLING HEIGHTS			<b>Dealer State</b>	MI	<b>Dealer Zip</b> 48313
<b>Owner</b>	[REDACTED]				<b>Contact Type</b>	TELEPHONE
<b>Address</b>	[REDACTED]				<b>Home Phone</b>	[REDACTED]
	SHELBY TOWNSHIP MI [REDACTED]				<b>Country</b>	UNITED STATES

Product - Drivability - Unknown - Stalling - Default	Customer states the vehicle stalls and all the instrument stop too.
Dealer - By-Pass - Default - Default - Default	

Customer called because the survey team called her. States she left the DR. office and the vehicle stalled and stranded her, again. States the dealer they could not get her in until Friday (6/22/12). States she would like assistance with getting the vehicle repaired. States the last time the dealer could not duplicate the concern. The survey team asked if the customer wanted the flight recorder installed and the customer answered yes.

\*\*\*\*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] Home

Preferred Afternoon/Evening call back number is [REDACTED] Cell

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? 59655

Reassigned to 88F

Status update provided via email to the following email address:

[REDACTED]

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

Your Case number: 22340348

Chrysler Case Management telephone number: 800-763-8422

My direct extension: 66248

My work hours: 8:00 am to 4:00 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,

Debbie

Case Management

End of Status Update

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

In by time and miles

No service contracts

1st owner has owned 2 new 1 used currently owns 1

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

Customer states that car is home. Customer states that she was driving home and the car lite up like a Christmas tree and car just stops. Car will restart but engine light stays on. Customer states that they told her if car is not doing it when they have car. Writer asked customer to see if they have taken a ride along and she stated no. Customer states that they have had car 3 times and stated that there was nothing wrong. Customer stated that they have driven car 60 miles. Customer states that she is taking car in on Friday. Customer states that car light is off now.

CAIR has been escalated to the I2R team for special handling.

\*\*\*\*\*Kim Anderson with the I2R Customer Resolution Team is now responsible for this CAIR. If the customer should call, please request them to contact Kim Anderson at 888-542-7239, extension 440. Thank you.\*\*\*\*\*

6/22/2012 KA286

Initial call with owner and introduced myself. She said she just gave it back to Sterling Heights. I asked her if she meant dropped it off for repair and she said no. She just finished trading it in for a charger. Thanked her for her time.

If the customer contacts Chrysler, please refer them to their I2R Case Manager Kim Anderson at 888-542-7239 ext 440.

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**Customer Assistance Inquiry Record (CAIR)#** **22344481**

<b>VIN</b>	1C3CCBAG6	CN [REDACTED]	<b>Open Date</b>	06/20/2012	<b>Built Date</b>	03/08/2012
<b>Model Year</b>	2012	<b>Body</b>	JSCH41	CHRYSLER 200 LX 4-DOOR SEDAN		
<b>In Service Dt</b>	03/13/2012	<b>Mileage</b>	2,128	<b>Dealer Zone</b>	42	DETROIT
<b>Plant</b>	N	STERLING HEIGHTS ASSEMBLY PLANT	<b>Market</b>	U	US	
<b>Color</b>	PRP	DEEP CHERRY RED CRYSTAL PEARL COAT				
<b>Engine</b>	ERB	3.6L V6 VVT ENGINE				
<b>Transmission</b>	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				

<b>Dealer</b>	66231	PINCKNEY CHRYSLER-DODGE-JEEP INC				
<b>Dealer Address</b>	1295 E M36					
<b>Dealer City</b>	PINCKNEY	<b>Dealer State</b>	MI	<b>Dealer Zip</b>	48169	

<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	TELEPHONE
<b>Address</b>	[REDACTED]	VEHICLE AND TRAVEL SERVICES	<b>Home Phone</b>
	STATE OF MICHIGA M [REDACTED]	<b>Country</b>	UNITED STATES

Product - Engine - Unknown - Defective - Default	Long Block
Product - Drivability - Unknown - Stalling - Default	

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

kt282@chrysler.com on 2012-06-20 @ 14:49  
 \*\*\*\*\*Begin structured narrative T2 - Beginning Narrative  
 Briefly summarize why the customer is contacting Chrysler:  
 Customer seeking help getting the vehicles issues resolved.  
 Briefly summarize what the customer is expecting:  
 Customer seeking Chryslers help getting the issues reoslved, the customer stated that the dealer needs help getting an answer from STAR.  
 \*\*\*\*\*End structured narrative T2 - Beginning Narrative  
 FLEET COMPANY: State of Michigan  
 DRIVER NAME: Jeffrey Littleton  
 CONTACT: Tim (Service Manager)  
 DLR PH: (734)878-3154  
 Vehicle has been at the dealer due to a stalling issue that the dealer can duplicate but is not setting any codes for two weeks. The service manager (TIM) is saying he has made more than 5 calls to STAR and has so far not received any response from them.  
 Wheels Inc: Ricardo Garcia WheelsWarrantyDept@Wheels.com  
 \* \* \* \* PILOT CASE MANAGER TEAM - District 88X \* \* \* \* \*  
 Status update provided via email to the following email address:  
 WheelsWarrantyDept@Wheels.com  
 VIN # : 1C3CCBAG6CN [REDACTED]  
 CAIR #: 22344481  
 My name is Chad, I will be working to assist you with your request.  
 Here is my contact information, if you need to contact me for any reason.  
 I will be in touch with you shortly with an update.  
 My Direct Extension: 66344  
 My Hours: 10:00 6:30 (M F) Eastern Time  
 My Email: CC1004@Chrysler.com  
 End of Status Update  
 \*\*\*\*\* Customer Document Received \*\*\*\*\*  
 Writer called dealer # and requested to speak with the Service Manager (SM) J.P, the SM has verified that they have submitted the Data Recorder to the STAR tech, now they are waiting for a reply for directions. the SM

states he should have an update before the end of the week, the writer will follow up with the SM J.P on 6/22/12 for an update.

CONTACT UPDATE - 1st Contact attempt, Email sent to Ricardo Garcia ( WheelsWarrantyDept@Wheels.com )

Writer has informed Ricardo Garcia of the information from the dealership, the writer will follow up by 6/22/12 for an update.

6/22/2012 Please contact the customer review concern and handle on merits GPJ

Writer called dealer and requested to speak with the Service Manager (SM) J.P., SM was not available, left message for a call back.

Per STAR case #12392517, STAR has provided the next step for the dealer.

Tech drained oil found metallic debris-thrust bearing dropped out-Contact area manager and business center for long block replacement.

Please order NPN engine for this vehicle due to beyond 70% rule.

Per T3839DD 06/22/2012 1:40:31 PM

\*\*\*EMAIL SENT TO KMA2 \*\*\*

Writer seeking update.

AM working with BC/tech advisor/warranty mgr to obtain engine.kma

Engine ordered 6/26/12 per STAR case.

Status update provided via email to the following email address:

WheelsWarrantyDept@Wheels.com

VIN # : 1C3CCBAG6CN [REDACTED]

CAIR #: 22344481

Hello [REDACTED],

I have been informed the dealer has ordered a new engine. As soon as I have additional information on the part arriving, I will be back in touch.

Thanks, Chad

End of Status Update

engine is at dealer.kma

Writer called dealer and requested to speak with the Service Manager (SM)

J.P., the SM stated that they hope to have it completed by the end of

today. The dealer is closed for the July 4th holiday. The writer will

follow up on 7/05 to verify the repairs have been completed.

Contact attempt, Email sent to Ricardo Garcia

WheelsWarrantyDept@Wheels.com

Writer informed [REDACTED] the repairs could be completed by the end of

today. The writer informed Ricardo the dealer would contact the driver

when completed. The writer also informed [REDACTED] the dealer was closed

tomorrow and the writer would follow up on 7/5 to confirm.

Writer called dealer and requested to speak with the Service Manager (SM)

J.P. the repairs have been completed and was picked up today.

Contact attempt, Email sent to Ricardo Garcia

Writer informed [REDACTED] the repairs have been completed and the

vehicle was picked up. Confirm repairs are to your satisfactory and that

the case can be closed.

Customer Document Reviewed.

Email received, confirmed vehicle was returned. Close CAIR

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

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**Customer Assistance Inquiry Record (CAIR)# 22344623**

<b>VIN</b>	1C3BC2FG1	BN [REDACTED]	<b>Open Date</b>	06/20/2012	<b>Built Date</b>	02/11/2011
<b>Model Year</b>	2011	<b>Body</b>	JSCL41	CHRYSLER 200 LIMITED 4-DOOR SEDAN		
<b>In Service Dt</b>	05/06/2011	<b>Mileage</b>	23,400	<b>Dealer Zone</b>	63	DALLAS
<b>Plant</b>	N	STERLING HEIGHTS ASSEMBLY PLANT	<b>Market</b>	U	US	
<b>Color</b>	PBV	BLACKBERRY PEARL COAT				
<b>Engine</b>	ERB	3.6L V6 VVT ENGINE				
<b>Transmission</b>	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				
<b>Dealer</b>	44956	RIVERLAND CHRYSLER DODGE JEEP INC				
<b>Dealer Address</b>	601 BELLE TERRE BLVD					
<b>Dealer City</b>	LAPLACE	<b>Dealer State</b>	LA	<b>Dealer Zip</b>	70068	
<b>Owner</b>	[REDACTED]			<b>Contact Type</b>	TELEPHONE	
<b>Address</b>	[REDACTED]			<b>Home Phone</b>	[REDACTED]	
	RESERVE LA [REDACTED]			<b>Country</b>	UNITED STATES	

Dealer - Service/Body Shop - Transaction - Problem Not Resolved - Default	dealership has been unable to diagnose because there is no code
Product - Drivability - Unknown - Other - Default	vehicle is turning itself off when she comes to a stop.

Briefly summarize why the customer is contacting Chrysler: Customer called because her vehicle is turning itself off when she comes to a stop. Customer stated that the dealership has been unable to diagnose because there is no code.

Briefly summarize what the customer is expecting: Customer wants Chrysler to assist the dealership in finding out what is wrong with her vehicle and fix it. Caller stated that she has 2 small children and this is scary when it happens and she worries about there safety with this problem. Customer advised a call back is required and will take place within one business day by COB their time Preferred call back number is home-[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)Unable to diagnose If a CDJ dealer has diagnosed, what is the dealer name or code? RIVERLAND CHRYSLER DODGE JEEP INC 44956 Reassigned to 88F \*\*\*\*\* CASE MANAGER TEAM - District U \*\*\*\*\* Status update provided via email to the following email address: [REDACTED]

Hello!  
 My name is Ann (Elizabeth Ann) and I am your case manager with Chrysler. Here is some information that will be helpful for you to have:  
 Your Case Number: 22344623  
 My phone number: 800-763-8422 extension 66125.  
 I am here Monday and Friday 9:15-6:30 PM, Tuesday 9-5:00 PM, Wednesday and Thursday 9:15-4:00 PM Central Time.  
 I will call you today to discuss your case.  
 Thank you for choosing Chrysler and have a great day!  
 Ann

Chrysler Customer Care

Note: This is a one-way generated message. Please do not reply.

End of Status Update

Agent spoke with Pete Service Director (SD) of dealer 44956 and Terry Service Manager (SM) was not available. Pete SD said they could not duplicate the stalling and it did not have any fault codes. Customer was told the PCM update might or might not fix the problem but they did perform the update and they have not heard back from the customer. Agent asked if a STAR case may be useful if customer comes for more diagnosis. Pete SD said they will do that but the 2 cases in STAR for stalling on this vehicle each have a fault code.

CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED]. Left message that agent has been in touch with the CDJ dealer, will want to know when customer will go for more diagnosis and agent will call tomorrow.

Caller [REDACTED] requesting to speak with Case Manager.

Transferred to:

cel [REDACTED]

Transferred to nic EB 401

Customer called and clarified that this case was open to report the problem but the stalling has not recurred after PCM was updated two days ago.

Customer will call as needed.

CLOSED LOOP UPDATE - customer contacted today to confirm repairs.

128

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**Customer Assistance Inquiry Record (CAIR)#** **22345942**

<b>VIN</b>	1C3BCBFG3	CN [REDACTED]	<b>Open Date</b>	06/20/2012	<b>Built Date</b>	08/12/2011
<b>Model Year</b>	2012	<b>Body</b>	JSCX27	CHRYSLER 200 LIMITED TWO DOOR CONVERTIBLE		
<b>In Service Dt</b>	05/11/2012	<b>Mileage</b>	855	<b>Dealer Zone</b>	42	DETROIT
<b>Plant</b>	N	STERLING HEIGHTS ASSEMBLY PLANT	<b>Market</b>	U	US	
<b>Color</b>	PRP	DEEP CHERRY RED CRYSTAL PEARL COAT				
<b>Engine</b>	ERB	3.6L V6 VVT ENGINE				
<b>Transmission</b>	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				

<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	TELEPHONE
<b>Address</b>	[REDACTED]	<b>Home Phone</b>	[REDACTED]
	WEST CHESTER OH [REDACTED]	<b>Country</b>	UNITED STATES

Product - Body / Trim / Paint Finish - Glass - Wind Noise - F. Door-Driver	Customer requested wind guard
Corporate - Recall - Default - Default - Default	Customer states there should be a recall for stalling
Corporate - NHTSA - Notification - Default - Default	Customer states they filed a complaint for stalling issues
Product - Drivability - Unknown - Stalling - Default	Vehicle shutting itself off at 70 MPH
Corporate - Outbound - Survey Follow-Up - CPS - Customer Contact Complete	
Corporate - Outbound - Survey Follow-Up - CPS - Default	

CPS Survey Record Received Date: 06/20/2012  
 Survey Number : CN11654603  
 Quality Survey ID Number: 210344439  
 Survey Date : 06/19/2012  
 VIN Number : 1C3BCBFG3CN [REDACTED]  
 Mapping Class : Legal  
 Event Type : 1st Service customer pay  
 CPS Score : 5  
 \*\*\*\*\* CASE MANAGER TEAM - District ? 88Z ? \*\*\*\*\*  
 Survey says: Negative experience / problems with CURRENT vehicle. Poor service experience. Safety/Legal.  
 Missing items/options. Engine Runs, Then Dies/Stalls. Safety/Legal.  
 I had a pretty rough experience right out of the chute with this car. A hazardous situation that has been rectified. So, right now the taste in my mouth isn't exactly top-notch. Just the fact that I had to have it in the shop twice under 1,000 miles and that didn't sit well with me. The car had to be put back in a second time. At that point they did go to a national tech center for help. Like I said, it was in the shop for nearly a week the second time. I'm paying for a car I don't have and we don't know what the problem is. Very frustrating. I ordered the car and it came in and it didn't have the wind guard that comes with the car. I have 1,400 miles on the car and probably 300 miles of those was put on by the dealership trying to figure out what was wrong with the car. You'd thought they would have replenished my gas. That didn't happen. I got a courtesy car wash that was barely run through a machine. There's a little, sad taste in my mouth right now. I don't mean for that to be negative on the gentlemen themselves. But, I was a very frustrated new owner, who was aggravated and not sure I had a car that was going to be able to be fixed. The car was shutting itself off at 70 miles an hour



driving down the road time and time an time again.

CONTACT UPDATE - 1st Contact to [REDACTED] (wife), phone number dialed, [REDACTED].

Customer states the vehicle went into the dealership twice for the stalling issues and they made some adjustments to the computer codes and so far so good. Customer states the vehicle would start back up once it stalled and the dealer had to contact a national tech center for help.

Customer states that this issue should be a recall.

Agent offered the NHTSA and customer states that her husband has already went to the web site and filed a complaint.

Customer states that the dealership used her gas and did not top off and the dealer called her and informed that they would put gas in her car when she comes in again.

Customer states the vehicle did not come with the wind screen and the dealer took another one off of another vehicle and should have been taken care of the same day.

Agent informed the customer that the information has been documented and that the case will be closed.

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

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**Customer Assistance Inquiry Record (CAIR)# 22347078**

<b>VIN</b>	1C3CDZBG2	CN [REDACTED]	<b>Open Date</b>	06/21/2012	<b>Built Date</b>	05/11/2012
<b>Model Year</b>	2012	<b>Body</b>	JSDP41	DODGE AVENGER R/T 4-DOOR SEDAN		
<b>In Service Dt</b>	06/04/2012	<b>Mileage</b>	1,200	<b>Dealer Zone</b>	42	DETROIT
<b>Plant</b>	N	STERLING HEIGHTS ASSEMBLY PLANT	<b>Market</b>	U	US	
<b>Color</b>	PX8	BLACK CLEAR COAT				
<b>Engine</b>	ERB	3.6L V6 VVT ENGINE				
<b>Transmission</b>	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				
<b>Dealer</b>	42414	MC CUBBIN CHRY PRODUCTS				
<b>Dealer Address</b>	301 EAST CLIFTY DRIVE					
<b>Dealer City</b>	MADISON	<b>Dealer State</b>	IN	<b>Dealer Zip</b>	47250	
<b>Owner</b>	[REDACTED]			<b>Contact Type</b>	TELEPHONE	
<b>Address</b>	[REDACTED]			<b>Home Phone</b>	[REDACTED]	
	KENT OH [REDACTED]			<b>Country</b>	UNITED STATES	

Corporate - Rental Vehicle - Default - Default - Default	Rental vehicle request
Corporate - CNA Change - Default - Default - Default	Update personal information
Product - Engine - Engine Block / Short Engine - Other - Default	Vehicle stalled--will not start

Briefly summarize why the customer is contacting Chrysler:  
 Caller states that his vehicle has stalled and will not start. Caller states that he is away on business 5 hours away from home. Caller states that the vehicle is currently at McCubbin Chrysler Products 301 East Clifty Drive Madison , IN 47250 812-273-5411 and the caller states that this dealership will not be able to diagnose the vehicle until Friday June 22, 2012. Caller states that he has a business partner with him on the business trip that needs to get home, but however neither of them have a vehicle to get home because this vehicle broke down and is currently at the dealership.  
 Briefly summarize what the customer is expecting: Caller expecting rental assistance.  
 Briefly summarize why the customer is contacting Chrysler: Caller states that his vehicle has broken down out of states 5 hours away and caller states that he has a co-worker with him that needs to get back home for work on Friday June 22, 2012. Caller states that he dealership that the vehicle is currently at cannot diagnose the vehicle until Friday June 22,2012.  
 Briefly summarize what the customer is expecting : Caller expecting 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 \*\*\*\*\*  
 Customer: Original owner/1 new/1 used/2 household/active service contract

w/5 day rental

CONTACT UPDATE - 1st Contact attempt, phone number dialed [REDACTED] spoke to Service Manager Erick vehicle is at dealership. SM stated no sure when will be able to get to diagnosis

Writer dialed [REDACTED] customer does not feel like driving 5 hours up and 5 hours back does have a coworker that needs to get back home and customer not sure wanting to be stranded out of town. Customer is waiting on call from employer to see about rental for the coworker and stick around and see if they can get customers vehicle diagnosed on Fri. Writer also gave number for Service Contract to customer for the 5 day rental.

Writer did offer customer reimbursement on rental 95-40-01-41 up to 35.00 per day for Chrysler product

Status update provided via email to the following email address:

[REDACTED]  
My name is Kathi and I have been assigned as your Case Manager.

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

Your Case number: 22347078

Chrysler Case Management telephone number: 800-763-8422

My direct extension: 66256

My work hours: 9am-5:30pm Eastern 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 made via email.

Writer contacted dealer 42414. Service Manager Eric is not available.

Cashier will forward a message for call back. Writer is looking for an update on when the dealer will be able to work customer vehicle in for diagnosis.

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

original owner

household 5

3 new 2 used

2 s/c one oil change 2nd is 5/70 \$100 deductible

Customer calls to speak with their Case Manager.

Customer stated has already left messages for CM.

Customer stated would like to know about rental.

Writer transferred customer to ext. 66248, to speak with CM DF347.

Customer called in for rental concern, writer called dealership SM Eric, is out of the office, SA sholonda, diagnosis no compression in the #1 cylinder, will need to remove the head for further diagnosis, rental concern customer doesn't have a credit card, a credit card is for security purposes. Customer will be sending in his documents and paid receipt. We will reimburse for rental. Vehicle should be repaired by 06/28/12. Customer will need the vehicle until 06/29/12. Follow up 06/29/12.

[REDACTED] called. States he really needs his CM to call him.

States he can not take the rental out of state but his vehicle is in another state and does not know how to get it.

As per customer, writer sent to VM.

Customer called requesting Case Manager, writer put customer on hold and customer disconnected the call.

Writer contacted customer at [REDACTED] Writer advised that we would reimburse the customer for rental. Writer advised that rental is not something that writer can assist. Dealer does not work with the customer as the customer is out of state. Customer's rental is costing \$90.00 a day. Customer does not want to take the chance of getting into an accident with the rental if he takes that vehicle to get his vehicle.

Customer has not even made a payment on this vehicle and he is already having issues and NO assistance from anyone. Writer advised the customer that writer would contact the customer back within 1 hour.

Writer contacted dealer 42414. Car will be ready tomorrow, and customer states he will pick it up on Saturday. The customer is too far away to assist in getting the vehicle to and there is no one that can drive the customer's vehicle to the state line.

Writer contacted selling dealer 44463. Writer gets a recording. No message left.

Writer contacted selling dealer 44463. Writer gets a recording. No message left.

Writer contacted customer at [REDACTED]. Customer states the customer

Wednesday. Customer asked how to get the information regarding the reimbursement for rental. Writer advised that writer would send customer 2 links to scan and attach documents to and send back to writer. Writer advised that these may come in a junk mail. writer advised that the link is good for 1 use and 7 days. Writer advised that if the customer needs any additional links to please call and leave a message and writer will send them to the customer.

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

[REDACTED] on 2012-06-26 @ 15:10

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

[REDACTED].com on 2012-06-26 @ 15:10

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

Customer called writer and left VM stating he picked up the car and all is well for that issue. Customer has sent documents requested and is asking for confirmation from writer.

Writer contacted customer at [REDACTED]. Writer advised that the documents have been received and reviewed. Writer advised that writer can reimburse part of the cost for rental per lines: 40-41 \$35.00 a day for Chrysler product. Customer feels that this is an unfair amount as the customer did not have any choice in this matter as the customer was broke down 5 hours from home.

Writer contacted customer back at [REDACTED]. Writer advised that after further review that writer would reimburse the customer \$150.00 for the rental as the customers vehicle was broken down in another state and the vehicle has only been owned for less than a month. Customer is satisfied with this decision. Writer advised that a check would be mailed to the customer and should be received with in the next 7-10 days. Writer advised that the file will close when the check is issued. Customer thanked writer and Chrysler for everything.

writer forwarding file for TL approval.

Customer Document Reviewed.

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**Customer Assistance Inquiry Record (CAIR)#** **22347101**

<b>VIN</b>	1C3BCBFG1	CN [REDACTED]	<b>Open Date</b>	06/21/2012	<b>Built Date</b>	03/27/2012
<b>Model Year</b>	2012	<b>Body</b>	JSCX27	CHRYSLER 200 LIMITED TWO DOOR CONVERTIBLE		
<b>In Service Dt</b>	04/25/2012	<b>Mileage</b>	4,411	<b>Dealer Zone</b>	66	ORLANDO
<b>Plant</b>	N	STERLING HEIGHTS ASSEMBLY PLANT	<b>Market</b>	U	US	
<b>Color</b>	PBV	BLACKBERRY PEARL COAT				
<b>Engine</b>	ERB	3.6L V6 VVT ENGINE				
<b>Transmission</b>	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				

<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	TELEPHONE
<b>Address</b>	[REDACTED]	<b>Home Phone</b>	[REDACTED]
	APOLLO BEACH FL [REDACTED]	<b>Country</b>	UNITED STATES

Product - Drivability - Unknown - Hesitation/No Power - Default	Loses power and stalls
Product - Unknown - Unknown - Stalling - Default	

\*\*\*\*Begin structured narrative T2 - Beginning Narrative  
 Briefly summarize why the customer is contacting Chrysler:  
 Customer stated has appointment at the dealership for intermittent stalling concerns. Customer stated vehicle started stalling two weeks after purchase with 400 miles. Customer stated tomorrow has appointment for the second time at the dealership to diagnose the stalling concern.  
 Briefly summarize what the customer is expecting:  
 Customer stated the first time dealership could not duplicate the concern. Customer is requesting Case Manager to work with dealership in finding the reason for the stalling and have repaired.  
 \*\*\*\*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] Best number during the day  
 Preferred Afternoon/Evening call back number is [REDACTED] any time after 3:30 PM customer s time  
 Customer email address for case updates: [REDACTED]  
 Who has possession of the vehicle? Owner  
 Has the vehicle been diagnosed by a CDJ dealer? Dealership is diagnosing on 6/22/2012 at 7:30 AM  
 If a CDJ dealer has diagnosed, what is the dealer name or code? 60446 Reassigned to 88F  
 Status update provided via email to the following email address:  
 [REDACTED]  
 My name is Kara and I have been assigned as your Case Manager. The information listed above is your referenced case number, vehicle description, and your vehicle identification number (VIN). The Chrysler Case Management toll free telephone number is: 1-855-525-5085 and my direct extension: 4720268. I am available Tuesday-Saturday 9 a.m. 6 p.m. Eastern standard time I will be contacting you within one business day via telephone to review your case with you.  
 End of Status Update  
 CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED], CM left a message for customer to contact CM with further information.  
 Customer returning CM KR467 at ext 4720268, agent transfered customer

through.

Customer states that the vehicle is in for service and it was relayed to her by the dealership that the vehicle may need to be kept for a couple of days, if they are unable to duplicate the concern with the vehicle not starting, customer states that the driverside window also squeaks when it is wet rain/washing, but not when it is dry. Customer states that the vehicle not starting is the third occurrence and would just like a resolution, CM informed customer agent will work in conjunction with the dealership to resolve the issue.

Customer states that the vehicle is in for service and they have called her to inform her that it was low on gas and had to authorize to charge for gas, so they can attempt to diagnose the vehicle, CM will contact the dealership and make the dealer aware that Chrysler is involved and will follow up with the customer. Customer wishes to be contacted via email as far as updates.

CM attempted to contact (60446) dealership to obtain a diagnosis of customers vehicle, dealership unavailable agent will attempt at a later time.

Customer calls seeking updates on the vehicle , CM informed customer that no updates available at this time but will consider, contacting the design engineers if the dealership is unable to diagnose the concern, customer thanked and the call was ended. CM will inform customer with updates via email, due to the customer at times being unable to be reached per customers request.

CM contacted dealer (60446) spoke with SA Shawn states that the vehicle has not been dispatched to a SA and should have further updates on Monday 6/25/12. CM provided SA with agents contact information and customers case number and requested to be contacted when a diagnosis is established.

ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER

Agent called the dealer and spoke to/left message for SA Shawn and informed them of the customer s contact with the CCAC and informed the dealer of the Direct-to-Dealer CAIR. Please follow your Business Center guidelines in an attempt to resolve customer s concern(s).

If required, seek assistance from your District Manager, Business Center or STAR. Please update this CAIR with the final resolution.

\*\*\*\*Begin structured narrative T2 - Beginning Narrative

Briefly summarize why the customer is contacting Chrysler:

Dealership is unable to duplicate concern, unable to resolve the issue.

Briefly summarize what the customer is expecting:

Assisting the dealership with a resolution to the issue.

\*\*\*\*End structured narrative T2 - Beginning Narrative

REASSIGNED TO BC/DLR 66 60446 06/23/12 12:44 O 22347101

CM contacted SA Shawn (60446) informed SA that the customers vehicle needs to have a STAR case submitted, SA states he will get the advisor who is working with the customer and inform him of the issue. CM provided contact information and the call was ended.

Status update provided via email to the following email address:

Ms. [REDACTED]

Just an update, I have contacted dealership and informed them to contact our tech specialist for the concerns of the vehicle. I will follow up on 6/26/12 to establish if a decision or possible resolution has been reached. If you have any further questions please contact me.

End of Status Update

\*\*\*\*\* Following Corporate Resource has been contacted \*\*\*\*\*

Donald Altermatt

on 2012-06-27 @ 14:03

CM contacted the dealership and established if a STAR concern has been escalated, SA Shawn states that the customer has been informed to retrieve the vehicle due to the dealership being unable to duplicate the concerns.

SA states that he will still forward the information to TAPS. CM will contact customer after the vehicle has been received.

4th attempt made to contact customer [REDACTED] . Left message for customer explaining that a STAR case will be submitted and to return to the dealership if the problems persist and the case will remain open until, thanked the customer.

Complaint could not be duplicated and explanation has been provided to customer.

Request was reviewed with DM.

CAIR RETURNED FROM DEALER ON 7/03/2012 AT 08:23:187 R 22347101

Customer called to speak with CM ext: 4720268

Agent transferred customer to CM

Customer calls seeking rental assistance because customer's vehicle is hesitating to start and if it starts darts off and powers off. Contacted

Service Manager, Jennifer Bowles at 60446 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.

Customer states that the vehicle is having the same concerns and will return to the dealership 7/9/12, CM confirmed and authorized 5 days of rental for the customer and informed customer that the incidentals and other fees are of the customer expense, Chrysler only covers the daily rate of the rental and will inform the dealer of the authorization, customer thanked and the call was ended.

CM spoke with SA Shawn (60446) and informed SA of the authorization and customer's concern and issues with the dealership, SA thanked and the call was ended.

REASSIGNED TO BC/DLR 66 60446 07/06/12 16:52 O 22347101

\*Contact Date:07/09/2012

Customer request has been fulfilled.

CAIR RETURNED FROM DEALER ON 7/09/2012 AT 11:03:687 R 22347101

Customer states that the dealership states that it may be a TIPM or a PCM that is causing the failure, customer states that the dealer has to run further diagnosis before it is actually established, CM informed customer that agent will follow up with the dealer to retrieve and actual diagnosis, customer thanked and the call was ended.

CM spoke with SA Shawn (60446) states that the SM and the DM are involved with the issue and concern, CM informed SA that agent will extend the rental another 5 days. SA thanked and the call was ended.

Status update provided via email to the following email address:

Ms. [REDACTED]

I have spoken with the dealership and I have informed them, I will be out of the office, and I have extended the rental for an additional five days, past Friday, 7/13/12. If it is not needed and your vehicle is repaired and returned great, if not then I will contact you when I return.

End of Status Update

Rental authorization has been entered into DM notes.

CM contacted customer 813 826 9417 to confirm if the repairs have been performed, customer states that a TIPM is being replaced and the car should be ready as of today, customer states that she is in a rental vehicle, agent thanked the customer and will follow up.

Status update provided via email to the following email address:

Ms. [REDACTED]

Following up to see how the vehicle is performing. Please contact me when you are available so we may discuss exactly what is going on with the vehicle.

End of Status Update

CLOSED LOOP UPDATE - customer contacted today to confirm repairs.

Customer states that the vehicle is performing well at this time, agent offered future assistance. Agent thanked the customer for calling in and the call was ended.

Customer calls to speak with their Case Manager. Customer states her vehicle not working again. Agent connected to KR467 at extension 4720268 to leave a voicemail message as requested.

Customer states that the vehicle is going back in for a stalling issue and requests a rental vehicle, agent obliged since this is the third time for the vehicle going in for service and the issue is unable to be resolved.

CM contacted dealership and spoke with SM Jennifer(60446) states that she has handled the customer's request for a rental, agent thanked the SM and

Closed-goodwill offered by dealer.

REASSIGNED TO BC/DLR 66 60446 08/01/12 12:08 R 22347101

Customer has contacted agent and stated that the vehicle is having the same issue and will be returning to the dealership today, customer is requesting a rental agent will oblige and escalate the concerns for further review.

CM contacted dealership SA Shawn (60446) and explained that the vehicle is coming in for service today and agent will authorize a rental for the customer and to also contact the AM to review the case as well, CM informed SA that the authorization will be submitted for three days of rental.

Customer calls seeking rental assistance because ?describe customer situation?. Contacted Service Manager, Shawn? at 60446 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.

080212 LEMON LAW MVDN RECD ON 7/31. FILE BEING HANDLED BY SEBC. REFER TO CAIR 22478320 FOR FURTHER DETAILS.

Closed -referral to another/dept group.

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**Customer Assistance Inquiry Record (CAIR)# 22349261**

<b>VIN</b>	1C3BC1FG9	BN [REDACTED]	<b>Open Date</b>	06/21/2012	<b>Built Date</b>	12/22/2010
<b>Model Year</b>	2011	<b>Body</b>	JSCE41	CHRYSLER 200 TOURING 4-DOOR SEDAN		
<b>In Service Dt</b>	12/28/2010	<b>Mileage</b>	25,000	<b>Dealer Zone</b>	63	DALLAS
<b>Plant</b>	N	STERLING HEIGHTS ASSEMBLY PLANT	<b>Market</b>	U	US	
<b>Color</b>	PS2	BRIGHT SILVER METALLIC CLEAR COAT				
<b>Engine</b>	ERB	3.6L V6 VVT ENGINE				
<b>Transmission</b>	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				
<b>Dealer</b>	43617	BROSE AUTO GROUP INC				
<b>Dealer Address</b>	813 S PARKWAY					
<b>Dealer City</b>	CORINTH	<b>Dealer State</b>	MS	<b>Dealer Zip</b>	38834	
<b>Owner</b>	[REDACTED]			<b>Contact Type</b>	TELEPHONE	
<b>Address</b>	[REDACTED]			<b>Home Phone</b>	[REDACTED]	
	TISHOMINGO MS [REDACTED]			<b>Country</b>	UNITED STATES	

Product - Drivability - Unknown - Stalling - Default	Customer states vehicle is stalling
Dealer - Sales - Transaction - Other - Default	Customer states vehicle was in accident

Briefly summarize why the customer is contacting Chrysler: Customer states she had an issue with the rack and pinion. Customer states that she had this replaced on Tuesday. Customer states the vehicle has a stalling issue that remains unresolved. Customer states after the rack and pinion repair she brought it to a body shop and the body shop said the vehicle had been in an accident because a rack and pinion should not go at the mileage the vehicle is at as well as there were obvious signs the car had been repainted. Customer states she would have never bought the car had she know it was in an accident. Customer states the dealership should have disclosed this information during the sale. Agent advised customer case would be escalated and provided a case number. Briefly summarize what the customer is expecting: Customer seeks to have stalling issue resolved as well as make a complaint against the dealership.

\*\*\*\*\*

Customer advised a call back is required and will take place within one business day by COB their time  
 Preferred Morning/Midday call back number is [REDACTED]  
 Preferred Afternoon/Evening call back number is [REDACTED]  
 Customer email address for case updates: N/A  
 Who has possession of the vehicle? Owner  
 Has the vehicle been diagnosed by a CDJ dealer? Yes  
 If a CDJ dealer has diagnosed, what is the dealer name or code? 43617  
 Reassigned to 88F

\*\*\*\*\* CASE MANAGER TEAM - District U \*\*\*\*\*

OOW- No  
 SC- No  
 2nd owner  
 1 in household.  
 CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED] Left message.

Writer called customer and was advised she is not sure if she is going to take the vehicle back to the dealer yet. Writer advised will follow up 7/2/12 to check on the vehicle.

Writer called customer and was advised her daughter is going to try and take the vehicle to the dealer tonight.

Agent attempted to contact dealer Service Manager (SM), however, SM not available. Spoke to SA Josh and was advised the vehicle has not been brought in at all this week.

Writer called customer and was advised they are taking the vehicle in tomorrow evening. Writer advised will follow up with the dealer on 7/9/12.

Customer states she is working with the dealerships on trading the vehicle in for another vehicle. Customer states she is going to call dealership today and they should have something done by this weekend. Writer advised customer case manager will follow up with her next week.

CONTACT UPDATE - Writer called customer, Left message.

Agent called the customer at [REDACTED]. Left message agent has reviewed the case with CCSC and if all is well, case will close in one week. Otherwise customer may call if there is diagnosis at CDJ dealer. Customer stated she wanted to speak with her CM. Agent transferred to CM for further assistance.

Customer called saying that last Friday the sales person David assured her that they could find another Chrysler 200 for her daughter. Customer said now David is now on vacation this week and she feels like she is being given the run around. Customer said the accident was before she bought it as a used car and someone knew it was in an accident. Customer said she even spoke with the General Manager (GM) Grant of dealer 43617 and this is now 2 weeks that she is trying to help her. Agent clarified that the service department is not working with it currently because they could not duplicate the stalling.

Agent attempted to contact Grant (GM), however, GM not available. Left message for a return call at extension 66125.

Agent explained to the customer that a courtesy call was made, a detailed message left for the GM and agent will keep the case open to see what contact can be made while referring the customer to the sales department. Agent attempted to make a courtesy call to Grant GM however, the call ended.

Agent received VM from the customer with no information.

Agent called the customer at 662-212-0628. Customer said she spoke with Grant GM today who referred her to Steve the Sales Manager and said he would call her shortly. Customer said she has not heard yet, but wants to trade it. Agent explained her frustrations are documented in this case. Agent explained if she has a service issue she may call as needed and the case will close today for this complaint and sales issue. Agent confirmed customer is not working with any repairs at this time.

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

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**Customer Assistance Inquiry Record (CAIR)# 22351973**

<b>VIN</b>	1B3BD1FG6 BN [REDACTED]	<b>Open Date</b>	06/22/2012	<b>Built Date</b>	05/31/2011
<b>Model Year</b>	2011	<b>Body</b>	JSDE41	DODGE AVENGER MAINSTREET 4-DOOR SEDAN	
<b>In Service Dt</b>	08/02/2011	<b>Mileage</b>	9,000	<b>Dealer Zone</b>	51 CHICAGO
<b>Plant</b>	N	STERLING HEIGHTS ASSEMBLY PLANT	<b>Market</b>	U	US
<b>Color</b>	PRM	REDLINE 2 COAT PEARL			
<b>Engine</b>	ERB	3.6L V6 VVT ENGINE			
<b>Transmission</b>	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION			
<b>Dealer</b>	42824	ROYAL GATE DODGE CHRYSLER, INC.			
<b>Dealer Address</b>	15502 MANCHESTER RD				
<b>Dealer City</b>	ELLISVILLE	<b>Dealer State</b>	MO	<b>Dealer Zip</b>	63011
<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	TELEPHONE		
<b>Address</b>	[REDACTED]	<b>Home Phone</b>	[REDACTED]		
	BALLWIN MO [REDACTED]	<b>Country</b>	UNITED STATES		

Corporate - CNA Change - Default - Default - Default	COIN updated
Product - Drivability - Unknown - Stalling - Default	

Briefly summarize why the customer is contacting Chrysler: [REDACTED]  
 [REDACTED] called in stating that his vehicle has been to the CDJ dealership (42824) for 5 times for the same issue. Customer states that his vehicle will die when he is stopped at stop lights. Customer also states that his vehicle lurches forward. Customer states that the dealership is unable to duplicate the issue.  
 Briefly summarize what the customer is expecting: Customer is seeking assistance with fixing 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 6 [REDACTED]  
 Preferred Afternoon/Evening call back number is [REDACTED]  
 Customer email address for case updates: Customer declines  
 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? 42824  
 Reassigned to 86M  
 Customer states that he has a rental vehicle, also seeking assistance with rental cost  
 Customer is seeking assistance with having a STAR technician involved with his vehicle.  
 Customer called to see if there was any updates on the vehicle. Customer also stated that he would like to provide the number to SA Curtis at the dealership 314-393-1883 so that there is a direct contact with him.  
 Customer seeking to speak with CM. Agent transferred to extension 4718341.  
 Caller [REDACTED] requested to speak to case manager CN208. Agent transferred caller to ext. 4718341 for further assistance.  
 Caller [REDACTED] requested to speak to case manager CN208. Agent transferred caller to ext. 4718341 for further assistance  
 \*\*\*\*\*TIER TWO AGENT\*\*\*\*\*

Customer is calling. Vehicle is still having concerns. Customer states vehicle has been to vehicle 5 times and still has not been fixed. Customer states they last spoke with SM at dealership yesterday and this morning. Vehicle is currently at the dealership. Dealership provided customer with a rental. Vehicle is stalling, lurching when at stop signs and lights. Vehicle is hesitant. No trouble codes or warning lights are present at any time. STAR was accessed by dealership last on 04/16/12. Writer verified best time to contact customer is in mornings and at number provided which is home number.

Writer is calling dealership Royal Gate CDJ 636-394-3400 to speak with SM in regards to customer BN595998. Writer is calling at 4:29pm and spoke with SA Rob and asked for SM Curtis and left a VM message for call back. Writer left case manager number and extension(4718341) and customers file number and VIN.

Customer called on 06/26/12 at 11:53am and again at 2:54pm and requests call back.

Writer is calling dealership Royal Gate CDJ 636-394-3400 to speak with SM Curtis in regards to customer BN595998. Writer is calling at 11:48am and spoke with SA Joe and was transferred to SM Curtis and customers vehicle is currently at the dealership. Customer is in a rental vehicle which the dealership is covering for 5 days. Customer approved a SA to drive vehicle back and forth to work and home to try and duplicate the concern. SM Curtis wants this documented in CAIR that if rental is required longer than 5 days they will ask for assistance from DM. Customers vehicle does not display any trouble codes when concern exhibits itself. Writer offered SM Curtis contact information as well as customers CAIR number. Writer will follow up with customer.

Writer will contact customer and dealership on 07/02/12

Writer will contact dealership on 07/03/12

Writer will contact dealership on 07/09/12

Writer is calling dealership Royal Gate CDJ 636-394-3400 to speak with SM Curtis in regards to customer [REDACTED] BN [REDACTED]. Writer is calling at 3:01pm and spoke with SM Curtis and they state the customer has the vehicle and have not heard anything negative back since. Writer asked what the resolution was and SM Curtis states they replaced the throttle body and the PCM. Writer thanked SM Curtis for their assistance.

Writer is calling customer [REDACTED] to ask for an update with their vehicle. Writer is calling at 3:07pm and spoke with customer and vehicle is working fine so far. Writer advised customer that if concern arises again to contact the SM and inform them right away. Customer understands and Writer is closing this CAIR.

CLOSED LOOP UPDATE - customer contacted today to confirm repairs. No further follow up is required.

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**Customer Assistance Inquiry Record (CAIR)#** **22353077**

<b>VIN</b>	1C3BC7EG2 BN [REDACTED]	<b>Open Date</b>	06/22/2012	<b>Built Date</b>	03/30/2011
<b>Model Year</b>	2011	<b>Body</b>	JSCX27	CHRYSLER 200 LIMITED TWO DOOR CONVERTIBLE	
<b>In Service Dt</b>	04/15/2011	<b>Mileage</b>	22,000	<b>Dealer Zone</b>	32 NEW YORK
<b>Plant</b>	N	STERLING HEIGHTS ASSEMBLY PLANT	<b>Market</b>	U	US
<b>Color</b>	PW7	BRIGHT WHITE CLEAR COAT			
<b>Engine</b>	ERB	3.6L V6 VVT ENGINE			
<b>Transmission</b>	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION			
<b>Dealer</b>	66689	ROCKLAND CHRYSLER JEEP DODGE			
<b>Dealer Address</b>	60 ROUTE 304				
<b>Dealer City</b>	NANUET	<b>Dealer State</b>	NY	<b>Dealer Zip</b>	10954
<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	TELEPHONE		
<b>Address</b>	[REDACTED]	<b>Home Phone</b>	[REDACTED]		
	NEW CITY NY [REDACTED]	<b>Country</b>	UNITED STATES		

Product - Drivability - Unknown - Stalling - Default	Customer seeking assistance with stalling issue
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Briefly summarize why the customer is contacting Chrysler: Customer called asking about the issue that he is currently having with the vehicle. Agent reviewed AC doc # 23320 and it is the same issue noted there. The customer states the vehicle s check engine light will come on and the vehicle will shut off, and it can be restarted within a couple minutes. Customer has an appointment with the dealer on Tuesday. Agent advised the CM will call him back on Monday and will follow up with the dealer on Tuesday with the appointment.

Briefly summarize what the customer is expecting: Customer seeking assistance with stalling issue.

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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? Not yet  
 If a CDJ dealer has diagnosed, what is the dealer name or code? 66689  
 Reassigned to 88F  
 Status update provided via email to the following email address:  
 [REDACTED]

My name is Wanda and I have been assigned as your Case Manager. Here is some information that will be helpful for you to have:  
 Your case number :22353077  
 Chrysler Case management telephone number : 800-763-8422.  
 My direct extension:66101  
 My work hours: 10:00 am to 6:00 pm Eastern Time Monday- Friday.  
 End of Status Update  
 \*\*\*\*\* CASE MANAGER TEAM - District T \*\*\*\*\*  
 CONTACT UPDATE - 1st Contact attempt,E-mailed on line 21.

1st attempt to contact the SM about an appointment but the service department was closed..

Writer contacted customer but customer disconnected.

Writer attempted to contact customer but customer disconnected. Call back 6/28.

2nd attempt to contact the SM about an appointment but the service department was closed.

3rd attempt made to contact customer. Customer stated that the dealer took care of everything and that there is nothing further at this time.

Writer advised customer that we will close the case and that if there is anything in the future to give us a call. Customer agreed and thanked the writer.

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

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